



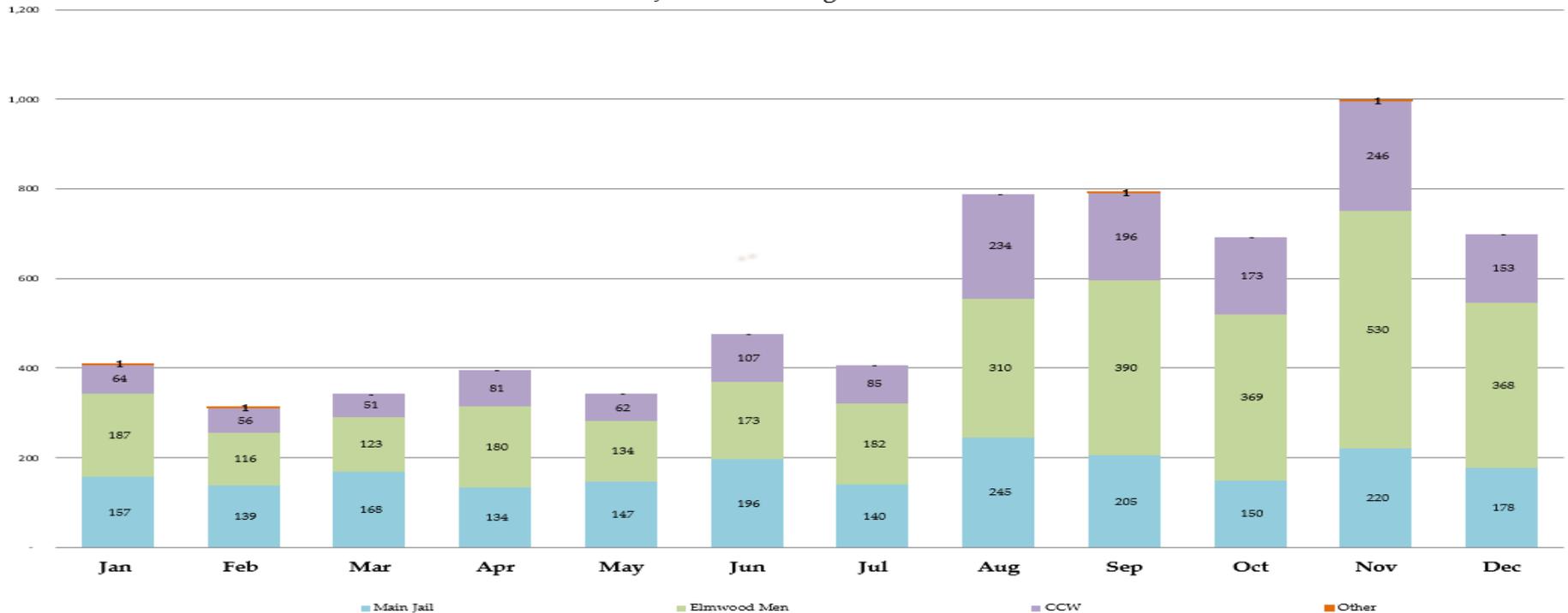
Sheriff's Office Custody Bureau  
Inmate Grievances Dashboard  
**December 2021**

# Inmate Grievances Dashboard – December 2021

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

# Inmate Grievances Dashboard – December 2021

Historical ACeS Grievance Volume  
Jan 2021 through Dec 2021



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.

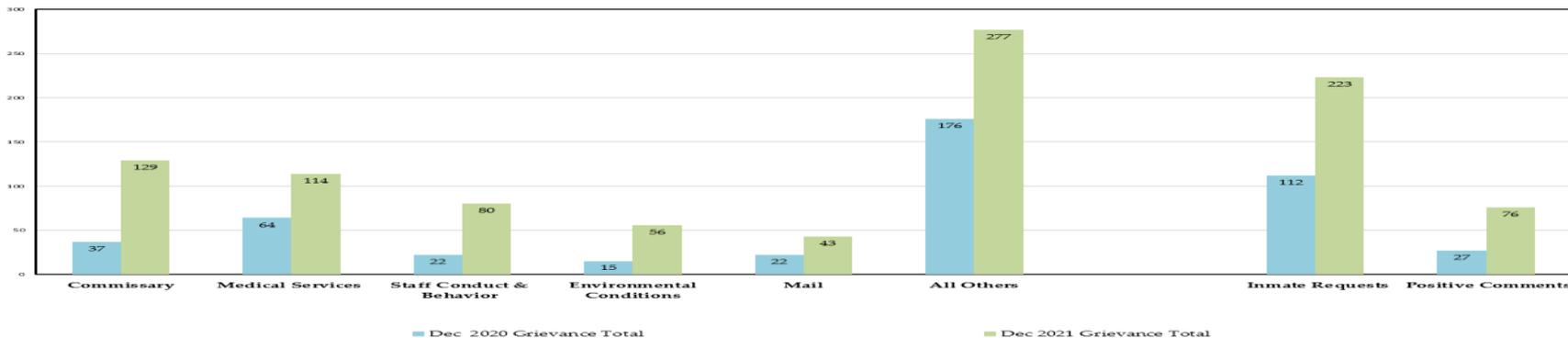
For the month of December, the Sheriff’s Office experienced a 30% decrease in grievance submissions or 298 less grievances than the previous month. Individually, the Main Jail facility increased by 19.1%, Elmwood Men’s facility by 30.6%, and Elmwood Women’s facility by 37.8%.

Deployment of inmate tablets began on May 28, 2021, starting with two housing units on the 8<sup>th</sup> Floor of the Main Jail. The average monthly grievance rate for the first six months of 2021 was 379.5 grievance submissions from January to June. Once tablets were fully deployed, the average monthly submission rate more than doubled with 792.3 grievance submissions from July to December. Approximately 80% of all grievance submissions for the back half of Calendar Year 2021 were submitted electronically via inmate tablets.

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 – December 2021

Top Five Most Frequent Grievance Categories  
Dec 2020 vs. Dec 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 December were “Commissary” at #1, and “Medical Services” at #2.

Although the “Commissary” category experienced a significant 51.1% decrease, or 135 fewer grievances last month, it was still the #1 Most Frequently Grieved Category for December. Due to the nationwide supply chain shortages, regular and/or popular commissary items for inmates have been temporarily out of stock with no estimated restocking timeline. It has been common practice for our vendor to substitute similar products from suppliers, but inmates are displeased with the temporary measures put in place. The Sheriff’s Office is constantly collaborating with our vendor to add new products, packages, and incentive packs for the inmates during these trying times.

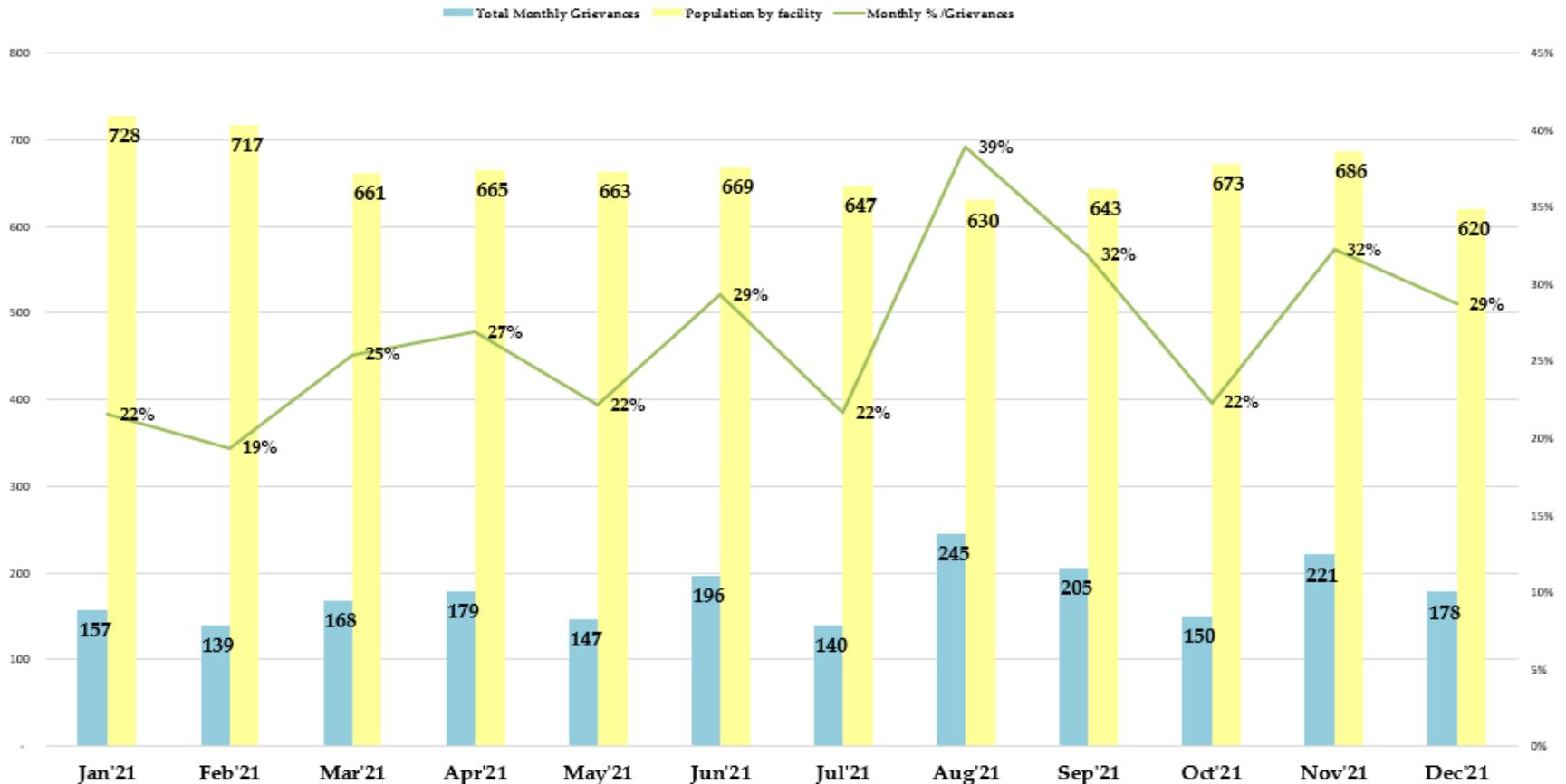
Compared to the previous month, the number of COVID-19 positive cases (C19+) for inmates reduced from 159 C19+ cases on November 16, 2021, to 1 C19+ case recorded on December 25, 2021. The lowered C19+ cases in the month of December attributed to a 16% decrease or 22 fewer grievances when compared to November. Lesser C19+ cases resulted in fewer medical interventions, quarantine protocols, and self isolations as required by Custody Health to help reduce the spread of infections.

The “Staff Conduct and Behavior” category witnessed a 20% decrease or 20 fewer grievances than the previous month, but remained the #3 Most Frequently Grieved Category for December. An audit was performed for all grievances in this category and revealed that they were all different in nature against various badge and civilian staff working in the facilities. Out of the 80 total grievances in this category, 34% of the grievances were unfounded allegations after thorough investigations were performed by the facilities’ administration, 10% of the grievances were resolved where the supervisors reached a resolution with the grievant, 10% of the grievances were investigated and corrective action was administered by supervisors, 1% of the grievances were forwarded to Internal Affairs for further review and action and the remaining 45% of the grievances were still pending investigations.

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

# Inmate Grievances Dashboard – December 2021

Main Jail Total Grievances vs. Average Daily Population January '21 - December '21



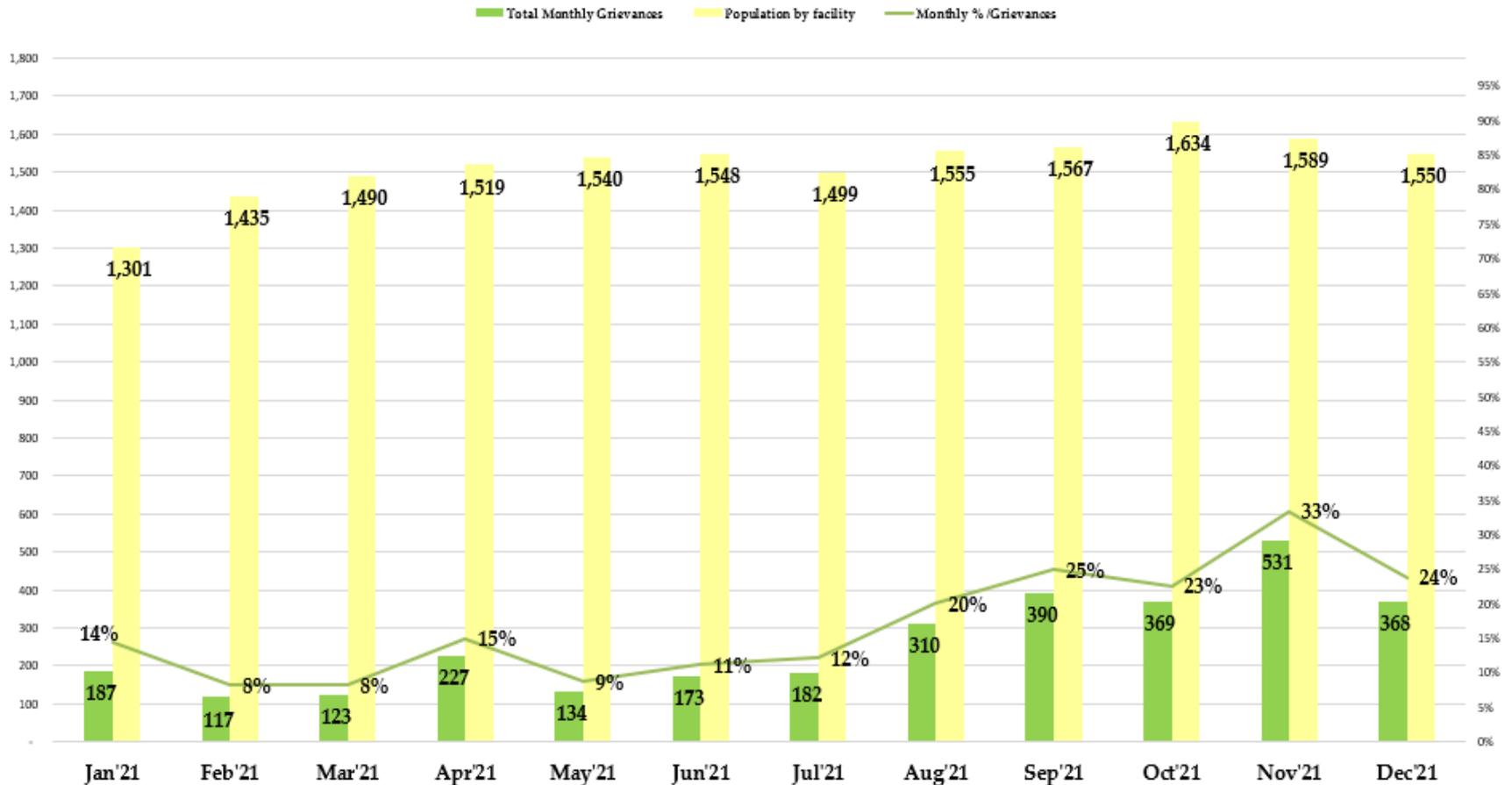
The data above compares the total inmate grievances submitted by month for the last 12 months at the Main Jail Facility.

In December 2021, there were 178 grievances submitted by Main Jail inmates with an average daily population of 620 inmates. This would equate to 0.29 grievances submitted per inmate in the month of December. In actuality, only 127 inmates from Main Jail submitted grievances in the month of December.

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

# Inmate Grievances Dashboard – December 2021

Elmwood Men Total Grievances vs. Average Daily Population January '21 - December '21



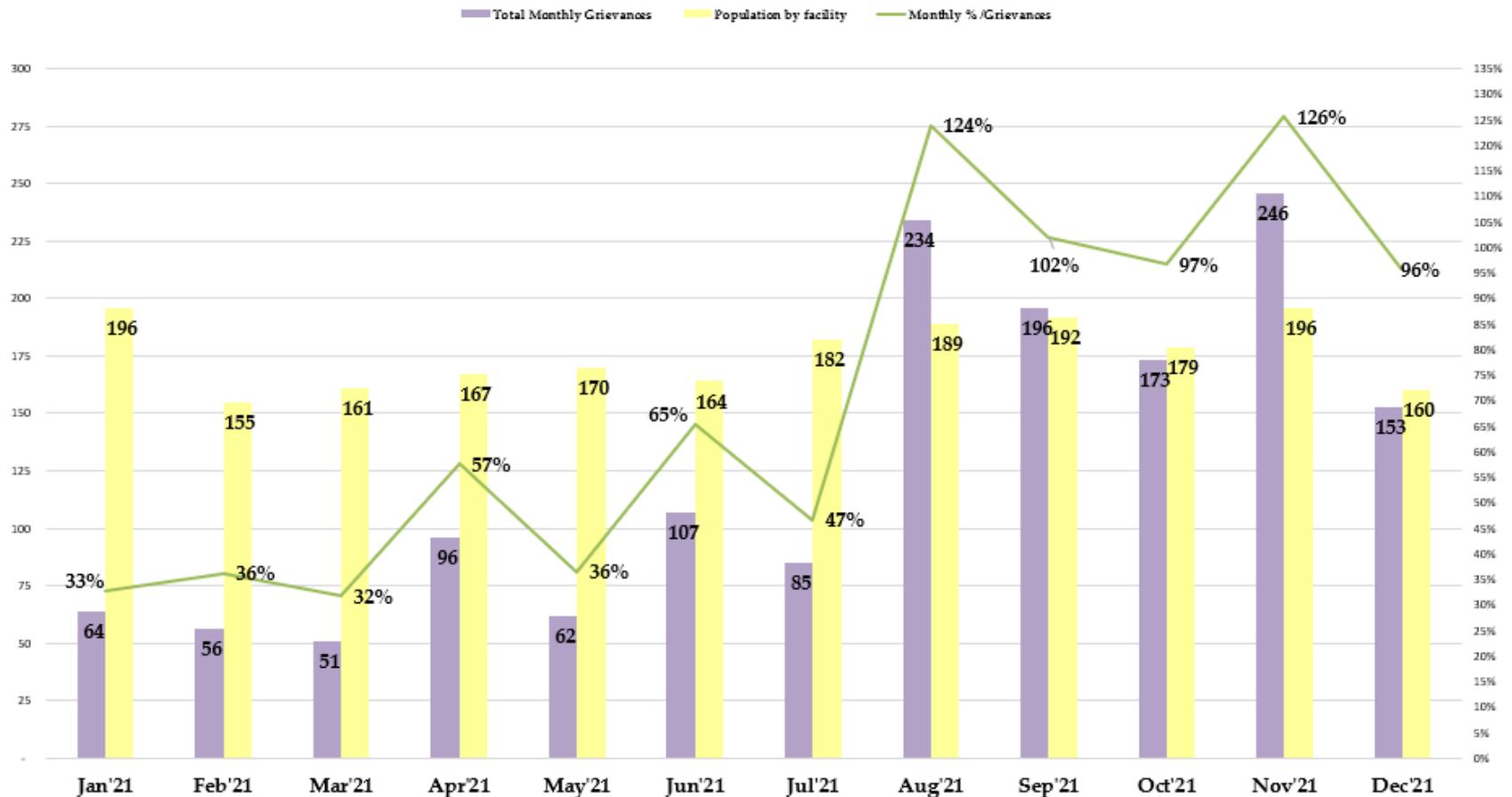
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Men Facility.

In December 2021, there were 368 grievances submitted by the Elmwood Men inmates with an average daily population of 1,550 inmates. This would equate to 0.24 grievances submitted per inmate in the month of December. In actuality, only 255 inmates from Elmwood Men's submitted grievances for the month of December.

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

# Inmate Grievances Dashboard – December 2021

Elmwood Women Facility Total Grievances vs. Average Daily Population January '21 - December '21



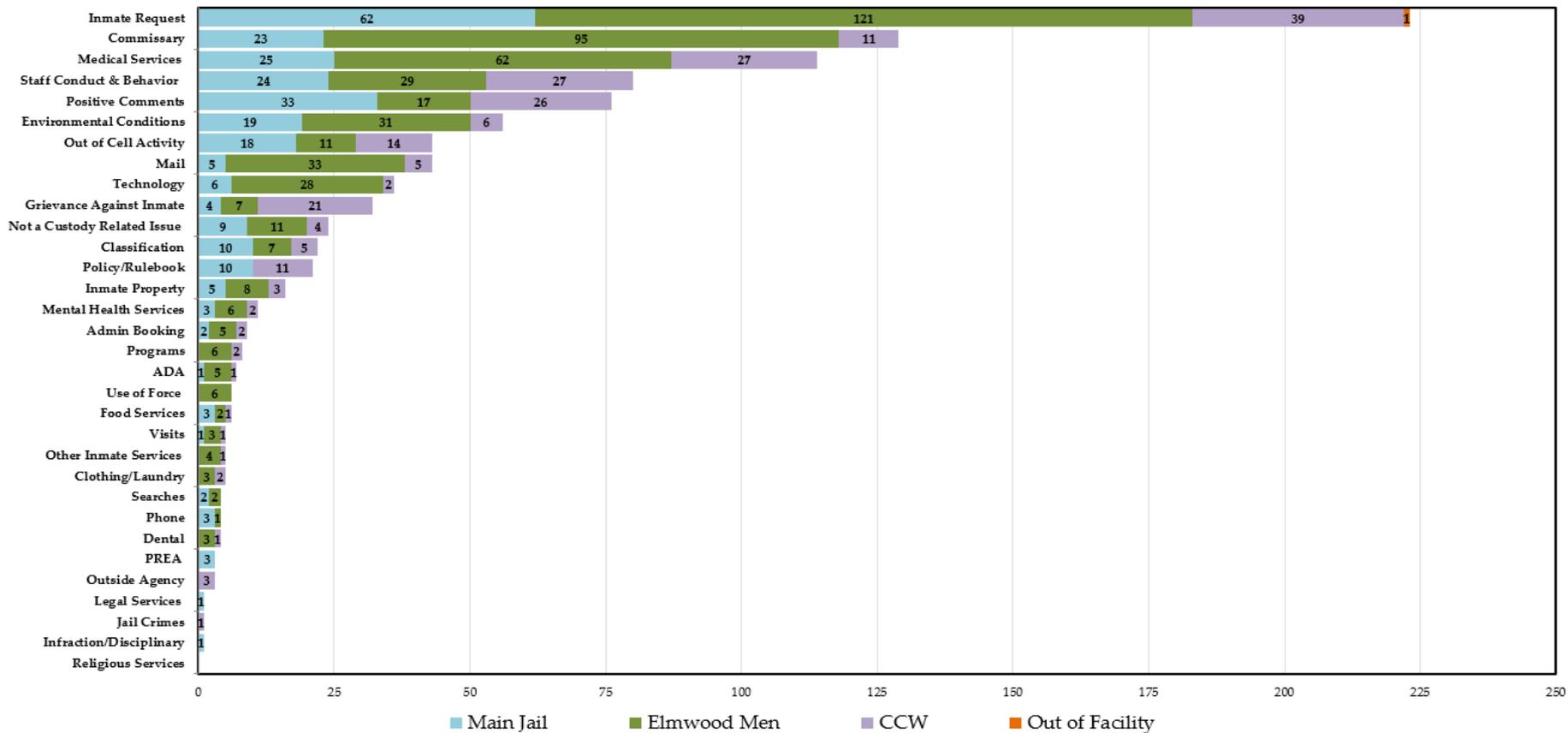
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Women Facility.

In December 2021, there were 153 grievances submitted by the Elmwood Women inmates with an average daily population of 160 inmates. This would equate to 0.96 grievances submitted per inmate in the month of December. In actuality, only 66 inmates from Elmwood Women's submitted grievances for the month of December.

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

# Inmate Grievances Dashboard – December 2021

**Grievance Totals by Category and Facility**  
 Dec 2021 Grievances 699 + 223 Inmate Requests + 76 Positive Comments



The above data shows all the inmate grievances submitted for the month of December 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 60% of all submitted grievances for December 2021. All other categories sum up the remaining balance or 40% of all grievances for the month of December. The “Religious Services” 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 – December 2021

The chart below ranks the frequency of inmate grievances submitted by category for December 2021. 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 December.

Last month, the “Mail” category ranked #12 in Category Frequency, but increased by 169% or 27 more grievances in December. The majority of grievances in this category were complaints submitted around the holidays. With staffing shortages, inmates were concerned about their outgoing mail being processed efficiently and in a timely manner with Christmas and New Year in mind.

Custody supervisors recognized the staffing issue and quickly took action to resolve the grievance complaints. Traditionally, an inmate worker responsible for picking up mail would be escorted by a deputy to each housing unit for daily mail collection. This practice was suspended due to a combination of low staffing and multiple COVID-19 outbreaks throughout the jails. In the interim, deputies assigned to each housing unit are responsible for collecting inmate mail daily and then personally delivering it to a central location for our Custody Support Assistants to process and transport to the United States Postal Service.

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

December '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
Inmate Request	1	1	1	1	1	223	62	121	39	1
Commissary	2	5	2	6	0	129	23	95	11	0
Medical Services	3	3	3	2	0	114	25	62	27	0
Staff Conduct & Behavior	4	4	6	2	0	80	24	29	27	0
Positive Comments	5	2	8	3	0	76	33	17	26	0
Environmental Conditions	6	6	5	7	0	56	19	31	6	0
Out of Cell Activity	7	7	9	5	0	43	18	11	14	0
Mail	7	11	4	8	0	43	5	33	5	0
Technology	8	10	7	11	0	36	6	28	2	0
Grievance Against Inmate	9	12	11	4	0	32	4	7	21	0
Not a Custody Related Issue	10	9	9	9	0	24	9	11	4	0
Classification	11	8	11	8	0	22	10	7	5	0
Policy/Rulebook	12	8	0	6	0	21	10	0	11	0
Inmate Property	13	11	10	10	0	16	5	8	3	0
Mental Health Services	14	13	12	11	0	11	3	6	2	0
Admin Booking	15	14	13	11	0	9	2	5	2	0
Programs	16	0	12	11	0	8	0	6	2	0
ADA	17	15	13	12	0	7	1	5	1	0
Food Services	18	13	16	12	0	6	3	2	1	0
Use of Force	18	0	12	0	0	6	0	6	0	0
Clothing/Laundry	19	0	15	11	0	5	0	3	2	0
Other Inmate Services	19	0	14	12	0	5	0	4	1	0
Visits	19	15	15	12	0	5	1	3	1	0
Dental	20	0	15	12	0	4	0	3	1	0
Searches	20	14	16	0	0	4	2	2	0	0
Phone	20	13	17	0	0	4	3	1	0	0
Outside Agency	21	0	0	10	0	3	0	0	3	0
PREA	21	13	0	0	0	3	3	0	0	0
Jail Crimes	22	0	0	12	0	1	0	0	1	0
Infraction/Disciplinary	22	15	0	0	0	1	1	0	0	0
Legal Services	22	15	0	0	0	1	1	0	0	0
Religious Services	0	0	0	0	0	0	0	0	0	0