

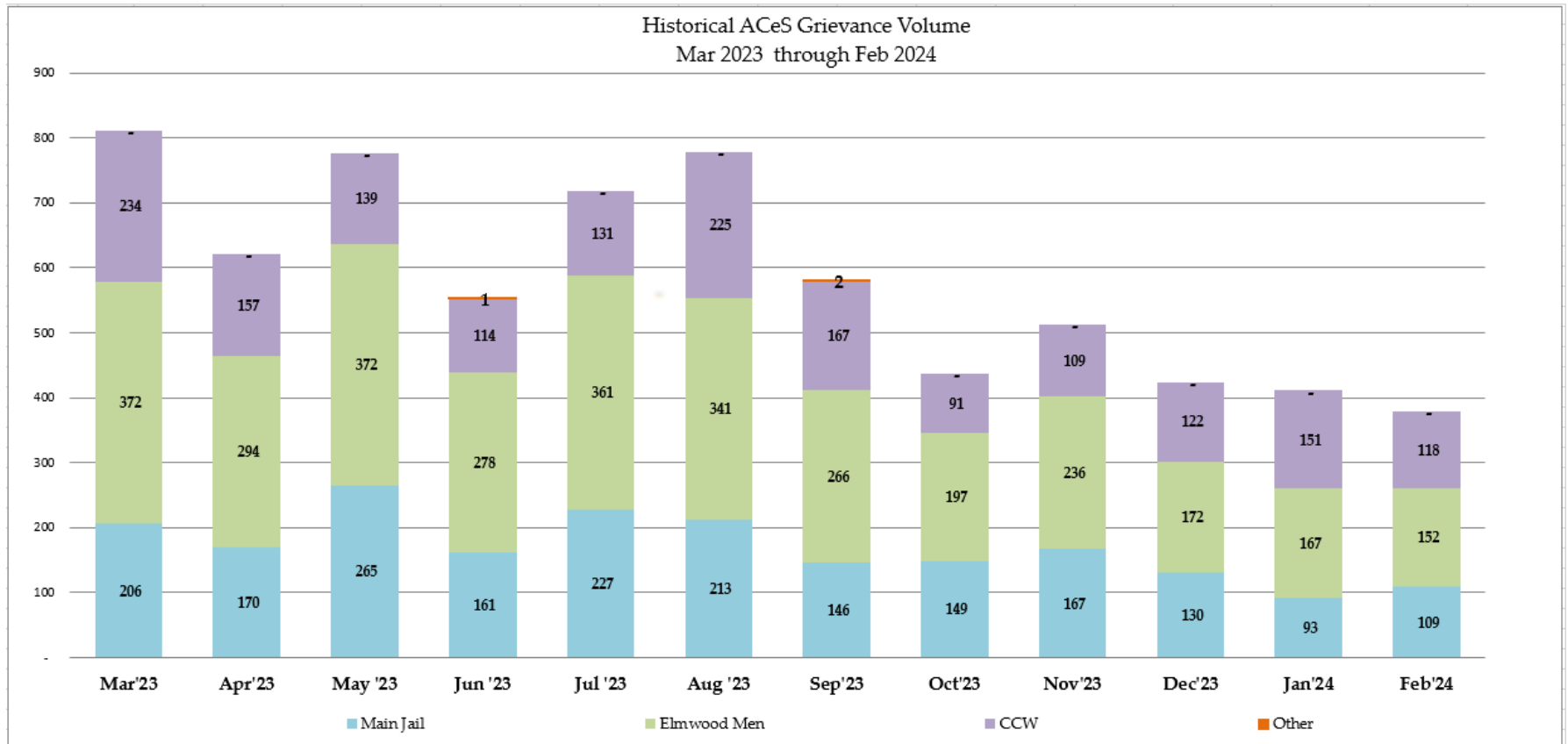


Sheriff's Office Custody Bureau
Grievance Dashboard
February 2024

Grievance Dashboard – February 2024

- Executive Summary
 - The Grievance Unit Monthly Dashboard will include the following data:
 - Historical Grievance Volume
 - March 2023 through February 2024
 - Top Five Most Frequent Grievance Categories
 - February 2023 vs. February 2024
 - Average Monthly Grievances per Capita – Main Jail
 - March 2023 through February 2024
 - Average Monthly Grievances per Capita – Elmwood Men
 - March 2023 through February 2024
 - Average Monthly Grievances per Capita – Elmwood Women
 - March 2023 through February 2024
 - Grievance Totals by Category and by Facility
 - February 2024
 - Category Frequency Rank
 - February 2024

Grievance Dashboard – February 2024

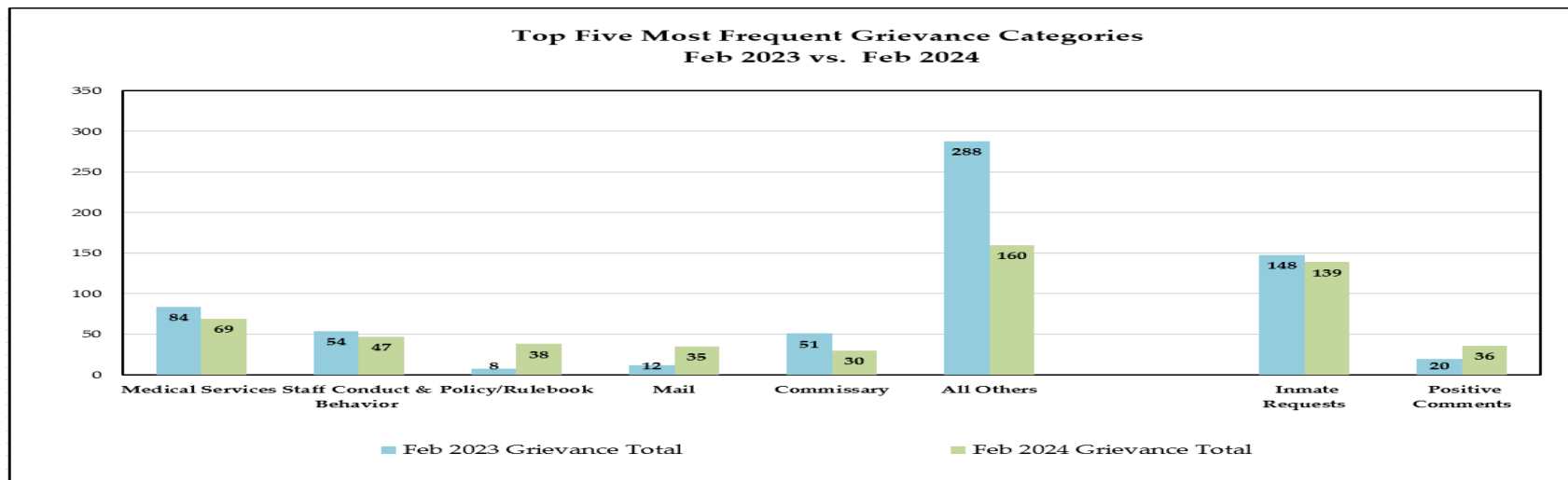


The data above compares the volume of monthly grievances over the last 12 months. For context, the data is segregated by each of our three jail facilities: Main Jail North, Elmwood Men’s Facility, and Elmwood Women’s Facility (CCW). Additionally, it includes data from “Other - Out of Facility” areas, such as the Courts or Alternative Supervision programs.

In February, the Sheriff’s Office experienced an 8% decrease in grievance submissions, which translates to 32 fewer grievances compared to the previous month. Specifically, the Elmwood Men’s Facility reduced their submission rate by 9%, while the Elmwood Women’s Facility saw a substantial decrease of 21%. On the other hand, the Main Jail facility witnessed an 17% increase in submissions.

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 – February 2024



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

In February, the most frequently grieved category was “Medical Services.” This category experienced a **18%** decrease compared to the previous year. 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 April 11, 2024

The “Staff Conduct ” category experienced a **13%** decrease compared to February of the previous year. In terms of grievances, this category saw a **9%** decrease in February compared to the previous month placing it as the 2nd most frequently grieved category for February.

The Grievance Unit conducted an analysis of the submissions and found that 38% of the total grievances were submitted by the Elmwood Women’s Facility. Upon further examination, the grievances unit determined several grievances were received, highlighting dissatisfaction with a specific Deputy assigned to (1) dorm. The incarcerated population stated the Deputy was rude, disrespectful, and did not provide adequate program time.

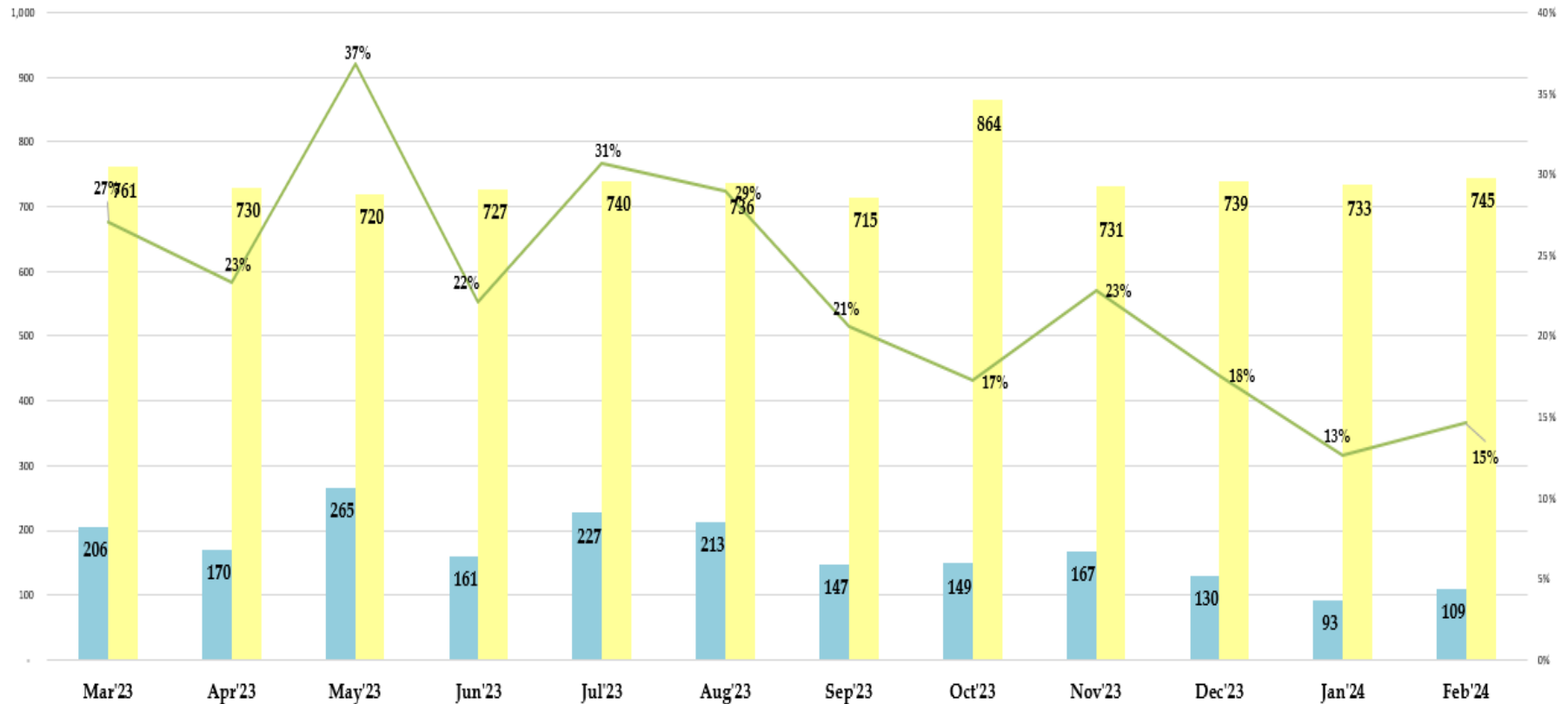
However, after a thorough review of Body Worn Cameras (BWC), overhead camera footage, and or interviews, it was determined that these allegations were unsupported. In each instance, staff assigned to the dorms was performing their duties including notifying incarcerated individuals of pill call, allocating program time to other groups, and admonishing the incarcerated population of the noise level in the dorm. Regardless of the outcome, the Deputy was reminded to always maintain professionalism during all interactions with our incarcerated population.

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

Grievance Dashboard – February 2024

Main Jail Total Grievances vs. Average Daily Population Mar '23 - Feb '24

■ Total Monthly Grievances ■ Population by facility

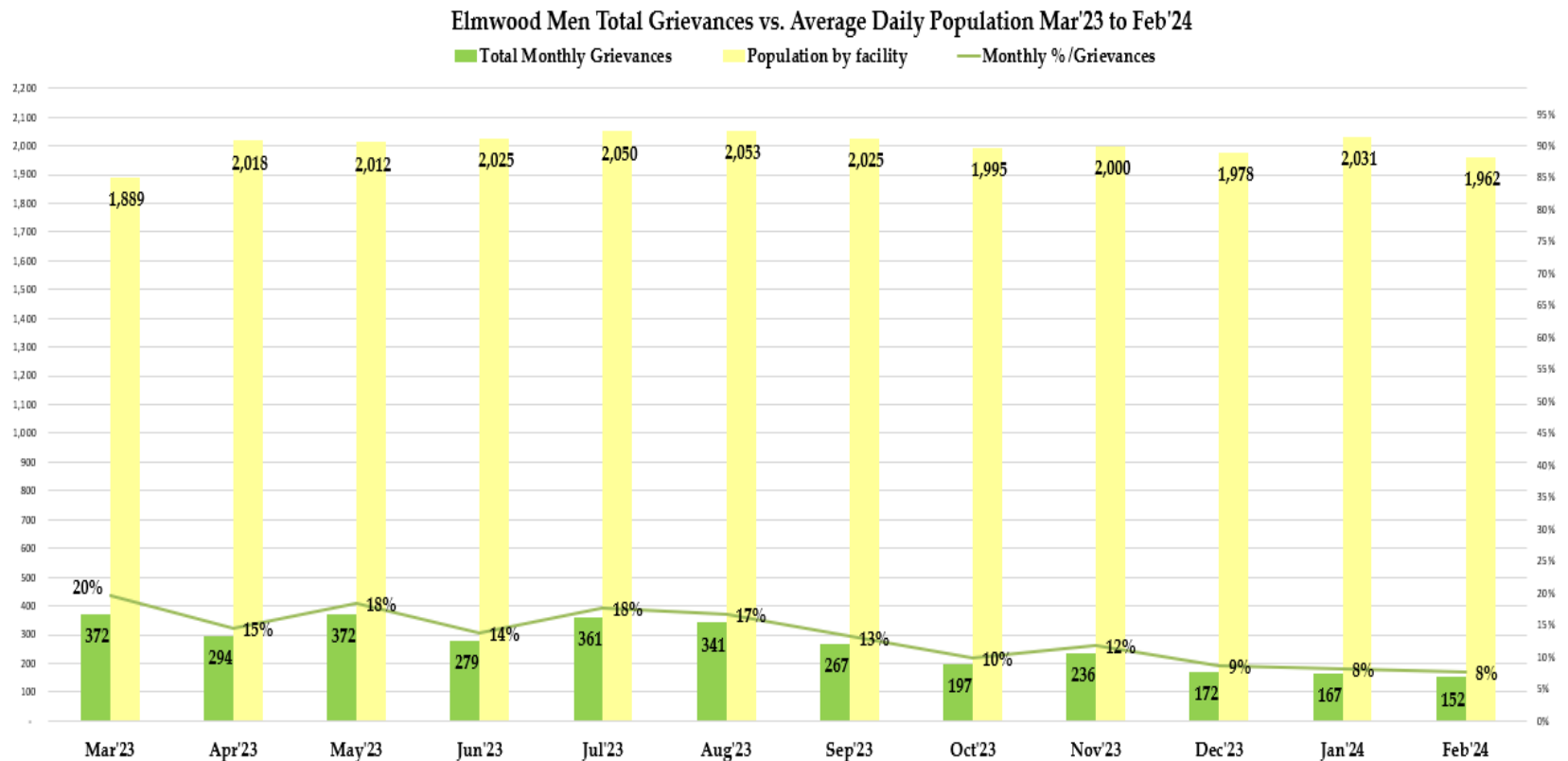


The data above compares the total grievances submitted by month for the last 12 months at the Main Jail Facility.

In February 2024, 109 grievances were submitted by individuals at the Main Jail, with an average daily population of 745 incarcerated persons. This would equate to 0.15 grievances submitted per individual in the month of February. However, in actuality, only 70 incarcerated persons 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.

Grievance Dashboard – February 2024

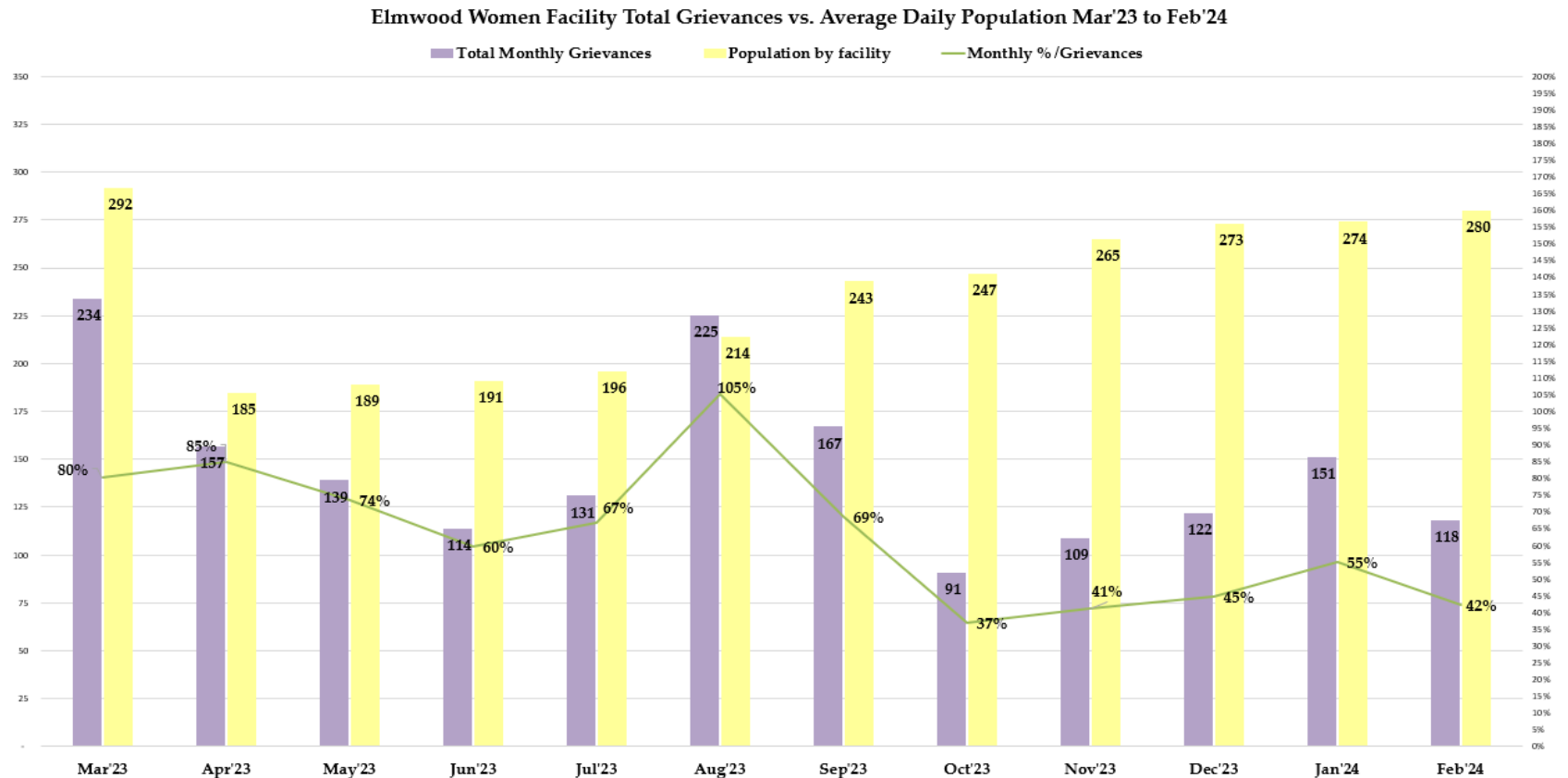


The data presented above compares the total number of grievances submitted by month for the last 12 months at the Elmwood Men’s Facility.

In February 2024, 152 grievances were submitted by individuals at the Elmwood Men’s Facility, with an average daily population of 1,962 incarcerated persons. This would equate to an average of 0.08 grievances per individual in the month of February. However, in actuality, only 123 incarcerated persons from Elmwood Men’s 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.

Grievance Dashboard – February 2024



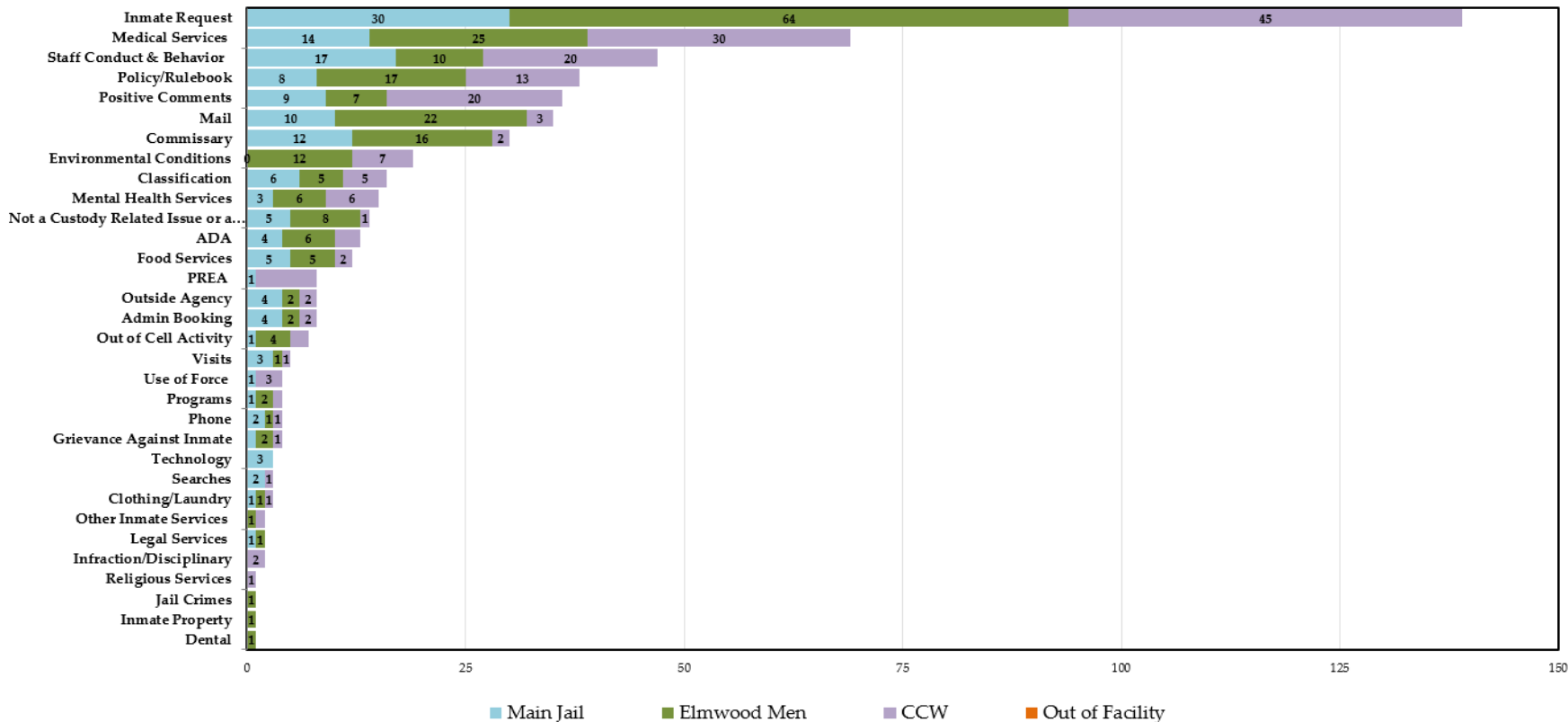
The data presented above compares the total number of grievances submitted by month for the last 12 months at the Elmwood Women’s Facility.

In February 2024, 118 grievances were submitted by individuals at the Elmwood Women’s Facility, with an average daily population of 280 incarcerated persons. This would equate to an average of 0.42 grievances submitted per individual in the month of February. However, in actuality, only 59 incarcerated persons from Elmwood Women’s 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.

Grievance Dashboard – February 2024

Grievance Totals by Category and Facility
 FEB 2024 Grievances 379 + 139 Inmate Requests + 36 Positive Comments



The data above presents a summary of all the grievances submitted for the month of February, 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 59% of all grievances submitted in February. The remaining 41% of grievances were attributed to various other categories. It is worth noting that there was (1) grievances reported in the "Jail Crimes" category during 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.

Grievance Dashboard – February 2024

The chart below provides an overview of the grievances submitted by category for February 2024. 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 instances in the frequency ranking system where multiple categories reported the same number of grievances.

Compared to the previous month, the “Policy/Rulebook” category experienced a 137% increase in submission rates and is ranked the 3rd most grieved category for the month of February. The Grievance Unit received multiple similar complaints to dissatisfaction within the safety measures the department implemented regarding the monitoring of the recreational area in one building. This contributed to the 137% increase of grievances for this category compared to January.

The Sheriff’s Office acted in the interest of safety and security of the facility by minimizing recreational time for a specific time frame, allowing equal recreational time for each unit within the building. The grievances were responded to with an explanation for the action taken.

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

Feb'24	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	139	30	64	45	0
Medical Services	2	3	2	2	0	69	14	25	30	0
Staff Conduct & Behavior	6	2	7	3	0	47	17	10	20	0
Policy/Rulebook	4	7	4	4	0	38	8	17	13	0
Positive Comments	5	6	9	3	0	36	9	7	20	0
Mail	6	5	3	8	0	35	10	22	3	0
Commissary	7	4	5	9	0	30	12	16	2	0
Environmental Conditions	8	14	6	5	0	19	0	12	7	0
Classification	9	8	11	7	0	16	6	5	5	0
Mental Health Services	10	11	10	6	0	15	3	6	6	0
Not a Custody Related Issue	11	9	8	10	0	14	5	8	1	0
ADA	12	10	10	8	0	13	4	6	3	0
Food Services	13	10	11	9	0	12	5	5	2	0
PREA	14	13	0	5	0	8	1	0	7	0
Admin Booking	14	11	13	9	0	8	4	2	2	0
Outside Agency	14	11	13	9	0	8	4	2	2	0
Out of Cell Activity	15	14	12	9	0	7	1	4	2	0
Visits	16	12	14	10	0	5	3	1	1	0
Use of Force	17	14	0	8	0	4	1	0	3	0
Grievance Against Inmate	17	14	13	10	0	4	1	2	1	0
Programs	17	14	13	10	0	4	1	2	1	0
Phone	17	12	14	10	0	4	2	1	1	0
Clothing/Laundry	18	14	14	10	0	3	1	1	1	0
Searches	18	13	0	10	0	3	2	0	1	0
Technology	18	12	0	0	0	3	3	0	0	0
Infraction/Disciplinary	19	0	0	9	0	2	0	0	2	0
Other Inmate Services	19	0	14	10	0	2	0	1	1	0
Legal Services	19	14	14	0	0	2	1	1	0	0
Religious Services	20	0	0	10	0	1	0	0	1	0
Dental	20	0	14	0	0	1	0	1	0	0
Inmate Property	20	0	14	0	0	1	0	1	0	0
Jail Crimes	20	0	14	0	0	1	0	1	0	0
						554	148	223	183	0