



Sheriff's Office Custody Bureau

Grievance Dashboard

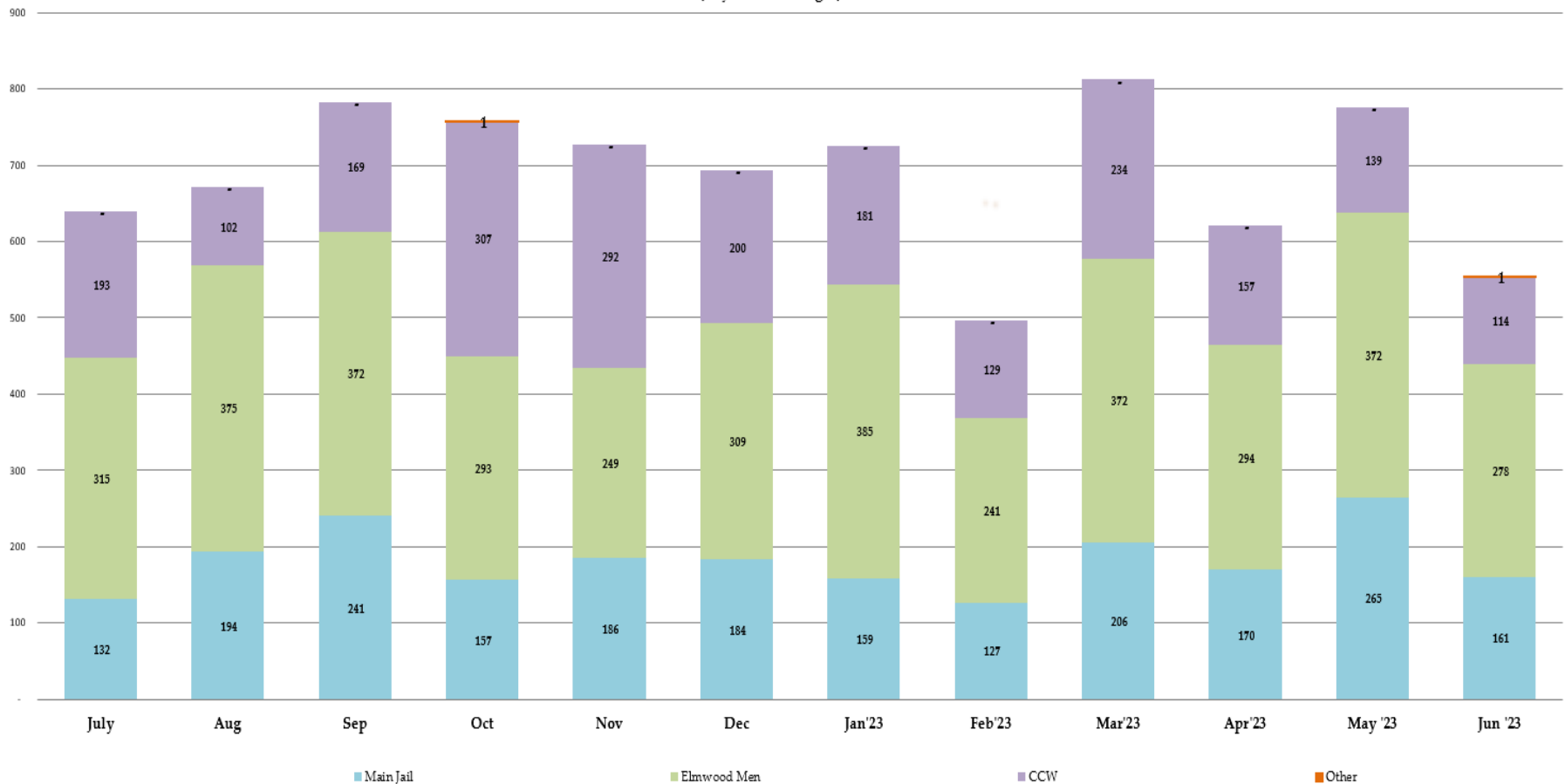
June 2023

Grievance Dashboard – June 2023

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

Grievance Dashboard – June 2023

Historical ACEs Grievance Volume
July 2022 through Jun 2023



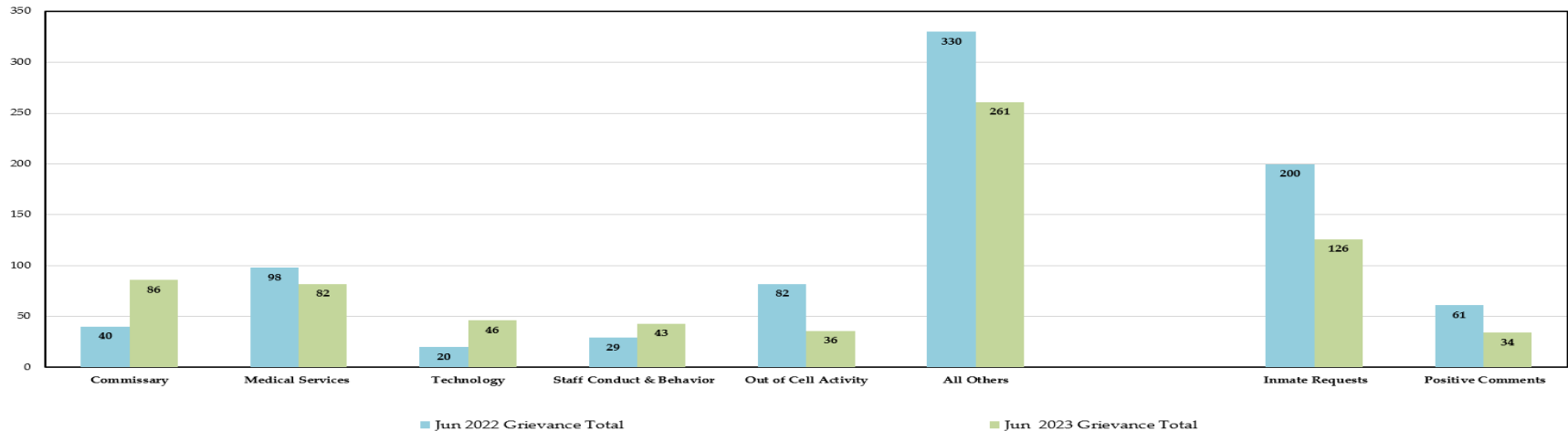
The data above compares the volume of monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s Facility and Elmwood Women’s Facility (CCW), and also by “Other - Out of Facility” areas. This refers to areas such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

For the month of June, the Sheriff’s Office experienced a 28.6% decrease in grievance submissions or 222 fewer grievances than the previous month. Individually, the Main Jail Facility decreased by 39.2%, the Elmwood Men’s Facility by 25.3%, and the Elmwood Women’s Facility by 18.1%.

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 – June 2023

Top Five Most Frequent Grievance Categories
JUN 2022 vs. JUN 2023



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

The "Commissary" category was the most frequently grieved category for the month of June, experiencing a noticeable 115% increase compared to the same timeframe last year. The commissary contract amendment, which was highlighted in last month's report, received approval from the Board of Supervisors on May 2, 2023. Following the signing of the amendment, our commissary vendor was granted a period of 10 days to undertake several critical tasks. These tasks included informing our incarcerated population about the impending price adjustments, transitioning to new suppliers and products, and developing updated menus that incarcerated individuals could use to place their orders.

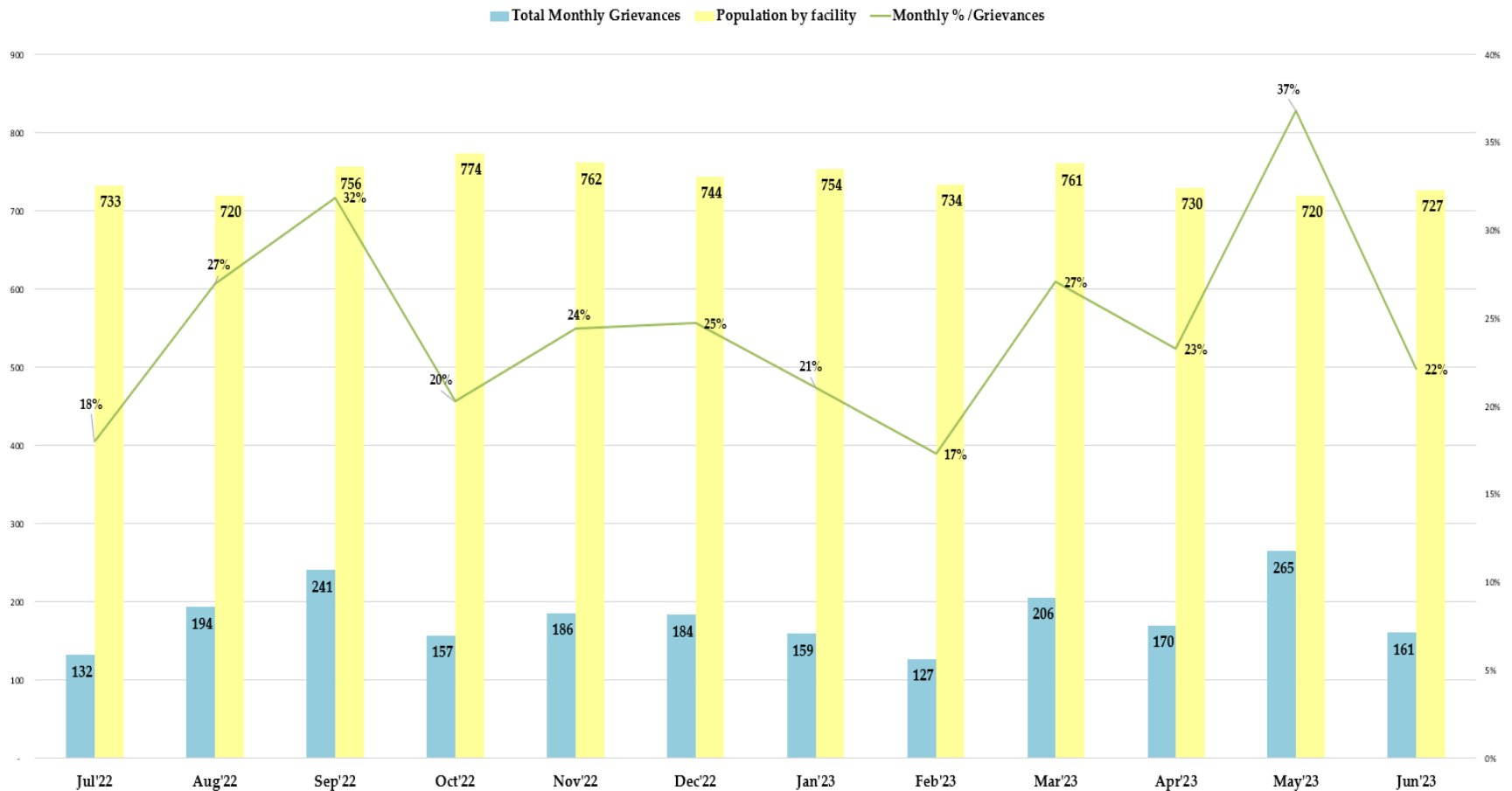
An audit was conducted for the "Commissary" category, revealing that the majority of grievance complaints stemmed from the choice of commissary items on the previous menu (pre-amendment) compared to the new one. Our incarcerated population was informed about the menu change by staff, through tablet notifications, and with posters supplied by the vendor in each housing unit. Due to dissatisfaction with items on the new menu, incarcerated individuals requested a potential reintegration of items from the previous menu. Our commissary vendor was notified and informed that when items become available, they will attempt to incorporate it on the new menu.

The 2nd Most Frequently Grieved Category for the month of June 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.

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

Grievance Dashboard – June 2023

Main Jail Total Grievances vs. Average Daily Population JUL '22 - JUN '23



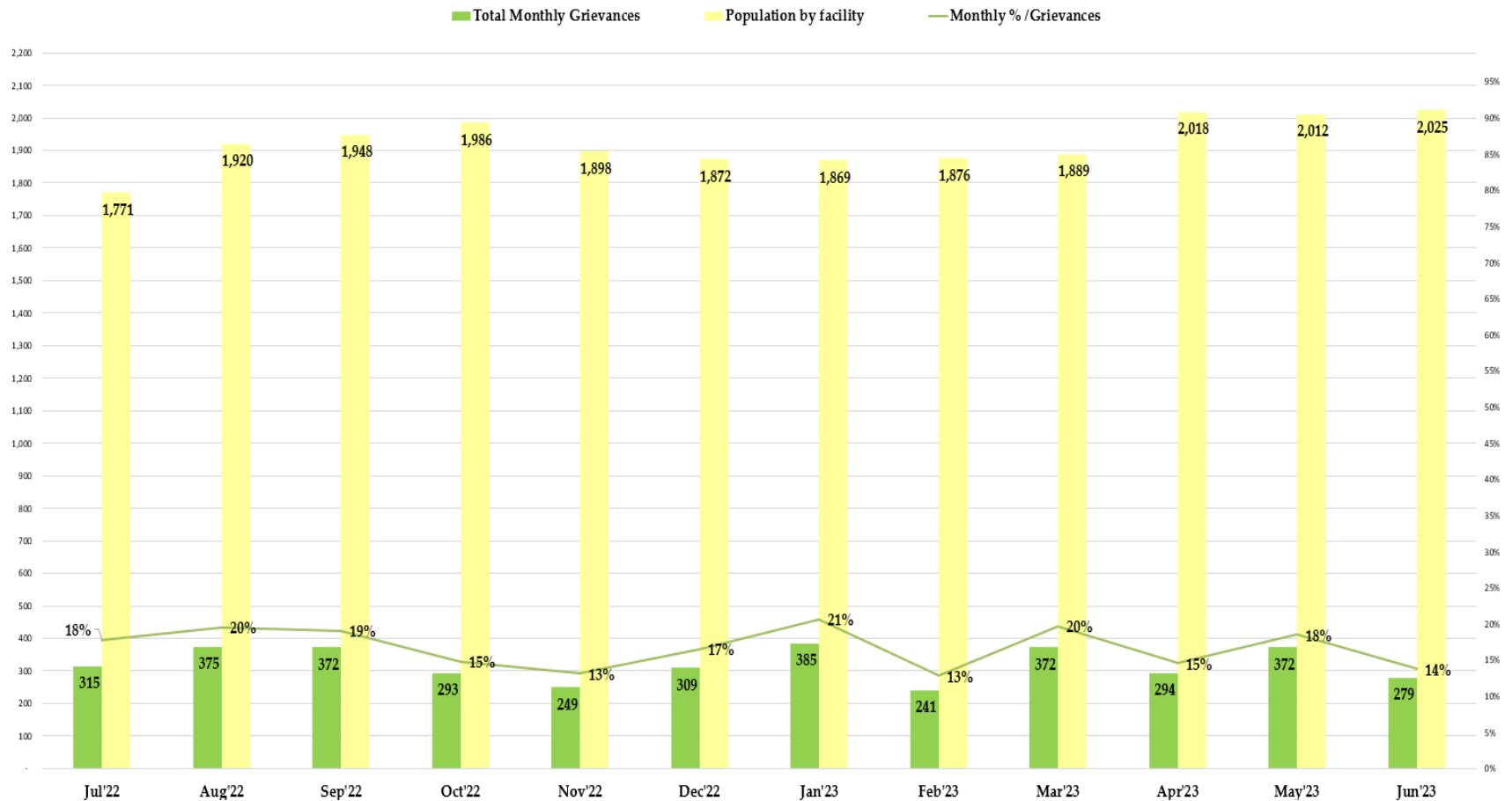
The data above compares the total grievances submitted by month for the last 12 months at the Main Jail Facility.

In June 2023, there were 161 grievances submitted by individuals at the Main Jail with an average daily population of 727 incarcerated persons. This would equate to 0.22 grievances submitted per individual in the month of June. In actuality, only 109 incarcerated persons 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.

Grievance Dashboard – June 2022

Elmwood Men Total Grievances vs. Average Daily Population JUL '22 - JUN '23



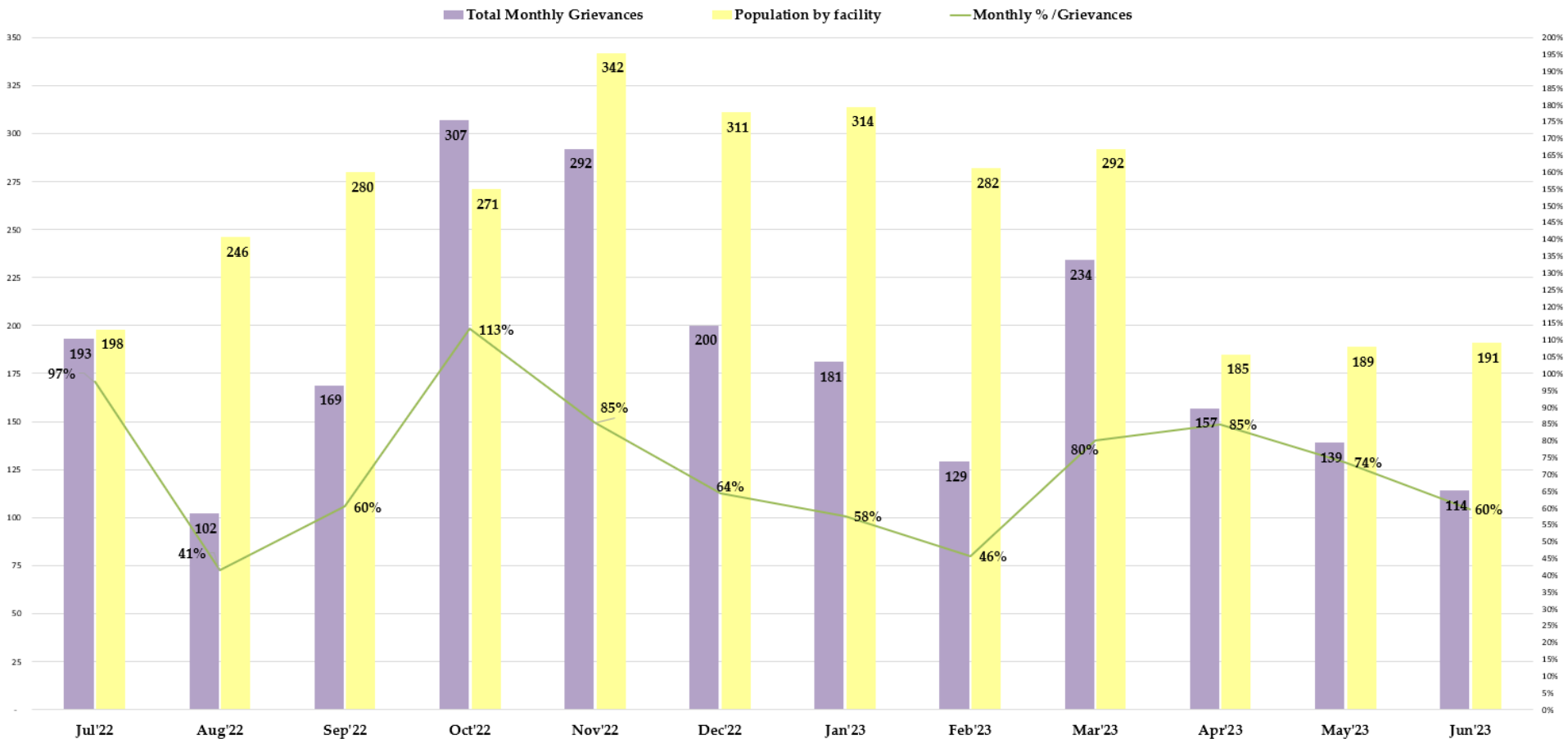
The data above compares the total grievances submitted by month for the last 12 months at the Elmwood Men’s Facility.

In June 2023, there were 279 grievances submitted by individuals at the Elmwood Men’s Facility with an average daily population of 2,025 incarcerated persons. This would equate to 0.14 grievances submitted per individual in the month of June. In actuality, only 191 incarcerated persons 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.

Grievance Dashboard – June 2023

Elmwood Women Facility Total Grievances vs. Average Daily Population JUL '22 - JUN '23



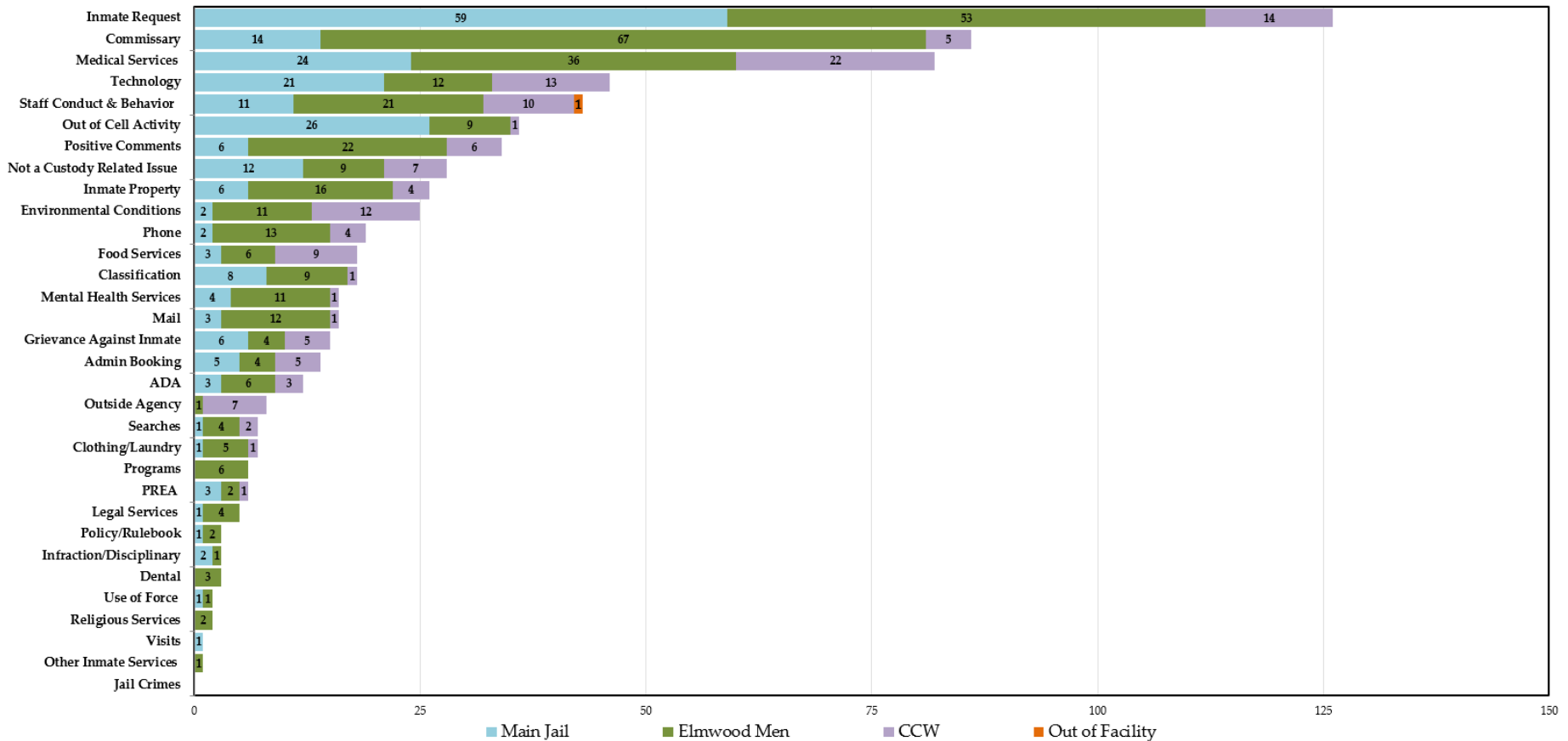
The data above compares the total grievances submitted by month for the last 12 months at the Elmwood Women’s Facility.

In June 2023, there were 114 grievances submitted by individuals at the Elmwood Women’s Facility with an average daily population of 191 incarcerated persons. This would equate to 0.60 grievances submitted per individual in the month of June. In actuality, only 53 incarcerated persons 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.

Grievance Dashboard – June 2023

Grievance Totals by Category and Facility
 JUN 2023 Grievances 554 + 126 Inmate Requests + 34 Positive Comments



The above data shows all the grievances submitted for the month of June 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 53% of all submitted grievances for June 2023. All other categories sum up the remaining balance or 47% of all grievances for the month of June. The “Jail Crimes” category did not receive any grievances 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.

Grievance Dashboard – June 2023

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

In June, the "Technology" category emerged as the 3rd Most Frequently Grieved Category, experiencing a significant 92% increase compared to the previous month. A security concern involving the tablets, which posed a safety risk to everyone in the facility, was identified at the end of last month. In response, a systemwide tablet collection was carried out to ensure accurate inventory, address any damaged tablets, and implement safety enhancements before their re-distribution to the incarcerated population.

To address the situation, the Sheriff's Office developed a multilingual publication (English, Spanish, Vietnamese) that was distributed to all incarcerated individuals. A Question and Answer notification, styled to offer guidance, was shared across housing units to inform individuals about the department's actions and how to continue submitting requests, grievances, and commissary orders while electronic means were unavailable. Housing Unit Deputies ensured an adequate supply of paper forms were readily available during the tablet upgrade process.

By the end of the month, tablet distribution had resumed for the incarcerated population, with the exception of the Elmwood Complex' Minimum Compound. The audit uncovered numerous defective, broken, and unsalvageable tablets, leading the department to collaborate with the tablet vendor to acquire additional devices for the Elmwood Division.

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

Jun '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	2	2	0	126	59	53	14	0
Commissary	2	5	1	9	0	86	14	67	5	0
Medical Services	3	3	3	1	0	82	24	36	22	0
Technology	4	4	8	3	0	46	21	12	13	0
Staff Conduct & Behavior	5	7	5	5	1	43	11	21	10	1
Out of Cell Activity	6	2	10	13	0	36	26	9	1	0
Positive Comments	7	9	4	8	0	34	6	22	6	0
Not a Custody Related Issue	8	6	10	7	0	28	12	9	7	0
Inmate Property	9	9	6	10	0	26	6	16	4	0
Environmental Conditions	10	13	9	4	0	25	2	11	12	0
Phone	11	13	7	10	0	19	2	13	4	0
Food Services	12	12	11	6	0	18	3	6	9	0
Classification	12	8	10	13	0	18	8	9	1	0
Mail	13	12	8	13	0	16	3	12	1	0
Mental Health Services	13	11	9	13	0	16	4	11	1	0
Grievance Against Inmate	14	9	13	9	0	15	6	4	5	0
Admin Booking	15	10	13	9	0	14	5	4	5	0
ADA	16	12	11	11	0	12	3	6	3	0
Outside Agency	17	0	16	7	0	8	0	1	7	0
Searches	18	14	13	12	0	7	1	4	2	0
Clothing/Laundry	18	14	12	13	0	7	1	5	1	0
PREA	19	12	15	13	0	6	3	2	1	0
Programs	19	0	11	0	0	6	0	6	0	0
Legal Services	20	14	13	0	0	5	1	4	0	0
Dental	21	0	14	0	0	3	0	3	0	0
Policy/Rulebook	21	14	15	0	0	3	1	2	0	0
Infraction/Disciplinary	21	13	16	0	0	3	2	1	0	0
Religious Services	22	0	15	0	0	2	0	2	0	0
Use of Force	22	14	16	0	0	2	1	1	0	0
Other Inmate Services	23	0	16	0	0	1	0	1	0	0
Visits	23	14	0	0	0	1	1	0	0	0
Jail Crimes	0	0	0	0	0	0	0	0	0	0