



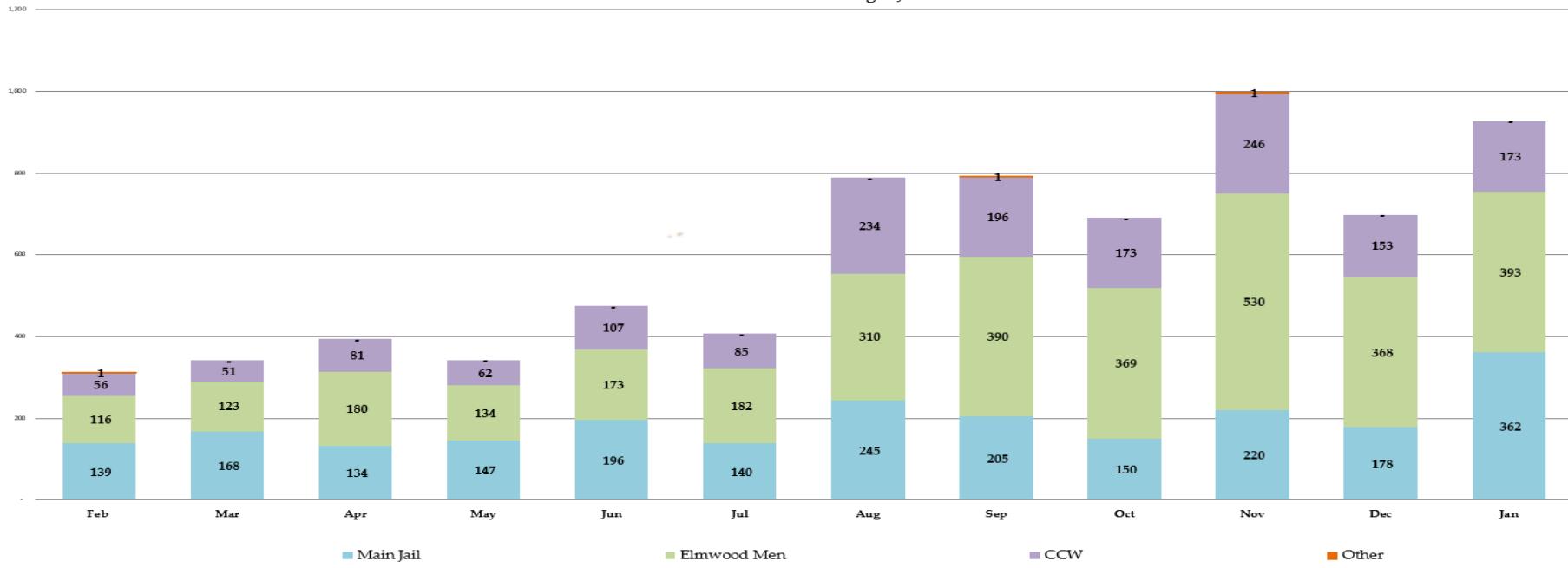
Sheriff's Office Custody Bureau
Inmate Grievances Dashboard
January 2022

Inmate Grievances Dashboard – January 2022

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

Inmate Grievances Dashboard – January 2022

Historical ACeS Grievance Volume
Dec 2021 through Jan 2022



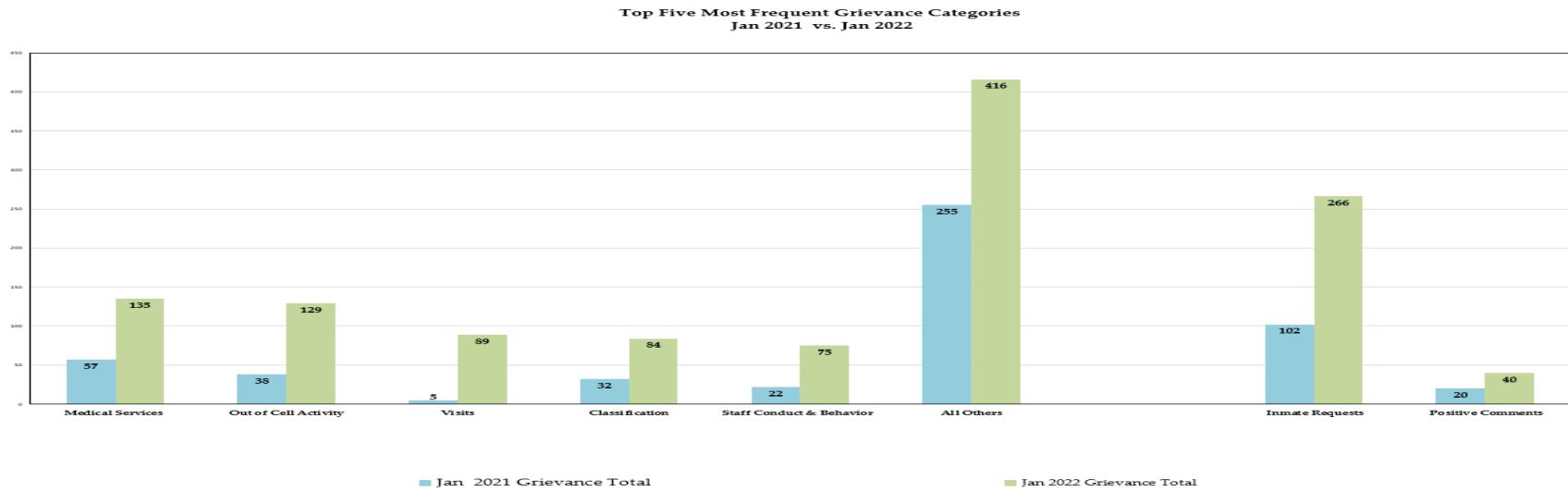
The data above compares the volume of monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men's Facility and Elmwood Women's Facility (CCW), and also by "Other - Out of Facility" areas. This refers to areas such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

For the month of January, the Sheriff's Office experienced a 32.7% increase in grievance submissions or 229 more grievances than the previous month. Individually, the Elmwood Men's facility increased by 6.8%, Elmwood Women's facility by 13.1% and the Main Jail facility by 103.4%.

The County of Santa Clara received its first report of a county resident positive for the Omicron variant of COVID-19 on December 9, 2021. During that time, there were only five inmates in custody that were positive for COVID-19 and housed in a COVID isolation dorm in the facilities. The Omicron variant rapidly spread throughout the world and the county jail system had to adjust operations to keep both inmates and staff protected in the high-risk setting. On January 16, 2022, the surge in Omicron cases peaked in the county jails with 285 inmates positive for COVID-19. The increase in grievances were due to necessary operational changes from various business units to limit the spread of the virus from spreading throughout the inmate population.

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 – January 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 Grieved Categories for the month of January were "Medical Services at #1, and "Out of Cell Activity" at #2.

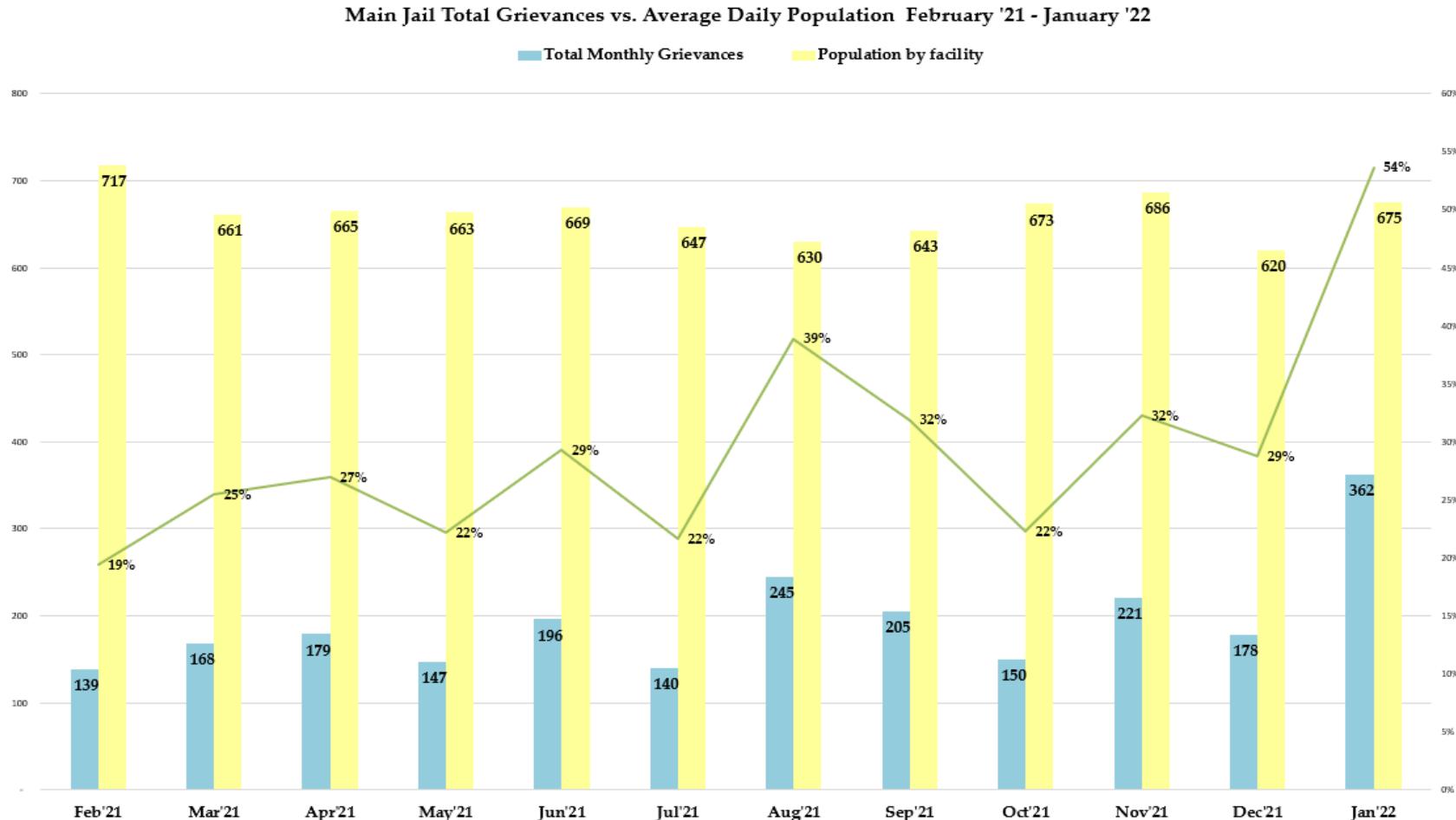
The Omicron variant of COVID-19 affected the daily operations of the Custody Bureau as the infections spread rapidly amongst the inmate population in January. On January 1, 2022 there were 18 C19+ inmates in custody. Approximately two weeks later, on January 16, 2022, that number increased by 1,483% or 267 more positive cases. The Classification Unit worked collaboratively with Custody Health and each individual Division to isolate inmates as best as they could throughout the outbreak. Grievances accumulated as infection rates increased and services were temporarily suspended to reduce the amount of unnecessary contact during the Omicron surge period.

Inmates were subjected to increased testing from medical staff, and once they were identified as being either exposed or positive, inmates were placed in a High Risk Exposure Unit or COVID Positive Housing Unit. Isolation and quarantine protocols were enacted to minimize the risk of exposures that could lead to an incapacitation of essential services inside the facilities.

Inmate programming and out-of-cell activities were reduced in areas that were identified as High-Risk Exposure Units or COVID Positive Housing Units. Due to the health and welfare of visitors, civilians, employees, and those incarcerated social visits at both facilities were temporarily suspended in January when infection rates were at its all time high. Unfortunately, grievances increased during these trying times, but by the end of the month, the actions taken proved to be effective. On January 31, 2022 the positive cases decreased by 63% with 106 C19+ inmates in custody.

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

Inmate Grievances Dashboard – January 2022

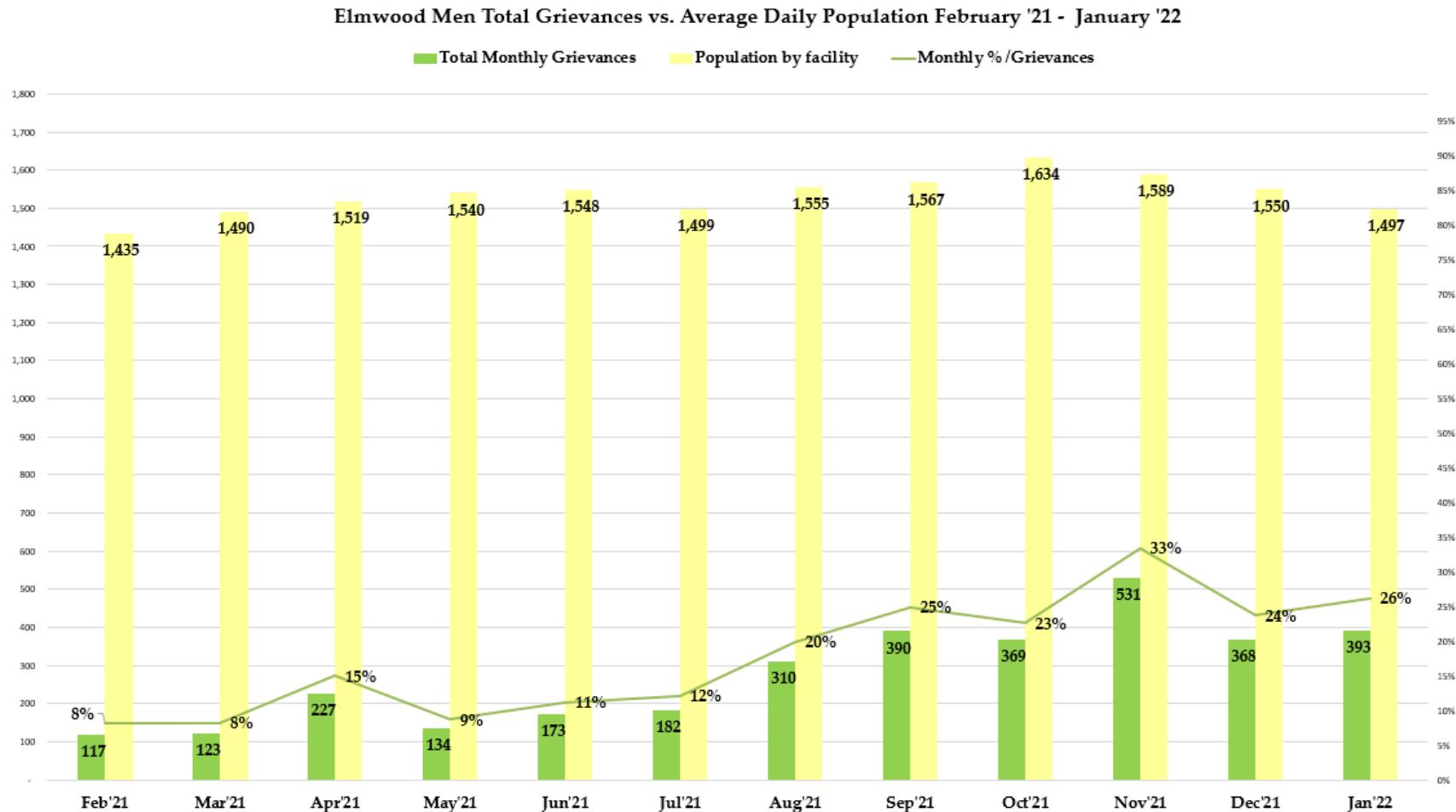


The data above compares the total inmate grievances submitted by month for the last 12 months at the Main Jail Facility.

In January 2022, there were 362 grievances submitted by Main Jail inmates with an average daily population of 675 inmates. This would equate to 0.54 grievances submitted per inmate in the month of January. In actuality, only 186 inmates from Main Jail submitted grievances in the month of January.

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

Inmate Grievances Dashboard – January 2022

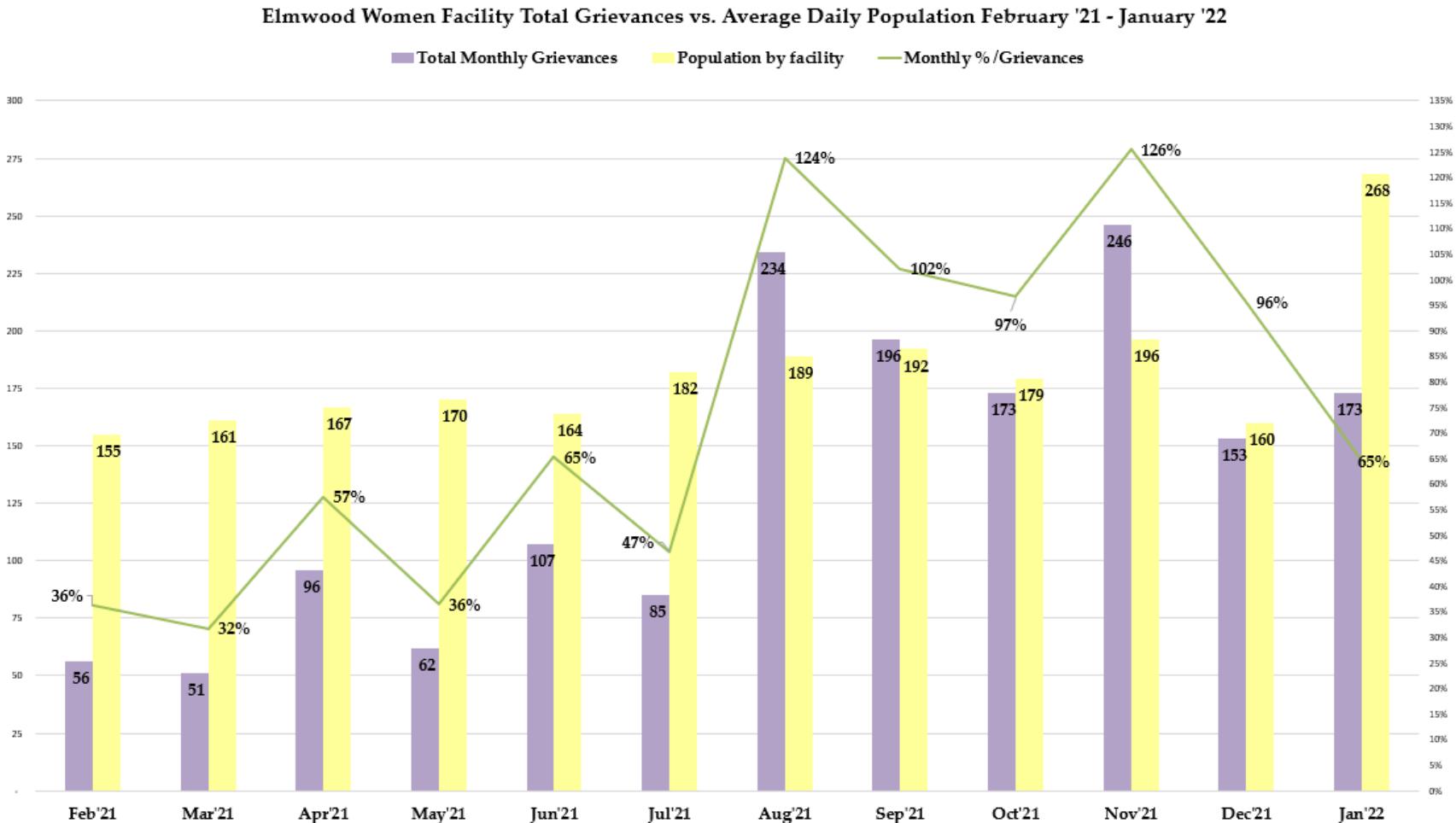


The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Men Facility.

In January 2022, there were 393 grievances submitted by the Elmwood Men inmates with an average daily population of 1,497 inmates. This would equate to 0.26 grievances submitted per inmate in the month of January. In actuality, only 246 inmates from Elmwood Men's submitted grievances for the month of January.

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

Inmate Grievances Dashboard – January 2022



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

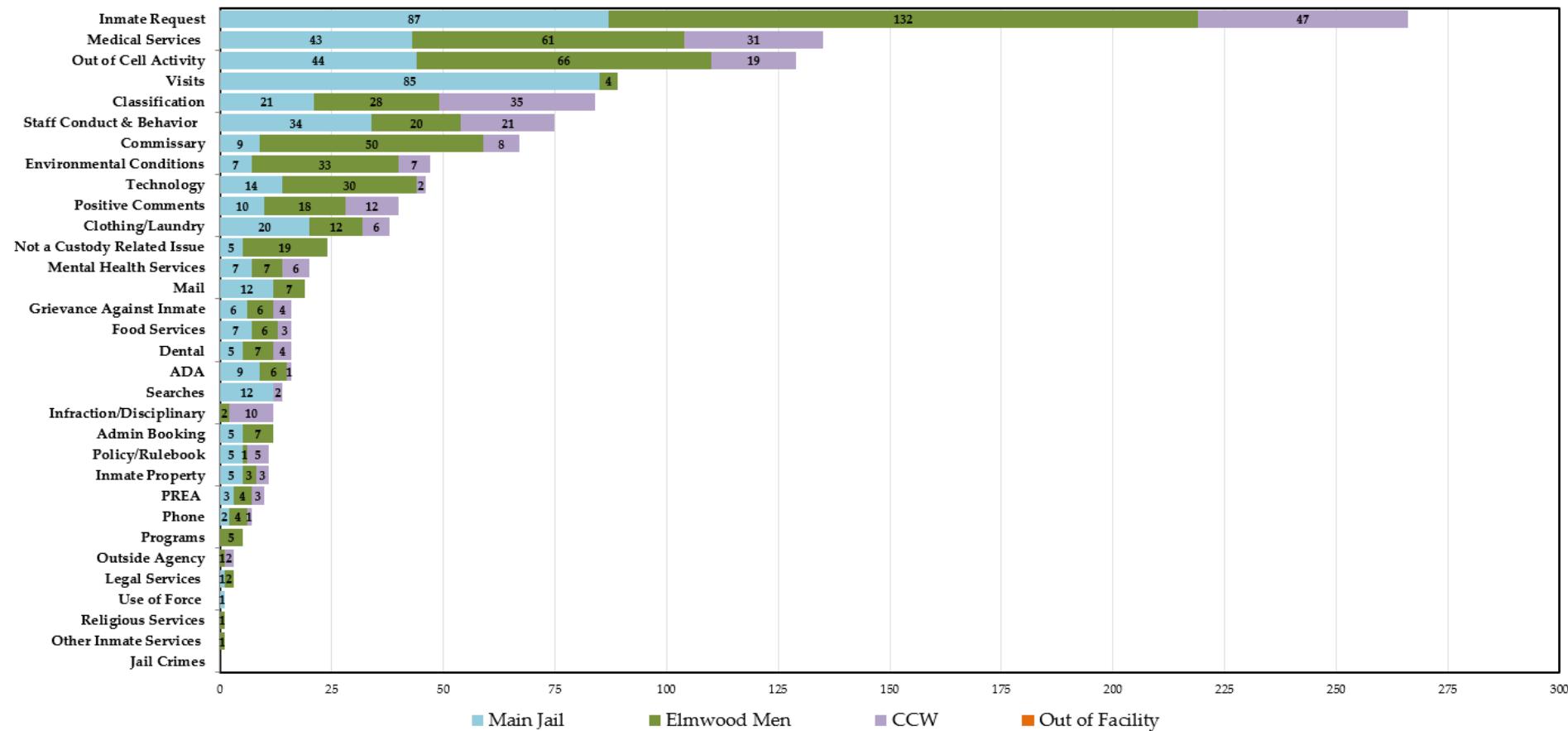
In January 2022, there were 173 grievances submitted by the Elmwood Women inmates with an average daily population of 268 inmates. This would equate to 0.65 grievances submitted per inmate in the month of January. In actuality, only 90 inmates from Elmwood Women's submitted grievances for the month of January.

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

Inmate Grievances Dashboard – January 2022

Grievance Totals by Category and Facility

Jan 2022 Grievances 928 + 266 Inmate Requests + 40 Positive Comments



The above data shows all the inmate grievances submitted for the month of January 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 January 2022. All other categories sum up the remaining balance or 45% of all grievances for the month of December. The "Jail Crimes" 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 – January 2022

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

Last month, the “Visits” category experienced the most drastic percentage increase in frequency ranking with 1,680% or 84 more grievances than the previous month. After the final social visits were conducted on January 10, 2022, inmate social visits at both facilities were temporarily placed on hold due to the Omicron variant of COVID-19 spreading rapidly throughout the community and inside the county jail. Inmates were notified via their tablets and also advised by their supervising dorm deputies of the unfortunate circumstances. Visitors were notified through the County of Santa Clara’s Online Visiting Registration (OVR) Portal that visits were cancelled until approximately January 25, 2022, and plans for reinstatement will be reviewed as cases decreased.

96% or 85 out of 89 grievances in this category were produced from inmates at the Main Jail; the remaining 4% derived from Elmwood Men’s and none from the Elmwood Women’s Facility. 63% of the “Visits” complaints from the Main Jail Facility derived from inmates from a particular housing unit. Originally, the message that was announced to both inmates and their loved ones had a potential social visit reinstatement date of January 25, 2022, but that date was extended beyond the month due to continued high infection rates. The Custody Bureau, in conjunction with the County’s Public and Custody Health Departments reinstated social visits for both facilities on February 8, 2022.

January '22

Category	Overall Rank	Main Jail	Elmwood Men	CCW	Out of Facility
Inmate Request	1	1	1	1	0
Medical Services	2	4	3	3	0
Out of Cell Activity	3	3	2	5	0
Visits	4	2	15	0	0
Classification	5	6	7	2	0
Staff Conduct & Behavior	6	5	8	4	0
Commissary	7	11	4	8	0
Environmental Conditions	8	12	5	9	0
Technology	9	8	6	14	0
Positive Comments	10	10	10	6	0
Clothing/Laundry	11	7	11	10	0
Not a Custody Related Issue	12	14	9	0	0
Mental Health Services	13	12	12	10	0
Mail	14	9	12	0	0
Dental	15	14	12	12	0
Grievance Against Inmate	15	13	13	12	0
Food Services	15	12	13	13	0
ADA	15	11	13	15	0
Searches	16	9	0	14	0
Infraction/Disciplinary	17	0	17	7	0
Admin Booking	17	14	12	0	0
Policy/Rulebook	18	14	18	11	0
Inmate Property	18	14	16	13	0
FREA	19	15	15	13	0
Phone	20	16	15	15	0
Programs	21	0	14	0	0
Outside Agency	22	0	18	14	0
Legal Services	22	17	17	0	0
Other Inmate Services	23	0	18	0	0
Religious Services	23	0	18	0	0
Use of Force	23	17	0	0	0
Jail Crimes	0	0	0	0	0

Category Frequency Rank

Total Grievances

Category	Overall Count	Main Jail	Elmwood Men	CCW	Out of Facility
Inmate Request	266	87	132	47	0
Medical Services	135	43	61	31	0
Out of Cell Activity	129	44	66	19	0
Visits	89	85	4	0	0
Classification	84	21	28	35	0
Staff Conduct & Behavior	75	34	20	21	0
Commissary	67	9	50	8	0
Environmental Conditions	47	7	33	7	0
Technology	46	14	30	2	0
Positive Comments	40	10	18	12	0
Clothing/Laundry	38	20	12	6	0
Not a Custody Related Issue	24	5	19	0	0
Mental Health Services	20	7	7	6	0
Mail	19	12	7	0	0
Dental	16	5	7	4	0
Grievance Against Inmate	16	6	6	4	0
Food Services	16	7	6	3	0
ADA	16	9	6	1	0
Searches	14	12	0	2	0
Infraction/Disciplinary	12	0	2	10	0
Admin Booking	12	5	7	0	0
Policy/Rulebook	11	5	1	5	0
Inmate Property	11	5	3	3	0
FREA	10	3	4	3	0
Phone	7	2	4	1	0
Programs	5	0	5	0	0
Outside Agency	3	0	1	2	0
Legal Services	3	1	2	0	0
Other Inmate Services	1	0	1	0	0
Religious Services	1	0	1	0	0
Use of Force	1	1	0	0	0
Jail Crimes	0	0	0	0	0