



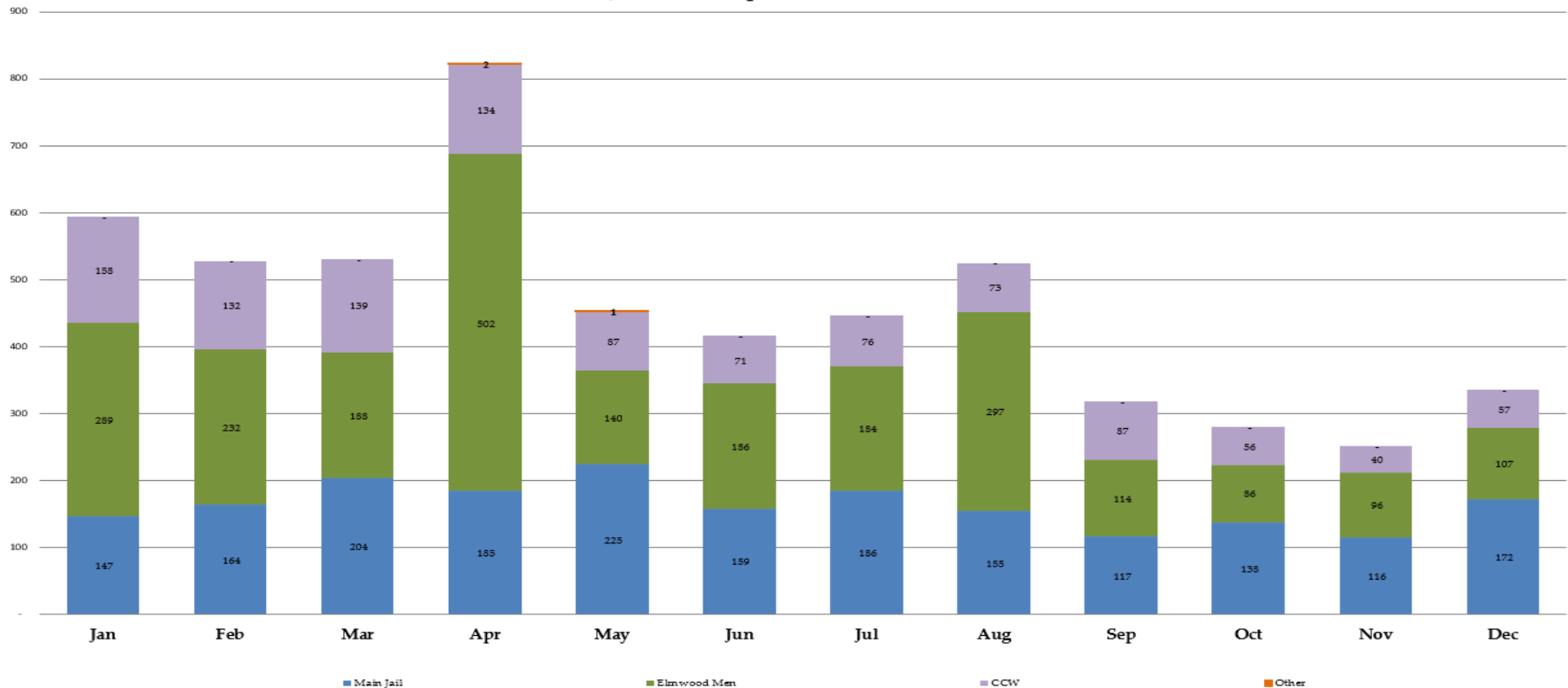
Sheriff's Office Custody Bureau  
Inmate Grievances Dashboard  
**December 2020**

# Inmate Grievances Dashboard – December 2020

- Executive Summary
  - The Grievance Unit Monthly Dashboard will include the following data:
    - Historical Grievance Volume
      - January 2020 through December 2020
    - Top Five Most Frequent Grievance Categories
      - December 2019 vs. December 2020
    - Grievance Totals by Category and by Facility
      - December 2020
    - Category Frequency Rank
      - December 2020

# Inmate Grievances Dashboard – December 2020

Historical ACeS Grievance Volume  
Jan 2019 through Dec 2020



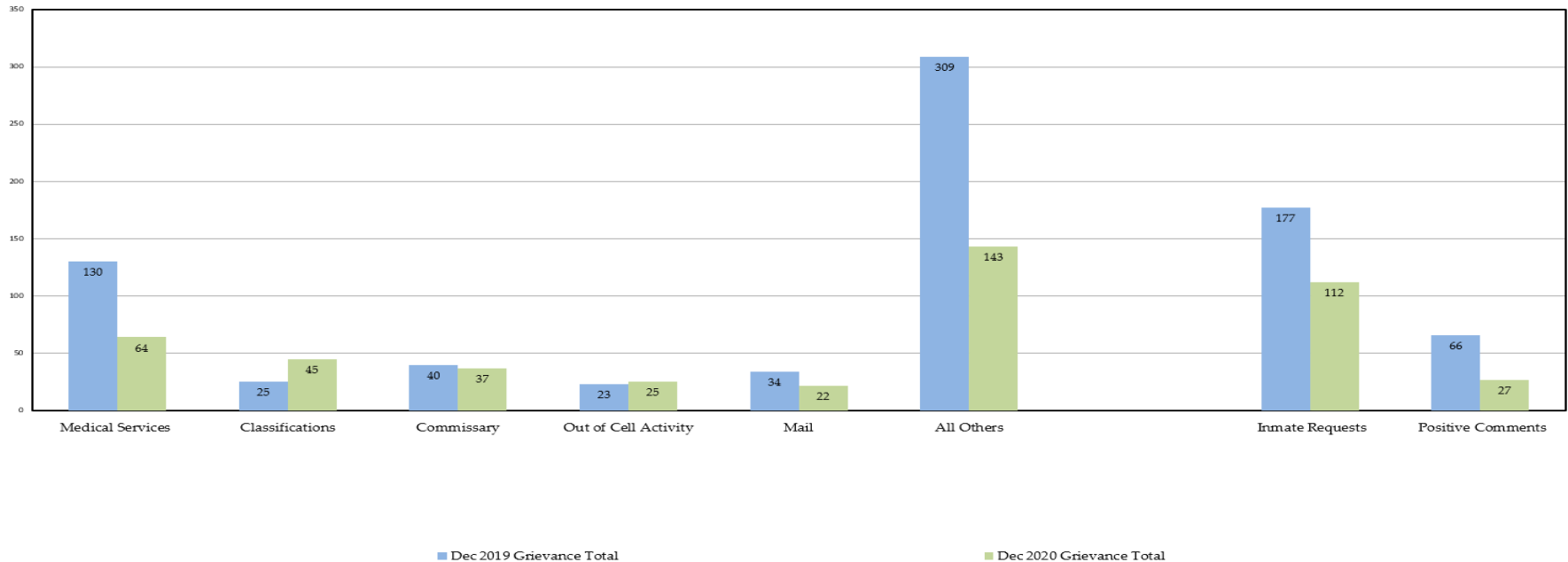
The data above compares the volume of the monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s, Elmwood Women’s Facilities (CCW), and also by “Other - Out of Facility” areas. This refers to areas such as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

For the month of December 2020 there was a 33% increase in grievance submissions. This increase came after having three (3) consecutive months of consistent decreases in inmate grievances. As 2020 came to an end, there were an increase in COVID-19 positive cases amongst the inmate population. The increased rate of infection was one of the primary reasons for the increased grievances systemwide.

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 – December 2020

Top Five Most Frequent Grievance Categories  
Dec 2019 vs. Dec 2020



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

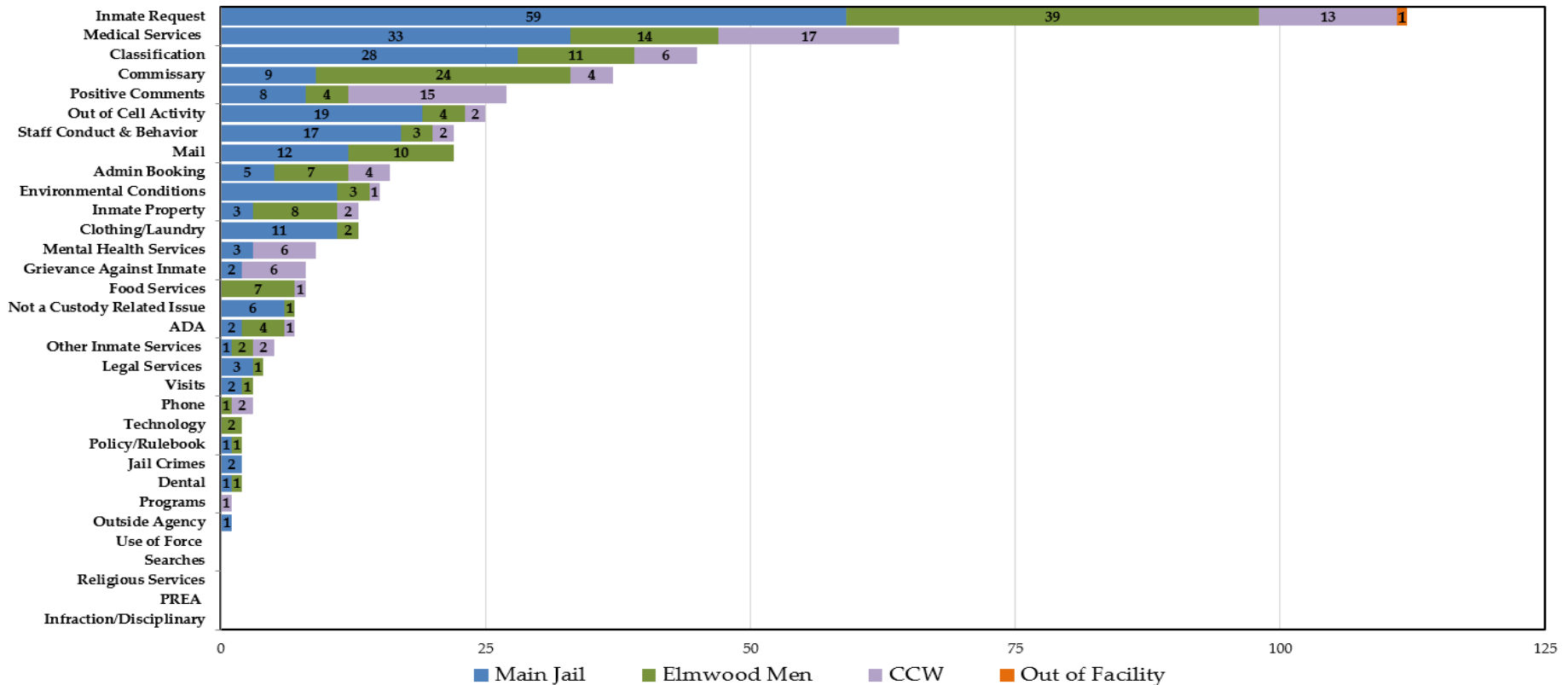
Compared to December 2019, the "Medical Services" category saw an overall reduction of 50.1%. However, this category still remains the #1 Most Frequently Grieved Category. The majority of the grievances received for the "Medical" category were submitted on or after December 21<sup>st</sup>, which was at the peak of the COVID-19 positive case rate in the jail system.

The "Classification" category ranked #2 last month. There was an 80% increase compared to December 2019. After a careful review it was determined that this was a result of quarantine protocols that affected inmate housing. Some inmates were rehoused to quarantine housing units in various areas of the jail system to limit the spread of the COVID-19 virus. Consistent with the "Medical" category, the majority of the "Classification" grievances were also submitted after December 21<sup>st</sup>, when inmates were placed into quarantine housing units.

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

# Inmate Grievances Dashboard – December 2020

**Grievance Totals by Category and Facility**  
 DEC 2020 Grievances 336 + 112 Inmate Requests + 27 Positive Comments



The above data shows all the inmate grievances submitted for the month of December 2020 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 57% of all submitted grievances for December 2020. All other categories sum up the remaining balance or 43% of all grievances for the month of December. There were five categories that did not record a single grievance last month – Use of Force, Searches, Religious Services, PREA and Infraction/Disciplinary Process.

*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 – December 2020

The chart below ranks the frequency of inmate grievances submitted by category for December 2020. 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 December.

December 2020 marked an end to an unprecedented time in history. The global COVID-19 Pandemic presented many challenges for inmates and staff alike inside the jail facilities. Normal day-to-day operations, programs and services were temporarily suspended at the beginning of the Shelter in Place Order which started in March. Although most services were safely re-introduced during the last nine months the inmate population’s frustration has been evident through the grievance process.

As a result of the increase in COVID-19 positive cases within the jail facilities, the “Medical Services”, “Classification”, and “Out of Cell Activity” categories increased. At the height of the exposure there were thirty-nine (39) positive cases amongst the inmate population by December 21<sup>st</sup> and it was necessary to restrict inmate movement during that time period to avoid the further spread of the virus to other housing areas. Based on the actions of our Custody Health Services and Classification Unit staff, the virus was effectively isolated. By December 31<sup>st</sup>, 2020, the positive case count was reduced to seventeen (17) systemwide.

December '20 Category	Category Frequency Rank					Total Grievances				
	Overall Rank	Main Jail	Elmwood Men	CCW	Out of Facility	Overall Count	Main Jail	Elmwood Men	CCW	Out of Facility
Inmate Request	1	1	1	3	1	112	59	39	13	1
Medical Services	2	2	3	1	0	64	33	14	17	0
Classification	3	3	4	4	0	45	28	11	6	0
Commissary	4	8	2	5	0	37	9	24	4	0
Positive Comments	5	9	8	2	0	27	8	4	15	0
Out of Cell Activity	6	4	8	6	0	25	19	4	2	0
Staff Conduct & Behavior	7	5	9	6	0	22	17	3	2	0
Mail	7	6	5	0	0	22	12	10	0	0
Admin Booking	8	11	7	5	0	16	5	7	4	0
Environmental Conditions	9	7	9	8	0	15	11	3	1	0
Inmate Property	10	12	6	6	0	13	3	8	2	0
Clothing/Laundry	10	7	10	0	0	13	11	2	0	0
Mental Health Services	11	12	0	4	0	9	3	0	6	0
Grievance Against Inmate	12	13	0	4	0	8	2	0	6	0
Food Services	12	0	7	8	0	8	0	7	1	0
ADA	13	13	8	8	0	7	2	4	1	0
Not a Custody Related Issue	13	10	11	0	0	7	6	1	0	0
Other Inmate Services	14	14	10	7	0	5	1	2	2	0
Legal Services	15	12	11	0	0	4	3	1	0	0
Phone	16	0	11	7	0	3	0	1	2	0
Visits	16	13	11	0	0	3	2	1	0	0
Technology	17	0	10	0	0	2	0	2	0	0
Dental	17	14	11	0	0	2	1	1	0	0
Policy/Rulebook	17	14	11	0	0	2	1	1	0	0
Jail Crimes	17	13	0	0	0	2	2	0	0	0
Programs	18	0	0	8	0	1	0	0	1	0
Outside Agency	18	14	0	0	0	1	1	0	0	0
Infraction/Disciplinary	0	0	0	0	0	0	0	0	0	0
PREA	0	0	0	0	0	0	0	0	0	0
Religious Services	0	0	0	0	0	0	0	0	0	0
Searches	0	0	0	0	0	0	0	0	0	0
Use of Force	0	0	0	0	0	0	0	0	0	0