



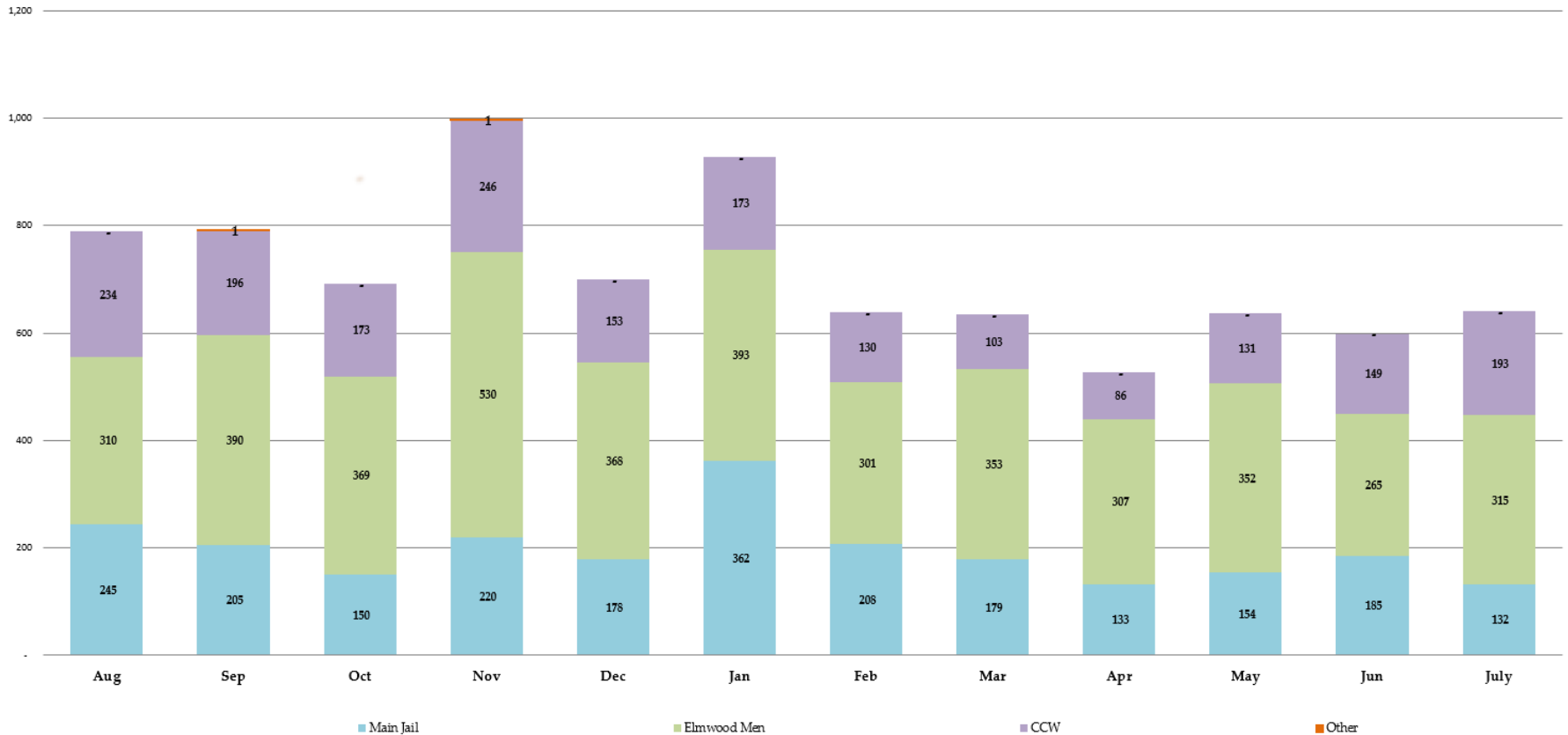
Sheriff's Office Custody Bureau
Inmate Grievances Dashboard
July 2022

Inmate Grievances Dashboard – July 2022

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

Inmate Grievances Dashboard – July 2022

Historical ACeS Grievance Volume
Aug 2021 through Jul 2022



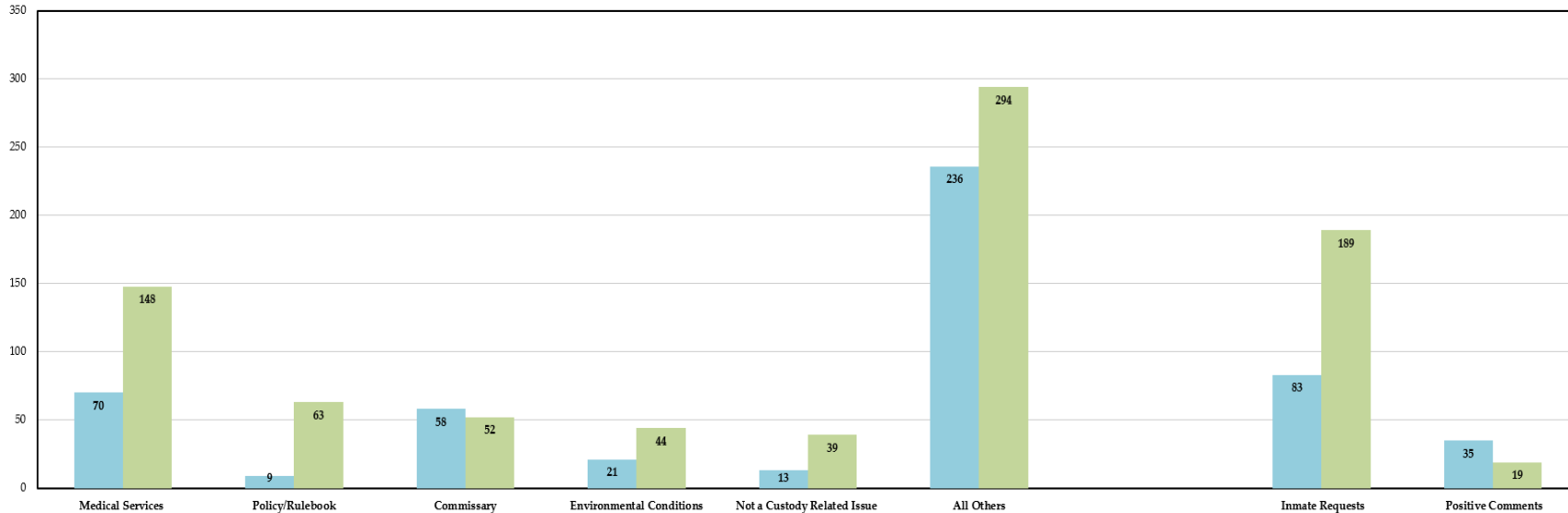
The data above compares the volume of monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s Facility and Elmwood Women’s Facility (CCW), and also by “Other - Out of Facility” areas. This refers to areas such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

For the month of July, the Sheriff’s Office experienced a 6.8% increase in grievance submissions or 41 more grievances than the previous month. Individually, the Main Jail Facility decreased by 28.7% while the Elmwood Men’s Facility increased by 18.9%, and the Elmwood Women’s Facility by 29.5%. An audit revealed that the increase in grievances from the Elmwood Men’s and Elmwood Women’s Complex was partly due to grievance complaints for the “Medical Services” category regarding COVID housing placements for the C19+ inmates’ quarantine period.

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 2022

Top Five Most Frequent Grievance Categories
Jul 2021 vs. Jul 2022



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 July was "Medical Services"

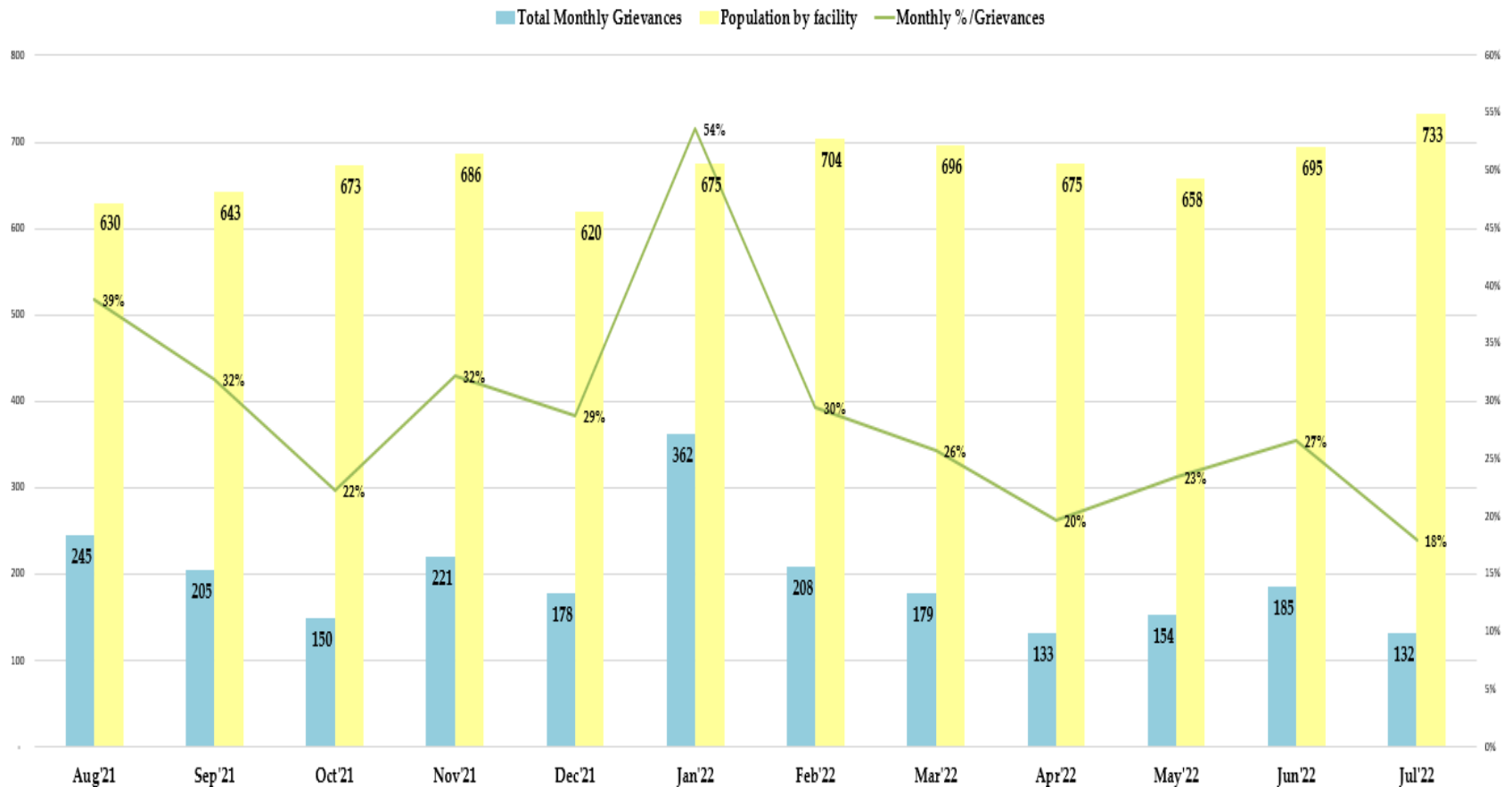
For further information, Custody Health Services reports on "Medical Services" grievances on a quarterly basis to the Public Safety Justice Committee. The next quarterly report is scheduled for October 2022.

The second Most Frequently Grieved Category for the month of July was "Policy/Rulebook." An audit was performed for all grievance submissions in this category and revealed that they were all different in nature between the three facilities. Examples of grievances in this category were inmates complaining about routine matters in this facility such as morning court procedures, medication dispensing timeframes, and lockdown procedures during emergencies. The Grievance Unit will continue to monitor this category and report accordingly if a trend is detected.

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

Inmate Grievances Dashboard – July 2022

Main Jail Total Grievances vs. Average Daily Population Aug '21 - Jul '22



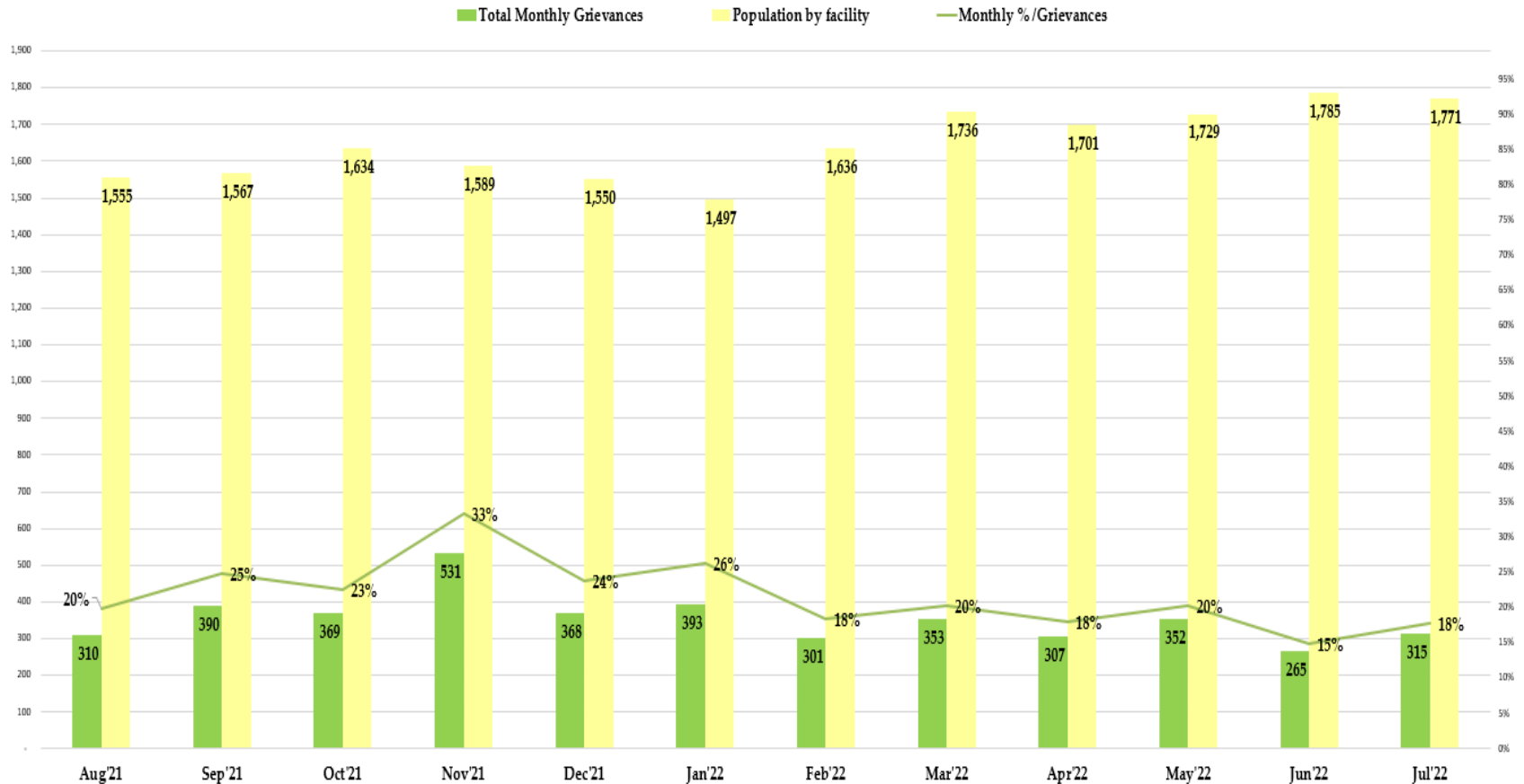
The data above compares the total inmate grievances submitted by month for the last 12 months at the Main Jail Facility.

In July 2022, there were 132 grievances submitted by Main Jail inmates with an average daily population of 733 inmates. This would equate to 0.18 grievances submitted per inmate in the month of July. In actuality, only 109 inmates from Main Jail submitted grievances in the month of July.

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

Inmate Grievances Dashboard – July 2022

Elmwood Men Total Grievances vs. Average Daily Population Aug '21 - Jul '22



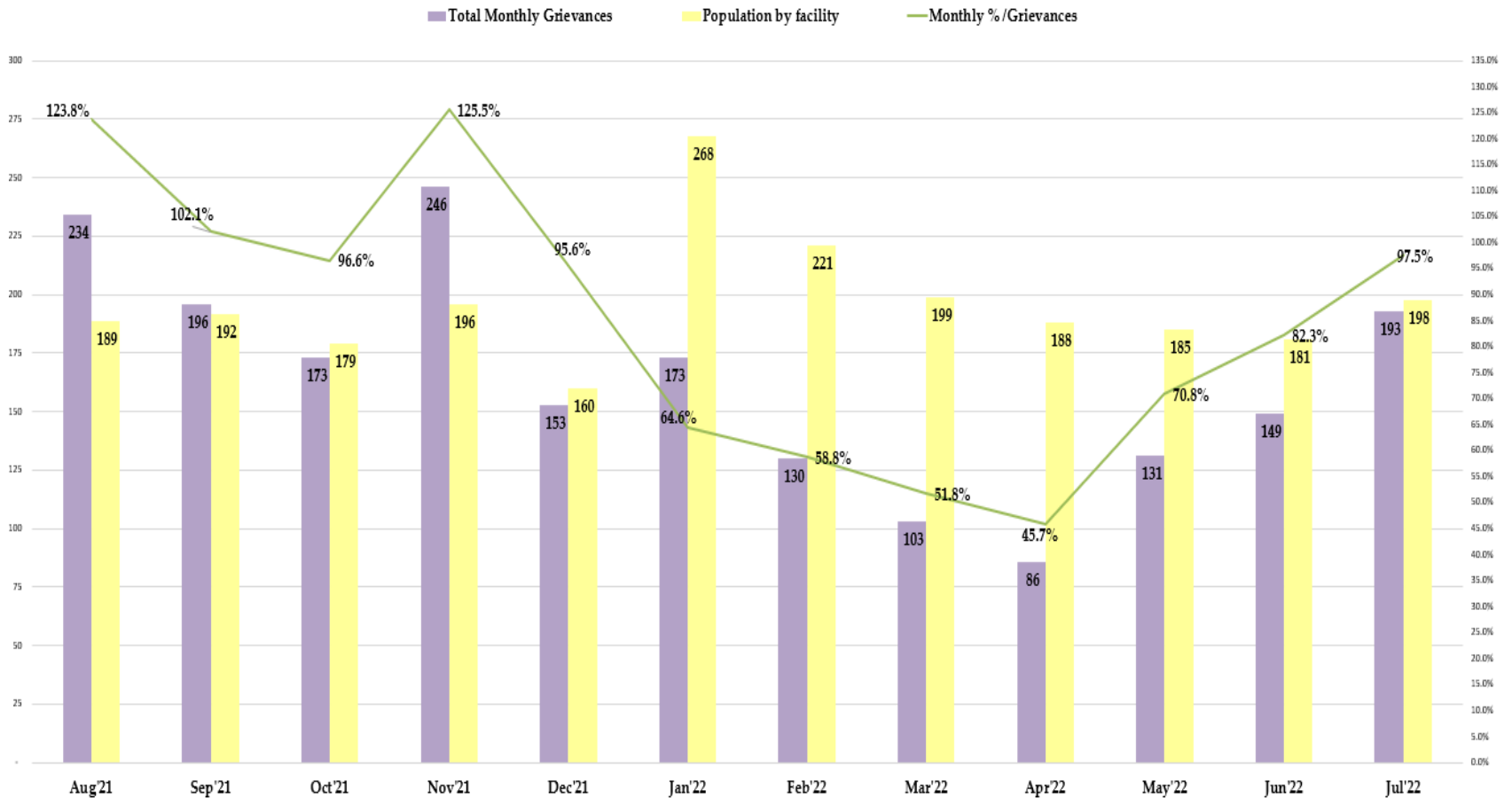
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Men’s Facility.

In July 2022, there were 315 grievances submitted by the Elmwood Men inmates with an average daily population of 1,771 inmates. This would equate to 0.18 grievances submitted per inmate in the month of July. In actuality, only 175 inmates from Elmwood Men’s submitted grievances for the month of July.

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

Inmate Grievances Dashboard – July 2022

Elmwood Women Facility Total Grievances vs. Average Daily Population Aug '21 - Jul '22



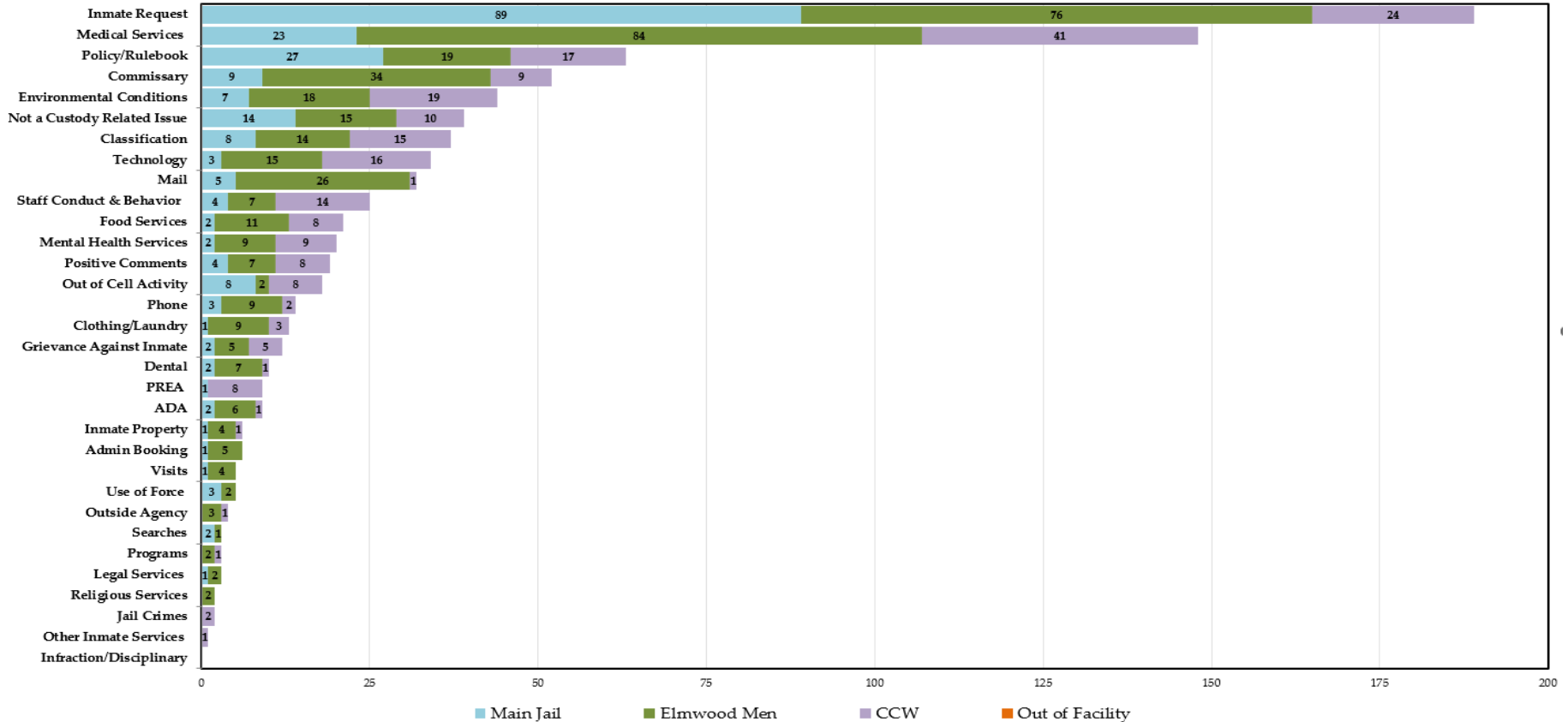
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Women’s Facility.

In July 2022, there were 193 grievances submitted by the Elmwood Women inmates with an average daily population of 198 inmates. This would equate to 0.98 grievances submitted per inmate in the month of July. In actuality, only 79 inmates from Elmwood Women’s submitted grievances for the month of July.

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

Inmate Grievances Dashboard – July 2022

Grievance Totals by Category and Facility
 JUL 2022 Grievances 640 + 189 Inmate Requests + 19 Positive Comments



The above data shows all the inmate grievances submitted for the month of July 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 54% of all submitted grievances for July 2022. All other categories sum up the remaining balance or 46% of all grievances for the month of July. The “Infraction/Disciplinary” category did not receive a grievance submission for the month of July.

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 – July 2022

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

When compared to the other categories in the Top Five Most Frequent Grievance Categories list, “Commissary” was the only category that showed a reduction in submission from the previous year. The Sheriff’s Office has been working closely with our commissary vendor to reduce grievances in this category. Since the pandemic abruptly suspended the commissary process 2.5 years ago, the “Commissary” category has been consistently high with grievance complaints.

With services slowly and safely returning to pre-COVID status, the Sheriff’s Office, in partnership with our vendor, can offer inmates and their families more items, packages, and improved service. Plans to increase weekly spending limits for inmates and provide additional iCare packages for loved ones are in the works. Once confirmed and available, the Grievance Unit will be able to provide additional information on the next report.

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

Jul '22	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	2	2	0	189	89	76	24	
Medical Services	2	3	1	1	0	148	23	84	41	
Policy/Rulebook	3	2	5	4	0	63	27	19	17	
Commissary	4	5	3	9	0	52	9	34	9	
Environmental Conditions	5	7	6	3	0	44	7	18	19	
Not a Custody Related Issue	6	4	7	8	0	39	14	15	10	
Classification	7	6	8	6	0	37	8	14	15	
Technology	8	10	7	5	0	34	3	15	16	
Mail	9	8	4	14	0	32	5	26	1	
Staff Conduct & Behavior	10	9	11	7	0	25	4	7	14	
Food Services	11	11	9	10	0	21	2	11	8	
Mental Health Services	12	11	10	9	0	20	2	9	9	
Positive Comments	13	9	11	10	0	19	4	7	8	
Out of Cell Activity	14	6	16	10	0	18	8	2	8	
Phone	15	10	10	13	0	14	3	9	2	
Clothing/Laundry	16	12	10	12	0	13	1	9	3	
Grievance Against Inmate	17	11	13	11	0	12	2	5	5	
Dental	18	11	11	14	0	10	2	7	1	
PREA	19	12	0	10	0	9	1	0	8	
ADA	19	11	12	14	0	9	2	6	1	
Inmate Property	20	12	14	14	0	6	1	4	1	
Admin Booking	20	12	13	0	0	6	1	5	0	
Visits	21	12	14	0	0	5	1	4	0	
Use of Force	21	10	16	0	0	5	3	2	0	
Outside Agency Programs	22	0	15	14	0	4	0	3	1	
Legal Services	23	0	16	14	0	3	0	2	1	
Searches	23	12	16	0	0	3	1	2	0	
Jail Crimes	23	11	17	0	0	3	2	1	0	
Religious Services	24	0	0	13	0	2	0	0	2	
Other Inmate Services	24	0	16	0	0	2	0	2	0	
Infraction/Disciplinary	25	0	0	14	0	1	0	0	1	
	0	0	0	0	0	0	0	0	0	