Sheriff's Office Custody Bureau
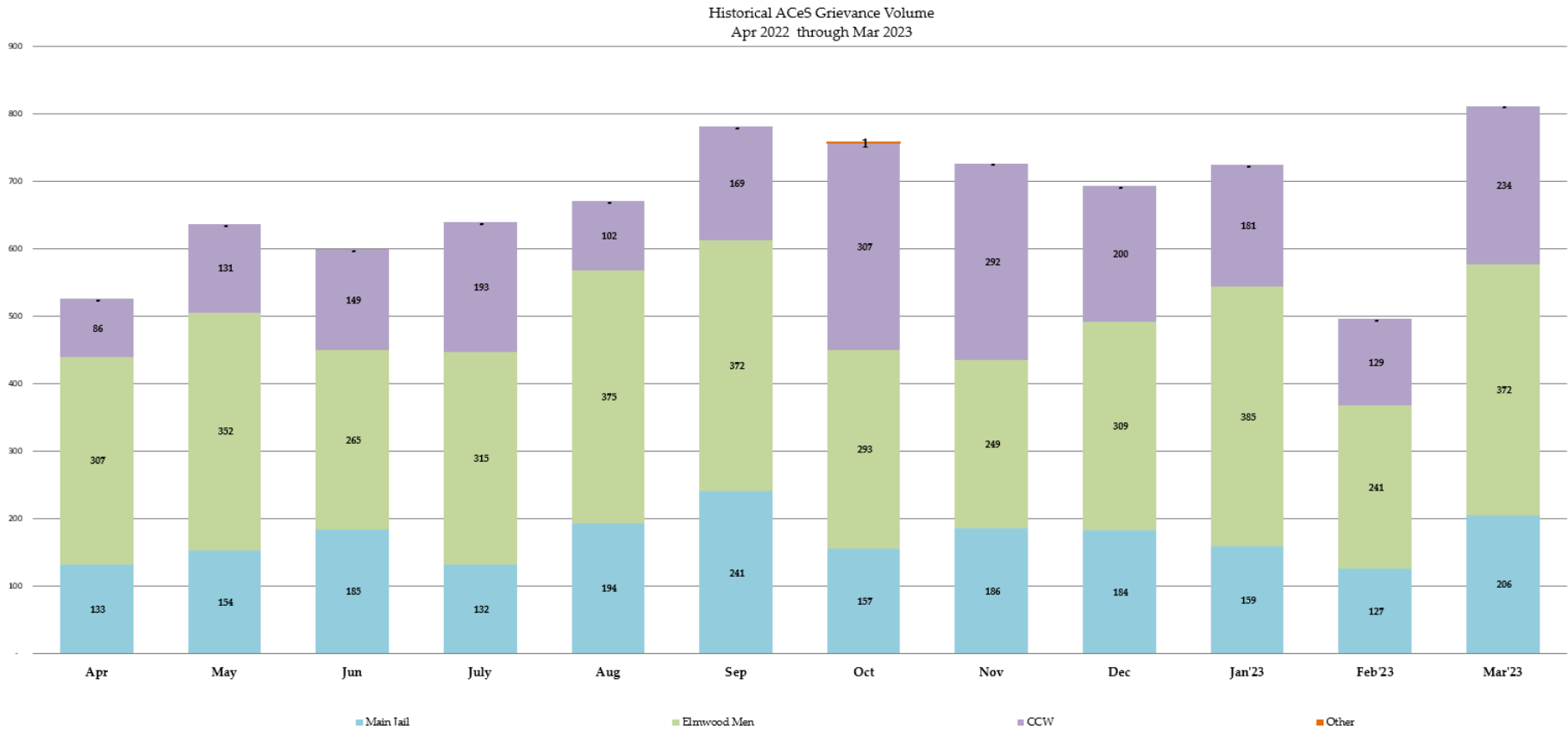
Inmate Grievances Dashboard

March 2023

Inmate Grievances Dashboard – March 2023

- Executive Summary

  - The Grievance Unit Monthly Dashboard will include the following data:

    - Historical Grievance Volume
      - April 2022 through March 2023
    - Top Five Most Frequent Grievance Categories
      - March 2022 vs. March 2023
    - Average Monthly Grievances per Capita – Main Jail
      - April 2022 through March 2023
    - Average Monthly Grievances per Capita – Elmwood Men
      - April 2022 through March 2023
    - Average Monthly Grievances per Capita – Elmwood Women
      - April 2022 through March 2023
    - Grievance Totals by Category and by Facility
      - March 2023
    - Category Frequency Rank
      - March 2023

Inmate Grievances Dashboard – March 2023

Historical ACeS Grievance Volume
Apr 2022 through Mar 2023

	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	Jan'23	Feb'23	Mar'23
Other							1					
CCW	86	131	149	193	102	169	307	292	200	181	129	234
Elmwood Men	307	352	265	315	375	372	293	249	309	385	241	372
Main Jail	133	154	185	132	194	241	157	186	184	159	127	206

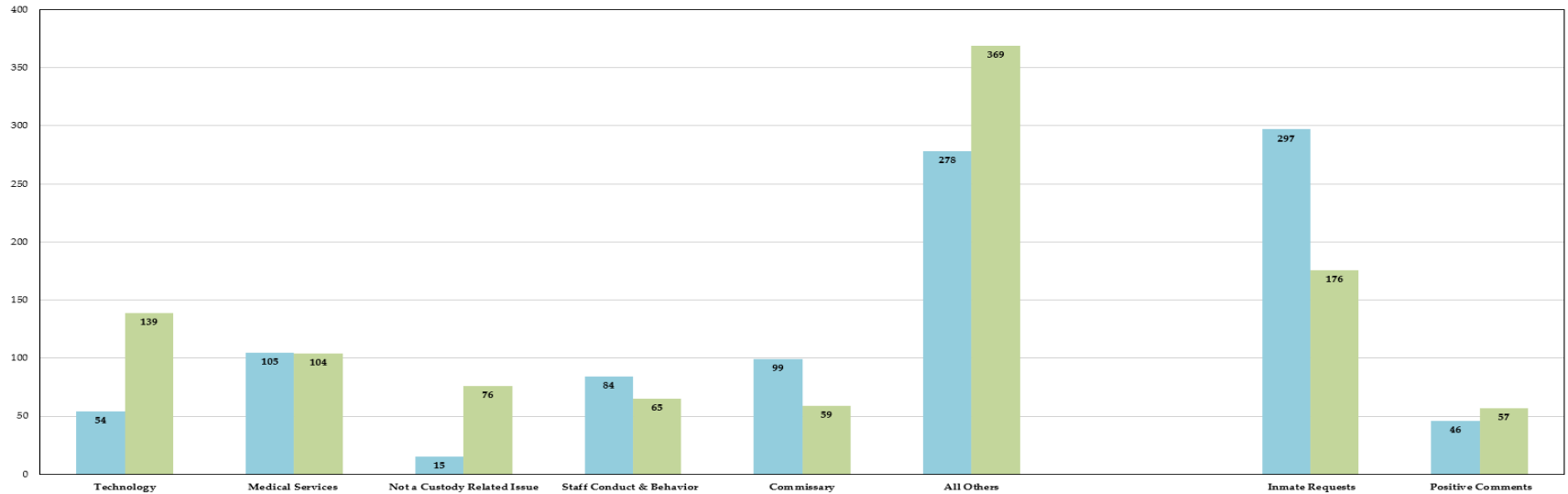Legend: Main Jail · Elmwood Men · CCW · Other

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 March, the Sheriff's Office experienced a 63.4% increase in grievance submissions or 315 more grievances than the previous month. Individually, the Main Jail Facility increased by 62.2%, the Elmwood Men's Facility by 54.4% and the Elmwood Women's Facility by 81.4%. A large majority of the upsurge was due to an isolated incident regarding learners' credits on the inmate tablets. Additional information will be available on the following slide.

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 2023

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

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

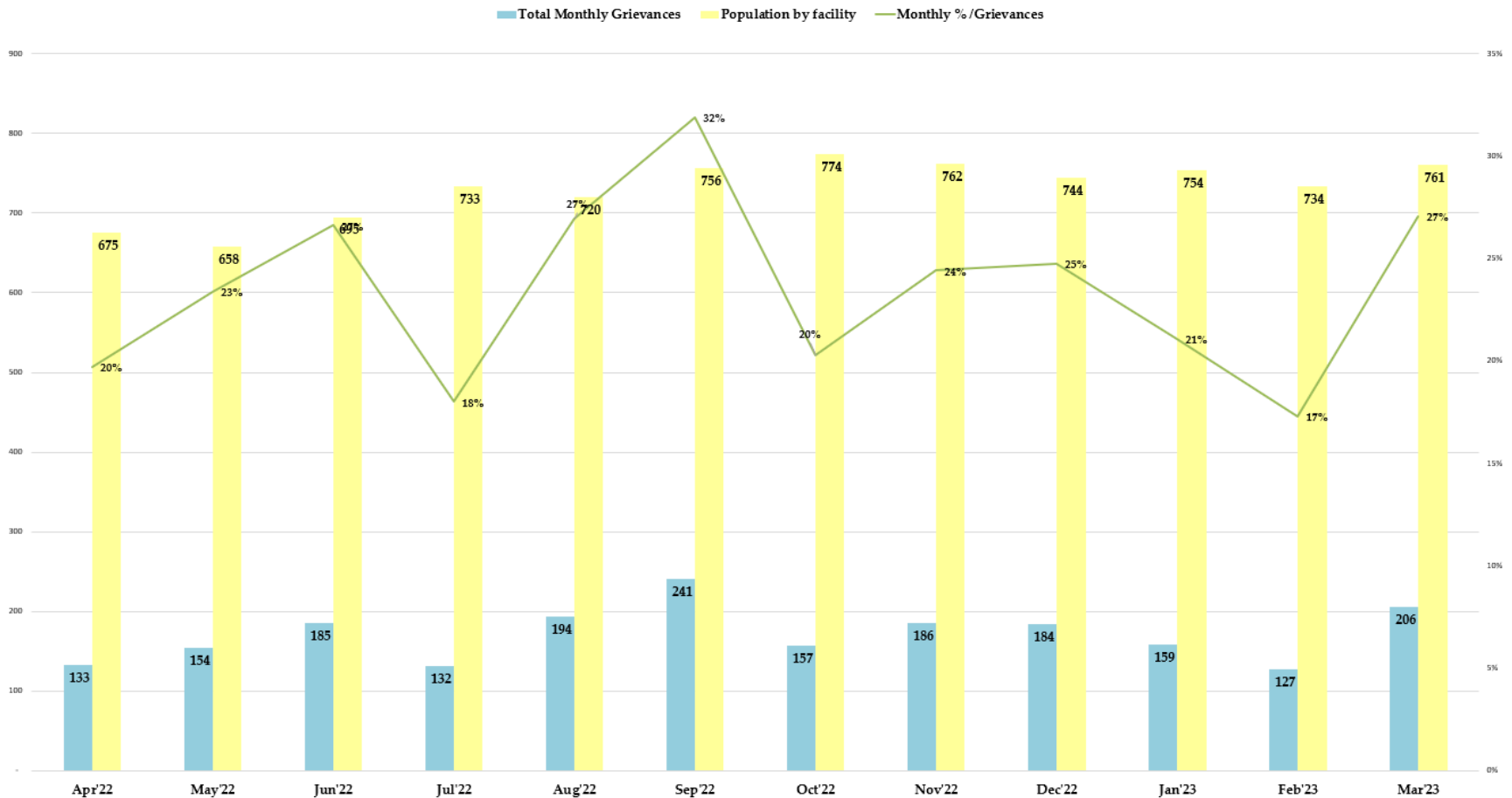The Most Frequently Grieved Category for the month of March was "Technology."

As shown above, the "Technology" category experienced a 157.4% increase in grievance submissions from the same period last year and a 717.7% increase when compared to the previous month. At the beginning of March, a clerical error occurred which mistakenly added 50,000 points to most user accounts on the educational software application on the inmate tablets. Once the discrepancy was discovered, the points were removed, but the actions affected ALL learners on the platform.

Inmates submitted grievances complaining about the sudden increase in points followed by its disappearance. Within 24 hours of receiving these complaints, our vendor was able to restore the credits back to what the learners' totals were before the rapid increase in points. To help reduce frustration among the inmate population, our vendor sent a message to all affected learners advising them of their plan of action and also provided an additional 100 points to everyone's account. Inmates accrue points by participating in educational programs on the tablets. In turn, inmates are able to use the points for entertainment content on the tablets like watching movies, playing games, or listening to music.

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

Inmate Grievances Dashboard – March 2023

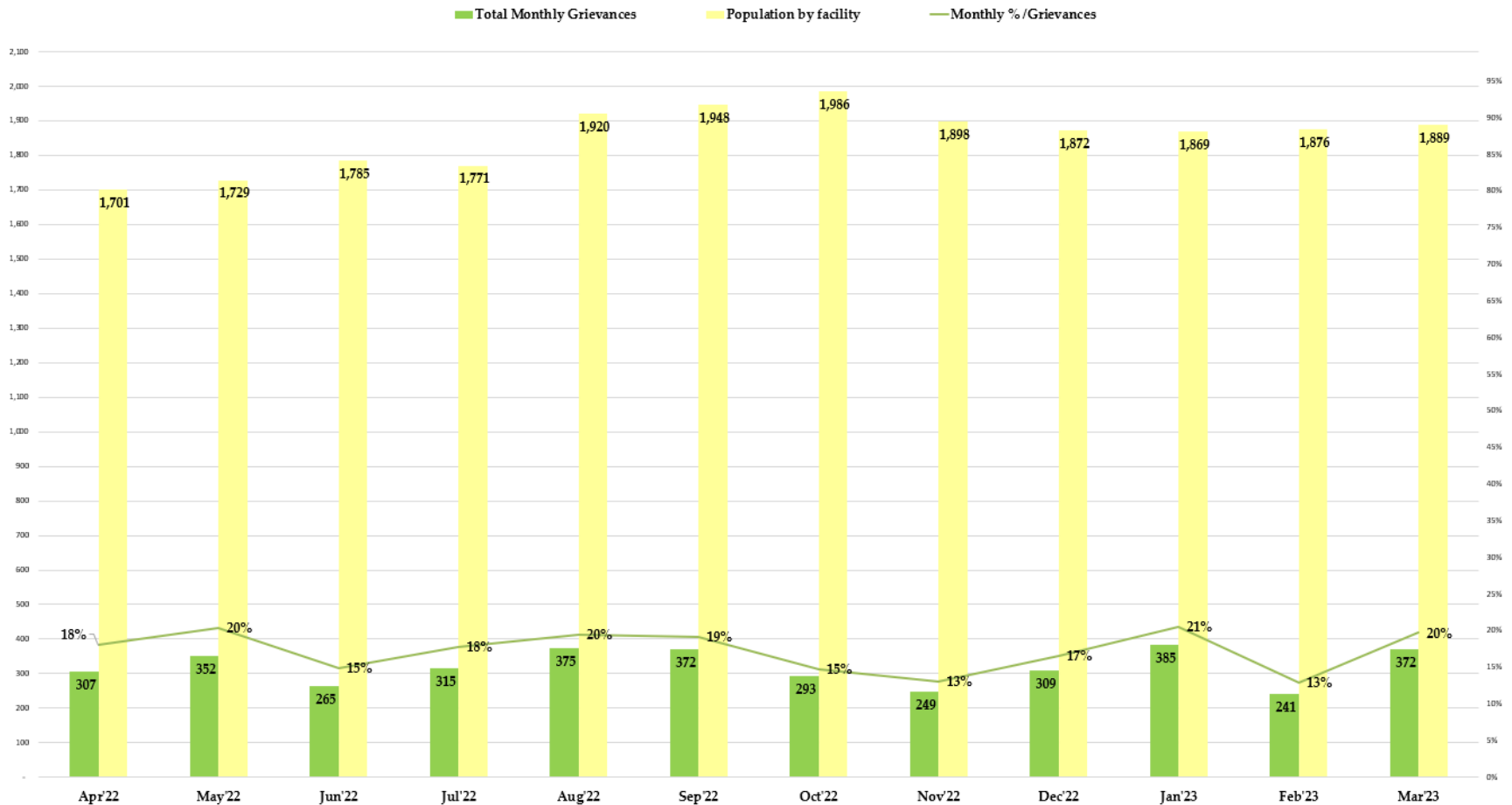**Main Jail Total Grievances vs. Average Daily Population APR '22- MAR '23**

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

In March 2023, there were 206 grievances submitted by Main Jail inmates with an average daily population of 761 inmates. This would equate to 0.27 grievances submitted per inmate in the month of March. In actuality, only 111 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 APR '22- MAR '23

Legend: ■ Total Monthly Grievances ■ Population by facility — Monthly % / Grievances

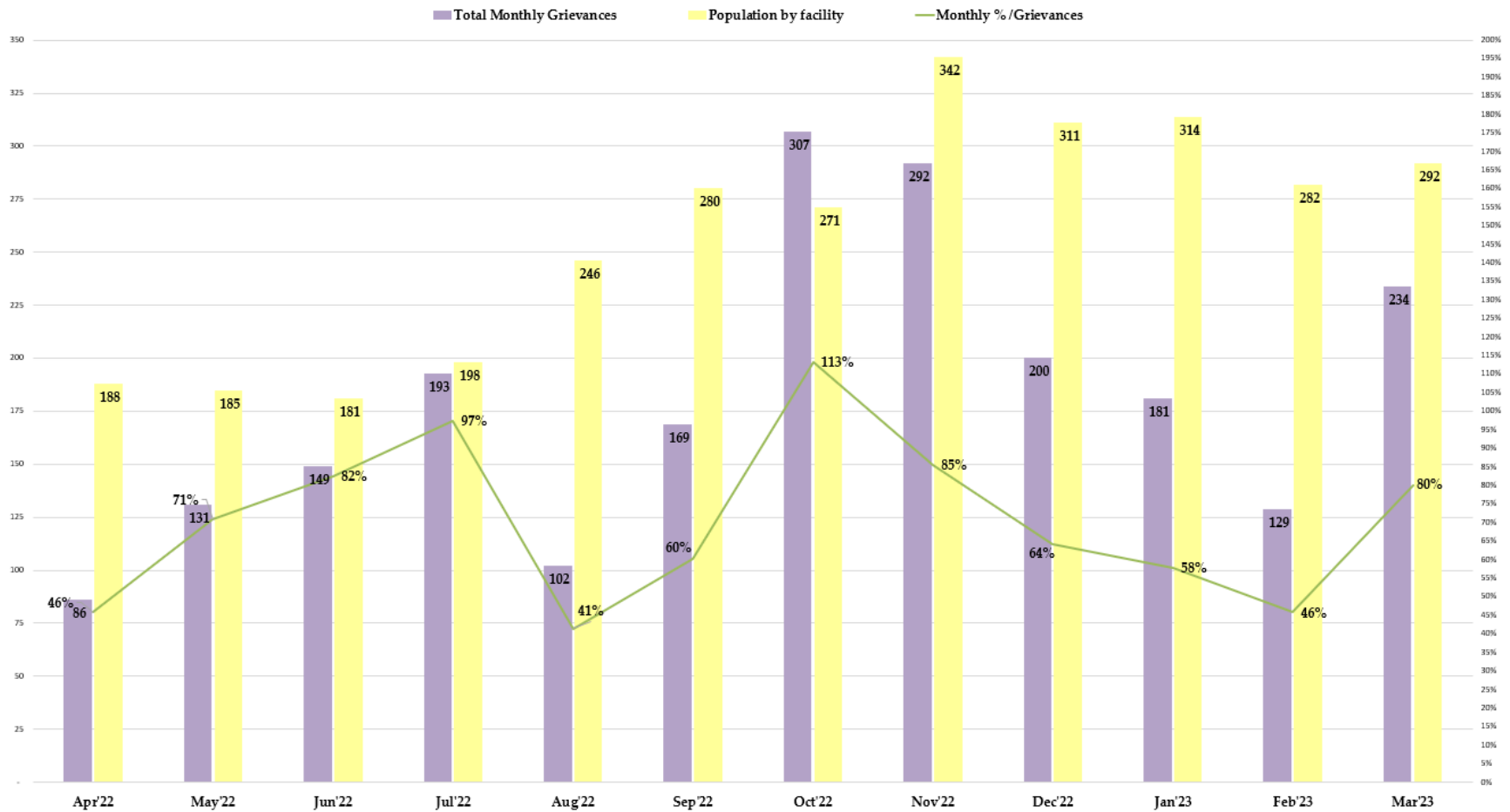| Month	Population by facility	Total Monthly Grievances	Monthly % / Grievances
Apr'22	1,701	307	18%
May'22	1,729	352	20%
Jun'22	1,785	265	15%
Jul'22	1,771	315	18%
Aug'22	1,920	375	20%
Sep'22	1,948	372	19%
Oct'22	1,986	293	15%
Nov'22	1,898	249	13%
Dec'22	1,872	309	17%
Jan'23	1,869	385	21%
Feb'23	1,876	241	13%
Mar'23	1,889	372	20%

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

In March 2023, there were 372 grievances submitted by the Elmwood Men inmates with an average daily population of 1,889 inmates. This would equate to 0.20 grievances submitted per inmate in the month of March. In actuality, only 261 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 2023

Elmwood Women Facility Total Grievances vs. Average Daily Population APR '22- MAR '23

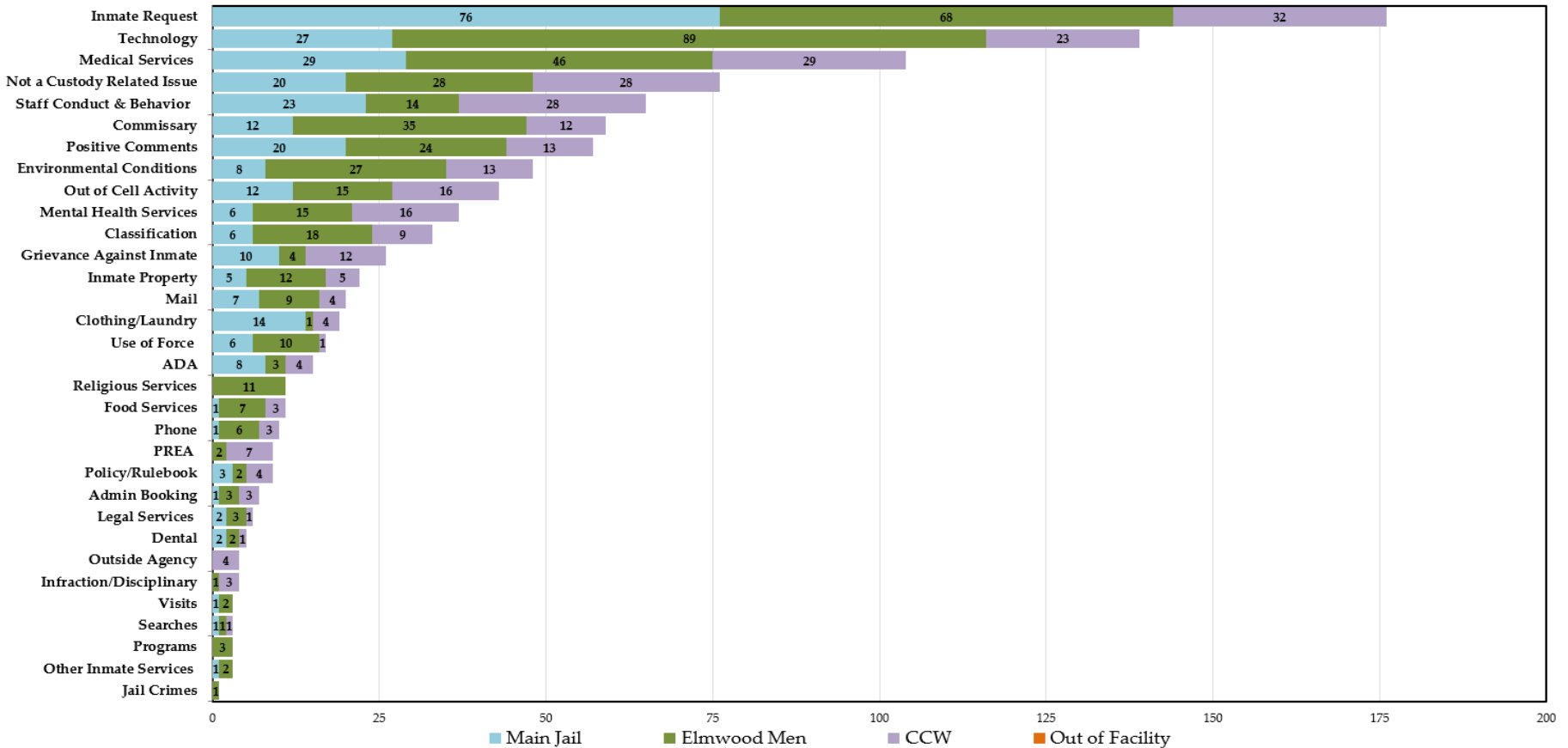Legend: Total Monthly Grievances | Population by facility | Monthly % /Grievances

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

In March 2023, there were 234 grievances submitted by the Elmwood Women inmates with an average daily population of 292 inmates. This would equate to 0.80 grievances submitted per inmate in the month of March. In actuality, only 94 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 2023

Grievance Totals by Category and Facility
MARCH 2023 Grievances 812 + 176 Inmate Requests + 57 Positive Comments

The above data shows all the inmate grievances submitted for the month of March 2023 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 55% of all submitted grievances for March 2023. All other categories sum up the remaining balance or 45% of all grievances for the month of March. The "Jail Crimes" category had the lowest grievance count for the month of March with 1 (one) submission.

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 2023

The chart below ranks the frequency of inmate grievances submitted by category for March 2023. 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.

A year ago, the "Commissary" category was the 2nd Most Frequently Grieved Category, but last month it was ranked as the 5th and experienced a 48.5% decrease in submissions. Last month, it was reported that our vendor successfully deployed digital capturing devices in all three facilities to help streamline the commissary distribution process. Since all records will be stored digitally in our vendor's accounting software, grievance complaints will be easier to resolve, and in some instances, our vendor can issue credits during the distribution process instead of days later once the paper receipts are received.

The deployment of the hand-held devices last month not only increased efficiency for staff and inmates alike, it was also a precursor for our vendor to resume their full commissary distribution duties with pre-pandemic expectations. At the beginning of the pandemic, the commissary program was temporarily suspended and once it was resumed, our deputies were tasked with absorbing the vendor's roles and responsibilities with the commissary distribution process. Having our vendor reinstitute their obligations at the beginning of March allowed the Sheriff's Office to shift the staffing efforts to increase inmate programming and out-of-cell activity.

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

Mar '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	1	0	176	76	68	32	0
Technology	2	3	1	4	0	139	27	89	23	0
Medical Services	3	2	3	2	0	104	29	46	29	0
Not a Custody Related Issue	4	2	5	3	0	76	20	28	28	0
Staff Conduct & Behavior	5	4	10	3	0	65	23	14	28	0
Commissary	6	8	4	7	0	59	12	35	12	0
Positive Comments	7	6	7	6	0	57	20	24	13	0
Environmental Conditions	8	10	6	6	0	48	8	27	13	0
Out of Cell Activity	9	8	9	5	0	43	12	15	16	0
Mental Health Services	10	12	9	5	0	37	6	15	16	0
Classification	11	12	8	8	0	33	6	18	9	0
Grievance Against Inmate	12	9	17	7	0	26	10	4	12	0
Inmate Property	13	13	11	10	0	22	5	12	5	0
Mail	14	11	14	11	0	20	7	9	4	0
Clothing/Laundry	15	7	20	11	0	19	14	1	4	0
Use of Force	16	12	13	13	0	17	6	10	1	0
ADA	17	10	18	11	0	15	8	3	4	0
Food Services	18	16	15	12	0	11	1	7	3	0
Religious Services	18	0	12	0	0	11	0	11	0	0
Phone	19	16	16	12	0	10	1	6	3	0
PREA	20	0	19	9	0	9	0	2	7	0
Policy/Rulebook	20	14	19	11	0	9	3	2	4	0
Admin Booking	21	16	18	12	0	7	1	3	3	0
Legal Services	22	15	18	13	0	6	2	3	1	0
Dental	23	15	19	13	0	5	2	2	1	0
Outside Agency	24	0	0	11	0	4	0	0	4	0
Infraction/Disciplinary	24	0	20	12	0	4	0	1	3	0
Searches	25	16	20	13	0	3	1	1	1	0
Programs	25	0	18	0	0	3	0	3	0	0
Other Inmate Services	25	16	19	0	0	3	1	2	0	0
Visits	25	16	19	0	0	3	1	2	0	0
Jail Crimes	1	0	20	0	0	1	0	1	0	0