



# Sheriff's Office Custody Bureau

## Inmate Grievances Dashboard

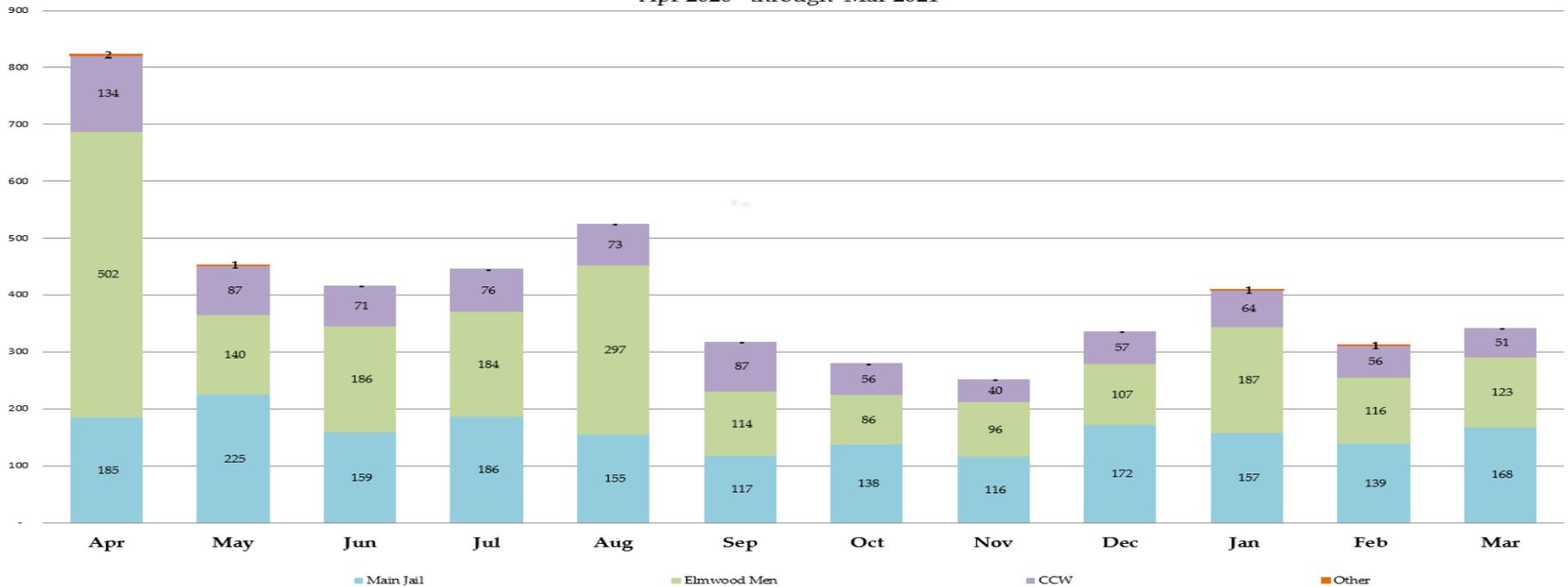
**March 2021**

# Inmate Grievances Dashboard – March 2021

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

# Inmate Grievances Dashboard – March 2021

Historical ACeS Grievance Volume  
Apr 2020 through Mar 2021



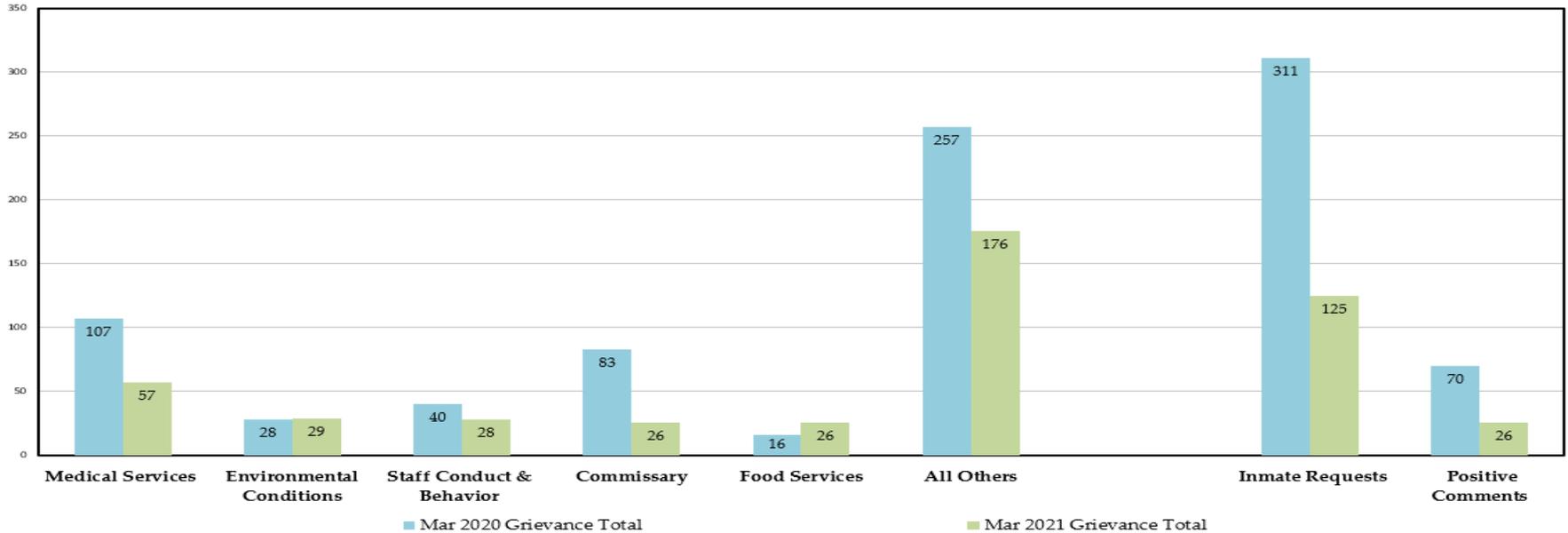
The data above compares the volume of the monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s, Elmwood Women’s Facilities (CCW), and also by “Other - Out of Facility” areas. This refers to areas such as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

Since the last reporting period, there was a 10% increase in grievance submissions for the month of March. Individually, the Elmwood Women’s Facility experienced a 9% decrease while Elmwood Men’s increased by 6% and Main Jail by 21%. The majority of the inflation was produced by a group of inmates from the same housing unit at the Main Jail grieving about the environmental conditions and its cleaning schedule. Due to the facility’s operational needs, inmate workers are only allowed to clean during certain time periods. The inmates from this housing unit wanted to deviate from the schedule and refused to work despite deputies offering cleaning supplies and alternative options. Custody supervisors were able to reach a resolution and the issue has since been resolved.

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 – March 2021

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



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

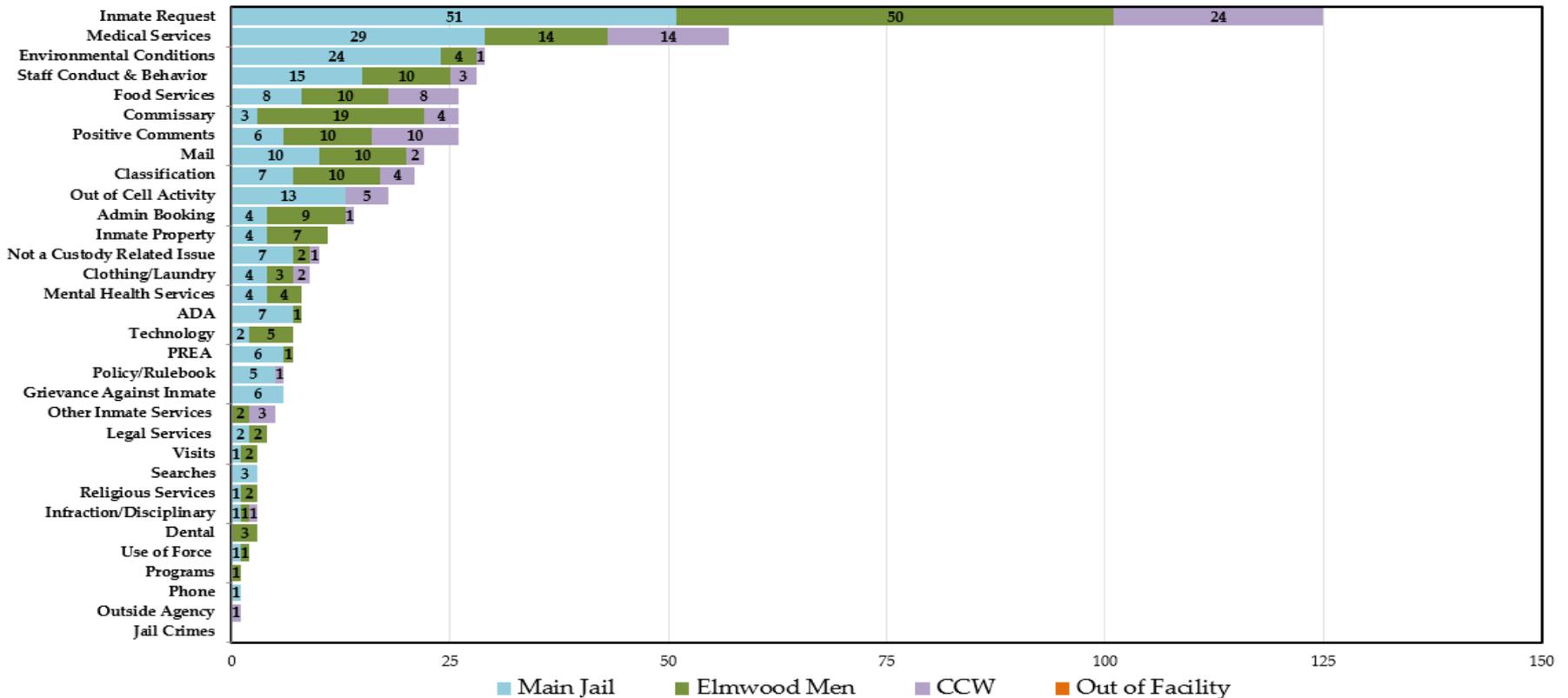
For the month of March, the “Medical Services” category was the #1 Most Frequently Grieved Category last month with “Environmental Conditions” at #2. Since March of 2020, the “Commissary” category has been consistently the #1 Most Frequently Grieved category, but fell to #4 last month.

Since the temporary suspension of commissary services last year, there have been many positive strides to resume services for the inmate population. In a collaborative effort with our vendor, all inmates in custody were provided one FREE self-stamped postcard by our vendor so they could write to their loved one. In addition, the iCare ordering website has been rotating seasonal packages for friends and family to order in addition to the normal commissary menu offered. When compared to the previous time last year, there has been a 69% decrease in grievance submissions for the “Commissary” category.

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

# Inmate Grievances Dashboard – March 2021

**Grievance Totals by Category and Facility**  
 MAR 2021 Grievances 342 + 125 Inmate Requests + 26 Positive Comments



The above data shows all the inmate grievances submitted for the month of March 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 49% of all submitted grievances for March 2021. All other categories sum up the remaining balance or 51% of all grievances for the month of March. The “Jail Crimes” 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 – March 2021

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

For the 1<sup>st</sup> Quarter of 2021, the “Jail Crimes” category produced the lowest number of grievances with a solitary complaint. Per policy, any criminal allegations, staff conduct complaints, or PREA-related grievances are to be investigated immediately by the reviewing Sergeant. Upon completion of the investigation, the investigative actions and findings are then forwarded to the Grievance Unit to ensure proper steps were taken, i.e. interviewing the complainant, reviewing evidences and sending the complaint to any business unit that would need to assist in the resolution.

As part of a check and balance system, the Grievance Unit forwards all associated documentation for the Jail Crimes Category to our investigative units for further review and action. Our investigative units are comprised of the Jail Crimes Unit, Internal Affairs Unit and PREA Unit.

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

Category	March '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	1	0	125	51	50	24	0
Medical Services	2	2	3	2	0	57	29	14	14	0
Environmental Conditions	3	3	8	9	0	29	24	4	1	0
Staff Conduct & Behavior	4	4	4	7	0	28	15	10	3	0
Positive Comments	5	9	4	3	0	26	6	10	10	0
Food Services	6	7	4	4	0	26	8	10	8	0
Commissary	6	12	2	6	0	26	3	19	4	0
Mail	7	6	4	8	0	22	10	10	2	0
Classification	8	8	4	6	0	21	7	10	4	0
Out of Cell Activity	9	5	0	5	0	18	13	0	5	0
Admin Booking	10	11	5	9	0	14	4	9	1	0
Inmate Property	11	11	6	0	0	11	4	7	0	0
Not a Custody Related Issue	12	8	10	9	0	10	7	2	1	0
Clothing/Laundry	13	11	9	8	0	9	4	3	2	0
Mental Health Services	14	11	8	0	0	8	4	4	0	0
ADA	14	8	11	0	0	8	7	1	0	0
Technology	15	13	7	0	0	7	2	5	0	0
PREA	15	9	11	0	0	7	6	1	0	0
Policy/Rulebook	16	10	0	9	0	6	5	0	1	0
Grievance Against Inmate	16	9	0	0	0	6	6	0	0	0
Other Inmate Services	17	0	10	7	0	5	0	2	3	0
Legal Services	18	13	10	0	0	4	2	2	0	0
Infraction/Disciplinary	19	14	11	9	0	3	1	1	1	0
Dental	19	0	9	0	0	3	0	3	0	0
Religious Services	19	14	10	0	0	3	1	2	0	0
Visits	19	14	10	0	0	3	1	2	0	0
Searches	19	12	0	0	0	3	3	0	0	0
Use of Force	20	14	11	0	0	2	1	1	0	0
Outside Agency	21	0	0	9	0	1	0	0	1	0
Programs	21	0	11	0	0	1	0	1	0	0
Phone	21	14	0	0	0	1	1	0	0	0
Jail Crimes	0	0	0	0	0	0	0	0	0	0