



**Sheriff's Office Custody Bureau**

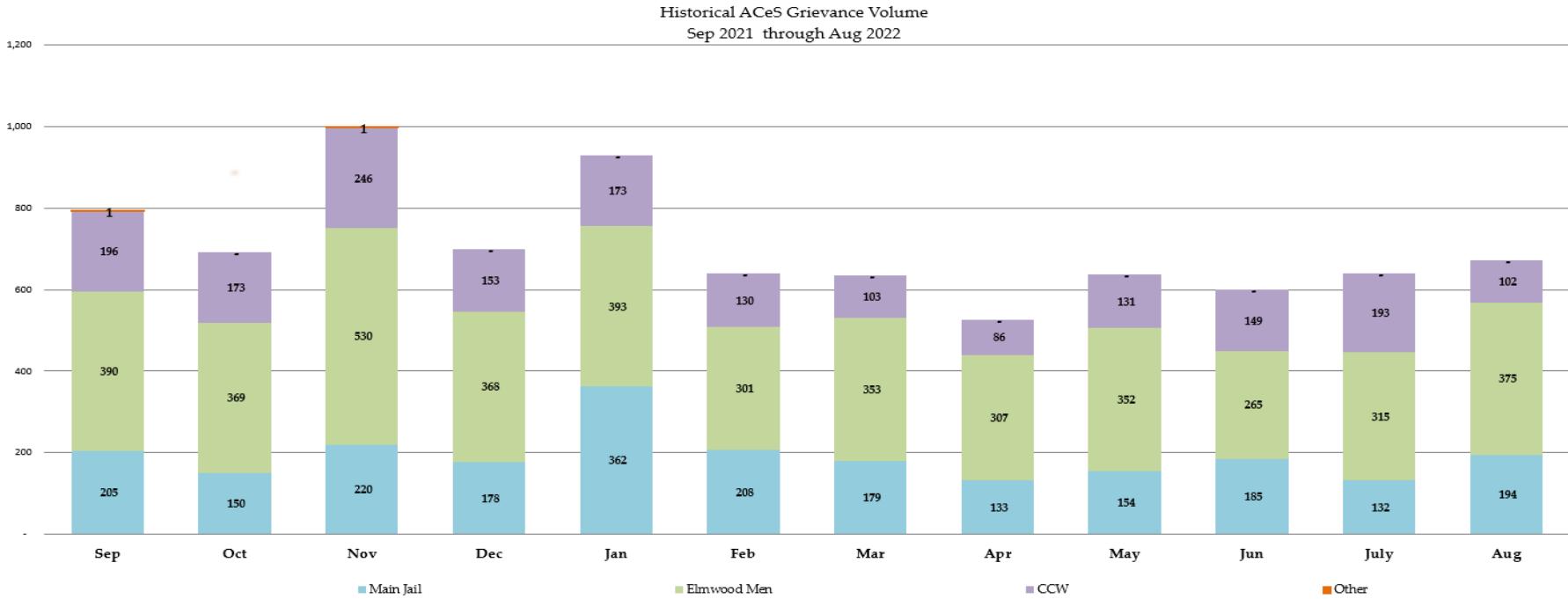
**Inmate Grievances Dashboard**

**August 2022**

# Inmate Grievances Dashboard – August 2022

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

# Inmate Grievances Dashboard – August 2022



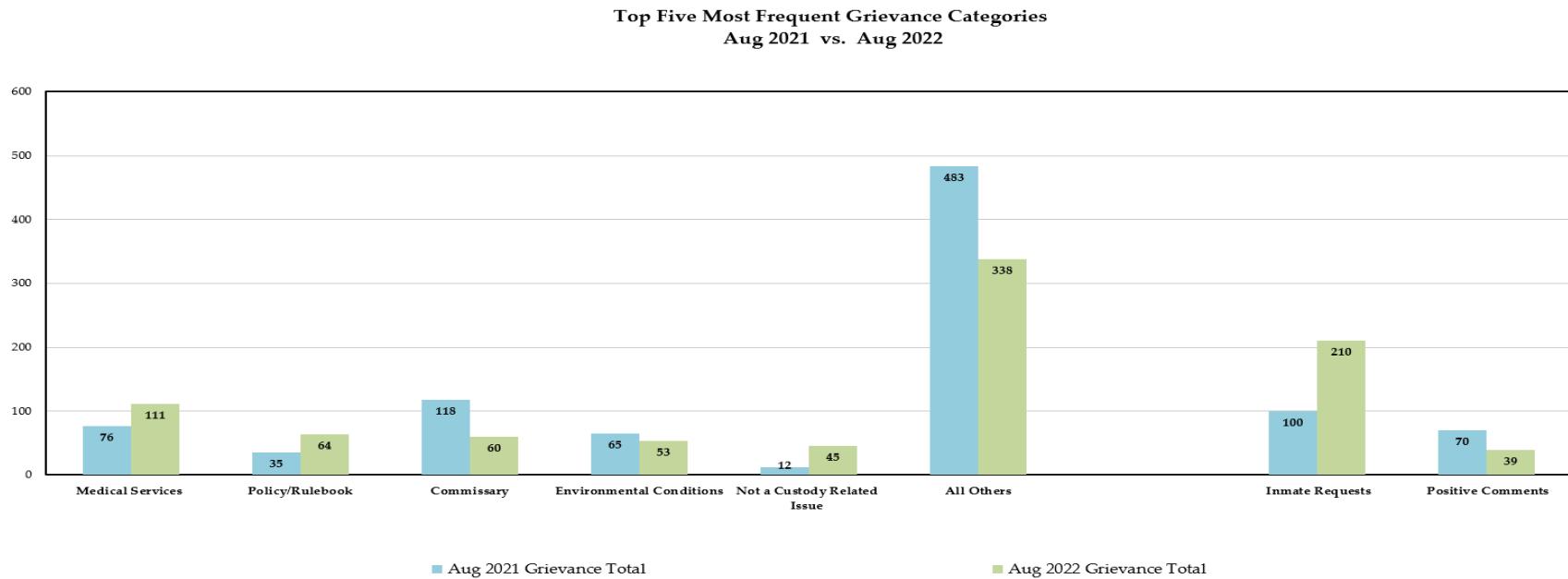
The data above compares the volume of monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men's Facility and Elmwood Women's Facility (CCW), and also by "Other - Out of Facility" areas. This refers to areas such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

For the month of August, the Sheriff's Office experienced a 4.8% increase in grievance submissions or 31 more grievances than the previous month. Individually, the Main Jail Facility increased by 49% and the Elmwood Men's Facility by 19%, while the Elmwood Women's Facility decreased by 47%.

An audit revealed that the increase of grievances from the Elmwood Men's facility were complaints submitted for the "Environmental Conditions" category from various housing units to include the Minimum Compound. During the middle of summer, the weather temperature increased, and inmates submitted grievances for ventilation and air conditioning issues. As for the Main Jail, the upsurge of grievances were complaints regarding inmate clothing. During weekly clothing exchanges, inmates were noticing a shortage of larger sized clothing options. In both instances, staff responded immediately and submitted work orders to repair the HVAC equipment issues during the hotter months and worked with different clothing suppliers to order sufficient sizing to cover a broad spectrum of inmates during weekly clothing exchanges.

*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 2022



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

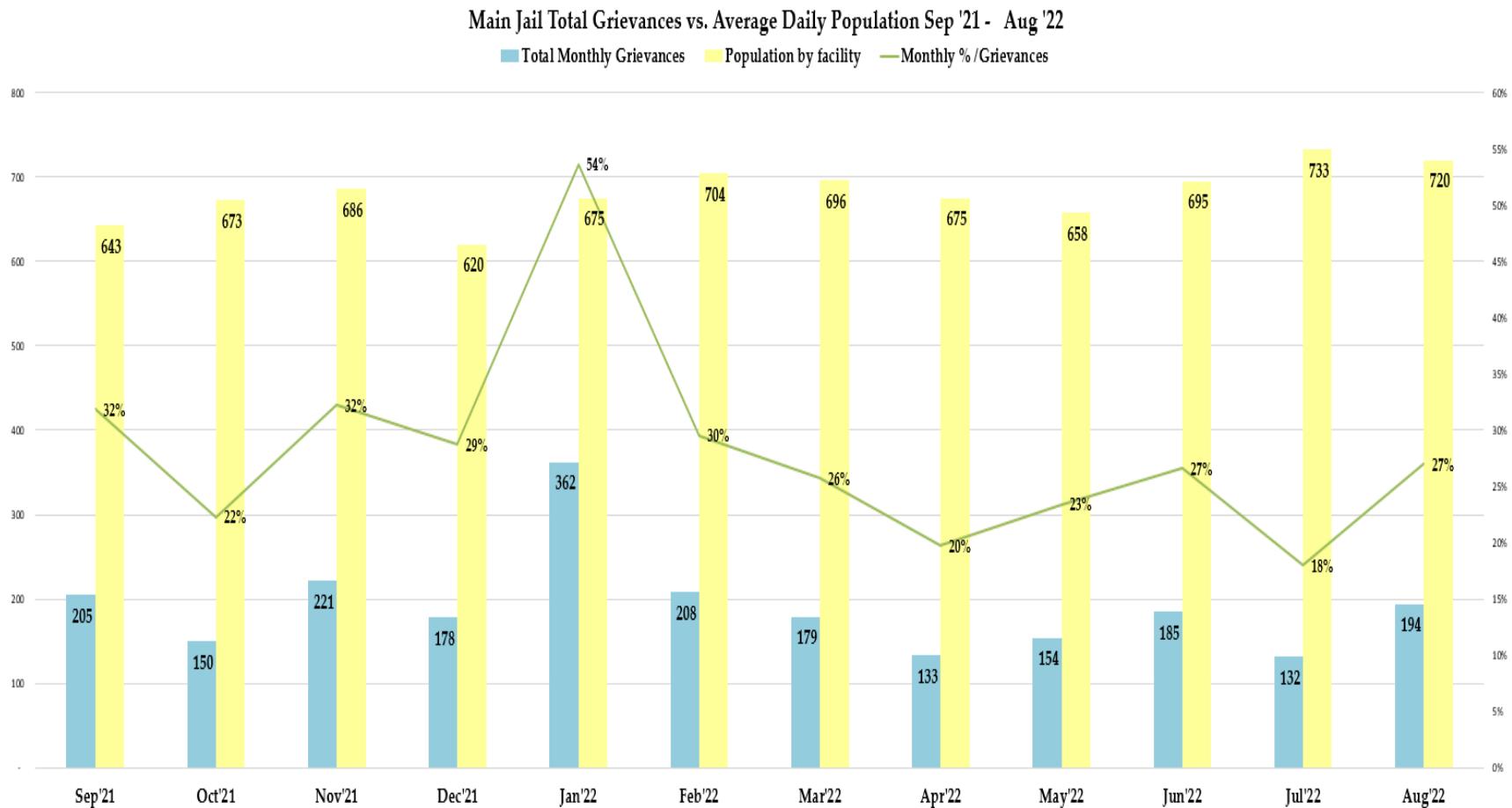
The Most Frequently Grieved Category for the month of August was "Medical Services"

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 October 2022.

Just like the previous month, the second Most Frequently Grieved Category for the month of August was once again "Policy/Rulebook." An audit was performed for all grievance submissions in this category and revealed that both the Elmwood Men's and Women's complaints were different in nature with no noteworthy trends or incidents identified; however, this differed for the Main Jail Facility. Multiple inmates from a specific housing unit at the Main Jail submitted similar complaints regarding an incident where there were a shortage of lunches by inmate workers from their housing unit. These inmates alleged that they had to bring their issue to the inmate workers first before the deputy would act upon the complaint. When the incident was investigated, it was revealed that the deputy assigned to the housing unit rectified the problem immediately upon notification and supplied those inmates without a meal by providing them their full lunches. The unit deputy documented the event in the housing unit's daily logbook.

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

# Inmate Grievances Dashboard – August 2022

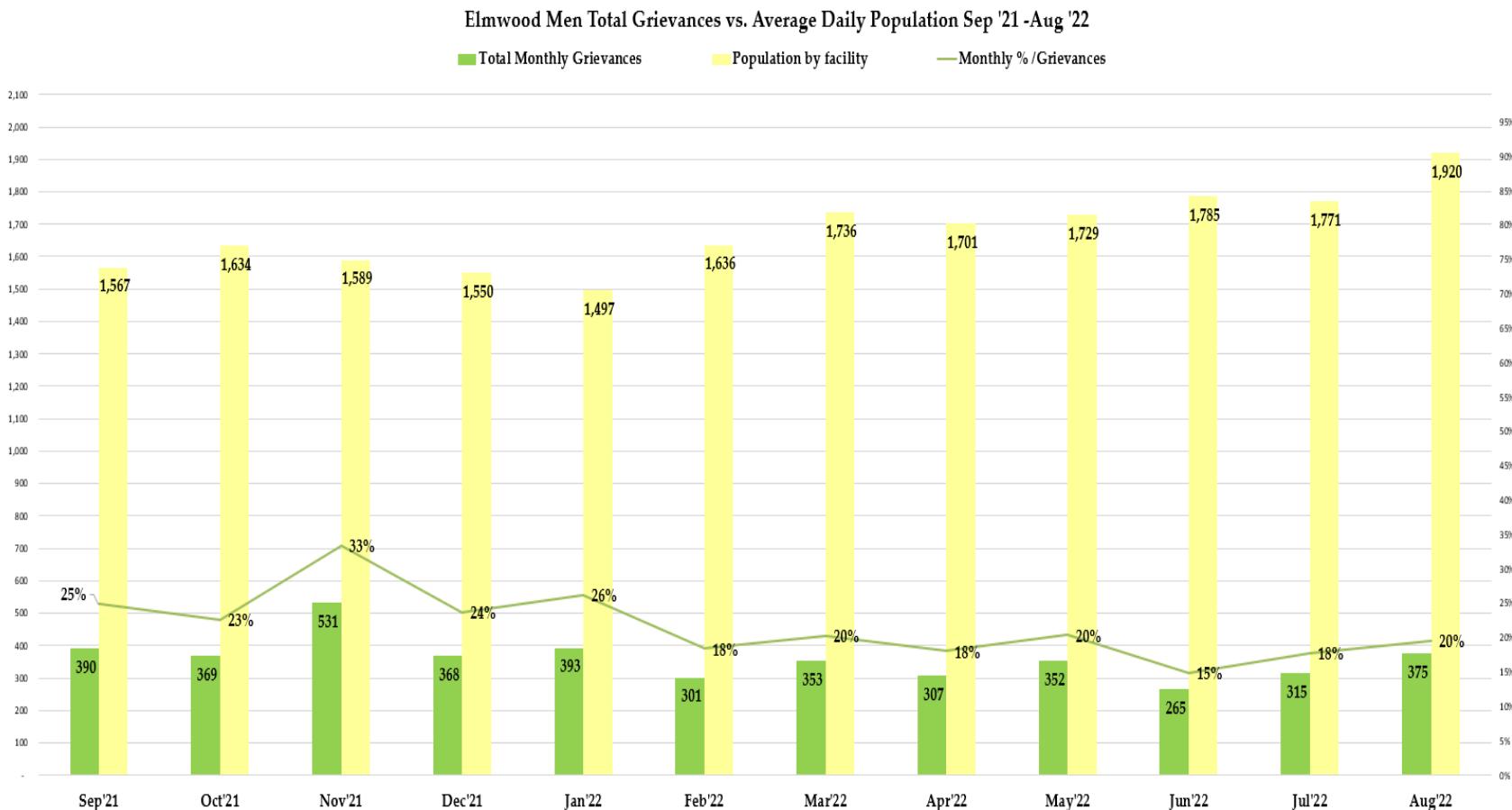


The data above compares the total inmate grievances submitted by month for the last 12 months at the Main Jail Facility.

In August 2022, there were 194 grievances submitted by Main Jail inmates with an average daily population of 720 inmates. This would equate to 0.27 grievances submitted per inmate in the month of August. In actuality, only 115 inmates from Main Jail submitted grievances 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 2022

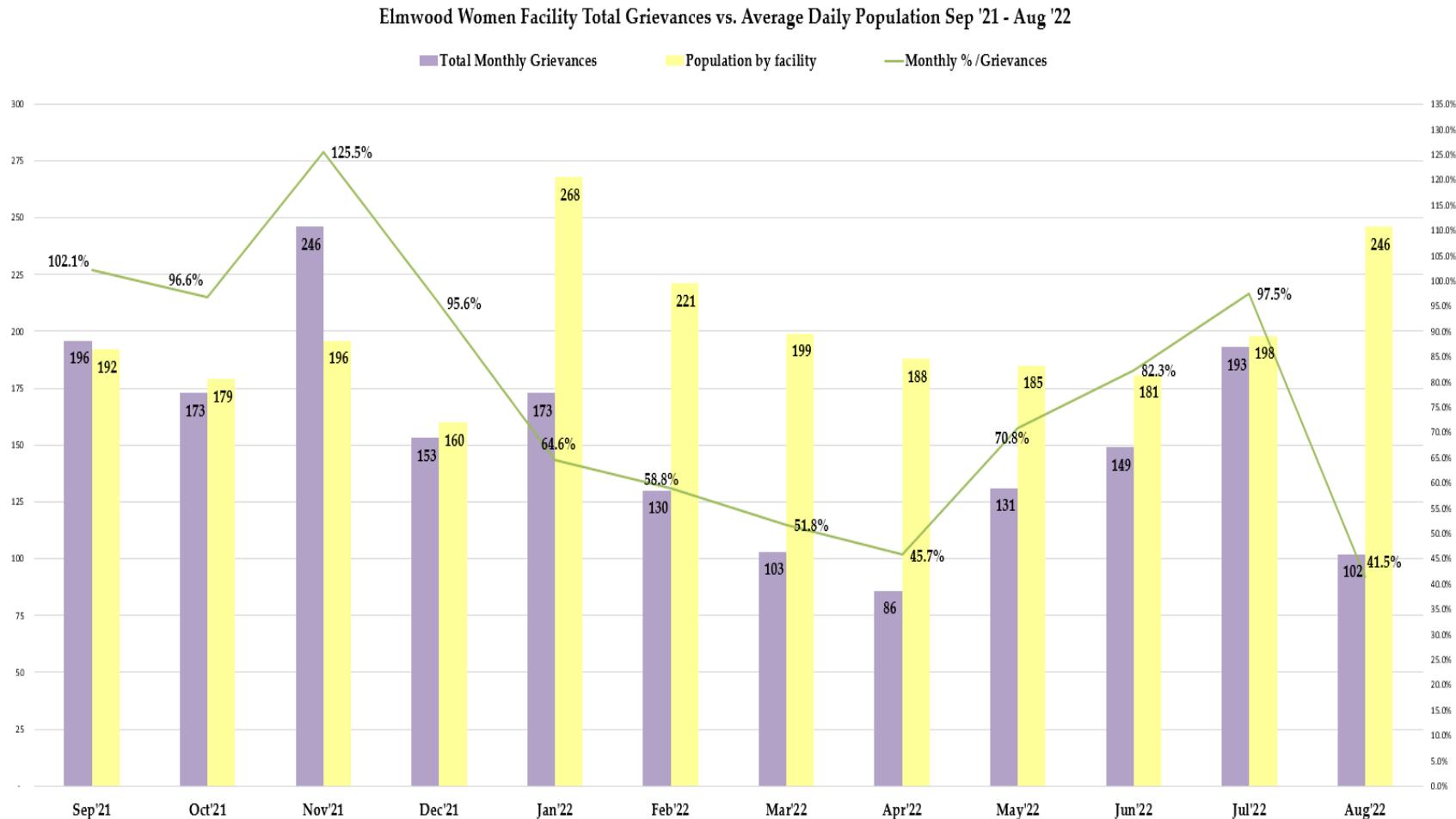


The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Men's Facility.

In August 2022, there were 375 grievances submitted by the Elmwood Men inmates with an average daily population of 1,920 inmates. This would equate to 0.20 grievances submitted per inmate in the month of August. In actuality, only 235 inmates from Elmwood Men's submitted grievances for 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 2022



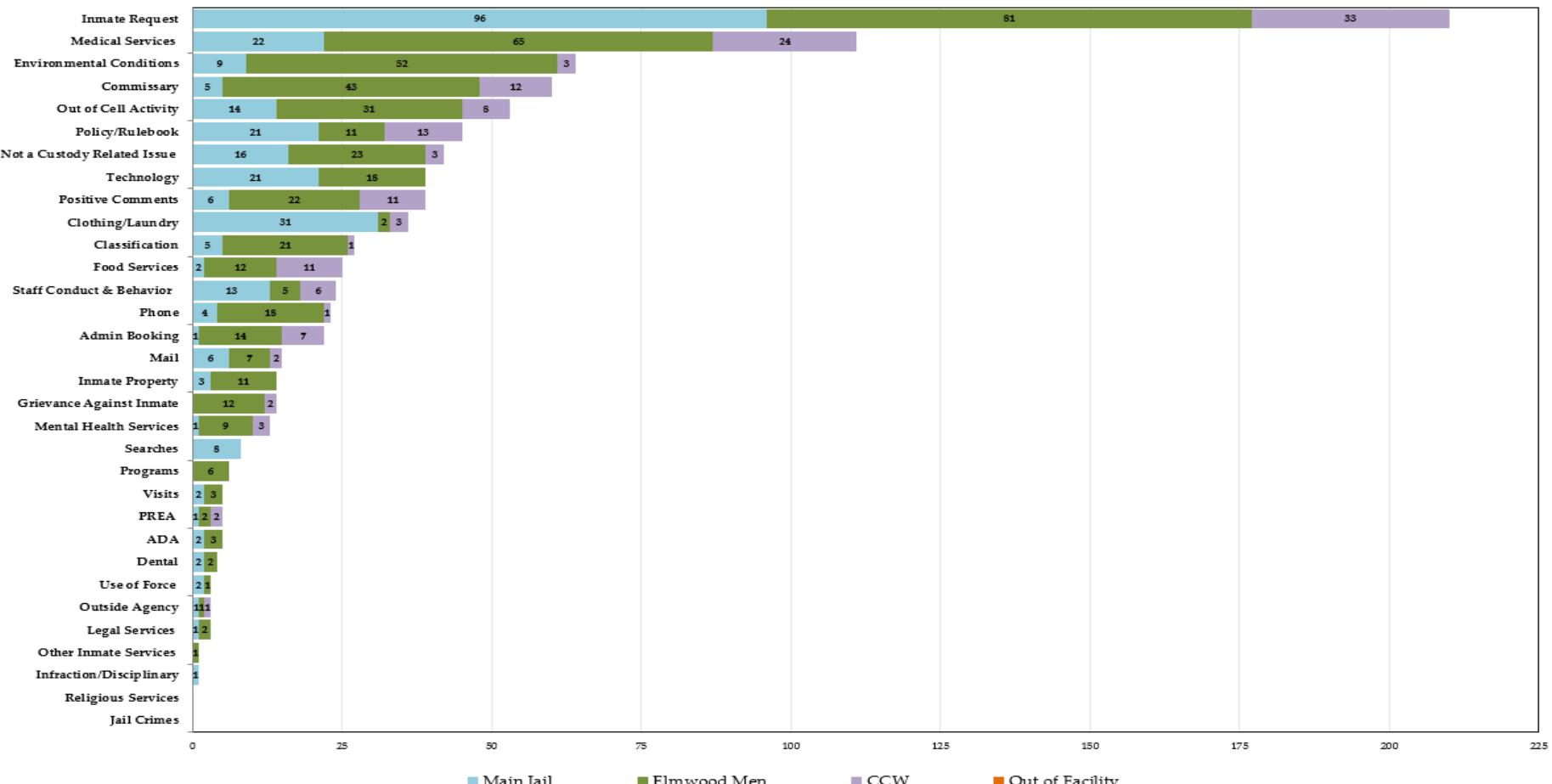
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Women's Facility.

In August 2022, there were 102 grievances submitted by the Elmwood Women inmates with an average daily population of 246 inmates. This would equate to 0.42 grievances submitted per inmate in the month of August. In actuality, only 67 inmates from Elmwood Women's submitted grievances for the month of August.

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

## Grievance Totals by Category and Facility

Aug 2022 Grievances 671 + 210 Inmate Requests + 39 Positive Comments



The above data shows all the inmate grievances submitted for the month of August 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 50% of all submitted grievances for August 2022. All other categories sum up the remaining balance or 50% of all grievances for the month of August. The "Religious Services" and "Jail Crimes" categories did not receive a single grievance submission for the month of August.

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 2022

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

Although the “Commissary” category is still among the Top Five Most Frequently Grieved Category list, the volume has been consistently lower when compared to the previous year. The “Commissary” category did increase by 15%, or 8 more grievance submissions than last month; however, a group of inmates from a specific housing unit at the Elmwood Men’s Facility submitted the same complaint about availability of certain items on the commissary menu and iCare package offerings. Due to supply chain issues and inflation of products, our vendor is constantly trying to substitute fair and equitable replacements for our inmates. An approval process by the Sheriff’s Office must occur before our vendor can offer substitutions to ensure quality standards are up to par.

Since the last report, the Sheriff’s Office, in partnership with our vendor, have successfully increased the weekly spending limits for commissary purchases from \$50 to \$75 per inmate and now offers 6 different iCare packages instead of only two packages since the start of the pandemic.

*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 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	210	96	81	33	
Medical Services	2	3	2	2	0	111	22	65	24	
Environmental Conditions	3	8	3	9	0	64	9	52	3	
Commissary	4	11	4	4	0	60	5	43	12	
Out of Cell Activity	5	6	5	6	0	53	14	31	8	
Policy/Rulebook	6	4	12	3	0	45	21	11	13	
Not a Custody Related Issue	7	5	6	9	0	42	16	23	3	
Positive Comments	8	10	7	5	0	39	6	22	11	
Technology	8	4	9	0	0	39	21	18	0	
Clothing/Laundry	9	2	18	9	0	36	31	2	3	
Classification	10	11	8	11	0	27	5	21	1	
Food Services	11	14	11	5	0	25	2	12	11	
Staff Conduct & Behavior	12	7	16	8	0	24	13	5	6	
Phone	13	12	9	11	0	23	4	18	1	
Admin Booking	14	15	10	7	0	22	1	14	7	
Mail	15	10	14	10	0	15	6	7	2	
Grievance Against Inmate	16	0	11	10	0	14	0	12	2	
Inmate Property	16	13	12	0	0	14	3	11	0	
Mental Health Services	17	15	13	9	0	13	1	9	3	
Searches	18	9	0	0	0	8	8	0	0	
Programs	19	0	15	0	0	6	0	6	0	
PREA	20	15	18	10	0	5	1	2	2	
ADA	20	14	17	0	0	5	2	3	0	
Visits	20	14	17	0	0	5	2	3	0	
Dental	21	14	18	0	0	4	2	2	0	
Outside Agency	22	15	19	11	0	3	1	1	1	
Legal Services	22	15	18	0	0	3	1	2	0	
Use of Force	22	14	19	0	0	3	2	1	0	
Other Inmate Services	23	0	19	0	0	1	0	1	0	
Infraction/Disciplinary	23	15	0	0	0	1	1	0	0	
Jail Crimes	0	0	0	0	0	0	0	0	0	
Religious Services	0	0	0	0	0	0	0	0	0	