



Sheriff's Office Custody Bureau

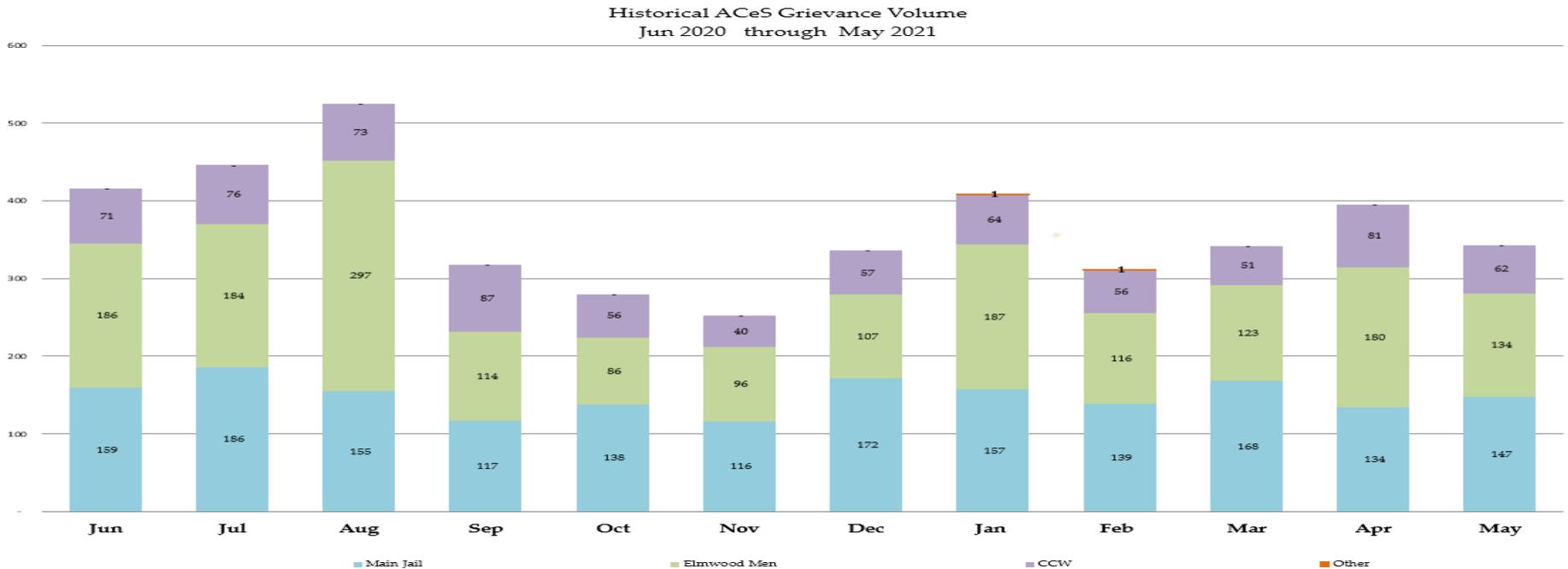
Inmate Grievances Dashboard

May 2021

Inmate Grievances Dashboard – May 2021

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

Inmate Grievances Dashboard – May 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.

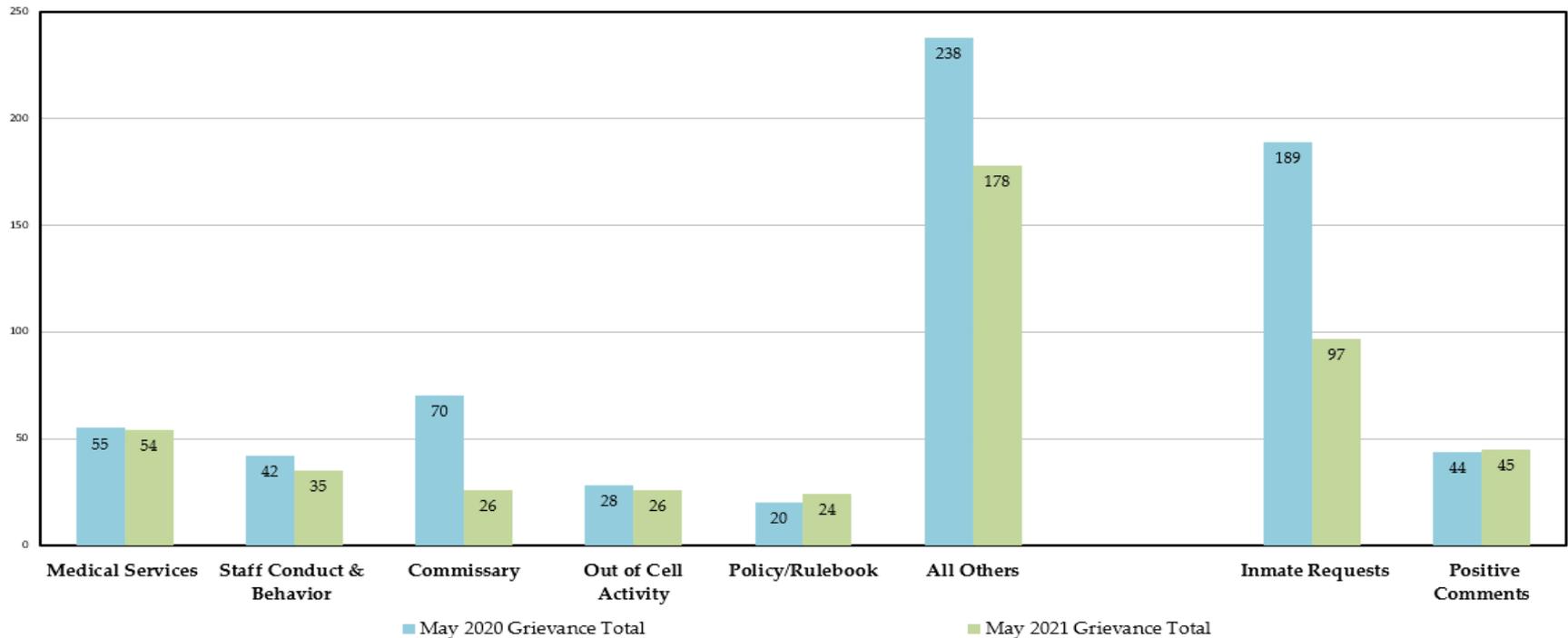
Since the last reporting period, there has been a 13.2% decrease in grievance submissions for the month of May. Individually, the Elmwood Men’s Facility decreased by 25.6% while Elmwood Women’s by 23.5%; however, the Main Jail Facility experienced a 9.7% increase. A large part of the influx was due to groups of inmates that submitted grievances against two deputies at the Main Jail. All Staff Conduct related complaints go through a careful fact finding process performed by the Facility Supervisors which includes an examination of body-worn and surveillance camera footage, the associated documentation, and interviews with the involved inmates. In some cases these grievances may be referred to the Internal Affairs Unit for further investigation.

Both of these conduct related grievances were investigated and it was determined that the complaints were associated with staff enforcing facility rules. Facility Supervisors met with each involved inmate to reach a resolution to their concerns.

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 – May 2021

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



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

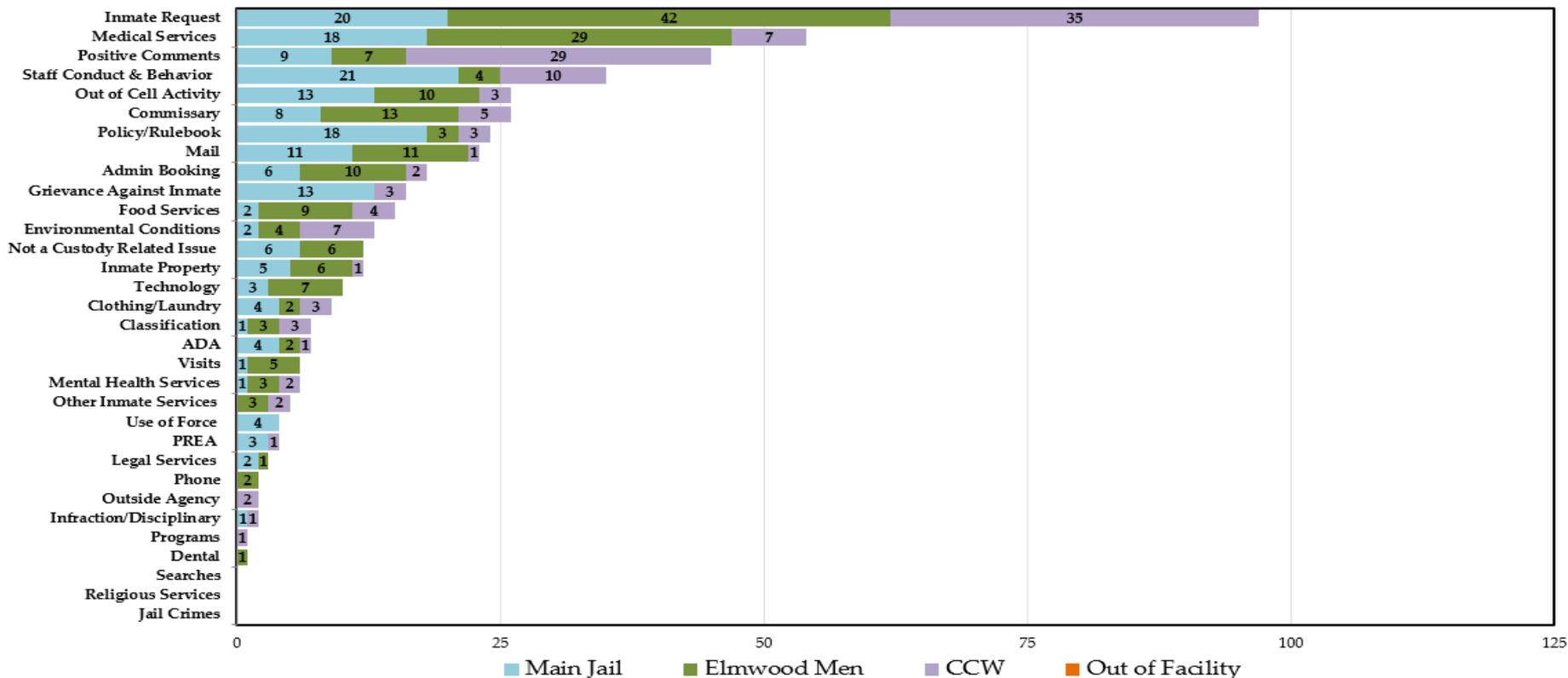
The "Medical Services" Category was the #1 Most Frequently Grieved Category for the month of May with "Staff Conduct and Behavior" at #2. Since the beginning of the COVID-19 Pandemic, the "Commissary" category has consistently remained in the Top 5 Most Frequently Grieved Categories.

As restrictions are loosening inside and outside the jail facilities, more services are slowly returning back to normal. Our commissary vendor is actively hiring additional personnel to fill vacancies to pre-pandemic levels. This will allow the vendor to return services to normal levels which is expected to reduce grievances associated with the limited commissary services.

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

Inmate Grievances Dashboard – May 2021

Grievance Totals by Category and Facility
 May 2021 Grievances 343 + 97 Inmate Requests + 45 Positive Comments



The above data shows all the inmate grievances submitted for the month of May 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 48% of all submitted grievances for May 2021. All other categories sum up the remaining balance or 52% of all grievances for the month of May. The “Searches”, “Religious Services”, and “Jail Crimes” categories 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 – May 2021

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

Last month, the “Classification” category received its lowest grievance count in the last 12 months, with 7 total grievances between all three facilities. There was a reduction of 53.3% from April 2021 to May 2021, and 85.7% from August 2020. In a collaborative effort with Custody Health and each respective Jail Facility, the Classification Unit was responsible for creating a Restrictive Management Unit (RMU) to help screen incoming inmates for COVID-19 during the pandemic. Once an inmate is cleared to leave the RMU they are re-housed accordingly. If an inmate is deemed to require additional isolation, they are placed in a housing unit where medical staff can provide constant care and observation. This system has played a key role in preventing the spread of the virus.

For the month of May 2021, the peak of the positive results for COVID-19 within the inmate population was 4, which is a dramatic improvement from the January 2021 peak of 127 confirmed cases.

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

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	2	1	1	0	97	20	42	35	0
Medical Services	2	3	2	4	0	54	18	29	7	0
Positive Comments	3	6	7	2	0	45	9	7	29	0
Staff Conduct & Behavior	4	1	10	3	0	35	21	4	10	0
Commissary	5	7	3	5	0	26	8	13	5	0
Out of Cell Activity	5	4	5	7	0	26	13	10	3	0
Policy/Rulebook	6	3	11	7	0	24	18	3	3	0
Mail	7	5	4	9	0	23	11	11	1	0
Admin Booking	8	8	5	8	0	18	6	10	2	0
Grievance Against Inmate	9	4	0	7	0	16	13	0	3	0
Food Services	10	12	6	6	0	15	2	9	4	0
Environmental Conditions	11	12	10	4	0	13	2	4	7	0
Inmate Property	12	9	8	9	0	12	5	6	1	0
Not a Custody Related Issue	12	8	8	0	0	12	6	6	0	0
Technology	13	11	7	0	0	10	3	7	0	0
Clothing/Laundry	14	10	12	7	0	9	4	2	3	0
Classification	15	13	11	7	0	7	1	3	3	0
ADA	15	10	12	9	0	7	4	2	1	0
Mental Health Services	16	13	11	8	0	6	1	3	2	0
Visits	16	13	9	0	0	6	1	5	0	0
Other Inmate Services	17	0	11	8	0	5	0	3	2	0
PREA	18	11	0	9	0	4	3	0	1	0
Use of Force	18	10	0	0	0	4	4	0	0	0
Legal Services	19	12	13	0	0	3	2	1	0	0
Outside Agency	20	0	0	8	0	2	0	0	2	0
Infraction/Disciplinary	20	13	0	9	0	2	1	0	1	0
Phone	20	0	12	0	0	2	0	2	0	0
Programs	21	0	0	9	0	1	0	0	1	0
Dental	21	0	13	0	0	1	0	1	0	0
Jail Crimes	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