

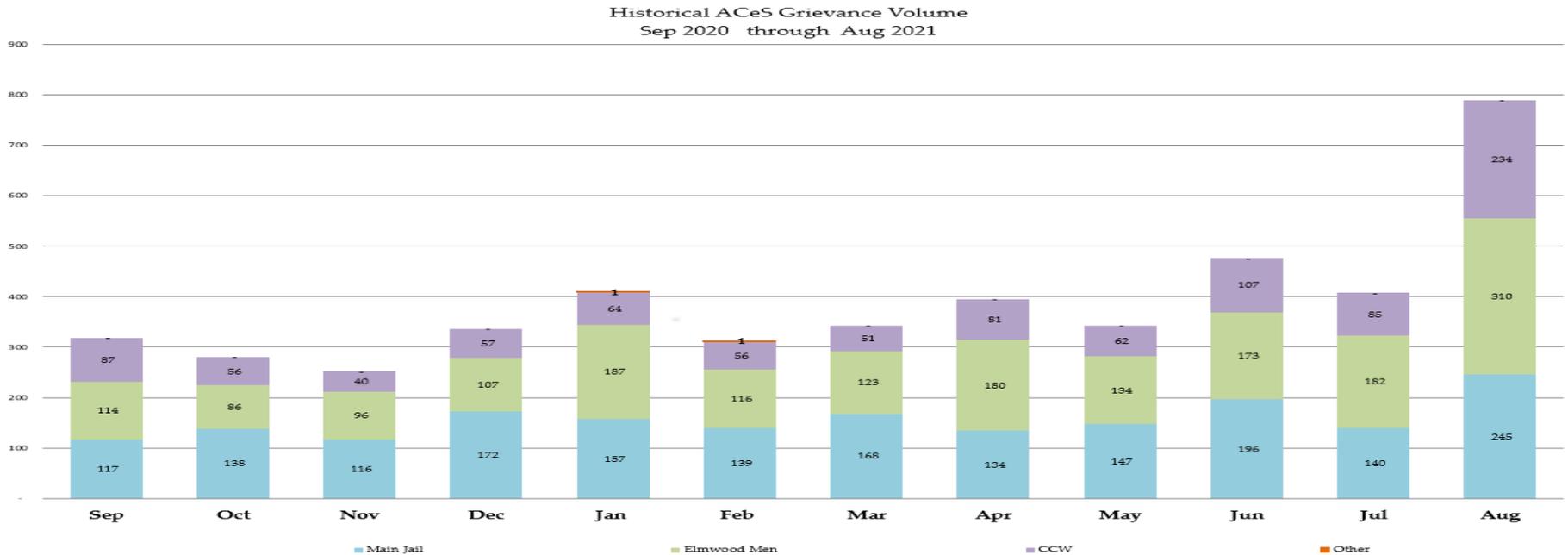


Sheriff's Office Custody Bureau  
Inmate Grievances Dashboard  
**August 2021**

# Inmate Grievances Dashboard – August 2021

- Executive Summary
  - The Grievance Unit Monthly Dashboard will include the following data:
    - Historical Grievance Volume
      - September 2020 through August 2021
    - Top Five Most Frequent Grievance Categories
      - August 2020 vs. August 2021
    - Average Monthly Grievances per Capita – Main Jail
      - September 2020 through August 2021
    - Average Monthly Grievances per Capita – Elmwood Men
      - September 2020 through August 2021
    - Average Monthly Grievances per Capita – Elmwood Women
      - September 2020 through August 2021
    - Grievance Totals by Category and by Facility
      - August 2021
    - Category Frequency Rank
      - August 2021

# Inmate Grievances Dashboard – August 2021



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

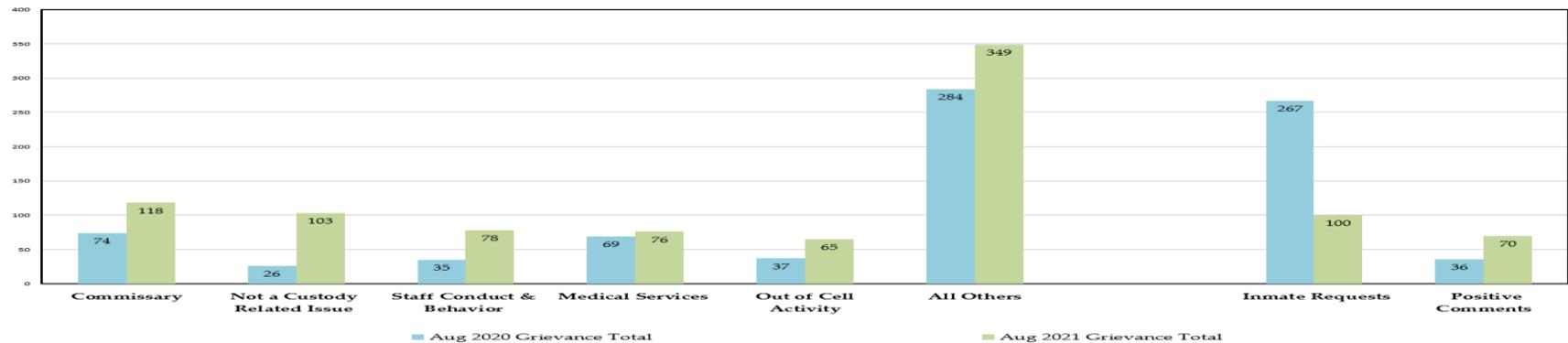
Last month, the Sheriff’s Office experienced a 92% increase in grievance submissions or 382 more grievances. Individually, the Main Jail witnessed a 75% increase, Elmwood Men’s 70%, and Elmwood Women’s by 175% last month.

The Sheriff’s Office began a proof-of-concept (pilot) deployment of inmate tablets at the Main Jail on May 28<sup>th</sup>. The tablets contain several applications such as; an educational platform, the ability to submit Inmate Request Forms, Grievance Forms, and commissary ordering, access to the Inmate Rulebook, religious books, e-books, entertainment (movies and television shows, games) and telephone services. On June 29<sup>th</sup>, a second pilot deployment began at the Elmwood Women’s Facility. Full deployment of tablets will be complete at the Main Jail by the end of August and by the end of September for the Elmwood Complex. The tablet deployment allows inmates to now file grievances electronically directly to the Grievance Unit via their tablet device. With approximately 90% of tablets fully deployed last month to the inmate population, the number of grievances have almost doubled from July to August.

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 – August 2021

Top Five Most Frequent Grievance Categories  
Aug 2020 vs. Aug 2021



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

The two Most Frequently Grieved Categories for the month of August were "Commissary" at #1 and "Not a Custody Related Issue" at #2.

As tablets were deployed in the housing units, inmates were advised to use the commissary application on the tablets to order items, as supposed to submitting via the traditional scantron form from the vendor. A large majority of the "Commissary" grievance complaints were due to inmates submitting multiple commissary orders using both methods. Unfortunately, if orders were placed electronically via the tablet, the scantron orders were not processed if the weekly spending limit had already been reached.

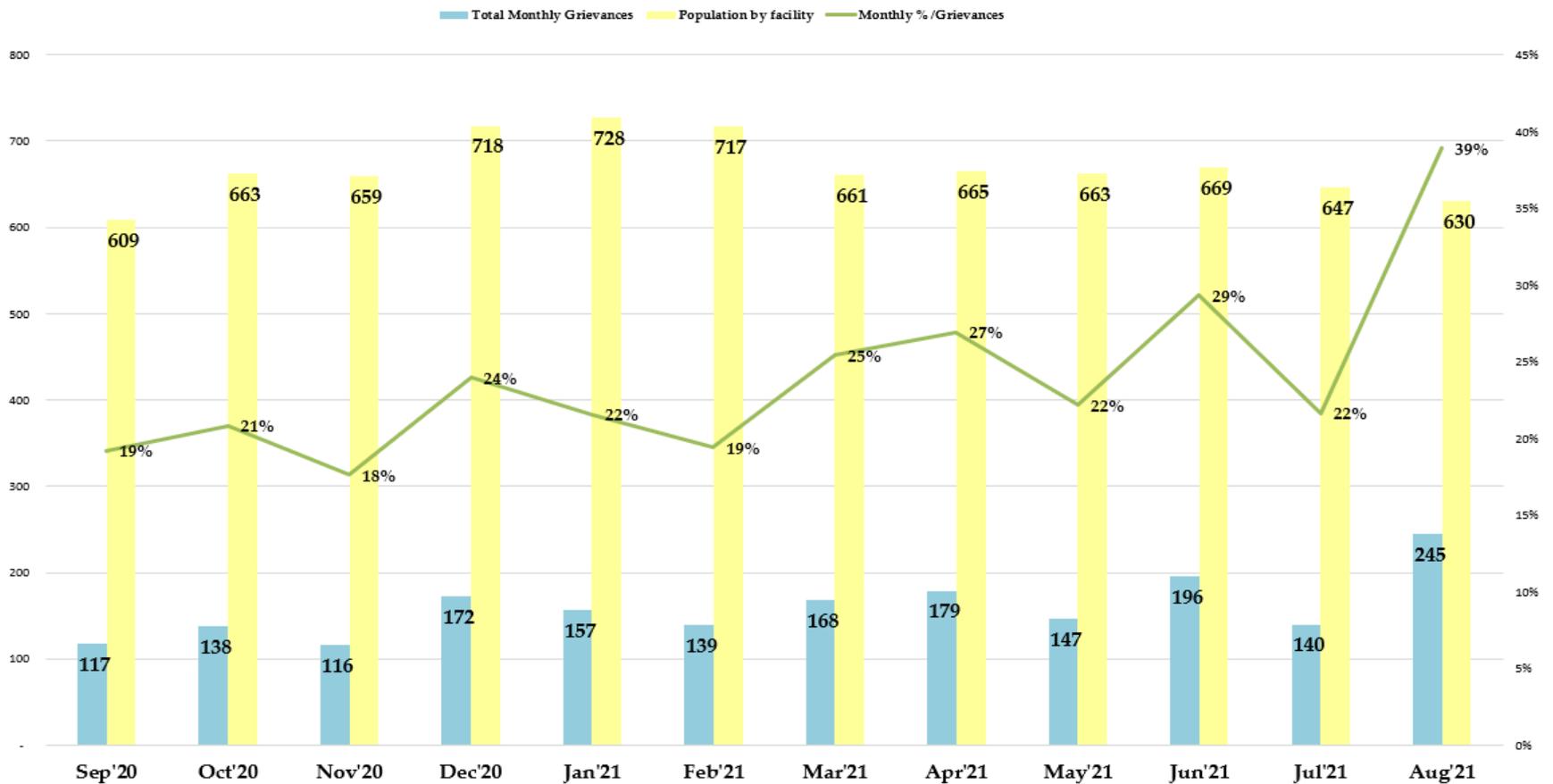
The "Not a Custody Related Issue" category increased by 296% or 77 more grievances when compared to the previous month. The Grievance Unit witnessed an influx in this category as inmates were testing out features of the tablets and not truly submitting grievance complaints. Inmates were reminded to only submit grievance complaints about conditions of their confinement and refrain from other unrelated content.

An audit was performed regarding the increase of the "Staff Conduct and Behavior" category for the month of August and revealed that 12 inmates between all three facilities cumulatively submitted 55% of grievances for this category. The 12 inmates submitted multiple complaints all differing in nature about various badge and civilian staff that work in the facility. Out of the 78 total grievances in this category, 63% or 49 grievances were unfounded allegations after thorough investigations were performed by the facilities' administration, 21% or 16 of the grievances were investigated and corrective action was administered by supervisors, 15% or 12 of the grievances were related to short staffing issues where specific deputies were mentioned, and 1% or 1 of the grievance was forwarded to Internal Affairs for further review and action.

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

# Inmate Grievances Dashboard – August 2021

## Main Jail Total Grievances vs. Average Daily Population September '20 - August '21



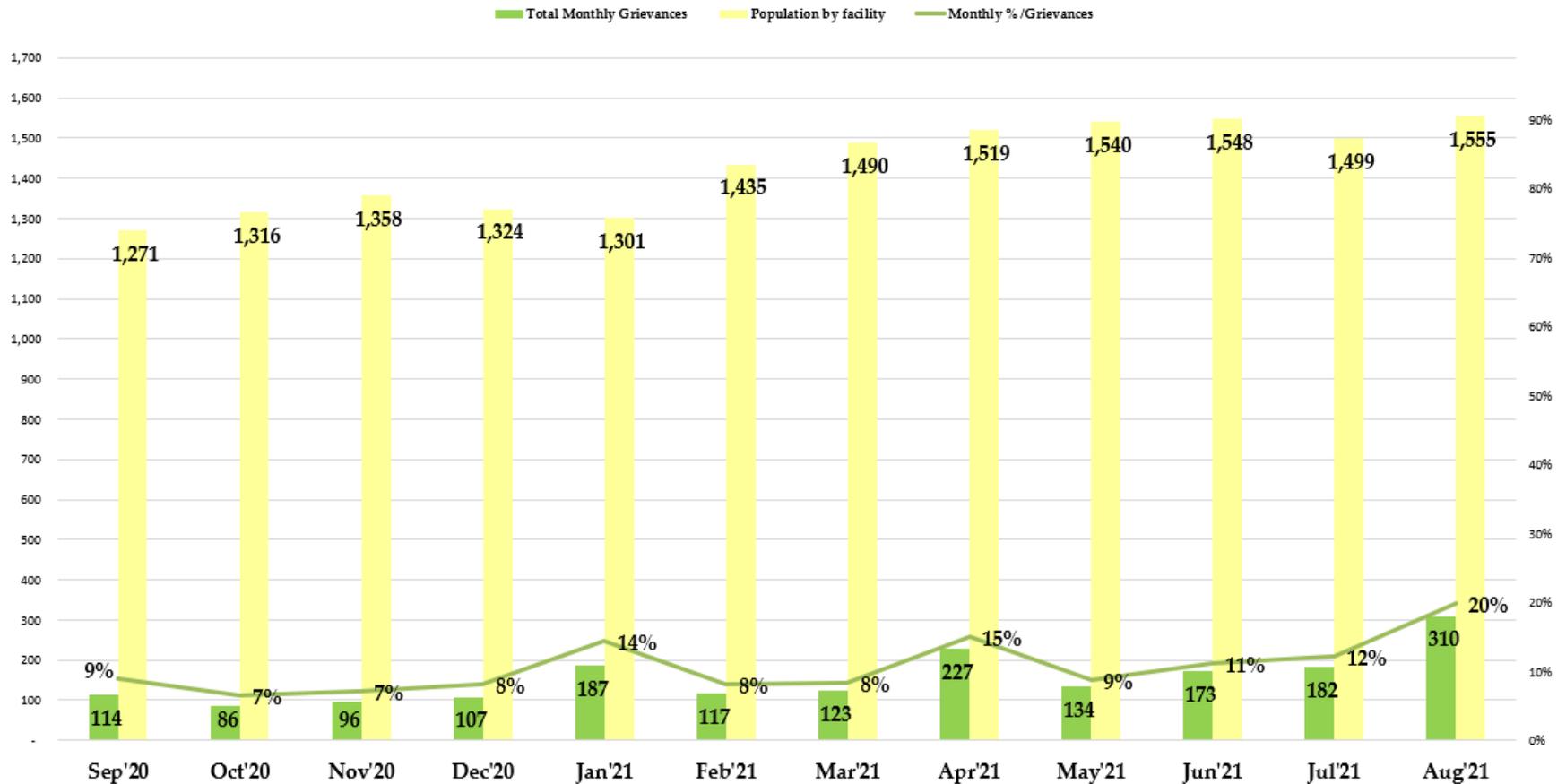
The data above compares the total inmate grievances submitted by month for the last 12 months at the Main Jail Facility.

In August 2021, there were 245 grievances submitted by Main Jail inmates with an average daily population of 630 inmates. There were 0.39 grievances submitted per inmate in the month of August.

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

# Inmate Grievances Dashboard – August 2021

Elmwood Men Total Grievances vs. Average Daily Population September '20 - August '21



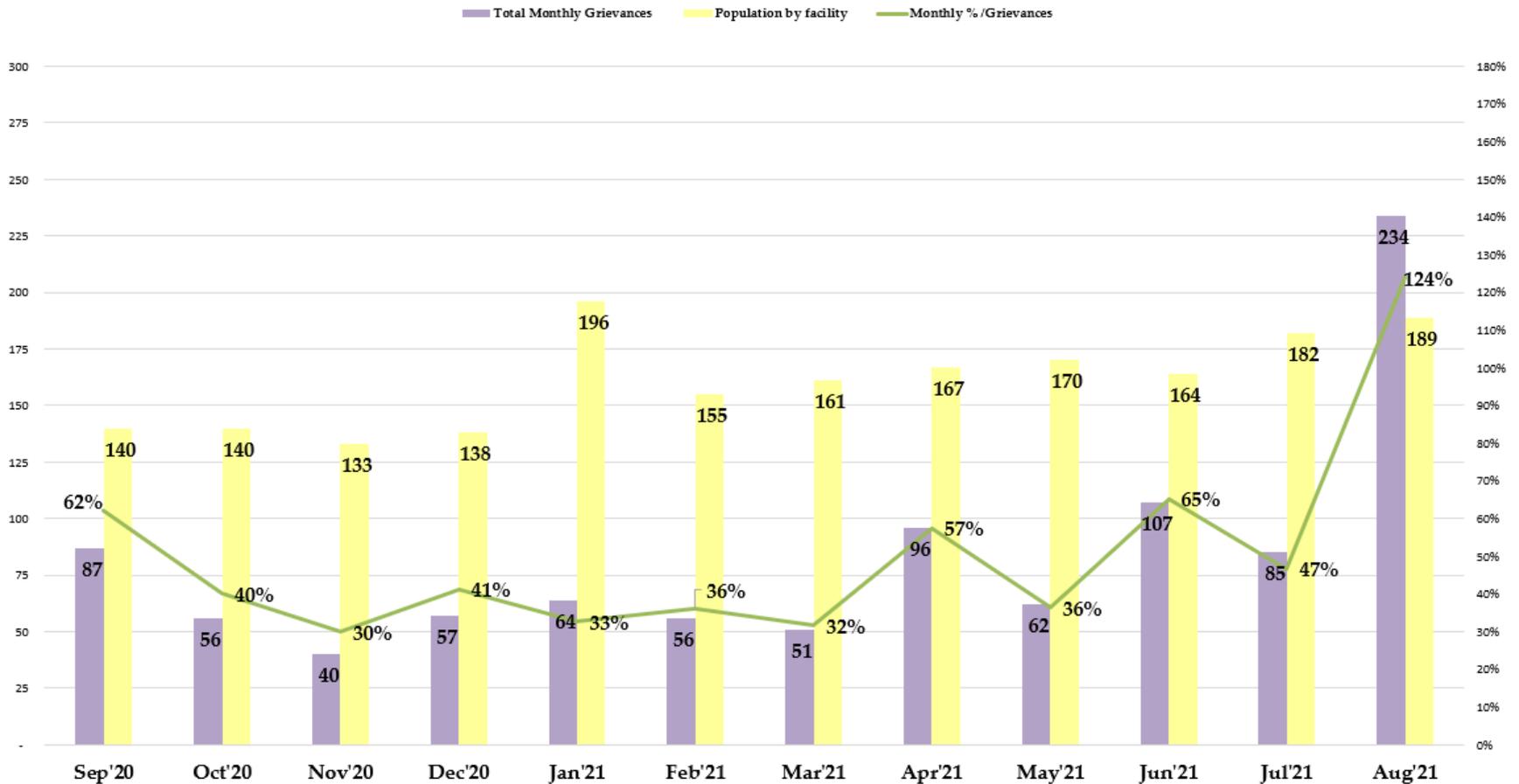
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Men Facility.

In August 2021, there were 310 grievances submitted by the Elmwood Men inmates with an average daily population of 1,555 inmates. There were 0.20 grievances submitted per inmate in the month of August.

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

# Inmate Grievances Dashboard – August 2021

## Elmwood Women Facility Total Grievances vs. Average Daily Population September '20 - August '21



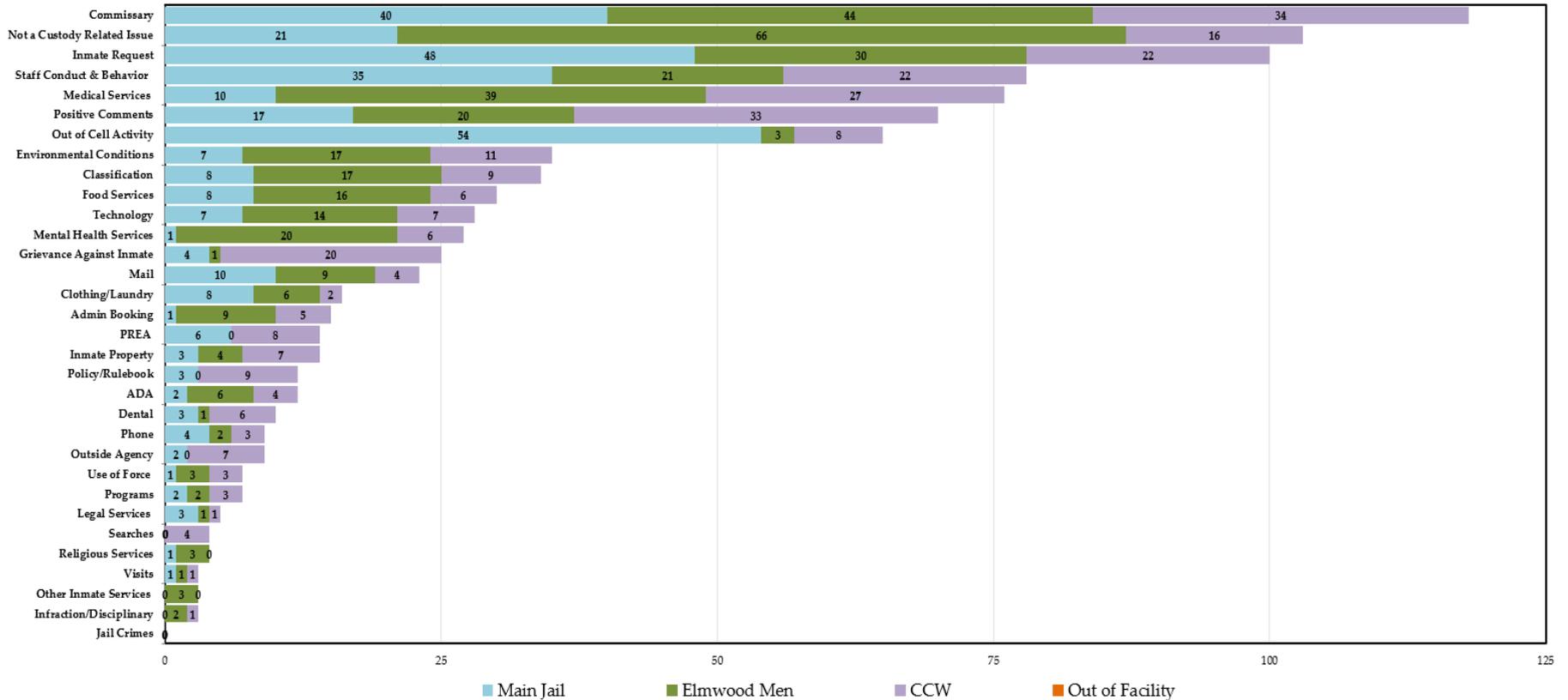
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Women Facility.

In August 2021, there were 234 grievances submitted by the Elmwood Women inmates with an average daily population of 189 inmates. There were 1.24 grievances submitted per inmate in the month of August.

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

# Inmate Grievances Dashboard – August 2021

Grievance Totals by Category and Facility  
 Aug 2021 Grievances 789 + 100 Inmate Requests + 70 Positive Comments



The above data shows all the inmate grievances submitted for the month of August 2021 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 56% of all submitted grievances for August 2021. All other categories sum up the remaining balance or 44% of all grievances for the month of July. The “Jail Crimes” category 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 – August 2021

The chart below ranks the frequency of inmate grievances submitted by category for August 2021. This data aids the Office of the Sheriff in focusing attention to 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 August.

When the Sheriff’s Office began a proof-of-concept (pilot) deployment of inmate tablets at the Main Jail, the “Technology” category recorded one single grievance for the month of June. The Grievance Unit started tracking inmate grievance complaints for the tablets under the “Technology” category and noticed a 2700% increase or 27 more grievances during the last two months.

A large majority of these grievances were complaints about the battery life of the tablets while in use by the inmates. The Sheriff’s Office and County’s Technology Services and Solutions Department (TSS) investigated the matter and realized that it was a tablet programming issue. TSS fixed the issue and was able to address the battery life for tablet usage by the inmates.

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

August '21 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
Commissary	1	3	2	1	0	118	40	44	34	0
Not a Custody Related Issue	2	5	1	6	0	103	21	66	16	0
Inmate Request	3	2	4	4	0	100	48	30	22	0
Staff Conduct & Behavior	4	4	5	4	0	78	35	21	22	0
Medical Services	5	7	3	3	0	76	10	39	27	0
Positive Comments	6	6	6	2	0	70	17	20	33	0
Out of Cell Activity	7	1	13	9	0	65	54	3	8	0
Environmental Conditions	8	9	17	7	0	35	7	17	11	0
Classification	9	8	17	8	0	34	8	17	9	0
Food Services	10	8	8	11	0	30	8	16	6	0
Technology	11	9	9	10	0	28	7	14	7	0
Mental Health Services	12	14	6	11	0	27	1	20	6	0
Grievance Against Inmate	13	11	15	5	0	25	4	1	20	0
Mail	14	7	10	13	0	23	10	9	4	0
Clothing/Laundry	15	8	11	15	0	16	8	6	2	0
Admin Booking	16	14	10	12	0	15	1	9	5	0
PREA	17	10	0	9	0	14	6	0	8	0
Inmate Property	17	12	12	10	0	14	3	4	7	0
Policy/Rulebook	18	12	0	8	0	12	3	0	9	0
ADA	18	13	11	13	0	12	2	6	4	0
Dental	19	12	15	11	0	10	3	1	6	0
Outside Agency	20	13	0	10	0	9	2	0	7	0
Phone	20	11	14	14	0	9	4	2	3	0
Use of Force	21	14	13	14	0	7	1	3	3	0
Programs	21	13	14	14	0	7	2	2	3	0
Legal Services	22	12	15	16	0	5	3	1	1	0
Searches	23	0	0	13	0	4	0	0	4	0
Religious Services	23	14	13	0	0	4	1	3	0	0
Infraction/Disciplinary	24	0	14	16	0	3	0	2	1	0
Visits	24	14	15	16	0	3	1	1	1	0
Other Inmate Services	24	0	13	0	0	3	0	3	0	0
Jail Crimes	0	0	0	0	0	0	0	0	0	0