



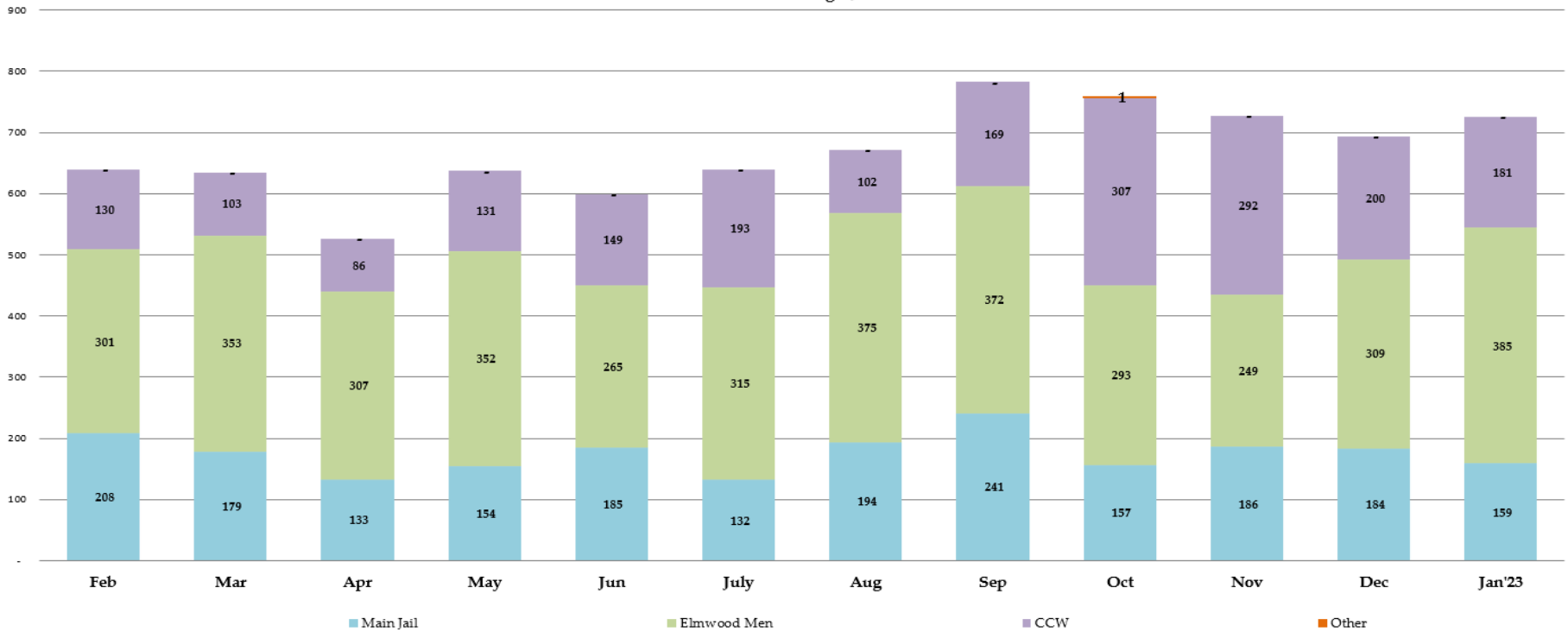
Sheriff's Office Custody Bureau  
Inmate Grievances Dashboard  
**January 2023**

# Inmate Grievances Dashboard – January 2023

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

# Inmate Grievances Dashboard – January 2023

Historical ACeS Grievance Volume  
Feb 2022 through Jan 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.

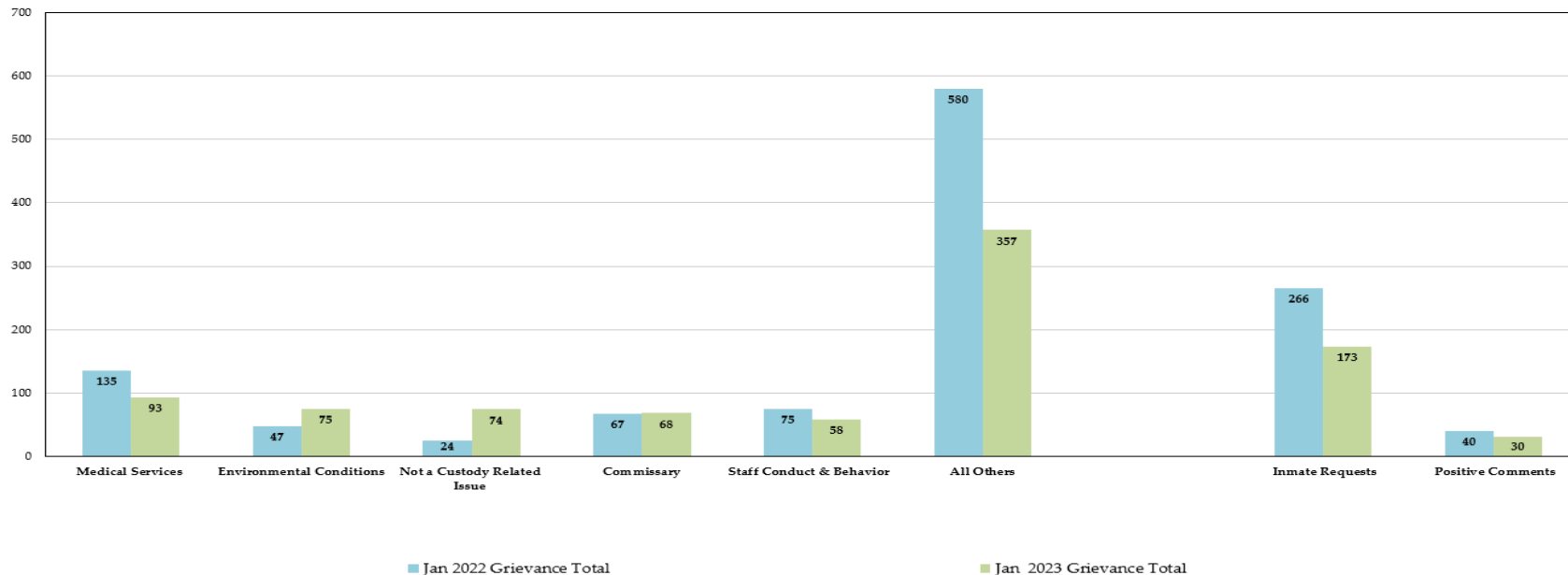
For the month of January, the Sheriff’s Office experienced a 4.6% increase in grievance submissions or 32 more grievances than the previous month. Individually, the Main Jail Facility decreased by 13.6%, the Elmwood Women’s Facility by 9.5%, while the Elmwood Men’s Facility increased by 24.6%.

The Sheriff’s Office performed an audit and analyzed all grievance submissions for the Elmwood Men’s Facility. The audit confirmed that the increase of grievances from the Elmwood Men’s Facility were due to multiple mass grievances from different housing units mainly for the “Environmental Conditions” category. Detailed information regarding the audit will be shared on the following slide.

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 2023

Top Five Most Frequent Grievance Categories  
January 2022 vs. January 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 January was "Medical Services."

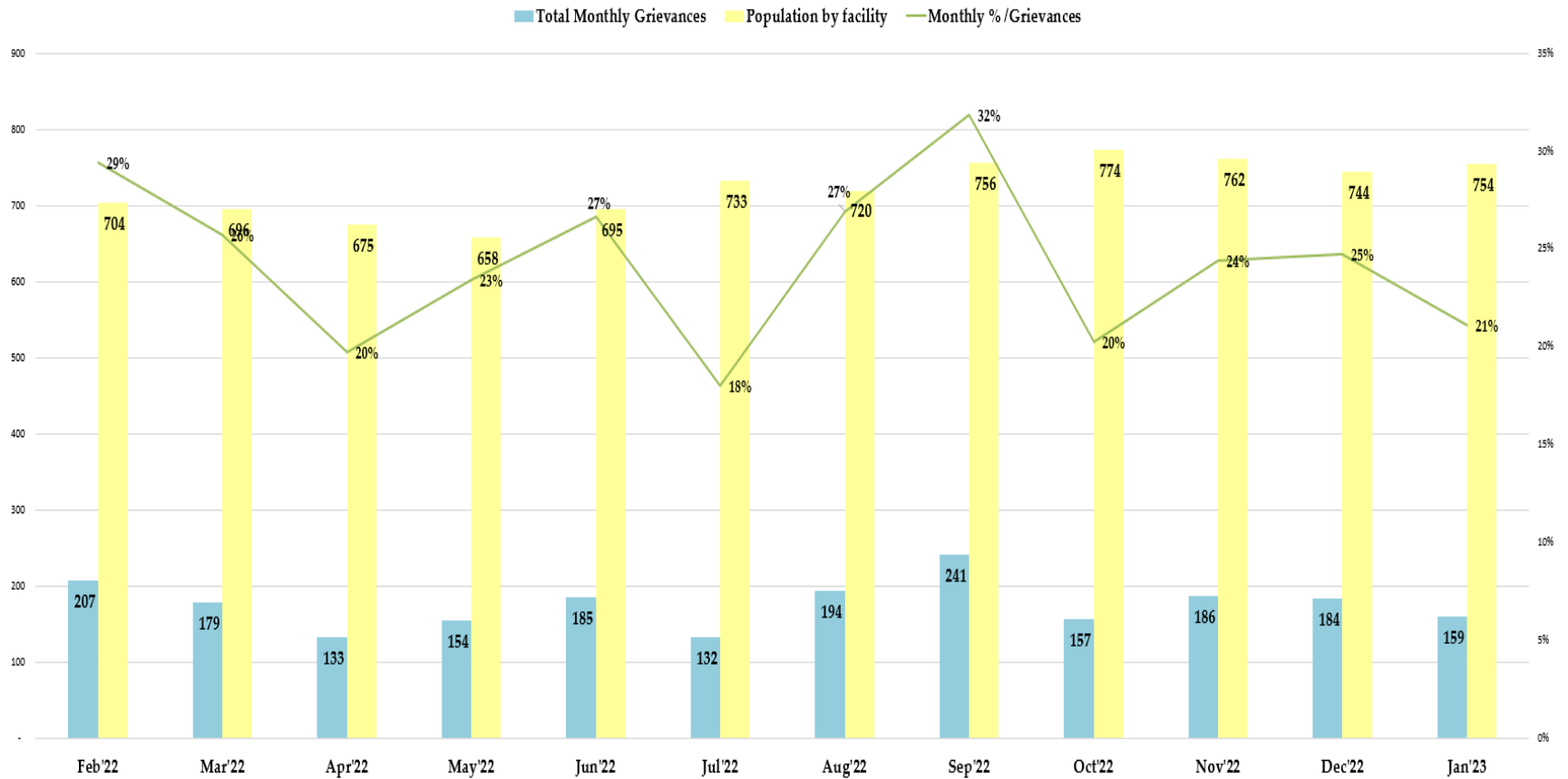
For further information, Custody Health Services reports on "Medical Services" grievances on a quarterly basis to the Public Safety Justice Committee. The Grievance Unit in collaboration with our Custody Health partners are scheduled to present a joint report in May 2023.

"Environmental Conditions" was the 2<sup>nd</sup> Most Frequently Grieved Category for the month of January. In one particular housing unit at the Elmwood Facility, inmates submitted complaints regarding a plumbing issue with one of the showers in the dorm. A work order was submitted immediately to our County Facilities and Fleet (FAF) division within 24 hours of receiving the grievance by our Inmate Services Unit. In another location at the Elmwood Men's Facility, inmates submitted mass grievances regarding a bad smell possibly stemming from the vents in the dorm. Once grievances were received, our Inmate Services Unit dispatched our pest control vendor to investigate the issue within 24 hours. Our pest control vendor is on-site three times a week to respond to pest control calls while performing routine services for the Elmwood Facility.

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

# Inmate Grievances Dashboard – January 2023

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



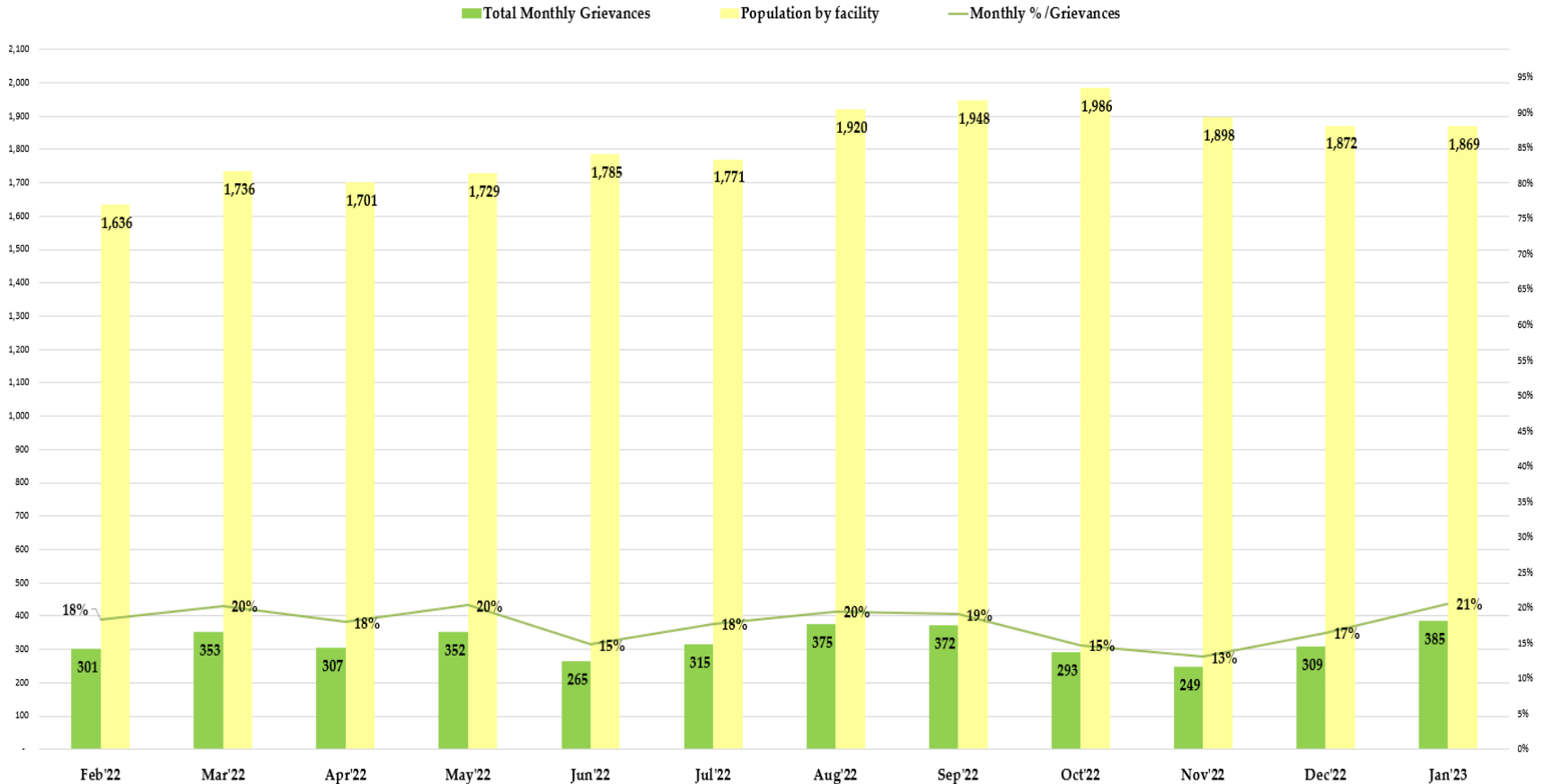
The data above compares the total inmate grievances submitted by month for the last 12 months at the Main Jail Facility.

In January 2023, there were 159 grievances submitted by Main Jail inmates with an average daily population of 754 inmates. This would equate to 0.21 grievances submitted per inmate in the month of January. In actuality, only 88 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

Elmwood Men Total Grievances vs. Average Daily Population FEB '22- JAN '23



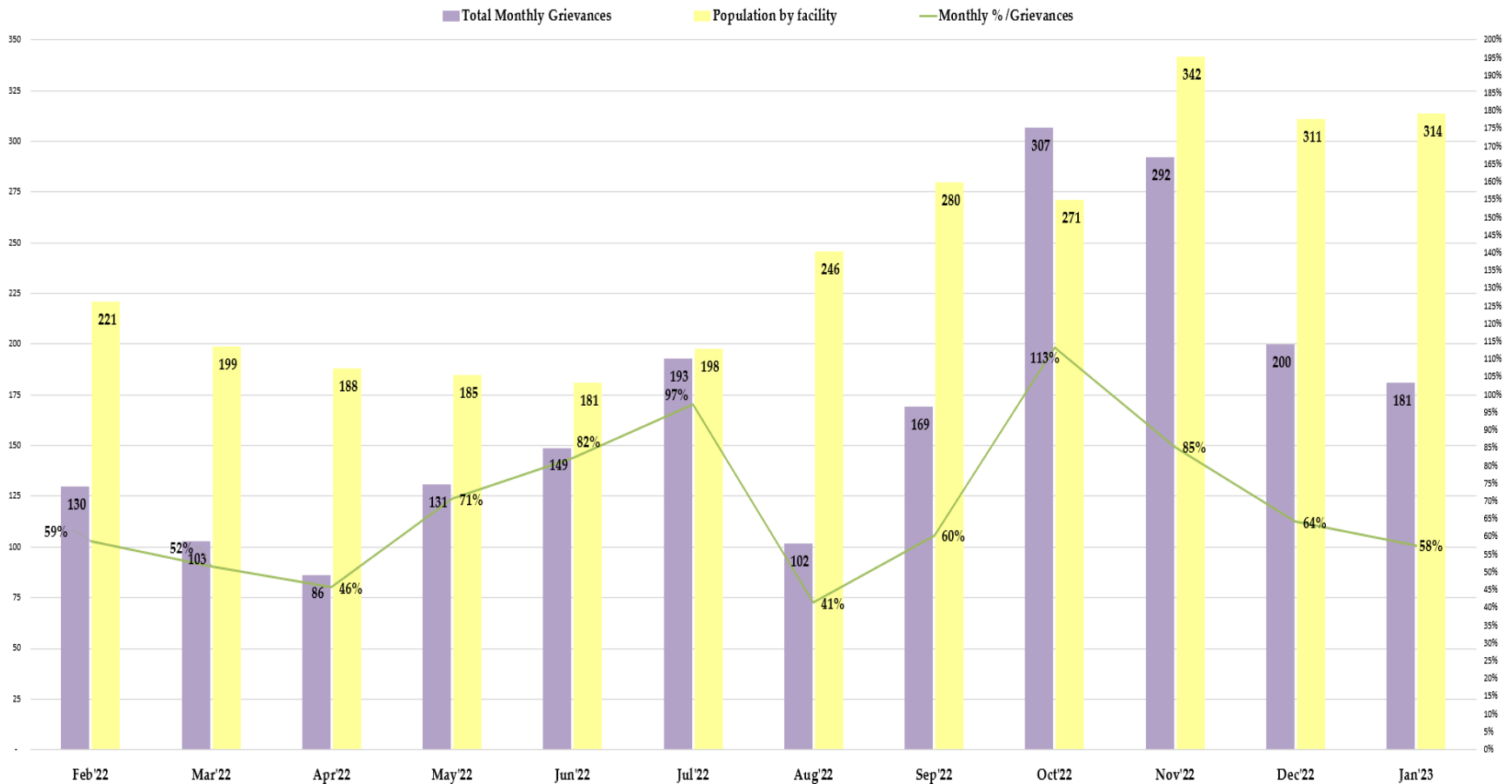
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Men’s Facility.

In January 2023, there were 385 grievances submitted by the Elmwood Men inmates with an average daily population of 1,869 inmates. This would equate to 0.21 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 2023

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

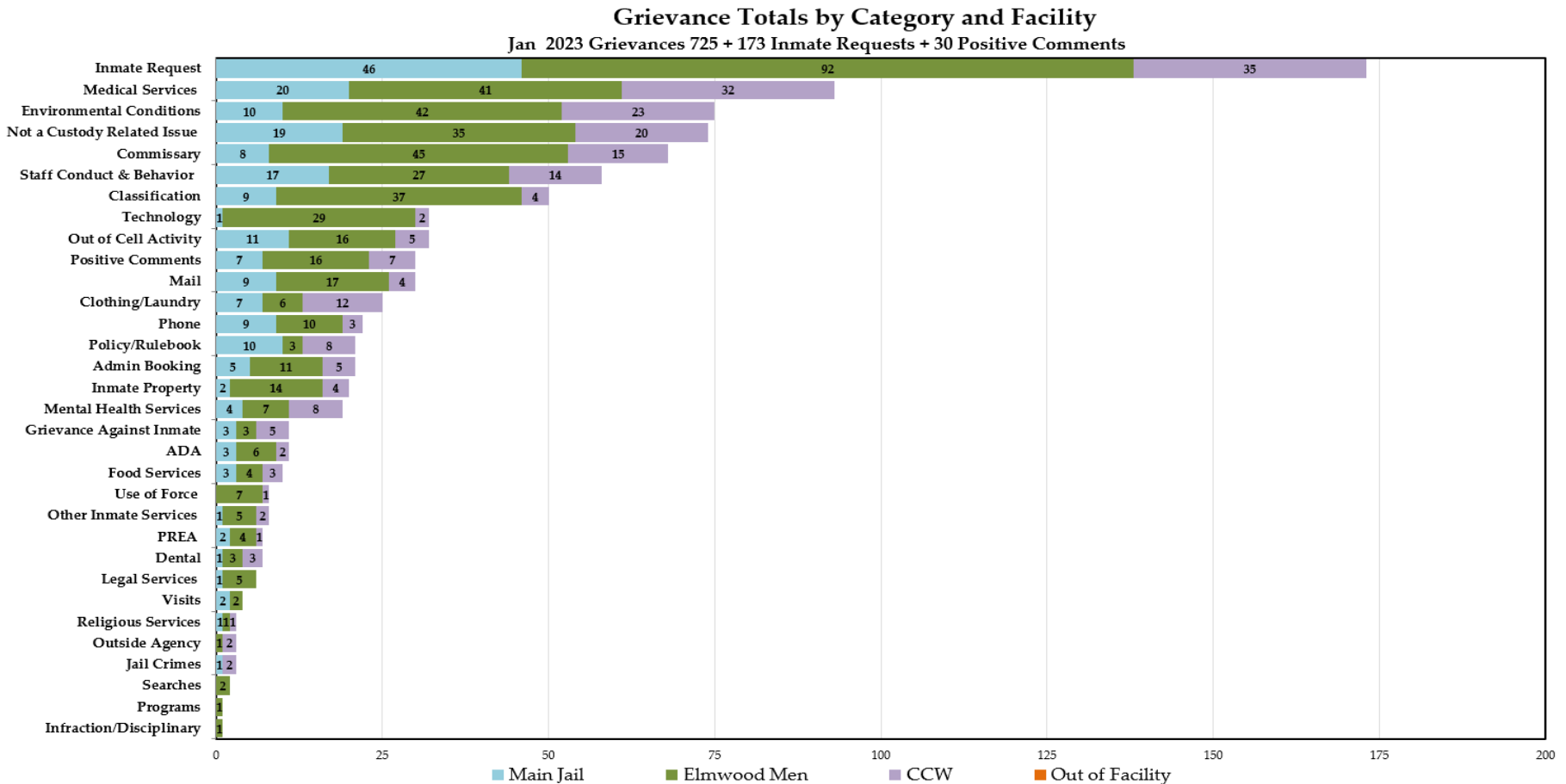


The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Women’s Facility.

In January 2023, there were 181 grievances submitted by the Elmwood Women inmates with an average daily population of 314 inmates. This would equate to 0.58 grievances submitted per inmate in the month of January. In actuality, only 103 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 2023



The above data shows all the inmate grievances submitted for the month of January 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 51% of all submitted grievances for January 2023. All other categories sum up the remaining balance or 49% of all grievances for the month of January. The “Programs” and “Infraction/Disciplinary” categories received the lowest submissions for January 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 – January 2023

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

Once again, the “Not a Custody Related Issue” Category was the 3<sup>rd</sup> Most Frequently Grieved Category for the month of January with an 8.9% increase in submissions when compared to the previous month. The Sheriff’s Office recently discovered that inmates were sharing their personal credentials with each other in order to use the tablets as a communication tool between dorms. Inmates would submit frivolous messages through the electronic inmate request and grievance forms available on the tablets to message each other back and forth. The Sheriff’s Office has been meeting with our internal Information Systems department along with our enterprise County Technology Services and Solutions (TSS) partners to analyze the access points for the wireless networks. We also implemented a two-step authentication system to decrease the unauthorized communication occurring between inmates through the tablets. Unfortunately, inmates are still bypassing the safeguards in place and abusing the grievance system.

The Grievance Unit’s objective and goal is to provide meaningful responses to each complaint within 30 days or less. Each frivolous submission has to be fully reviewed by the Grievance Unit analyst to ensure that nothing was missed before it can be deemed as unauthorized communication. The recent abuse of the grievance system has been an unnecessary distraction from true issues and problems. Due to the consistent volume of unauthorized communication, the Sheriff’s Office placed a 7 grievance per inmate per day cap systemwide to help limit the abuse of the electronic grievance submissions. The cap does not affect paper grievances; there are no limits on paper submissions as long as they do not violate the grievance policy.

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

Jan'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	173	46	92	35	0
Medical Services	2	2	4	2	0	93	20	41	32	0
Environmental Conditions	3	6	3	3	0	75	10	42	23	0
Not a Custody Related Issue	4	3	6	4	0	74	19	35	20	0
Commissary	5	8	2	5	0	68	8	45	15	0
Staff Conduct & Behavior	6	4	8	6	0	58	17	27	14	0
Classification	7	7	5	11	0	50	9	37	4	0
Out of Cell Activity	8	5	10	10	0	32	11	16	5	0
Technology	8	14	7	13	0	32	1	29	2	0
Positive Comments	9	9	10	9	0	30	7	16	7	0
Mail	9	7	9	11	0	30	9	17	4	0
Clothing/Laundry	10	9	15	7	0	25	7	6	12	0
Phone	11	7	13	12	0	22	9	10	3	0
Policy/Rulebook	12	6	18	8	0	21	10	3	8	0
Admin Booking	12	10	12	10	0	21	5	11	5	0
Inmate Property	13	13	11	11	0	20	2	14	4	0
Mental Health Services	14	11	14	8	0	19	4	7	8	0
Grievance Against Inmate	15	12	18	10	0	11	3	3	5	0
ADA	15	12	15	13	0	11	3	6	2	0
Food Services	16	12	17	12	0	10	3	4	3	0
Other Inmate Services	17	14	16	13	0	8	1	5	2	0
Use of Force	17	0	14	14	0	8	0	7	1	0
Dental	18	14	18	12	0	7	1	3	3	0
PREA	18	13	17	14	0	7	2	4	1	0
Legal Services	19	14	16	0	0	6	1	5	0	0
Visits	20	13	19	0	0	4	2	2	0	0
Outside Agency	21	0	20	13	0	3	0	1	2	0
Jail Crimes	21	14	0	13	0	3	1	0	2	0
Religious Services	21	14	20	14	0	3	1	1	1	0
Searches	22	0	19	0	0	2	0	2	0	0
Infraction/Disciplinary	23	0	20	0	0	1	0	1	0	0
Programs	23	0	20	0	0	1	0	1	0	0