



Sheriff's Office Custody Bureau

Inmate Grievances Dashboard

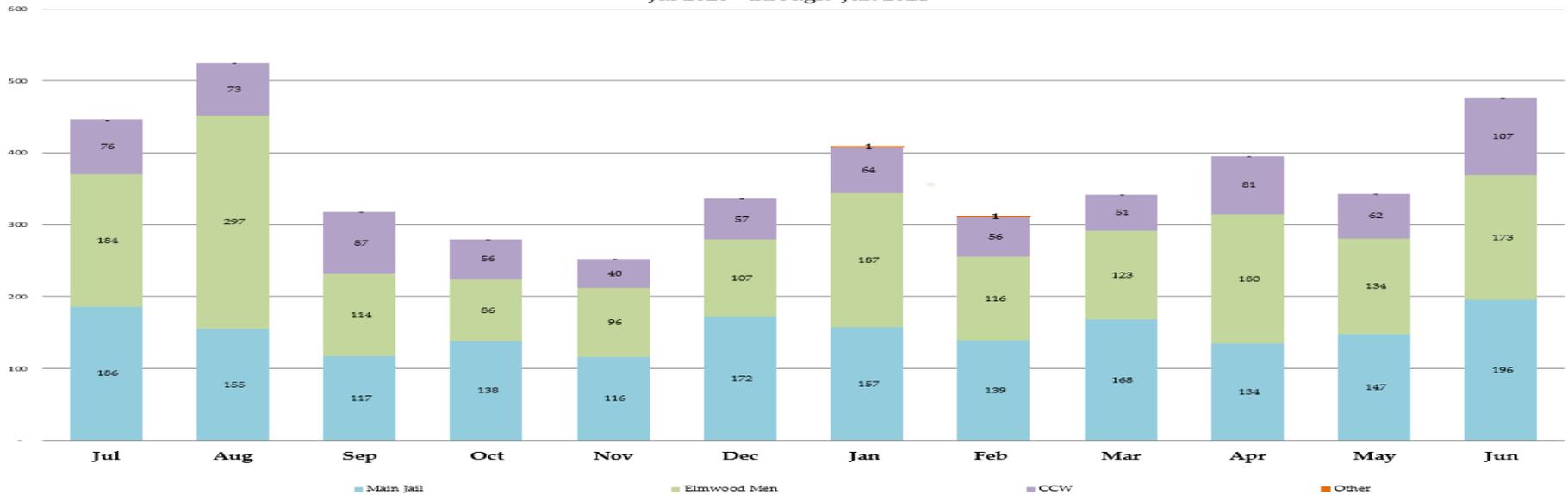
June 2021

Inmate Grievances Dashboard – June 2021

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

Inmate Grievances Dashboard – June 2021

Historical ACeS Grievance Volume
Jul 2020 through Jun 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.

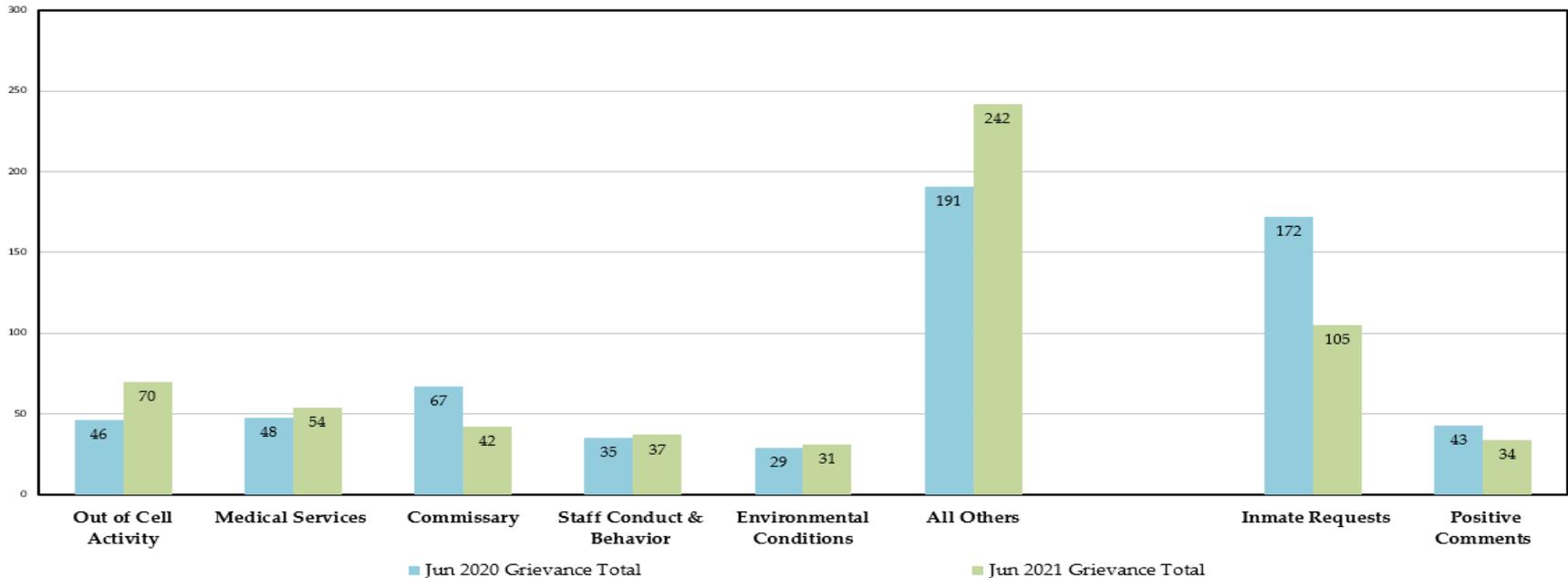
When compared to the previous month, there was a 38.8% increase in grievance submissions from May to June. Individually, the Main Jail witnessed a 33.3% inflation while Elmwood Men’s increased by 29.1% and Elmwood Women’s by 59.7%.

The vast majority of these increases were due to mass grievances submitted from specific housing units. The inmates from the Main Jail submitted mass grievances regarding a reduction in out-of-cell activity time. The reduction in out-of-cell time was due to a rash of inmate disturbances where Main Jail Administration was forced to restrict out-of-cell time by forming groups. This was done for inmate and staff safety. The inmates from the Elmwood Men’s Facility also submitted mass grievances regarding their out of-cell time. Similar to, but unrelated to the Main Jail’s events, the Elmwood Facility had a large increase in rule violations and inmate disturbances from a specific housing unit. The Elmwood Administration also instituted out-of-cell time groups to prevent further assaults for inmate and staff safety. The Elmwood Women’s Facility also received mass grievances, but these were related to clothing and laundry issues. The clothing exchange process was hampered due to a shortage of female inmate workers which resulted in inmates receiving the wrong sizes and there were missing items from their weekly allotment. The Inmate Services Unit who is responsible for the clothing exchange process is working to hire more inmate workers to resolve this problem.

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 – June 2021

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



The data above compares the current month's Top Five Most Frequent Grievance Categories against the same month from a year ago.

"Out of Cell Activity" was the #1 Most Frequently Grieved Category for the month of June with "Medical Services" at #2. The month of June presented many challenges for custody staff with an alarming amount of inmate versus inmate assaults.

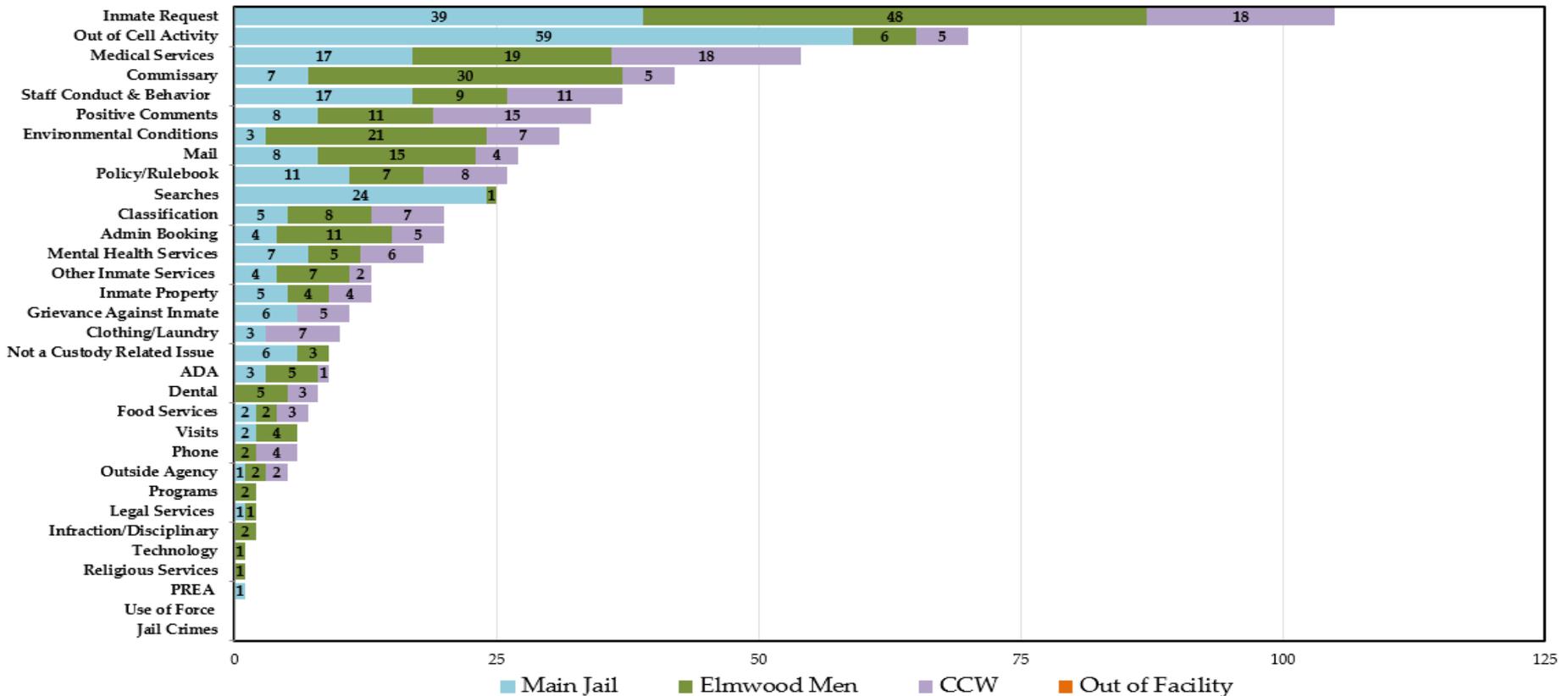
To maintain a safe environment, the housing areas affected by this violence were placed on a modified operational status to allow staff to more closely monitor inmate activities which decreases the opportunities for further assaults. Inmates were not pleased with the temporary modified schedule and 66% of the inmates in the three housing units affected submitted grievances.

The Main Jail Administration has been continually evaluating the housing unit operational schedule daily. As of Monday June 28th, the operational schedule of the affected housing units were re-modified to a less restrictive schedule. Once deemed safe, these units will return to normal operations.

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

Inmate Grievances Dashboard – June 2021

Grievance Totals by Category and Facility
 June 2021 Grievances 476 + 105 Inmate Requests + 34 Positive Comments



The above data shows all the inmate grievances submitted for the month of June 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 49% of all submitted grievances for June 2021. All other categories sum up the remaining balance or 51% of all grievances for the month of June. The “Jail Crimes” and “Use of Force” 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.

Inmate Grievances Dashboard – June 2021

The chart below ranks the frequency of inmate grievances submitted by category for June 2021. This data aids the Office of the Sheriff in focusing attention to 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 June.

Last month, the “Technology” category received a single grievance and an average of 6 grievances per month during the last 6 months. The majority of these grievances are related to television issues in their dorms like channel options or out of service TVs.

May 28th began a proof-of-concept (pilot) deployment of Inmate Tablets for inmates on the 8th Floor of the Main Jail. The tablets will ultimately contain several applications: Inmate Request Forms, Grievance Forms, Commissary Forms, the Inmate Rulebook, religious books, e-books, educational material, movie, TV and music streaming, games, and telephone services. On June 29th, a second pilot deployment began at the Elmwood Women’s Facility adding an additional 115 tablets to a few select housing areas. Full deployment of the tablets across the jail system will not occur until August when the agency and the vendor have ensured all aspects of the tablet services are fully operational. The Grievance Unit will continue to monitor the “Technology” grievance complaints as they arise and will inform the Sheriff’s Administration as necessary to measure the effectiveness of the tablet deployments.

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

June '21 Category	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	2	1	1	0	105	39	48	18	0
Out of Cell Activity	3	1	10	7	0	70	59	6	5	0
Medical Services	4	4	4	1	0	54	17	19	18	0
Commissary	5	7	2	7	0	42	7	30	5	0
Staff Conduct & Behavior	6	4	7	3	0	37	17	9	11	0
Positive Comments	2	6	6	2	0	34	8	11	15	0
Environmental Conditions	7	11	3	5	0	31	3	21	7	0
Mail	8	6	5	8	0	27	8	15	4	0
Policy/Rulebook	9	5	9	4	0	26	11	7	8	0
Searches	10	3	15	0	0	25	24	1	0	0
Classification	11	9	8	5	0	20	5	8	7	0
Admin Booking	11	10	6	7	0	20	4	11	5	0
Mental Health Services	12	7	11	6	0	18	7	5	6	0
Inmate Property	13	9	12	8	0	13	5	4	4	0
Other Inmate Services	13	10	9	10	0	13	4	7	2	0
Grievance Against Inmate	14	8	0	7	0	11	6	0	5	0
Clothing/Laundry	15	11	0	5	0	10	3	0	7	0
ADA	16	11	11	11	0	9	3	5	1	0
Not a Custody Related Issue	16	8	13	0	0	9	6	3	0	0
Dental	17	0	11	9	0	8	0	5	3	0
Food Services	18	12	14	9	0	7	2	2	3	0
Phone	19	0	14	8	0	6	0	2	4	0
Visits	19	12	12	0	0	6	2	4	0	0
Outside Agency	20	13	14	10	0	5	1	2	2	0
Infraction/Disciplinary	21	0	14	0	0	2	0	2	0	0
Programs	21	0	14	0	0	2	0	2	0	0
Legal Services	21	13	15	0	0	2	1	1	0	0
Religious Services	22	0	15	0	0	1	0	1	0	0
Technology	22	0	15	0	0	1	0	1	0	0
PREA	22	13	0	0	0	1	1	0	0	0
Jail Crimes	0	0	0	0	0	0	0	0	0	0
Use of Force	0	0	0	0	0	0	0	0	0	0