



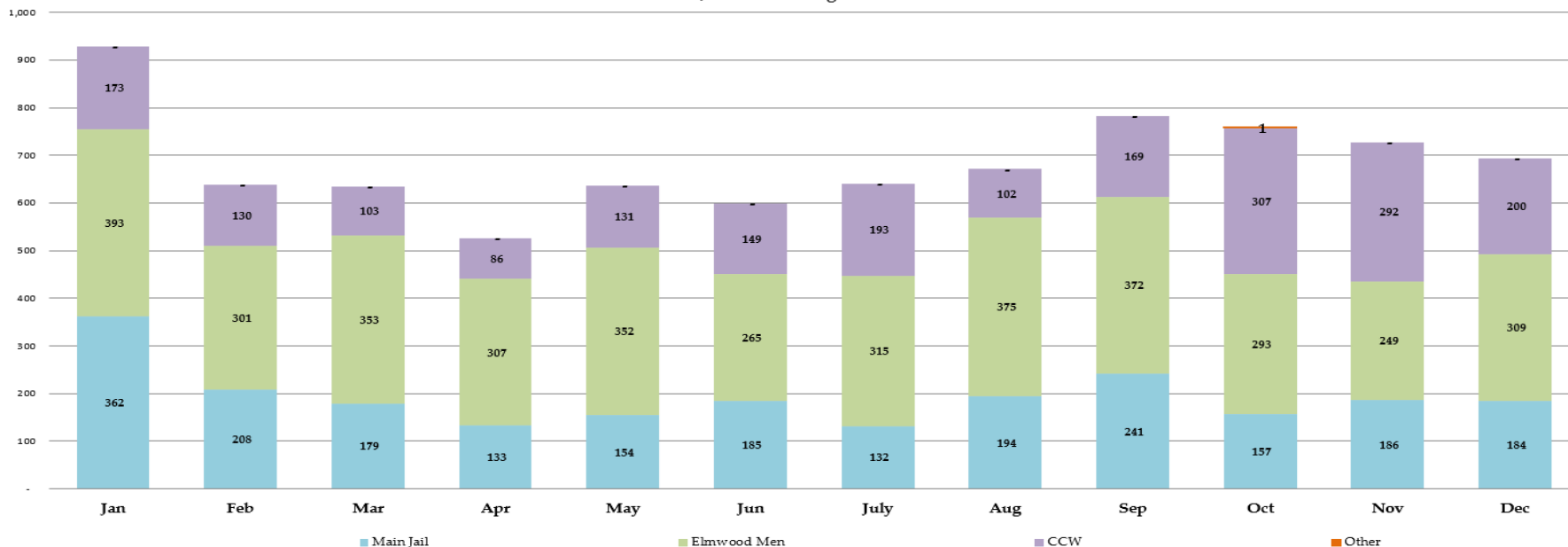
Sheriff's Office Custody Bureau  
Inmate Grievances Dashboard  
**December 2022**

# Inmate Grievances Dashboard – December 2022

- Executive Summary
  - The Grievance Unit Monthly Dashboard will include the following data:
    - Historical Grievance Volume
      - January 2022 through December 2022
    - Top Five Most Frequent Grievance Categories
      - December 2021 vs. December 2022
    - Average Monthly Grievances per Capita – Main Jail
      - January 2022 through December 2022
    - Average Monthly Grievances per Capita – Elmwood Men
      - January 2022 through December 2022
    - Average Monthly Grievances per Capita – Elmwood Women
      - January 2022 August December 2022
    - Grievance Totals by Category and by Facility
      - December 2022
    - Category Frequency Rank
      - December 2022

# Inmate Grievances Dashboard – December 2022

Historical ACeS Grievance Volume  
Jan 2022 through Dec 2022



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.

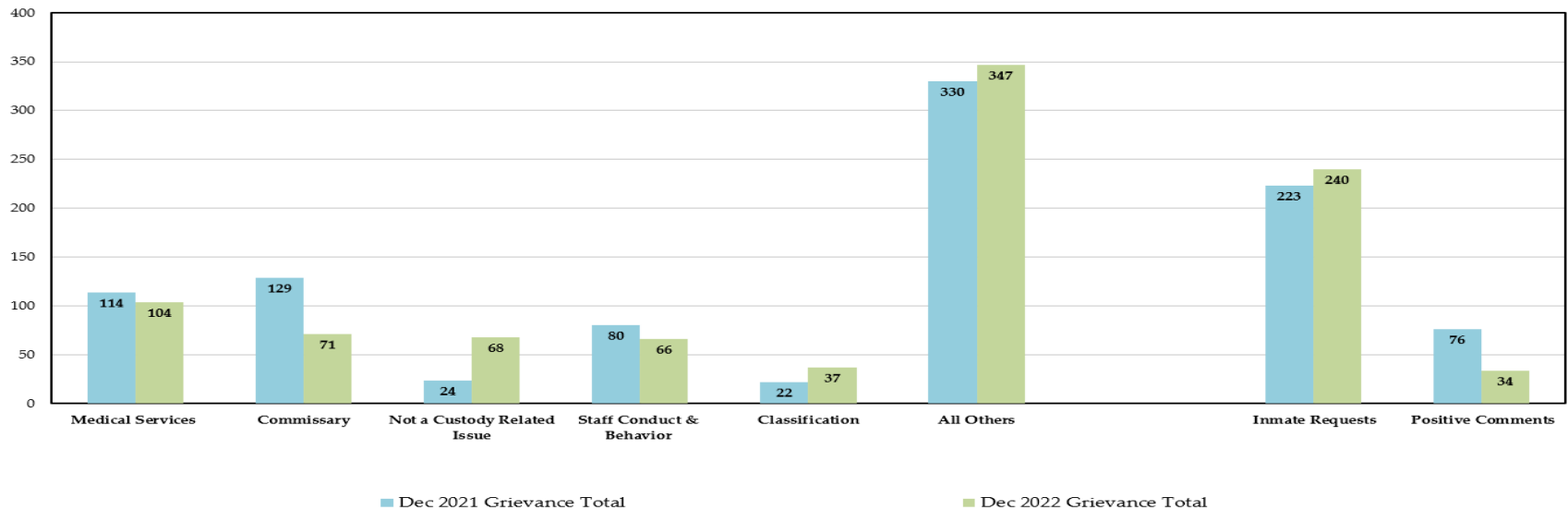
For the month of December, the Sheriff’s Office experienced a 5% decrease in grievance submissions or 34 less grievances than the previous month. Individually, the Main Jail Facility decreased by 1%, the Elmwood Women’s Facility by 32%, while the Elmwood Men’s Facility increased by 24%.

An audit was performed to examine the increase of grievance submissions from the Elmwood Men’s Facility and revealed that there were multiple mass grievances from different housing units on the men’s side of the Elmwood Complex that contributed to the upswing of complaints. In one particular housing unit at the Elmwood Facility, inmates submitted complaints regarding the sanitation process of the clothing bins. Our Inmate Services Unit replied and explained to the inmates in detail that clothing and linen bins are washed, scrubbed, and sanitized with commercial-grade disinfectant before and after every use. Per policy, clean clothing and/or linen are never stored in dirty containers. In another location at the Elmwood Men’s Facility, inmates submitted mass grievances that were word for word identical to the mass grievances submitted by the inmates at the Main Jail from November’s report. Regardless, the sergeant addressed each issue in detail with each complainant.

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 – December 2022

Top Five Most Frequent Grievance Categories  
Dec 2021 vs. Dec 2022



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 December was "Medical Services."

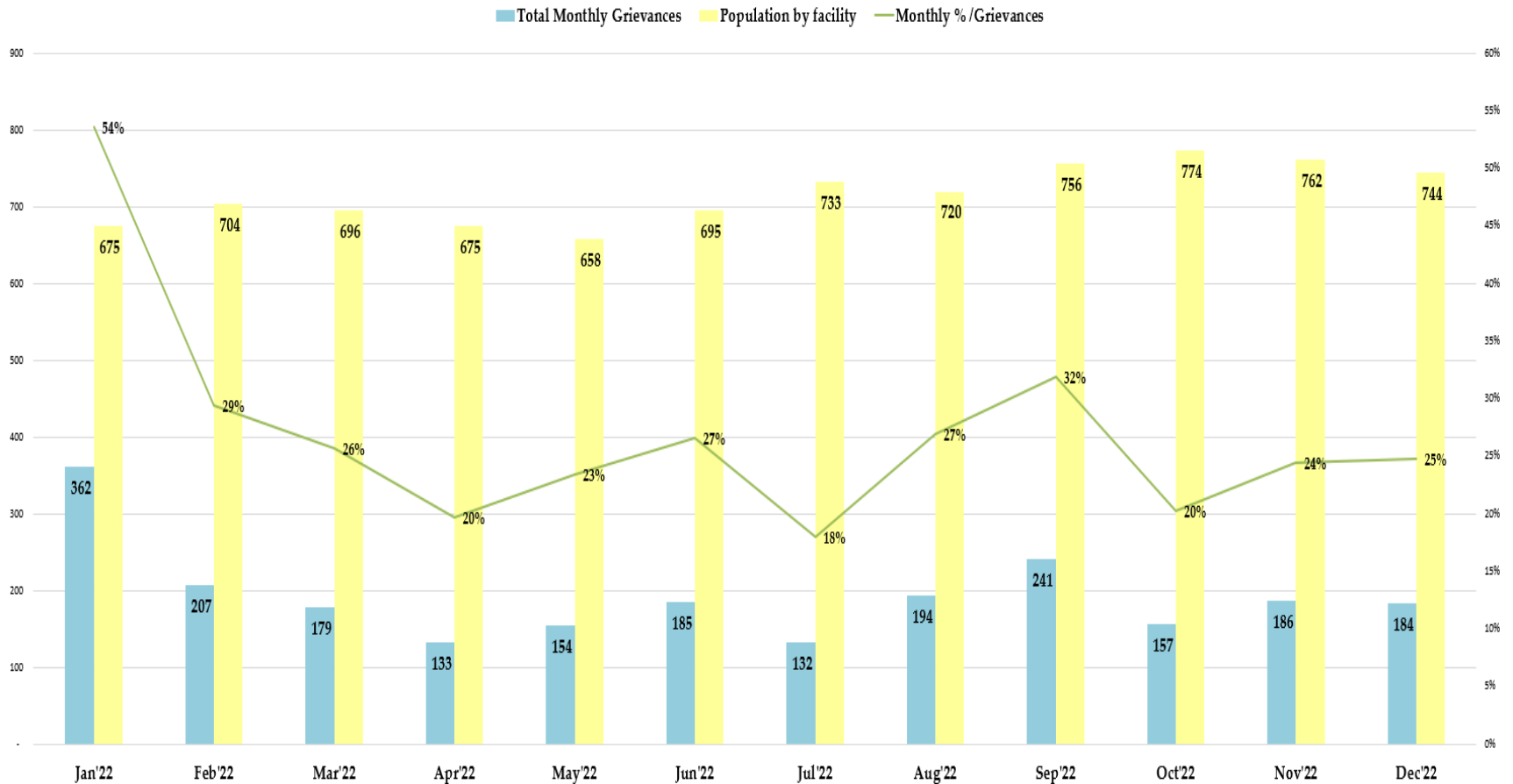
For further information, Custody Health Services reports on "Medical Services" grievances on a quarterly basis to the Public Safety Justice Committee. The next quarterly report is scheduled for January 2023.

"Classification" placed itself on the Top Five Most Frequently Grieved Category list for the month of December. An audit into this category revealed that the grievance complaints varied from one inmate to another with no significant trends or problems identified. Examples of grievances for the "Classification" category for the month of December include complaints regarding "down classing" from a higher custody level to a lower custody level, COVID housing placements due to C19+ exposures, and disciplinary moves due to infractions. Files are reviewed by the Classification Unit on an ongoing basis to determine the least restrictive housing placement possible for the inmates while maintaining a secure facility for those incarcerated, staff and the community.

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

# Inmate Grievances Dashboard – December 2022

Main Jail Total Grievances vs. Average Daily Population Jan '22- Dec '22



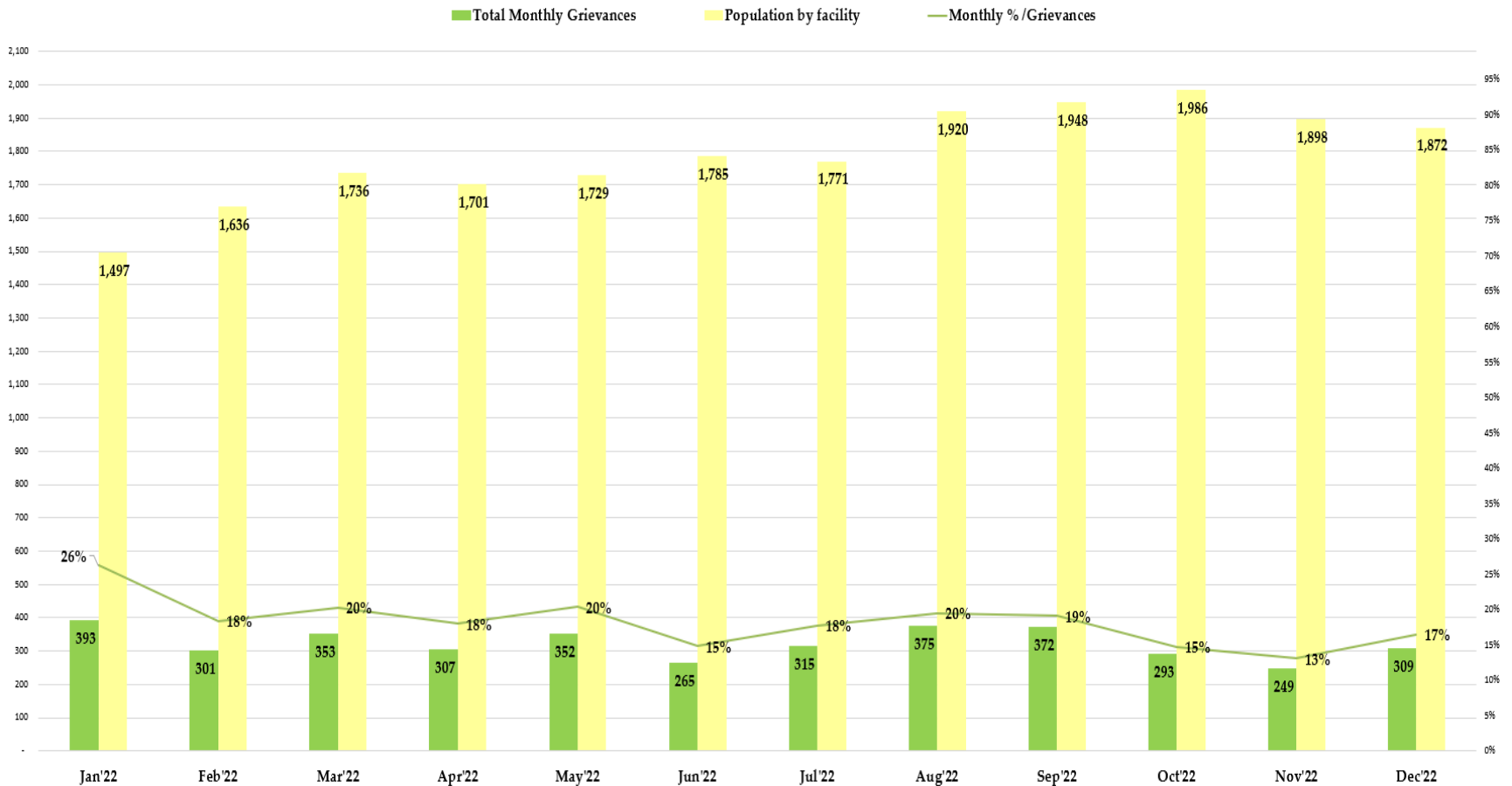
The data above compares the total inmate grievances submitted by month for the last 12 months at the Main Jail Facility.

In December 2022, there were 184 grievances submitted by Main Jail inmates with an average daily population of 744 inmates. This would equate to 0.25 grievances submitted per inmate in the month of December. In actuality, only 113 inmates from Main Jail submitted grievances in the month of December.

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

# Inmate Grievances Dashboard – December 2022

Elmwood Men Total Grievances vs. Average Daily Population Jan '22- Dec' 22



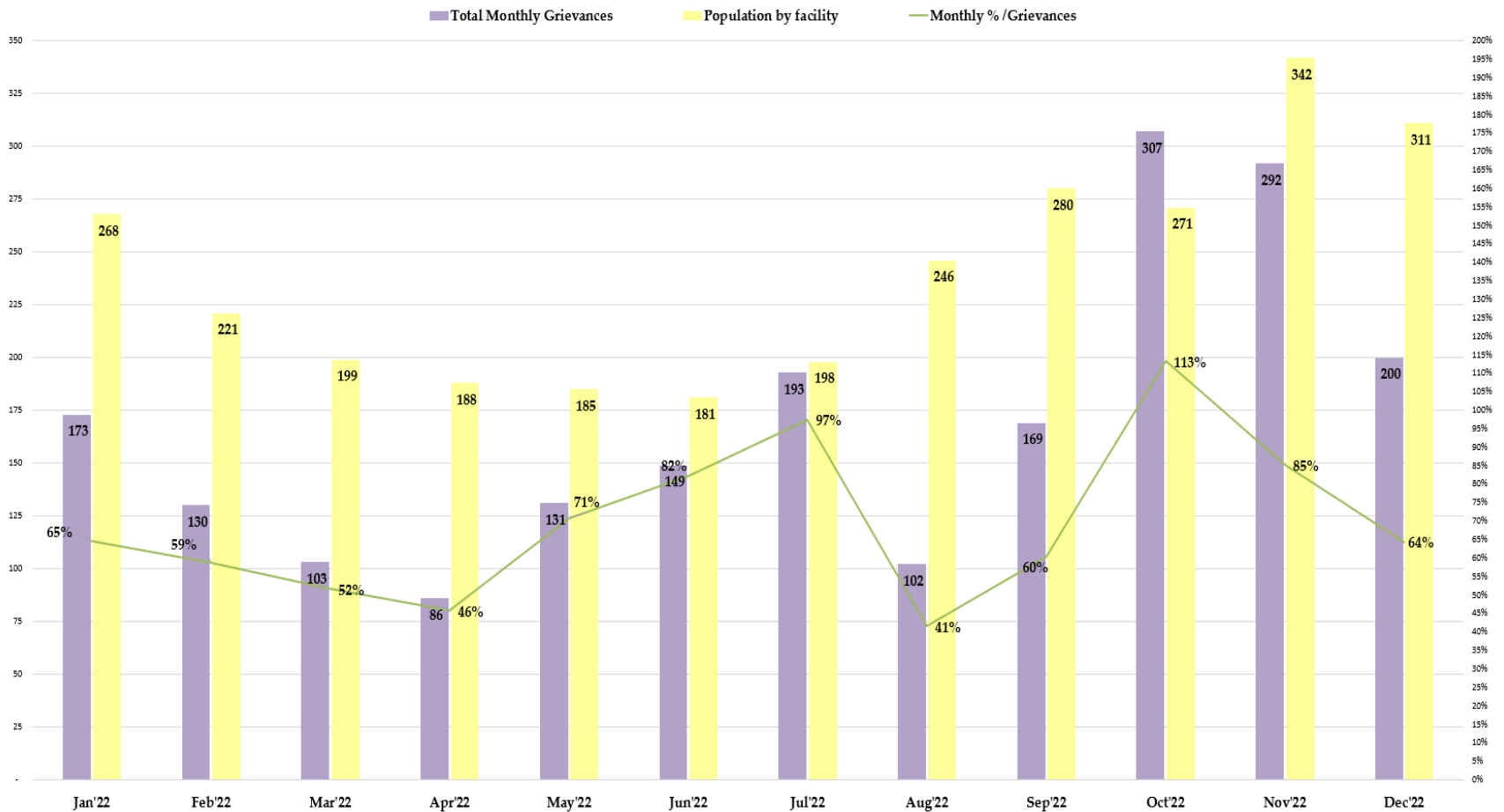
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Men’s Facility.

In December 2022, there were 309 grievances submitted by the Elmwood Men inmates with an average daily population of 1,872 inmates. This would equate to 0.17 grievances submitted per inmate in the month of December. In actuality, only 205 inmates from Elmwood Men’s submitted grievances for the month of December.

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

# Inmate Grievances Dashboard – November 2022

Elmwood Women Facility Total Grievances vs. Average Daily Population Jan '22- Dec '22



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

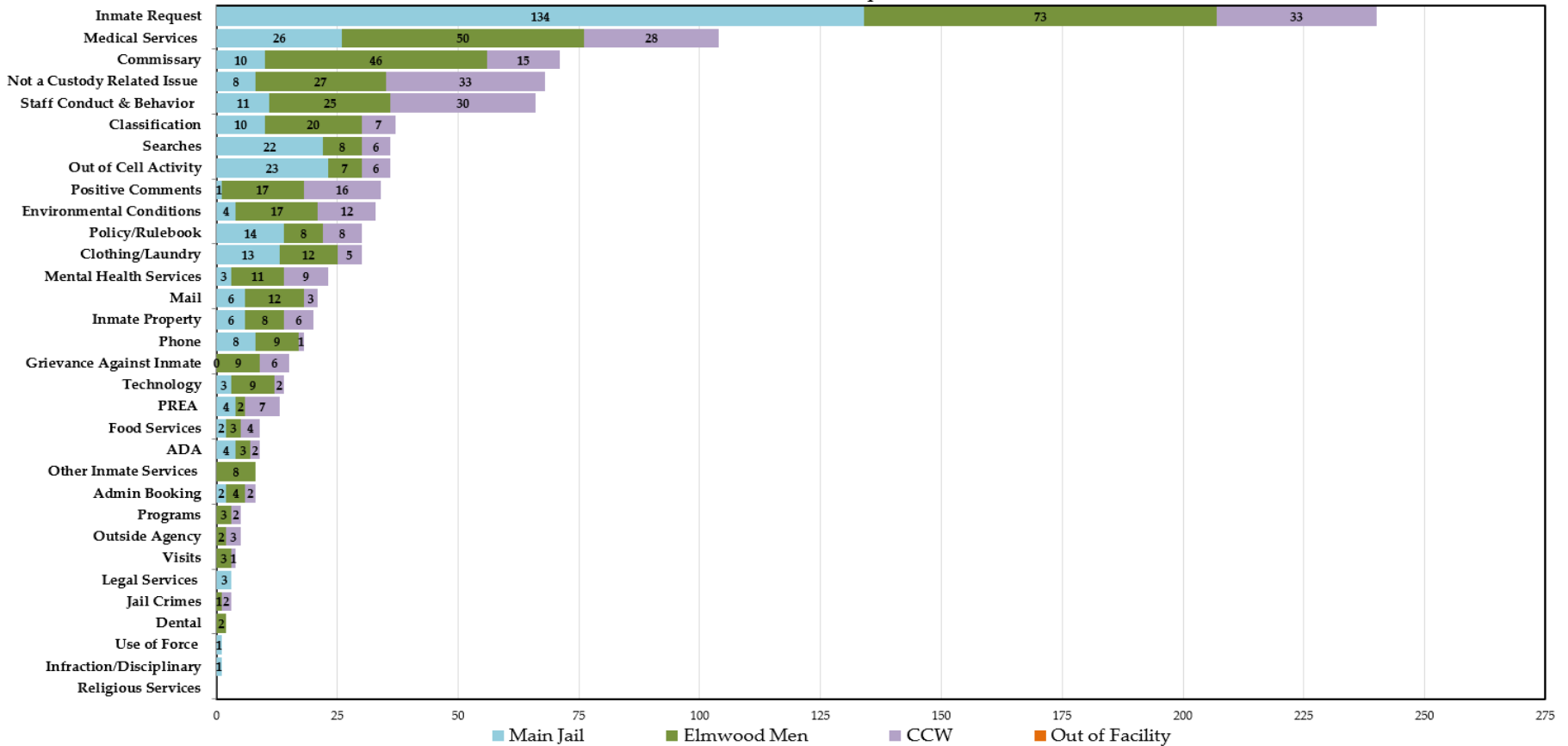
In December 2022, there were 200 grievances submitted by the Elmwood Women inmates with an average daily population of 311 inmates. This would equate to 0.64 grievances submitted per inmate in the month of December. In actuality, only 87 inmates from Elmwood Women’s submitted grievances for the month of December.

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

# Inmate Grievances Dashboard – December 2022

## Grievance Totals by Category and Facility

Dec 2022 Grievances 693 + 240 Inmate Requests + 34 Positive Comments



The above data shows all the inmate grievances submitted for the month of December 2022 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 December 2022. All other categories sum up the remaining balance or 50% of all grievances for the month of December. The “Religious Services” category did not receive any grievance submissions for the month of December.

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 – December 2022

The chart below ranks the frequency of inmate grievances submitted by category for December 2022. This data aids the Office of the Sheriff in focusing attention on 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 December.

The “Not a Custody Related Issue” Category was the 3<sup>rd</sup> Most Frequently Grievated Category for the month of December with a 19% increase in submissions when compared to the previous month. It was reported last month in the November Grievance Dashboard that the Sheriff’s Office uncovered a security breach with the inmate tablets. It was discovered that inmates were passing along their personal login credentials to use the electronic grievance and request forms on the tablets to communicate with each other. One inmate would submit a grievance and the other inmate would log in using the other person’s credentials to submit another grievance as a response to the original message.

The Sheriff’s Office has been working with our County’s Technology Services and Solutions (TSS) Department along with the tablet vendor to resolve this issue by reconfiguring access points for the wireless networks and implementing a two-step authentication system to help curb the unauthorized communication from occurring between inmates. Per the Inmate Rulebook, unauthorized communication between inmates is a major rule violation and subject to disciplinary actions. The Grievance Unit is tasked to review each and every grievance submission to ensure that valid complaints are answered meaningfully and in a timely manner. The unauthorized communication between inmates adds to the unit’s review process and takes away the attention from true issues and problems.

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

	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	240	134	73	33	0
Medical Services	2	2	2	3	0	104	26	50	28	0
Commissary	3	8	3	5	0	71	10	46	15	0
Not a Custody Related Issue	4	9	4	1	0	68	8	27	33	0
Staff Conduct & Behavior	5	7	5	2	0	66	11	25	30	0
Classification	6	8	6	9	0	37	10	20	7	0
Searches	7	4	11	10	0	36	22	8	6	0
Out of Cell Activity	7	3	12	10	0	36	23	7	6	0
Positive Comments	8	14	7	4	0	34	1	17	16	0
Environmental Conditions	9	11	7	6	0	33	4	17	12	0
Policy/Rulebook	10	5	11	8	0	30	14	8	8	0
Clothing/Laundry	10	6	8	11	0	30	13	12	5	0
Mental Health Services	11	12	9	7	0	23	3	11	9	0
Mail	12	10	8	13	0	21	6	12	3	0
Inmate Property	13	10	11	10	0	20	6	8	6	0
Phone	14	9	10	15	0	18	8	9	1	0
Grievance Against Inmate	15	0	10	10	0	15	0	9	6	0
Technology	16	12	10	14	0	14	3	9	2	0
PREA	17	11	15	9	0	13	4	2	7	0
Food Services	18	13	14	12	0	9	2	3	4	0
ADA	18	11	14	14	0	9	4	3	2	0
Admin Booking	19	13	13	14	0	8	2	4	2	0
Other Inmate Services	19	0	11	0	0	8	0	8	0	0
Outside Agency	20	0	15	13	0	5	0	2	3	0
Programs	20	0	14	14	0	5	0	3	2	0
Visits	21	0	14	15	0	4	0	3	1	0
Jail Crimes	22	0	16	14	0	3	0	1	2	0
Legal Services	22	12	0	0	0	3	3	0	0	0
Dental	23	0	15	0	0	2	0	2	0	0
Infraction/Disciplinary	24	14	0	0	0	1	1	0	0	0
Use of Force	24	14	0	0	0	1	1	0	0	0
Religious Services	0	0	0	0	0	0	0	0	0	0