



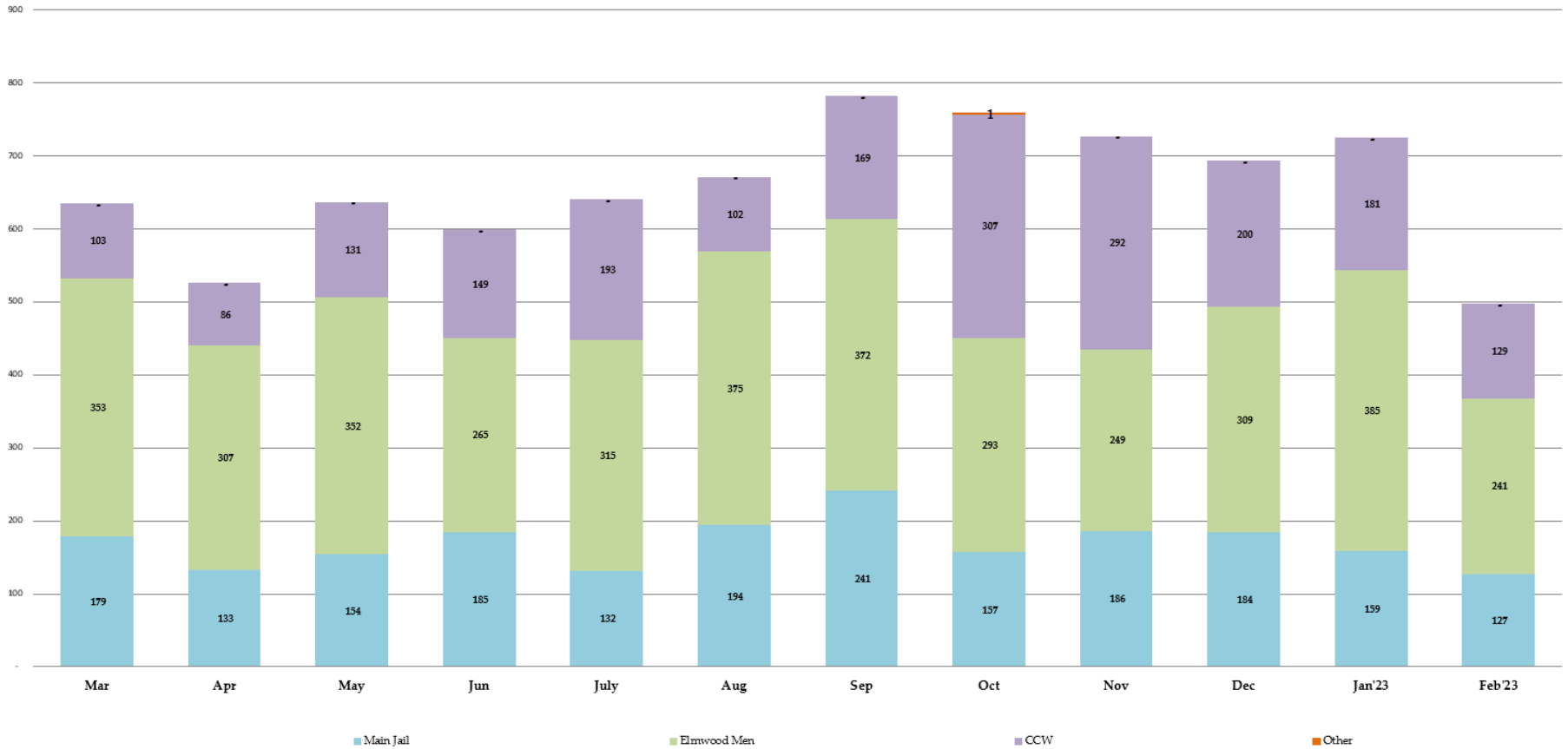
Sheriff's Office Custody Bureau  
Inmate Grievances Dashboard  
**February 2023**

# Inmate Grievances Dashboard – February 2023

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

# Inmate Grievances Dashboard – February 2023

Historical ACEs Grievance Volume  
Mar 2022 through Feb 2023



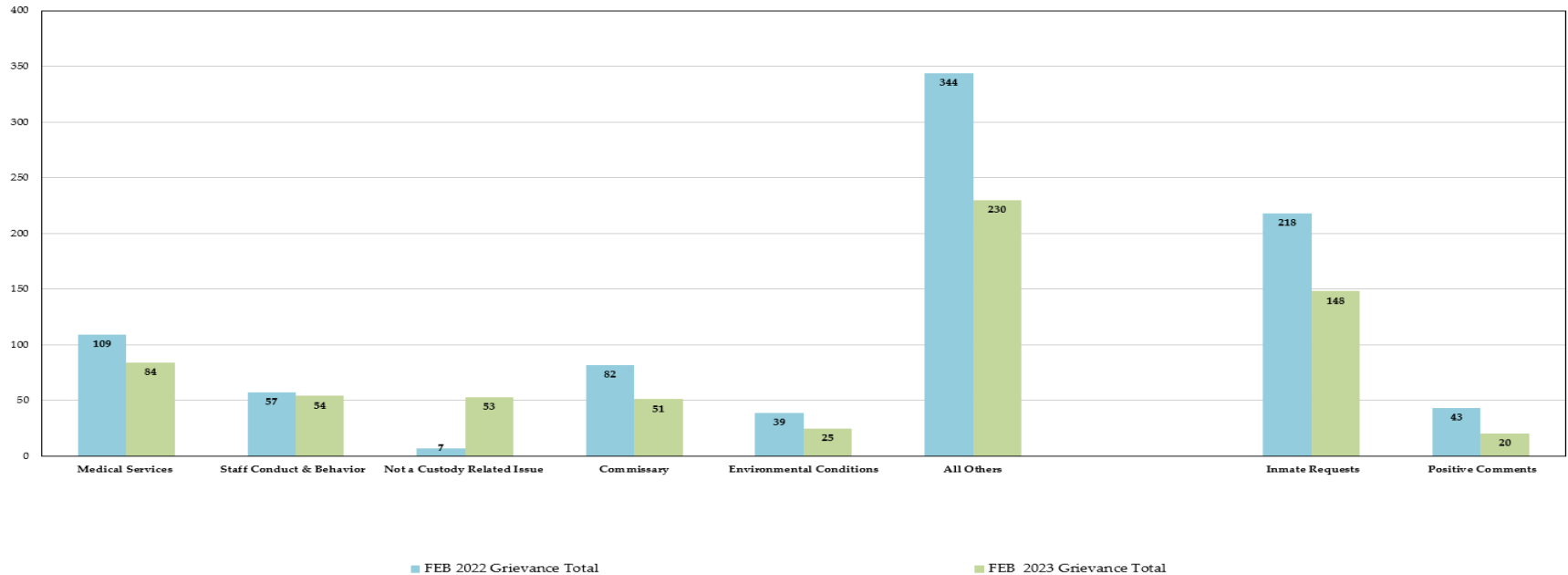
The data above compares the volume of monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s Facility and Elmwood Women’s Facility (CCW), and also by “Other - Out of Facility” areas. This refers to areas such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

For the month of February, the Sheriff’s Office experienced a 31.4% decrease in grievance submissions or 228 less grievances than the previous month. Individually, the Main Jail Facility decreased by 20.1%, the Elmwood Women’s Facility by 28.7%, and the Elmwood Men’s Facility by 37.4%.

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 2023

Top Five Most Frequent Grievance Categories  
February 2022 vs. February 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 February was “Medical Services.”

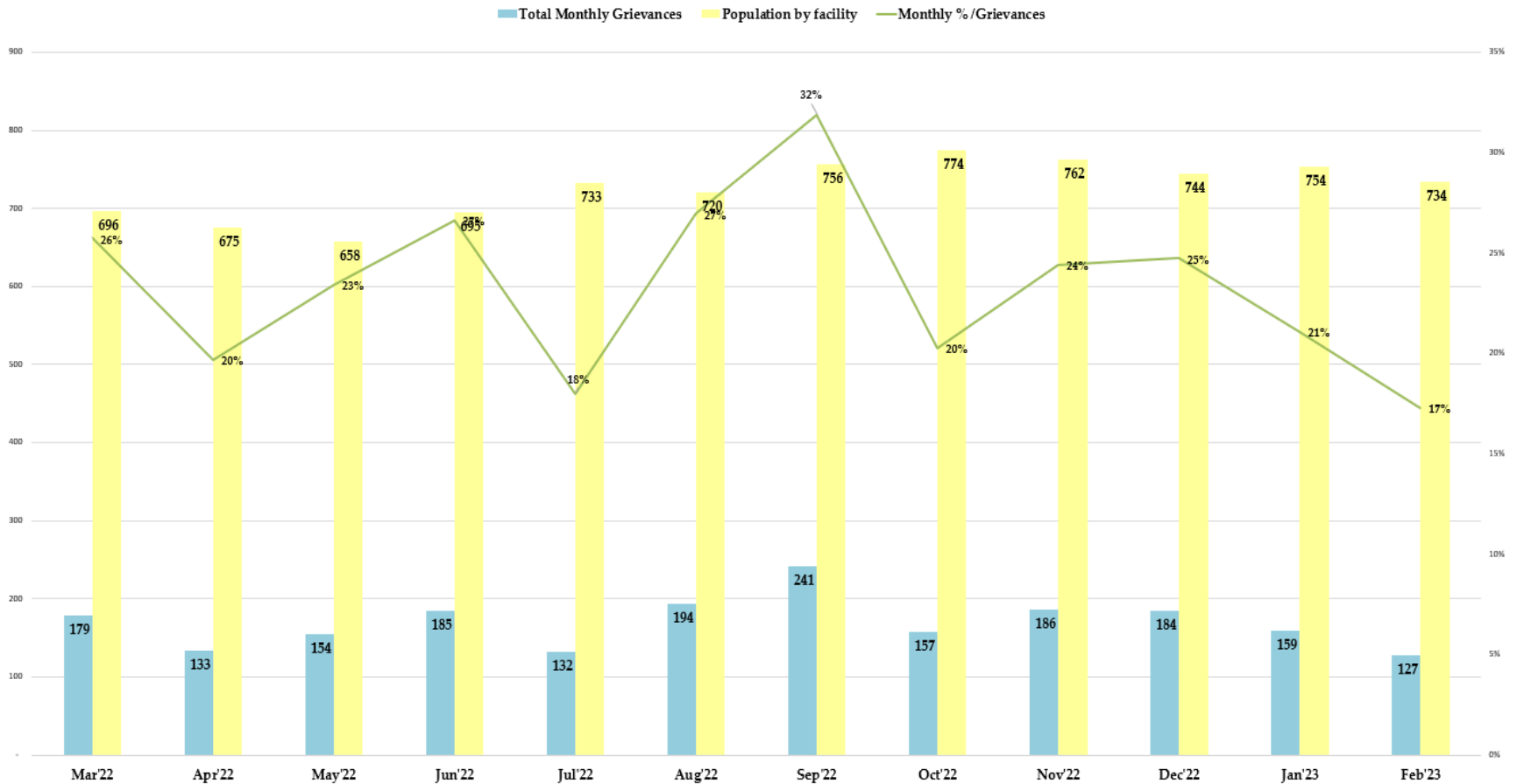
For further information, Custody Health Services reports on “Medical Services” grievances on a quarterly basis to the Public Safety Justice Committee. The Grievance Unit in collaboration with our Custody Health partners are scheduled to present a joint report in May 2023.

Although the “Staff Conduct and Behavior” category experienced a 7% decrease in grievance submissions from the previous month, it was ranked the 2<sup>nd</sup> Most Frequently Grieved Category for the month of February. During the last 12 months, the average grievance submission was 59 grievances per month for the “Staff Conduct and Behavior” category. The Grievance Unit performs an in-depth analysis monthly for grievances in this category and forwards the findings to all Division Commanders and Business Unit Managers so they can review and take action with their respective staff.

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

# Inmate Grievances Dashboard – February 2023

Main Jail Total Grievances vs. Average Daily Population MAR '22 - FEB'23



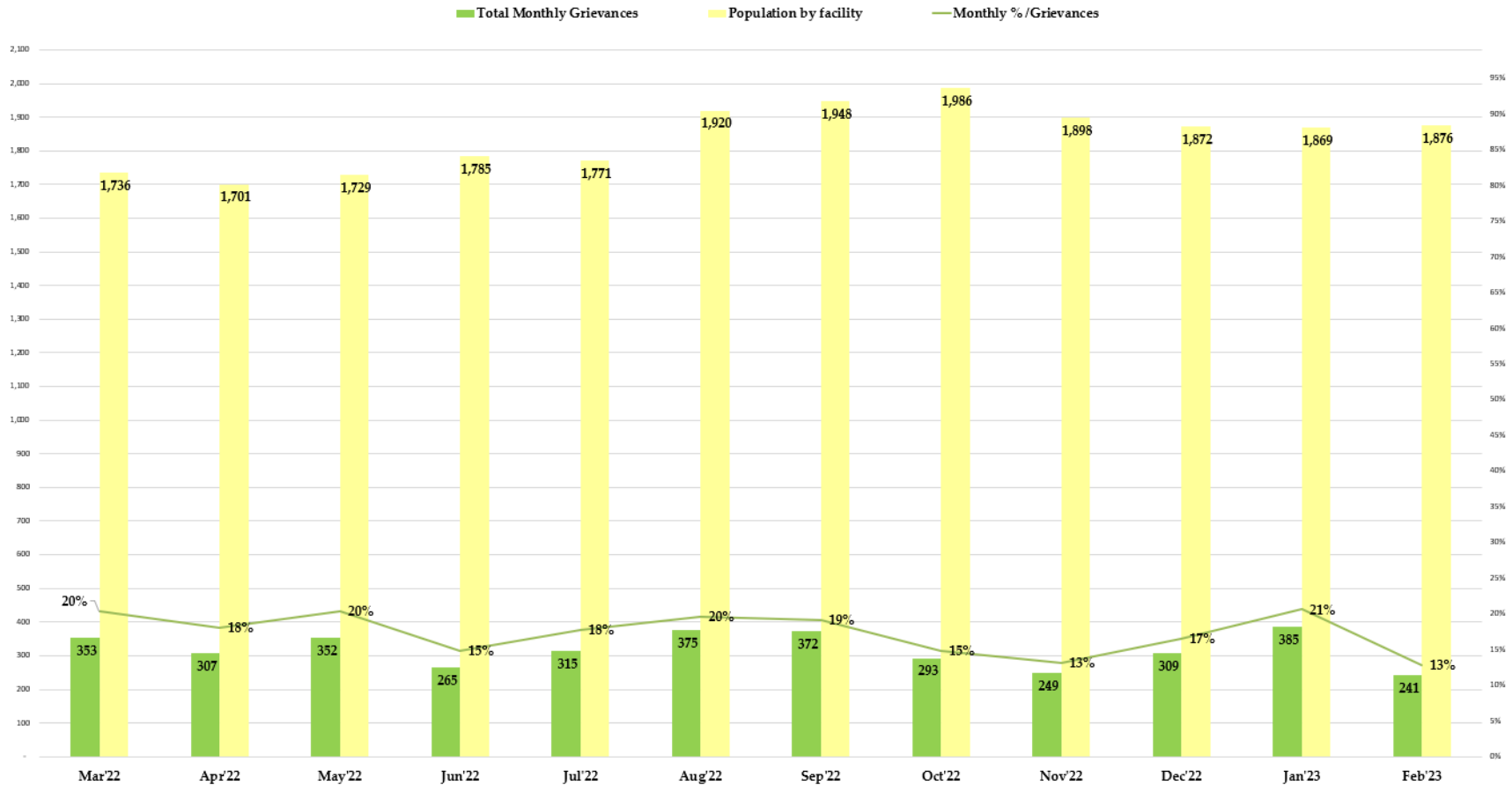
The data above compares the total inmate grievances submitted by month for the last 12 months at the Main Jail Facility.

In February 2023, there were 127 grievances submitted by Main Jail inmates with an average daily population of 734 inmates. This would equate to 0.17 grievances submitted per inmate in the month of February. In actuality, only 64 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 MAR '22 - FEB '23



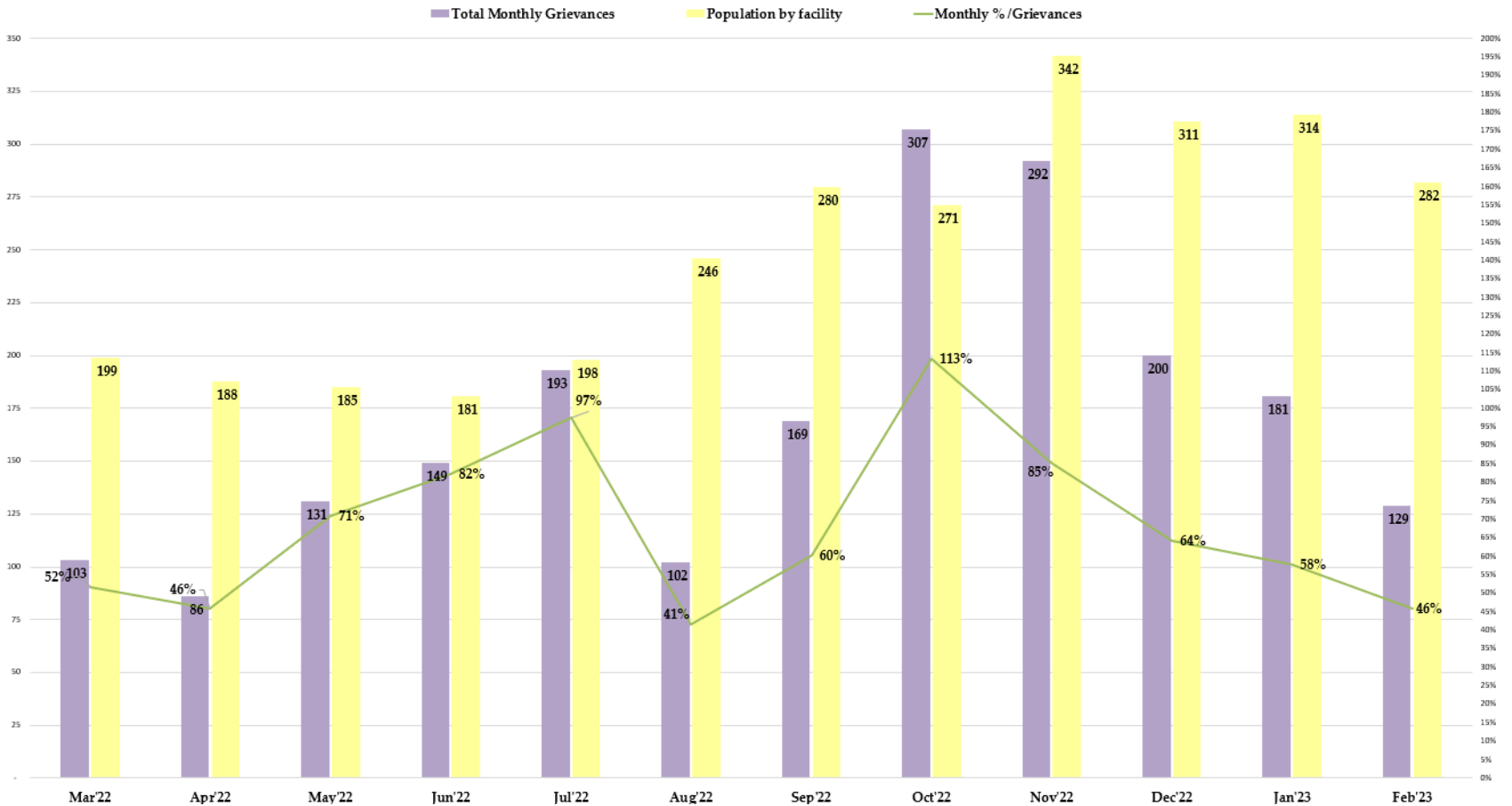
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Men’s Facility.

In February 2023, there were 241 grievances submitted by the Elmwood Men inmates with an average daily population of 1,876 inmates. This would equate to 0.13 grievances submitted per inmate in the month of February. In actuality, only 159 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 2023

Elmwood Women Facility Total Grievances vs. Average Daily Population MAR '22 - FEB '23

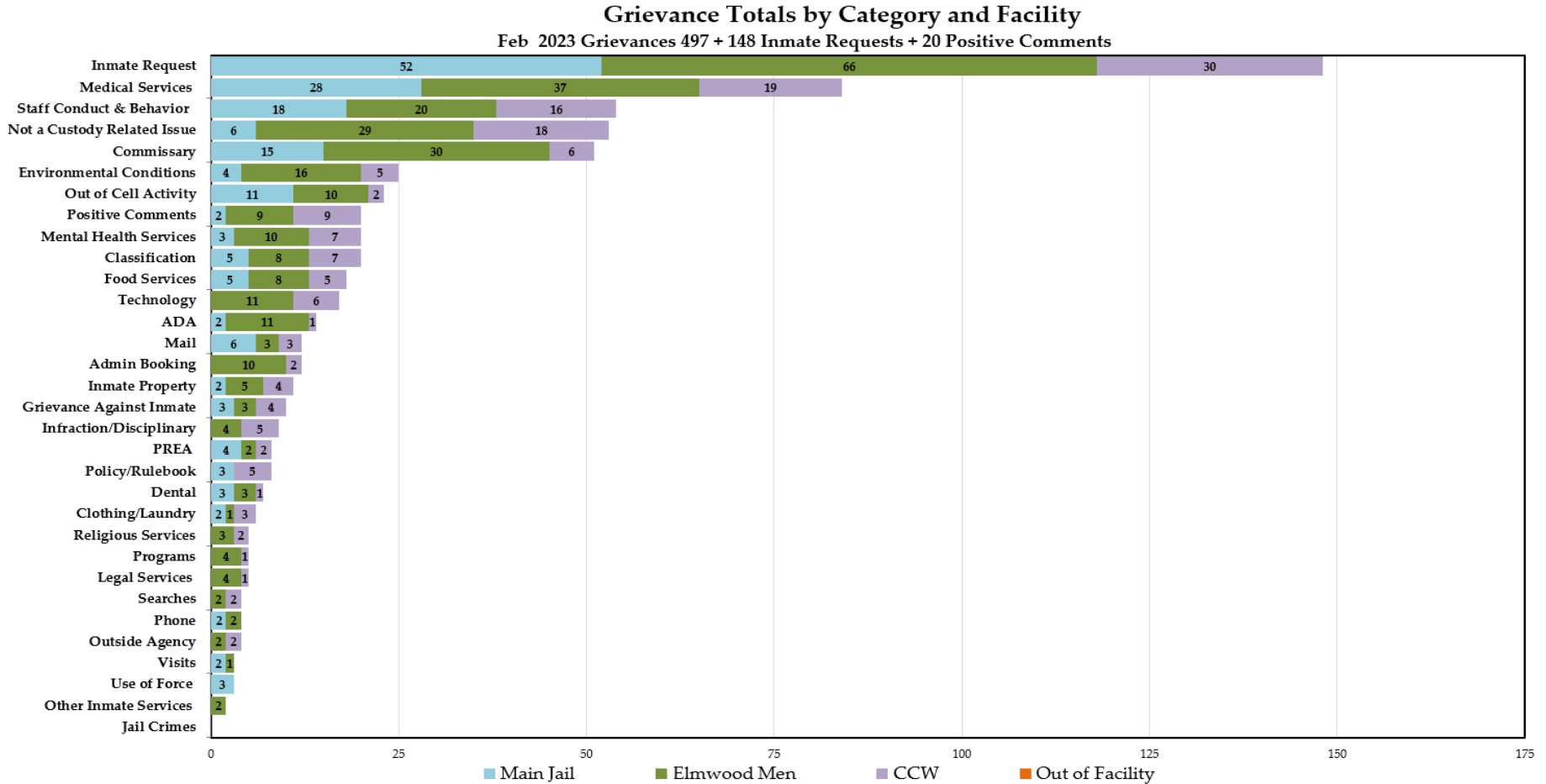


The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Women’s Facility.

In February 2023, there were 129 grievances submitted by the Elmwood Women inmates with an average daily population of 282 inmates. This would equate to 0.46 grievances submitted per inmate in the month of February. In actuality, only 69 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 2023



The above data shows all the inmate grievances submitted for the month of February 2023 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 54% of all submitted grievances for February 2023. All other categories sum up the remaining balance or 46% of all grievances for the month of February. The “Jail Crimes” category did not receive any grievance submissions for the month of February.

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 2023

The chart below ranks the frequency of inmate grievances submitted by category for February 2023. 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.

The “Commissary” category was the 4<sup>th</sup> Most Frequently Grieved Category for the month of February but experienced a 38% decrease in grievance submissions compared to the same time period from a year ago. Many positive strides have been made to reduce grievances in this category. During the last several months, the Sheriff’s Office, in collaboration with our vendor, implemented several process changes in preparation for our vendor to resume full commissary distribution responsibilities just like pre-pandemic times.

Our vendor recently deployed digital capturing devices in all three facilities. Digital scanners will streamline the commissary distribution process, increase efficiency for staff and inmates alike, and reduce interference with the facilities’ essential programs and functions. With the deployment of scanners, there will be no need for paper receipts since all records will be stored digitally in our vendor’s accounting software. This means that grievances and complaints will be much easier to resolve, and in certain situations, our vendor can issue credits immediately from the hand-held devices. The Grievance Unit will continue to monitor grievances in this category and will report back if trends are detected.

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

Feb '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	148	52	66	30	0
Medical Services	2	2	2	2	0	84	28	37	19	0
Staff Conduct & Behavior	3	3	5	4	0	54	18	20	16	0
Not a Custody Related Issue	4	6	4	3	0	53	6	29	18	0
Commissary	5	4	3	7	0	51	15	30	6	0
Environmental Conditions	6	8	6	8	0	25	4	16	5	0
Out of Cell Activity	7	5	8	11	0	23	11	10	2	0
Positive Comments	8	10	9	5	0	20	2	9	9	0
Mental Health Services	8	9	8	6	0	20	3	10	7	0
Classification	8	7	10	6	0	20	5	8	7	0
Food Services	9	7	10	8	0	18	5	8	5	0
Technology	10	0	7	7	0	17	0	11	6	0
ADA	11	10	7	12	0	14	2	11	1	0
Mail	12	6	13	10	0	12	6	3	3	0
Admin Booking	12	0	8	11	0	12	0	10	2	0
Inmate Property	13	10	11	9	0	11	2	5	4	0
Grievance Against Inmate	14	9	13	9	0	10	3	3	4	0
Infraction/Disciplinary	15	0	12	8	0	9	0	4	5	0
Policy/Rulebook	16	9	0	8	0	8	3	0	5	0
PREA	16	8	14	11	0	8	4	2	2	0
Dental	17	9	13	12	0	7	3	3	1	0
Clothing/Laundry	18	10	15	10	0	6	2	1	3	0
Religious Services	19	0	13	11	0	5	0	3	2	0
Legal Services	19	0	12	12	0	5	0	4	1	0
Programs	19	0	12	12	0	5	0	4	1	0
Outside Agency	20	0	14	11	0	4	0	2	2	0
Searches	20	0	14	11	0	4	0	2	2	0
Phone	20	10	14	0	0	4	2	2	0	0
Visits	21	10	15	0	0	3	2	1	0	0
Use of Force	21	9	0	0	0	3	3	0	0	0
Other Inmate Services	22	0	14	0	0	2	0	2	0	0
Jail Crimes	0	0	0	0	0	0	0	0	0	0