



# Sheriff's Office Custody Bureau

## Inmate Grievances Dashboard

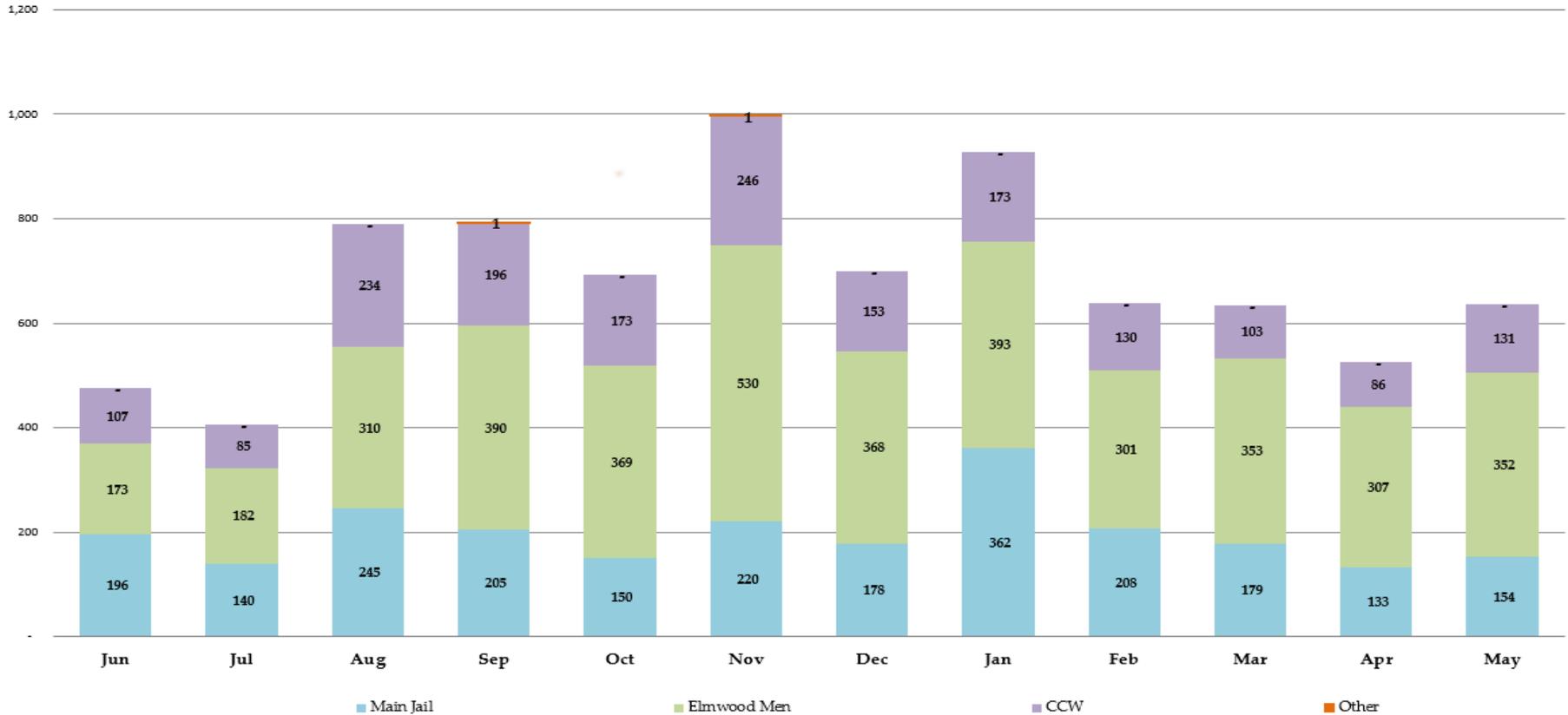
**May 2022**

# Inmate Grievances Dashboard – May 2022

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

# Inmate Grievances Dashboard – May 2022

Historical ACeS Grievance Volume  
Jun 2021 through May 2022



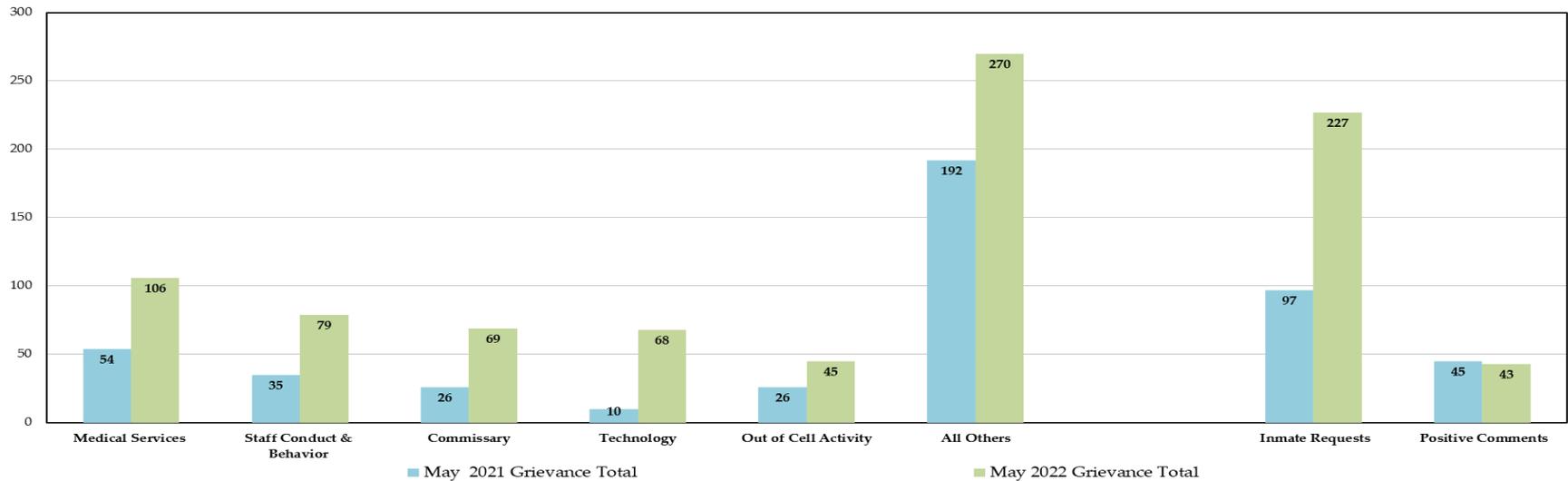
The data above compares the volume of monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s Facility and Elmwood Women’s Facility (CCW), and also by “Other - Out of Facility” areas. This refers to areas such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

For the month of May, the Sheriff’s Office experienced a 21.1% increase in grievance submissions or 111 more grievances than the previous month. Individually, the Main Jail facility increased by 15.8%, Elmwood Men’s by 14.7%, and the Elmwood Women’s facility by 52.3%.

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 – May 2022

Top Five Most Frequent Grievance Categories  
May 2021 vs. May 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 May was “Medical Services”

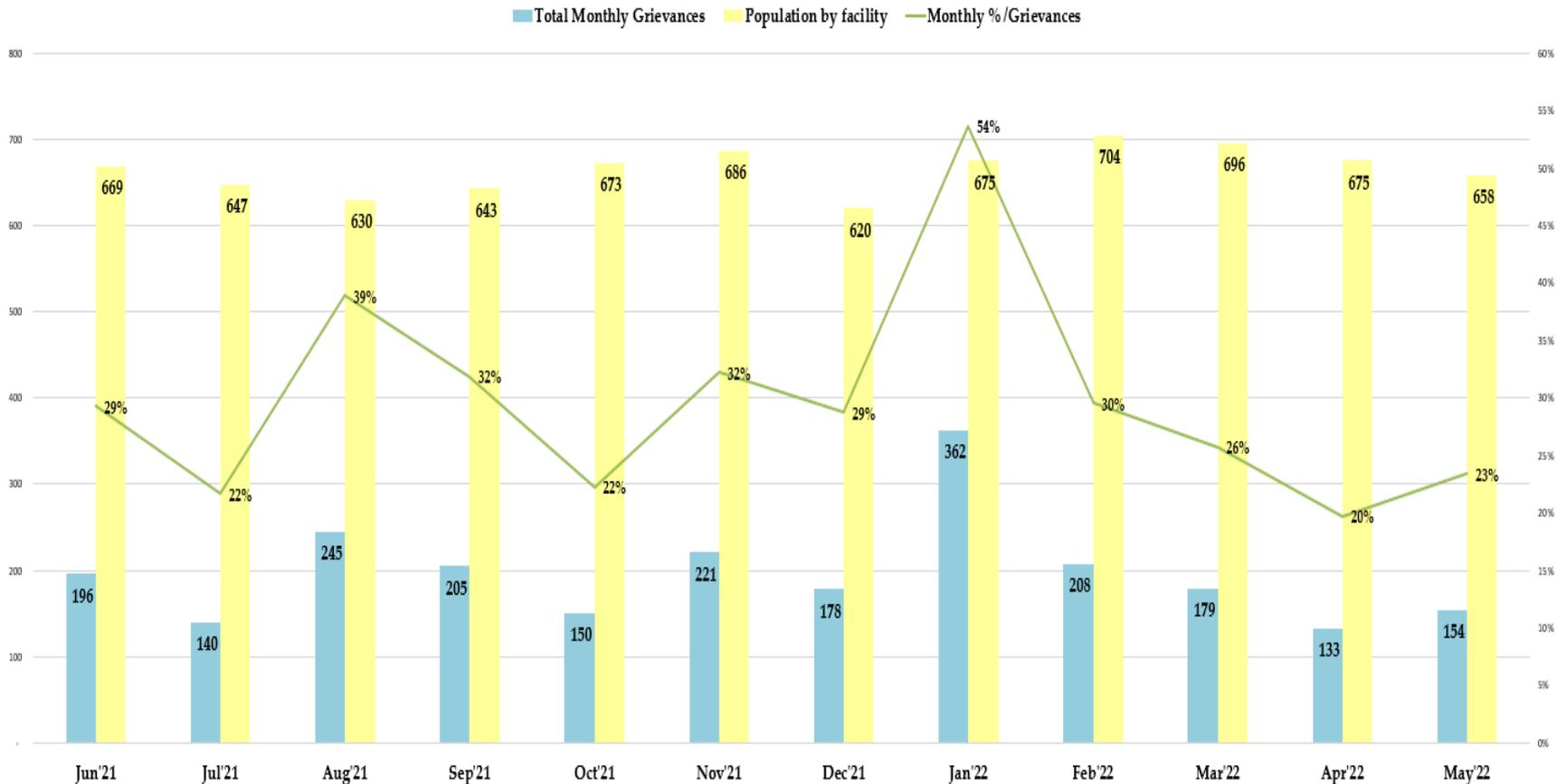
For further information, Custody Health Services reports on “Medical Services” grievances on a quarterly basis to the Public Safety Justice Committee. The next quarterly report is scheduled for September 2022.

The second Most Frequently Grieved Category for the month of May was “Staff Conduct and Behavior.” It is important to note complaints regarding Staff Conduct can be generated about any classification of employee or volunteer assigned to the jail system, not just badge personnel. Out of the 79 grievances in this category, 8 grievances, or the equivalent of 10% were complaints made against civilian staff assigned to work in the facilities. Civilian staff can include but are not limited to nurses, mental health technicians, instructors, and chaplains. Monthly audits of grievances citing “Staff Conduct” are forwarded to the Sheriff’s Office Command Staff and Business Unit Managers for review and action. Out of the 79 total grievances in this category, 44% or 35 grievances were sub-categorized as “unprofessional,” 27% or 21 grievances were sub-categorized as “indifference,” 19% or 15 grievances were sub-categorized as “attentiveness,” 2% or 2 grievances were sub-categorized as “untimely responses,” and 8% or 6 grievances did not receive a sub-category.

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

# Inmate Grievances Dashboard – May 2022

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



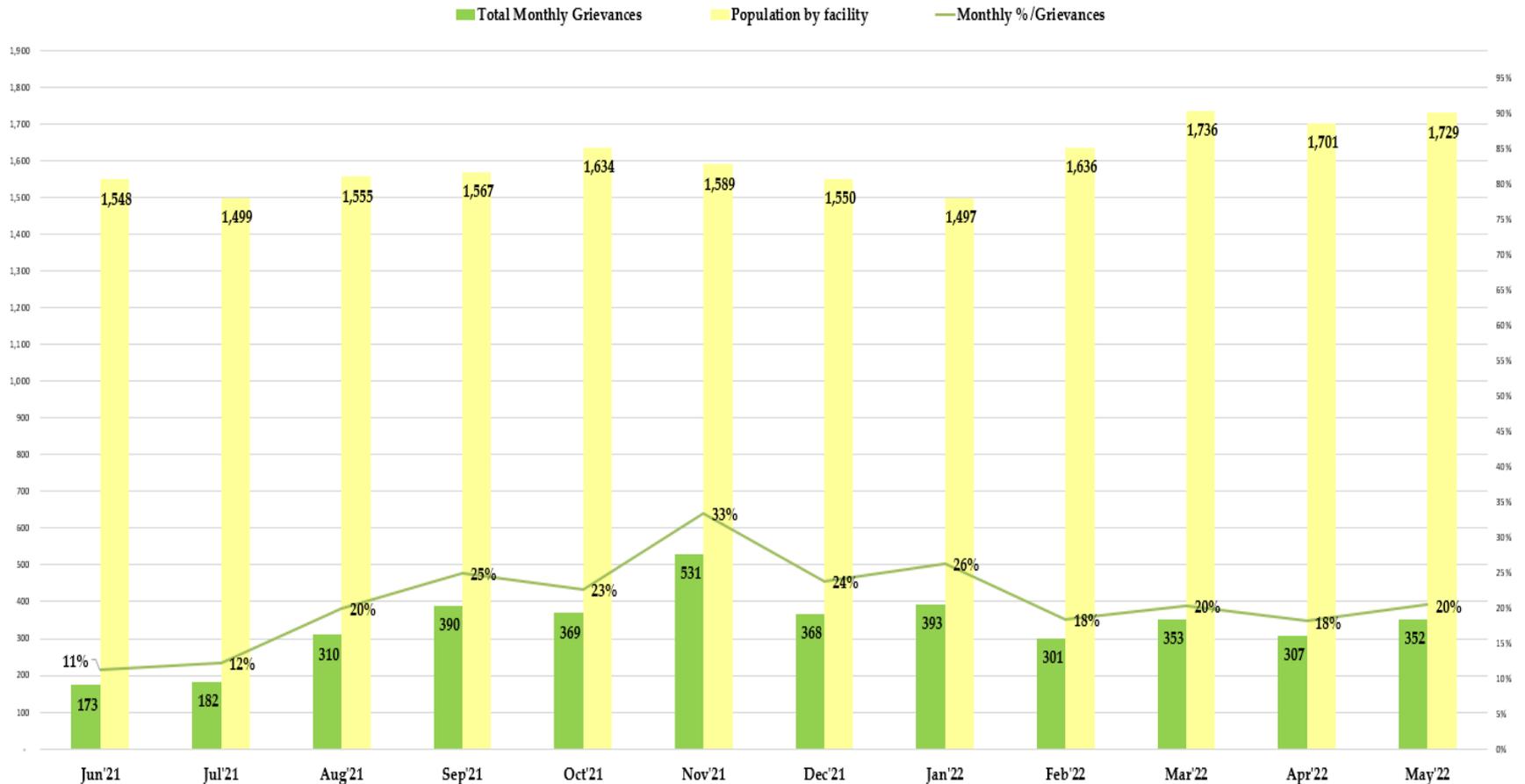
The data above compares the total inmate grievances submitted by month for the last 12 months at the Main Jail Facility.

In May 2022, there were 154 grievances submitted by Main Jail inmates with an average daily population of 658 inmates. This would equate to 0.23 grievances submitted per inmate in the month of May. In actuality, only 96 inmates from Main Jail submitted grievances in the month of May.

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

# Inmate Grievances Dashboard – May 2022

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



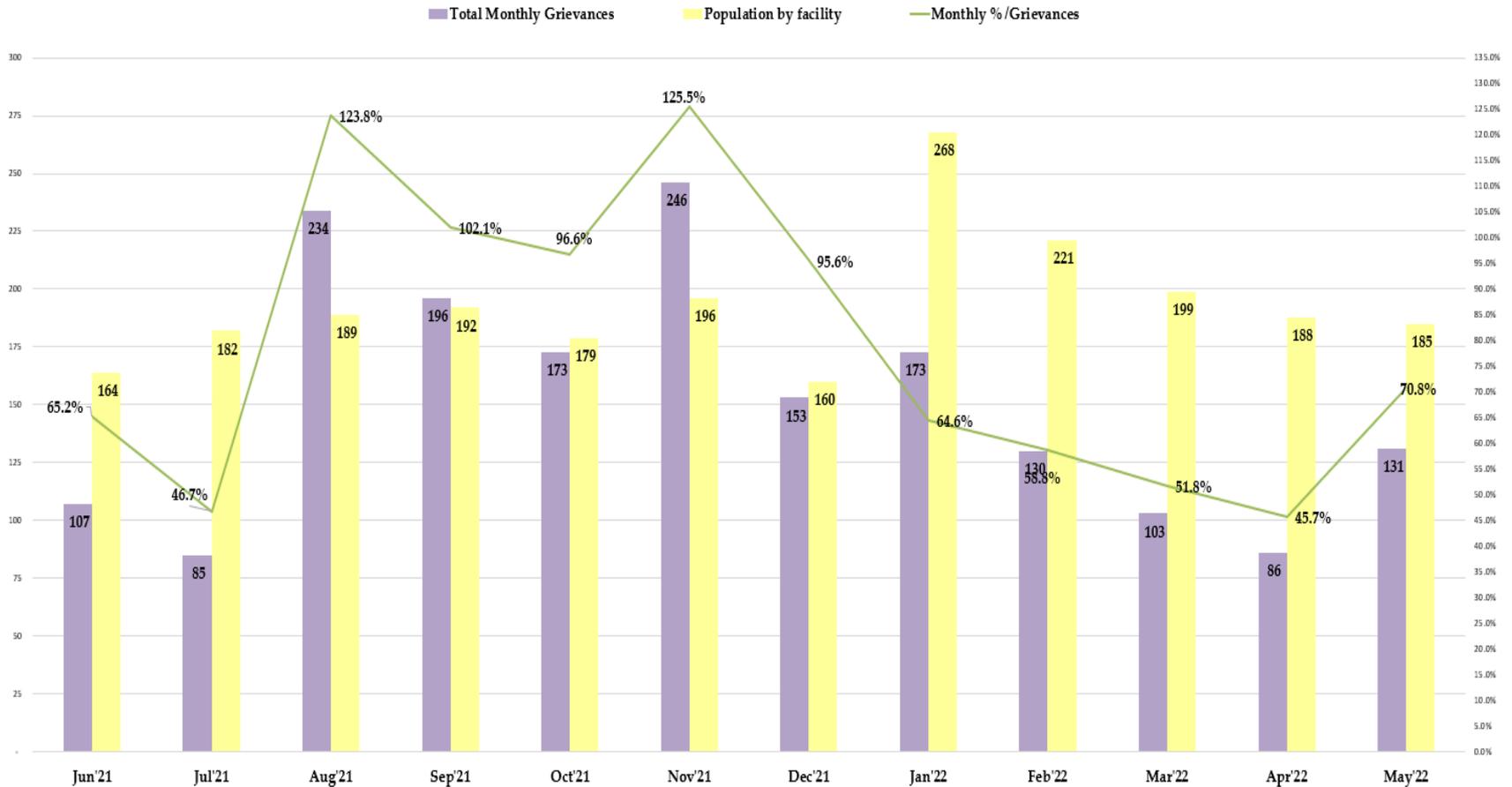
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Men’s Facility.

In May 2022, there were 352 grievances submitted by the Elmwood Men inmates with an average daily population of 1,729 inmates. This would equate to 0.20 grievances submitted per inmate in the month of May. In actuality, only 224 inmates from Elmwood Men’s submitted grievances for the month of May

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

# Inmate Grievances Dashboard – May 2022

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



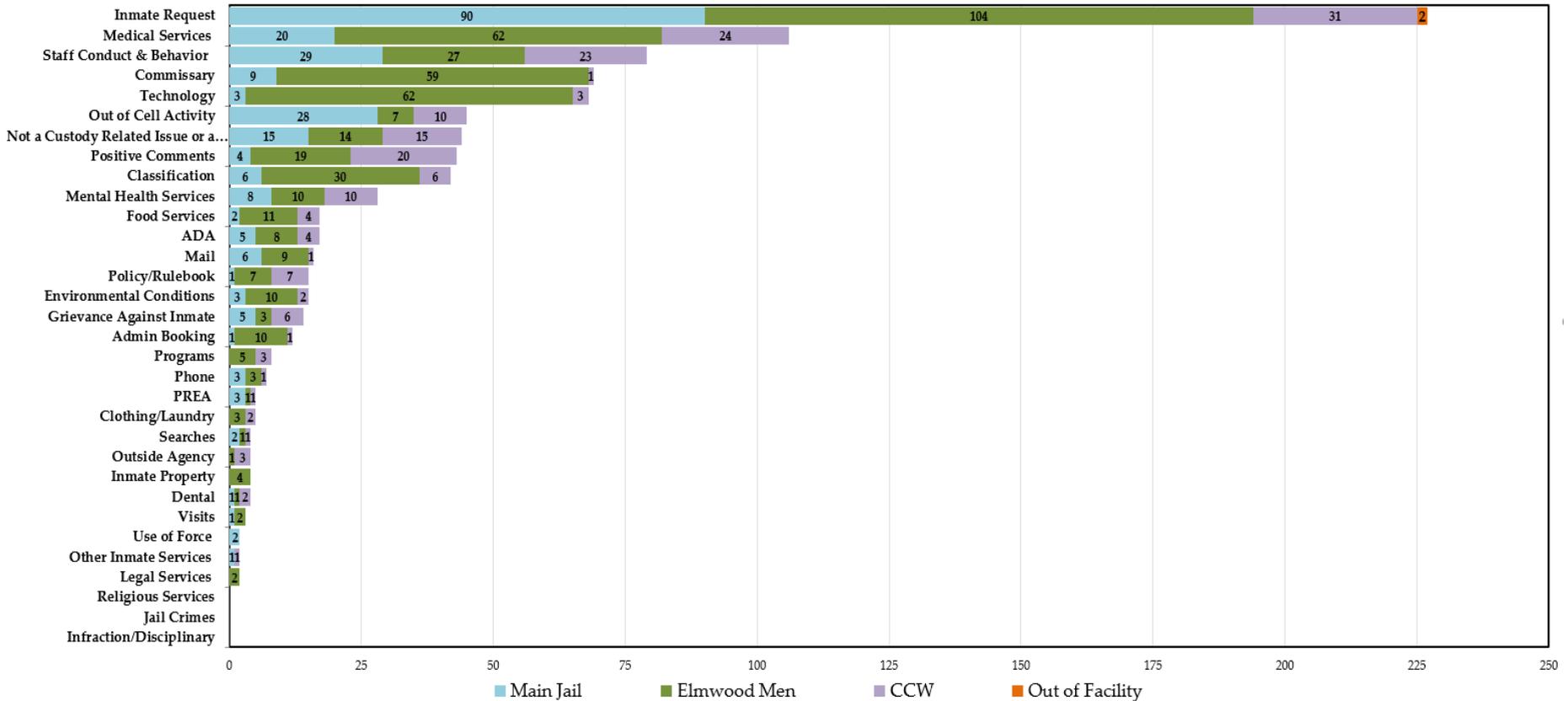
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Women’s Facility.

In May 2022, there were 131 grievances submitted by the Elmwood Women inmates with an average daily population of 185 inmates. This would equate to 0.71 grievances submitted per inmate in the month of May. In actuality, only 50 inmates from Elmwood Women’s submitted grievances for the month of May.

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

# Inmate Grievances Dashboard – May 2022

**Grievance Totals by Category and Facility**  
 MAY 2022 Grievances 637 + 227 Inmate Requests + 43 Positive Comments



The above data shows all the inmate grievances submitted for the month of May 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 57% of all submitted grievances for May 2022. All other categories sum up the remaining balance or 43% of all grievances for the month of May. The “Religious Services, 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 – May 2022

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

The “Commissary” category ranked #3 for the month of May in Frequency Ranking. An audit was performed and revealed that a particular coffee product, normally available through commissary was out-of-stock. Even though the vendor provided a viable substitution on the commissary menu, inmates were displeased and shared their frustrations through the grievance system. There were several mass grievances from different areas of the Elmwood Complex that submitted identical grievance complaints regarding the unavailability of the coffee product. This attributed to the 64% increase in submissions compared to the previous month or 27 more grievances than the month of April.

Due to the on-going supply chain issue nationwide, our vendor is continually sourcing the best products for our inmate population from their vendors. If our vendor substitutes any product on the commissary menu, it must be approved by the Sheriff’s Office to ensure inmates are receiving a comparable product, quality, and price-point.

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

Category	May '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	1	227	90	104	31	2
Staff Conduct & Behavior	2	4	2	2	0	106	20	62	24	
Medical Services	3	2	5	3	0	79	29	27	23	
Technology	4	6	3	12	0	69	9	59	1	
Positive Comments	5	11	2	10	0	68	3	62	3	
Commissary	6	3	12	6	0	45	28	7	10	
Out of Cell Activity	7	5	7	5	0	44	15	14	15	
Not a Custody Related Issue	8	10	6	4	0	43	4	19	20	
Food Services	9	8	4	8	0	42	6	30	6	
Classification	10	7	9	6	0	28	8	10	10	
Mental Health Services	11	12	8	9	0	17	2	11	4	
Environmental Conditions	11	9	11	9	0	17	5	8	4	
ADA	12	8	10	12	0	16	6	9	1	
Admin Booking	13	13	12	7	0	15	1	7	7	
Mail	13	11	9	11	0	15	3	10	2	
Inmate Property	14	9	15	8	0	14	5	3	6	
Policy/Rulebook	15	13	9	12	0	12	1	10	1	
PREA	16	0	13	10	0	8	0	5	3	
Dental	17	11	15	12	0	7	3	3	1	
Phone	15	0	15	11	0	5	0	3	2	
Grievance Against Inmate	15	11	17	12	0	5	3	1	1	
Outside Agency	19	0	17	10	0	4	0	1	3	
Searches	19	13	17	11	0	4	1	1	2	
Other Inmate Services	19	12	17	12	0	4	2	1	1	
Visits	19	0	14	0	0	4	0	4	0	
Programs	20	13	16	0	0	3	1	2	0	
Use of Force	21	13	0	12	0	2	1	0	1	
Religious Services	21	0	16	0	0	2	0	2	0	
Legal Services	21	12	0	0	0	2	2	0	0	
Clothing/Laundry	0	0	0	0	0	0	0	0	0	
Infraction/Disciplinary	0	0	0	0	0	0	0	0	0	
Jail Crimes	0	0	0	0	0	0	0	0	0	