



# Sheriff's Office Custody Bureau

## Inmate Grievances Dashboard

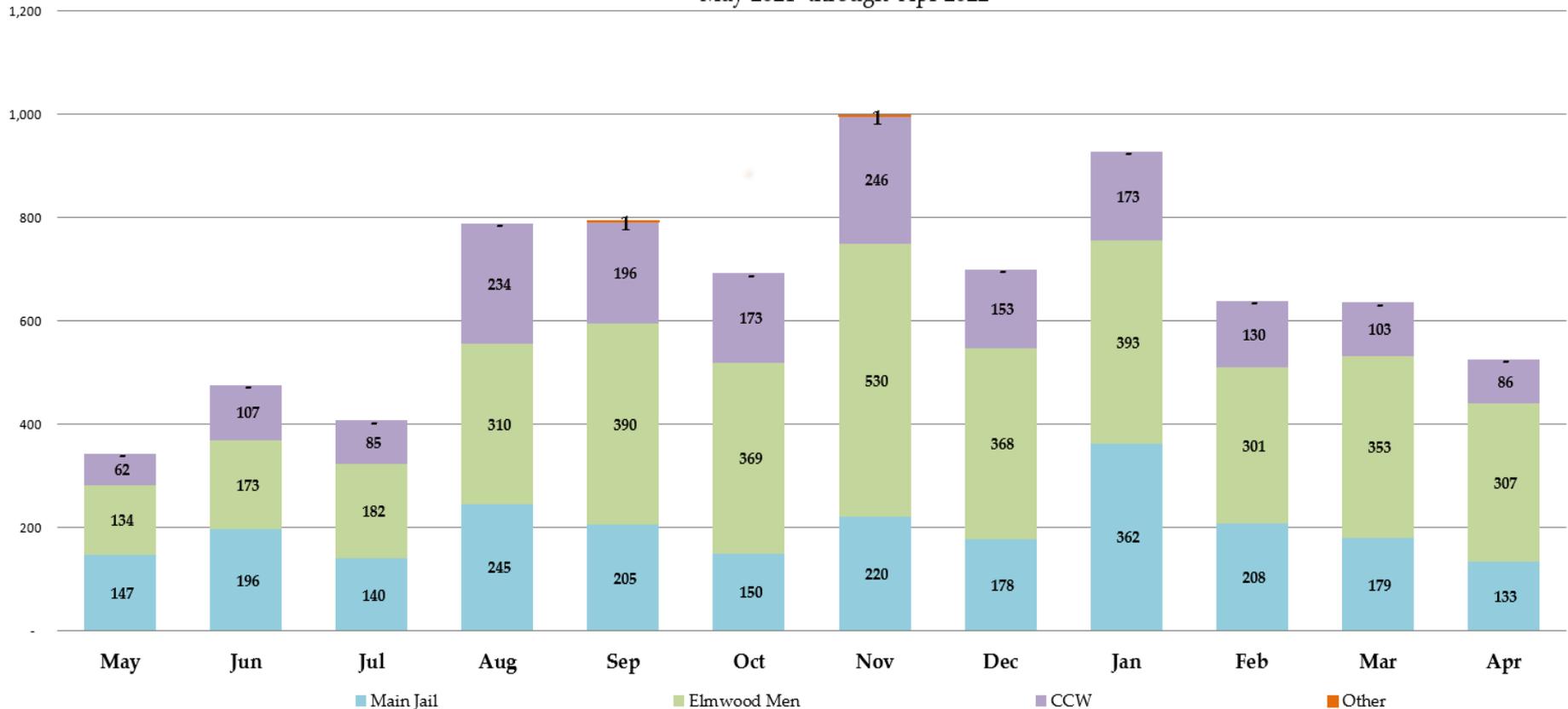
**April 2022**

# Inmate Grievances Dashboard – April 2022

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

# Inmate Grievances Dashboard – April 2022

Historical ACeS Grievance Volume  
May 2021 through Apr 2022

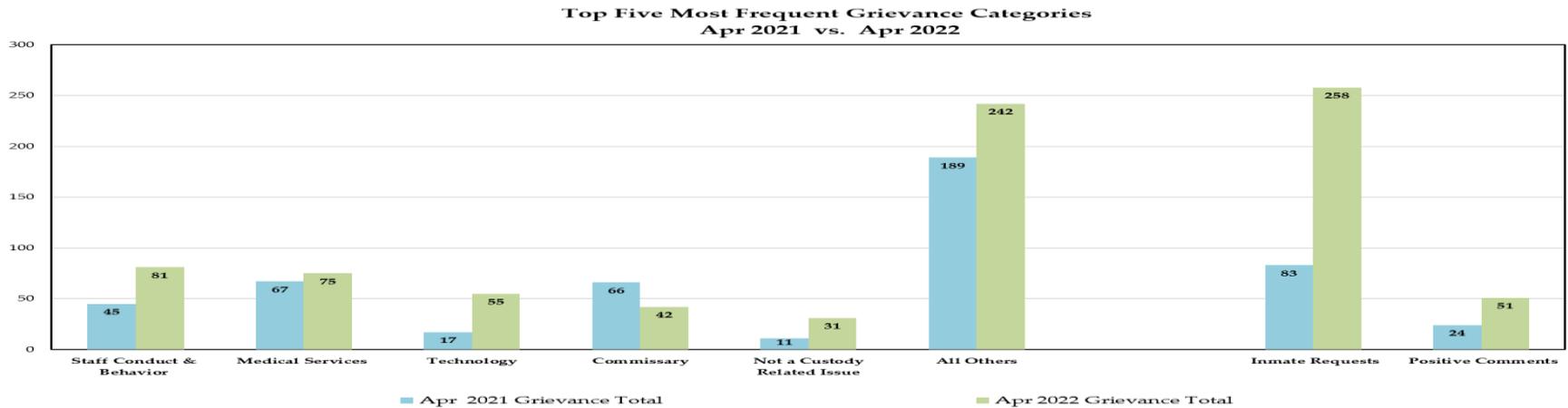


The data above compares the volume of monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s Facility and Elmwood Women’s Facility (CCW), and also by “Other - Out of Facility” areas. This refers to areas such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

For the month of April, the Sheriff’s Office experienced a 17.0% decrease in grievance submissions or 108 fewer grievances than the previous month. Individually, the Elmwood Men’s facility decreased by 13.0%, Elmwood Women’s facility by 16.5% and the Main Jail facility by 25.7%.

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 – April 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 March was “Staff Conduct.”

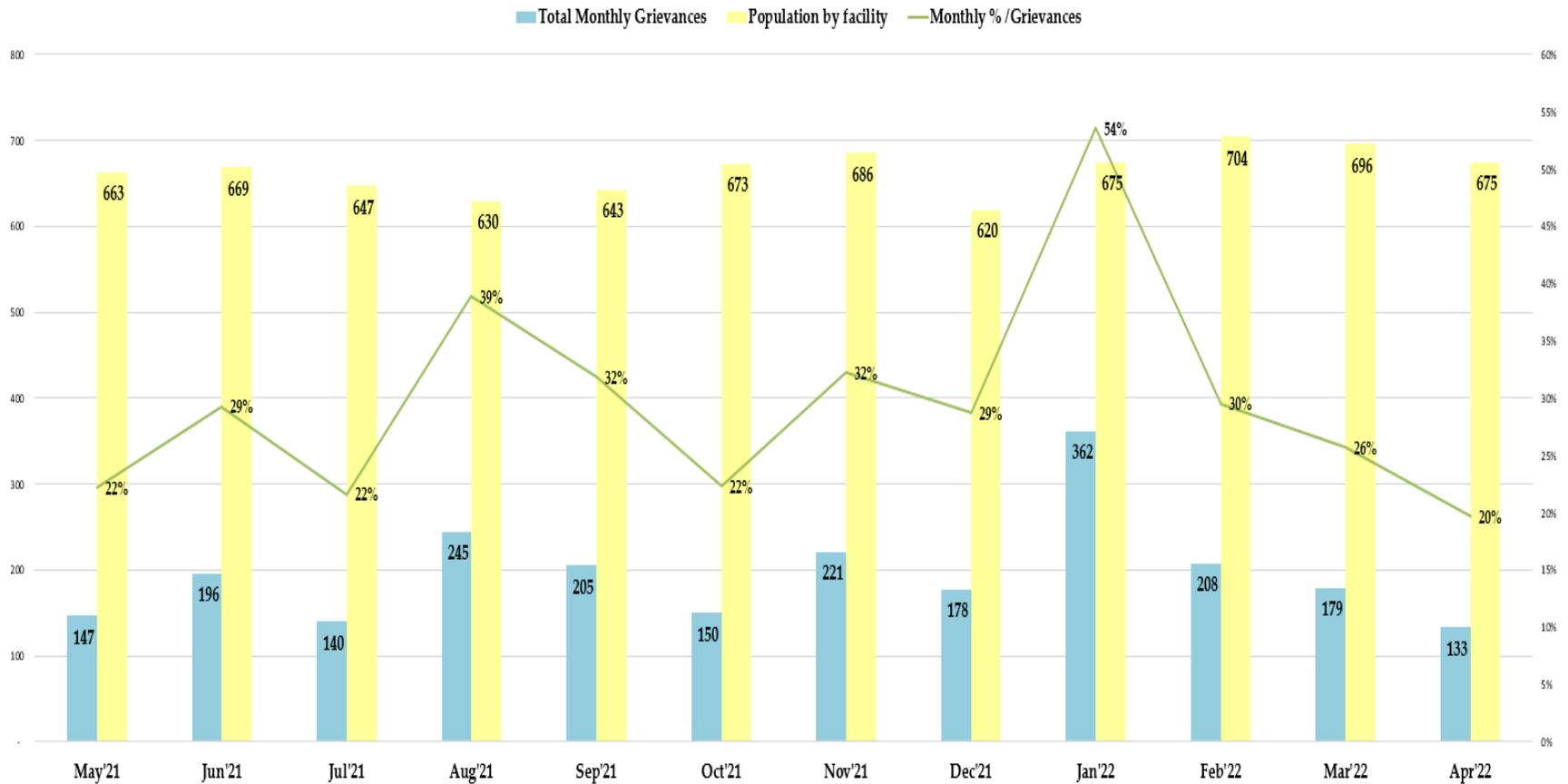
There was an 80% increase for the “Staff Conduct & Behavior” category compared to the same time period last year. The Sheriff’s Office performed an audit of the “Staff Conduct and Behavior” category last month and revealed that they were all differing in nature against various badge and civilian staff working in the facilities. Out of the 81 total grievances in this category, 43% or 35 grievances were unfounded allegations after thorough investigations were performed by the facilities’ administration, 21% or 17 were investigated and corrective action was administered by supervisors, and the remaining 36% or 29 grievances were still pending investigations. Monthly audits are performed for the “Staff Conduct and Behavior” category by the Grievance Unit to determine the root cause of each complaint. The report analyzes and provides insight for each division to help set goals and reduce grievance submissions for this category.

Furthermore, the audit also revealed that a total of 7 inmates systemwide combined for over half or 55% of all grievances in this category. The Grievance Unit has a partnership with the County’s Office of Mediation and Ombuds Services to provide select inmates that frequently grieve with an alternative mean to address their concerns. The collaboration with the Office of Mediation and Ombuds Services is designed to provide the grievant with an opportunity to practice resolution skills and to understand all their options in handling situations or events that may have upset them. The Grievance Unit will evaluate the list of grievors and will refer the inmates’ information accordingly. Once the connection has been established, the Office of Mediation and Ombuds Services’ mediator would listen to their concerns, help surface unmet needs and interests, and coach them on potential next step options.

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

# Inmate Grievances Dashboard – April 2022

Main Jail Total Grievances vs. Average Daily Population May '21 - April '22



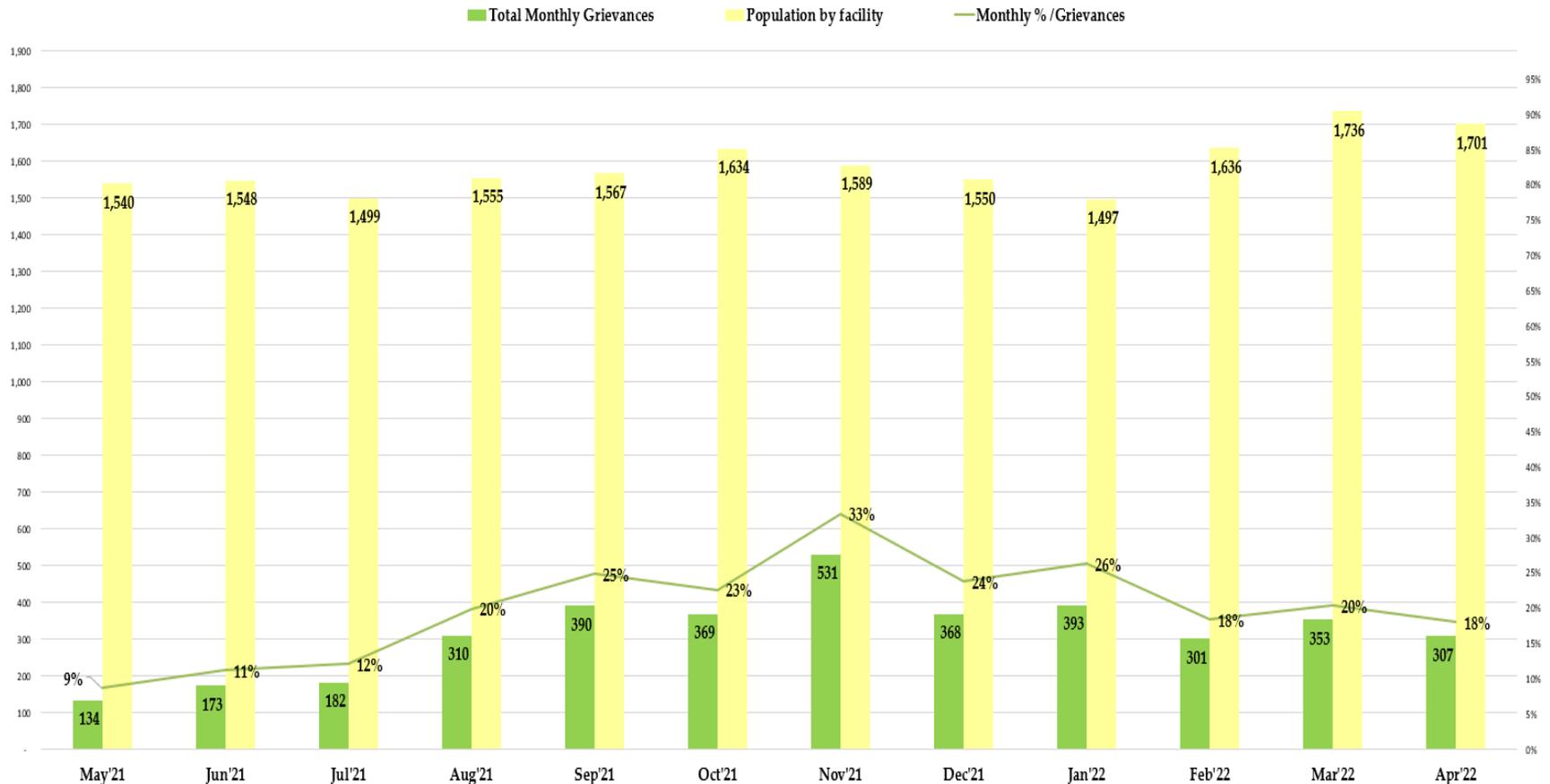
The data above compares the total inmate grievances submitted by month for the last 12 months at the Main Jail Facility.

In April 2022, there were 133 grievances submitted by Main Jail inmates with an average daily population of 675 inmates. This would equate to 0.26 grievances submitted per inmate in the month of April. In actuality, only 72 inmates from Main Jail submitted grievances in the month of April.

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

# Inmate Grievances Dashboard – April 2022

Elmwood Men Total Grievances vs. Average Daily Population May '21 - April '22



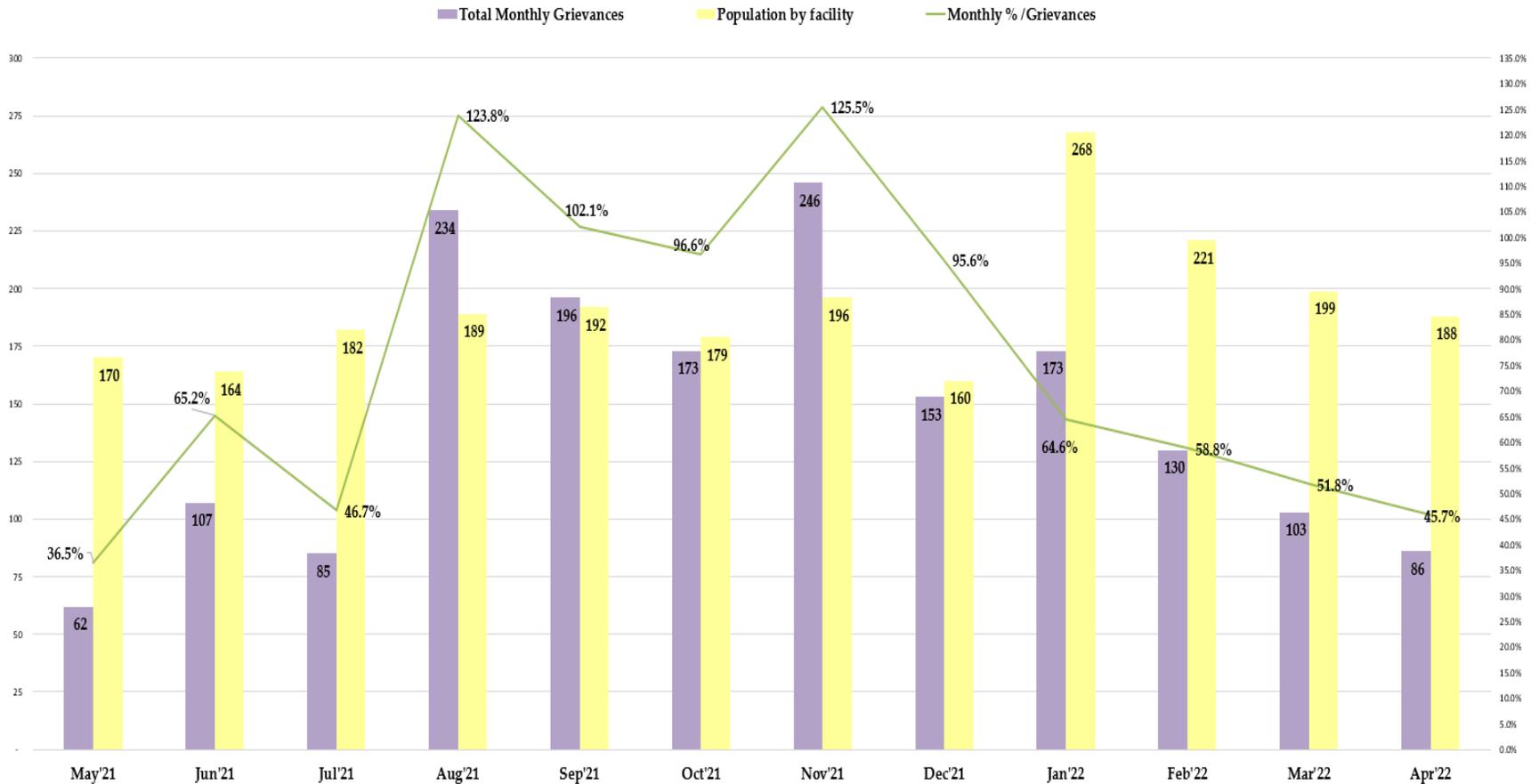
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Men’s Facility.

In April 2022, there were 353 grievances submitted by the Elmwood Men inmates with an average daily population of 1,736 inmates. This would equate to 0.20 grievances submitted per inmate in the month of April. In actuality, only 185 inmates from Elmwood Men’s submitted grievances for the month of April.

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

# Inmate Grievances Dashboard – April 2022

Elmwood Women Facility Total Grievances vs. Average Daily Population May '21 - April '22



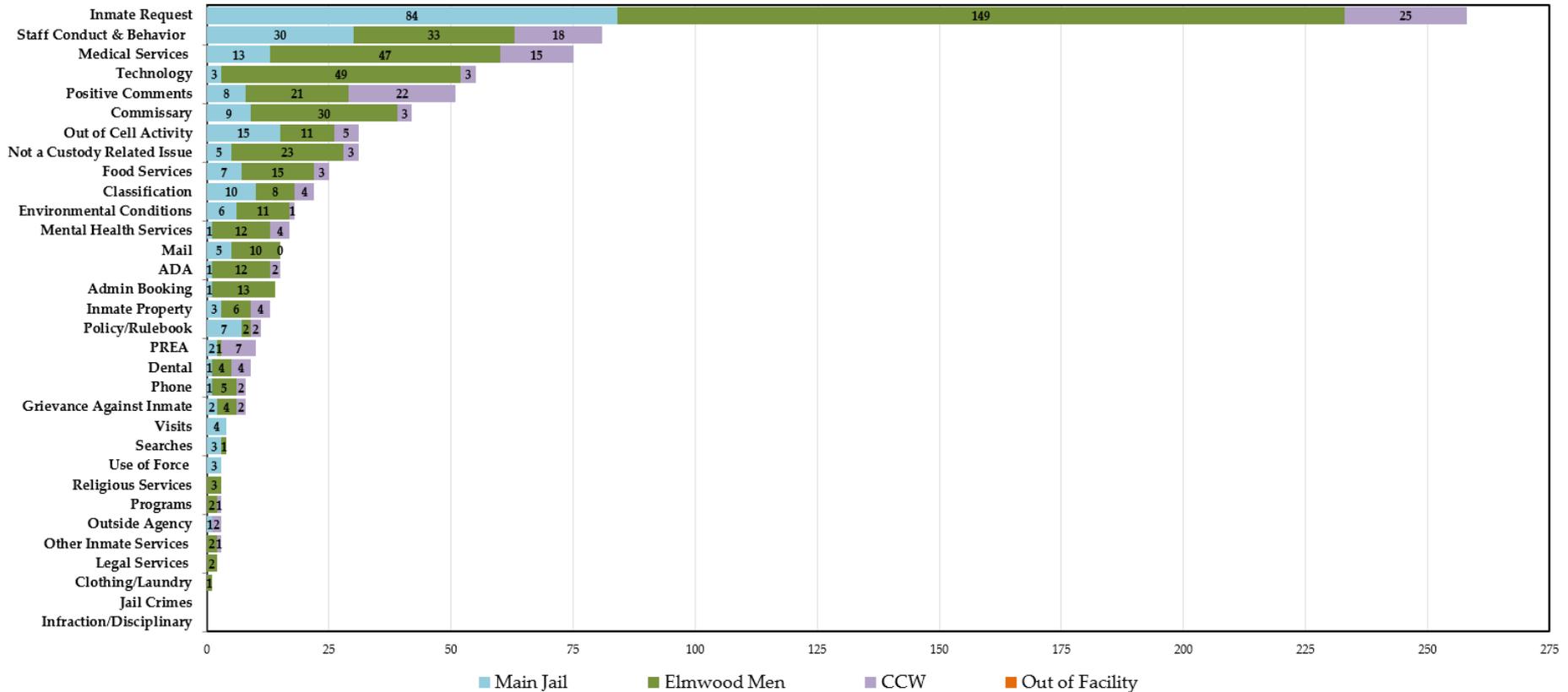
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Women’s Facility.

In April 2022, there were 103 grievances submitted by the Elmwood Women inmates with an average daily population of 199 inmates. This would equate to 0.52 grievances submitted per inmate in the month of April. In actuality, only 45 inmates from Elmwood Women’s submitted grievances for the month of April.

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

# Inmate Grievances Dashboard – April 2022

**Grievance Totals by Category and Facility**  
 April 2022 Grievances 526 + 258 Inmate Requests + 51 Positive Comments



The above data shows all the inmate grievances submitted for the month of April 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 54% of all submitted grievances for April 2022. All other categories sum up the remaining balance or 46% of all grievances for the month of April. The “Jail Crimes” and “Infraction/Disciplinary” categories did not receive any grievances 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 – April 2022

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

“Technology” ranked #3 in Grievance Frequency Ranking for the month of April. An audit was performed and approximately ¾ of the grievances from this category were submitted from an isolated housing unit at the Elmwood Facility.

Due to COVID positive cases in April, inmates were transferred out of this particular housing unit during the quarantine protocol period. After inmates were cleared and tested negative, they returned to their original housing unit without enough tablets for every single inmate. The inmates without tablets submitted grievances voicing their frustration. Once Elmwood Administration was aware of the tablet shortage, additional tablets were supplied to the housing unit immediately ensuring each inmate is afforded the opportunity of a personal tablet.

Since then, the Elmwood Administration has taken the proactive steps to allocate the maximum number of tablets per housing unit to avoid a similar issue in the future. Audits are performed weekly to ensure that the inmate population matches the tablet allotment of each housing unit. If the area(s) needs additional tablets, Elmwood Administration works with the vendor to reallocate tablets accordingly.

Category	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	258	84	149	25	0
Staff Conduct & Behavior	2	2	4	3	0	81	30	33	18	0
Medical Services	3	4	3	4	0	75	13	47	15	0
Technology	4	12	2	8	0	55	3	49	3	0
Positive Comments	5	7	7	2	0	51	8	21	22	0
Commissary	6	6	5	8	0	42	9	30	3	0
Out of Cell Activity	7	3	11	6	0	31	15	11	5	0
Not a Custody Related Issue	7	10	6	8	0	31	5	23	3	0
Food Services	8	8	8	8	0	25	7	15	3	0
Classification	9	5	13	7	0	22	10	8	4	0
Environmental Conditions	10	9	11	10	0	18	6	11	1	0
Mental Health Services	11	14	10	7	0	17	1	12	4	0
ADA	12	14	10	9	0	15	1	12	2	0
Mail	12	10	12	0	0	15	5	10	0	0
Admin Booking	13	14	9	0	0	14	1	13	0	0
Inmate Property	14	12	14	7	0	13	3	6	4	0
Policy/Rulebook	15	8	18	9	0	11	7	2	2	0
PREA	16	13	19	5	0	10	2	1	7	0
Dental	17	14	16	7	0	9	1	4	4	0
Phone	18	14	15	9	0	8	1	5	2	0
Grievance Against Inmate	18	13	16	9	0	8	2	4	2	0
Searches	19	12	19	0	0	4	3	1	0	0
Visits	19	11	0	0	0	4	4	0	0	0
Outside Agency	20	14	0	9	0	3	1	0	2	0
Other Inmate Services	20	0	18	10	0	3	0	2	1	0
Programs	20	0	18	10	0	3	0	2	1	0
Religious Services	20	0	17	0	0	3	0	3	0	0
Use of Force	20	12	0	0	0	3	3	0	0	0
Legal Services	21	0	18	0	0	2	0	2	0	0
Clothing/Laundry	22	0	19	0	0	1	0	1	0	0
Infraction/Disciplinary	0	0	0	0	0	0	0	0	0	0
Jail Crimes	0	0	0	0	0	0	0	0	0	0