



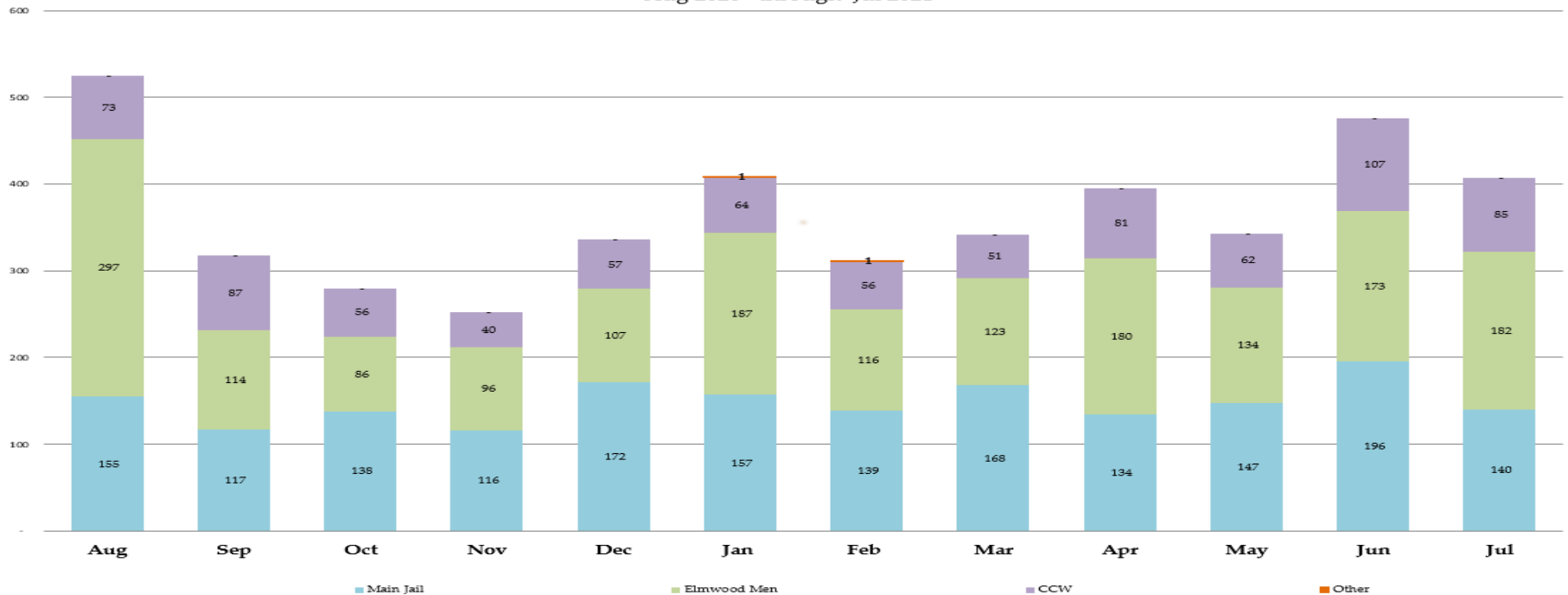
Sheriff's Office Custody Bureau
Inmate Grievances Dashboard
July 2021

Inmate Grievances Dashboard – July 2021

- Executive Summary
 - The Grievance Unit Monthly Dashboard will include the following data:
 - Historical Grievance Volume
 - August 2020 through July 2021
 - Top Five Most Frequent Grievance Categories
 - July 2020 vs. July 2021
 - Grievance Totals by Category and by Facility
 - July 2021
 - Category Frequency Rank
 - July 2021

Inmate Grievances Dashboard – July 2021

Historical ACeS Grievance Volume
Aug 2020 through Jul 2021



The data above compares the volume of the 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, Elmwood Women’s Facilities (CCW), and also by “Other - Out of Facility” areas. This refers to areas such as the Courts or Alternative Supervision programs.

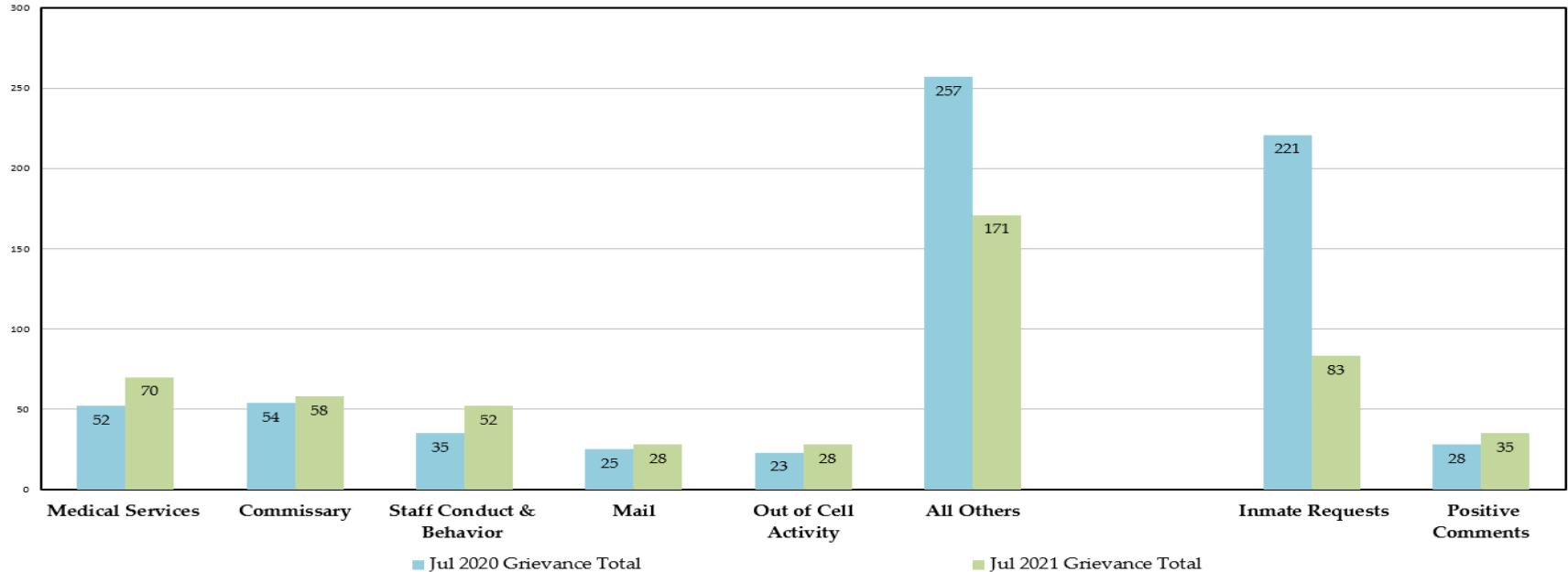
For the month of July, the Sheriff’s Office witnessed a 15% decrease in grievance submissions or 69 less grievances. Individually, the Main Jail experienced a 29% deflation while the Elmwood Women’s facility decreased by 21%; however, the Elmwood Men’s facility increased by 5% last month.

A look into the Elmwood Men’s inflation revealed that mass grievances were submitted by inmates regarding the “Out of Cell Activity” category. Multiple inmates from a specific housing unit at the Elmwood Men’s Facility grieved about their allotted out of cell time. Last month, there were several rule violations documented by staff concerning this housing unit including fights amongst inmates. A modified program schedule was temporarily enacted to ensure the safety of all inmates in the dorm. On July 7th, 2021, the modified schedule was lifted, and inmates resumed their normal out of cell activity.

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 – July 2021

Top Five Most Frequent Grievance Categories
Jul 2020 vs. Jul 2021



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 July were “Medical Services” at #1 and “Commissary” at #2.

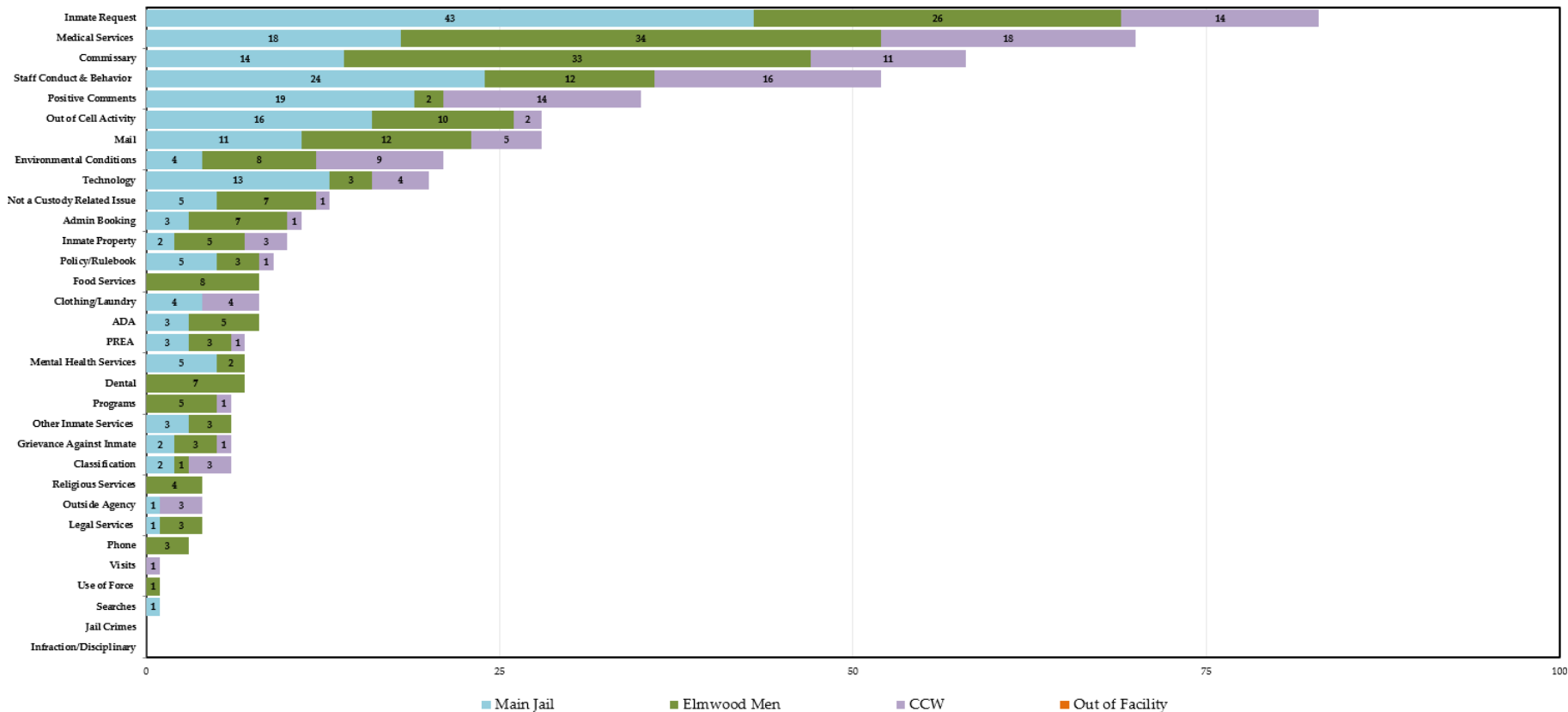
After an audit of “Medical Services” grievances, roughly half of the grievances were produced by the Elmwood Men’s population. By sub-categories within the “Medical Services” category, the complaints were 38% related to “Care,” 18% related to “Medications,” 17% related to “Accommodations,” 12% related to “Appointments,” 6% related to “Pain,” and 9% were uncategorized.

Approximately 57% of “Commissary” grievances for the month of July were submitted by the Elmwood Men’s population. A number of those grievances were related to inmates being transferred from their original housing unit to a different location on commissary distribution night. All inmates affected were credited back immediately by our vendor and received the funds in their accounts once grievances were submitted through our ACeS Grievance Tracking System.

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

Inmate Grievances Dashboard – July 2021

Grievance Totals by Category and Facility
 Jul 2021 Grievances 407 + 83 Inmate Requests + 35 Positive Comments



The above data shows all the inmate grievances submitted for the month of July 2021 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 58% of all submitted grievances for July 2021. All other categories sum up the remaining balance or 42% of all grievances for the month of July. The “Jail Crimes” and “Infraction/Disciplinary” categories 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.

