



Sheriff's Office Custody Bureau

Inmate Grievances Dashboard

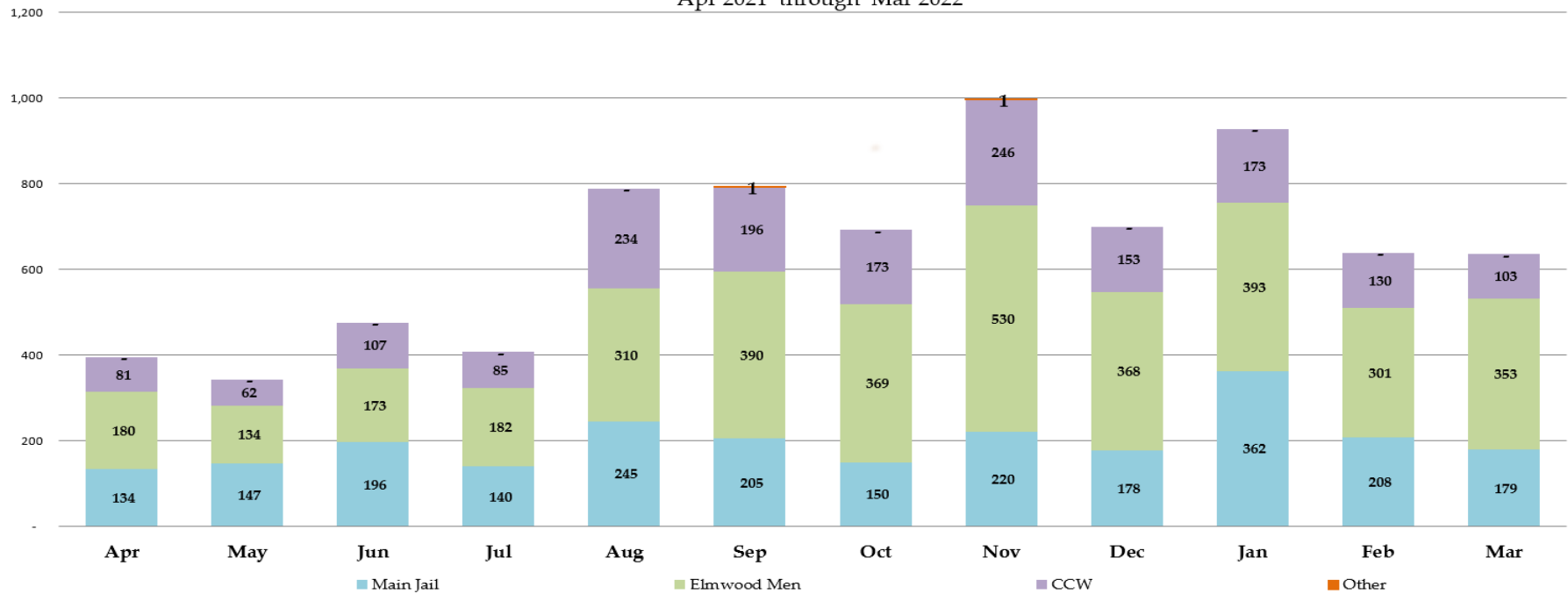
March 2022

Inmate Grievances Dashboard – March 2022

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

Inmate Grievances Dashboard – March 2022

Historical ACeS Grievance Volume
Apr 2021 through Mar 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.

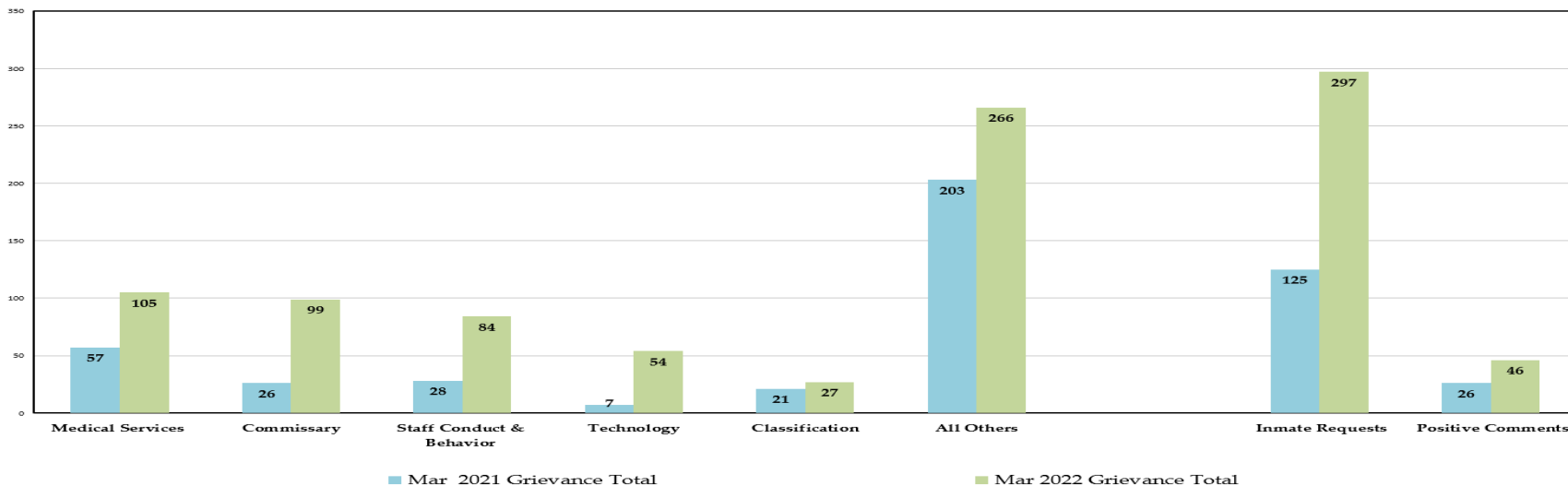
The number of submitted grievances for March 2022 was relatively flat when compared to the previous month; five more grievances were submitted in February 2022. Individually, the Elmwood Men’s facility increased by 17.3%, while the Elmwood Women’s facility decreased by 20.8% and the Main Jail facility by 14.0%.

An audit was conducted into the increase of grievances for the Elmwood Complex and revealed that multiple groups of inmates in various housing units submitted “mass grievances” regarding issues such as out of stock items from commissary or television repairs in their respective dorms. Often times, these “mass grievances” are copied word for word from one inmate to another and submitted all at once to garner the attention of administration for their review and action.

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 – March 2022

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



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

The two Most Frequently Grieved Categories for the month of March were "Medical Services at #1, and "Commissary" at #2.

At the beginning of the month on March 1, 2022, there were 36 C19+ inmates in custody. Continued collaborative efforts were made by our Custody Health partners, the Classification Unit and each division throughout the Omicron surge. The facilities followed all COVID protocols consistent with the Public Health's orders. Although inconvenient to the inmate population, these preventative measures proved to be effective with only 2 C19+ inmates by the end of the month on March 31, 2022.

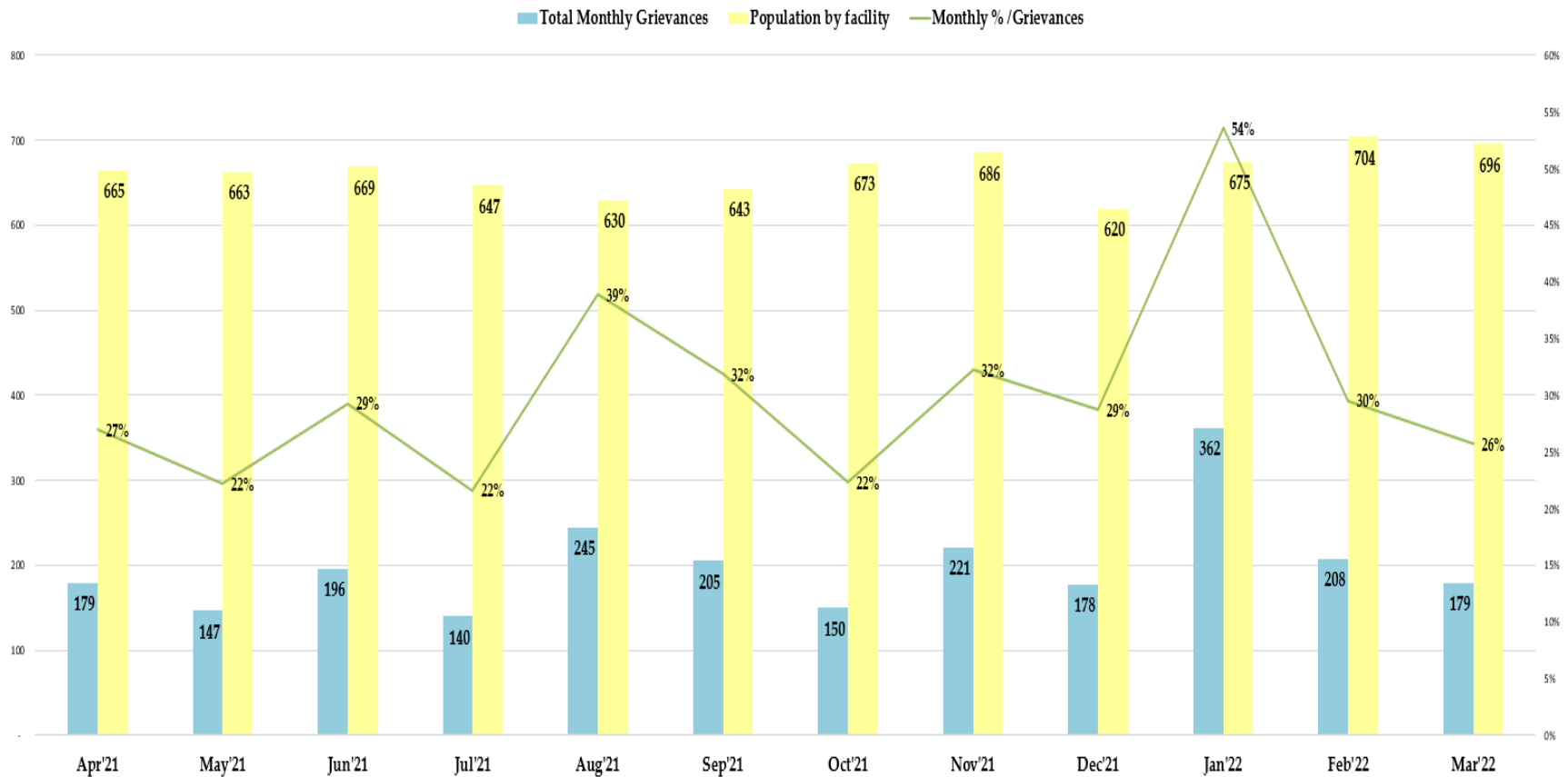
"Commissary" continues to be a highly grieved category especially with the supply chain issue that is affecting our vendor. Our vendor recently conducted a thorough review of their warehouse inventory and removed all products from the inmate tablet commissary list that did not have a projected fulfillment date from their suppliers. Our commissary vendor is diligently working with their suppliers and partners to substitute similar products that have been out of stock.

Last month, "Staff Conduct & Behavior" was the 3rd Most Frequently Grieved Category. An audit was performed and disclosed that a total of 10 inmates systemwide combined for over 50% of the grievance submissions for this category. A large majority of these grievances were deemed unfounded after thorough investigations were performed by various investigative units including, but not limited to Internal Affairs.

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

Inmate Grievances Dashboard – March 2022

Main Jail Total Grievances vs. Average Daily Population April '21 - March '22



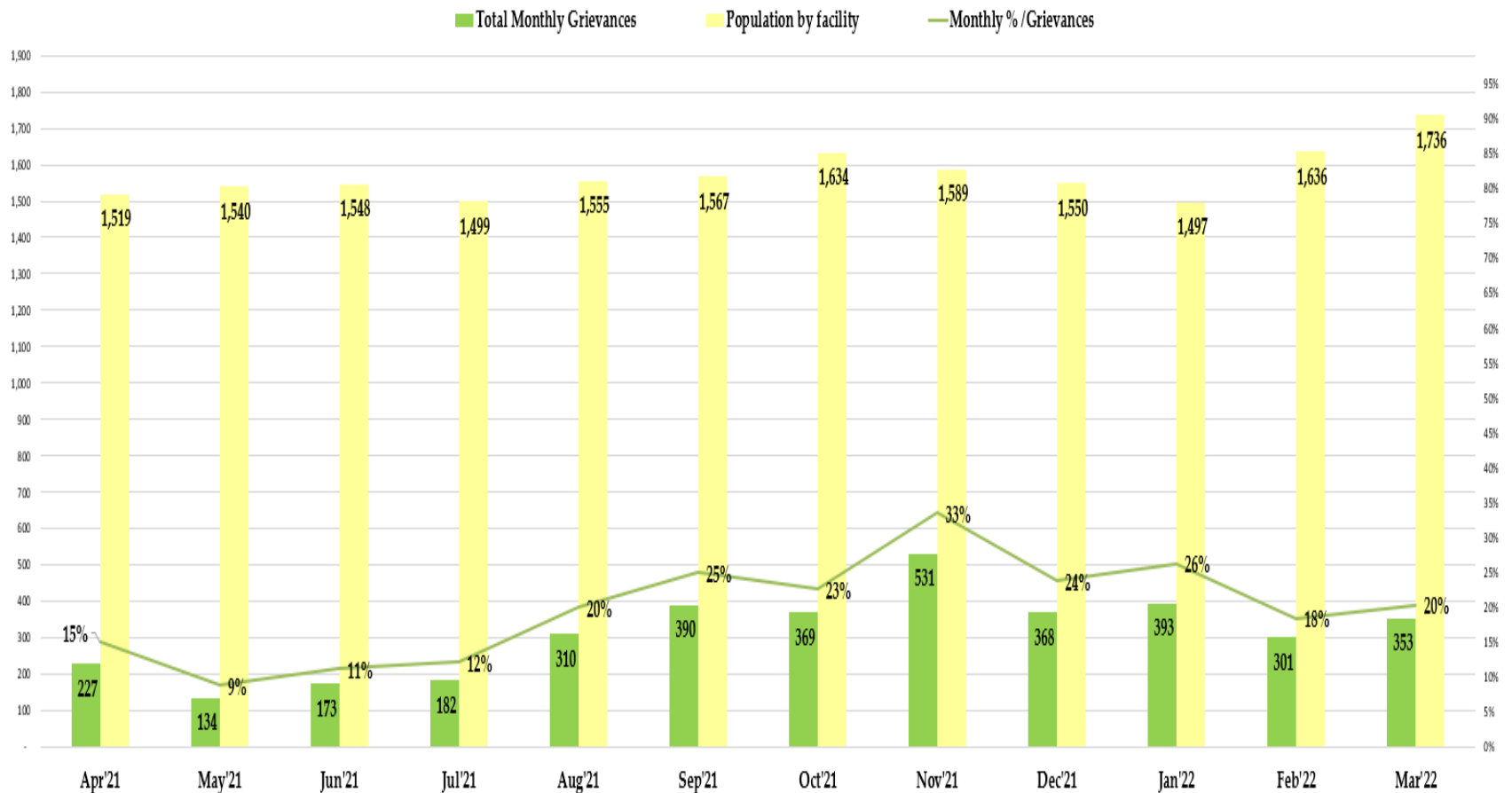
The data above compares the total inmate grievances submitted by month for the last 12 months at the Main Jail Facility.

In March 2022, there were 179 grievances submitted by Main Jail inmates with an average daily population of 696 inmates. This would equate to 0.26 grievances submitted per inmate in the month of March. In actuality, only 112 inmates from Main Jail submitted grievances in the month of March.

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

Inmate Grievances Dashboard – March 2022

Elmwood Men Total Grievances vs. Average Daily Population April '21 - March '22



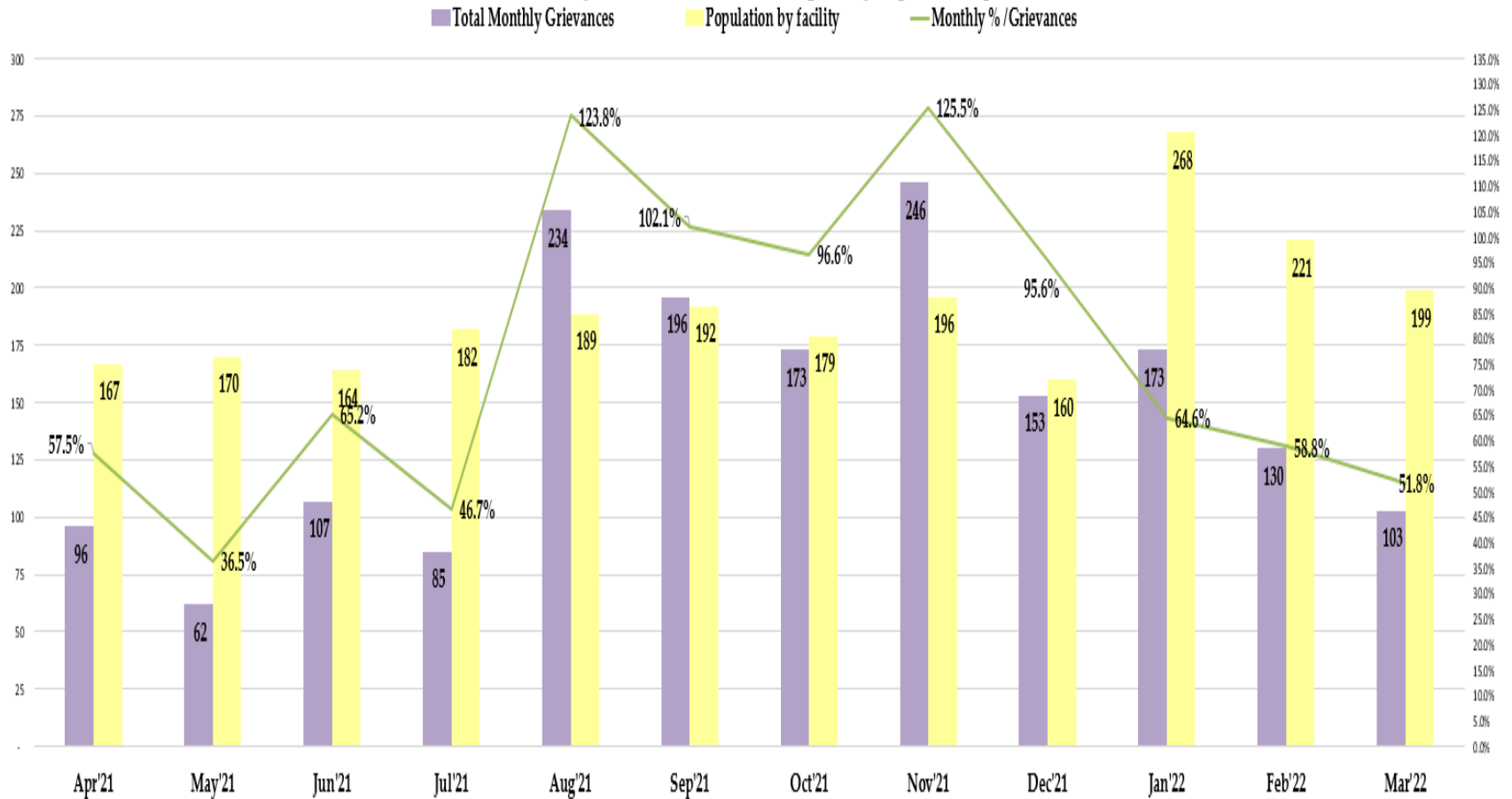
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Men’s Facility.

In March 2022, there were 353 grievances submitted by the Elmwood Men inmates with an average daily population of 1,736 inmates. This would equate to 0.20 grievances submitted per inmate in the month of March. In actuality, only 314 inmates from Elmwood Men’s submitted grievances for the month of March.

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

Inmate Grievances Dashboard – March 2022

Elmwood Women Facility Total Grievances vs. Average Daily Population April '21 - March '22



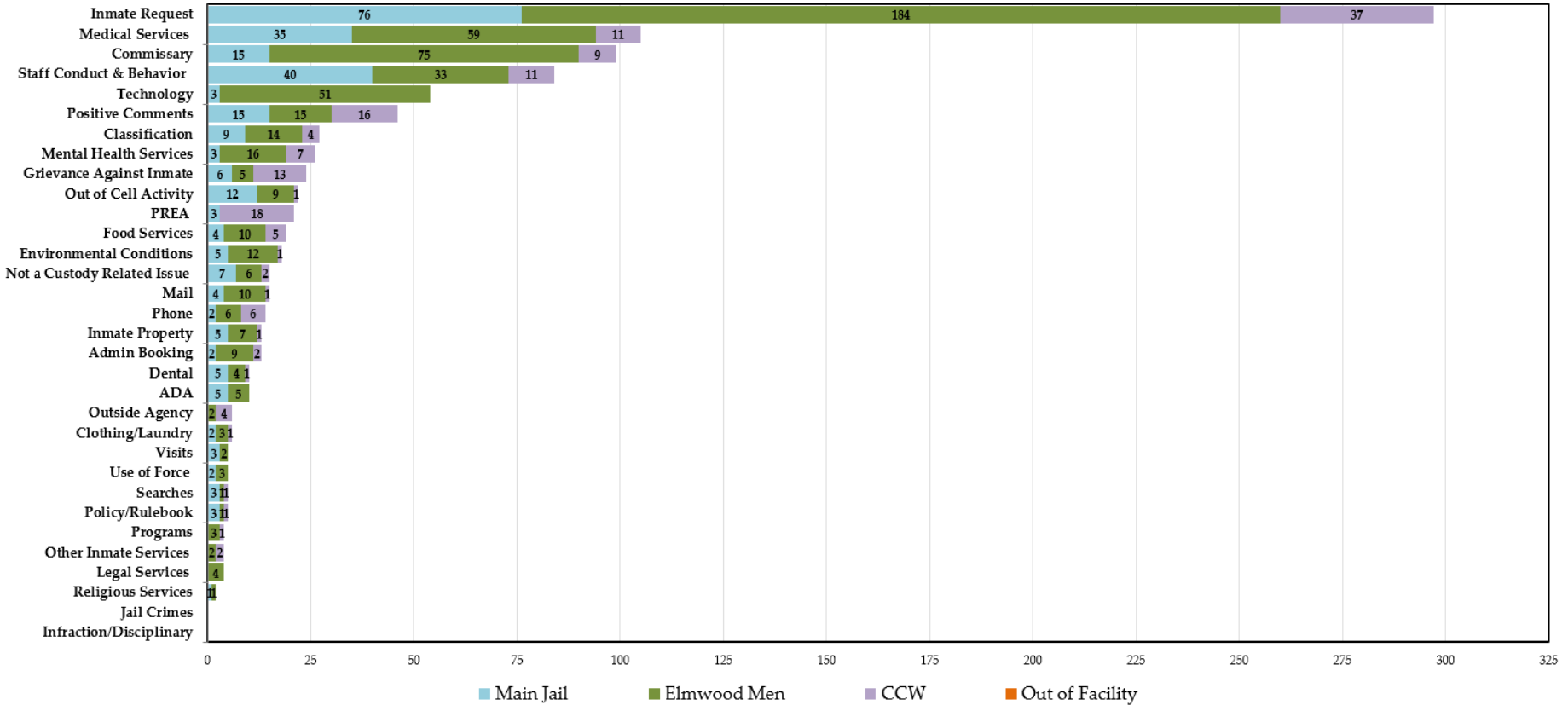
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Women’s Facility.

In March 2022, there were 103 grievances submitted by the Elmwood Women inmates with an average daily population of 199 inmates. This would equate to 0.52 grievances submitted per inmate in the month of March. In actuality, only 73 inmates from Elmwood Women’s submitted grievances for the month of March.

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

Inmate Grievances Dashboard – March 2022

Grievance Totals by Category and Facility
 Mar 2022 Grievances 634 + 299 Inmate Requests + 46 Positive Comments



The above data shows all the inmate grievances submitted for the month of March 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 58% of all submitted grievances for March 2022. All other categories sum up the remaining balance or 42% of all grievances for the month of March. The “Jail Crimes” and “Infraction/Disciplinary” 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 – March 2022

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

The Prison Rape Elimination Act (PREA) was enacted in Congress in 2003 to address the problem of sexual abuse of persons in the custody of U.S. correctional agencies. PREA mandates policies, procedures and training for all prisons and jails. PREA is enforced by the Department of Justice (DOJ) and requires bi-annual PREA training for all staff. For further information, the updated policy can be assessed here: [PREA Policy 14.15](#).

Per the department’s policy, all PREA-related allegations are to be investigated by qualified badge staff who have received sexual assault investigation training which is our Jail Crimes Unit. The average number of PREA grievances for the last 12 months is 6 grievances per month. March 2022 yielded a 250% increase in submissions or 15 more grievances than the monthly average. An audit of all the PREA grievances in March unveiled that 2 inmates systemwide accounted for over 80% of all PREA grievances last month. In every instance, staff ensured that the inmate(s) was safe, offered medical attention, referred to mental health, provided PREA pamphlets to the victim(s), and contacted the Jail Crimes Unit to complete the investigation.

The department has no tolerance for any type of sexual misconduct; reporting to DOJ is ongoing with mandatory annual audits from federal monitors.

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

Category	March '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	297	76	184	37	0
Medical Services	2	3	3	5	0	105	35	59	11	0
Commissary	3	4	2	6	0	99	15	75	9	0
Staff Conduct & Behavior	4	2	5	5	0	84	40	33	11	0
Technology	5	11	4	0	0	54	3	51	0	0
Positive Comments	6	5	7	3	0	46	15	15	16	0
Classification	7	7	8	10	0	27	9	14	4	0
Mental Health Services	8	11	6	7	0	26	3	16	7	0
Grievance Against Inmate	9	9	14	4	0	24	6	5	13	0
Out of Cell Activity	10	6	11	12	0	22	12	9	1	0
PREA	11	11	0	2	0	21	3	0	18	0
Food Services	12	10	10	9	0	19	4	10	5	0
Environmental Conditions	13	9	9	12	0	18	5	12	1	0
Not a Custody Related Issue	14	8	13	11	0	15	7	6	2	0
Mail	14	10	10	12	0	15	4	10	1	0
Phone	15	12	13	8	0	14	2	6	6	0
Admin Booking	16	12	11	11	0	13	2	9	2	0
Inmate Property	16	9	12	12	0	13	5	7	1	0
Dental	17	9	15	12	0	10	5	4	1	0
ADA	17	9	14	0	0	10	5	5	0	0
Outside Agency	18	0	17	10	0	6	0	2	4	0
Clothing/Laundry	18	12	16	12	0	6	2	3	1	0
Policy/Rulebook	19	11	18	12	0	5	3	1	1	0
Searches	19	11	18	12	0	5	3	1	1	0
Use of Force	19	12	16	0	0	5	2	3	0	0
Visits	19	11	17	0	0	5	3	2	0	0
Other Inmate Services	20	0	17	11	0	4	0	2	2	0
Programs	20	0	16	12	0	4	0	3	1	0
Legal Services	20	0	15	0	0	4	0	4	0	0
Religious Services	21	13	18	0	0	2	1	1	0	0
Infraction/Disciplinary	0	0	0	0	0	0	0	0	0	0
Jail Crimes	0	0	0	0	0	0	0	0	0	0