

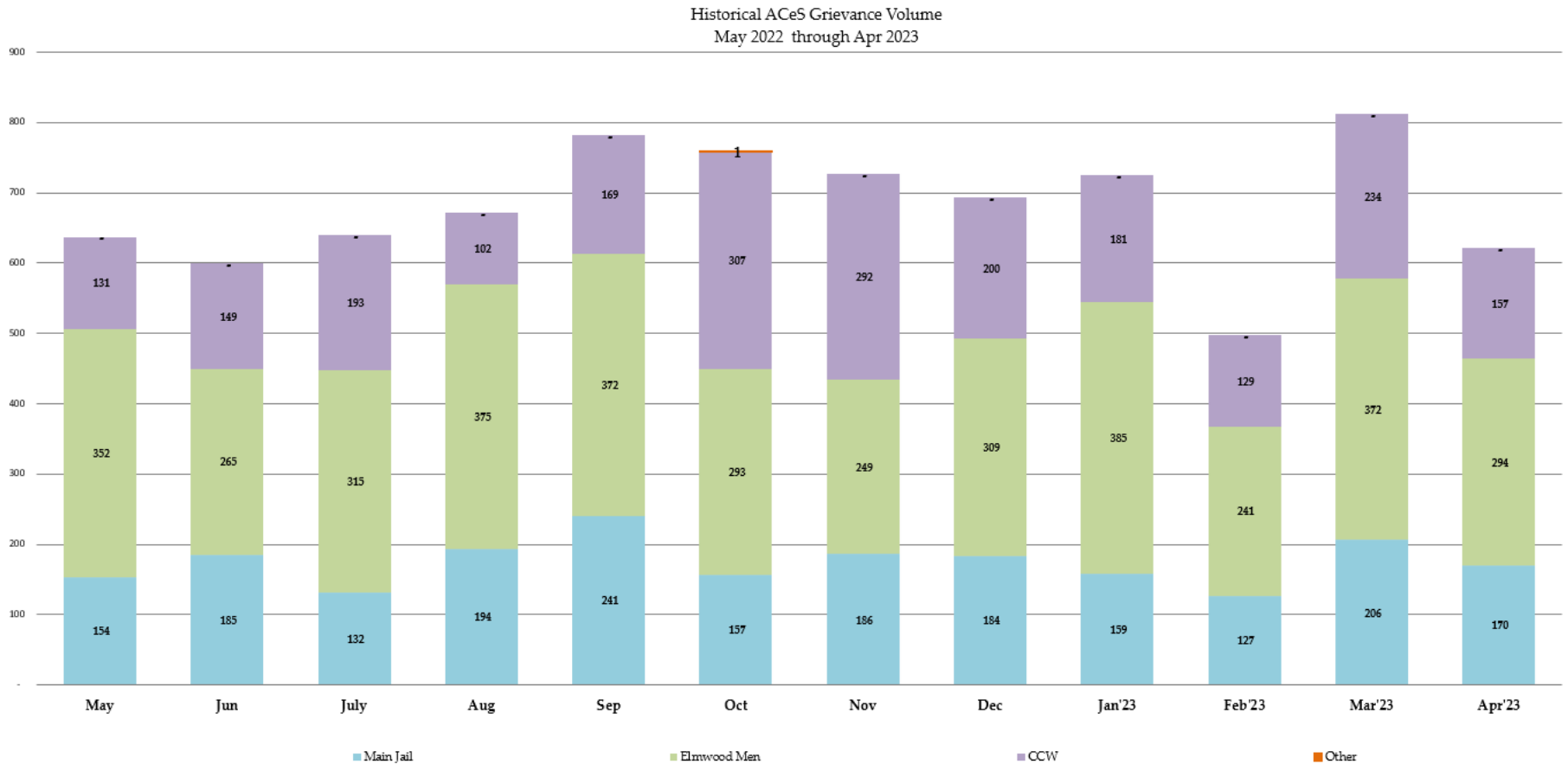


Sheriff's Office Custody Bureau
Grievance Dashboard
April 2023

Grievance Dashboard – April 2023

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

Grievance Dashboard – April 2023



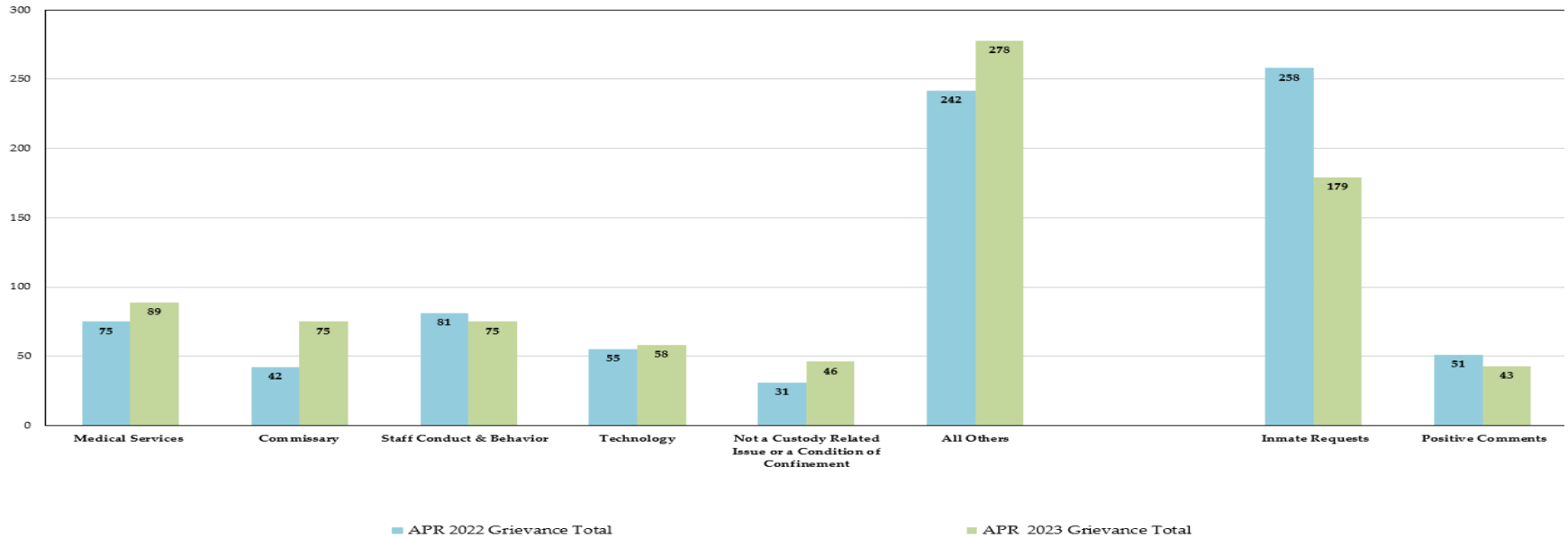
The data above compares the volume of monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s Facility and Elmwood Women’s Facility (CCW), and also by “Other - Out of Facility” areas. This refers to areas such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

For the month of April, the Sheriff’s Office experienced a 23.5% decrease in grievance submissions or 191 fewer grievances than the previous month. Individually, the Main Jail Facility decreased by 17.5%, the Elmwood Men’s Facility by 20.9% and the Elmwood Women’s Facility by 32.9%.

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 – April 2023

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



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

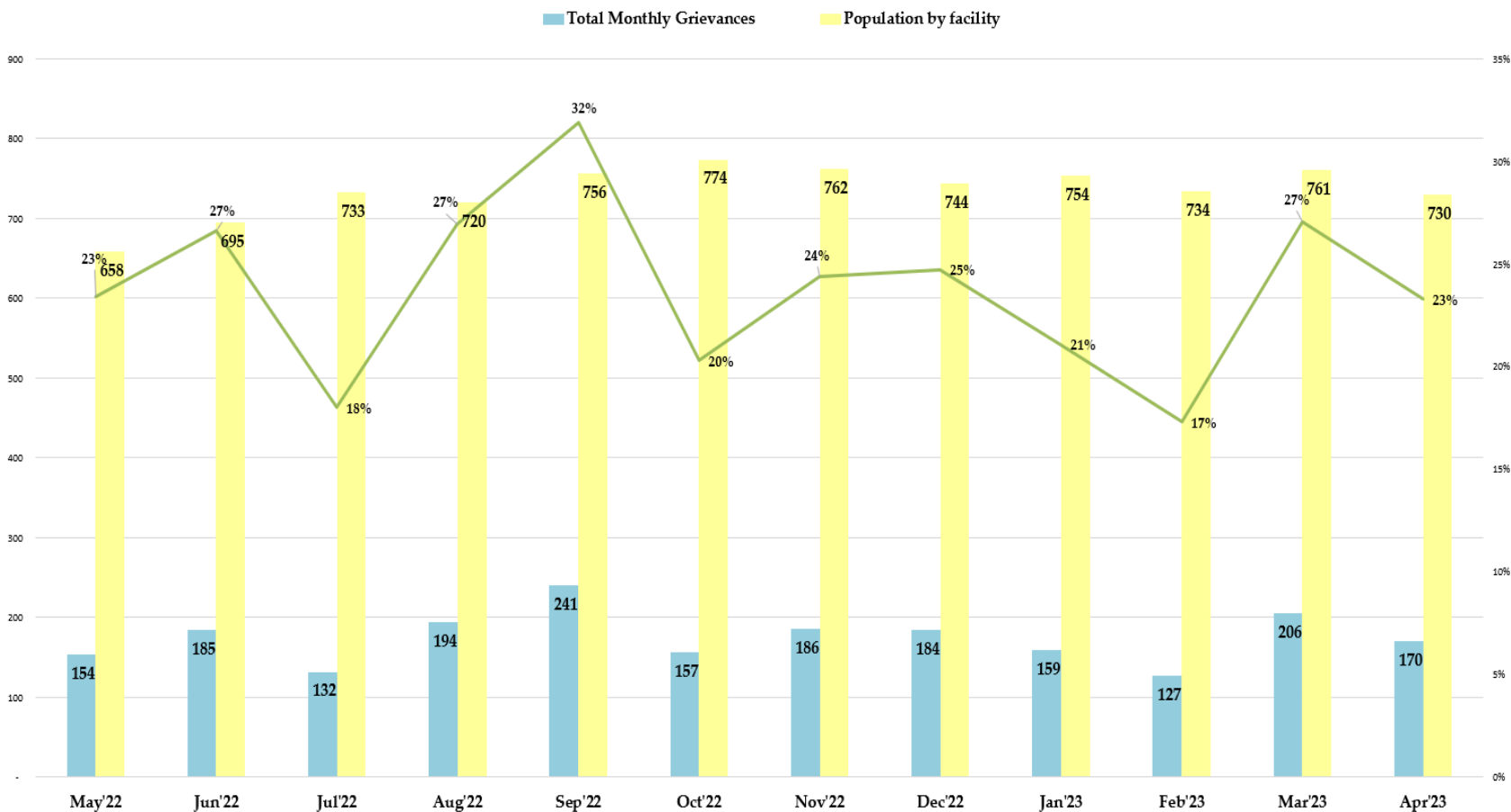
The Most Frequently Grieved Category for the month of April was "Medical Services." At the request of Supervisor Ellenberg, the Sheriff's Office and Custody Health Services will jointly report on "Medical Services" grievances on a quarterly basis to the Public Safety and Justice Committee. For further information, the next quarterly report is scheduled for August 10, 2023.

"Commissary" was the 2nd Most Frequently Grieved Category for the month of April and experienced a 27.1% increase from the previous month. An audit was performed for the "Commissary" category and revealed that a large majority of grievances from this category derived from a group of incarcerated individuals at the Main Jail Division. Inmates from this specific housing unit submitted identical word-for-word "mass grievances" complaining about not being able to larger sized cups (16oz or bigger) from the commissary menu. This complaint was reviewed by Main Jail Administration and in collaboration with our vendor, a solution was agreed upon. A larger tumbler (22oz) with lid was substituted and made available for purchase on the next ordering cycle.

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

Grievance Dashboard – April 2023

Main Jail Total Grievances vs. Average Daily Population MAY '22- APR '23



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

In April 2023, there were 170 grievances submitted by individuals at the Main Jail with an average daily population of 730 incarcerated persons. This would equate to 0.23 grievances submitted per individual in the month of April. In actuality, only 89 incarcerated persons 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.

Grievance Dashboard – April 2022

Elmwood Men Total Grievances vs. Average Daily Population MAY '22- APR '23



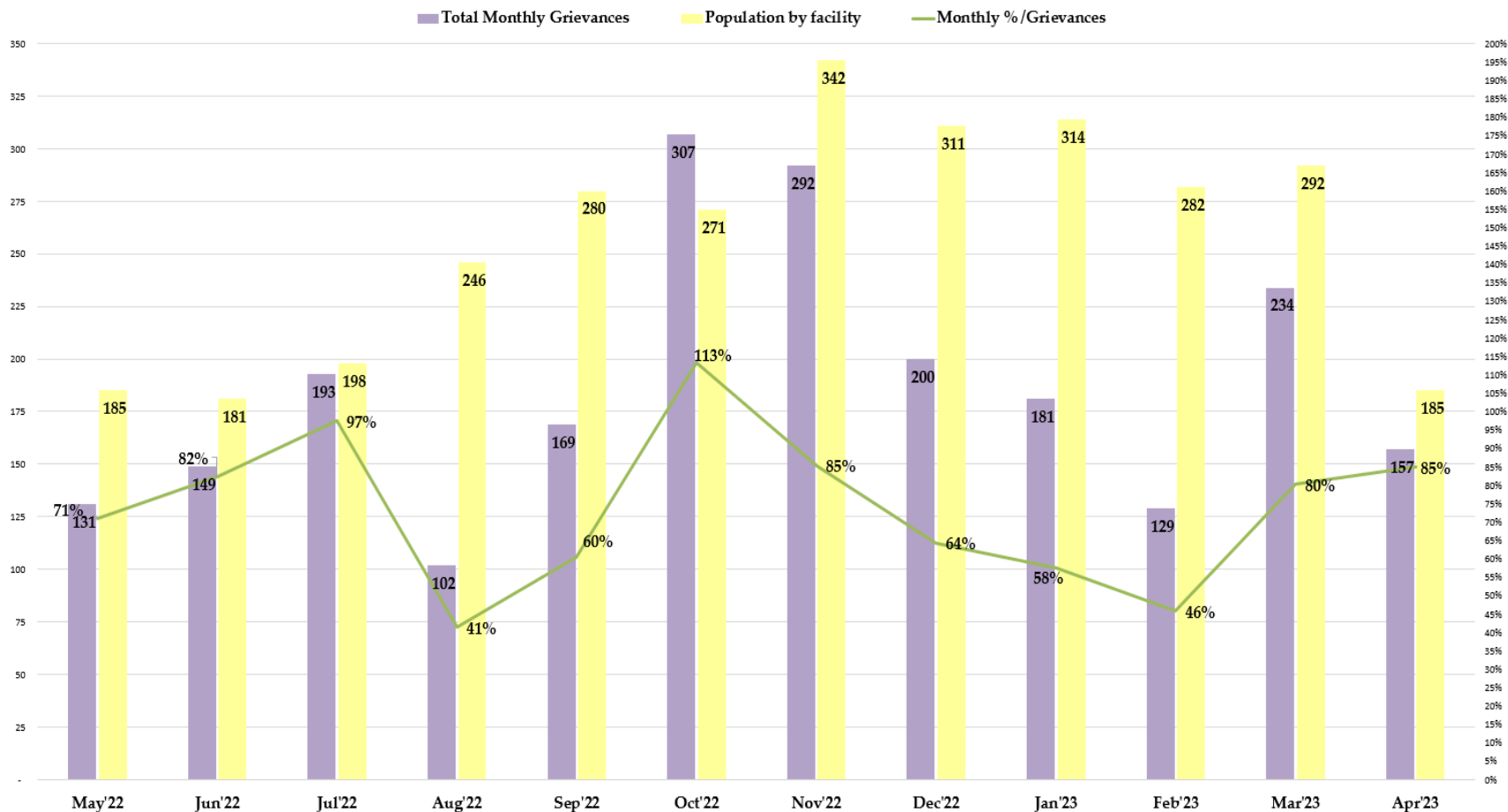
The data above compares the total grievances submitted by month for the last 12 months at the Elmwood Men’s Facility.

In April 2023, there were 294 grievances submitted by individuals at the Elmwood Men’s Facility with an average daily population of 2,018 incarcerated persons. This would equate to 0.15 grievances submitted per individual in the month of April. In actuality, only 196 incarcerated persons 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.

Grievance Dashboard – April 2023

Elmwood Women Facility Total Grievances vs. Average Daily Population MAY '22- APR '23



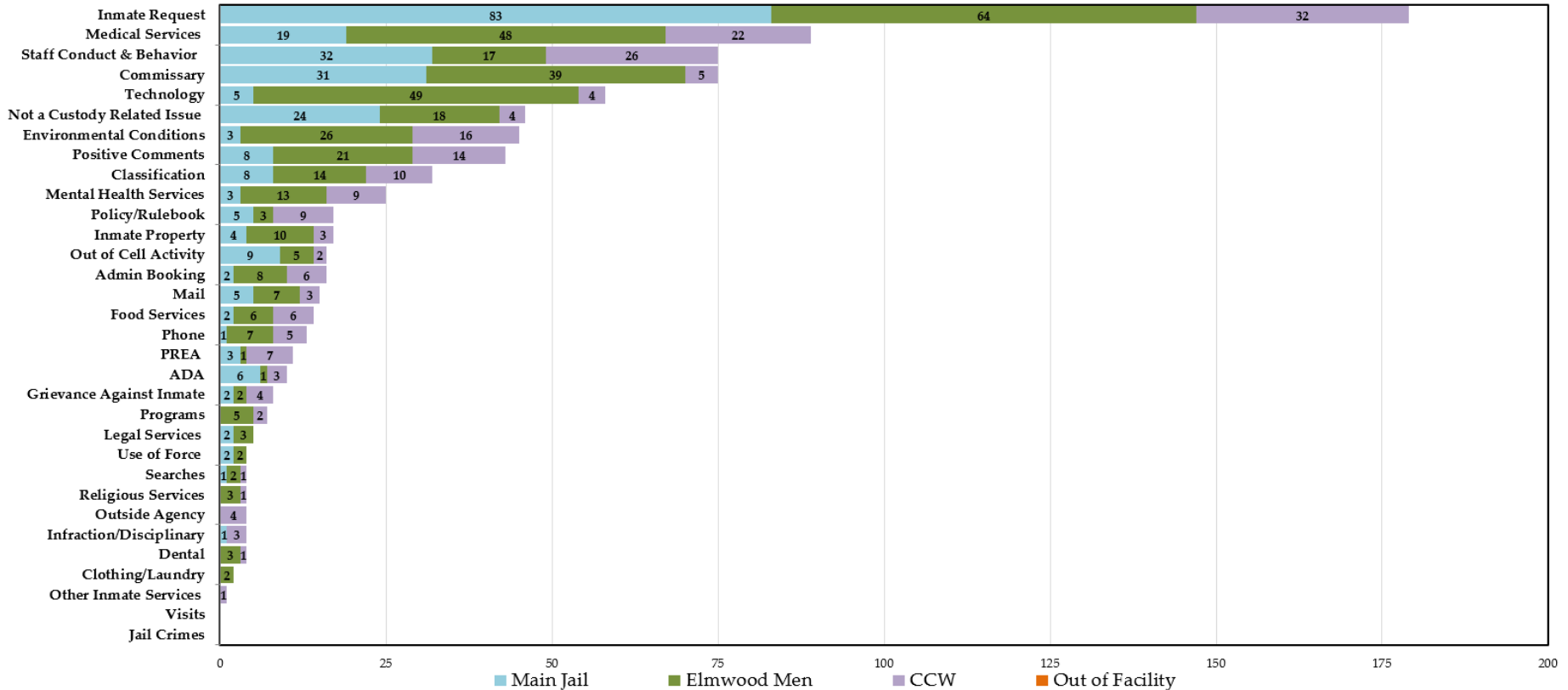
The data above compares the total grievances submitted by month for the last 12 months at the Elmwood Women’s Facility.

In April 2023, there were 157 grievances submitted by individuals at the Elmwood Women’s Facility with an average daily population of 185 incarcerated persons. This would equate to 0.85 grievances submitted per individual in the month of April. In actuality, only 72 incarcerated persons 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.

Grievance Dashboard – April 2023

Grievance Totals by Category and Facility APRIL 2023 Grievances 621 + 179 Inmate Requests + 43 Positive Comments



The above data shows all the grievances submitted for the month of April 2023 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 55% of all submitted grievances for April 2023. All other categories sum up the remaining balance or 45% of all grievances for the month of April. The “Jail Crimes” and “Visits” categories did not receive any grievances for the month of April.

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

Grievances Dashboard – April 2023

The chart below ranks the frequency of grievances submitted by category for April 2023. This data aids the Office of the Sheriff in focusing attention on specific issues raised by the incarcerated 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.

Last month, the “Commissary” category witnessed a 78.6% increase compared to the same time period last year. Due to the rising costs of ingredients, packing, freight, and labor during the past few years, our commissary vendor proposed switching suppliers to the Sheriff’s Office at the end of 2022 to maintain regularly carried products and popular items. Items and products that are popular and in high demand have been either out of stock, substituted with a comparable item, or were not delivered because they didn't arrive by the time the order was processed. Switching suppliers will affect available products, menus, pricing of new products and iCare offerings (approved commissary items available for purchase by family members and friends for incarcerated persons).

The proposal was thoroughly vetted and presented to the Board of Supervisors for approval at the beginning of this year and will be considered at the next Board of Supervisor Meeting scheduled on May 2, 2023.

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

April '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	179	83	64	32	0
Medical Services	2	5	3	3	0	89	19	48	22	0
Commissary	3	3	4	10	0	75	31	39	5	0
Staff Conduct & Behavior	3	2	8	2	0	75	32	17	26	0
Technology	4	9	2	11	0	58	5	49	4	0
Not a Custody Related Issue	5	4	7	11	0	46	24	18	4	0
Environmental Conditions	6	11	5	4	0	45	3	26	16	0
Positive Comments	7	7	6	5	0	43	8	21	14	0
Classification	8	7	9	6	0	32	8	14	10	0
Mental Health Services	9	11	10	7	0	25	3	13	9	0
Policy/Rulebook	10	9	16	7	0	17	5	3	9	0
Inmate Property	10	10	11	12	0	17	4	10	3	0
Admin Booking	11	12	12	9	0	16	2	8	6	0
Out of Cell Activity	11	6	15	13	0	16	9	5	2	0
Mail	12	9	13	12	0	15	5	7	3	0
Food Services	13	12	14	9	0	14	2	6	6	0
Phone	14	13	13	10	0	13	1	7	5	0
PREA	15	11	18	8	0	11	3	1	7	0
ADA	16	8	18	12	0	10	6	1	3	0
Grievance Against Inmate Programs	17	12	17	11	0	8	2	2	4	0
Legal Services	18	0	15	13	0	7	0	5	2	0
Outside Agency	19	12	16	0	0	5	2	3	0	0
Infraction/Disciplinary	20	0	0	11	0	4	0	0	4	0
Dental	20	13	0	12	0	4	1	0	3	0
Religious Services	20	0	16	14	0	4	0	3	1	0
Searches	20	0	16	14	0	4	0	3	1	0
Use of Force	20	13	17	14	0	4	1	2	1	0
Clothing/Laundry	20	12	17	0	0	4	2	2	0	0
Other Inmate Services	21	0	17	0	0	2	0	2	0	0
Jail Crimes	22	0	0	14	0	1	0	0	1	0
Visits	0	0	0	0	0	0	0	0	0	0
Visits	0	0	0	0	0	0	0	0	0	0