



Sheriff's Office Custody Bureau
Grievance Dashboard
May 2023

Grievance Dashboard – May 2023

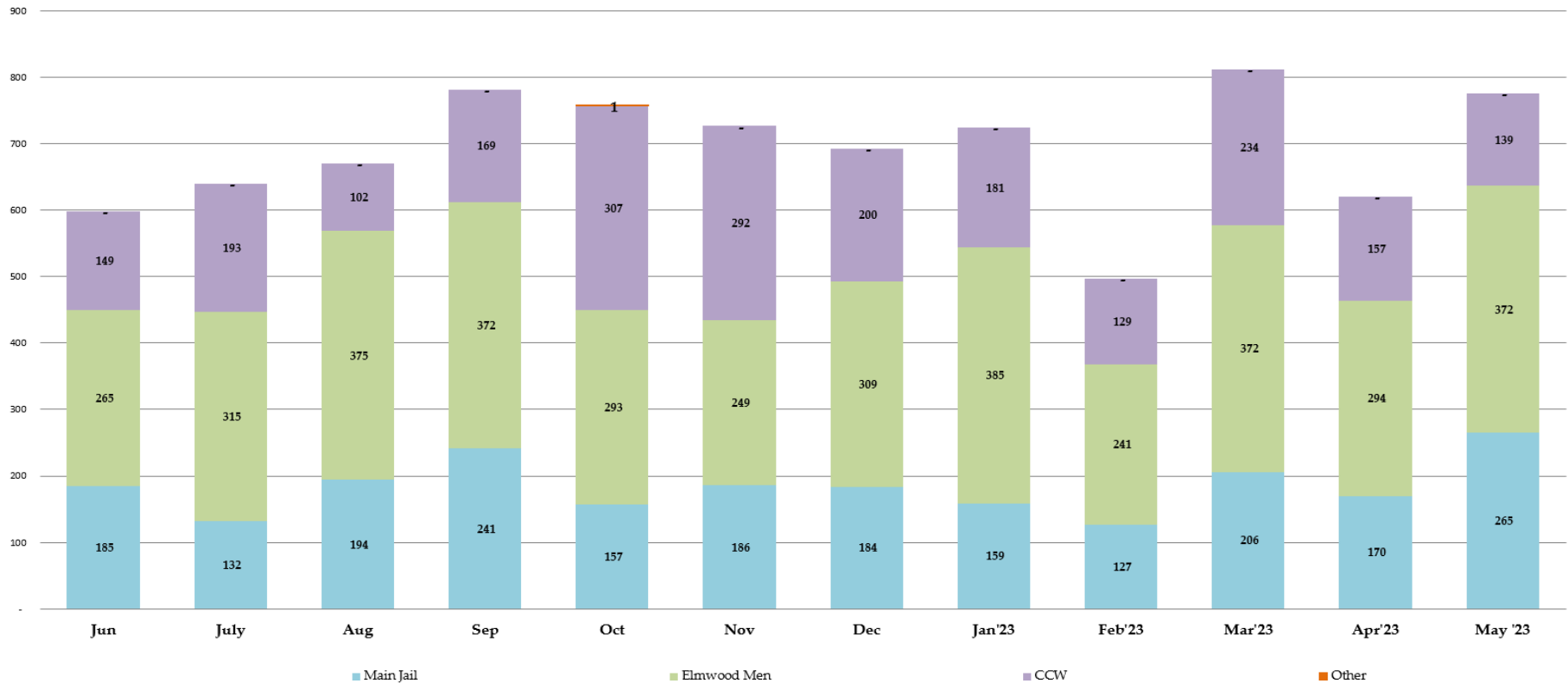
- Executive Summary

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

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

Grievance Dashboard – May 2023

Historical ACeS Grievance Volume
Jun 2022 through May 2023



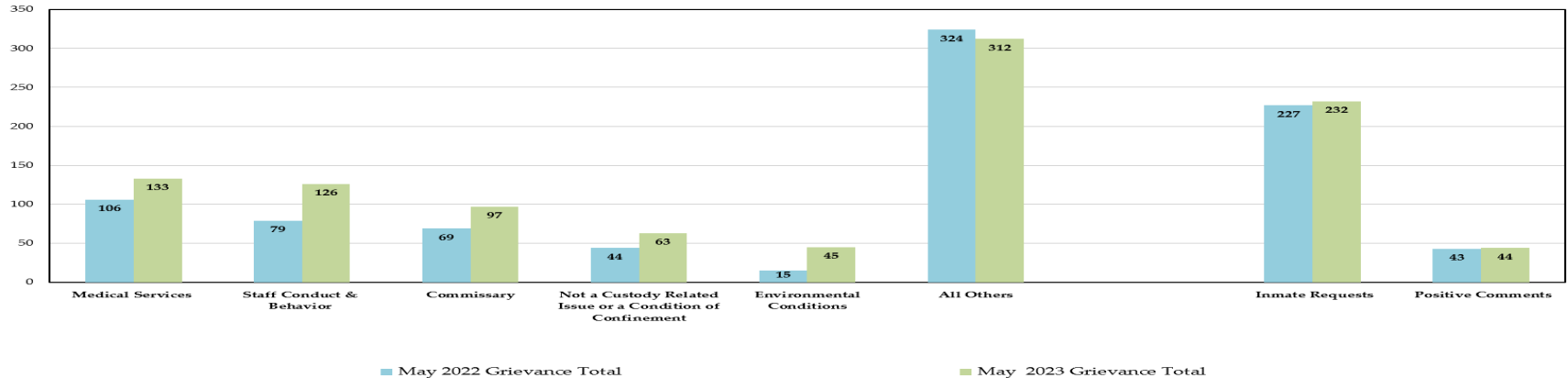
The data above compares the volume of monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s Facility and Elmwood Women’s Facility (CCW), and also by “Other - Out of Facility” areas. This refers to areas such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

For the month of May, the Sheriff’s Office experienced a 24.9% increase in grievance submissions or 155 more grievances than the previous month. Individually, the Main Jail Facility increased by 55.9% and the Elmwood Men’s Facility by 26.5%, while the Elmwood Women’s Facility decreased by 11.5%. A large majority of the uptick in grievances at the Main Jail during the month of May were due to mass grievances. Details will be discussed in the next 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.

Grievance Dashboard – May 2023

Top Five Most Frequent Grievance Categories
MAY 2022 vs. MAY 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 May 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 September 20, 2023.

The "Staff Conduct and Behavior" emerged as the second most frequently grieved category in the month of May, witnessing a substantial 68% surge compared to the previous month. In response to this, the Sheriff’s Office conducted a comprehensive audit, thoroughly examining each grievance falling under the "Staff Conduct and Behavior" bracket. This investigation unveiled that the majority of the complaints stemmed from a relatively small subset of incarcerated individuals within each facility.

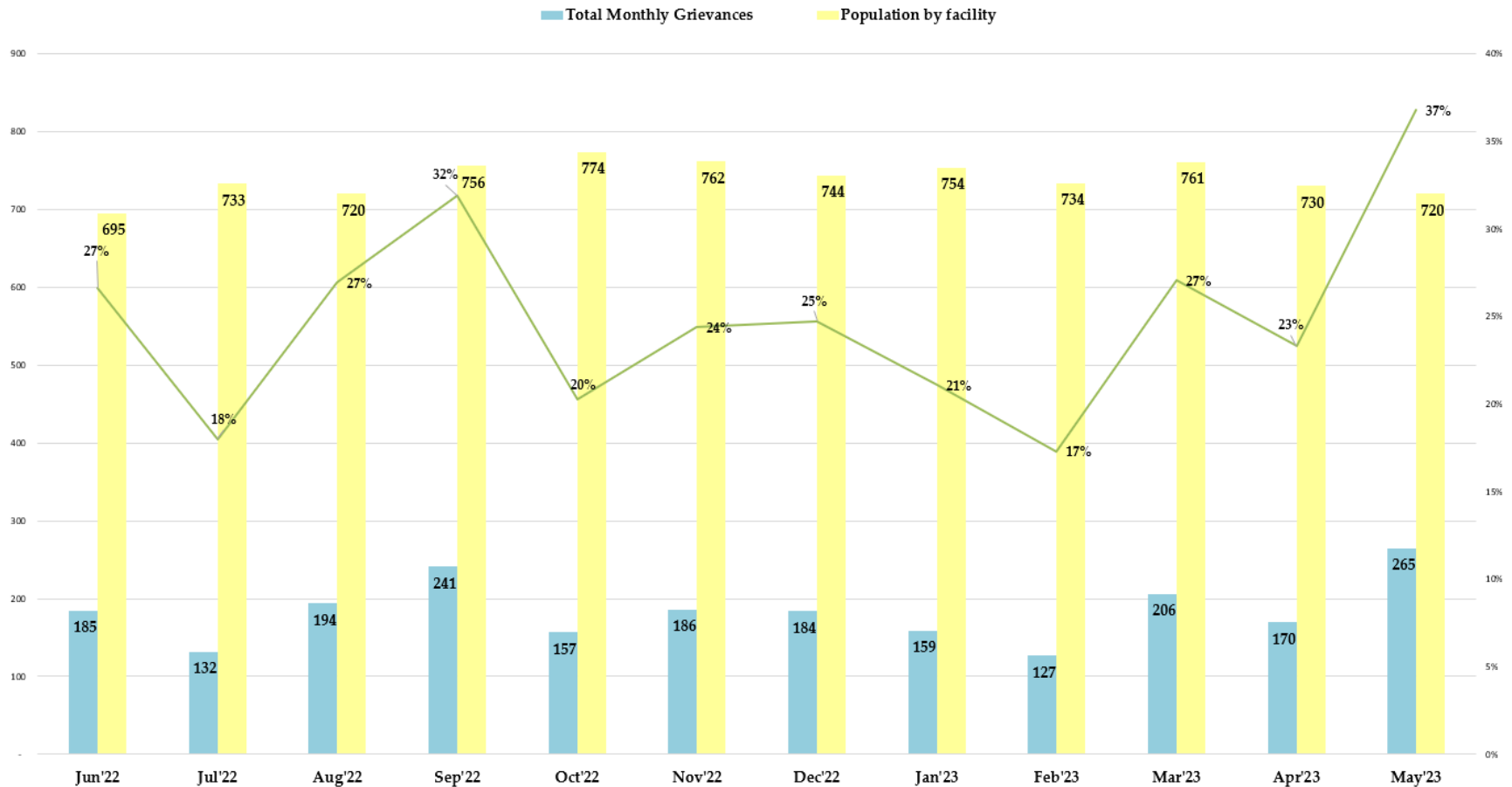
Remarkably, the analysis indicated that eight incarcerated persons from the Main Jail Division were responsible for a significant portion of the grievances, contributing to 54% of the total complaints in this category. Similarly, eight incarcerated persons from the Elmwood Men’s Facility filed multiple grievances each, collectively constituting 47% of all grievances in this category. Moreover, eight incarcerated persons from the Elmwood Women’s Facility submitted multiple complaints apiece, amounting to 51% of the total grievances within this category.

Subsequent investigation revealed that a considerable number of the "Staff Conduct and Behavior" allegations lacked substantial evidence to support them and were subsequently deemed as unfounded. Irrespective of the investigation outcomes, it’s important to note that all grievance complaints within this category are routinely referred to the Investigative Units for further evaluation and appropriate action.

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

Grievance Dashboard – May 2023

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



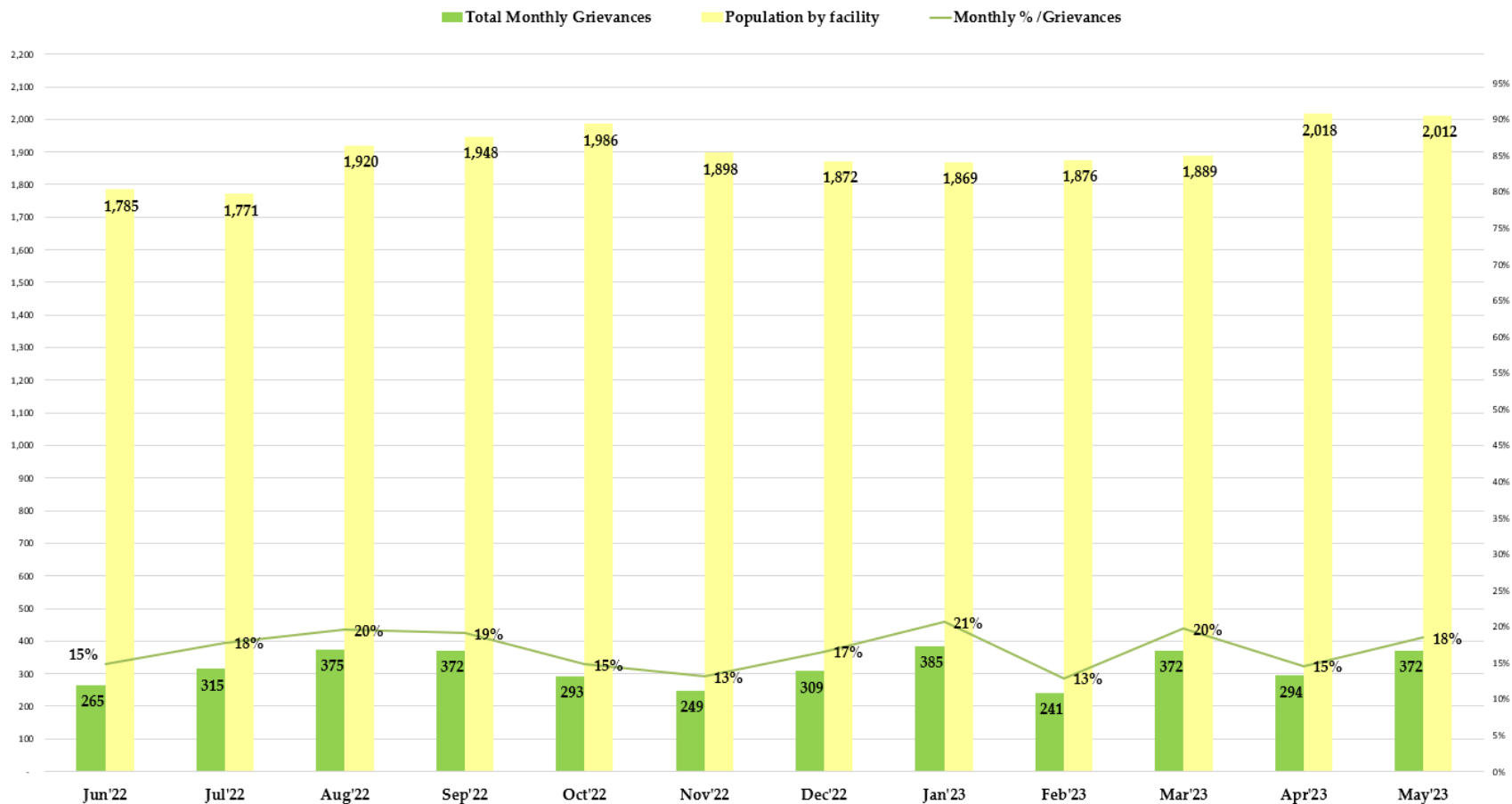
The data above compares the total grievances submitted by month for the last 12 months at the Main Jail Facility.

In May 2023, there were 265 grievances submitted by individuals at the Main Jail with an average daily population of 720 incarcerated persons. This would equate to 0.37 grievances submitted per individual in the month of May. In actuality, only 111 incarcerated persons 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.

Grievance Dashboard – May 2022

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



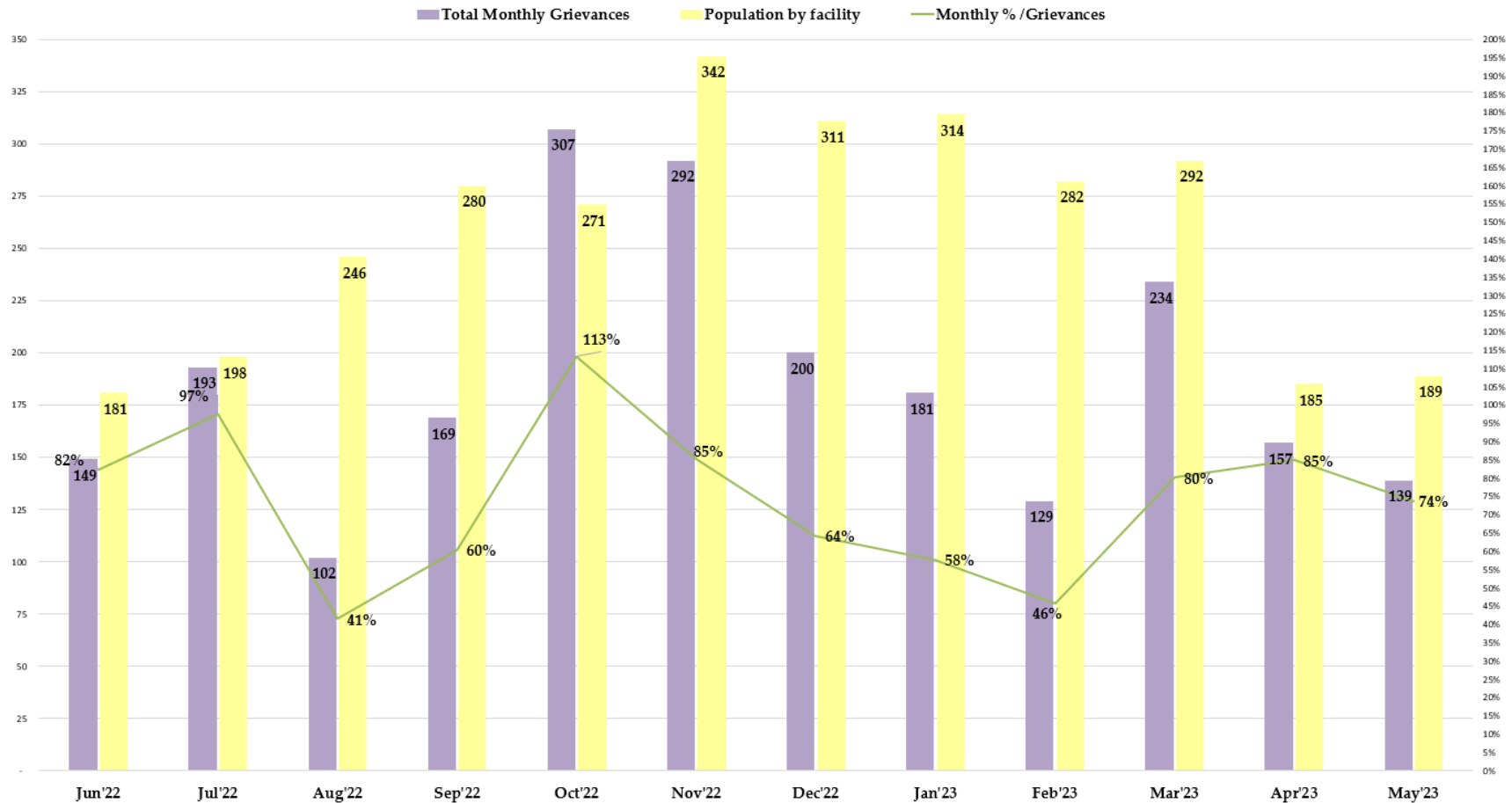
The data above compares the total grievances submitted by month for the last 12 months at the Elmwood Men’s Facility.

In May 2023, there were 372 grievances submitted by individuals at the Elmwood Men’s Facility with an average daily population of 2,012 incarcerated persons. This would equate to 0.18 grievances submitted per individual in the month of May. In actuality, only 232 incarcerated persons 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.

Grievance Dashboard – May 2023

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



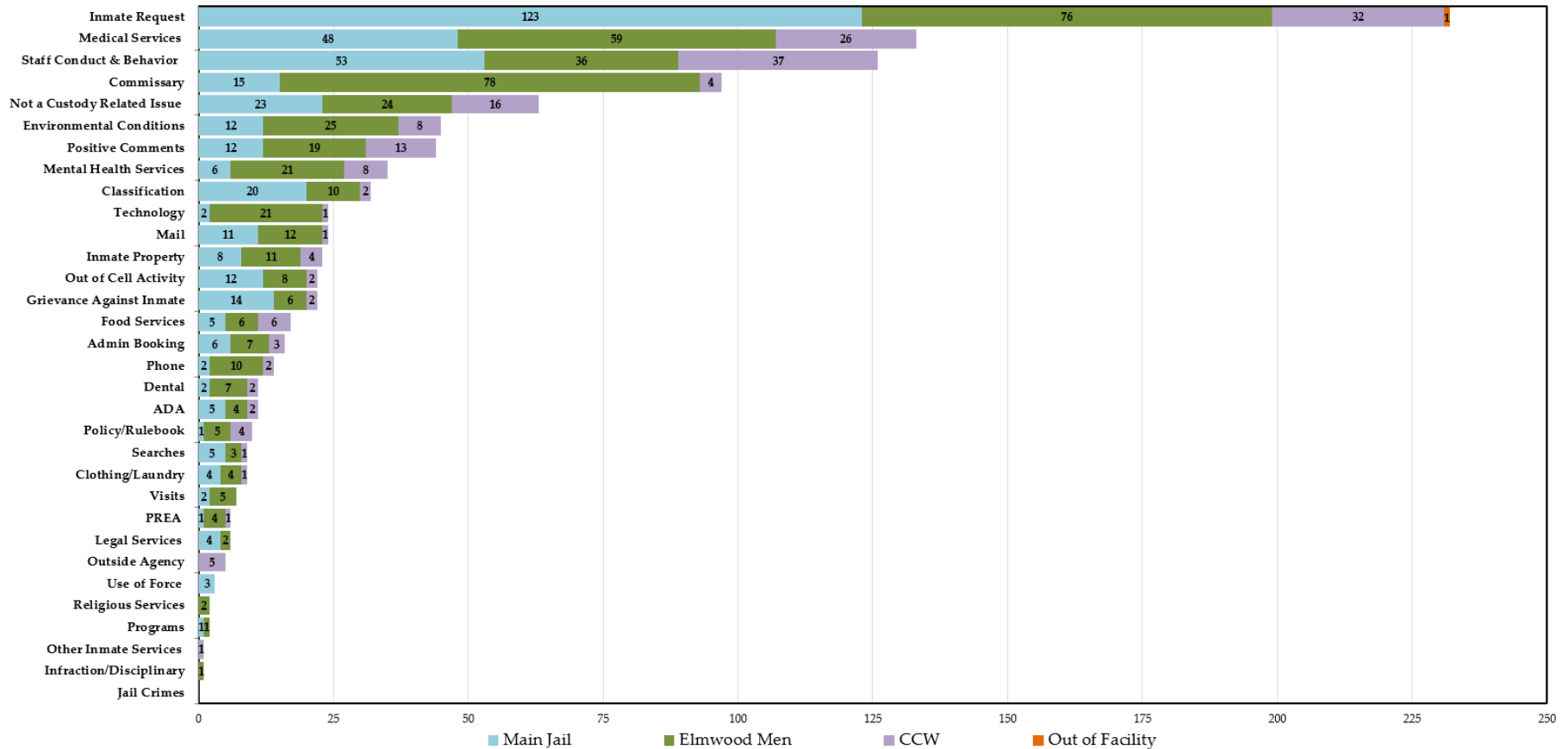
The data above compares the total grievances submitted by month for the last 12 months at the Elmwood Women’s Facility.

In May 2023, there were 139 grievances submitted by individuals at the Elmwood Women’s Facility with an average daily population of 189 incarcerated persons. This would equate to 0.74 grievances submitted per individual in the month of May. In actuality, only 66 incarcerated persons 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.

Grievance Dashboard – May 2023

Grievance Totals by Category and Facility
 MAY 2023 Grievances 776 + 232 Inmate Requests + 44 Positive Comments



The above data shows all the grievances submitted for the month of May 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 60% of all submitted grievances for May 2023. All other categories sum up the remaining balance or 40% of all grievances for the month of May. The “Jail Crimes” category did not receive any grievances for the month of May.

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

Grievance Dashboard – May 2023

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

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.

Last month, the "Commissary" category experienced a notable 29% increase in volume compared to the preceding month. The inventory of hygiene products listed on the commissary menu, including items such as soap and shampoo, were entirely depleted from the original supplier's stock by the time the amendment was finalized. Due to a 10-day gap between transitioning suppliers, a considerable number of incarcerated persons filed complaints concerning the availability of hygiene products during this transition phase. To address these challenges, both the Main Jail and Elmwood Division proactively assembled 6000 hygiene kits on May 3, 2023. These kits contained essential items like a comb, toothbrush, toothpaste, soap, and a spork. In order to mitigate any further issues and provide the new vendor ample time to establish their operations, warehouse, and product offerings, staff began distributing one hygiene kit to each incarcerated person per week.

This strategic measure aims to alleviate potential problems and facilitate a smoother transition as the vendor adapts to the new supplier arrangement, restructures their warehouse logistics, and updates their menu offerings.

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

May '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	1	232	123	76	32	1
Medical Services	2	3	3	3	0	133	48	59	26	0
Staff Conduct & Behavior	3	2	4	1	0	126	53	36	37	0
Commissary	4	6	1	9	0	97	15	78	4	0
Not a Custody Related Issue	5	4	6	4	0	63	23	24	16	0
Environmental Conditions	6	8	5	6	0	45	12	25	8	0
Positive Comments	7	8	8	5	0	44	12	19	13	0
Mental Health Services	8	11	7	6	0	35	6	21	8	0
Classification	9	5	11	11	0	32	20	10	2	0
Technology	10	15	7	12	0	24	2	21	1	0
Mail	10	9	9	12	0	24	11	12	1	0
Inmate Property	11	10	10	9	0	23	8	11	4	0
Out of Cell Activity	12	8	12	11	0	22	12	8	2	0
Grievance Against Inmate	12	7	14	11	0	22	14	6	2	0
Food Services	13	12	14	7	0	17	5	6	6	0
Admin Booking	14	11	13	10	0	16	6	7	3	0
Phone	15	15	11	11	0	14	2	10	2	0
Dental	16	15	13	11	0	11	2	7	2	0
ADA	16	12	16	11	0	11	5	4	2	0
Policy/Rulebook	17	16	15	9	0	10	1	5	4	0
Clothing/Laundry	18	13	16	12	0	9	4	4	1	0
Searches	18	12	17	12	0	9	5	3	1	0
Visits	19	15	15	0	0	7	2	5	0	0
PREA	20	16	16	12	0	6	1	4	1	0
Legal Services	20	13	18	0	0	6	4	2	0	0
Outside Agency	21	0	0	8	0	5	0	0	5	0
Use of Force	22	14	0	0	0	3	3	0	0	0
Religious Services	23	0	18	0	0	2	0	2	0	0
Programs	23	16	19	0	0	2	1	1	0	0
Other Inmate Services	24	0	0	12	0	1	0	0	1	0
Infraction/Disciplinary	24	0	19	0	0	1	0	1	0	0
Jail Crimes	0	0	0	0	0	0	0	0	0	0