



Sheriff's Office Custody Bureau
Inmate Grievances Dashboard
October 2022

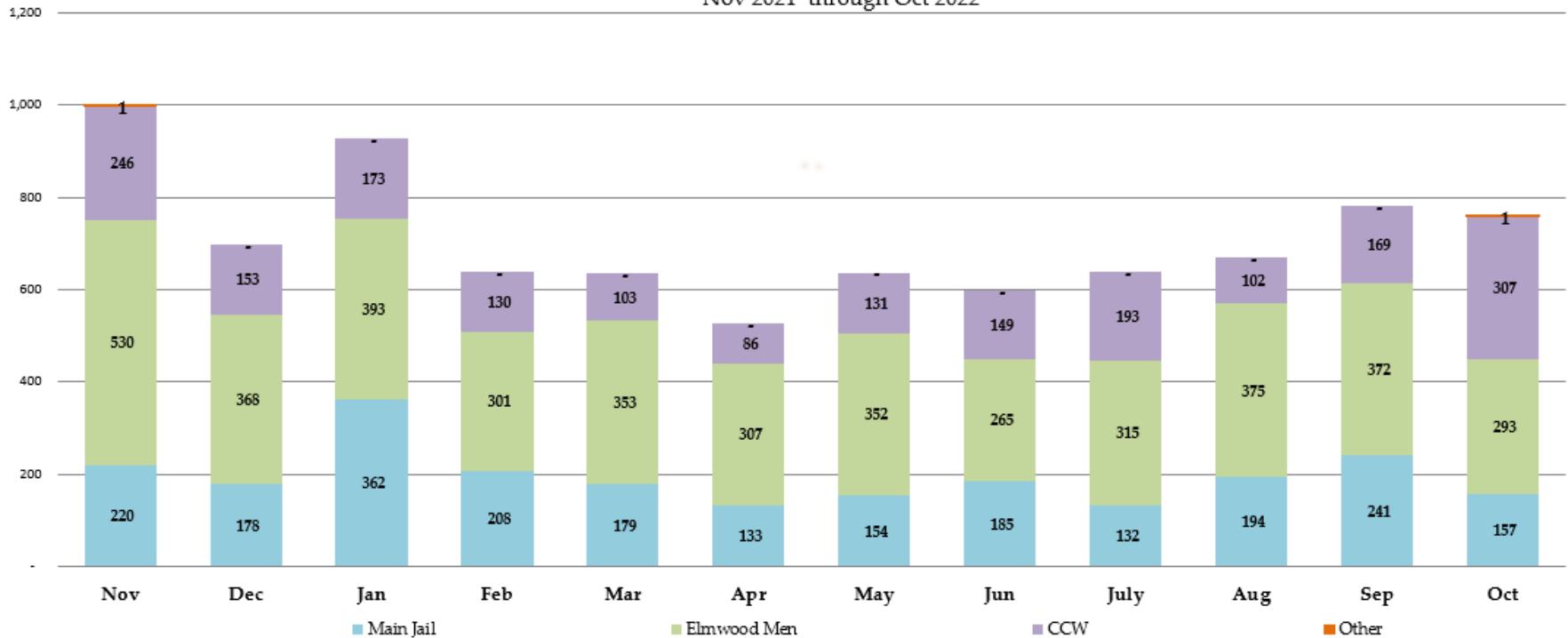
Inmate Grievances Dashboard – October 2022

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

Inmate Grievances Dashboard – October 2022

Historical ACeS Grievance Volume

Nov 2021 through Oct 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.

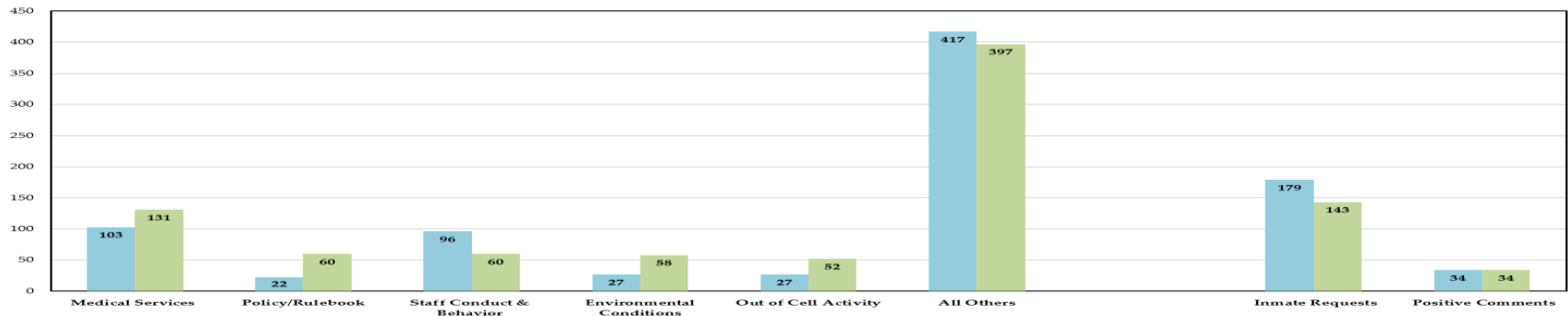
For the month of October, the Sheriff’s Office experienced a 3.1% decrease in grievance submissions or 24 less grievances than the previous month. Individually, the Main Jail Facility decreased by 35%, the Elmwood Men’s Facility by 21%, while the Elmwood Women’s Facility increased by 82%.

An audit was performed to examine the increase of grievance submissions from the Elmwood Women’s Facility and revealed that there were multiple mass grievances from different housing units regarding isolated events that occurred in October. The two main categories that received an influx were “Policy/Rulebook” and “Out of Cell Activity.” Additional information regarding details of those grievances will be explained in the next slide.

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 2022

Top Five Most Frequent Grievance Categories
Oct 2021 vs. Oct 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 October 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.

In the previous slide, it was noted that the department audited grievances for the Elmwood Women's Facility due to the 82% increase in submissions from September to October. Multiple mass grievances mainly for the "Policy/Rulebook" and "Out of Cell Activity" categories were submitted regarding different issues which attributed to a large majority of these increases.

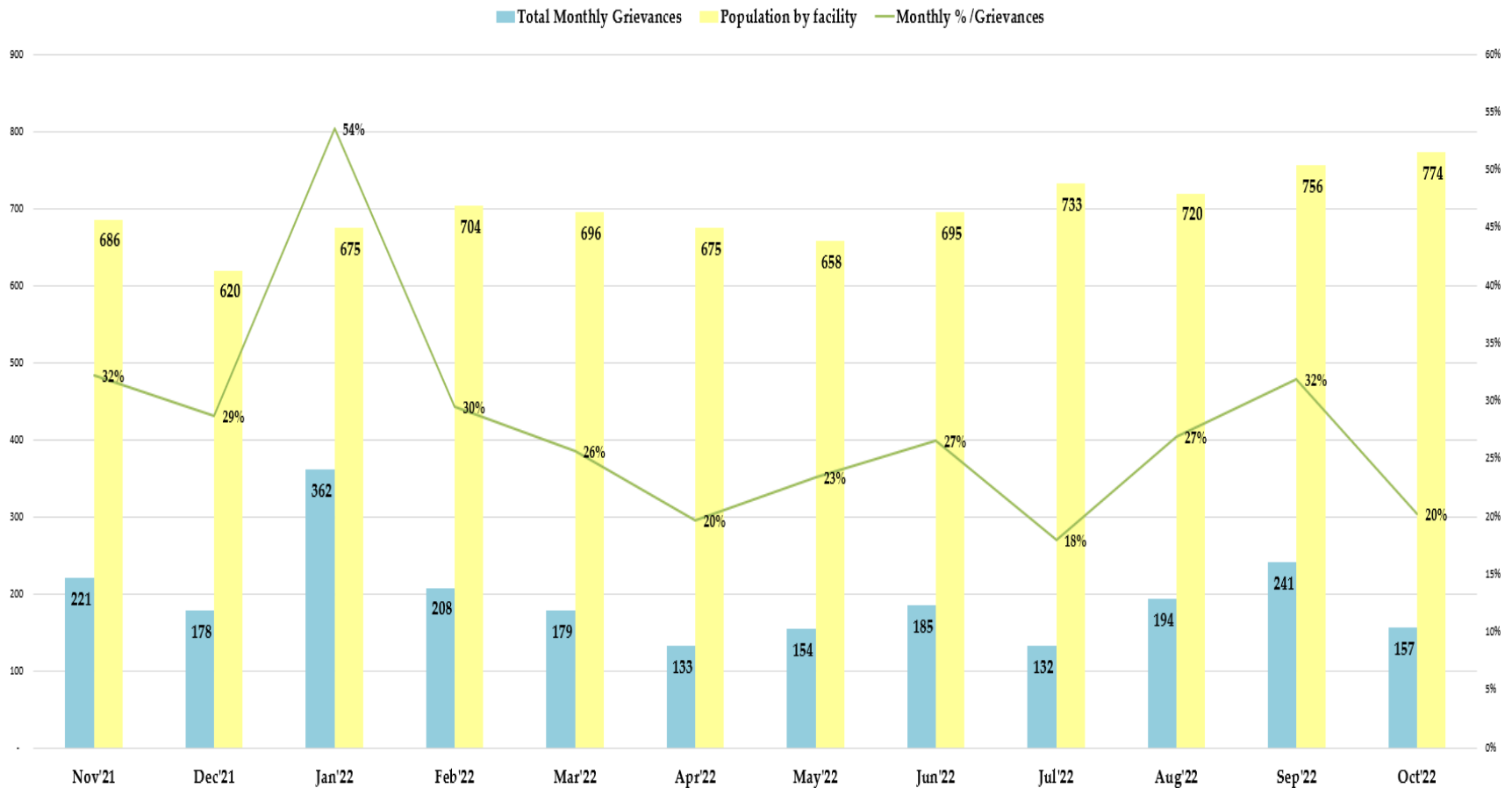
In one particular housing unit at the Elmwood Women's Facility, a group of inmates complained that they will be protesting against a specific deputy, but after a thorough investigation, it was revealed that the deputy was merely enforcing the policy in the dorm. The deputy asked the inmates to lower the volume of the noise level of the television and the overall noise level in the dorm, so as not to impact the deputy's ability to listen to the department-issued radios. The investigating sergeants met with the complainant and relayed to them that according to the Inmate Rulebook, the use of the TV is a privilege and inmates are to keep their talk and laughter at a low noise level.

In another area of the Elmwood Women's Facility, a group of inmates submitted identical mass grievances regarding additional recreational yard time (outside of the housing unit area) for their respective housing unit. After reviewing these mass grievances, the Elmwood Women's Administration has increased unstructured recreational yard time for the inmates on a rotational basis to include all dorms. It is important to note that the housing units that submitted these complaints are open dorm settings (not single-cell housing units) where inmates are free to have unstructured program time all day except during lockdown hours, emergencies, or inmate mealtimes.

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

Inmate Grievances Dashboard – October 2022

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



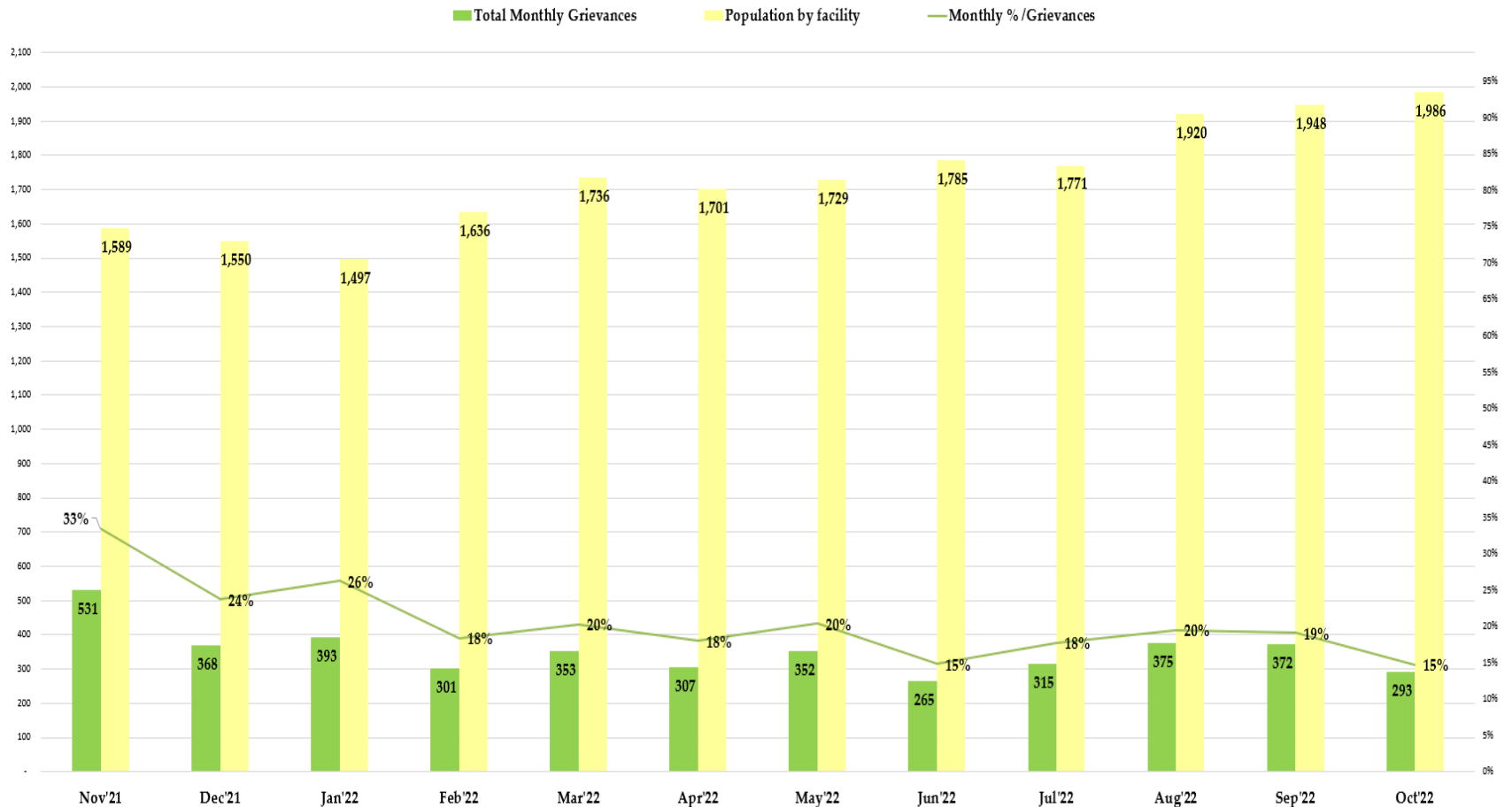
The data above compares the total inmate grievances submitted by month for the last 12 months at the Main Jail Facility.

In October 2022, there were 157 grievances submitted by Main Jail inmates with an average daily population of 774 inmates. This would equate to 0.20 grievances submitted per inmate in the month of October. In actuality, only 88 inmates from Main Jail submitted grievances in the month of October.

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

Inmate Grievances Dashboard – October 2022

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



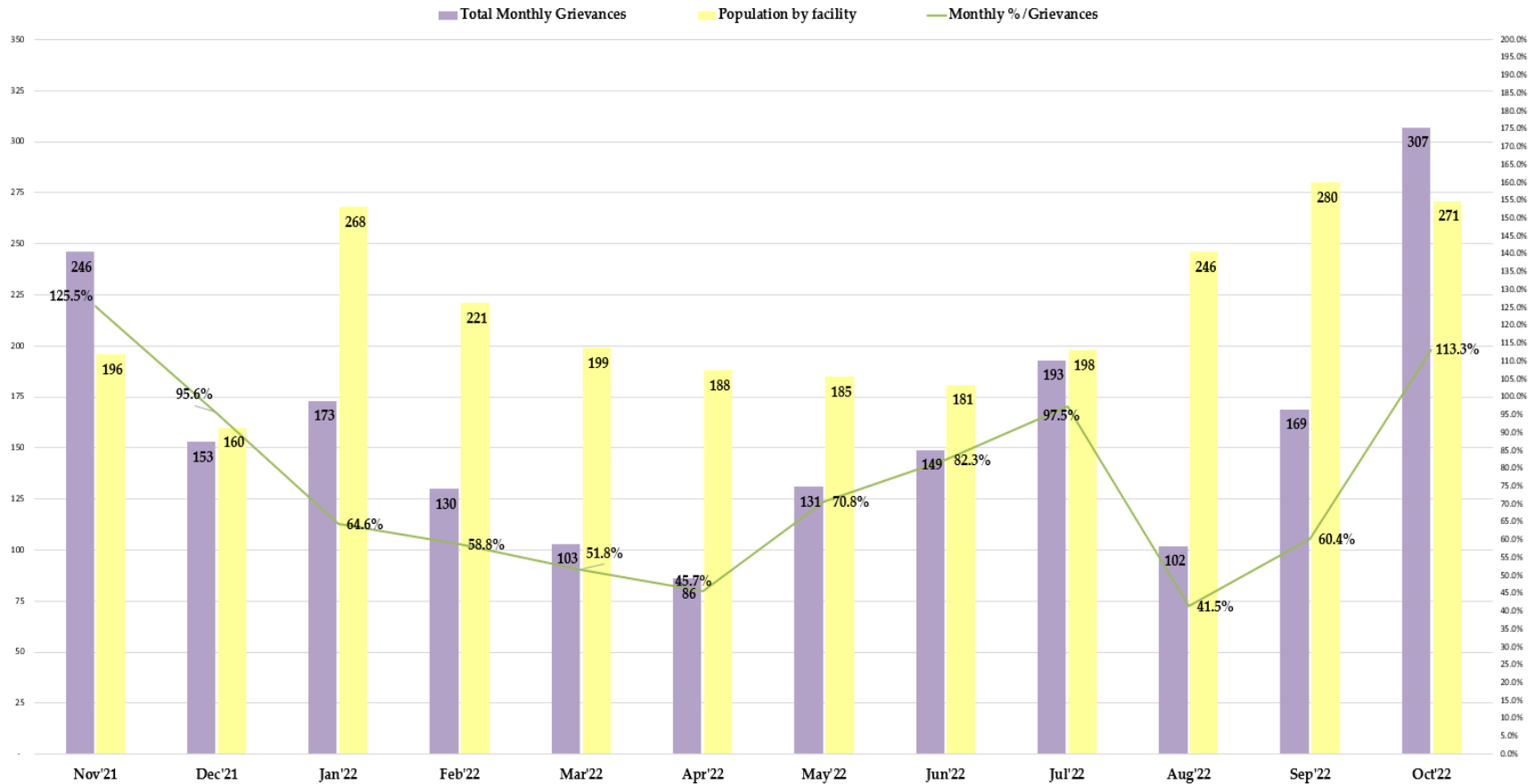
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Men’s Facility.

In October 2022, there were 293 grievances submitted by the Elmwood Men inmates with an average daily population of 1,986 inmates. This would equate to 0.15 grievances submitted per inmate in the month of October. In actuality, only 202 inmates from Elmwood Men’s submitted grievances for the month of October.

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

Inmate Grievances Dashboard – October 2022

Elmwood Women Facility Total Grievances vs. Average Daily Population Nov '21 - Oct '22

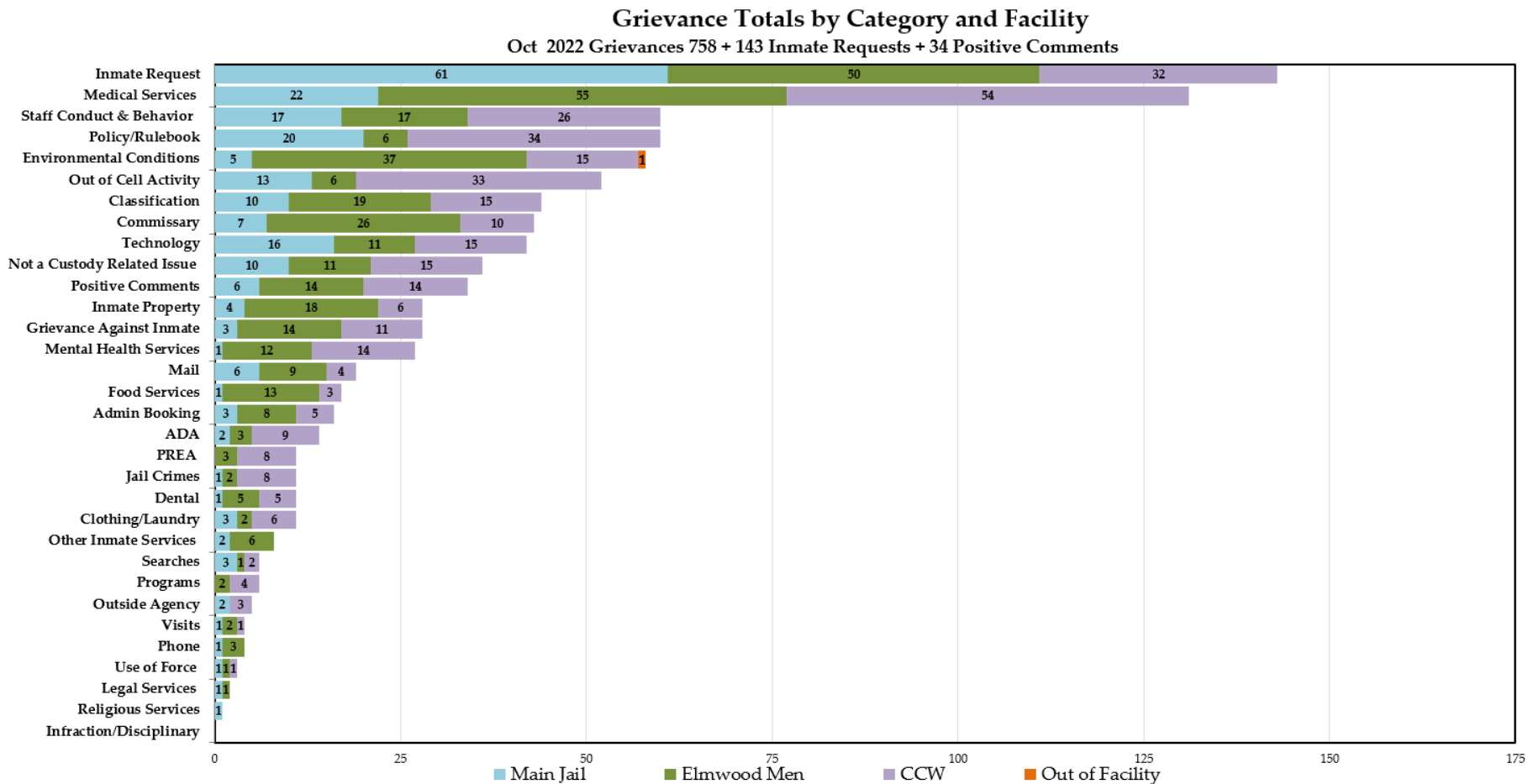


The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Women’s Facility.

In October 2022, there were 307 grievances submitted by the Elmwood Women inmates with an average daily population of 271 inmates. This would equate to 1.13 grievances submitted per inmate in the month of October. In actuality, only 134 inmates from Elmwood Women’s submitted grievances for the month of October.

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

Inmate Grievances Dashboard – October 2022



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

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 2022

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

The “Staff Conduct and Behavior” Category was the 2nd Most Frequently Grieved Category for the month of October. The Sheriff’s Office conducted an audit for all grievances in this category and revealed that they were all differing in nature submitted by a small group of inmates across all three facilities. There were 46 inmates systemwide or 1.5% of the inmate population that submitted grievances in this category for the month of October. Of these 46 inmates, 10 of them submitted multiple complaints about different staff members and combined for 35% of all grievances submitted in this category. In all cases, each respective division or business unit will perform an in-depth investigation on all Staff Conduct grievance complaints to ensure policies were adhered to and staff acted appropriately.

The Grievance Unit performs an extensive analysis of all Staff Conduct grievances on a monthly basis and provides the report to each division and business unit to help set goals and reduce submissions for this category. Staff Conduct grievance complaints can be submitted for badge staff or any non-badge staff that interacts with the inmate population. These non-badge staff members can include, but are not limited to nurses, mental health technicians, Rehabilitation Officers, food service workers, chaplains, teachers and Custody Support Assistants.

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

| Oct'22 | 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 | 2 | 4 | 0 | 143 | 61 | 50 | 32 | 0 |
| Medical Services | 2 | 2 | 1 | 1 | 0 | 131 | 22 | 55 | 54 | 0 |
| Policy/Rulebook | 3 | 3 | 14 | 2 | 0 | 60 | 20 | 6 | 34 | 0 |
| Staff Conduct & Behavior | 3 | 4 | 7 | 5 | 0 | 60 | 17 | 17 | 26 | 0 |
| Environmental Conditions | 4 | 10 | 3 | 6 | 1 | 58 | 5 | 37 | 15 | 1 |
| Out of Cell Activity | 5 | 6 | 14 | 3 | 0 | 52 | 13 | 6 | 33 | 0 |
| Classification | 6 | 7 | 5 | 6 | 0 | 44 | 10 | 19 | 15 | 0 |
| Commissary | 7 | 8 | 4 | 15 | 0 | 43 | 7 | 26 | 10 | 0 |
| Technology | 8 | 5 | 11 | 6 | 0 | 42 | 16 | 11 | 15 | 0 |
| Not a Custody Related Issue | 9 | 7 | 11 | 6 | 0 | 36 | 10 | 11 | 15 | 0 |
| Positive Comments | 10 | 9 | 8 | 7 | 0 | 34 | 6 | 14 | 14 | 0 |
| Grievance Against Inmate | 11 | 12 | 8 | 14 | 0 | 28 | 3 | 14 | 11 | 0 |
| Inmate Property | 11 | 11 | 6 | 18 | 0 | 28 | 4 | 18 | 6 | 0 |
| Mental Health Services | 12 | 14 | 10 | 7 | 0 | 27 | 1 | 12 | 14 | 0 |
| Mail | 13 | 9 | 12 | 20 | 0 | 19 | 6 | 9 | 4 | 0 |
| Food Services | 14 | 14 | 9 | 21 | 0 | 17 | 1 | 13 | 3 | 0 |
| Admin Booking | 15 | 12 | 13 | 19 | 0 | 16 | 3 | 8 | 5 | 0 |
| ADA | 16 | 13 | 16 | 16 | 0 | 14 | 2 | 3 | 9 | 0 |
| PREA | 17 | 0 | 16 | 17 | 0 | 11 | 0 | 3 | 8 | 0 |
| Jail Crimes | 17 | 14 | 17 | 17 | 0 | 11 | 1 | 2 | 8 | 0 |
| Clothing/Laundry | 17 | 12 | 17 | 18 | 0 | 11 | 3 | 2 | 6 | 0 |
| Dental | 17 | 14 | 15 | 19 | 0 | 11 | 1 | 5 | 5 | 0 |
| Other Inmate Services | 18 | 13 | 14 | 0 | 0 | 8 | 2 | 6 | 0 | 0 |
| Programs | 19 | 0 | 17 | 20 | 0 | 6 | 0 | 2 | 4 | 0 |
| Searches | 19 | 12 | 18 | 22 | 0 | 6 | 3 | 1 | 2 | 0 |
| Outside Agency | 20 | 13 | 0 | 21 | 0 | 5 | 2 | 0 | 3 | 0 |
| Visits | 21 | 14 | 17 | 23 | 0 | 4 | 1 | 2 | 1 | 0 |
| Phone | 21 | 14 | 16 | 0 | 0 | 4 | 1 | 3 | 0 | 0 |
| Use of Force | 22 | 14 | 18 | 23 | 0 | 3 | 1 | 1 | 1 | 0 |
| Legal Services | 23 | 14 | 18 | 0 | 0 | 2 | 1 | 1 | 0 | 0 |
| Religious Services | 24 | 14 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| Infraction/Disciplinary | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |