



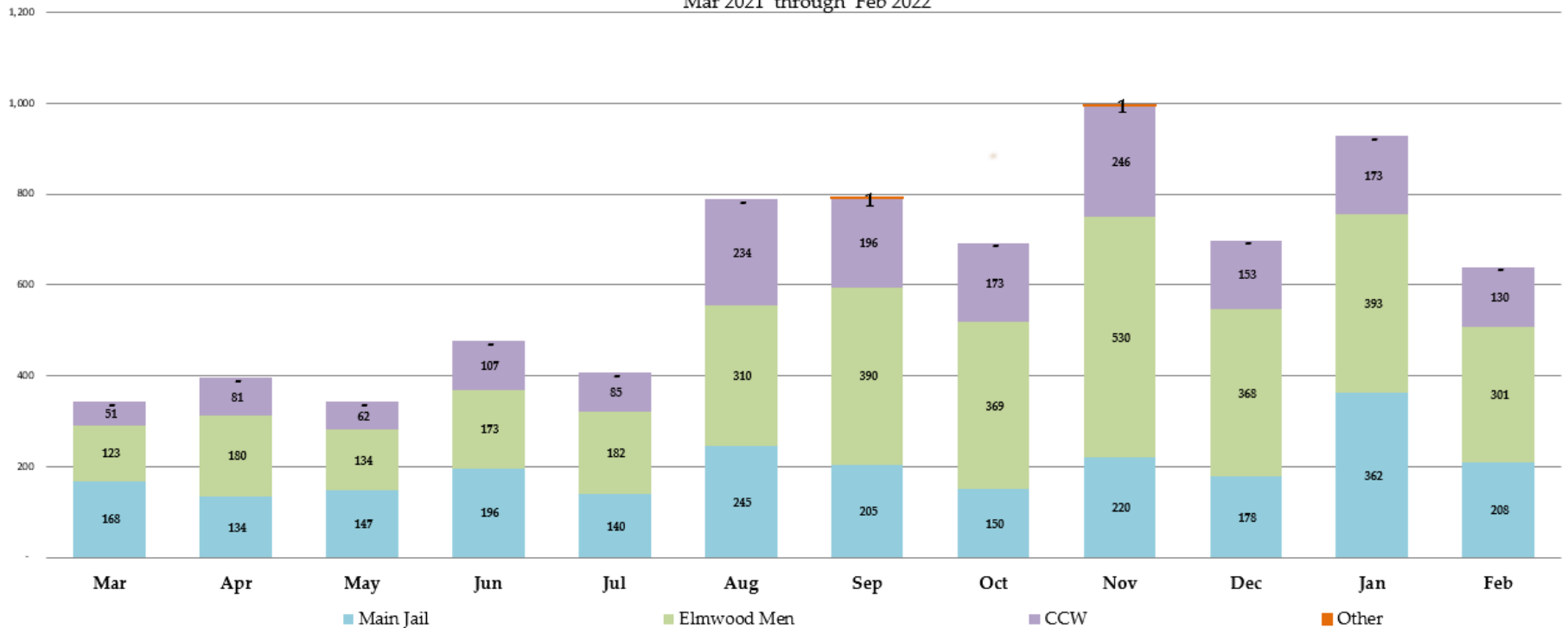
Sheriff's Office Custody Bureau  
Inmate Grievances Dashboard  
**February 2022**

# Inmate Grievances Dashboard – February 2022

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

# Inmate Grievances Dashboard – February 2022

Historical ACeS Grievance Volume  
Mar 2021 through Feb 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.

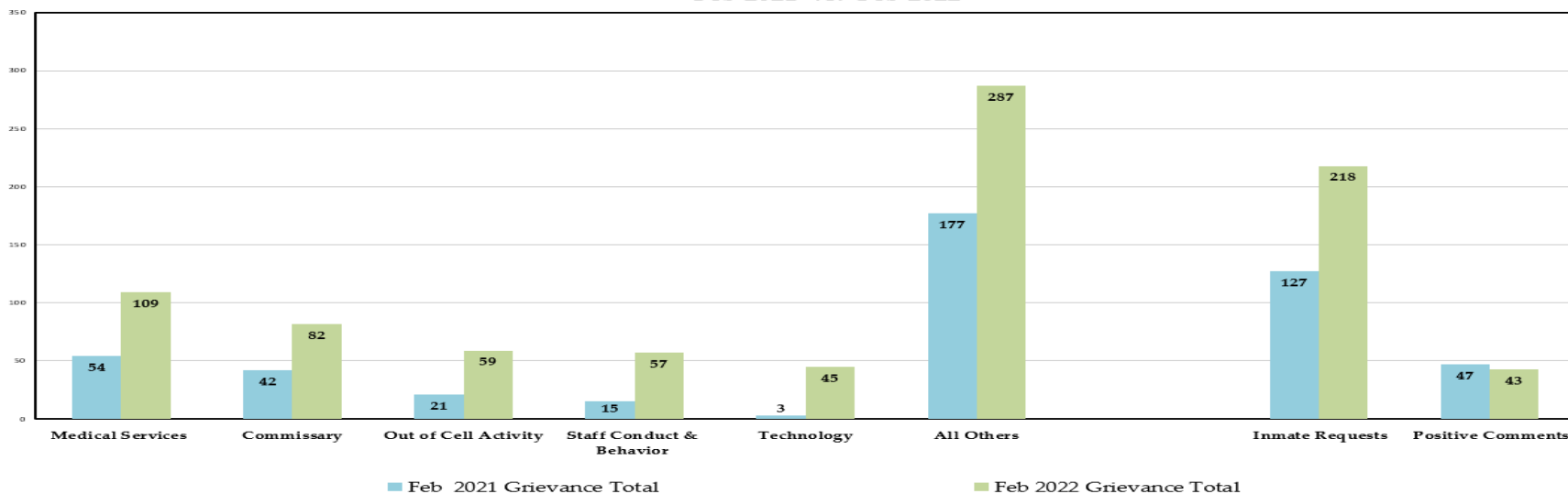
For the month of February, the Sheriff’s Office experienced a 31.1% increase in grievance submissions or 289 more grievances than the previous month. Individually, the Elmwood Men’s facility decreased by 23.4%, Elmwood Women’s facility by 24.9% and the Main Jail facility by 42.5%.

January 16, 2022, marked the peak of the COVID-19 Omicron surge in our jail facilities with 285 inmates positive for COVID-19. The increase in grievances from December to January were due to necessary operational changes to limit the spread of the virus from spreading throughout the inmate population. The operational changes were proven to be effective as the C19+ cases decreased by 85.3% and only 42 inmates were positive for COVID 19 on February 28, 2022.

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 – February 2022

**Top Five Most Frequent Grievance Categories  
Feb 2021 vs. Feb 2022**



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 Grievated Categories for the month of February were “Medical Services at #1, and “Commissary” at #2.

Although by the end of the month, C19+ cases were reduced to 42 positive inmates, there were 153 C19+ positive cases at the beginning of the month on February 7, 2022. As cases gradually decreased throughout the month, restrictions inside and outside the jail facilities slowly returned to normal.

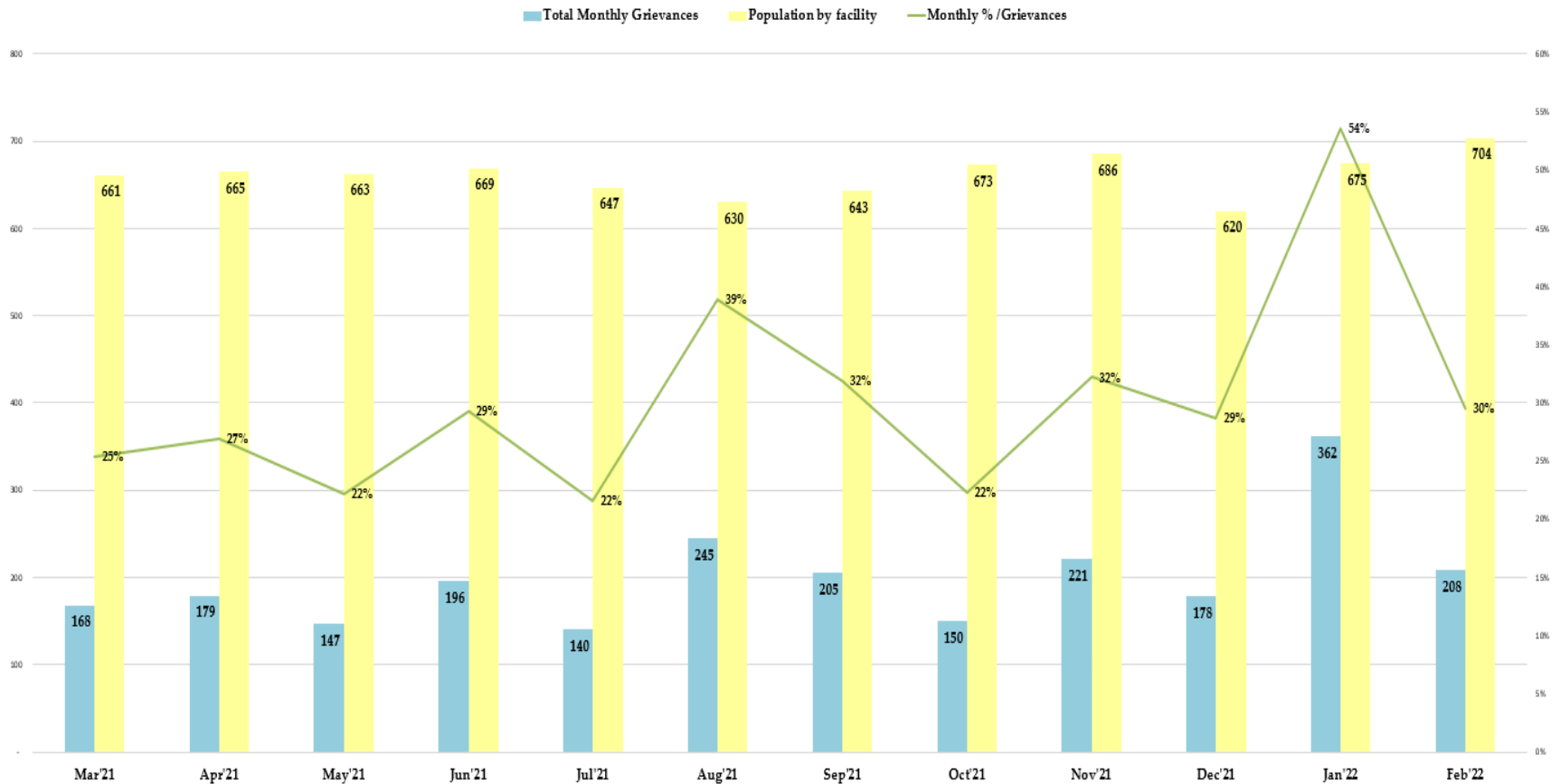
During the Omicron surge, inmates that were either exposed or positive for COVID were placed in High Exposure Units or COVID Positive Housing Units during their isolation or quarantine phase. As C19+ cases subsided during the month of February, the Classification Unit transferred all eligible inmates back to their previous housing units. “Classification” was the 4<sup>th</sup> Most Frequently Grievated Category last month and reduced their grievance count by 60%, from 84 to 34 grievances.

In January, “Visits” was the 3<sup>rd</sup> Most Frequently Grievated Category due to the temporary suspension of inmate social visits. Once deemed safe by Custody and Public Health, inmate social visits were reinstated on February 8, 2022. There were 4 total grievances for “Visits” in February as opposed to 89 submissions in January resulting in a 96% reduction.

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

# Inmate Grievances Dashboard – February 2022

Main Jail Total Grievances vs. Average Daily Population March '21 - February '22



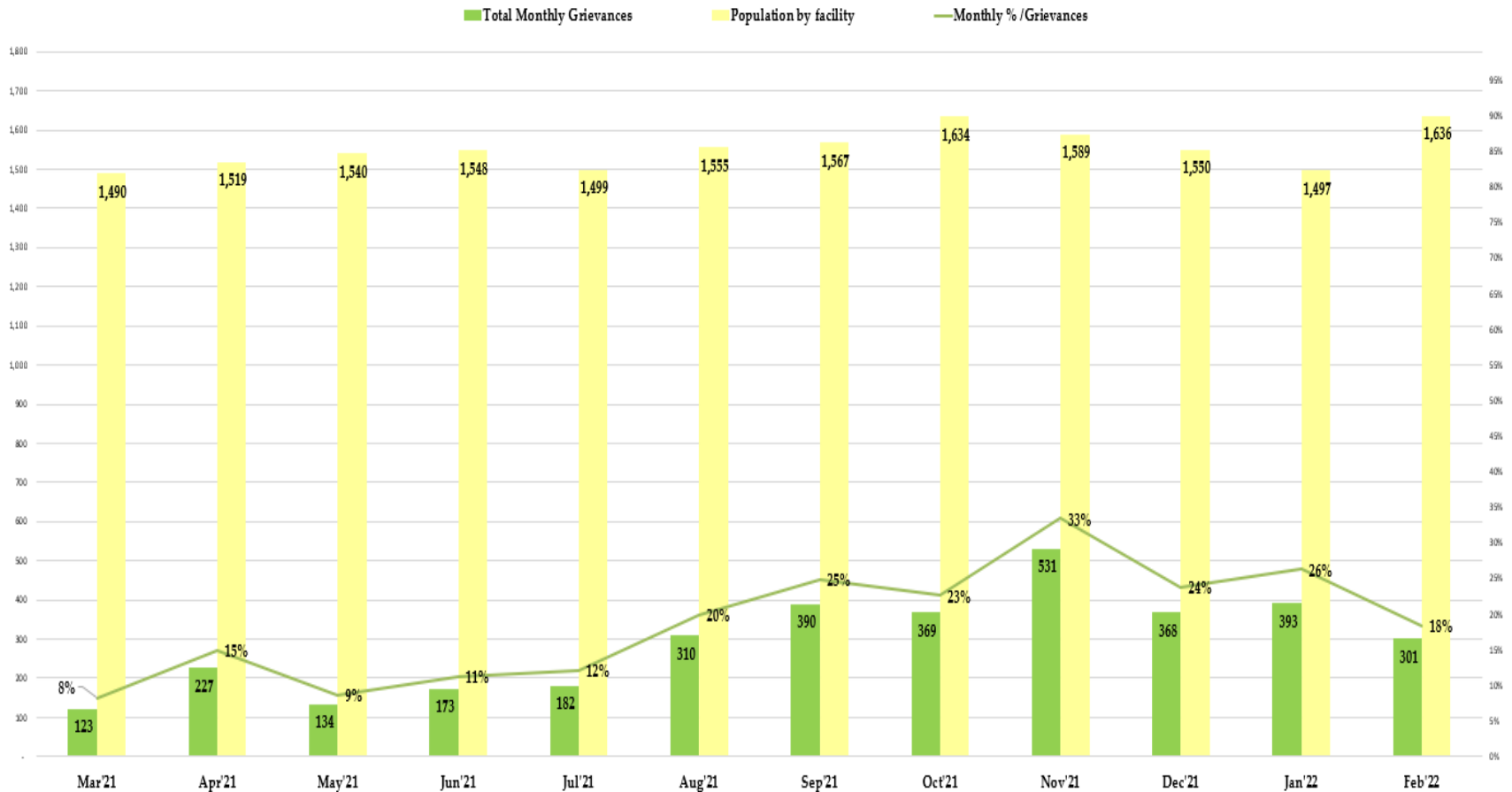
The data above compares the total inmate grievances submitted by month for the last 12 months at the Main Jail Facility.

In February 2022, there were 208 grievances submitted by Main Jail inmates with an average daily population of 704 inmates. This would equate to 0.30 grievances submitted per inmate in the month of February. In actuality, only 162 inmates from Main Jail submitted grievances in the month of February.

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

# Inmate Grievances Dashboard – February 2022

Elmwood Men Total Grievances vs. Average Daily Population March '21 - February '22



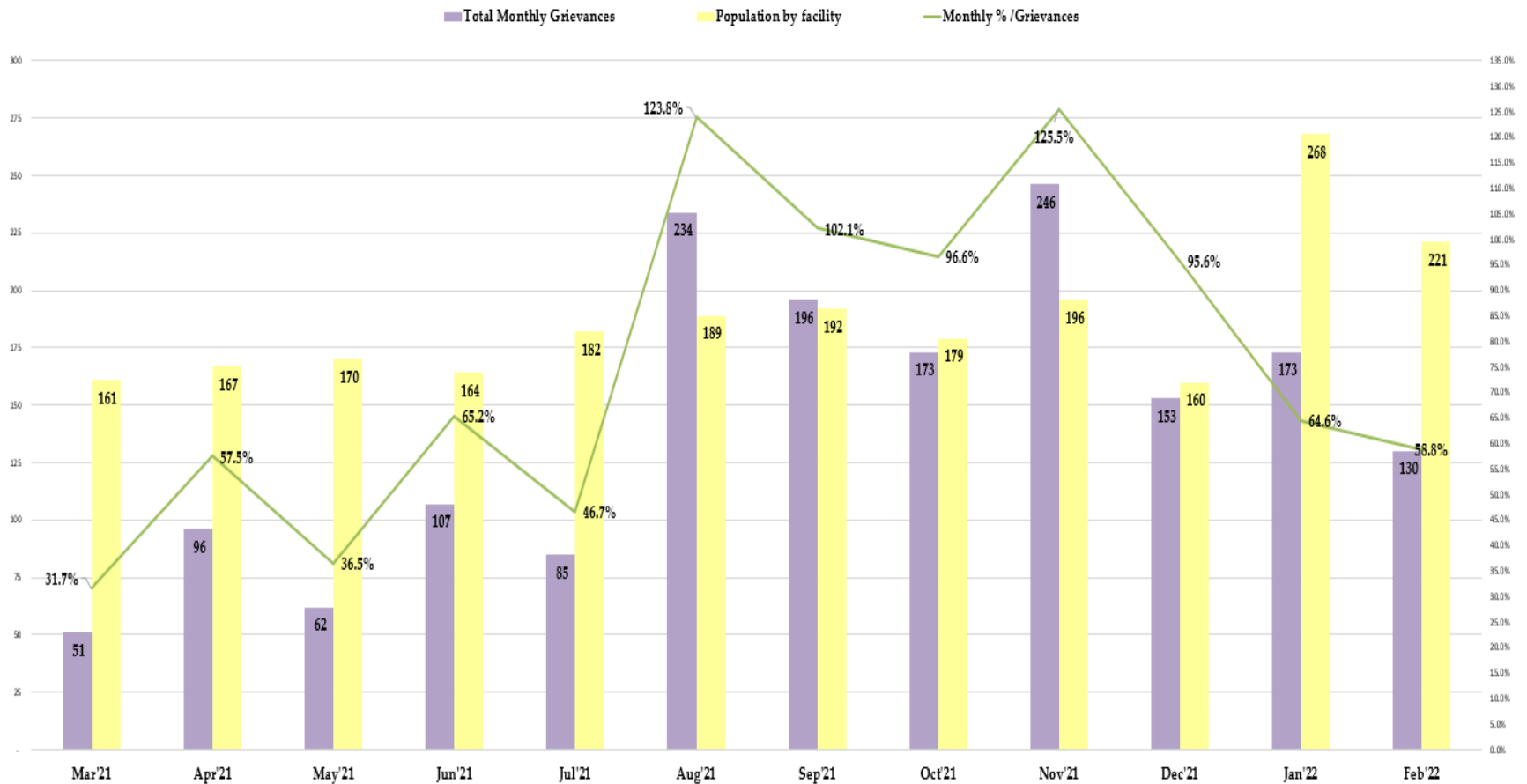
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Men Facility.

In February 2022, there were 301 grievances submitted by the Elmwood Men inmates with an average daily population of 1,636 inmates. This would equate to 0.18 grievances submitted per inmate in the month of February. In actuality, only 283 inmates from Elmwood Men’s submitted grievances for the month of February.

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

# Inmate Grievances Dashboard – February 2022

Elmwood Women Facility Total Grievances vs. Average Daily Population March '21 - February '22



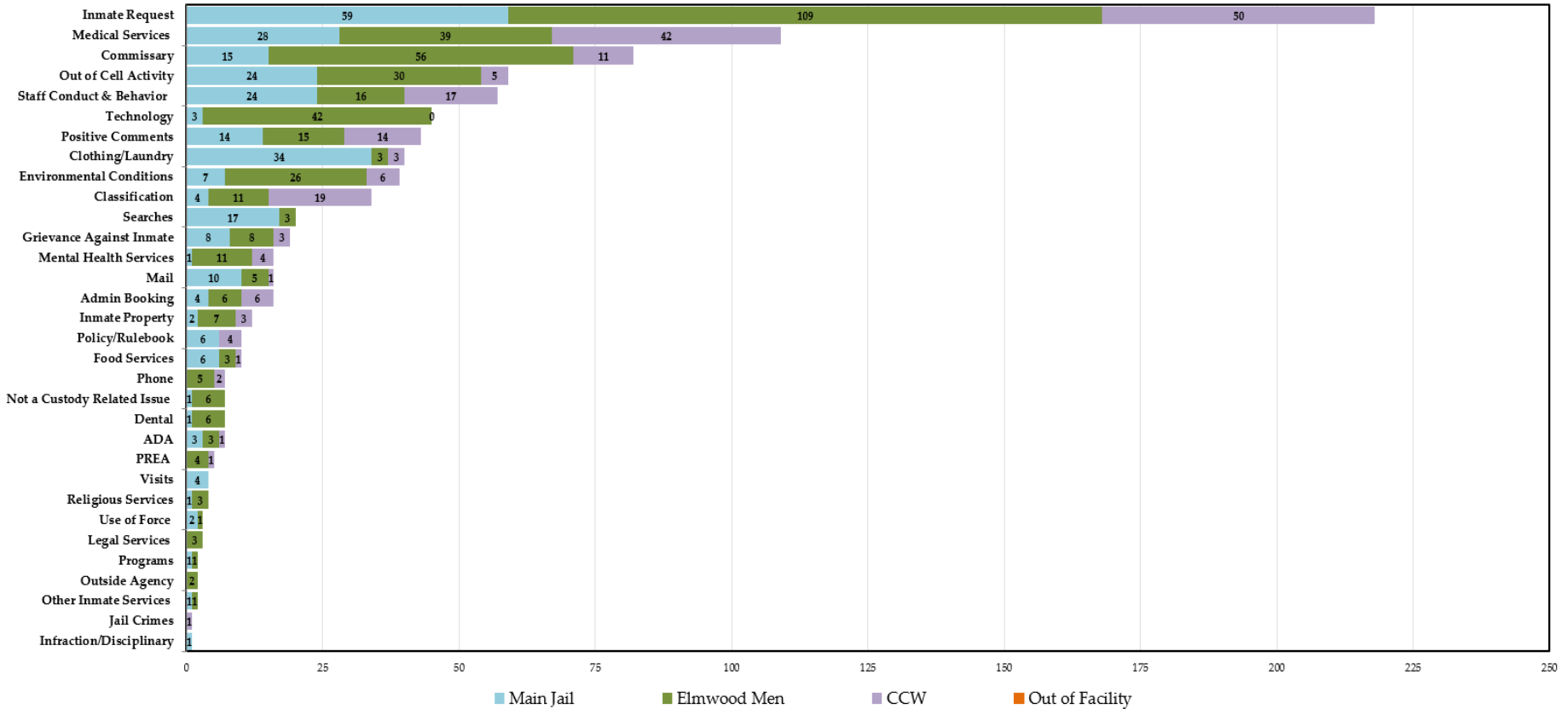
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Women Facility.

In February 2022, there were 130 grievances submitted by the Elmwood Women inmates with an average daily population of 221 inmates. This would equate to 0.58 grievances submitted per inmate in the month of February. In actuality, only 89 inmates from Elmwood Women's submitted grievances for the month of February.

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

# Inmate Grievances Dashboard – February 2022

Grievance Totals by Category and Facility  
Feb 2022 Grievances 639 + 218 Inmate Requests + 43 Positive Comments



The above data shows all the inmate grievances submitted for the month of February 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 55% of all submitted grievances for February 2022. All other categories sum up the remaining balance or 45% of all grievances for the month of February. The “Jail Crimes” and “Infraction/Disciplinary” categories recorded the lowest submission count last month with 1 grievance apiece.

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 – February 2022

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

Last month, “Technology” surfaced as the 5<sup>th</sup> Most Frequently Grieved Category for the month of February. An audit revealed that a large majority of these grievances derived from a specific housing unit at the Elmwood Men’s Facility. More than half of the inmates in the dorm submitted grievance complaints about a broken television set in the housing unit. Although there was another fully functioning television in the dorm, the inmates expressed that with 60+ inmates, having only one functioning TV can be problematic, especially for inmates with language barriers.

These grievances were forwarded to our Elmwood Operations Unit which is comprised of badge and civilian staff. The unit exists to provide a single point of contact for responsive two-way communication between the County’s Facilities and Fleet Department and for the facility to help manage projects. For minor work, such as replacing a TV, the Operations Unit will perform the work.

In this case, a replacement TV was immediately ordered and successfully installed by our Operations Unit.

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

February '22 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	0	218	59	109	50	0
Medical Services	2	3	4	2	0	109	28	39	42	0
Commissary	3	6	2	6	0	82	15	56	11	0
Out of Cell Activity	4	4	5	5	0	59	24	30	5	0
Staff Conduct & Behavior	5	4	7	4	0	57	24	16	17	0
Technology	6	13	3	0	0	45	3	42	0	0
Positive Comments	7	7	8	5	0	43	14	15	14	0
Clothing/Laundry	8	2	15	10	0	40	34	3	3	0
Environmental Conditions	9	10	6	7	0	39	7	26	6	0
Classification	10	12	9	3	0	34	4	11	19	0
Searches	11	5	15	0	0	20	17	3	0	0
Grievance Against Inmate	12	9	10	10	0	19	8	8	3	0
Admin Booking	13	12	12	7	0	16	4	6	6	0
Mental Health Services	13	15	9	9	0	16	1	11	4	0
Mail	13	8	13	12	0	16	10	5	1	0
Inmate Property	14	14	11	10	0	12	2	7	3	0
Policy/Rulebook	15	11	0	9	0	10	6	0	4	0
Food Services	15	11	15	12	0	10	6	3	1	0
Phone	16	0	13	11	0	7	0	5	2	0
ADA	16	13	15	12	0	7	3	3	1	0
Dental	16	15	12	0	0	7	1	6	0	0
Not a Custody Related Issue	16	15	12	0	0	7	1	6	0	0
PREA	17	0	14	12	0	5	0	4	1	0
Religious Services	18	15	15	0	0	4	1	3	0	0
Visits	18	12	0	0	0	4	4	0	0	0
Legal Services	19	0	15	0	0	3	0	3	0	0
Use of Force	19	14	17	0	0	3	2	1	0	0
Outside Agency	20	0	16	0	0	2	0	2	0	0
Other Inmate Services	20	15	17	0	0	2	1	1	0	0
Programs	20	15	17	0	0	2	1	1	0	0
Jail Crimes	21	0	0	12	0	1	0	0	1	0
Infraction/Disciplinary	21	15	0	0	0	1	1	0	0	0