



Sheriff's Office Custody Bureau

Inmate Grievances Dashboard

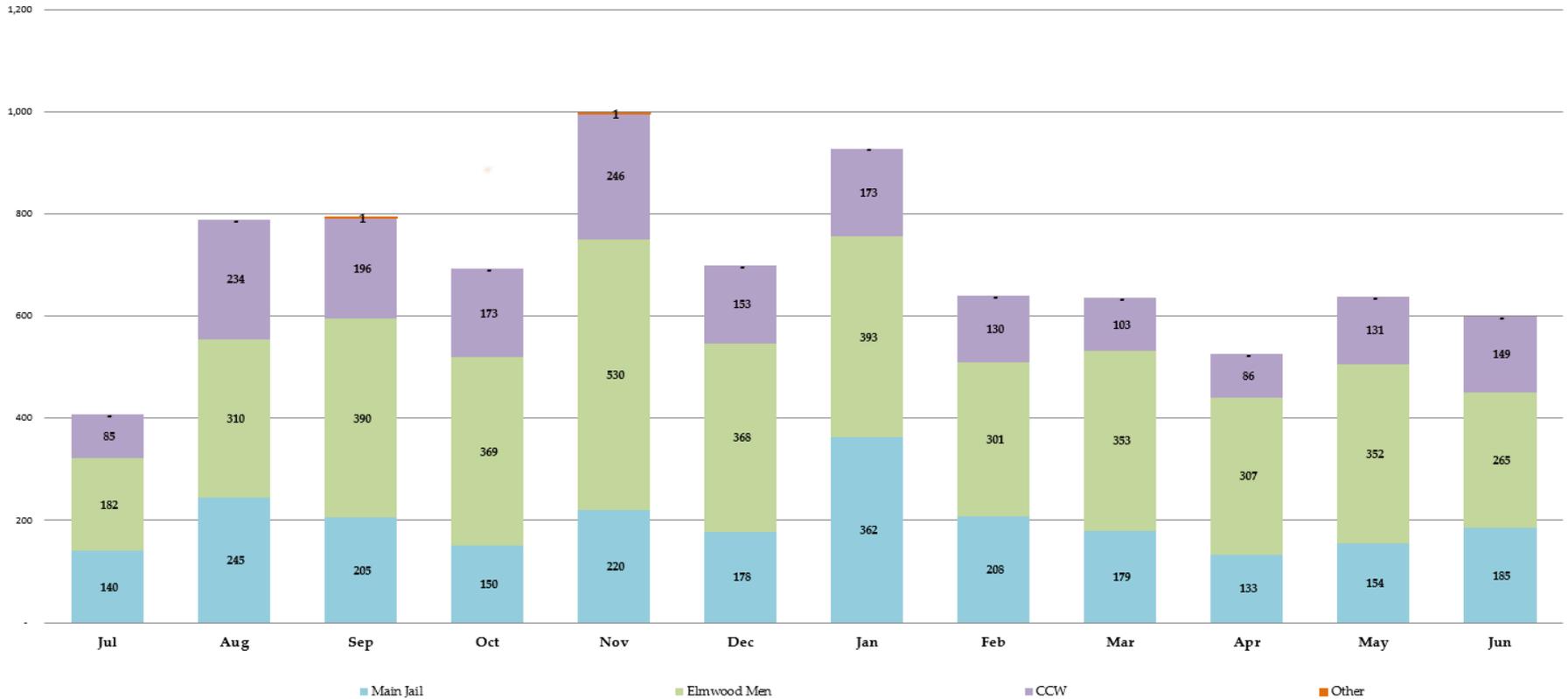
June 2022

Inmate Grievances Dashboard – June 2022

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

Inmate Grievances Dashboard – June 2022

Historical ACeS Grievance Volume
Jul 2021 through Jun 2022



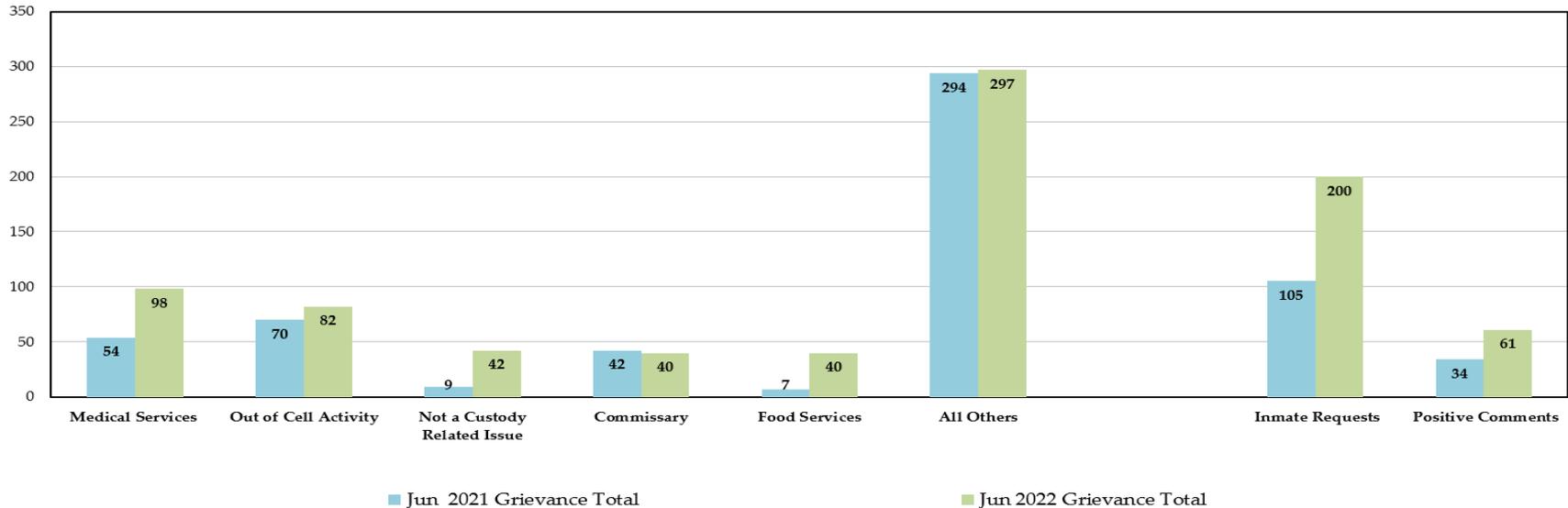
The data above compares the volume of monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s Facility and Elmwood Women’s Facility (CCW), and also by “Other - Out of Facility” areas. This refers to areas such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

For the month of June, the Sheriff’s Office experienced a 6% decrease in grievance submissions or 38 fewer grievances than the previous month. Individually, the Elmwood Men’s Facility decreased by 25%, while the Elmwood Women’s Facility increased by 14%, and the Main Jail by 20%. An audit revealed that the increase of grievances from the Elmwood Women’s Complex and the Main Jail Facility were partly due to grievance complaints regarding “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 – June 2022

**Top Five Most Frequent Grievance Categories
Jun 2021 vs. Jun 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 June was “Medical Services”

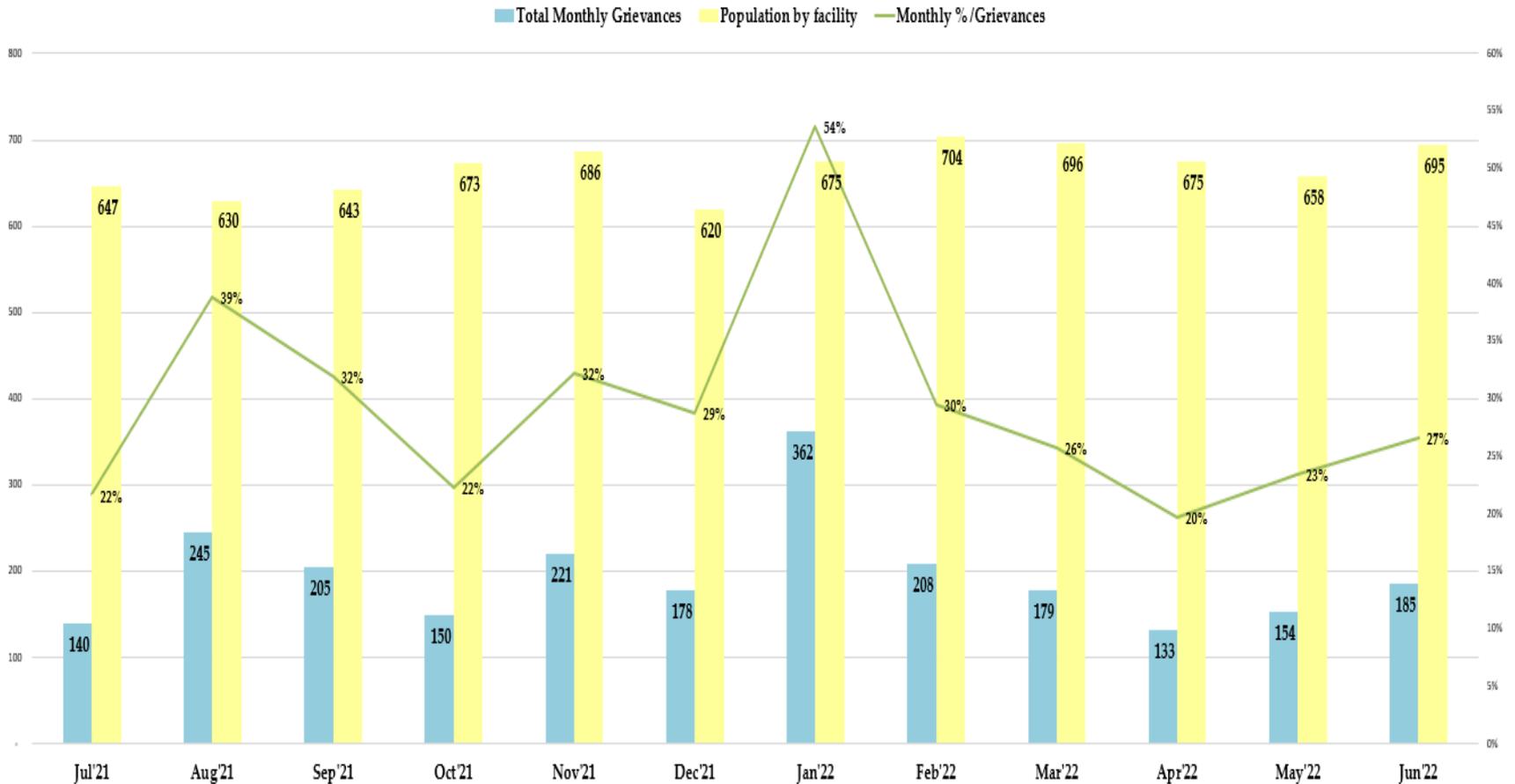
For further information, Custody Health Services reports on “Medical Services” grievances on a quarterly basis to the Public Safety Justice Committee. The next quarterly report is scheduled for September 2022.

The second Most Frequently Grieved Category for the month of June was “Out-of-cell Activity.” An audit was performed for all grievance submissions in this category and disclosed that the Elmwood Women’s Complex increased their submission rate by 53% than the previous month and the Main Jail Facility increased by 193%. The influx of grievance submissions stemmed from two different housing units, one dorm at the Elmwood Women’s Facility and another dorm at the Main Jail. Inmates from these two dorms shared their frustrations regarding limited structured and unstructured program time due to short staffing and constant facility lock downs. To address the staffing shortages and mitigate these concerns, the Sheriff’s Office has been reevaluating facility staffing needs and preparing an operational plan to re-align and allocate deputies across the jail system.

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

Inmate Grievances Dashboard – June 2022

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



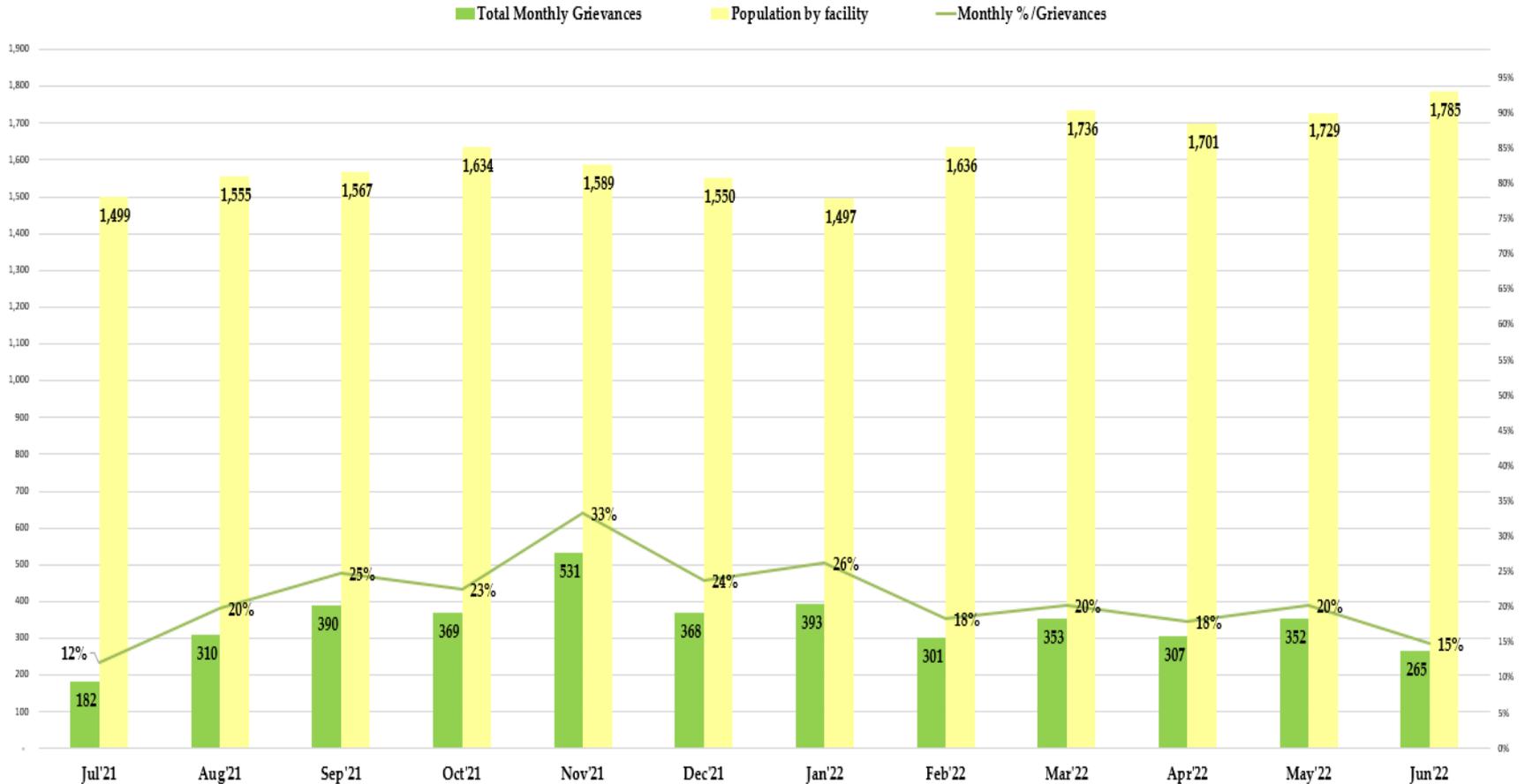
The data above compares the total inmate grievances submitted by month for the last 12 months at the Main Jail Facility.

In June 2022, there were 185 grievances submitted by Main Jail inmates with an average daily population of 695 inmates. This would equate to 0.27 grievances submitted per inmate in the month of June. In actuality, only 96 inmates from Main Jail submitted grievances in the month of June.

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

Inmate Grievances Dashboard – June 2022

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



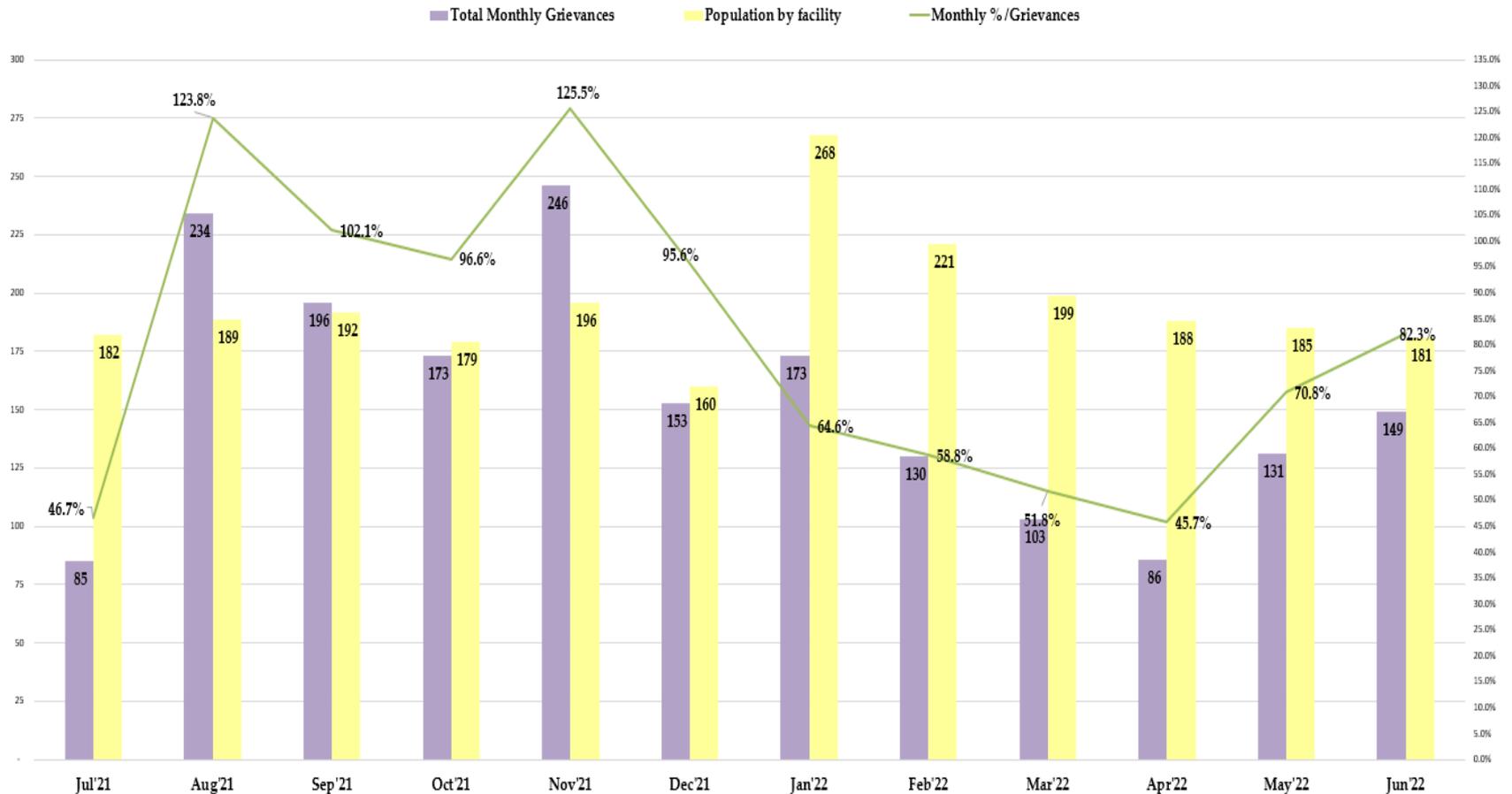
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Men's Facility.

In June 2022, there were 265 grievances submitted by the Elmwood Men inmates with an average daily population of 1,785 inmates. This would equate to 0.15 grievances submitted per inmate in the month of June. In actuality, only 37 inmates from Elmwood Men's submitted grievances for the month of June.

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

Inmate Grievances Dashboard – June 2022

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



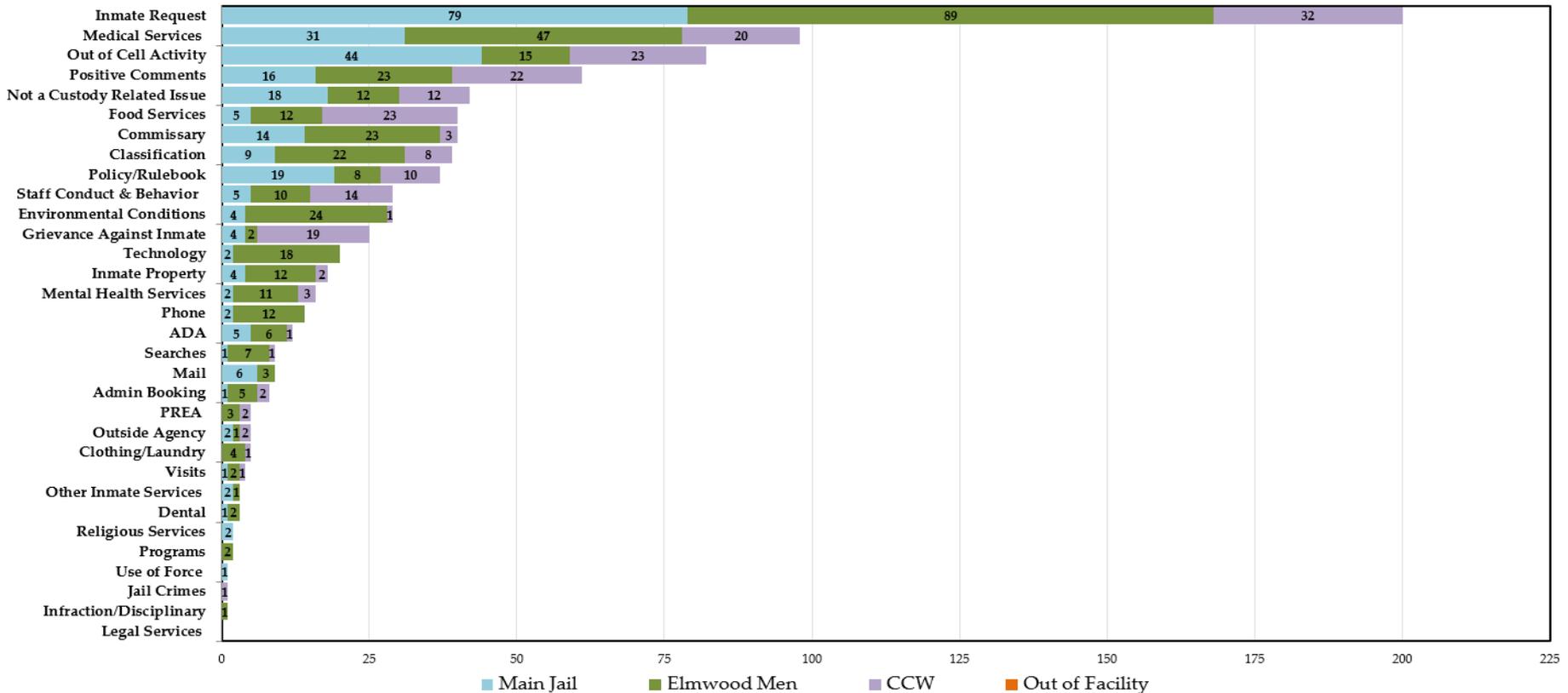
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Women’s Facility.

In June 2022, there were 149 grievances submitted by the Elmwood Women inmates with an average daily population of 181 inmates. This would equate to 0.82 grievances submitted per inmate in the month of June. In actuality, only 56 inmates from Elmwood Women’s submitted grievances for the month of June.

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

Inmate Grievances Dashboard – June 2022

Grievance Totals by Category and Facility
 JUN 2022 Grievances 599 + 200 Inmate Requests + 61 Positive Comments



The above data shows all the inmate grievances submitted for the month of June 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 50% of all submitted grievances for June 2022. All other categories sum up the remaining balance or 50% of all grievances for the month of June. The “Legal Services” category did not receive a grievance submission for the month of June.

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 2022

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

The “Not a Custody Related Issue” category ranked #2 for the month of June in Frequency Ranking and increased by 367% when compared to the same time period last year. An audit was performed and revealed that a total of five inmates submitted over 60% of the grievances in this category for the month of June. After a careful review, these five inmates were housed in mental health dorms and submitted grievances that were either non-sensical or non-actionable in content.

Examples of content submitted for this category include but are not limited to: remarks about previous presidents, e-mail addresses, foul language, and other matters not related to the conditions of their confinement. The Grievance Unit will continue to educate the inmates that contents like the examples provided are not a custody-related issue and only reserve grievance submissions for true complaints regarding the jail policy, practice, rule, or conditions that directly affect them. In addition, the Grievance Unit staff will contact Custody Behavioral Health Staff directly on the inmate’s behalf. This allows the Behavioral Health Staff the ability to review these grievances and possibly provide coping alternatives in the inmate’s Behavioral Management Plan.

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

Jun '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	1	1	0	200	79	89	32	0
Medical Services	2	3	2	4	0	98	31	47	20	0
Out of Cell Activity	3	2	7	2	0	82	44	15	23	0
Positive Comments	4	6	4	3	0	61	16	23	22	0
Not a Custody Related Issue	5	5	8	7	0	42	18	12	12	0
Food Services	6	10	8	2	0	40	5	12	23	0
Commissary	6	7	4	10	0	40	14	23	3	0
Classification	7	8	5	9	0	39	9	22	8	0
Policy/Rulebook	8	4	11	8	0	37	19	8	10	0
Staff Conduct & Behavior	9	10	10	6	0	29	5	10	14	0
Environmental Conditions	9	11	3	12	0	29	4	24	1	0
Grievance Against Inmate	10	11	17	5	0	25	4	2	19	0
Technology	11	12	6	0	0	20	2	18	0	0
Inmate Property	12	11	8	11	0	18	4	12	2	0
Mental Health Services	13	12	9	10	0	16	2	11	3	0
Phone	14	12	8	0	0	14	2	12	0	0
ADA	15	10	13	12	0	12	5	6	1	0
Searches	16	13	12	12	0	9	1	7	1	0
Mail	16	9	16	0	0	9	6	3	0	0
Admin Booking	17	13	14	11	0	8	1	5	2	0
PREA	18	0	16	11	0	5	0	3	2	0
Outside Agency	18	12	18	11	0	5	2	1	2	0
Clothing/Laundry	18	0	15	12	0	5	0	4	1	0
Visits	19	13	17	12	0	4	1	2	1	0
Dental	20	13	17	0	0	3	1	2	0	0
Other Inmate Services Programs	20	12	18	0	0	3	2	1	0	0
Religious Services	21	0	17	0	0	2	0	2	0	0
Jail Crimes	21	12	0	0	0	2	2	0	0	0
Infraction/Disciplinary	22	0	0	12	0	1	0	0	1	0
Use of Force	22	0	18	0	0	1	0	1	0	0
Legal Services	22	13	0	0	0	1	1	0	0	0
	0	0	0	0	0	0	0	0	0	0