



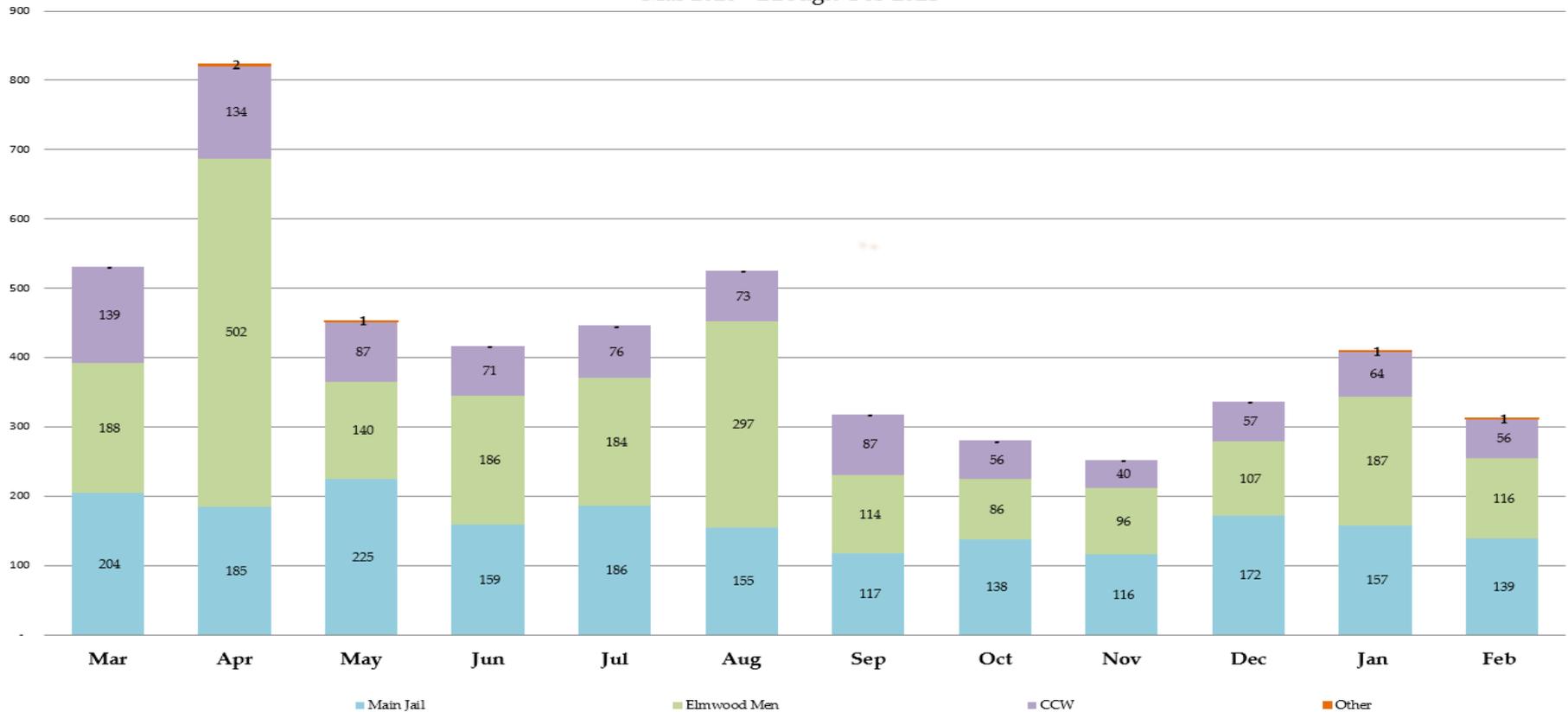
Sheriff's Office Custody Bureau
Inmate Grievances Dashboard
February 2021

Inmate Grievances Dashboard – February 2021

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

Inmate Grievances Dashboard – February 2021

Historical ACeS Grievance Volume
Mar 2020 through Feb 2021



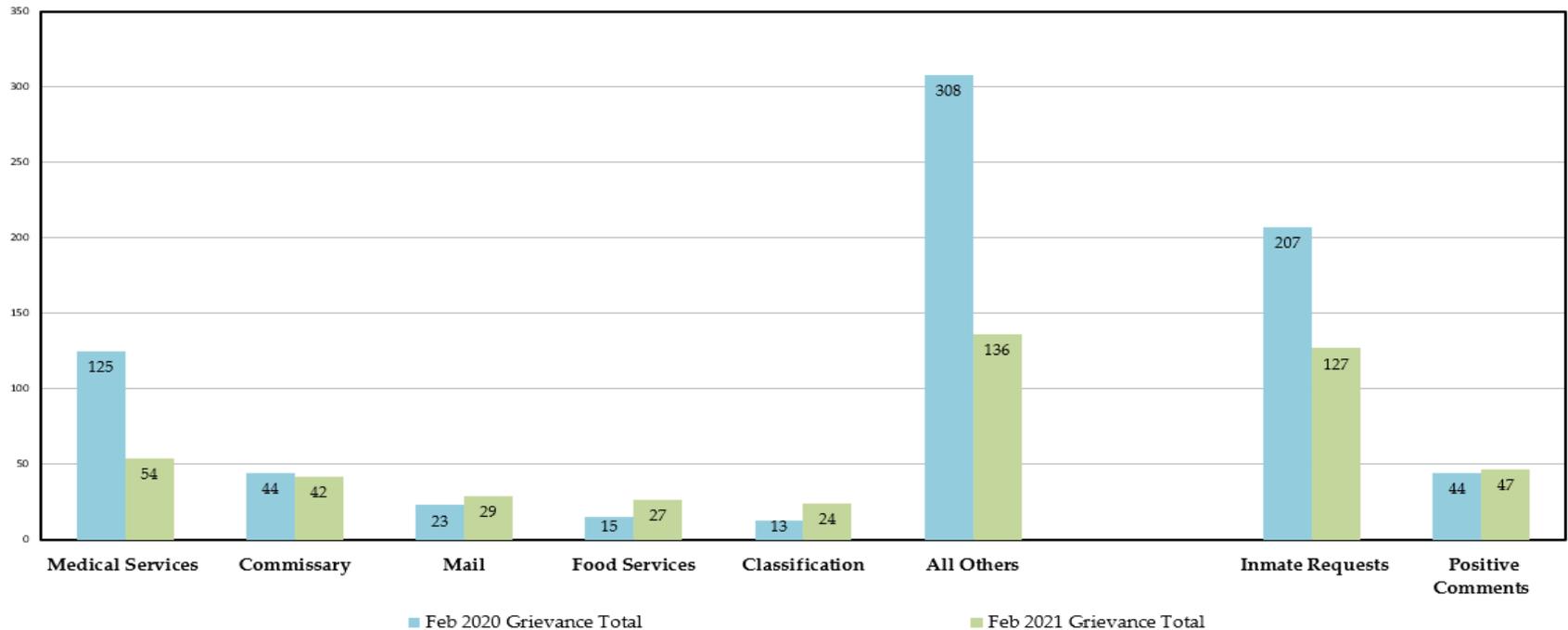
The data above compares the volume of the monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s, Elmwood Women’s Facilities (CCW), and also by “Other - Out of Facility” areas. This refers to areas such as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

When compared to the previous month, there was a 23.7% decrease in grievance submissions during February 2021. Respectively, the Main Jail witnessed a 11.5% decrease, Elmwood Women’s by 11.5% and Elmwood Men’s by 38%.

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 – February 2021

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



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

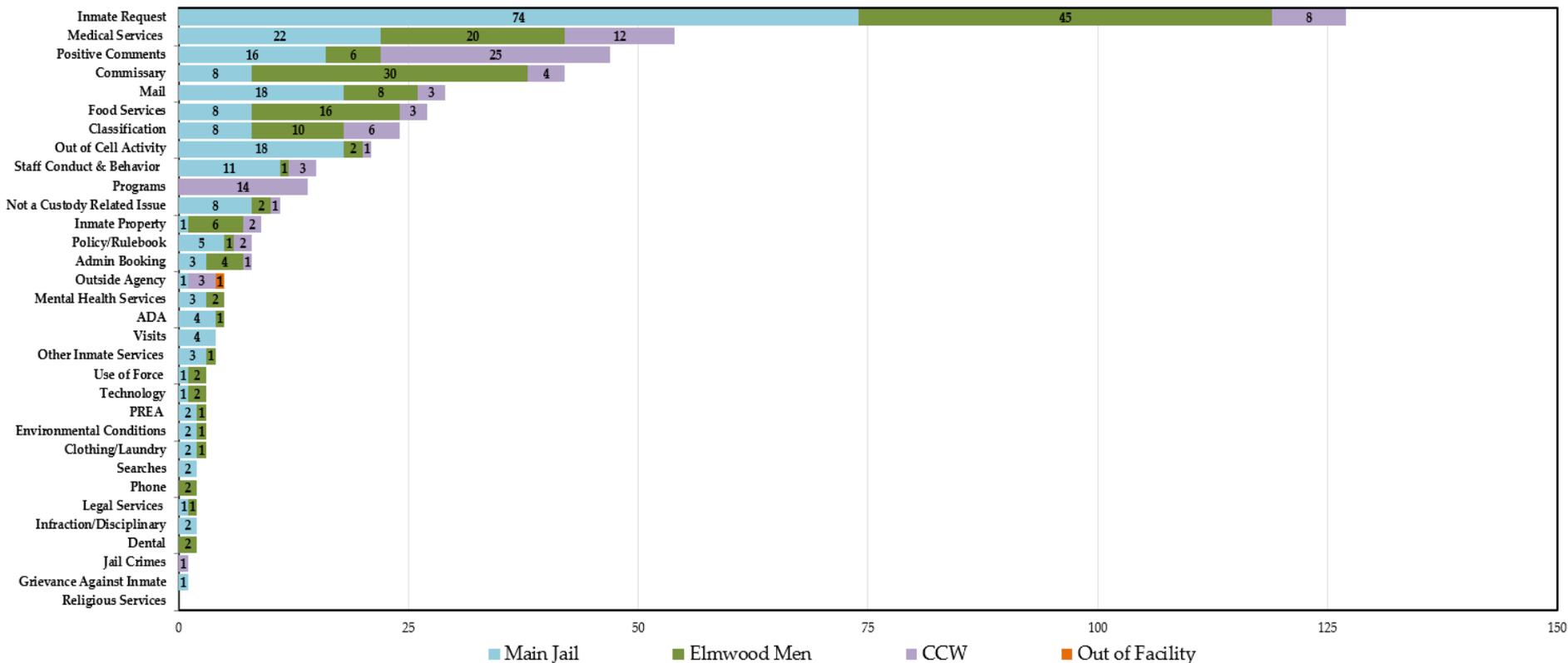
The "Medical Services" category was the #1 Most Frequently Grieved Category last month even though there was a 56.8% decrease in this category from the same time period last year. Collaborative efforts between all Sheriff's Office Business Units continue as we work toward reducing the number of COVID-19 positive cases (C19+) inside the facilities. At the peak, there were 127 C19+ inmates on January 11, 2021. This number was reduced to 3 C19+ inmates by February 28, 2021. Unfortunately, the action taken to reduce the spread of the virus resulted in increased complaints in other grievance categories. In this case success cannot be measured by the number of grievances submitted, rather it must be measured by the reduction of positive cases.

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

Inmate Grievances Dashboard – February 2021

Grievance Totals by Category and Facility

FEB 2021 Grievances 312 + 127 Inmate Requests + 47 Positive Comments



The above data shows all the inmate grievances submitted for the month of February 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 56% of all submitted grievances for February 2021. All other categories sum up the remaining balance or 44% of all grievances for the month of February. The “Religious 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 – February 2021

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

Last month, the “Staff Conduct and Behavior” category received 15 grievance submissions. This is the lowest recorded statistic since the implementation of the ACoS Grievance Tracking System in 2017. At its peak in July 2018, the “Staff Conduct and Behavior” category ranked #1 in Overall Category Frequency with 186 total submitted grievances.

The Grievance Unit performed a root cause analysis and audited all grievance complaints in this category and provided the report to the Sheriff’s Command Staff in March 2019. The audit provided insight for every division and analyzed each grievance so the Business Unit Managers can set goals to reduce submissions for this category. The Divisions acted immediately, provided training to their staff, and grievances started to decline.

The monthly average grievances for the “Staff Conduct and Behavior” category in 2018 was 136/per month, 66/per month in 2019 and 32/per month in 2020. Since July 2018, there has been a 91.9% decrease in grievance submissions for this category. The Sheriff’s Office Grievance Unit will continue its effort towards reducing complaints even further within this important category.

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

Category	February '21 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	4	0	127	74	45	8	0
Medical Services	2	2	3	3	0	54	22	20	12	0
Positive Comments	3	4	7	1	0	47	16	6	25	0
Commissary	4	6	2	6	0	42	8	30	4	0
Mail	5	3	6	7	0	29	18	8	3	0
Food Services	6	6	4	7	0	27	8	16	3	0
Classification	7	6	5	5	0	24	8	10	6	0
Out of Cell Activity	8	3	9	9	0	21	18	2	1	0
Staff Conduct & Behavior Programs	9	5	10	7	0	15	11	1	3	0
Not a Custody Related Issue	10	0	0	2	0	14	0	0	14	0
Inmate Property	11	6	9	9	0	11	8	2	1	0
Policy/Rulebook	12	11	7	8	0	9	1	6	2	0
Admin Booking	13	7	10	8	0	8	5	1	2	0
Outside Agency	13	9	8	9	0	8	3	4	1	0
Mental Health Services	14	11	0	7	1	5	1	0	3	1
ADA	14	9	9	0	0	5	3	2	0	0
Other Inmate Services	14	8	10	0	0	5	4	1	0	0
Visits	15	9	10	0	0	4	3	1	0	0
Technology	15	8	0	0	0	4	4	0	0	0
Use of Force	16	11	9	0	0	3	1	2	0	0
Clothing/Laundry	16	11	9	0	0	3	1	2	0	0
Environmental Conditions	16	10	10	0	0	3	2	1	0	0
PREA	16	10	10	0	0	3	2	1	0	0
Dental	17	0	9	0	0	2	0	2	0	0
Phone	17	0	9	0	0	2	0	2	0	0
Legal Services	17	11	10	0	0	2	1	1	0	0
Infraction/Disciplinary	17	10	0	0	0	2	2	0	0	0
Searches	17	10	0	0	0	2	2	0	0	0
Jail Crimes	18	0	0	9	0	1	0	0	1	0
Grievance Against Inmate	18	11	0	0	0	1	1	0	0	0
Religious Services	0	0	0	0	0	0	0	0	0	0