

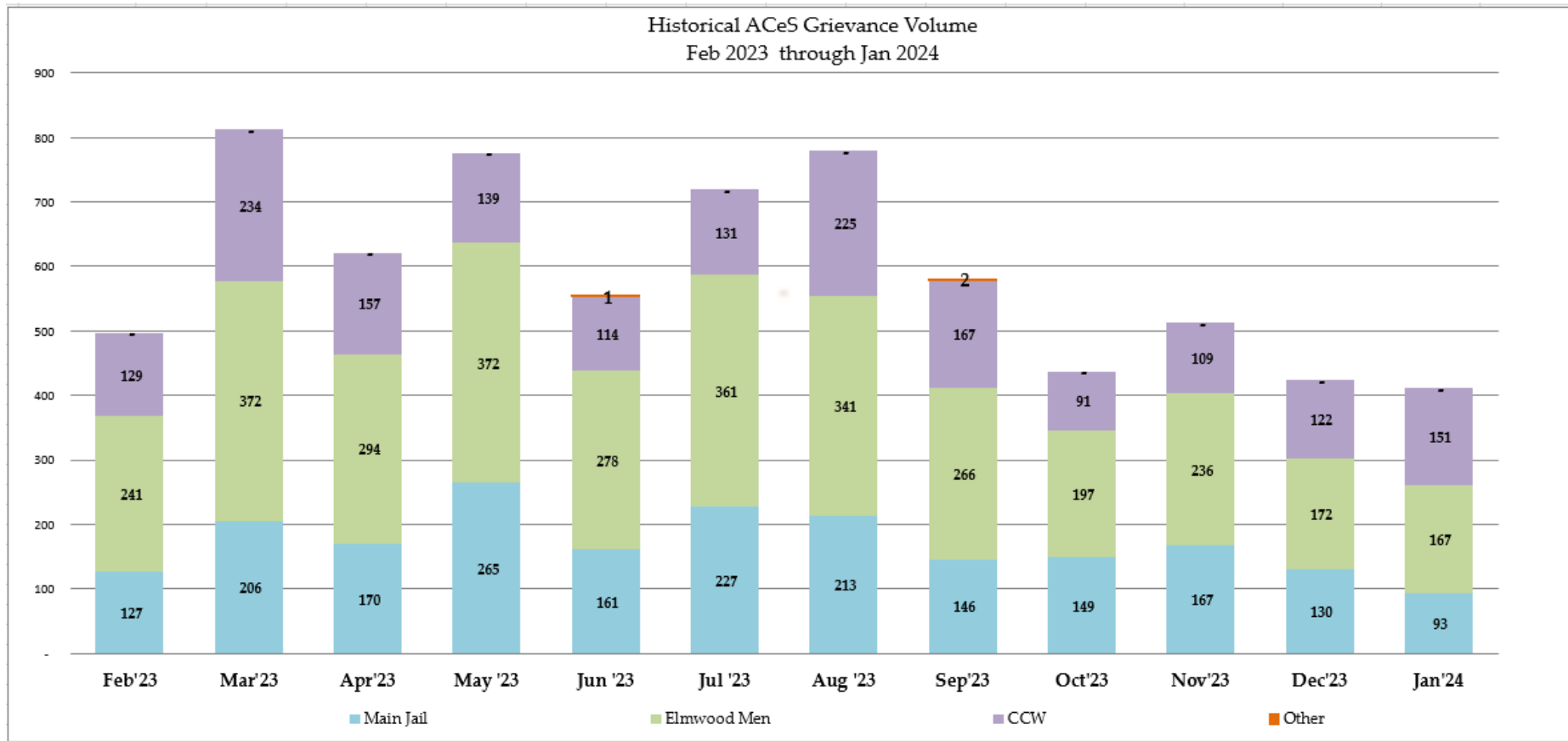


Sheriff's Office Custody Bureau  
Grievance Dashboard  
**January 2024**

# Grievance Dashboard – January 2024

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

# Grievance Dashboard – January 2024



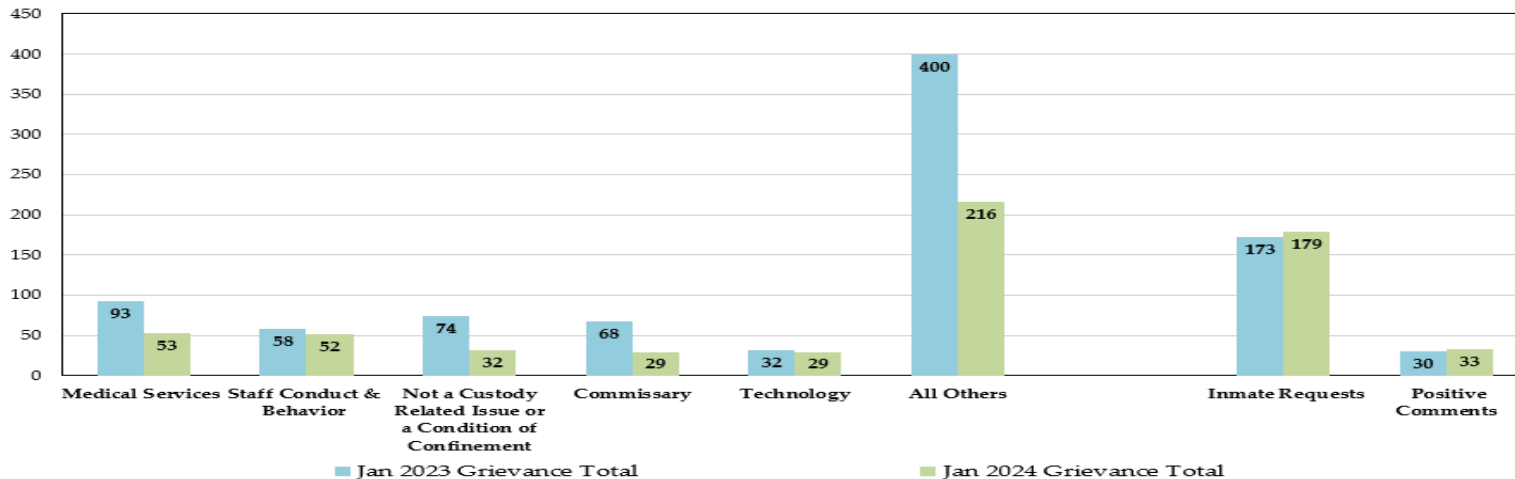
The data above compares the volume of monthly grievances over the last 12 months. For context, the data is segregated by each of our three jail facilities: Main Jail North, Elmwood Men’s Facility, and Elmwood Women’s Facility (CCW). Additionally, it includes data from “Other - Out of Facility” areas,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

In January, the Sheriff’s Office experienced a 4% decrease in grievance submissions, which translates to 13 fewer grievances compared to the previous month. Specifically, the Elmwood Men’s Facility reduced their submission rate by 3%, while the Main Jail facility saw a substantial decrease of 28%. On the other hand, the Elmwood Women’s Facility witnessed an impressive 24% 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 – January 2024

**Top Five Most Frequent Grievance Categories**  
Jan 2023 vs. Jan 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 January, the most frequently grieved category was “Medical Services.” 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 March 20, 2024

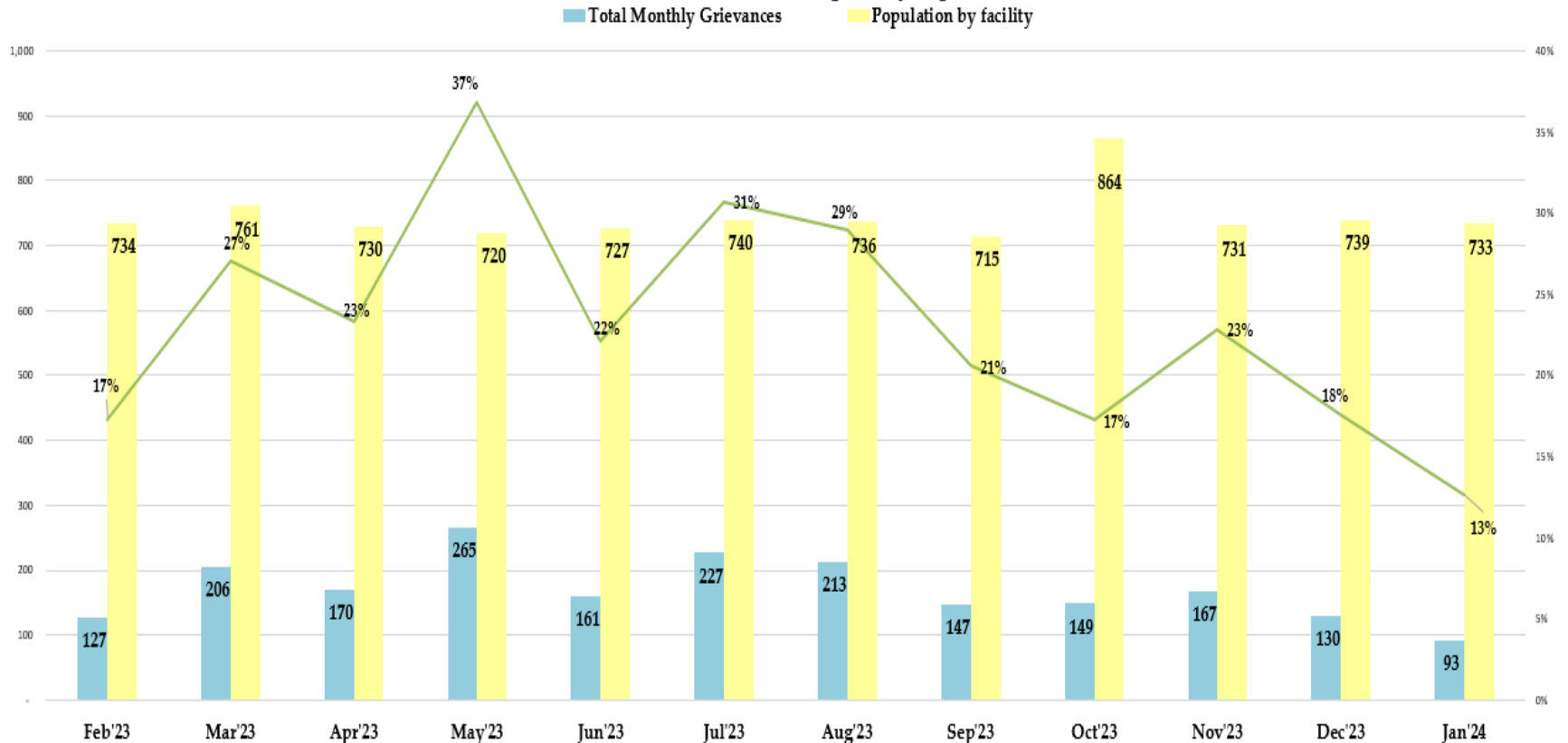
The “Not a Custody Related Issue or a Condition of Confinement” category experienced a 57% decrease compared to January of the previous year. In terms of grievances, this category saw a 6% increase in January, placing it as the 3rd most frequently grieved category for January.

Items in this category encompass various concerns that are non-comprehensive, non-sensical, or non-actionable. The Grievance Unit conducted an analysis of the submissions and found that two incarcerated individual at the Elmwood Women’s Facility had collectively submitted 32% of grievances in this category that were deemed non-sensical. The two incarcerated persons were referred to the Inmate Rulebook for the policy and procedure of submitting grievances. In addition, services such as mental health were also offered.

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

# Grievance Dashboard – January 2024

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



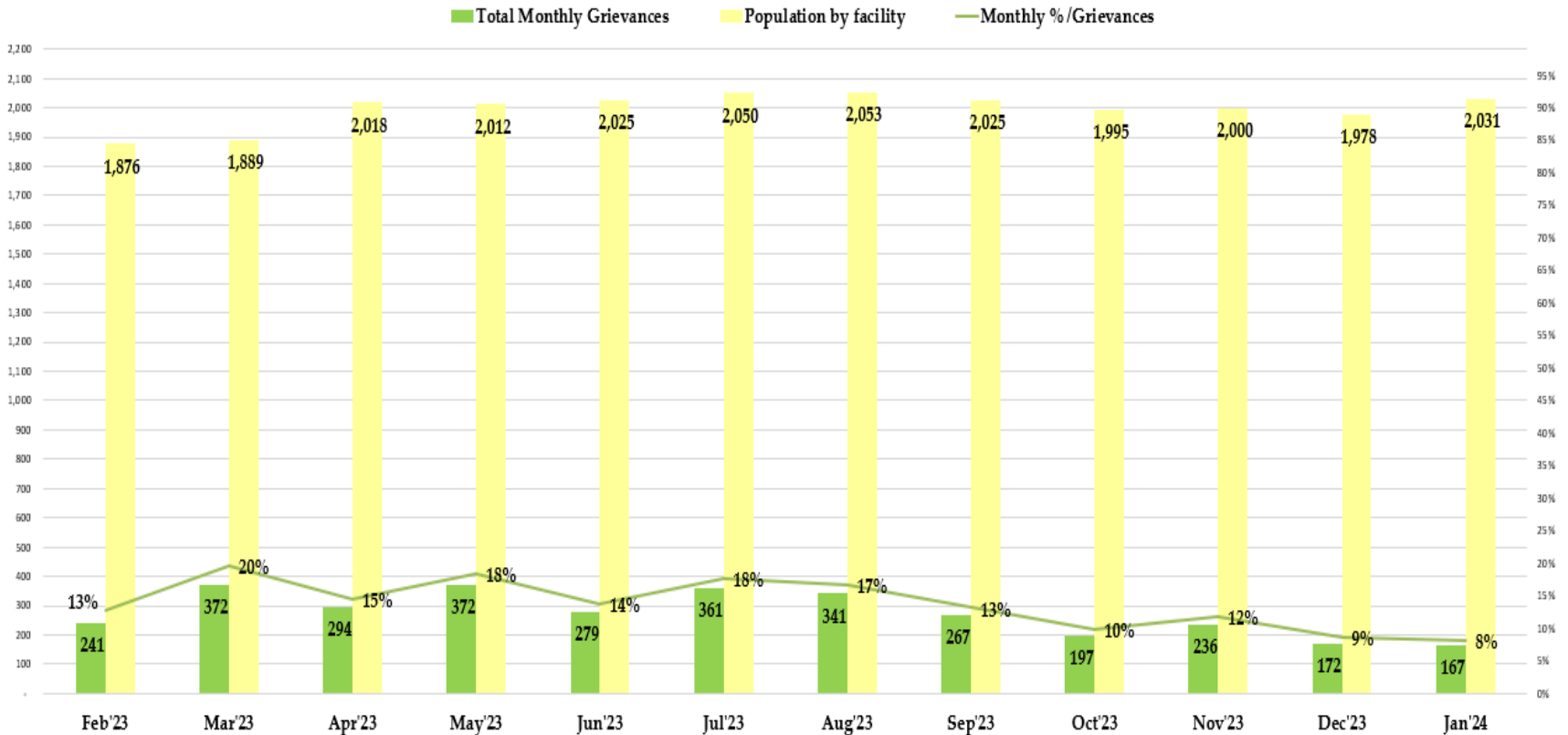
The data above compares the total grievances submitted by month for the last 12 months at the Main Jail Facility.

In January 2024, 93 grievances were submitted by individuals at the Main Jail, with an average daily population of 733 incarcerated persons. This would equate to 0.13 grievances submitted per individual in the month of January. However, in actuality, only 61 incarcerated persons 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.*

# Grievance Dashboard – January 2024

Elmwood Men Total Grievances vs. Average Daily Population Feb'23 to Jan'24

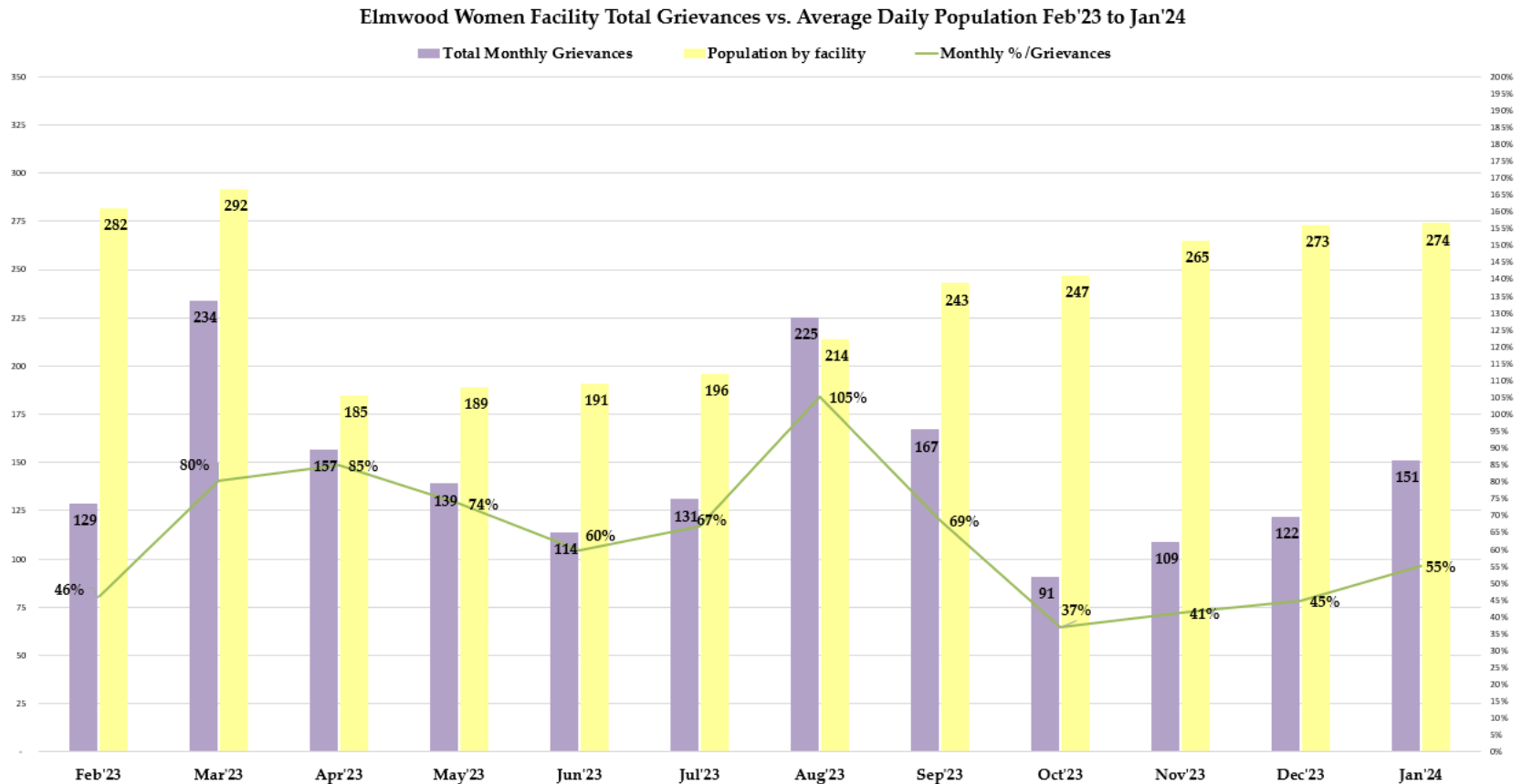


The data presented above compares the total number of grievances submitted by month for the last 12 months at the Elmwood Men’s Facility.

In January 2024, 167 grievances were submitted by individuals at the Elmwood Men’s Facility, with an average daily population of 2,031 incarcerated persons. This would equate to an average of 0.08 grievances per individual in the month of January. However, in actuality, only 132 incarcerated persons from Elmwood Men’s 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.*

# Grievance Dashboard – January 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.

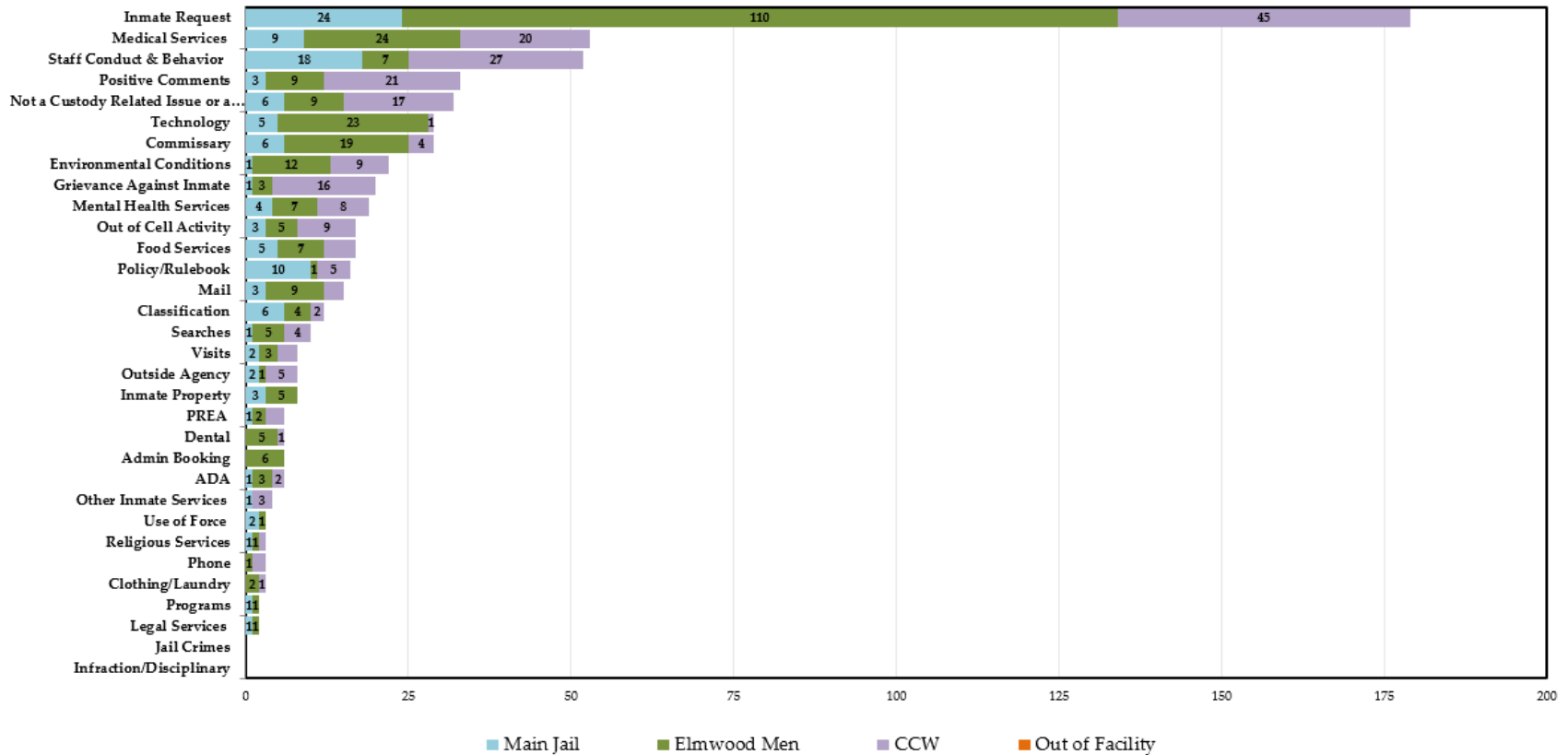
In January 2024, 151 grievances were submitted by individuals at the Elmwood Women’s Facility, with an average daily population of 274 incarcerated persons. This would equate to an average of 0.55 grievances submitted per individual in the month of January. However, in actuality, only 61 incarcerated persons from Elmwood Women’s 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.*

# Grievance Dashboard – January 2024

## Grievance Totals by Category and Facility

Jan 2024 Grievances 411 + 179 Inmate Requests + 33 Positive Comments



The data above presents a summary of all the grievances submitted for the month of January, 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 47% of all grievances submitted in January. The remaining 53% of grievances were attributed to various other categories. It is worth noting that there were no grievances reported in the "Jail Crimes" category during the month of January.

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



# Grievance Dashboard – January 2024

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

Compared to the previous month, the “Staff Conduct” category experienced a 15% increase in submission rates and remained the second most frequently grieved category for the second consecutive month. Additionally, this category saw a 10% decrease compared to January of last year.

The Grievance Unit conducted an analysis of the submissions and found that 42% of the total grievances were submitted by the Elmwood Women’s Facility. Upon further examination, 59% of these grievances were submitted without identifying a specific staff member. The grievances highlighted dissatisfaction with various aspects, including inmate worker selections, lights being on in the dorm, disturbances in sleep patterns, and perceived preferential treatment regarding programming for individuals.

However, after a thorough review of Body Worn Cameras (BWC), overhead camera footage, and interviews, it was determined that these allegations were unsupported. In each instance, staff assigned to the dorms were performing their duties, including conducting welfare checks, notifying incarcerated individuals of pill call, allocating program time to other groups, and selecting workers based on established policies and procedures. Regardless of the outcome, staff members were reminded to always maintain professionalism during all interactions with our incarcerated population.

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

Jan'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	179	24	110	45	0
Medical Services	2	4	2	4	0	53	9	24	20	0
Staff Conduct & Behavior	3	2	7	2	0	52	18	7	27	0
Positive Comments	4	8	6	3	0	33	3	9	21	0
Not a Custody Related Issue	5	5	6	5	0	32	6	9	17	0
Commissary	6	5	4	10	0	29	6	19	4	0
Technology	6	6	3	13	0	29	5	23	1	0
Environmental Conditions	7	10	5	7	0	22	1	12	9	0
Grievance Against Inmate	8	10	11	6	0	20	1	3	16	0
Mental Health Services	9	7	7	8	0	19	4	7	8	0
Food Services	10	6	7	9	0	17	5	7	5	0
Out of Cell Activity	10	8	9	7	0	17	3	5	9	0
Policy/Rulebook	11	3	13	9	0	16	10	1	5	0
Mail	12	8	6	11	0	15	3	9	3	0
Classification	13	5	10	12	0	12	6	4	2	0
Searches	14	10	9	10	0	10	1	5	4	0
Inmate Property	15	8	9	0	0	8	3	5	0	0
Outside Agency	15	9	13	9	0	8	2	1	5	0
Visits	15	9	11	11	0	8	2	3	3	0
PREA	16	10	12	11	0	6	1	2	3	0
ADA	16	10	11	12	0	6	1	3	2	0
Dental	16	0	9	13	0	6	0	5	1	0
Admin Booking	16	0	8	0	0	6	0	6	0	0
Other Inmate Services	17	10	0	11	0	4	1	0	3	0
Use of Force	18	9	13	0	0	3	2	1	0	0
Religious Services	18	10	13	13	0	3	1	1	1	0
Phone	18	0	13	12	0	3	0	1	2	0
Clothing/Laundry	18	0	12	13	0	3	0	2	1	0
Legal Services	19	10	13	0	0	2	1	1	0	0
Programs	19	10	13	0	0	2	1	1	0	0
Infraction/Disciplinary	0	0	0	0	0	0	0	0	0	0
Jail Crimes	0	0	0	0	0	0	0	0	0	0
						<b>623</b>	<b>120</b>	<b>286</b>	<b>217</b>	<b>0</b>