



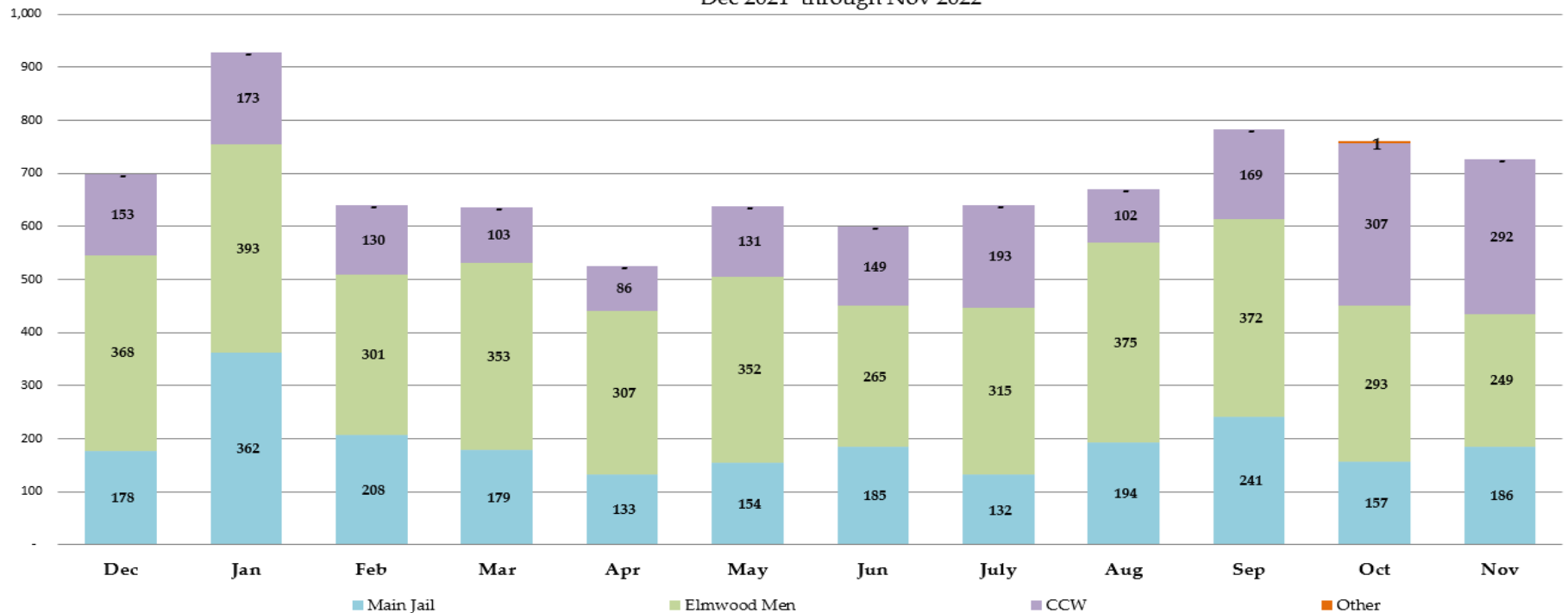
Sheriff's Office Custody Bureau  
Inmate Grievances Dashboard  
**November 2022**

# Inmate Grievances Dashboard – November 2022

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

# Inmate Grievances Dashboard – November 2022

Historical ACeS Grievance Volume  
Dec 2021 through Nov 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.

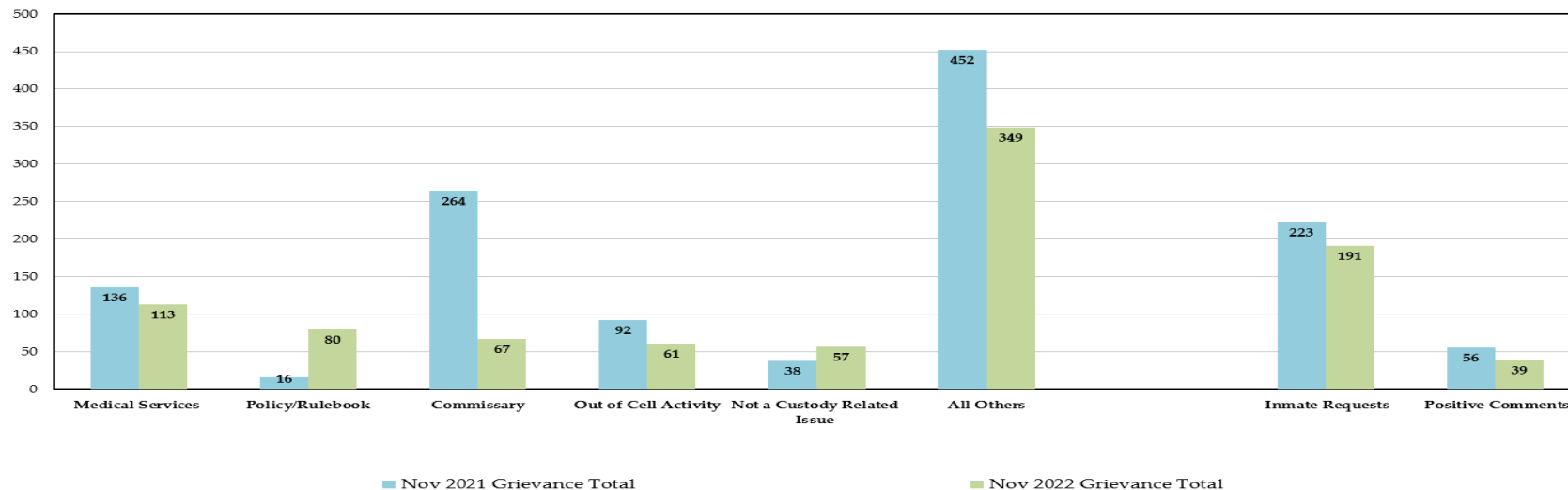
For the month of November, the Sheriff’s Office experienced a 4.1% decrease in grievance submissions or 31 less grievances than the previous month. Individually, the Elmwood Men’s Facility decreased by 15%, the Elmwood Women’s Facility by 5%, while the Main Jail Facility increased by 5%.

An audit was performed to examine the increase of grievance submissions from the Main Jail Facility and revealed that there were multiple mass grievances from two different housing units at the Main Jail that submitted identical complaints relating to different policies at the Main Jail. Even though the Inmate Rulebook states to only place one issue on each grievance, the investigating sergeants responded to and addressed each concern that the inmates listed in the grievance.

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 – November 2022

Top Five Most Frequent Grievance Categories  
Nov 2021 vs. Nov 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 November was "Medical Services."

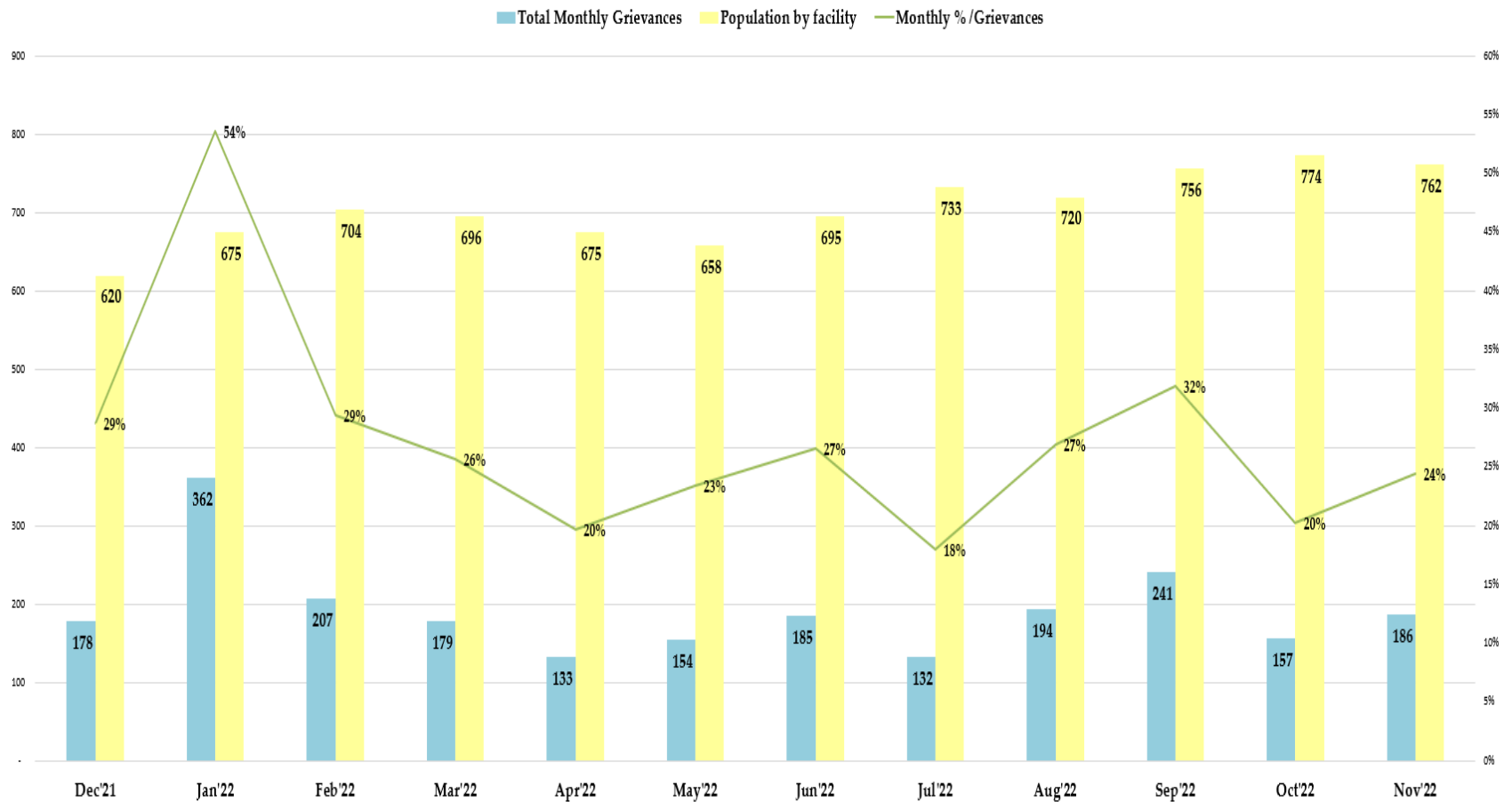
For further information, Custody Health Services reports on "Medical Services" grievances on a quarterly basis to the Public Safety Justice Committee. The next quarterly report is scheduled for January 2023.

"Not a Custody Related Issue" placed itself on the Top Five Most Frequently Grieved Category list for the month of November. An audit into this category revealed that a large majority of these submissions were due to a security breach with the inmate tablets. After a thorough investigation, the Sheriff's Office uncovered that inmates were sharing their personal account login pins with other inmates in order to communicate with each other. Inmates were utilizing the electronic grievance form as a channel to message 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 department is currently working with the tablet vendor to prevent further unauthorized communication between inmates from occurring.

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

# Inmate Grievances Dashboard – November 2022

Main Jail Total Grievances vs. Average Daily Population Nov '21 - Oct '22



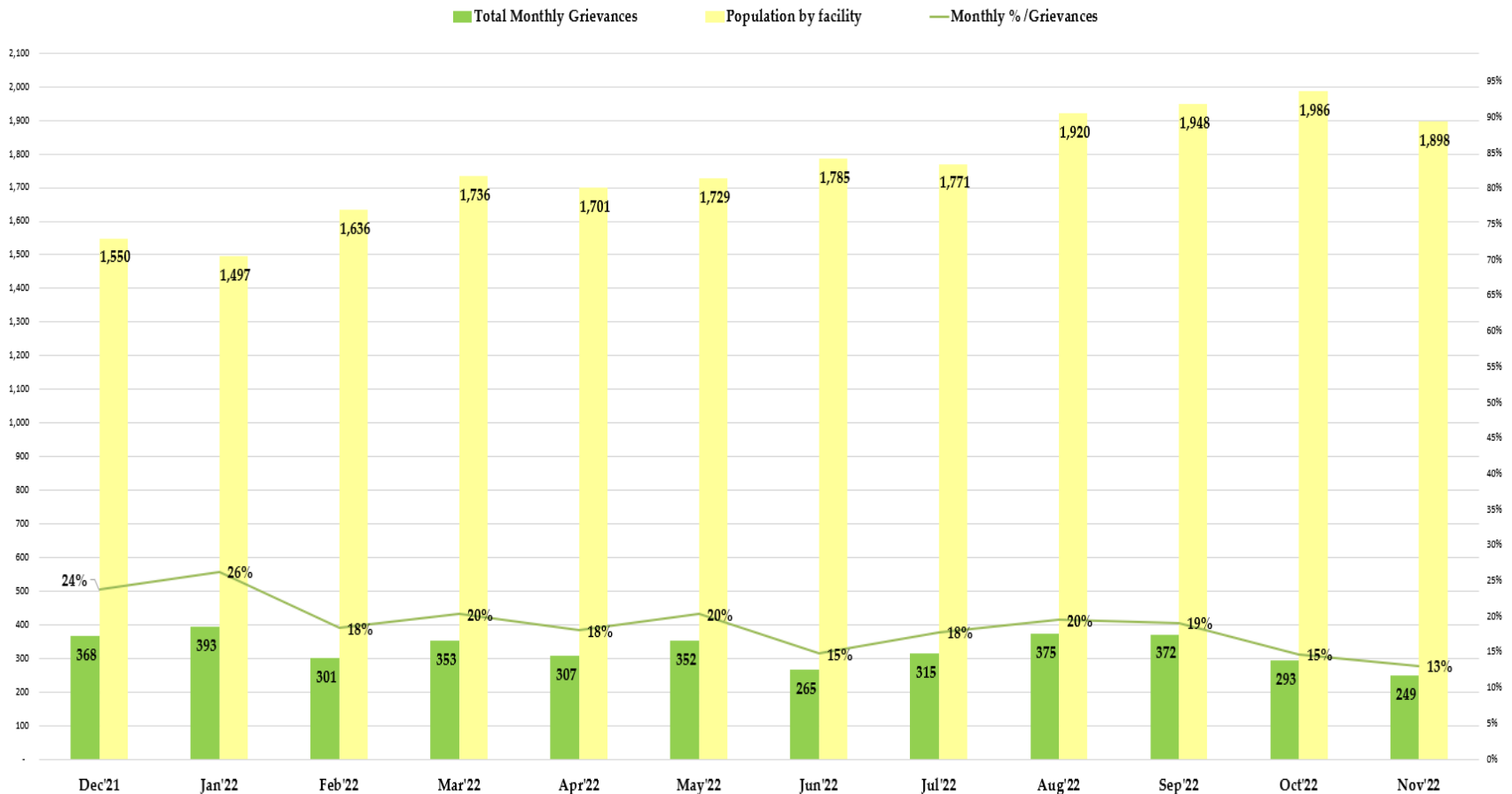
The data above compares the total inmate grievances submitted by month for the last 12 months at the Main Jail Facility.

In November 2022, there were 186 grievances submitted by Main Jail inmates with an average daily population of 762 inmates. This would equate to 0.24 grievances submitted per inmate in the month of November. In actuality, only 91 inmates from Main Jail submitted grievances in the month of November.

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 Men Total Grievances vs. Average Daily Population Nov '21 - Oct '22



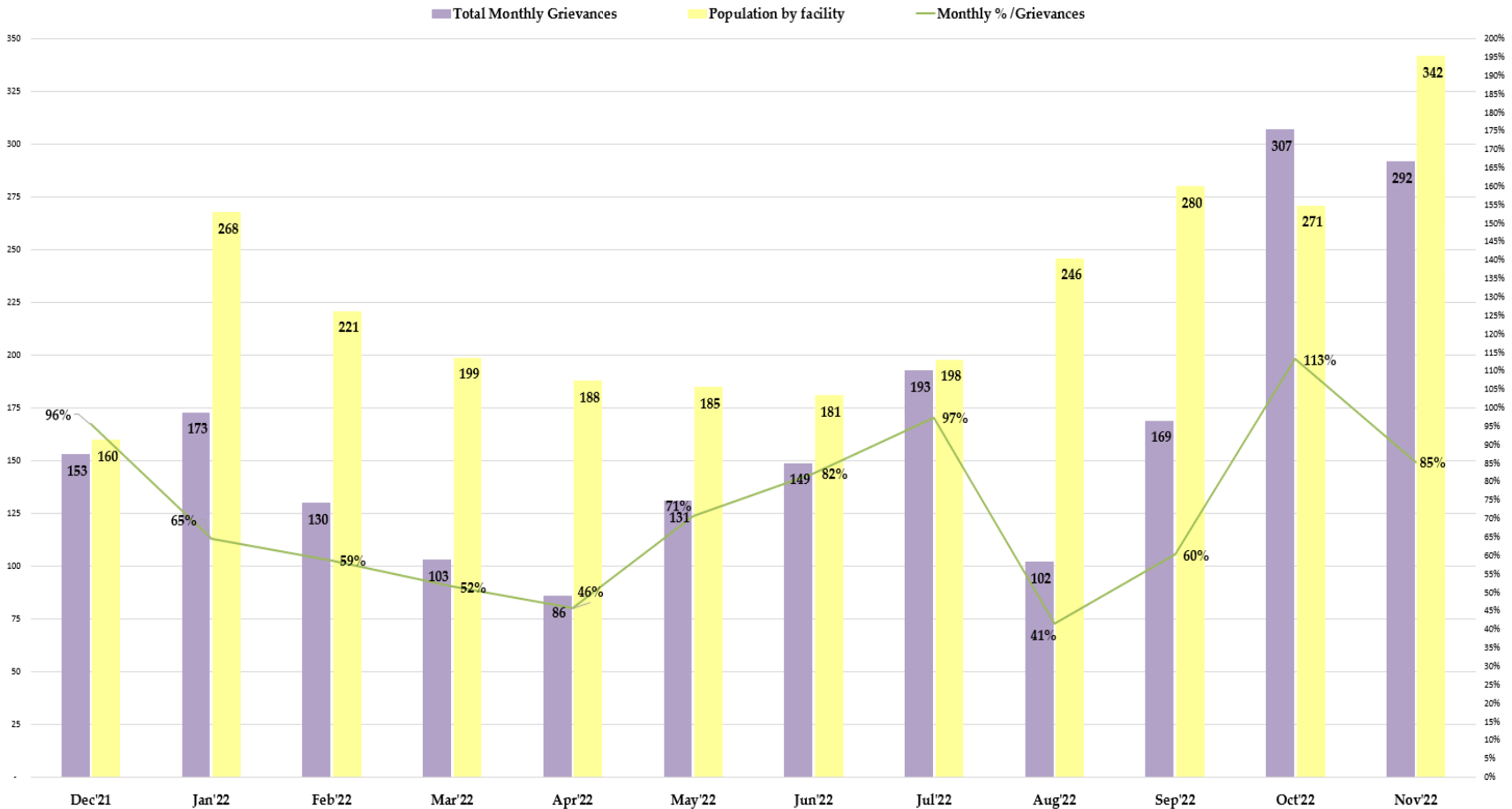
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Men’s Facility.

In November 2022, there were 249 grievances submitted by the Elmwood Men inmates with an average daily population of 1,898 inmates. This would equate to 0.13 grievances submitted per inmate in the month of November. In actuality, only 186 inmates from Elmwood Men’s submitted grievances for the month of November.

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 Nov '21 - Oct '22

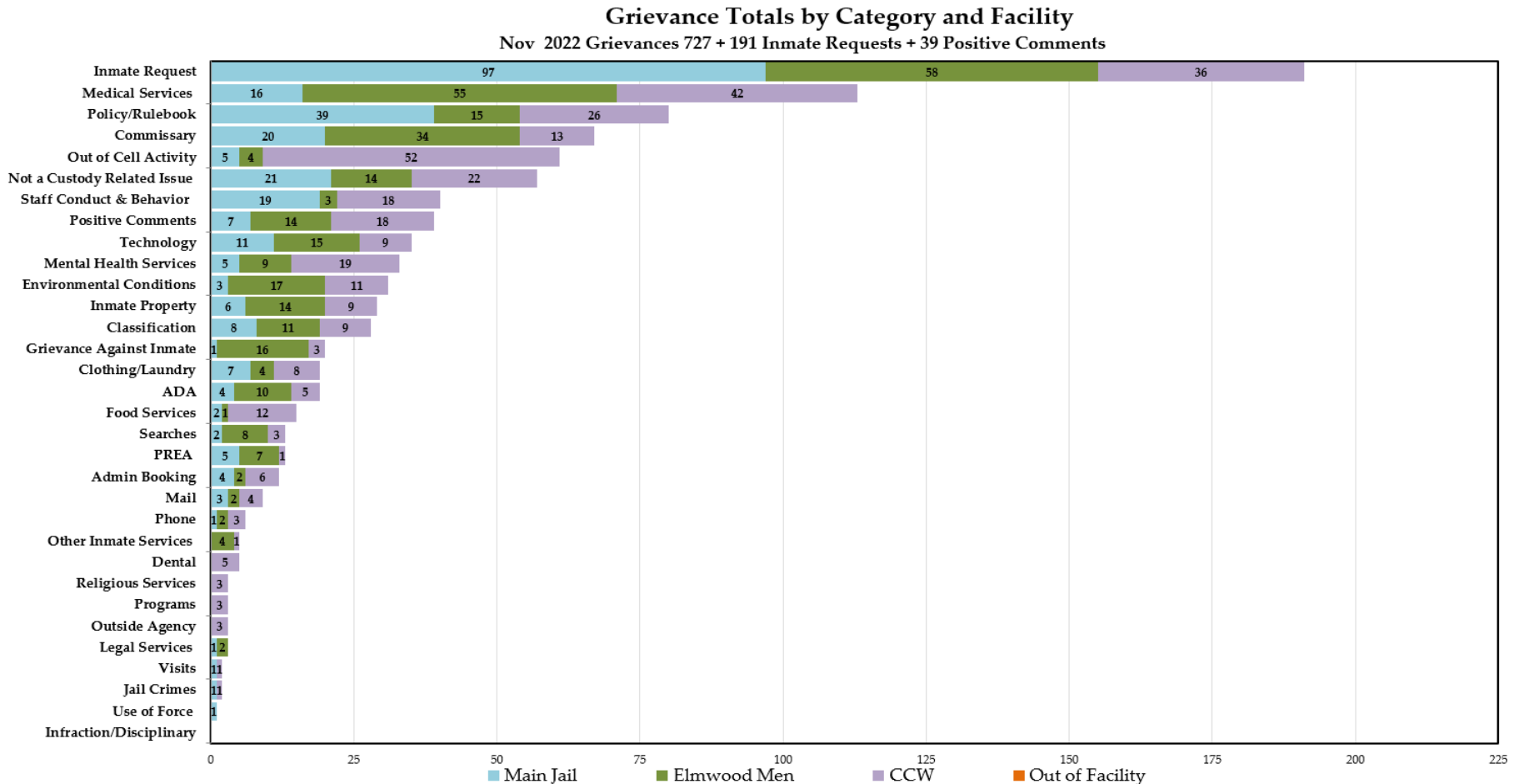


The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Women’s Facility.

In November 2022, there were 292 grievances submitted by the Elmwood Women inmates with an average daily population of 342 inmates. This would equate to .85 grievances submitted per inmate in the month of November. In actuality, only 142 inmates from Elmwood Women’s submitted grievances for the month of November.

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

# Inmate Grievances Dashboard – November 2022



The above data shows all the inmate grievances submitted for the month of November 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 52% of all submitted grievances for November 2022. All other categories sum up the remaining balance or 48% of all grievances for the month of November. The “Infraction/Disciplinary” category did not receive any grievance submissions for the month of November.

*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 – November 2022

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

The “Commissary” Category was the 3<sup>rd</sup> Most Frequently Grieved Category for the month of November with “Out of Cell Activity” next at #4. A Root Cause Analysis was conducted and determined that the commissary distribution schedule needed to revert back to the original schedule prior to the COVID-19 Shelter in Place order from 2.5 years ago. At the beginning of the pandemic, the commissary program was temporarily suspended and once it was resumed, our deputies were tasked with absorbing our vendor’s roles and responsibilities with the commissary distribution process. \*Note: Before the sudden pause, the commissary distribution schedule was spread over 3 days (Tuesday-Thursday), essentially covering one facility per distribution night.

Once the commissary program resumed a few weeks later, our vendor was only able to deliver twice a week (Thursday-Friday) which resulted in less out-of-cell time for inmates since deputies had to distribute commissary to other parts of the facility. Once the Sheriff’s Office uncovered the problem, we worked with the vendor to default back to the original commissary schedule that was in place prior to the pandemic. This allowed the department to shift their efforts on providing inmate services and programming such as out of the cell activity.

*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	Elmwood		Out of Facility	Overall Count	Elmwood		Out of Facility	Overall Count	
	Rank	Main Jail	Men			CCW	Main Jail			Men
Inmate Request	1	1	1	3	0	191	97	58	36	0
Medical Services	2	6	2	2	0	113	16	55	42	0
Policy/Rulebook	3	2	6	4	0	80	39	15	26	0
Staff Conduct & Behavior	4	4	3	8	0	67	20	34	13	0
Environmental Conditions	5	11	13	1	0	61	5	4	52	0
Out of Cell Activity	6	3	7	5	0	57	21	14	22	0
Classification	7	5	14	7	0	40	19	3	18	0
Commissary	8	9	7	7	0	39	7	14	18	0
Technology	9	7	6	11	0	35	11	15	9	0
Not a Custody Related Issue	10	11	10	6	0	33	5	9	19	0
Positive Comments	11	13	4	10	0	31	3	17	11	0
Grievance Against Inmate	12	10	7	11	0	29	6	14	9	0
Inmate Property	13	8	8	11	0	28	8	11	9	0
Mental Health Services	14	15	5	16	0	20	1	16	3	0
Food Services	15	9	13	12	0	19	7	4	8	0
Mail	15	12	9	14	0	19	4	10	5	0
Admin Booking	16	14	16	9	0	15	2	1	12	0
PREA	17	14	11	16	0	13	2	8	3	0
ADA	17	11	12	17	0	13	5	7	1	0
Jail Crimes	18	12	15	13	0	12	4	2	6	0
Clothing/Laundry	19	13	15	15	0	9	3	2	4	0
Dental	20	15	15	16	0	6	1	2	3	0
Other Inmate Services	21	0	0	14	0	5	0	0	5	0
Programs	21	0	13	17	0	5	0	4	1	0
Outside Agency	22	0	0	16	0	3	0	0	3	0
Visits	22	0	0	16	0	3	0	0	3	0
Phone	22	0	0	16	0	3	0	0	3	0
Searches	22	15	15	0	0	3	1	2	0	0
Use of Force	23	15	0	17	0	2	1	0	1	0
Legal Services	23	15	0	17	0	2	1	0	1	0
Religious Services	24	15	0	0	0	1	1	0	0	0
Infraction/Disciplinary	0	0	0	0	0	0	0	0	0	0