



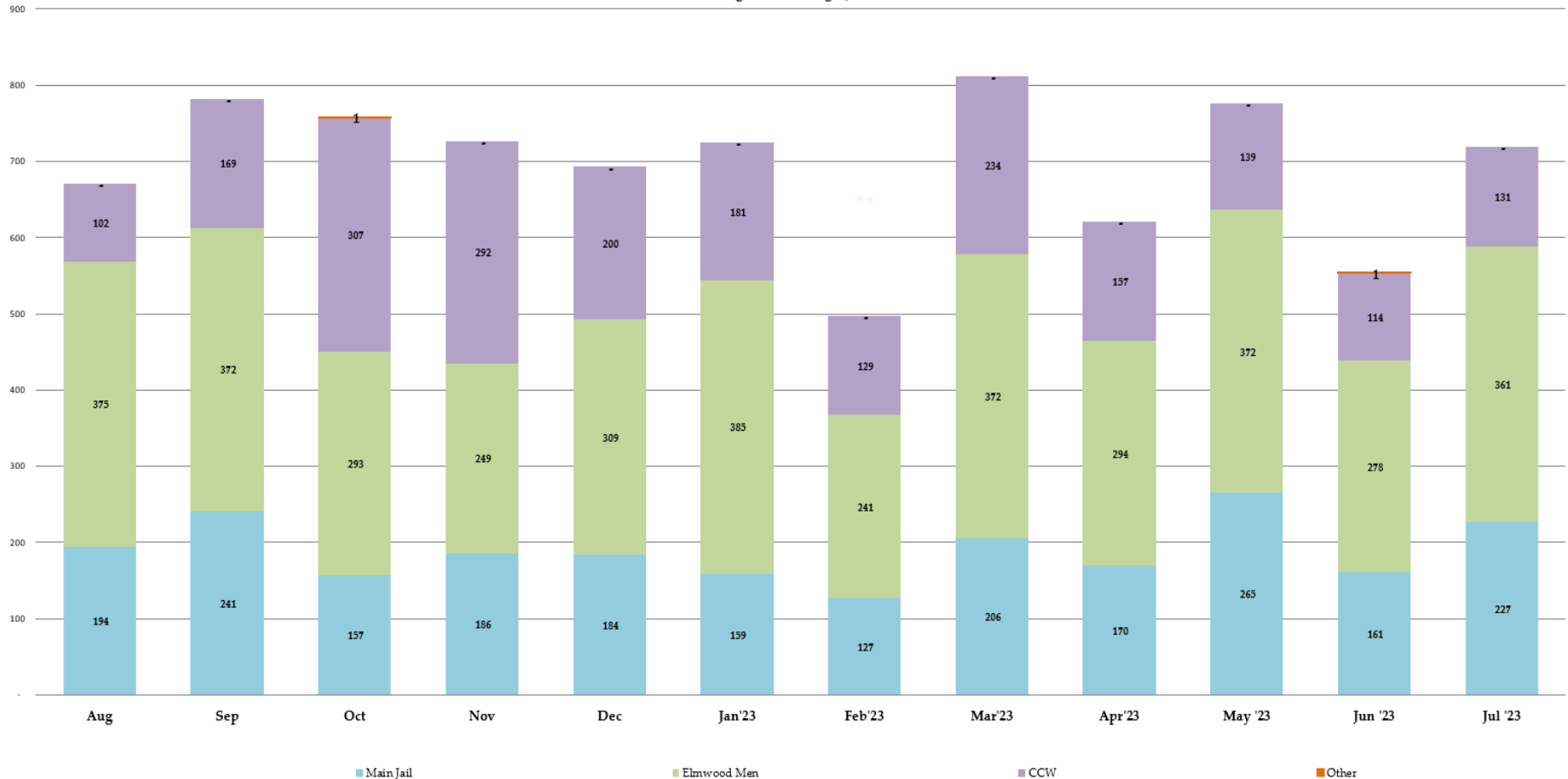
Sheriff's Office Custody Bureau
Grievance Dashboard
July 2023

Grievance Dashboard – July 2023

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

Grievance Dashboard – July 2023

Historical ACEs Grievance Volume
Aug 2022 through Jul 2023



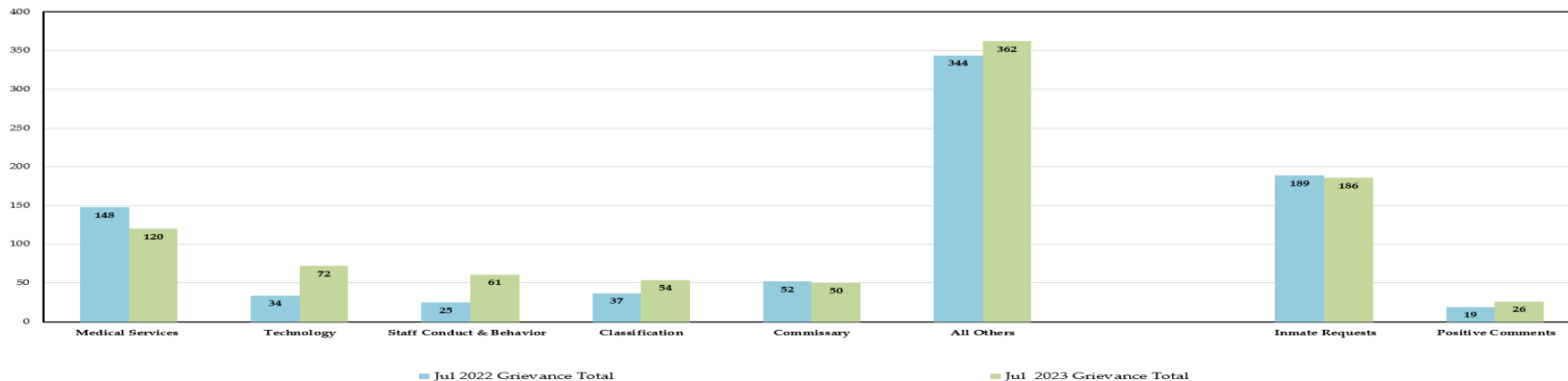
The data above compares the volume of monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s Facility and Elmwood Women’s Facility (CCW), and also by “Other - Out of Facility” areas. This refers to areas such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

For the month of July, the Sheriff’s Office experienced a 30% increase in grievance submissions or 165 more grievances than the previous month. Individually, the Main Jail Facility increased by 41%, the Elmwood Men’s Facility by 30%, and the Elmwood Women’s Facility by 15%.

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 – July 2023

Top Five Most Frequent Grievance Categories
JUL 2022 vs. JUL 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 Grievied Category for the month of July was "Medical Services." At the request of Supervisor Ellenberg, the Sheriff's Office and Custody Health Services will jointly report on "Medical Services" grievances on a quarterly basis to the Public Safety and Justice Committee. For further information, the next quarterly report is scheduled for October 19, 2023.

The "Technology" category was the 2nd Most Frequently Grievied category for the month of July, experiencing a sizeable 57% increase from last month and a 95% upsurge compared to the same timeframe last year. As mentioned in the previous report, a security concern involving tablets which posed a safety risk to everyone in the facility was identified in late May. All tablets systemwide were collected to ensure safety enhancements were added before their re-distribution to the incarcerated population. During this time, both divisions took the opportunity to address inventory issues, damaged tablets, and procedural changes.

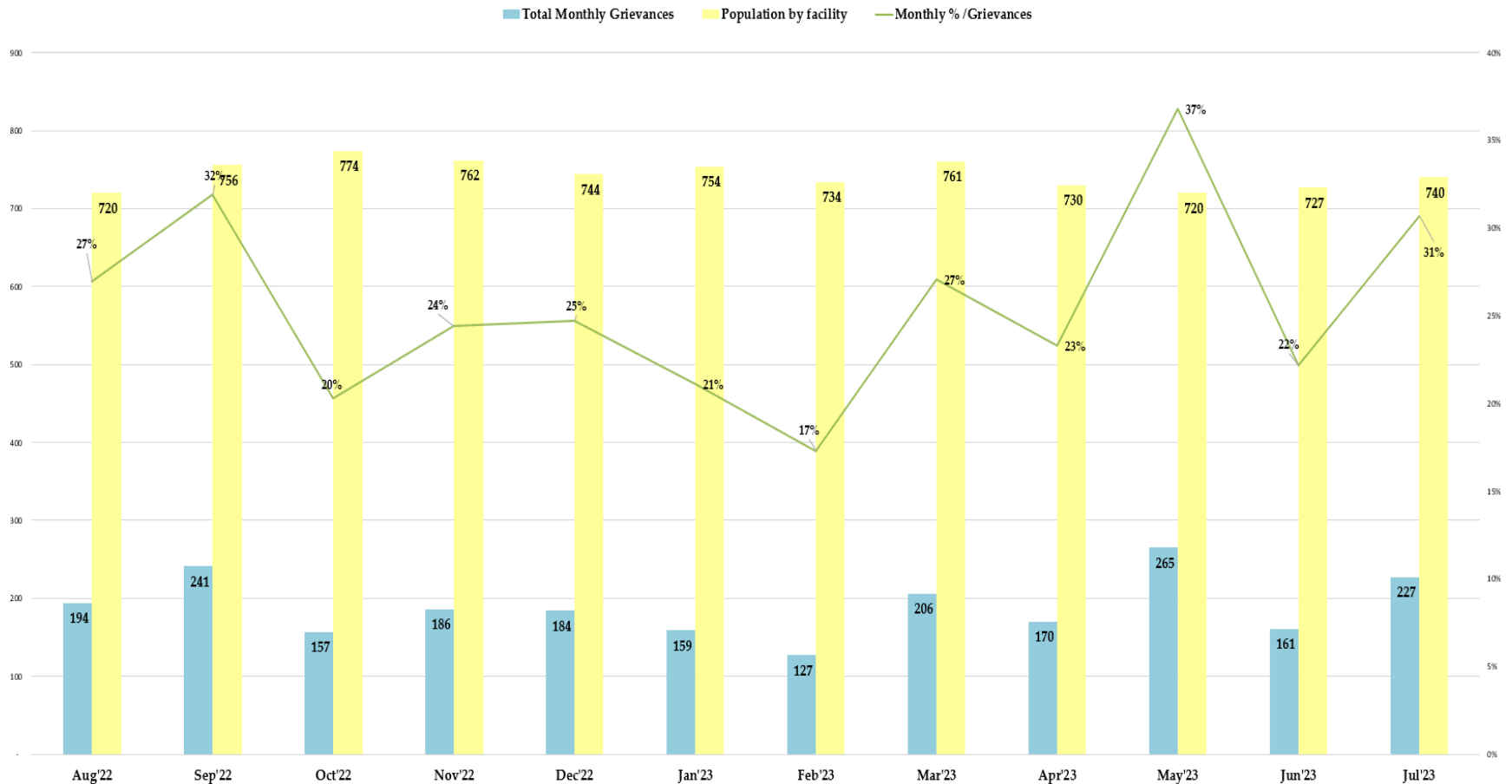
Following the implementation of security enhancements, tablets were reallocated back to the incarcerated population. In response, both the Main Jail and Elmwood Divisions revised their Tablet Program Directive for staff, introducing updated procedures. The primary objectives were to increase accountability, enhance charging practices, and improve tablet sanitation between uses.

However, this change meant that staff would have possession of the tablets for a longer duration than what the incarcerated population was accustomed to. Understandably, some incarcerated individuals expressed dissatisfaction with the new tablet distribution process. They specifically requested that tablets be distributed during breakfast time instead of lunchtime. Balancing security, convenience, and fairness remains a priority as the correctional facilities adapt to these adjustments. The administration continues to evaluate feedback from both staff and inmates to ensure an effective and equitable tablet program.

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

Grievance Dashboard – July 2023

Main Jail Total Grievances vs. Average Daily Population Aug '22- Jul '23



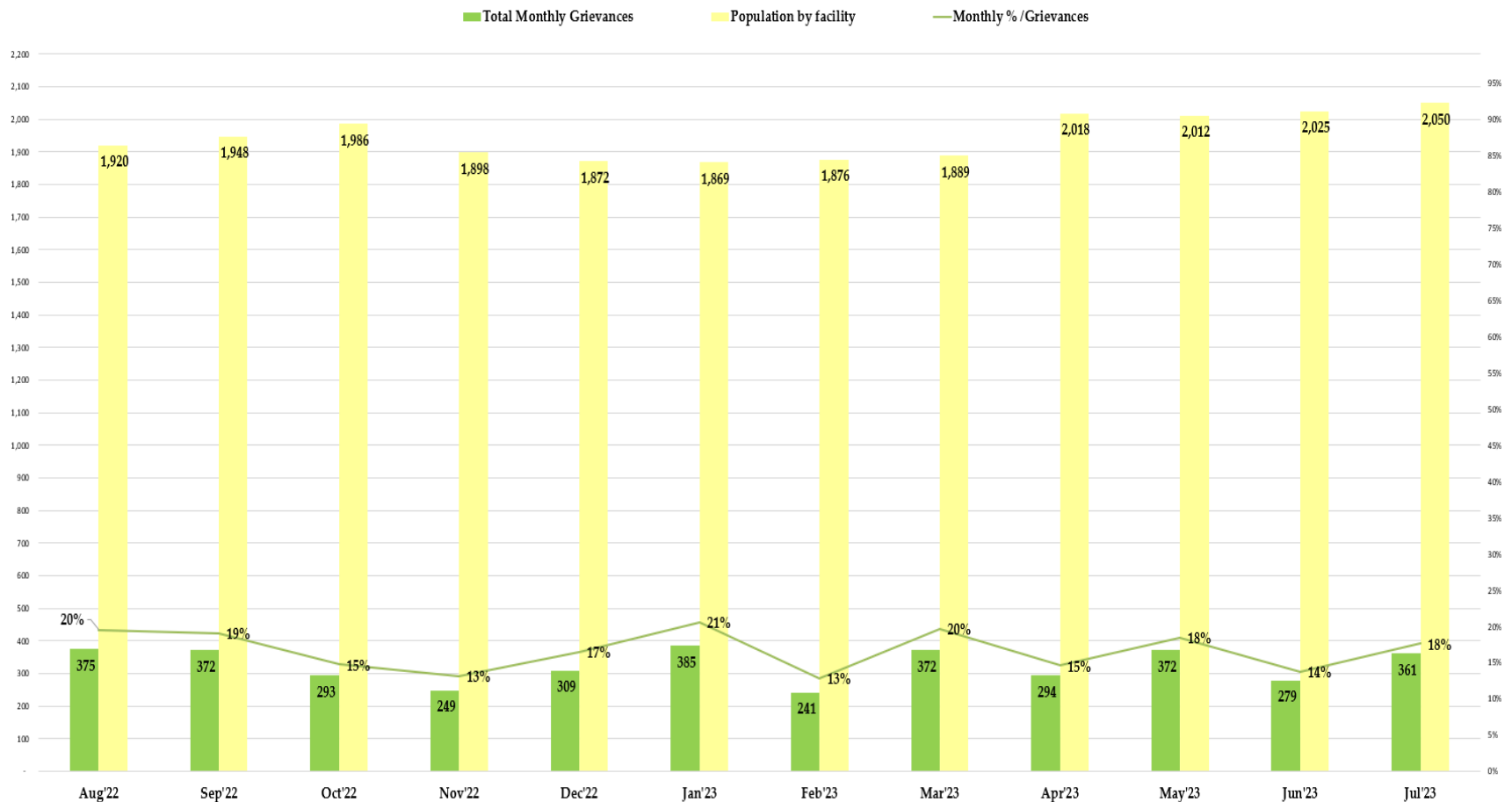
The data above compares the total grievances submitted by month for the last 12 months at the Main Jail Facility.

In July 2023, there were 227 grievances submitted by individuals at the Main Jail with an average daily population of 740 incarcerated persons. This would equate to 0.31 grievances submitted per individual in the month of July. In actuality, only 105 incarcerated persons 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.

Grievance Dashboard – July 2022

Elmwood Men Total Grievances vs. Average Daily Population Aug '22- Jul '23



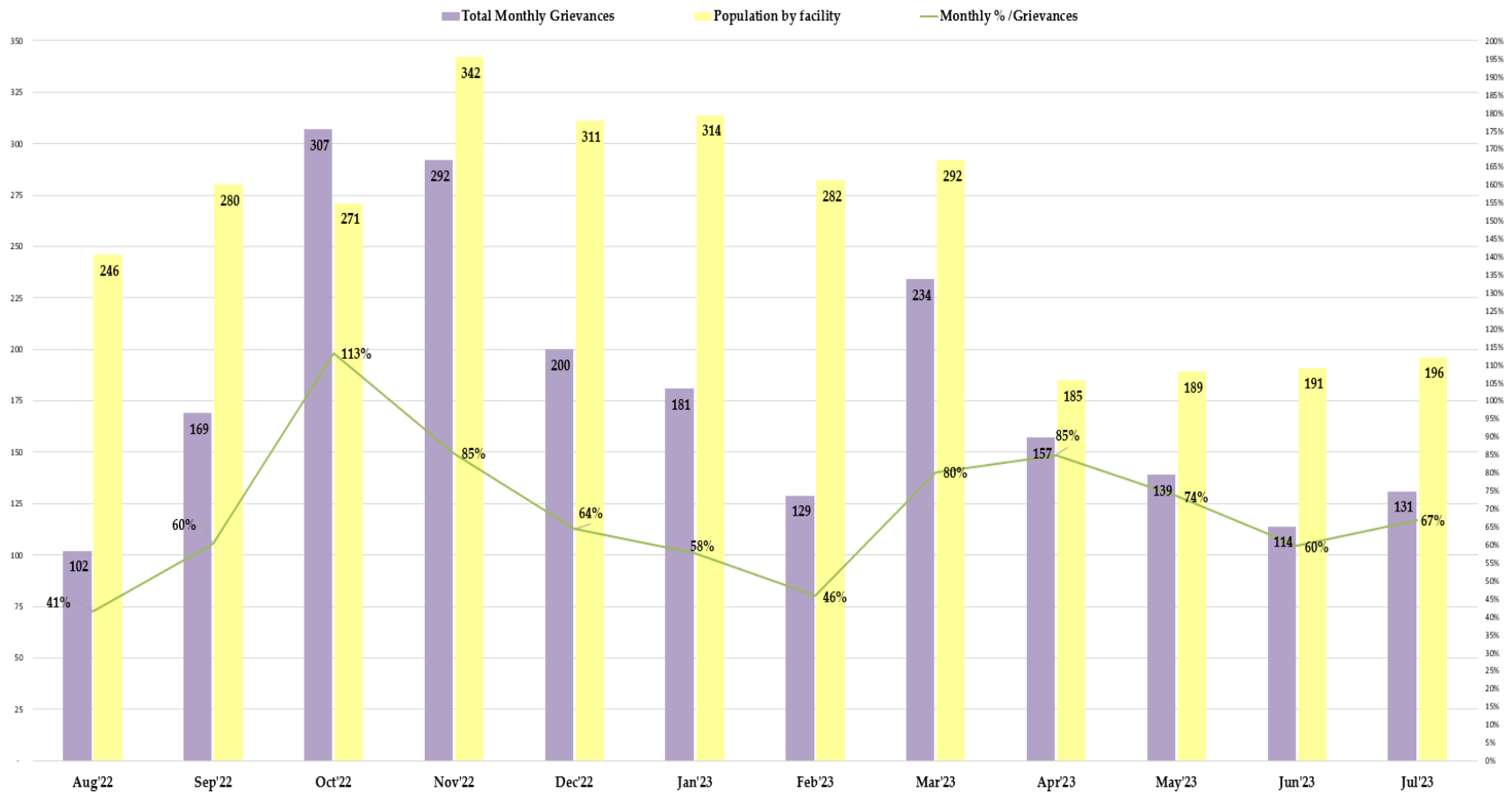
The data above compares the total grievances submitted by month for the last 12 months at the Elmwood Men’s Facility.

In July 2023, there were 361 grievances submitted by individuals at the Elmwood Men’s Facility with an average daily population of 2,050 incarcerated persons. This would equate to 0.18 grievances submitted per individual in the month of July. In actuality, only 223 incarcerated persons 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.

Grievance Dashboard – July 2023

Elmwood Women Facility Total Grievances vs. Average Daily Population Aug '22- Jul '23



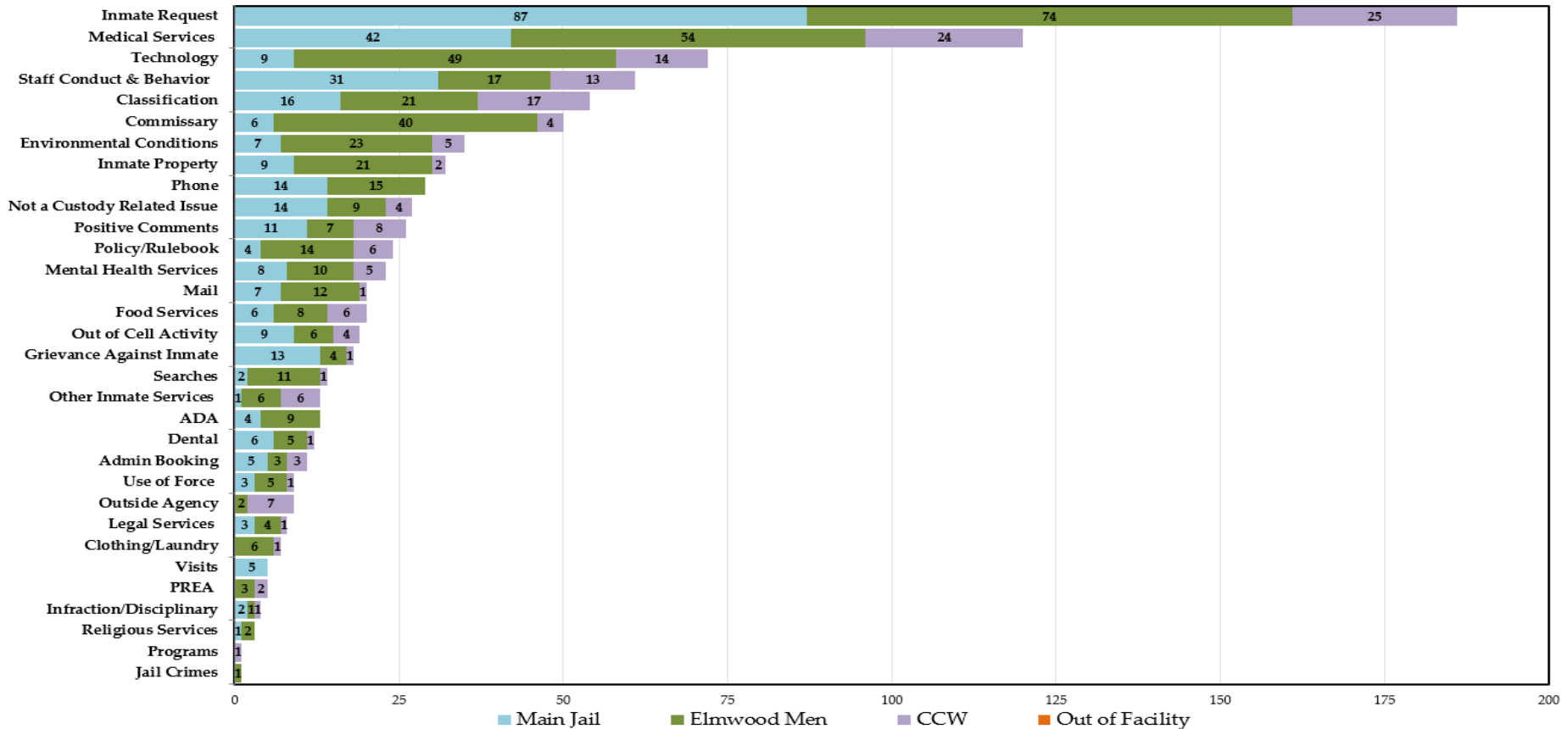
The data above compares the total grievances submitted by month for the last 12 months at the Elmwood Women’s Facility.

In July 2023, there were 131 grievances submitted by individuals at the Elmwood Women’s Facility with an average daily population of 196 incarcerated persons. This would equate to 0.60 grievances submitted per individual in the month of July. In actuality, only 77 incarcerated persons 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.

Grievance Dashboard – July 2023

Grievance Totals by Category and Facility
JUL 2023 Grievances 719 + 186 Inmate Requests + 26 Positive Comments



The above data shows all the grievances submitted for the month of July 2023 by grievance category. The chart also depicts the number of 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 50% of all submitted grievances for July 2023. All other categories sum up the remaining balance or 50% of all grievances for the month of July. The “Jail Crimes” and “Programs” categories received the lowest submission with (1) grievance apiece 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.

Grievance Dashboard – July 2023

The chart below ranks the frequency of grievances submitted by category for July 2023. This data aids the Office of the Sheriff in focusing attention on specific issues raised by the incarcerated 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.

In July, the “Classification” category emerged as the 4th Most Frequently Grieved Category, experiencing a pronounced 200% increase compared to the previous month. The last time, the “Classification” category reached the Top 5 Most Frequently Grieved Categories List was in December of 2022. Following a detailed audit by the Grievance Unit, it was revealed that the grievance spike for the “Classification” category was isolated to a group of incarcerated individuals at the Main Jail Facility.

This specific incarcerated population submitted identical grievances expressing their displeasure with the Classification Unit’s placement of inmates with mental health conditions in their dorm. In response, the Classification Unit provided detailed explanations to each complainant through their grievance disposition. The key points conveyed appropriate placement based on their Classification levels to ensure compatibility and do not disrupt their out-of-cell time programming schedule. In fact, an audit revealed that this specific dorm exceeded the mandated 17+ hours of out-of-cell activity per the Consent Decree.

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

Jul '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	186	87	74	25
Medical Services	2	2	2	2	0	120	42	54	24	0
Technology	3	8	3	4	0	72	9	49	14	0
Staff Conduct & Behavior	4	3	7	5	0	61	31	17	13	0
Classification	5	4	6	3	0	54	16	21	17	0
Commissary	6	11	4	10	0	50	6	40	4	0
Environmental Conditions	7	10	5	9	0	35	7	23	5	0
Inmate Property	8	8	6	12	0	32	9	21	2	0
Phone	9	5	8	0	0	29	14	15	0	0
Not a Custody Related Issue	10	5	13	10	0	27	14	9	4	0
Positive Comments	11	7	15	6	0	26	11	7	8	0
Policy/Rulebook	12	13	9	8	0	24	4	14	6	0
Mental Health Services	13	9	12	9	0	23	8	10	5	0
Food Services	14	11	14	8	0	20	6	8	6	0
Mail	14	10	10	13	0	20	7	12	1	0
Out of Cell Activity	15	8	16	10	0	19	9	6	4	0
Grievance Against Inmate	16	6	18	13	0	18	13	4	1	0
Searches	17	15	11	13	0	14	2	11	1	0
Other Inmate Services	18	16	16	8	0	13	1	6	6	0
ADA	18	13	13	0	0	13	4	9	0	0
Dental	19	11	17	13	0	12	6	5	1	0
Admin Booking	20	12	19	11	0	11	5	3	3	0
Outside Agency	21	0	20	7	0	9	0	2	7	0
Use of Force	21	14	17	13	0	9	3	5	1	0
Legal Services	22	14	18	13	0	8	3	4	1	0
Clothing/Laundry	23	0	16	13	0	7	0	6	1	0
PREA	24	0	19	12	0	5	0	3	2	0
Visits	24	12	0	0	0	5	5	0	0	0
Infraction/Disciplinary	25	15	21	13	0	4	2	1	1	0
Religious Services	26	16	20	0	0	3	1	2	0	0
Programs	27	0	0	13	0	1	0	0	1	0
Jail Crimes	27	0	21	0	0	1	0	1	0	0