



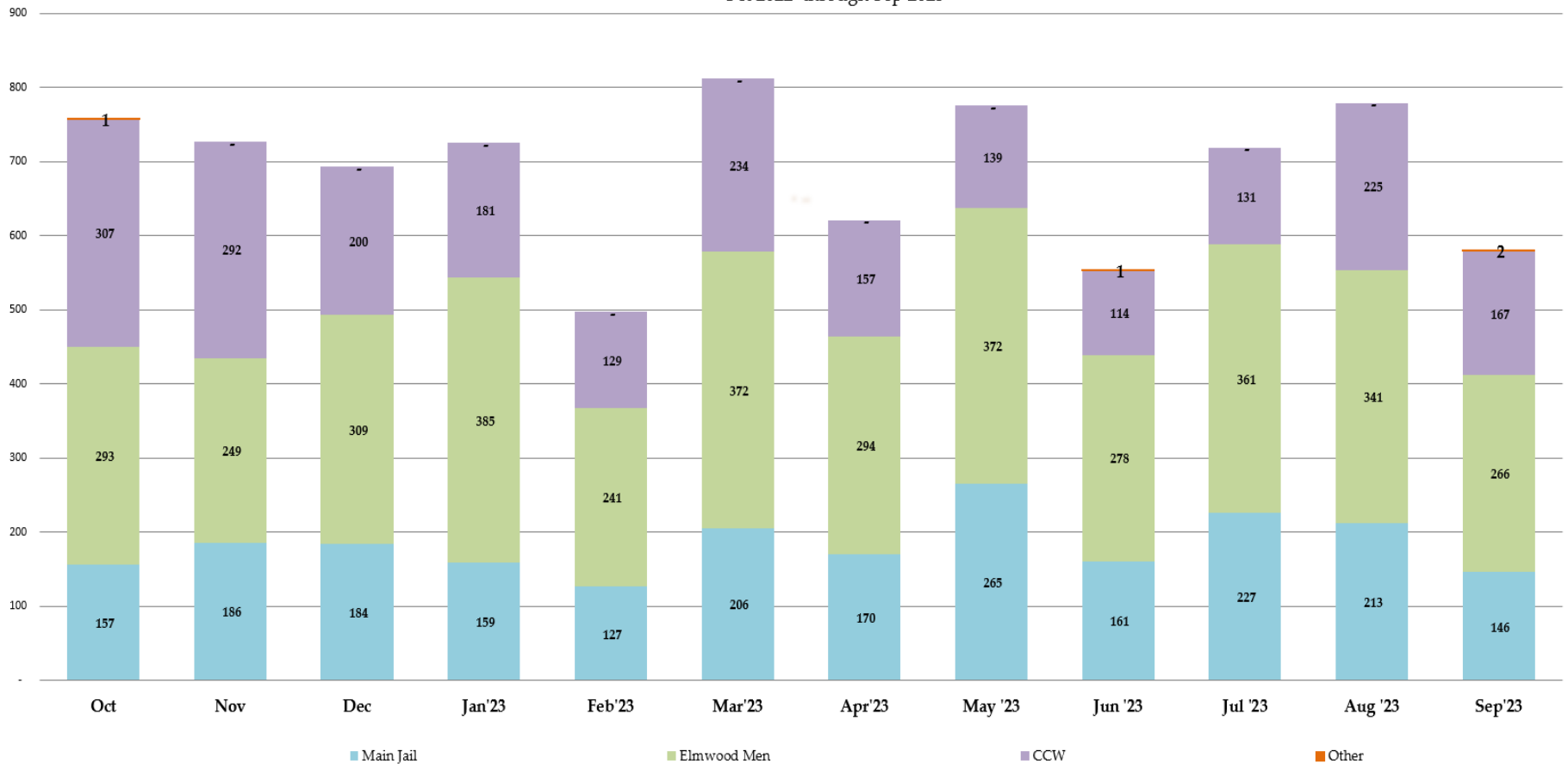
Sheriff's Office Custody Bureau
Grievance Dashboard
September 2023

Grievance Dashboard – September 2023

- Executive Summary
 - The Grievance Unit Monthly Dashboard will include the following data:
 - Historical Grievance Volume
 - October 2022 through September 2023
 - Top Five Most Frequent Grievance Categories
 - October 2022 vs. September 2023
 - Average Monthly Grievances per Capita – Main Jail
 - October 2022 through September 2023
 - Average Monthly Grievances per Capita – Elmwood Men
 - October 2022 through September 2023
 - Average Monthly Grievances per Capita – Elmwood Women
 - October 2022 through September 2023
 - Grievance Totals by Category and by Facility
 - September 2023
 - Category Frequency Rank
 - September 2023

Grievance Dashboard – September 2023

Historical ACeS Grievance Volume
Oct 2022 through Sep 2023



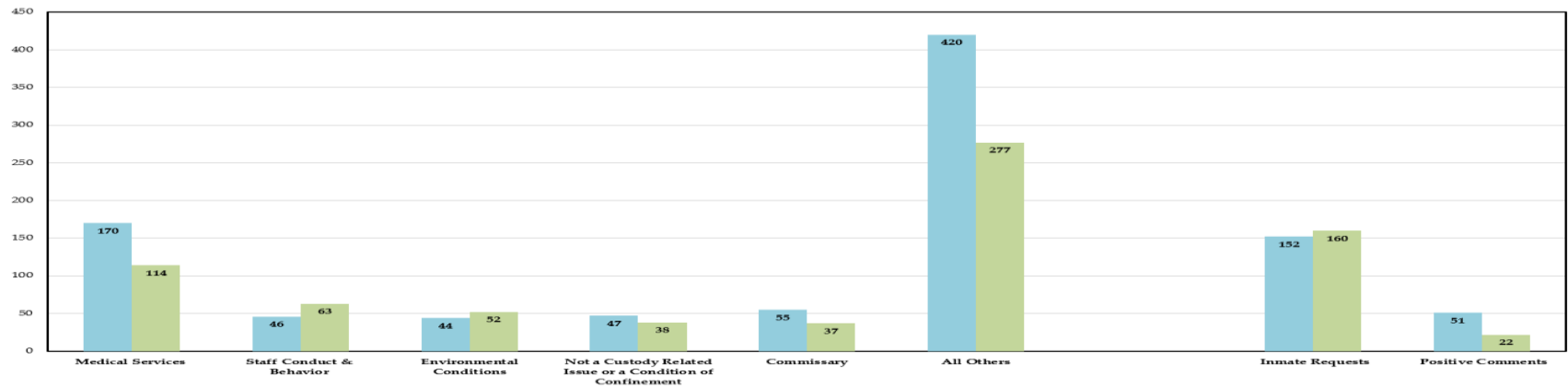
The data above compares the volume of monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s Facility and Elmwood Women’s Facility (CCW), and also by “Other - Out of Facility” areas. This refers to areas such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

For the month of September, the Sheriff’s Office experienced an 25% overall decrease in grievance submissions or 198 fewer grievances than the previous month. Individually, the Elmwood Men’s Facility decreased their submission rate by 22%, the Elmwood Women’s Facility by 26%, and the Main Jail Facility by 31%.

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.

Grievance Dashboard – September 2023

Top Five Most Frequent Grievance Categories
SEP 2022 vs. SEP 2023



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

The Most Frequently Grieved Category for the month of September was "Medical Services." At the request of Supervisor Ellenberg, the Sheriff's Office and Custody Health Services will jointly report on "Medical Services" grievances on a quarterly basis to the Public Safety and Justice Committee. For further information, the next quarterly report is scheduled for October 19, 2023.

Compared to the previous month, the "Staff Conduct" category reduced its submission rate by 26% but remained the 2nd Most Frequently Grieved Category for the second consecutive month.

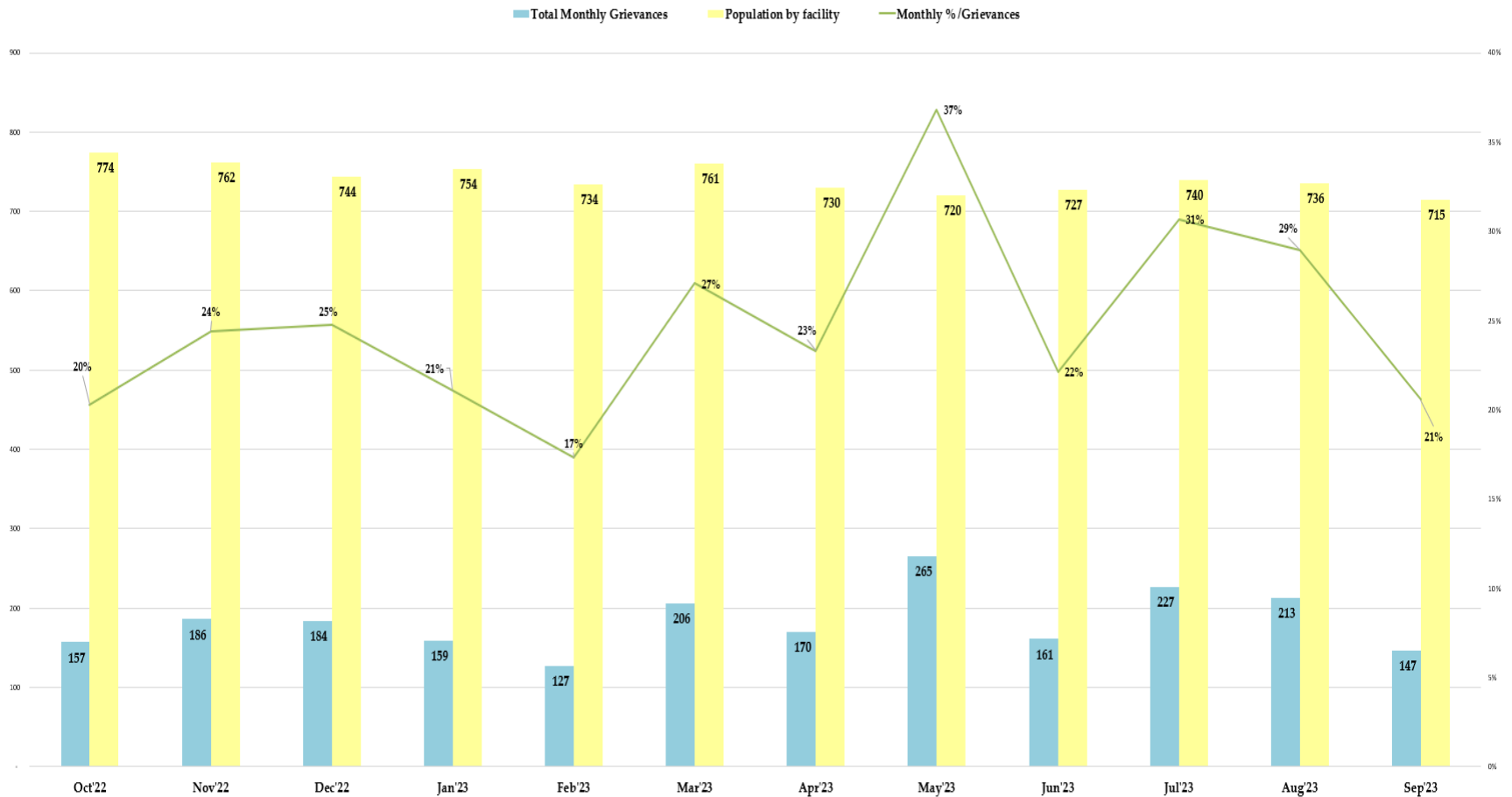
The Grievance Unit conducted an analysis of the submissions and found that a group of incarcerated individuals at the Elmwood Women's Facility had collectively filed a grievance against a deputy. The majority of the grievances in this category alleged that, while performing their duties, the deputy had made offensive and unprofessional remarks to an incarcerated person. However, after a thorough review of Body Worn Cameras (BWC), overhead camera footage, and interviews, it was determined that these allegations were baseless and unfounded. Notably, the deputy named in the grievance complaint was never present in the same housing area as the complainants during the time of the alleged incident. Regardless of the outcome, staff members were reminded to always maintain professionalism during all interactions with our incarcerated population.

As previously mentioned, "Staff Conduct" grievances are also subject to review by our investigative units (Internal Affairs or Jail Crimes Unit) as an additional layer of oversight, ensuring a proper check and balance system for all complainants.

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

Grievance Dashboard – August 2023

Main Jail Total Grievances vs. Average Daily Population Oct '22 - Sep '23



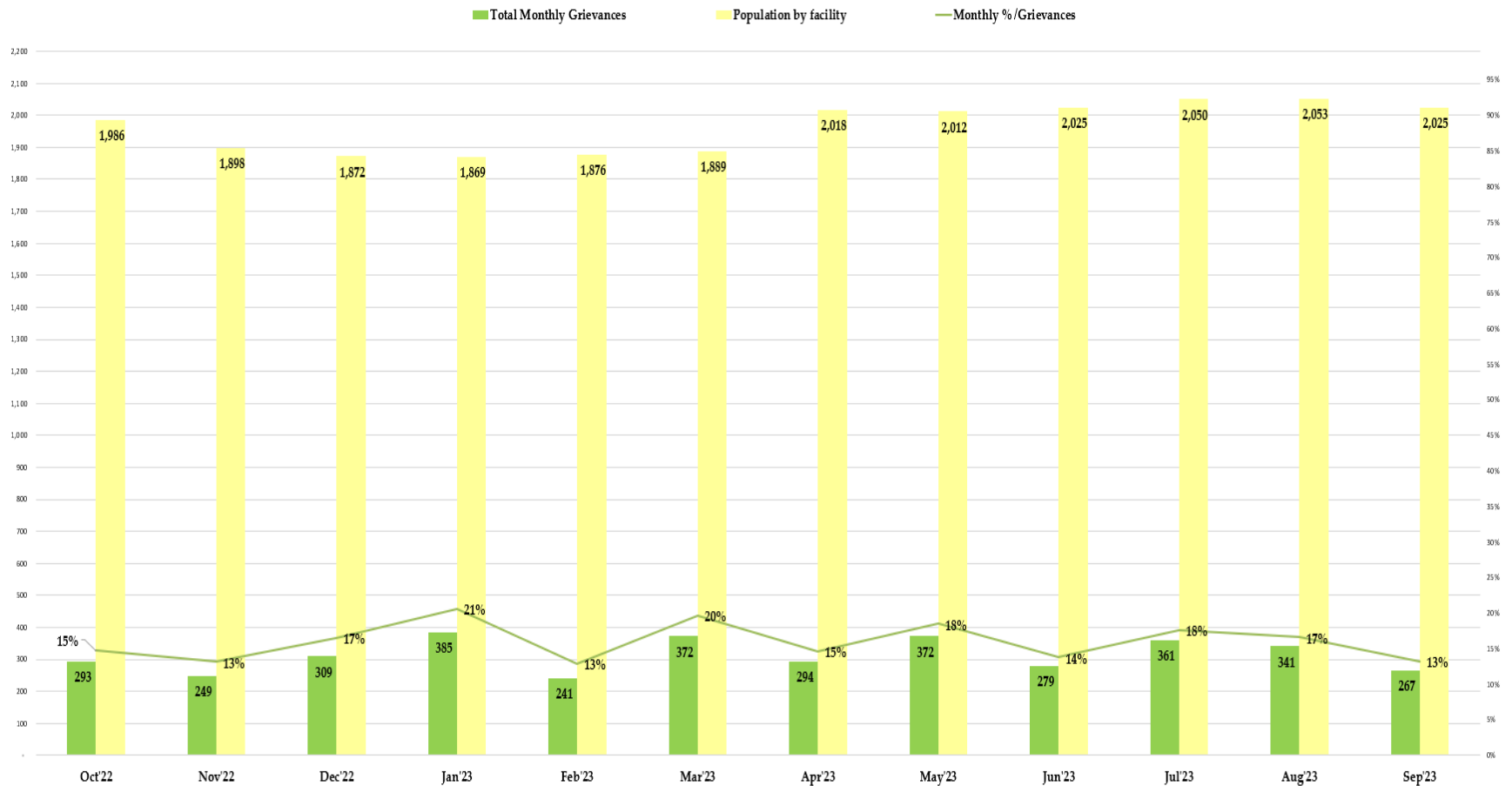
The data above compares the total grievances submitted by month for the last 12 months at the Main Jail Facility.

In September 2023, there were 147 grievances submitted by individuals at the Main Jail with an average daily population of 715 incarcerated persons. This would equate to 0.21 grievances submitted per individual in the month of September. In actuality, only 75 incarcerated persons from Main Jail submitted grievances in the month of September.

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

Grievance Dashboard – September 2022

Elmwood Men Total Grievances vs. Average Daily Population Oct '22- Sep '23



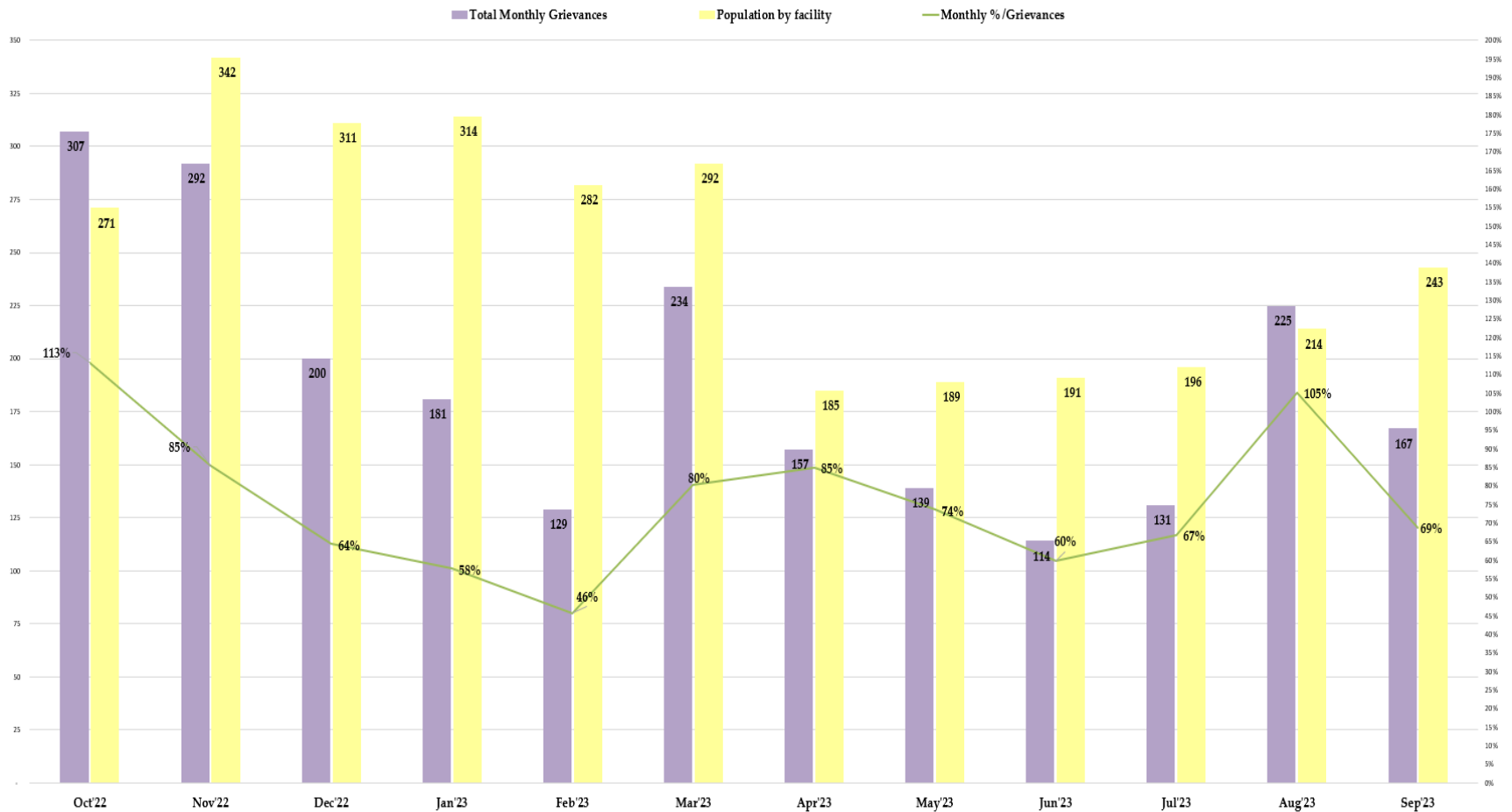
The data above compares the total grievances submitted by month for the last 12 months at the Elmwood Men’s Facility.

In September 2023, there were 267 grievances submitted by individuals at the Elmwood Men’s Facility with an average daily population of 2,025 incarcerated persons. This would equate to 0.13 grievances submitted per individual in the month of September. In actuality, only 176 incarcerated persons from Elmwood Men’s submitted grievances for the month of September.

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

Grievance Dashboard – September 2023

Elmwood Women Facility Total Grievances vs. Average Daily Population Oct '22- Sep '23



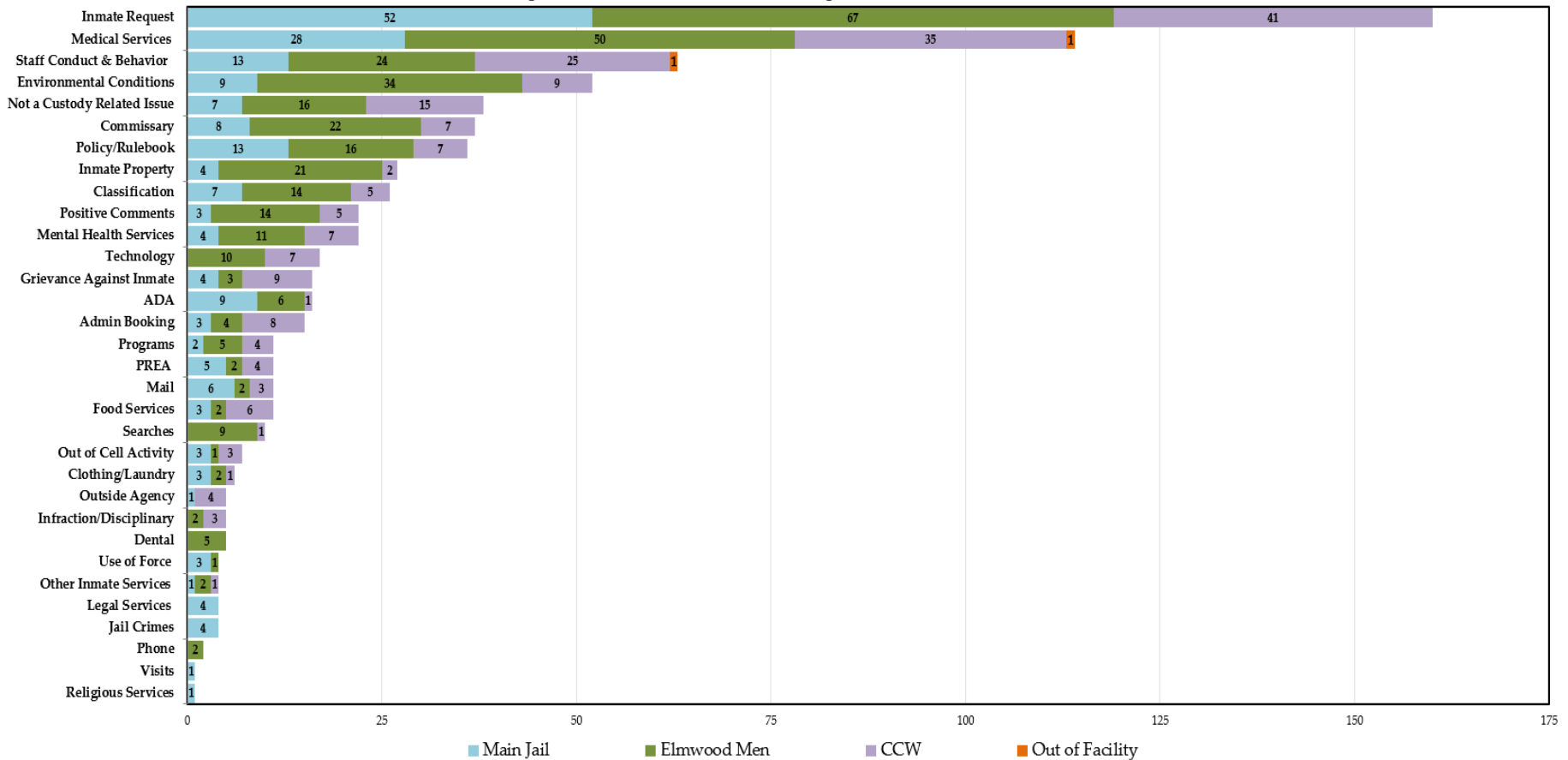
The data above compares the total grievances submitted by month for the last 12 months at the Elmwood Women’s Facility.

In September 2023, there were 167 grievances submitted by individuals at the Elmwood Women’s Facility with an average daily population of 243 incarcerated persons. This would equate to 0.69 grievances submitted per individual in the month of September. In actuality, only 81 incarcerated persons from Elmwood Women’s submitted grievances for the month of September.

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

Grievance Dashboard – September 2023

Grievance Totals by Category and Facility
 Sep 2023 Grievances 581 + 160 Inmate Requests + 22 Positive Comments



The above data shows all the grievances submitted for the month of August September by grievance category. The chart also depicts the number of 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 53% of all submitted grievances for September. All other categories sum up the remaining balance or 47% of all grievances for the month of September. The “Visits” and “Religious Services” categories received the lowest submission with (1) grievance apiece for the month of September.

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

Grievance Dashboard – September 2023

The frequency of grievances submitted by category for September 2023 is depicted in the chart below. This data serves as a valuable resource for the Office of the Sheriff, enabling them to focus attention on specific issues raised by the incarcerated population. Notably, certain categories reported the same total number of grievances, resulting in several ties in the frequency ranking system for the month of September.

Despite a 46% decrease in grievance submissions compared to the previous month, the “Commissary” category still holds the #5 position on the Most Frequently Grieved Category List for September. Complaints within this category span a range of concerns, including missing items, untimely reimbursements, and dissatisfaction with the variety of products available on the commissary menu.

Additionally, after a prolonged hiatus, the Inmate Advisory Council (IAC) resumed meetings at both facilities last month, specifically on August 2, 2023. During these discussions, the council directed its attention towards the commissary program and put forth several suggestions. Notably, one particular request was to expand the protein offerings on the existing commissary menu. In response, the Sheriff’s Office collaborated with the vendor to finalize two additional iCare packages: the Protein Pouch and the Power Protein packages. These new options complement the existing offerings and will be available on the iCare menu starting October 1, 2023.

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

Sep'23	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	160	52	67	41	0
Medical Services	2	2	2	2	1	114	28	50	35	1
Staff Conduct & Behavior	3	3	4	3	1	63	13	24	25	1
Environmental Conditions	4	4	3	5	0	52	9	34	9	0
Not a Custody Related Issue	5	6	7	4	0	38	7	16	15	0
Commissary	6	5	5	7	0	37	8	22	7	0
Policy/Rulebook	7	3	7	7	0	36	13	16	7	0
Inmate Property	8	9	6	12	0	27	4	21	2	0
Classification	9	6	8	9	0	26	7	14	5	0
Mental Health Services	10	9	9	7	0	22	4	11	7	0
Positive Comments	10	10	8	9	0	22	3	14	5	0
Technology	11	0	10	7	0	17	0	10	7	0
ADA	12	4	12	13	0	16	9	6	1	0
Grievance Against Inmate	12	9	15	5	0	16	4	3	9	0
Admin Booking	13	10	14	6	0	15	3	4	8	0
Mail	14	7	16	11	0	11	6	2	3	0
PREA	14	8	16	10	0	11	5	2	4	0
Food Services	14	10	16	8	0	11	3	2	6	0
Programs	14	11	13	10	0	11	2	5	4	0
Searches	15	0	11	13	0	10	0	9	1	0
Out of Cell Activity	16	10	17	11	0	7	3	1	3	0
Clothing/Laundry	17	10	16	13	0	6	3	2	1	0
Outside Agency	18	12	0	10	0	5	1	0	4	0
Infraction/Disciplinary	18	0	16	11	0	5	0	2	3	0
Dental	18	0	13	0	0	5	0	5	0	0
Jail Crimes	19	9	0	0	0	4	4	0	0	0
Legal Services	19	9	0	0	0	4	4	0	0	0
Use of Force	19	10	17	0	0	4	3	1	0	0
Other Inmate Services	19	12	16	13	0	4	1	2	1	0
Phone	20	0	16	0	0	2	0	2	0	0
Religious Services	21	12	0	0	0	1	1	0	0	0
Visits	21	12	0	0	0	1	1	0	0	0