



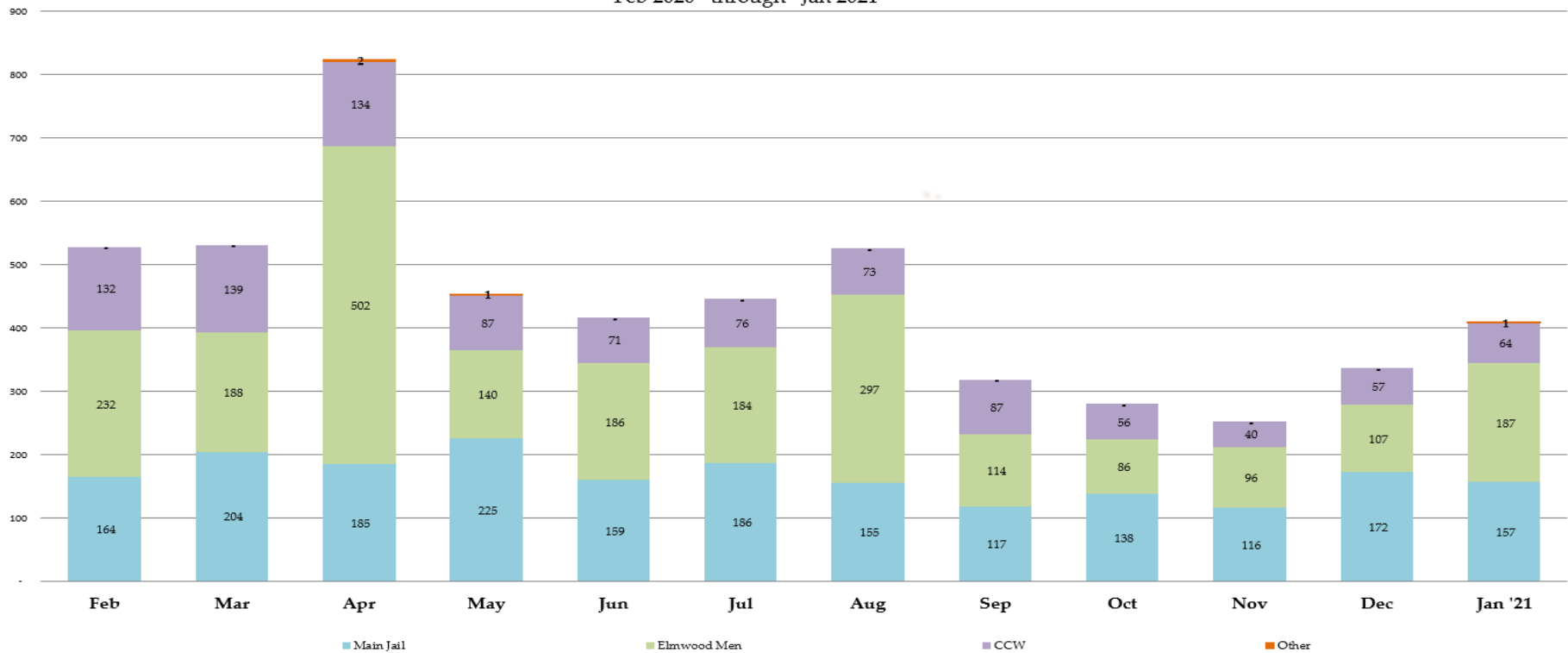
Sheriff's Office Custody Bureau  
Inmate Grievances Dashboard  
**January 2021**

# Inmate Grievances Dashboard – January 2021

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

# Inmate Grievances Dashboard – January 2021

Historical ACeS Grievance Volume  
Feb 2020 through Jan 2021



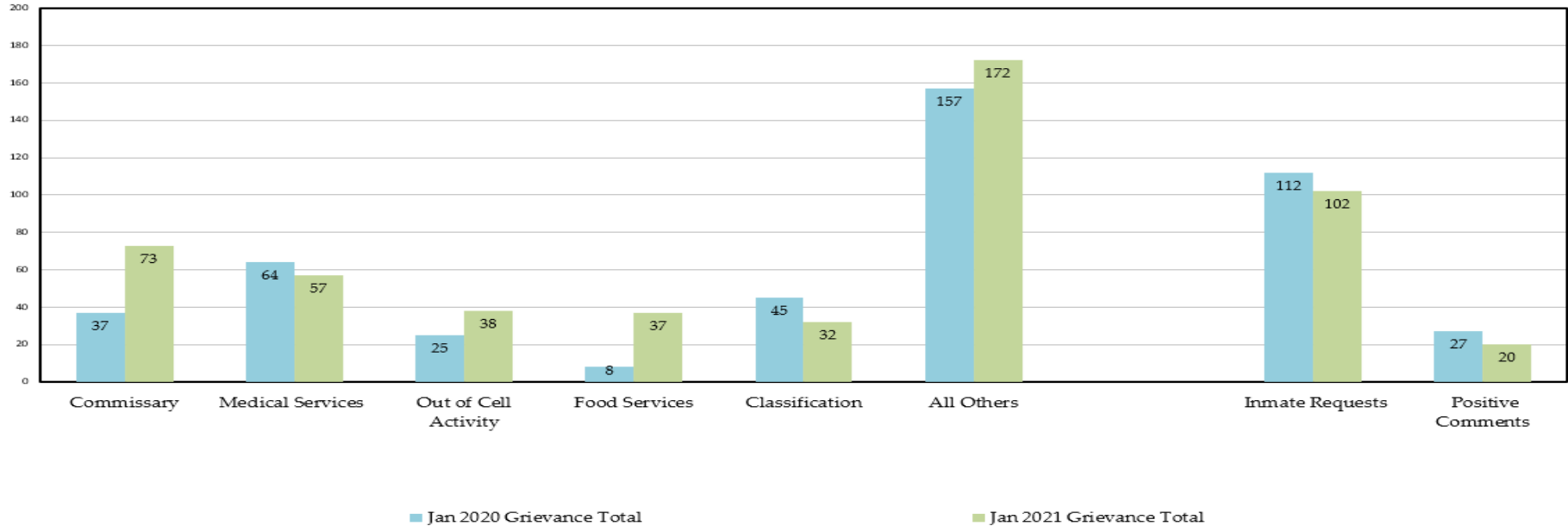
The data above compares the volume of the monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s, Elmwood Women’s Facilities (CCW), and also by “Other - Out of Facility” areas. This refers to areas such as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

The year started off with a 21.7% increase in overall grievance submissions from December 2020. The Main Jail recognized an 8.7% decrease while the Elmwood Women’s inflated by 12.3% and Elmwood Men’s by 75%. A large majority of this increase derived from a specific housing area at the Elmwood Men’s Complex in regards to missing commissary orders.

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 – January 2021

**Top Five Most Frequent Grievance Categories**  
Jan 2020 vs. Jan 2021



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

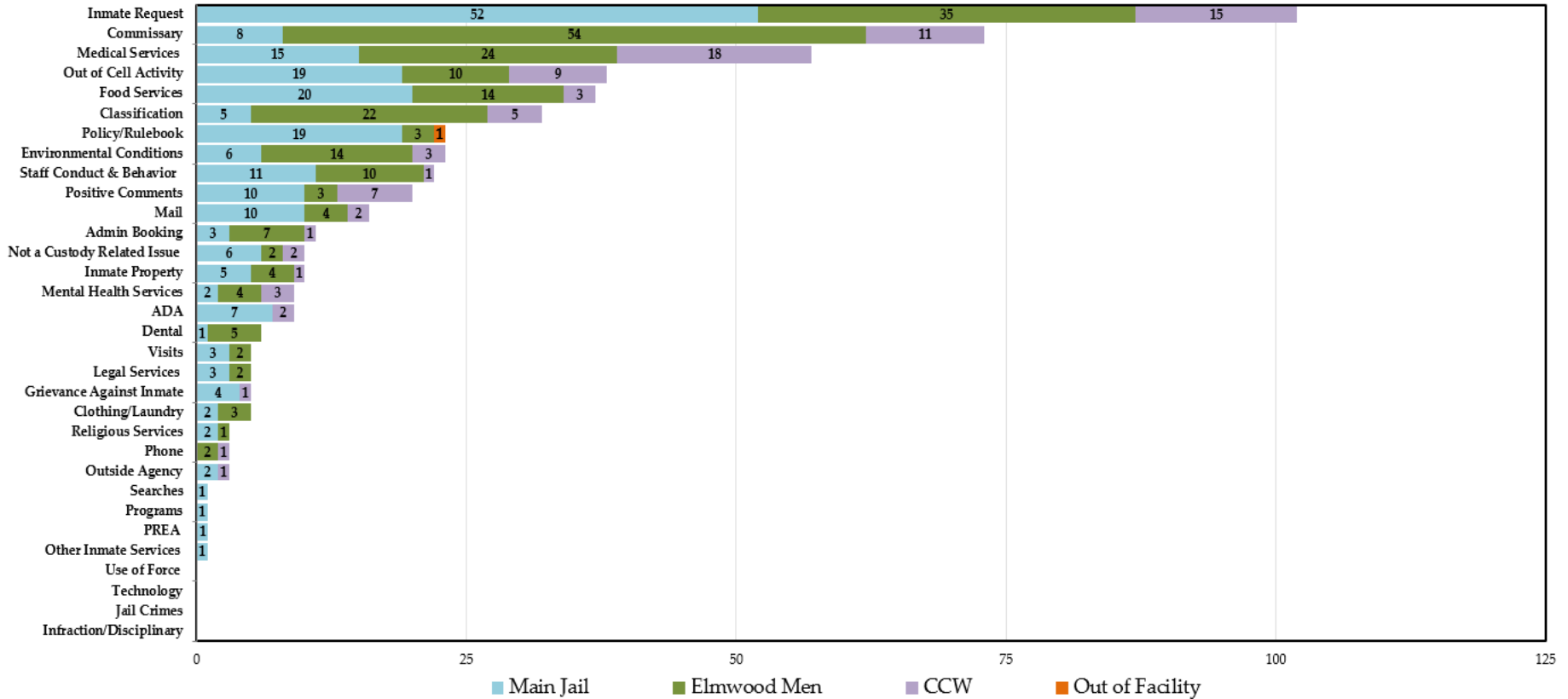
The "Commissary" category was the #1 Most Frequently Grieved Category for January after ending the previous quarter (October – December 2020) with an average of 36 grievances per month. An isolated incident occurred at the Elmwood Men's Facility where a specific housing unit did not receive their commissary purchases for the week. Once the investigation was completed, all inmates immediately received credits back on their account from our vendor. Our commissary vendor advised there was a logistical issue that prevented the orders from arriving to the facilities. They are looking into the matter to avoid a similar incident from occurring again.

The "Out of Cell Activity" category increased by 52% from the same time period last year and from the previous month. At the height of the COVID 19 cases in the facility, there were 127 confirmed positive inmates on January 11. Contact tracing and restricting movement were necessary in order to isolate the affected individuals. Unfortunately, out of cell activities were compromised, but by the end of the month, the actions taken proved to be effective. On January 31<sup>st</sup>, there were only 9 confirmed positive cases.

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

# Inmate Grievances Dashboard – January 2021

**Grievance Totals by Category and Facility**  
**JAN 2021 Grievances 409 + 102 Inmate Requests + 20 Positive Comments**



The above data shows all the inmate grievances submitted for the month of January 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 58% of all submitted grievances for January 2021. All other categories sum up the remaining balance or 42% of all grievances for the month of January. There were four categories that did not record a single grievance last month – Use of Force, Technology, Jail Crimes 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.*

