

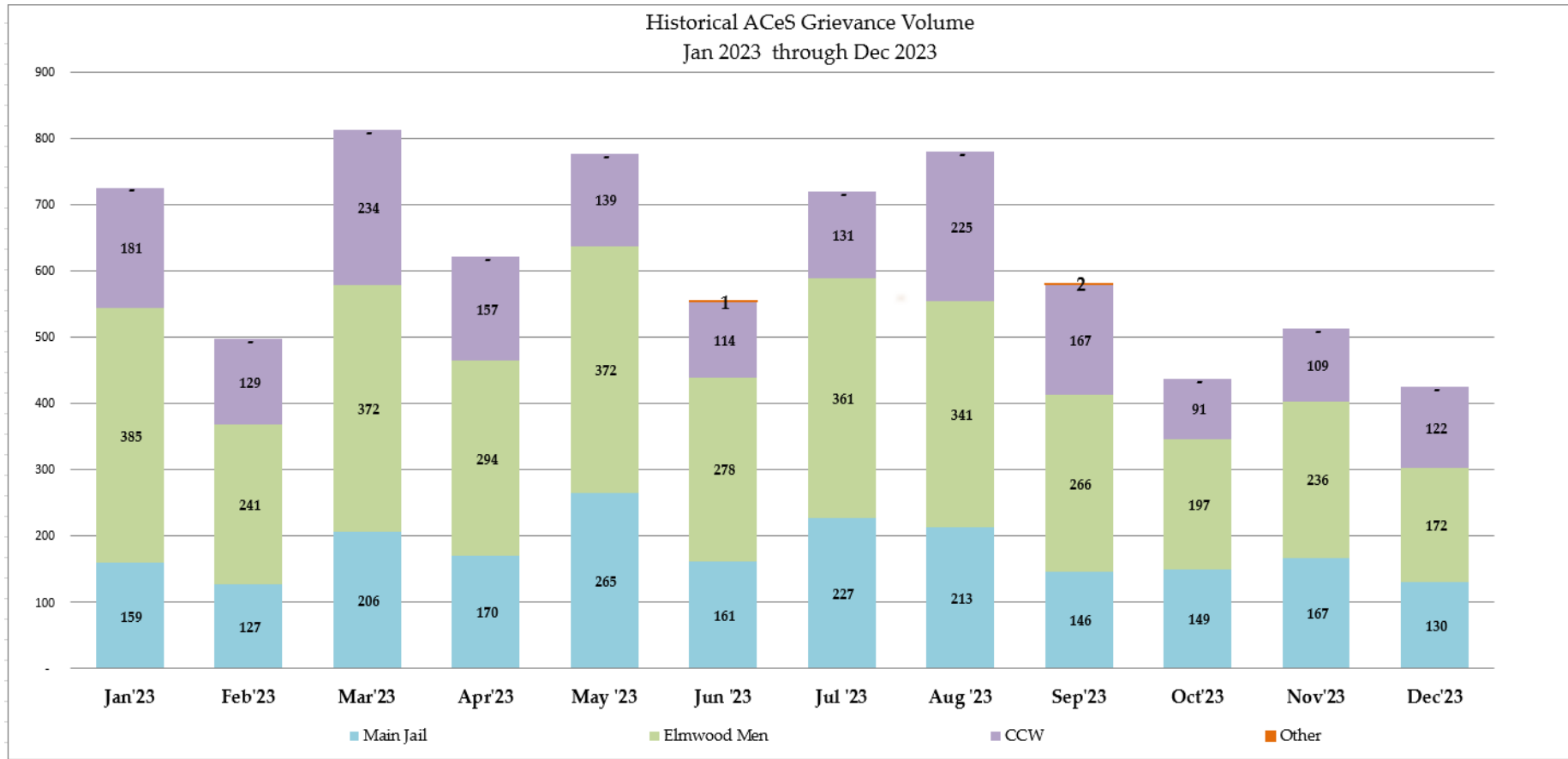


Sheriff's Office Custody Bureau
Grievance Dashboard
December 2023

Grievance Dashboard – December 2023

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

Grievance Dashboard – December 2023



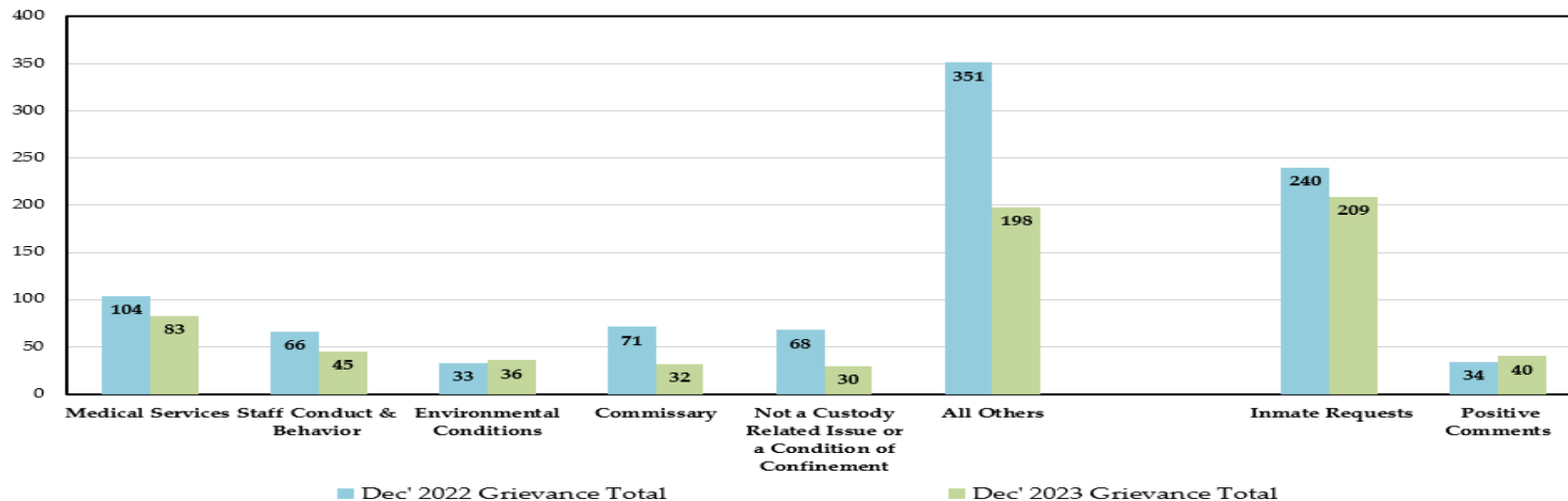
The data above compares the volume of monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s Facility and Elmwood Women’s Facility (CCW), and by “Other - Out of Facility” areas. This refers to areas such as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

For the month of December , the Sheriff’s Office experienced a **17% decrease** in grievance submissions, which is **88 fewer grievances** than the previous month. Individually, the Elmwood Men’s Facility decreased their submission rate by **27%**, the Main Jail facility by **22%**, and the Elmwood Women’s Facility with an **increase of 11%**.

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 – December 2023

Top Five Most Frequent Grievance Categories
Dec 2022 vs. Dec 2033



The data above compares the Top Five Most Frequent Grievance Categories for the current month with the same month from a year ago.

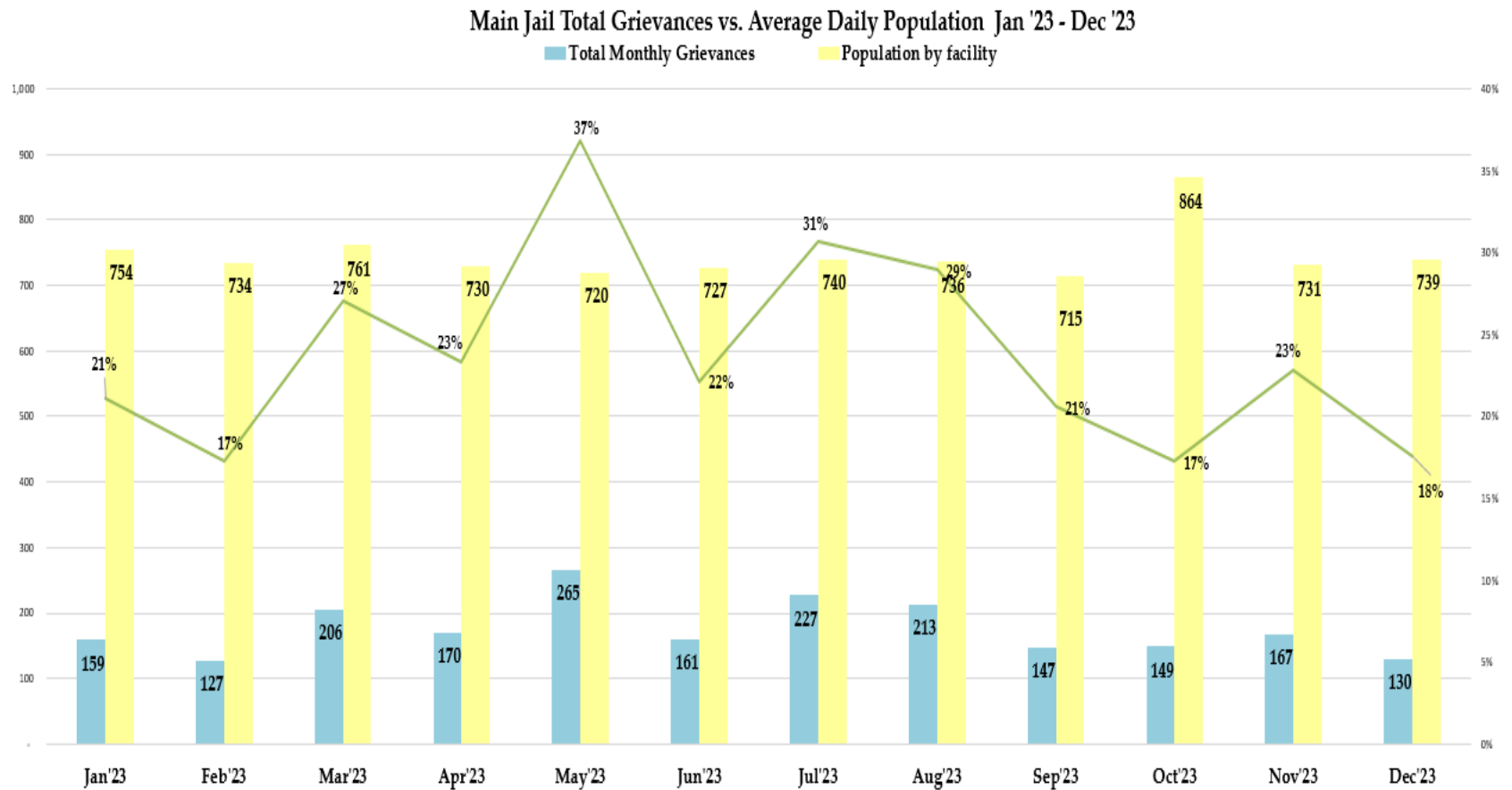
In December, the most frequently grieved category was “Medical Services.” Supervisor Ellenberg requested that the Sheriff’s Office and Custody Health Services jointly report on “Medical Services” grievances quarterly to the Public Safety and Justice Committee. The next quarterly report is scheduled for January 16, 2024.

Compared to the previous month, the “Staff Conduct” category **reduced** its submission rate by 40% but remained the 2nd Most Frequently Grieved Category for the second consecutive month.

The “Commissary” category experienced a **54%** decrease compared to December of the previous year. In terms of grievances, this category saw an 18% increase in November, placing it as the 4th most frequently grieved category for December. Complaints within this category encompass various concerns such as missing items, delayed reimbursements, and dissatisfaction with the range of products offered on the commissary menu. To address these issues, the Sheriff’s Office has collaborated with the vendor to expedite credits/refunds for missing items within a 7-10 day window after delivery. Furthermore, a seasonal iCare package and an additional iCare hygiene bag have been added to the offerings, which were made available on December 20, 2023, on the iCare menu.

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

Grievance Dashboard – December 2023

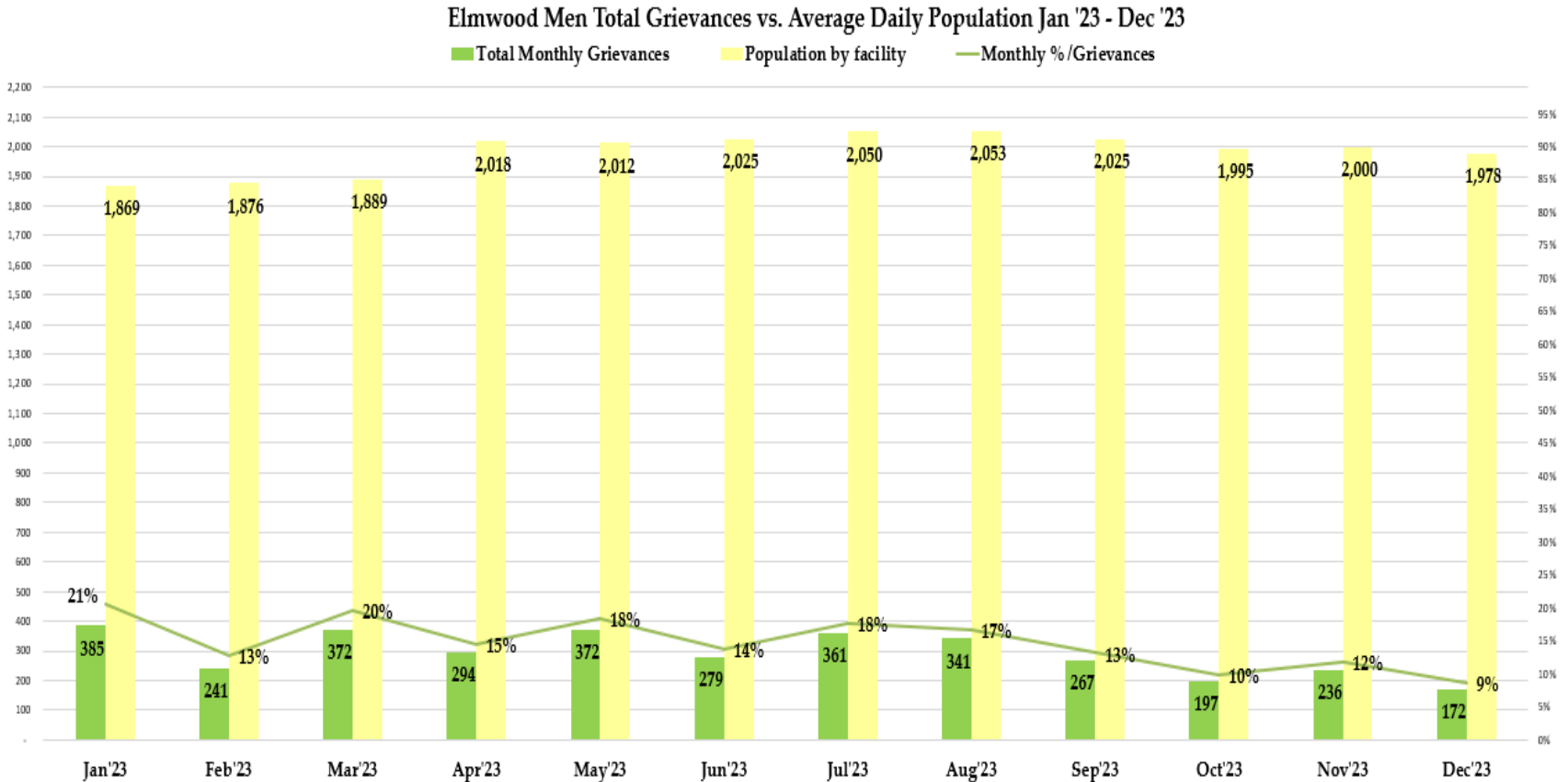


The data above compares the total grievances submitted by month for the last 12 months at the Main Jail Facility.

In December 2023, 130 grievances were submitted by individuals at the Main Jail, with an average daily population of 739 incarcerated persons. This would equate to 0.18 grievances submitted per individual in the month of December. However, in actuality, only 80 incarcerated persons 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.

Grievance Dashboard –December 2023

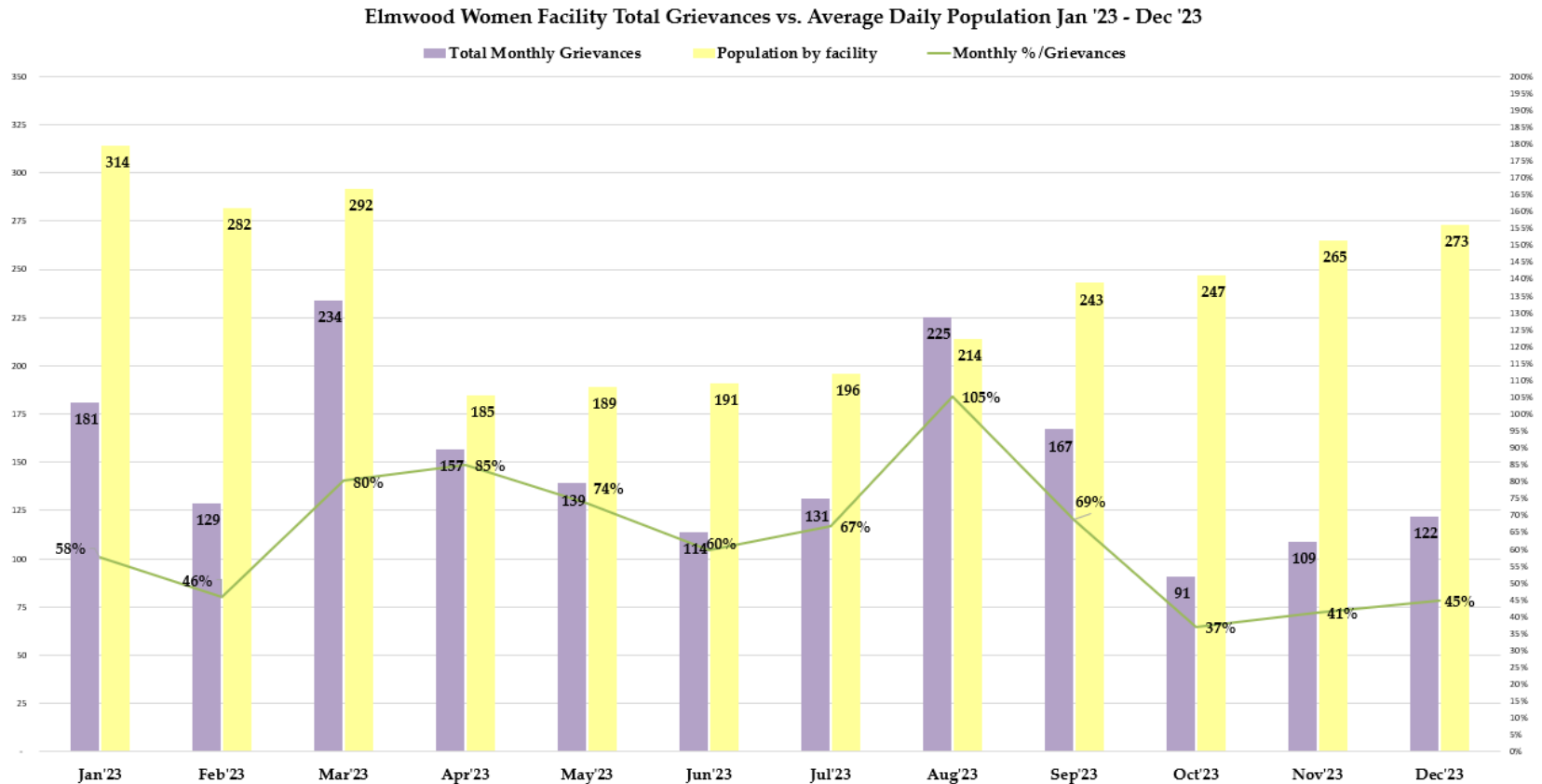


The data presented above compares the total number of grievances submitted by month for the last 12 months at the Elmwood Men’s Facility.

According to the data, in December 2023, 172 grievances were submitted by individuals at the Elmwood Men’s Facility, with an average daily population of 1,978 incarcerated persons. This would equate to 0.09 grievances submitted per individual in the month of December. However, in actuality, only 117 incarcerated persons from Elmwood Men’s 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.

Grievance Dashboard – December 2023



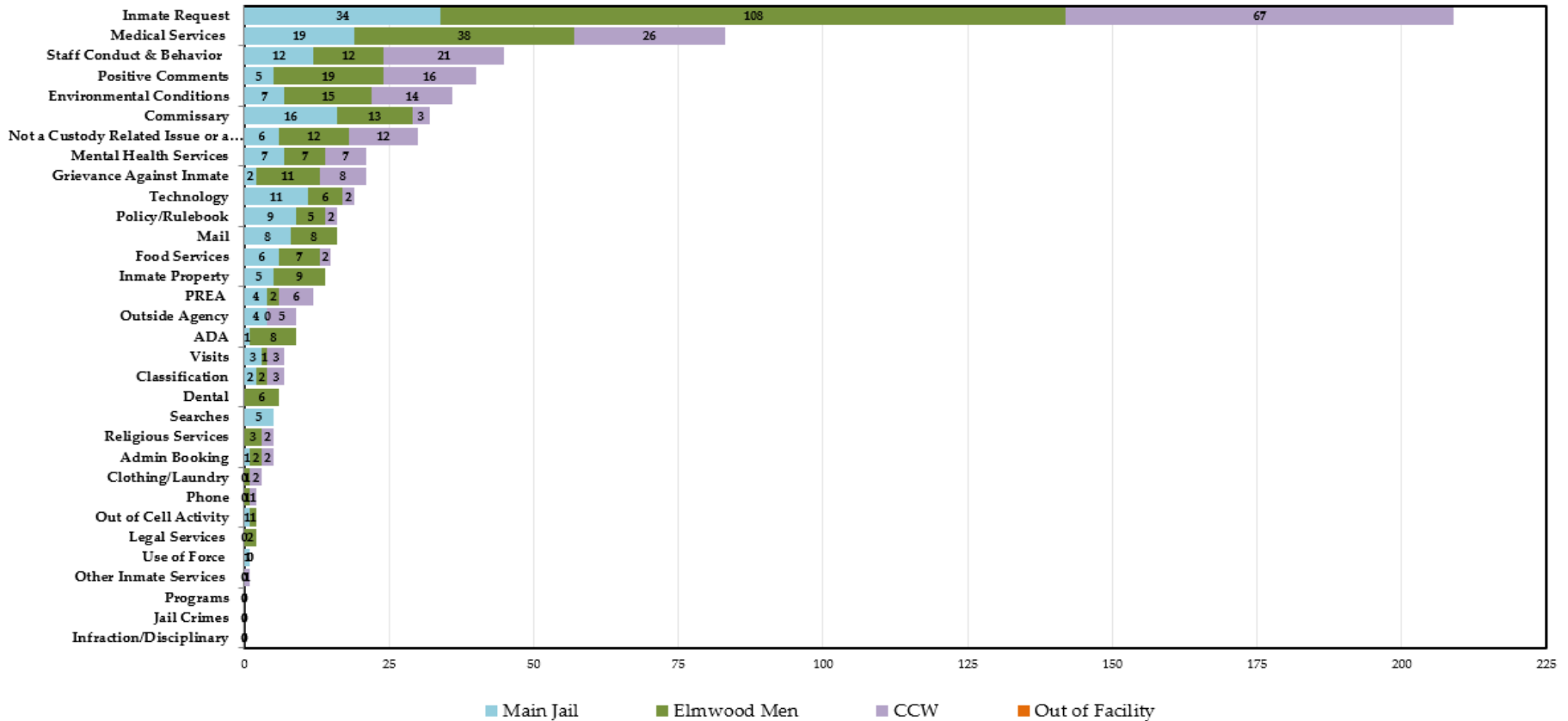
The data presented above compares the total number of grievances submitted by month for the last 12 months at the Elmwood Women’s Facility.

According to the data, in December 2023, 122 grievances were submitted by individuals at the Elmwood Women’s Facility, with an average daily population of 273 incarcerated persons. This would equate to 0.45 grievances submitted per individual in the month of December. However, in actuality, only 62 incarcerated persons from Elmwood Women’s 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.

Grievance Dashboard – December 2023

Grievance Totals by Category and Facility
 Dec 2023 Grievances 424 + 209 Inmate Requests + 40 Positive Comments



The data above presents a summary of all the grievances submitted for the month of December, categorized by grievance type. The chart also provides a breakdown of the number of grievances by location, including Main Jail North, Elmwood Men’s, Elmwood Women’s (CCW), and out-of-facility locations such as Courts.

Based on the data, it has been observed that the Top 5 Most Frequent Grievance Categories accounted for 55% of all grievances submitted in December. The remaining 45% of grievances were attributed to various other categories. It is worth noting that there were no grievances reported in the "Jail Crimes" category during the month of December.

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

Grievance Dashboard – December 2023

The chart below provides an overview of the grievances submitted by category for December 2023. This data is valuable for the Office of the Sheriff as it helps identify specific issues raised by the incarcerated population. It is worth noting that there were several ties in the frequency ranking system, where multiple categories reported the same number of grievances.

The "Environmental Conditions" category maintained its position as the #3 most frequently grieved category in December, although there was a 45% decrease in grievances compared to November.

A significant number of grievances in this category originated from a specific housing unit at the Elmwood Women's Facility, all expressing dissatisfaction with the plumbing. The Grievance Unit confirmed the generation of a Service Work Order in the Maintenance System, and the County Facilities and Fleet department technicians actively resolved the plumbing issue in the dorm, completing the work order.

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

Dec'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	209	34	108	67	0		
Medical Services	2	2	2	2	0	83	19	38	26	0		
Staff Conduct & Behavior	3	4	6	3	0	45	12	12	21	0		
Positive Comments	4	10	3	4	0	40	5	19	16	0		
Environmental Conditions	5	8	4	5	0	36	7	15	14	0		
Commissary	6	3	5	11	0	32	16	13	3	0		
Not a Custody Related Issue	7	9	6	6	0	30	6	12	12	0		
Grievance Against Inmate	8	13	7	7	0	21	2	11	8	0		
Mental Health Services	8	8	10	8	0	21	7	7	7	0		
Technology	9	5	11	13	0	19	11	6	2	0		
Policy/Rulebook	10	6	12	13	0	16	9	5	2	0		
Mail	10	7	9	0	0	16	8	8	0	0		
Food Services	11	9	10	13	0	15	6	7	2	0		
Inmate Property	12	10	8	0	0	14	5	9	0	0		
PREA	13	11	14	9	0	12	4	2	6	0		
Outside Agency	14	11	15	10	0	9	4	0	5	0		
ADA	14	14	9	0	0	9	1	8	0	0		
Classification	15	13	14	12	0	7	2	2	3	0		
Visits	15	12	15	12	0	7	3	1	3	0		
Dental	16	0	11	0	0	6	0	6	0	0		
Religious Services	17	0	13	13	0	5	0	3	2	0		
Admin Booking	17	14	14	13	0	5	1	2	2	0		
Searches	17	10	0	0	0	5	5	0	0	0		
Clothing/Laundry	18	0	15	13	0	3	0	1	2	0		
Phone	19	0	15	14	0	2	0	1	1	0		
Legal Services	19	0	14	0	0	2	0	2	0	0		
Out of Cell Activity	19	14	15	0	0	2	1	1	0	0		
Other Inmate Services	20	0	0	14	0	1	0	0	1	0		
Use of Force	20	14	0	0	0	1	1	0	0	0		
Infraction/Disciplinary	0	0	0	0	0	0	0	0	0	0		
Jail Crimes	0	0	0	0	0	0	0	0	0	0		
Programs	0	0	0	0	0	0	0	0	0	0		
						673	169	299	205	0		