



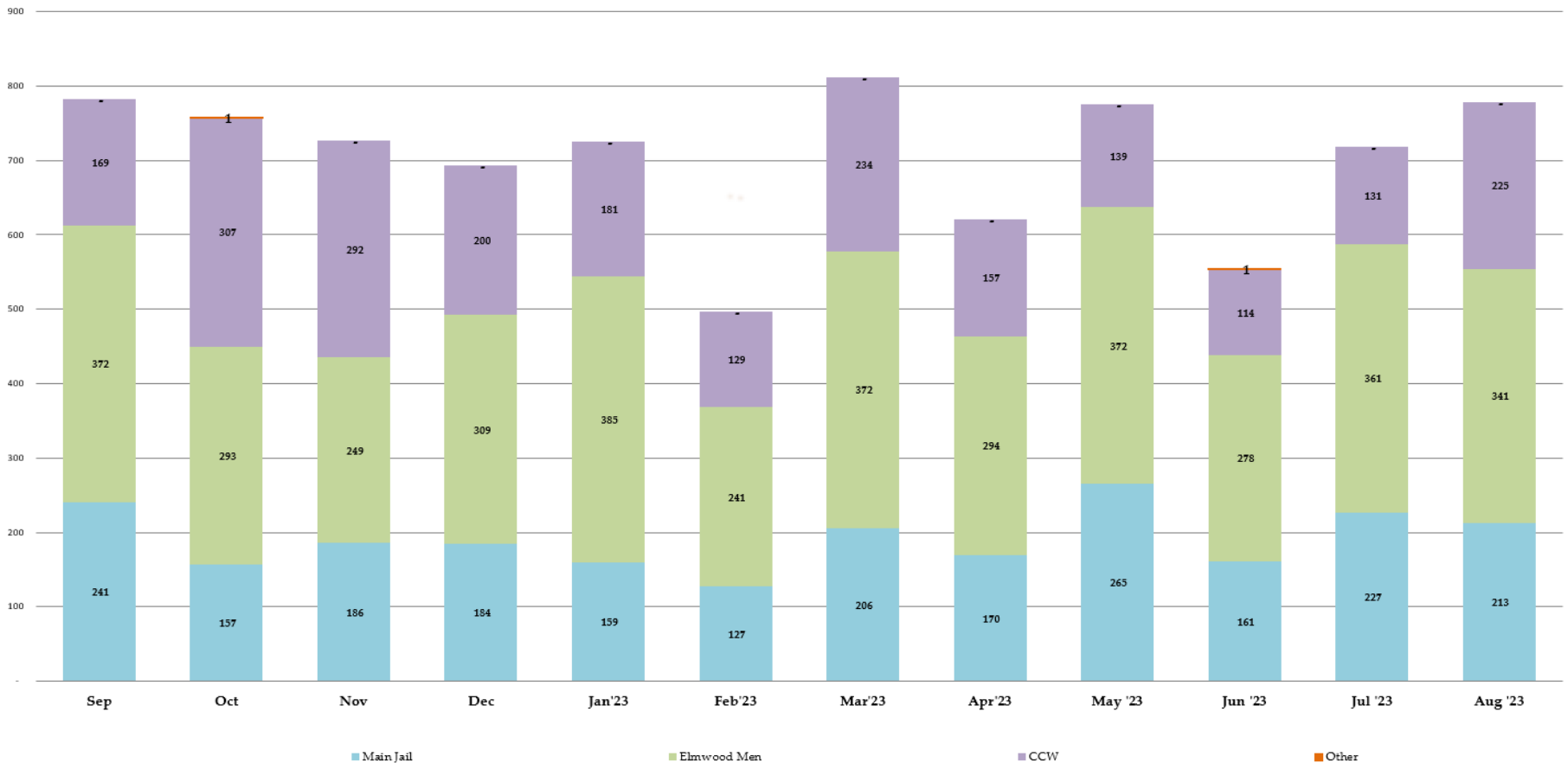
Sheriff's Office Custody Bureau
Grievance Dashboard
August 2023

Grievance Dashboard – August 2023

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

Grievance Dashboard – August 2023

Historical ACeS Grievance Volume
Sep 2022 through Aug 2023



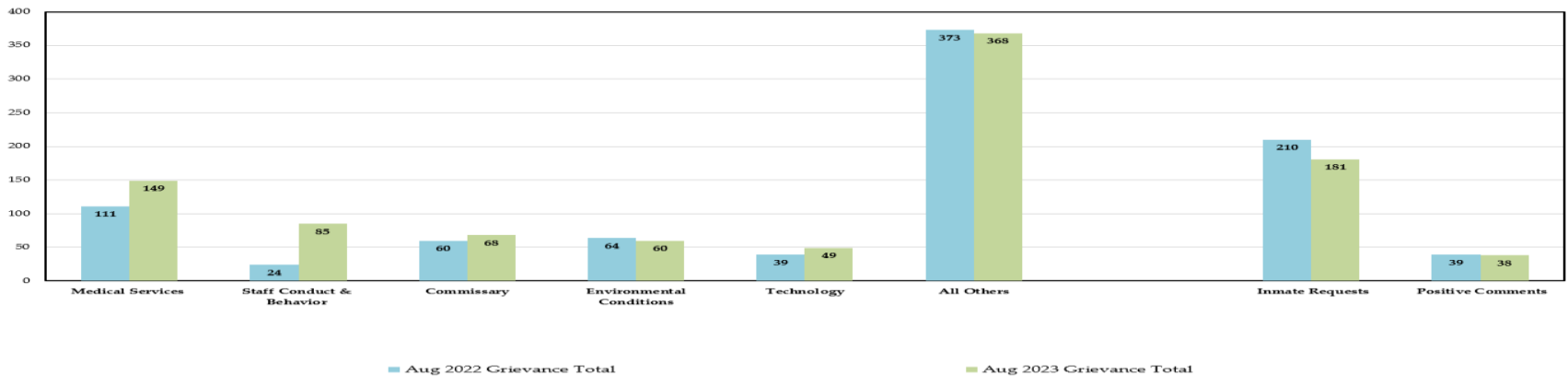
The data above compares the volume of monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s Facility and Elmwood Women’s Facility (CCW), and also by “Other - Out of Facility” areas. This refers to areas such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

For the month of August, the Sheriff’s Office experienced an 8% increase in grievance submissions or 60 more grievances than the previous month. Individually, the Elmwood Women’s Facility increased by 72%, while both the Elmwood Men’s and the Main Jail Facility decreased by 6%.

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 – August 2023

Top Five Most Frequent Grievance Categories
AUG 2022 vs. AUG 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 August 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 October 19, 2023.

In the previous slide (Slide 3), it was mentioned that the Elmwood Women's Facility experienced a 72% increase in grievance submissions while the Elmwood Men's Complex and the Main Jail Facility decreased their grievance rates for August. The "Staff Conduct" category for the Elmwood Women's Facility increased by 92% from the previous month, accounting for 30% of the overall submissions for the month of August.

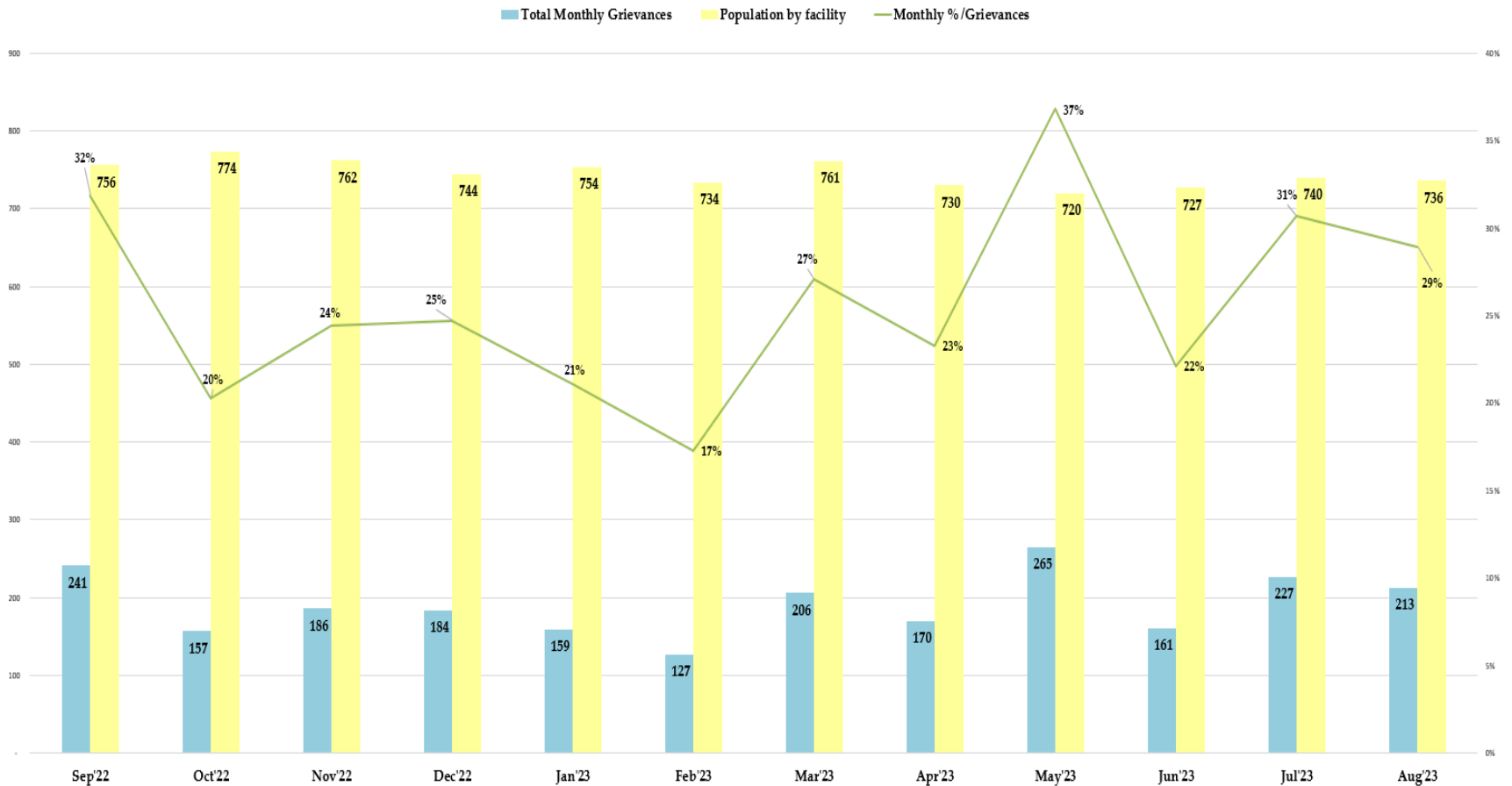
An internal audit recently revealed that a specific incarcerated individual has been responsible for nearly half of the overall grievance count. These grievances encompass complaints related to badge, professional, and civilian staff. The individual in question resides in the Special Management Unit and has lodged an astonishing **500+ grievance complaints** since being in custody.

Despite the high submission frequency, the Sheriff's Office remains committed to effective communication with this inmate. They have made available a range of resources, including medical and mental health services to ensure the well-being of this individual, translators to facilitate clear and effective communication, Office of Mediation and Ombuds to provide a platform for resolution, and Jail Observer Program to enhance transparency and accountability. All "Staff Conduct" grievances, regardless of frequency, undergo thorough investigation. Subsequently, they are forwarded to the Investigative Units (Internal Affairs and Jail Crimes Units) for further review, appropriate action, and follow-up with the incarcerated person.

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

Grievance Dashboard – August 2023

Main Jail Total Grievances vs. Average Daily Population Sep '22- Aug '23



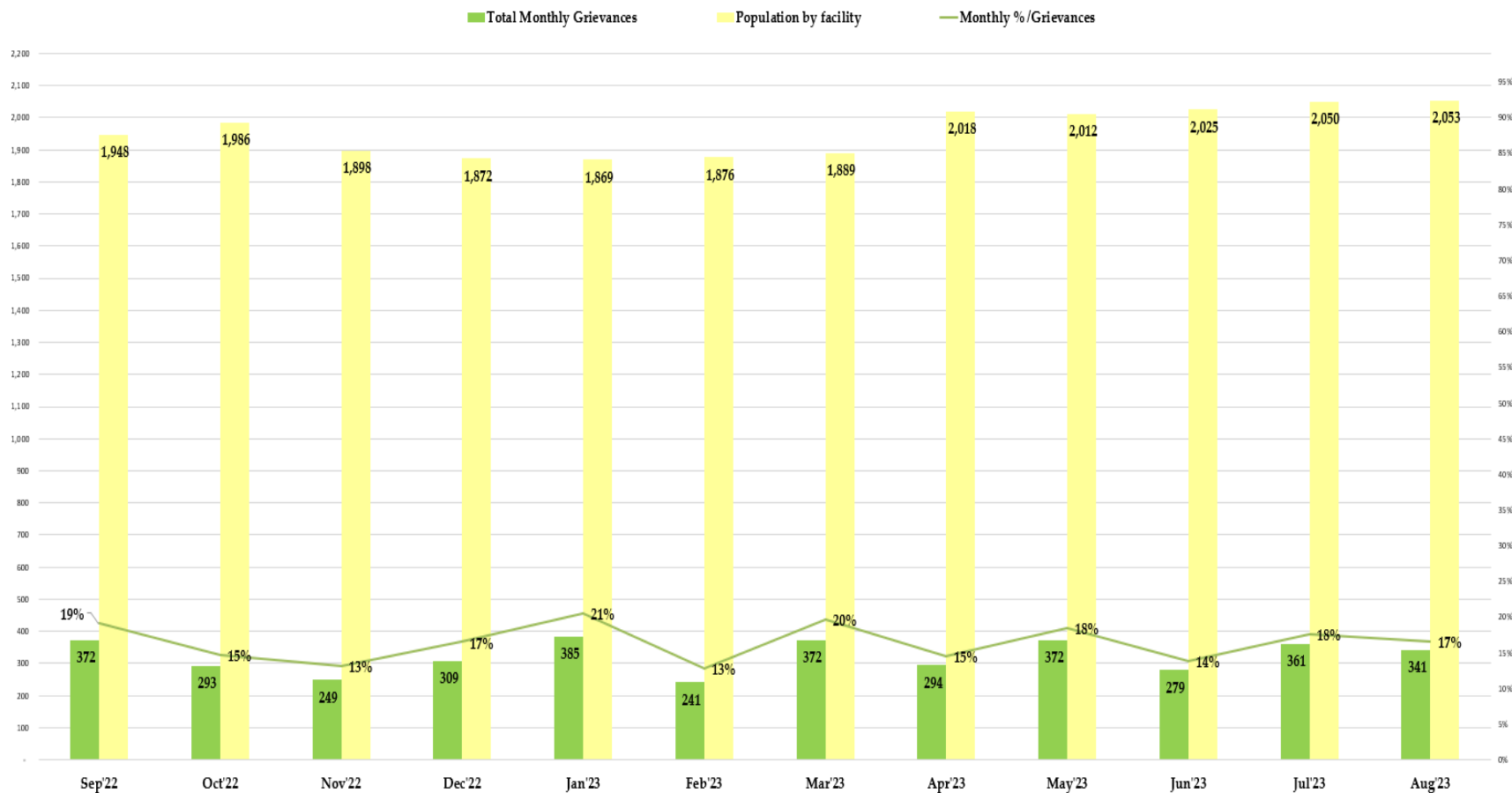
The data above compares the total grievances submitted by month for the last 12 months at the Main Jail Facility.

In August 2023, there were 213 grievances submitted by individuals at the Main Jail with an average daily population of 736 incarcerated persons. This would equate to 0.29 grievances submitted per individual in the month of August. In actuality, only 161 incarcerated persons 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.

Grievance Dashboard – August 2022

Elmwood Men Total Grievances vs. Average Daily Population Sep '22 - Aug '23



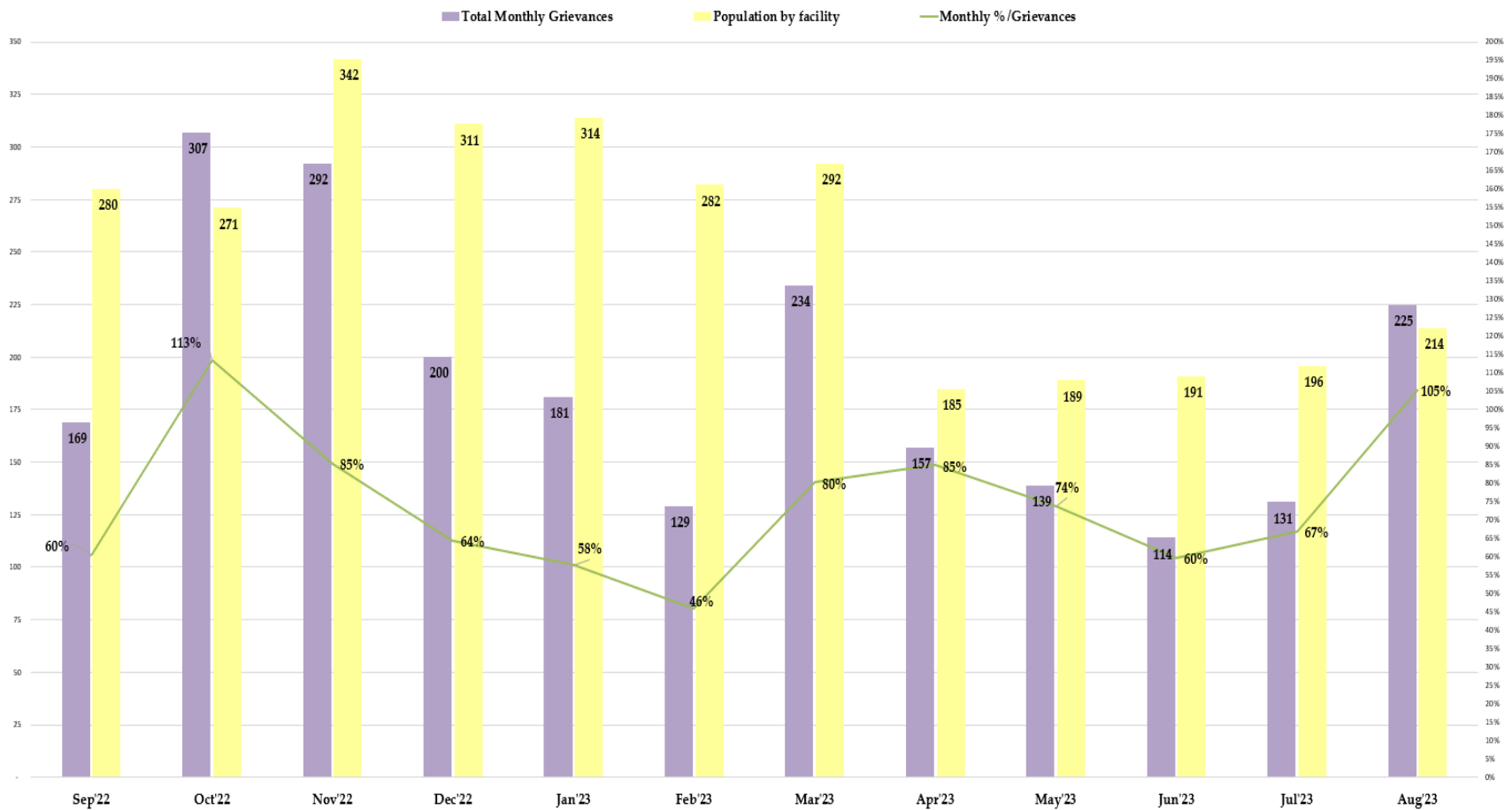
The data above compares the total grievances submitted by month for the last 12 months at the Elmwood Men’s Facility.

In August 2023, there were 341 grievances submitted by individuals at the Elmwood Men’s Facility with an average daily population of 2,053 incarcerated persons. This would equate to 0.17 grievances submitted per individual in the month of August. In actuality, only 230 incarcerated persons 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.

Grievance Dashboard – August 2023

Elmwood Women Facility Total Grievances vs. Average Daily Population Sep '22 - Aug '23

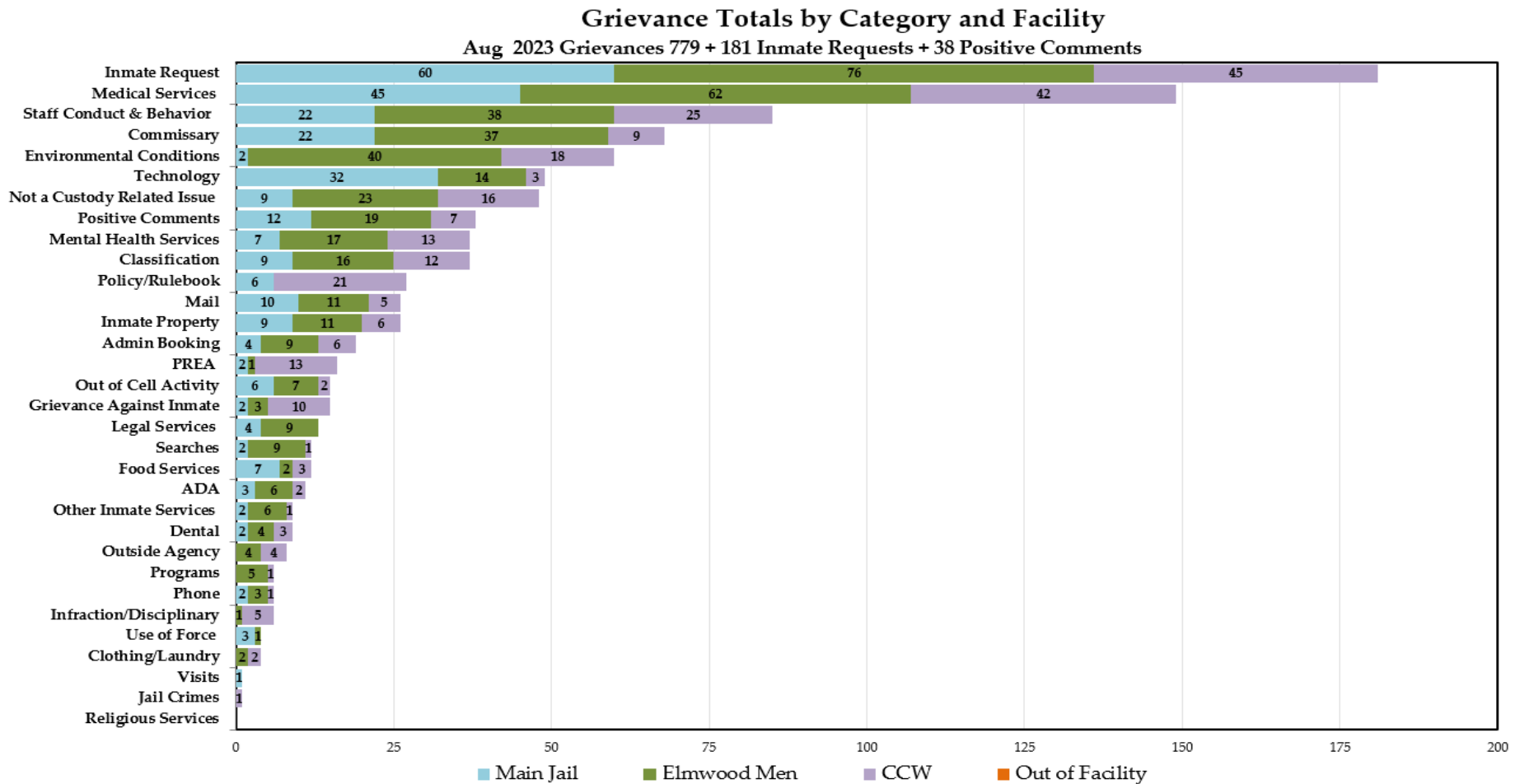


The data above compares the total grievances submitted by month for the last 12 months at the Elmwood Women’s Facility.

In August 2023, there were 225 grievances submitted by individuals at the Elmwood Women’s Facility with an average daily population of 214 incarcerated persons. This would equate to 1.05 grievances submitted per individual in the month of August. In actuality, only 88 incarcerated persons 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 Dashboard – August 2023



The above data shows all the grievances submitted for the month of August 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 53% of all submitted grievances for August. All other categories sum up the remaining balance or 47% of all grievances for the month of August. The “Religious Services” category did not receive any grievances 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.

Grievance Dashboard – August 2023

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

For the month of August, "Environmental Conditions" ranked #4 on the Most Frequently Grieved Category List, experiencing a 71% submission rate compared to July. Individually, the Elmwood Women's Complex had a pronounced 260% increase from the previous month.

The majority of the grievances from this category originated from a specific housing unit at the Elmwood Women's Facility. The incarcerated population submitted identical mass grievances, all expressing dissatisfaction with the warm temperature inside the housing unit. Upon receiving the complaints, the Grievance Unit confirmed the existence of a Service Work Order in the maintenance system. Additionally, another Service Work Order was submitted by the housing unit deputy, who confirmed that our County Facilities and Fleet's (F&F) HVAC technicians had been actively working to resolve the issue. Within 48 hours of receiving the grievances, the work order was completed and the heating issue inside the dorm was resolved for the incarcerated population.

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

Aug'23	Category Frequency Rank					Total Grievances				
	Overall	Elmwood			Out of	Overall	Elmwood			Out of
	Rank	Main Jail	Men	CCW	Facility	Count	Main Jail	Men	CCW	Facility
Inmate Request	1	1	1	1	0	181	60	76	45	0
Medical Services	2	2	2	2	0	149	45	62	42	0
Staff Conduct & Behavior	3	4	4	3	0	85	22	38	25	0
Commissary	4	4	5	10	0	68	22	37	9	0
Environmental Conditions	5	12	3	5	0	60	2	40	18	0
Technology	6	3	10	15	0	49	32	14	3	0
Not a Custody Related Issue	7	7	6	6	0	48	9	23	16	0
Positive Comments	8	5	7	11	0	38	12	19	7	0
Mental Health Services	9	8	8	7	0	37	7	17	13	0
Classification	9	7	9	8	0	37	9	16	12	0
Policy/Rulebook	10	9	0	4	0	27	6	0	21	0
Inmate Property	11	7	11	12	0	26	9	11	6	0
Mail	11	6	11	13	0	26	10	11	5	0
Admin Booking	12	10	12	12	0	19	4	9	6	0
PREA	13	12	19	7	0	16	2	1	13	0
Grievance Against Inmate	14	12	17	9	0	15	2	3	10	0
Out of Cell Activity	14	9	13	16	0	15	6	7	2	0
Legal Services	15	10	12	0	0	13	4	9	0	0
Food Services	16	8	18	15	0	12	7	2	3	0
Searches	16	12	12	17	0	12	2	9	1	0
ADA	17	11	14	16	0	11	3	6	2	0
Dental	18	12	16	15	0	9	2	4	3	0
Other Inmate Services	18	12	14	17	0	9	2	6	1	0
Outside Agency	19	0	16	14	0	8	0	4	4	0
Infraction/Disciplinary	20	0	19	13	0	6	0	1	5	0
Programs	20	0	15	17	0	6	0	5	1	0
Phone	20	12	17	17	0	6	2	3	1	0
Clothing/Laundry	21	0	18	16	0	4	0	2	2	0
Use of Force	21	11	19	0	0	4	3	1	0	0
Jail Crimes	22	0	0	17	0	1	0	0	1	0
Visits	22	13	0	0	0	1	1	0	0	0
Religious Services	0	0	0	0	0	0	0	0	0	0