



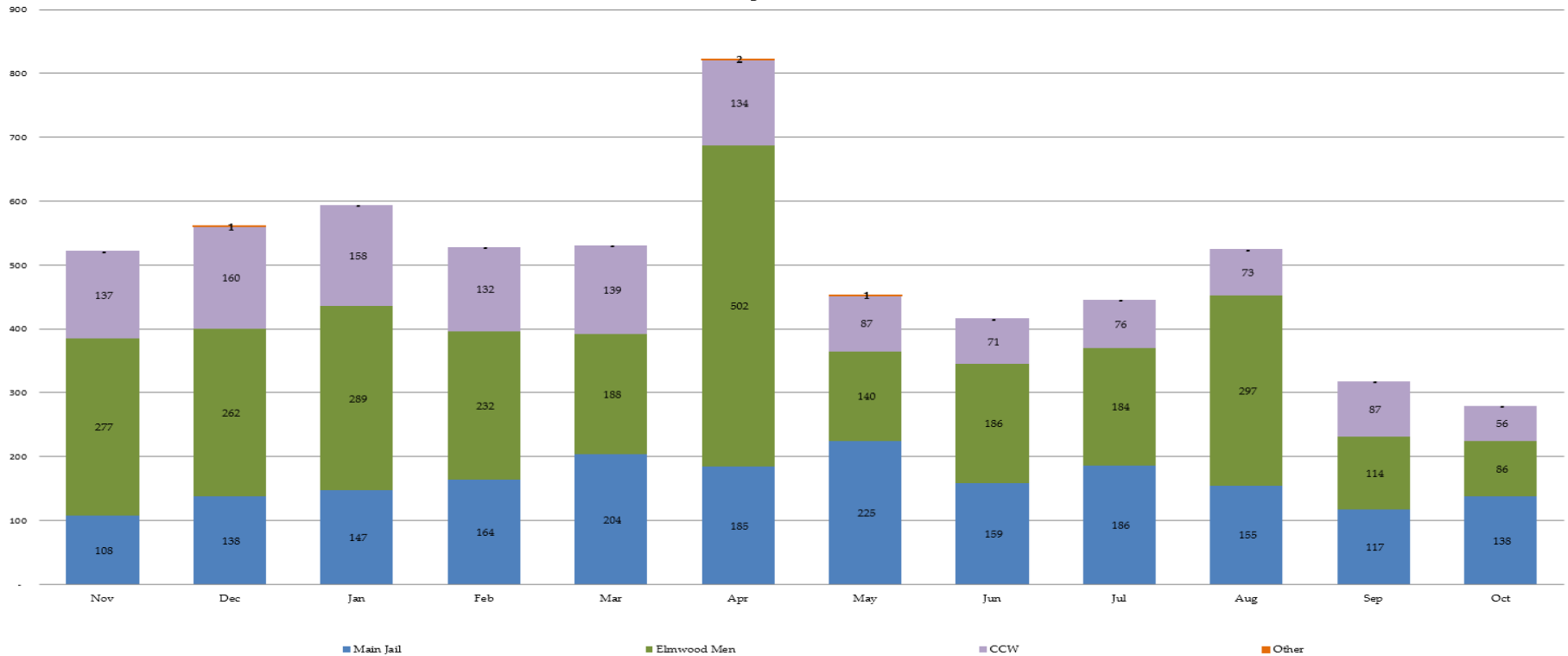
Sheriff's Office Custody Bureau  
Inmate Grievances Dashboard  
**October 2020**

# Inmate Grievances Dashboard – October 2020

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

# Inmate Grievances Dashboard – October 2020

Historical ACeS Grievance Volume  
Nov 2019 through Oct 2020



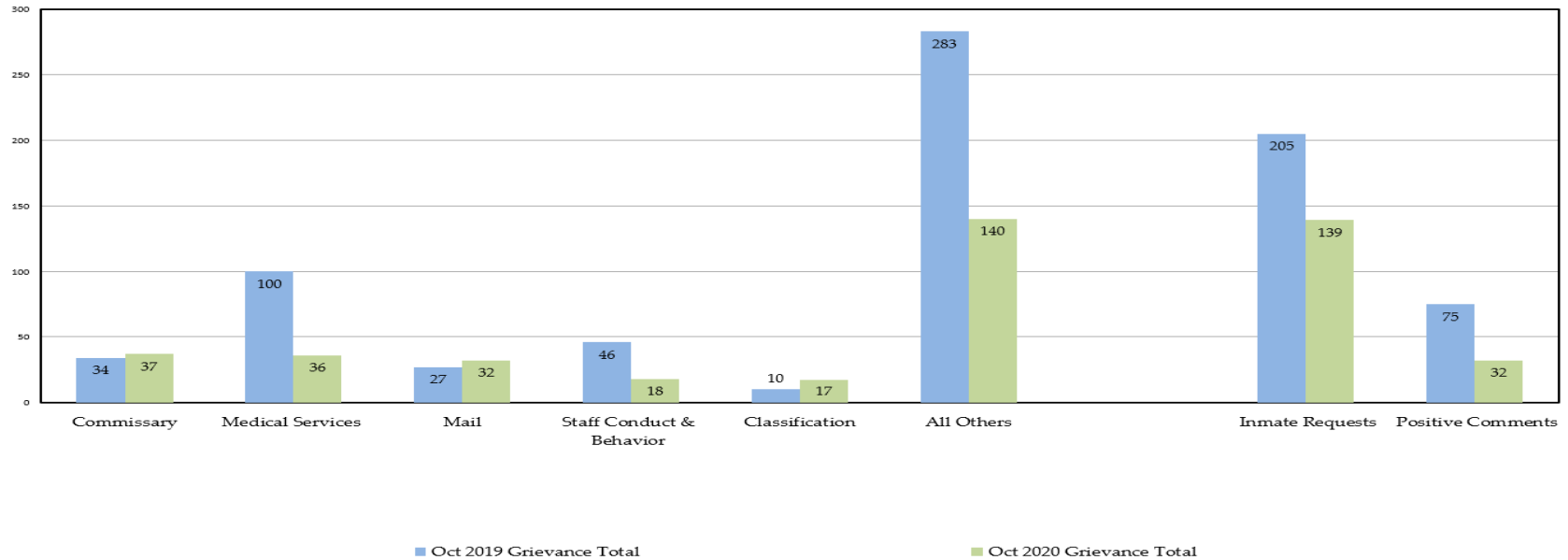
The data above compares the volume of the monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s, Elmwood Women’s Facilities (CCW), and also by “Other - Out of Facility” areas. This refers to areas such as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

Last month, there was a 12% decrease in grievance submissions when compared to September. At the height of the COVID-19 pandemic, the Sheriff’s Office experienced a spike in grievance complaints with April 2020 recording the highest submission in the last two years with 823 grievances. Since April, there has been a 66% decrease in grievance submissions as the facilities are safely loosening up restrictions, working in parallel with the Public Health Officer’s 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 – October 2020

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



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

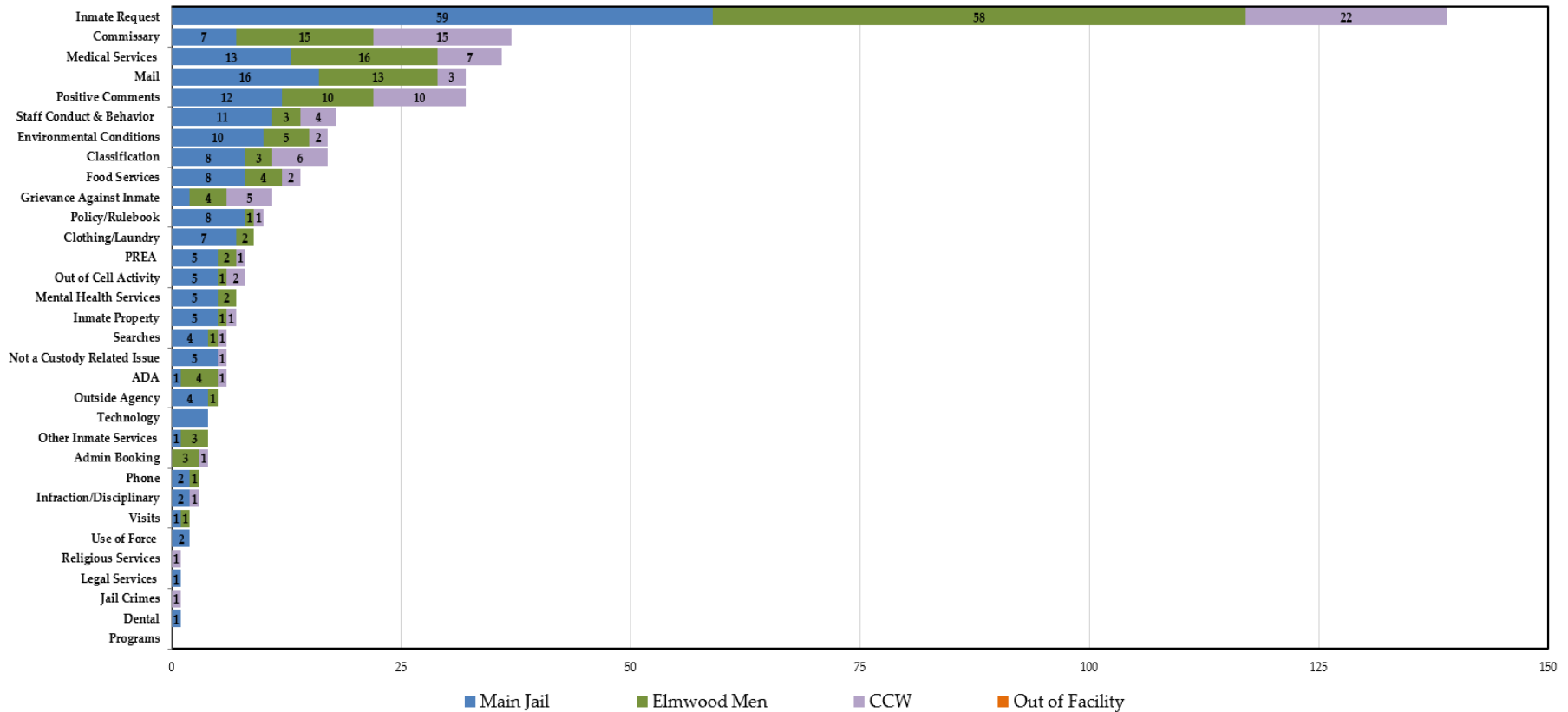
Although the “Commissary” category was the #1 Most Frequently Grieved Category for the month of October, the amount of monthly submissions continue to decrease each month. Compared to last month, there was a 23% decrease in this category and a 90% decrease when matched against April’s statistics when Commissary Services were temporarily postponed. The “Medical Services” category witnessed a 64% decrease in grievance complaints compared to the same time last year and had a 41% reduction from the previous month.

The “Classification” category realized a 70% increase in submissions from the same time period last year. A majority of these “Classification” grievances were complaining about COVID-19 quarantine protocols and housing restrictions. With the assistance of contact tracing analytics, once an inmate has been identified as being exposed to a COVID-19 positive inmate, a 14-day quarantine protocol takes into effect. Depending on the circumstances, an inmate may be re-housed temporarily, but after the 14-day period and once the inmate tests negative, they can return to their previous housing unit.

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

# Inmate Grievances Dashboard – October 2020

**Grievance Totals by Category and Facility**  
 OCT 2020 Grievances 280 + 139 Inmate Requests + 32 Positive Comments



The above data shows all the inmate grievances submitted for the month of October 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 50% of all submitted grievances for October 2020. All other categories sum up the remaining balance or 50% of all grievances for the month of August. The “Programs” category did not record a single grievance 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 – October 2020

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

Last month, the “Commissary” category repositioned itself as the #1 Most Frequently Grieved Category edging out the “Medical Services” category by one grievance. Many strides have been made since the suspension of commissary services in mid-March as the COVID-19 global pandemic affected the day-to-day operations of the facilities. Less than two weeks post suspension, a modified commissary service was reintroduced back to the inmate population and continued monitoring has since taken place. As presented in Slide 4, there has been a 90% decrease in grievance complaints since the spike of submissions in April 2020.

Although the “Commissary” category was the Overall Most Frequently Grieved Category for October, it only ranked 8<sup>th</sup> by volume at the Main Jail. By agreeing to our strict safety standards and safety protocols, our vendor was able to increase staffing at the Main Jail on commissary distribution nights in an effort to immediately quell disputes and complaints presented by the inmates. Our vendor is planning to increase staffing at the Elmwood Complex and is currently hiring additional staff to meet our operational needs.

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

| Category                    | October '20 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               | 139              | 59        | 58          | 22  | 0               |
| Commissary                  | 3                                   | 8         | 3           | 2   | 0               | 37               | 7         | 15          | 15  | 0               |
| Medical Services            | 4                                   | 3         | 2           | 4   | 0               | 36               | 13        | 16          | 7   | 0               |
| Positive Comments           | 2                                   | 4         | 5           | 3   | 0               | 32               | 12        | 10          | 10  | 0               |
| Mail                        | 5                                   | 2         | 4           | 8   | 0               | 32               | 16        | 13          | 3   | 0               |
| Staff Conduct & Behavior    | 6                                   | 5         | 8           | 7   | 0               | 18               | 11        | 3           | 4   | 0               |
| Classification              | 7                                   | 7         | 8           | 5   | 0               | 17               | 8         | 3           | 6   | 0               |
| Environmental Conditions    | 7                                   | 6         | 6           | 9   | 0               | 17               | 10        | 5           | 2   | 0               |
| Food Services               | 8                                   | 7         | 7           | 9   | 0               | 14               | 8         | 4           | 2   | 0               |
| Grievance Against Inmate    | 9                                   | 11        | 7           | 6   | 0               | 11               | 2         | 4           | 5   | 0               |
| Policy/Rulebook             | 10                                  | 7         | 10          | 10  | 0               | 10               | 8         | 1           | 1   | 0               |
| Clothing/Laundry            | 11                                  | 8         | 9           | 0   | 0               | 9                | 7         | 2           | 0   | 0               |
| Out of Cell Activity        | 12                                  | 9         | 10          | 9   | 0               | 8                | 5         | 1           | 2   | 0               |
| PREA                        | 12                                  | 9         | 9           | 10  | 0               | 8                | 5         | 2           | 1   | 0               |
| Inmate Property             | 13                                  | 9         | 10          | 10  | 0               | 7                | 5         | 1           | 1   | 0               |
| Mental Health Services      | 13                                  | 9         | 9           | 0   | 0               | 7                | 5         | 2           | 0   | 0               |
| ADA                         | 14                                  | 12        | 7           | 10  | 0               | 6                | 1         | 4           | 1   | 0               |
| Searches                    | 14                                  | 10        | 10          | 10  | 0               | 6                | 4         | 1           | 1   | 0               |
| Not a Custody Related Issue | 14                                  | 9         | 0           | 10  | 0               | 6                | 5         | 0           | 1   | 0               |
| Outside Agency              | 15                                  | 10        | 10          | 0   | 0               | 5                | 4         | 1           | 0   | 0               |
| Admin Booking               | 16                                  | 0         | 8           | 10  | 0               | 4                | 0         | 3           | 1   | 0               |
| Other Inmate Services       | 16                                  | 12        | 8           | 0   | 0               | 4                | 1         | 3           | 0   | 0               |
| Technology                  | 16                                  | 10        | 0           | 0   | 0               | 4                | 4         | 0           | 0   | 0               |
| Infraction/Disciplinary     | 17                                  | 11        | 0           | 10  | 0               | 3                | 2         | 0           | 1   | 0               |
| Phone                       | 17                                  | 11        | 10          | 0   | 0               | 3                | 2         | 1           | 0   | 0               |
| Visits                      | 18                                  | 12        | 10          | 0   | 0               | 2                | 1         | 1           | 0   | 0               |
| Use of Force                | 18                                  | 11        | 0           | 0   | 0               | 2                | 2         | 0           | 0   | 0               |
| Jail Crimes                 | 19                                  | 0         | 0           | 10  | 0               | 1                | 0         | 0           | 1   | 0               |
| Religious Services          | 19                                  | 0         | 0           | 10  | 0               | 1                | 0         | 0           | 1   | 0               |
| Dental                      | 19                                  | 12        | 0           | 0   | 0               | 1                | 1         | 0           | 0   | 0               |
| Legal Services              | 19                                  | 12        | 0           | 0   | 0               | 1                | 1         | 0           | 0   | 0               |
| Programs                    | 0                                   | 0         | 0           | 0   | 0               | 0                | 0         | 0           | 0   | 0               |