



# Sheriff's Office Custody Bureau

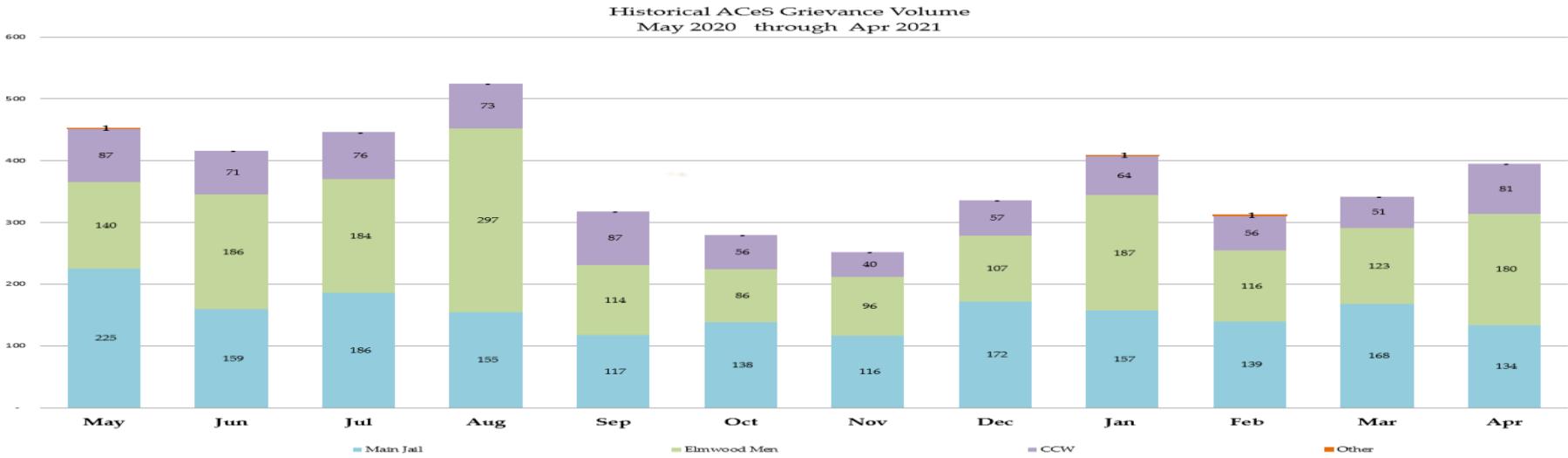
## Inmate Grievances Dashboard

### April 2021

# Inmate Grievances Dashboard – April 2021

- Executive Summary
  - The Grievance Unit Monthly Dashboard will include the following data:
    - Historical Grievance Volume
      - May 2020 through April 2021
    - Top Five Most Frequent Grievance Categories
      - April 2020 vs. April 2021
    - Grievance Totals by Category and by Facility
      - April 2021
    - Category Frequency Rank
      - April 2021

# Inmate Grievances Dashboard – April 2021



The data above compares the volume of the monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men's, Elmwood Women's Facilities (CCW), and also by "Other - Out of Facility" areas. This refers to areas such as the Courts or Alternative Supervision programs.

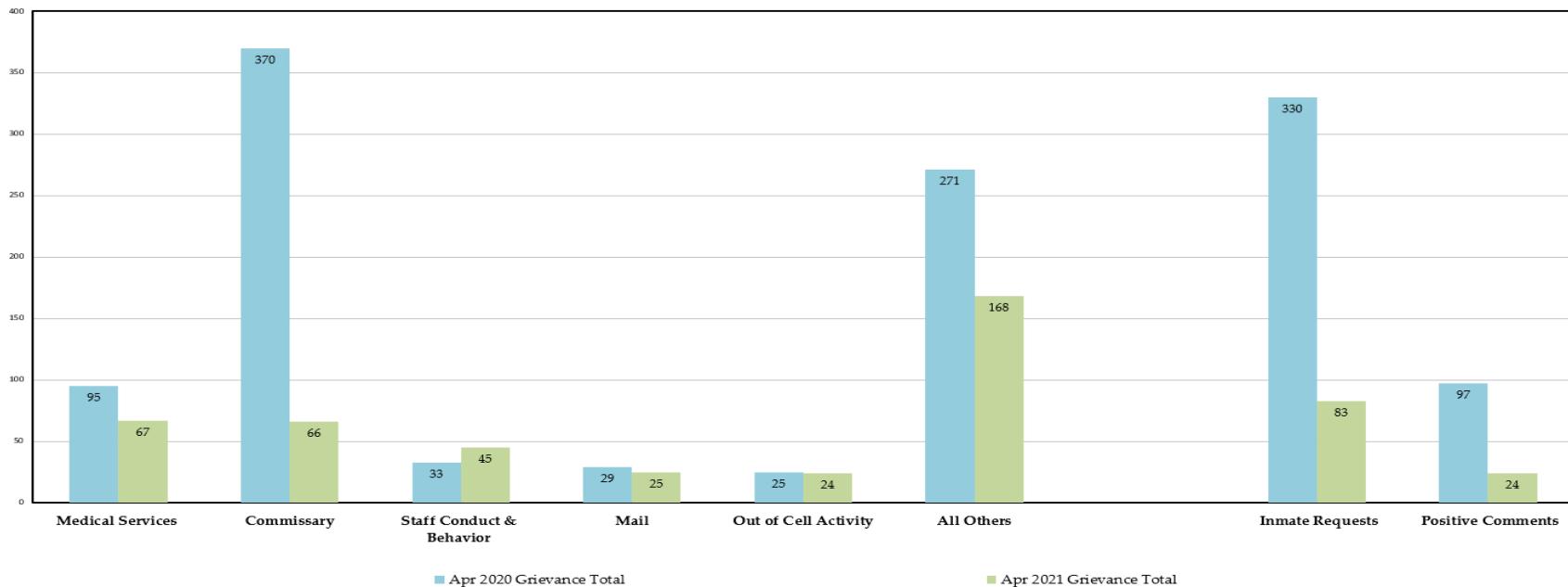
When compared to the previous month, there was a 15.5% increase in grievance submissions for April 2021. Individually, Main Jail decreased by 20.2% while Elmwood Men's increased by 46.3% and Elmwood Women's by 58.8%. An audit was performed to examine the increases and a majority of the grievances that were submitted last month were produced by a small group of inmates across all three facilities. This group consisted of eight inmates that produced 13% (64 grievances) of all grievances for the month of April. Although this group combined for 13% of all grievances last month, there was no specific issue of concern. The grievances were general and not specific to any issue, deputy, or business unit. At the beginning of January 2021, the Grievance Unit partnered with the County's Office of Mediation and Ombuds Services to provide this group of inmates with an alternative means to address their concerns.

The collaboration with the Office of Mediation and Ombuds Services is designed to provide the grievant with an opportunity to practice resolution skills and to understand all of their options in handling situations or events that may have upset them. Each inmate in this group received a notification advising them how they could reach a neutral mediator directly from their housing unit in addition to filing a grievance. They were also informed that a mediator from the Office of Mediation and Ombuds Services would listen to their concern, help surface unmet needs and interests, and coach them on potential next step options. The Grievance Unit plans on reevaluating this list every quarter and will now offer the same option to other inmates that may benefit from this service.

NOTE: "Inmate Requests" and "Positive Comments" have been subtracted from the overall monthly grievance totals for the last 12 months as they are not considered grievances.

# Inmate Grievances Dashboard – April 2021

Top Five Most Frequent Grievance Categories  
Apr 2020 vs. Apr 2021



The data above compares the current month's Top Five Most Frequent Grievance Categories against the same month from a year ago.

At this time last year, the Santa Clara County Public Health Officer had just ordered all residents in the county to Shelter in Place due to the COVID-19 global pandemic. This presented many challenges to the Custody Bureau as many inmate services were temporarily suspended to reduce the amount of unnecessary contact during those times of uncertainty.

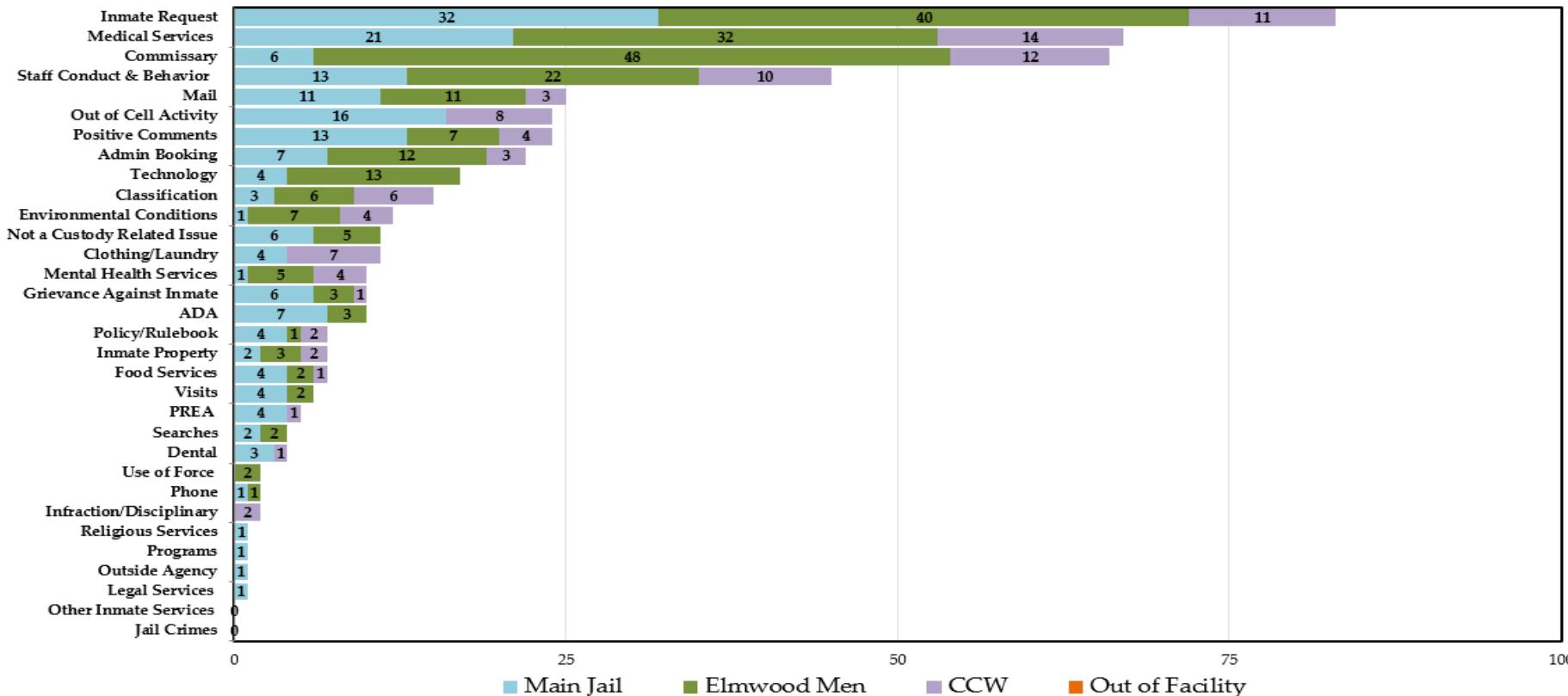
Commissary services were cancelled for two weeks in mid-March of 2020 and the department witnessed a spike in submissions. A temporary agreement was reached as deputies in the facilities absorbed the duties of the vendor's and passed out commissary to inmates for the ensuing months. Compared to the same time last year, there has been an 82% decrease in the "Commissary" category as the facilities loosen restrictions in accordance to the public health orders. Also, our vendor was able to add more staffing during the last few months to aid the deputies with the weekly facilitation of commissary services.

*NOTE: The two categories, "Inmate Requests" and "Positive Comments," have been omitted because they are not considered inmate grievances.*

# Inmate Grievances Dashboard – April 2021

## Grievance Totals by Category and Facility

APR 2021 Grievances 395 + 83 Inmate Requests + 24 Positive Comments



The above data shows all the inmate grievances submitted for the month of April 2021 by grievance category. The chart also depicts the number of inmate grievances by location; Main Jail North, Elmwood Men's, Elmwood Women's (CCW) and out of facility locations (such as Courts).

The Top 5 Most Frequent Grievance Categories accounted for 45% of all submitted grievances for April 2021. All other categories sum up the remaining balance or 55% of all grievances for the month of April. The "Jail Crimes" and "Other Inmate Services" category did not receive any grievances last month.

*NOTE: The two categories, "Inmate Requests" and "Positive Comments," have been added to this report, but they are not considered true grievances.*

# Inmate Grievances Dashboard – April 2021

The chart below ranks the frequency of inmate grievances submitted by category for April 2021. This data aids the Office of the Sheriff in focusing attention to specific issues raised by the inmate population. Certain categories reported the same total number of grievances as another category, so there are several ties in the frequency ranking system for the month of April.

Although the “Staff Conduct and Behavior” maintained its overall rank as the 3<sup>rd</sup> Most Frequent Grievance Category for April, there was a 37.8% increase in submissions when compared to the previous month. An analysis into the increase revealed that the majority of these grievances were generated by groups of inmates at the Elmwood Men’s Complex regarding two deputies.

With all grievances in this category, thorough reviews are performed by the facility sergeants. Body-worn-cameras, overhead cameras, logbooks, and all pertinent documentations will be reviewed before a resolution can be reached. With regards to these accusations, supervisory staff conducted thorough investigations of the complaints and determined that the grievances were a result of staff taking action regarding found contraband and staff adhering the rules associated with the inmate worker program.

*NOTE: The two categories, “Inmate Requests” and “Positive Comments,” have been added to this report, but they are not considered true grievances*

April '21		Category Frequency Rank				Total Grievances			
Category	Overall Rank	Elmwood Men		CCW		Overall Count	Elmwood Men		Out of Facility
		Main Jail	Men	CCW	Out of Facility		Main Jail	Men	
Inmate Request	1	1	2	3	0	83	32	40	11
Medical Services	2	2	3	1	0	67	21	32	14
Commissary	3	7	1	2	0	66	6	48	12
Staff Conduct & Behavior	4	4	4	4	0	45	13	22	10
Mail	5	5	7	9	0	25	11	11	3
Out of Cell Activity	6	3	0	5	0	24	16	0	8
Positive Comments	6	4	8	8	0	24	13	7	4
Admin Booking	7	6	6	9	0	22	7	12	3
Technology	8	8	5	0	0	17	4	13	0
Classification	9	9	9	7	0	15	3	6	6
Environmental Conditions	10	11	8	8	0	12	1	7	4
Clothing/Laundry	11	8	0	6	0	11	4	0	7
Not a Custody Related Issue	11	7	10	0	0	11	6	5	0
Mental Health Services	12	11	10	8	0	10	1	5	4
Grievance Against Inmate	12	7	11	11	0	10	6	3	1
ADA	12	6	11	0	0	10	7	3	0
Inmate Property	13	10	11	10	0	7	2	3	2
Policy/Rulebook	13	8	13	10	0	7	4	1	2
Food Services	13	8	12	11	0	7	4	2	1
Visits	14	8	12	0	0	6	4	2	0
PREA	15	8	0	11	0	5	4	0	1
Dental	16	9	0	11	0	4	3	0	1
Searches	16	10	12	0	0	4	2	2	0
Infraction/Disciplinary	17	0	0	10	0	2	0	0	2
Use of Force	17	0	12	0	0	2	0	2	0
Phone	17	11	13	0	0	2	1	1	0
Legal Services	18	11	0	0	0	1	1	0	0
Outside Agency Programs	18	11	0	0	0	1	1	0	0
Religious Services	18	11	0	0	0	1	1	0	0
Jail Crimes	0	0	0	0	0	0	0	0	0
Other Inmate Services	0	0	0	0	0	0	0	0	0