



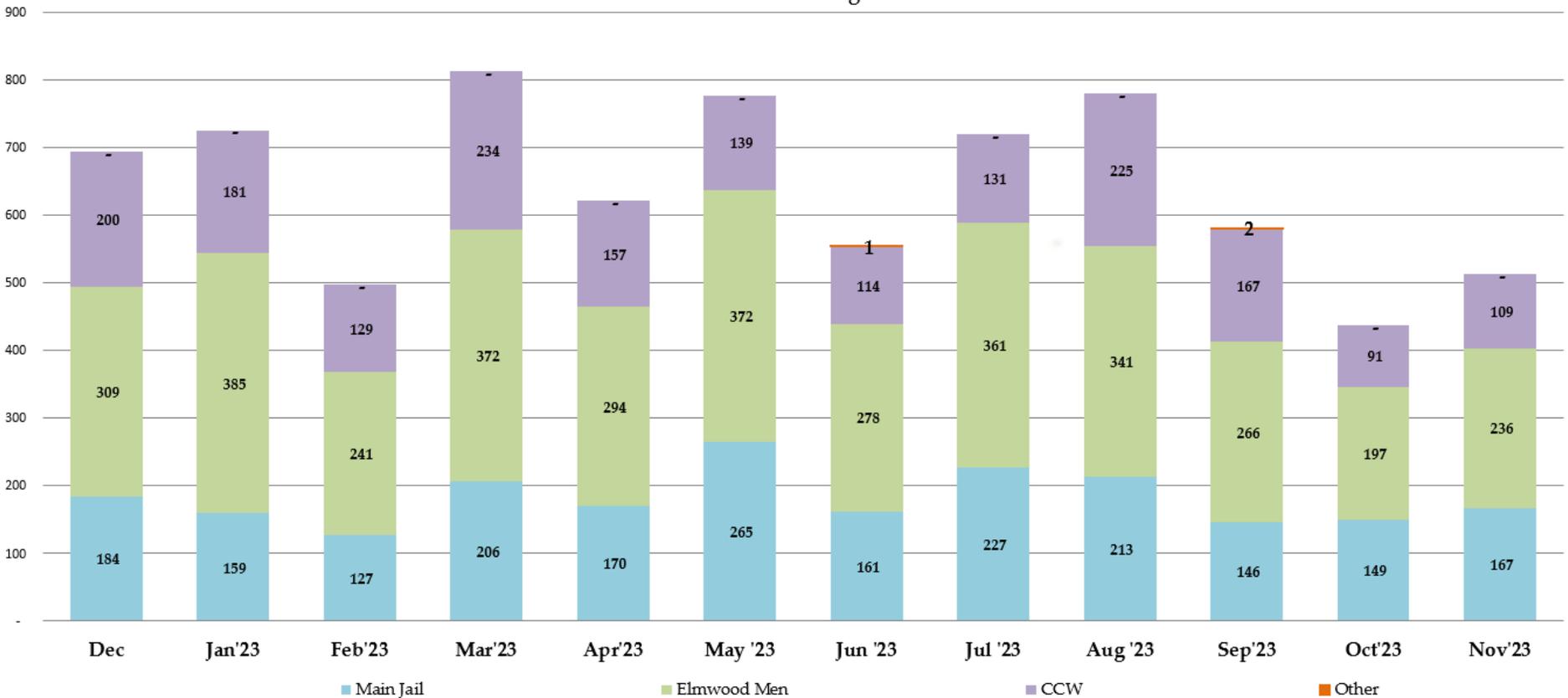
Sheriff's Office Custody Bureau
Grievance Dashboard
November 2023

Grievance Dashboard – November 2023

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

Grievance Dashboard – November 2023

Historical ACeS Grievance Volume
Dec 2022 through Nov 2023



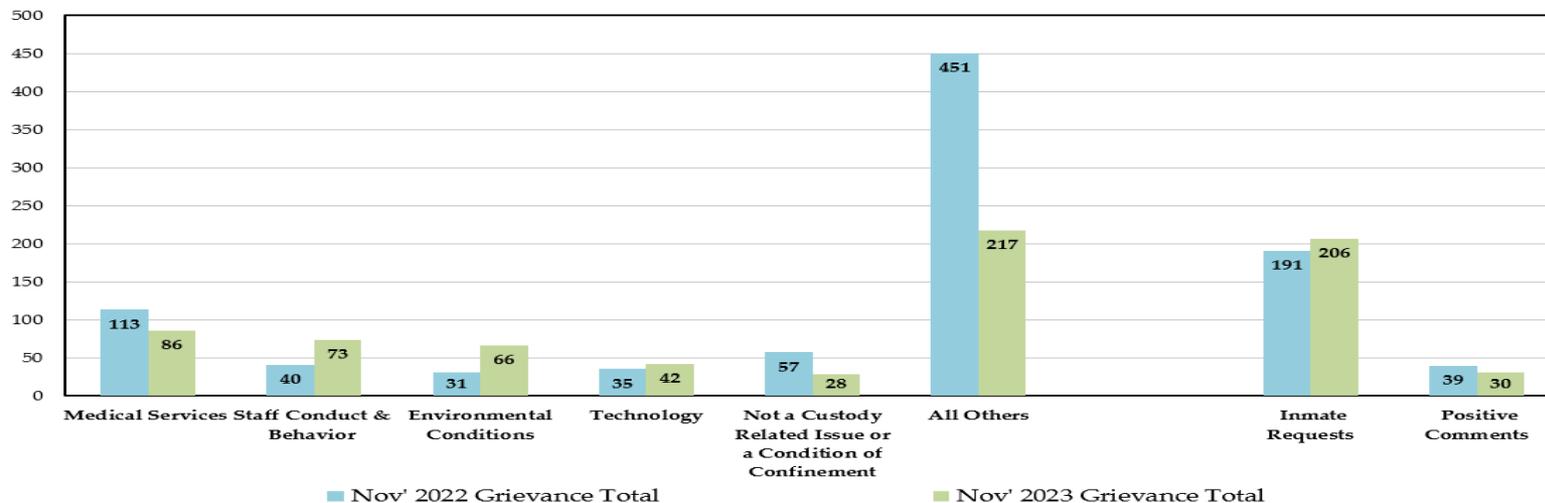
The data above compares the volume of monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s Facility and Elmwood Women’s Facility (CCW), and also by “Other - Out of Facility” areas. This refers to areas such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

For the month of November , the Sheriff’s Office experienced a **17% increase** in grievance submissions, which is **75 more grievances** than the previous month. Individually, the Elmwood Men’s Facility increased their submission rate by **19%**, the Elmwood Women’s Facility by **19%**, and the Main Jail Facility with a **increase of 12%**.

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 – November 2023

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



The data above compares the Top Five Most Frequent Grievance Categories for the current month with the same month from a year ago.

In November, the most frequently grieved category was “Medical Services.” Supervisor Ellenberg requested that the Sheriff’s Office and Custody Health Services jointly report on “Medical Services” grievances quarterly to the Public Safety and Justice Committee. The next quarterly report is scheduled for January 16, 2024.

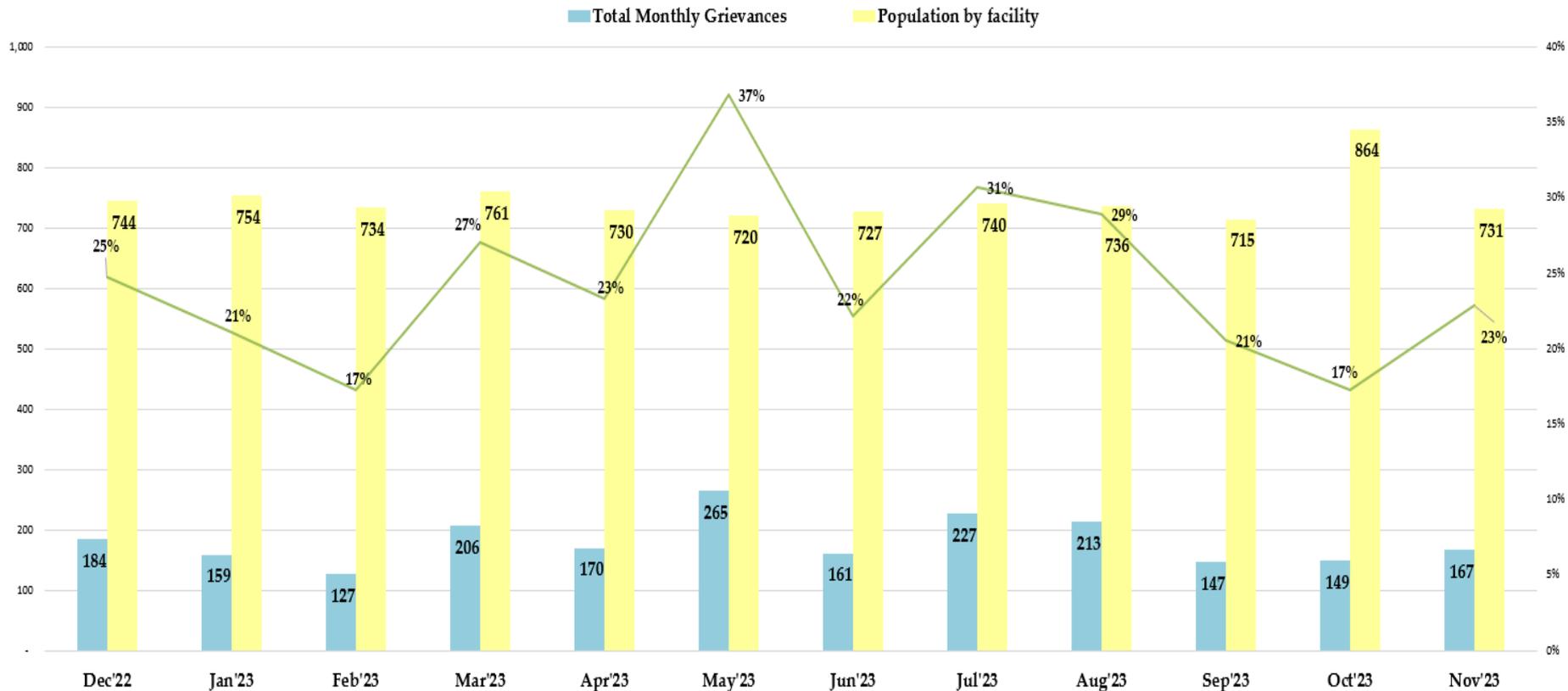
The Top Five Most Frequent Grievance Categories remained relatively unchanged compared to the previous year. The “Staff Conduct” category remained the 2nd Most Frequently Grieved Category for the month of November. The Grievance Unit conducted an analysis of the submissions and found that a group of incarcerated individuals at the Elmwood Women’s Facility had collectively filed a grievance against a deputy. The majority of the grievances in this category alleged that the deputy had made disrespectful remarks to incarcerated persons. However, after a thorough review of Body Worn Cameras (BWC), overhead camera footage, and interviews, it was determined that these allegations were baseless and unfounded.

Regardless of the outcome, staff members were reminded to always maintain professionalism during all interactions with our incarcerated population.

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

Grievance Dashboard – November 2023

Main Jail Total Grievances vs. Average Daily Population Dec '22 - Nov '23



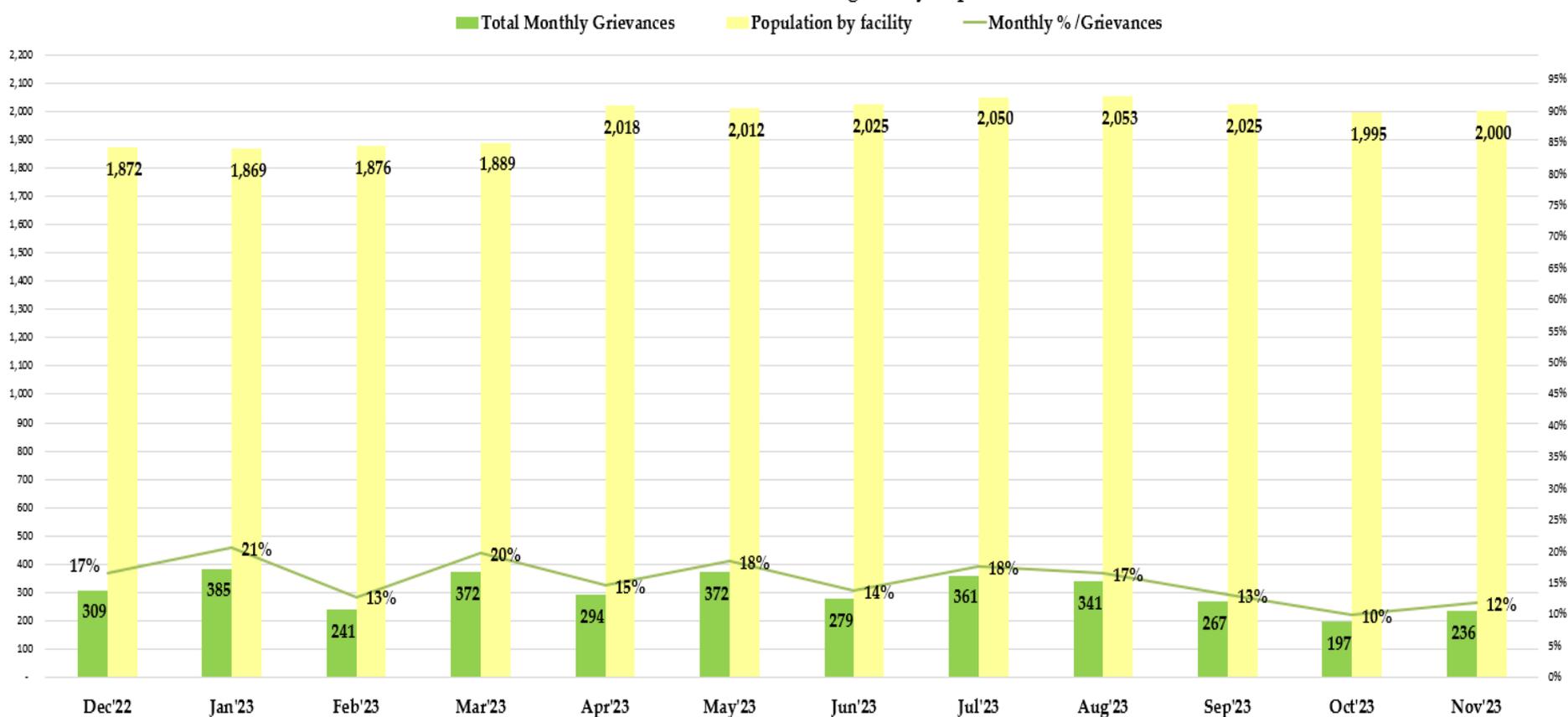
The data above compares the total grievances submitted by month for the last 12 months at the Main Jail Facility.

In November 2023, 167 grievances were submitted by individuals at the Main Jail, with an average daily population of 731 incarcerated persons. This would equate to 0.23 grievances submitted per individual in the month of November. However, in actuality, only 88 incarcerated persons from Main Jail submitted grievances in the month of November.

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

Grievance Dashboard – November 2023

Elmwood Men Total Grievances vs. Average Daily Population Dec '22 - Nov '23



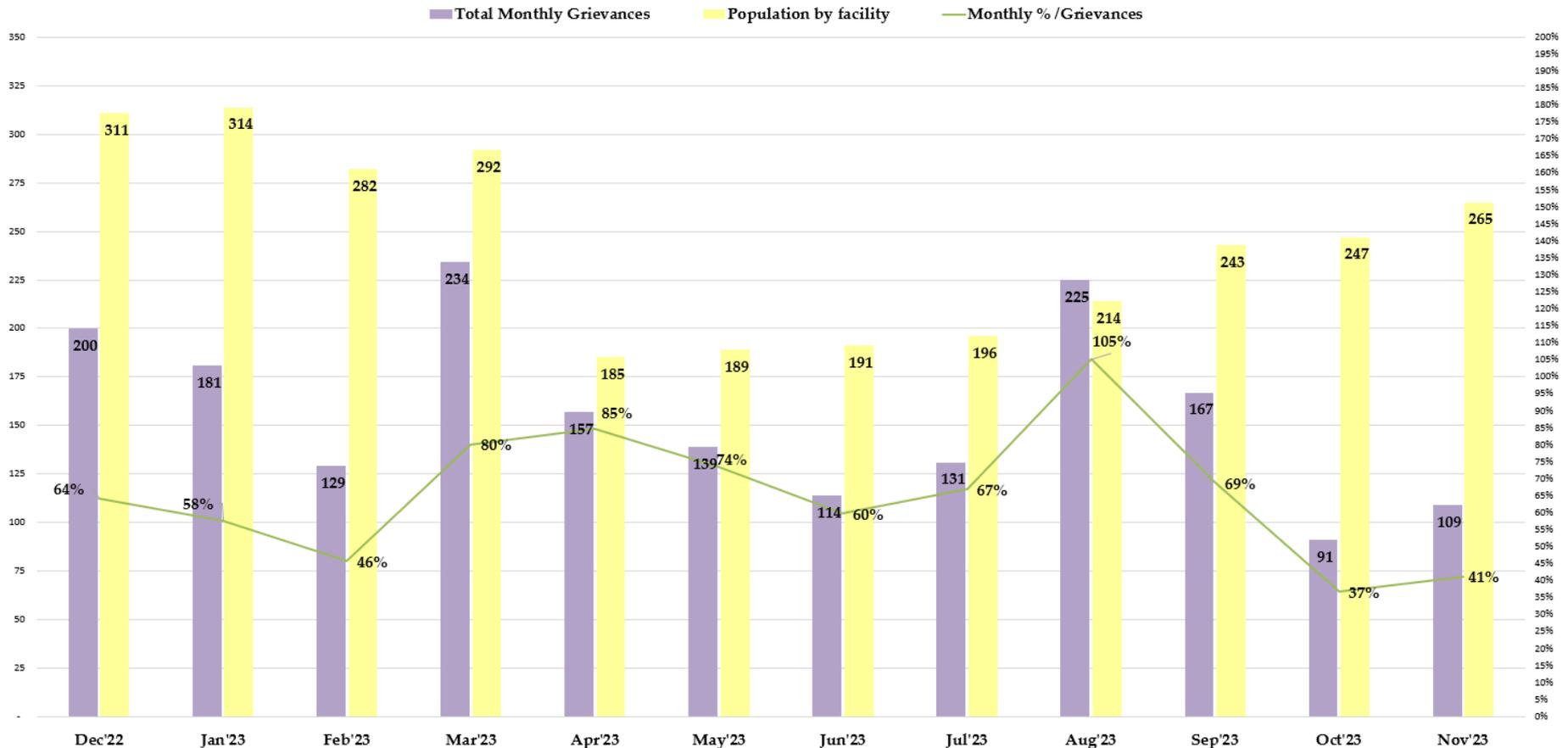
The data presented above compares the total number of grievances submitted by month for the last 12 months at the Elmwood Men’s Facility.

According to the data, in November 2023, 236 grievances were submitted by individuals at the Elmwood Men’s Facility, with an average daily population of 2,000 incarcerated persons. This would equate to 0.12 grievances submitted per individual in the month of November. However, in actuality, only 167 incarcerated persons from Elmwood Men’s submitted grievances in the month of November.

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

Grievance Dashboard – November 2023

Elmwood Women Facility Total Grievances vs. Average Daily Population Dec '22 - Nov '23



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

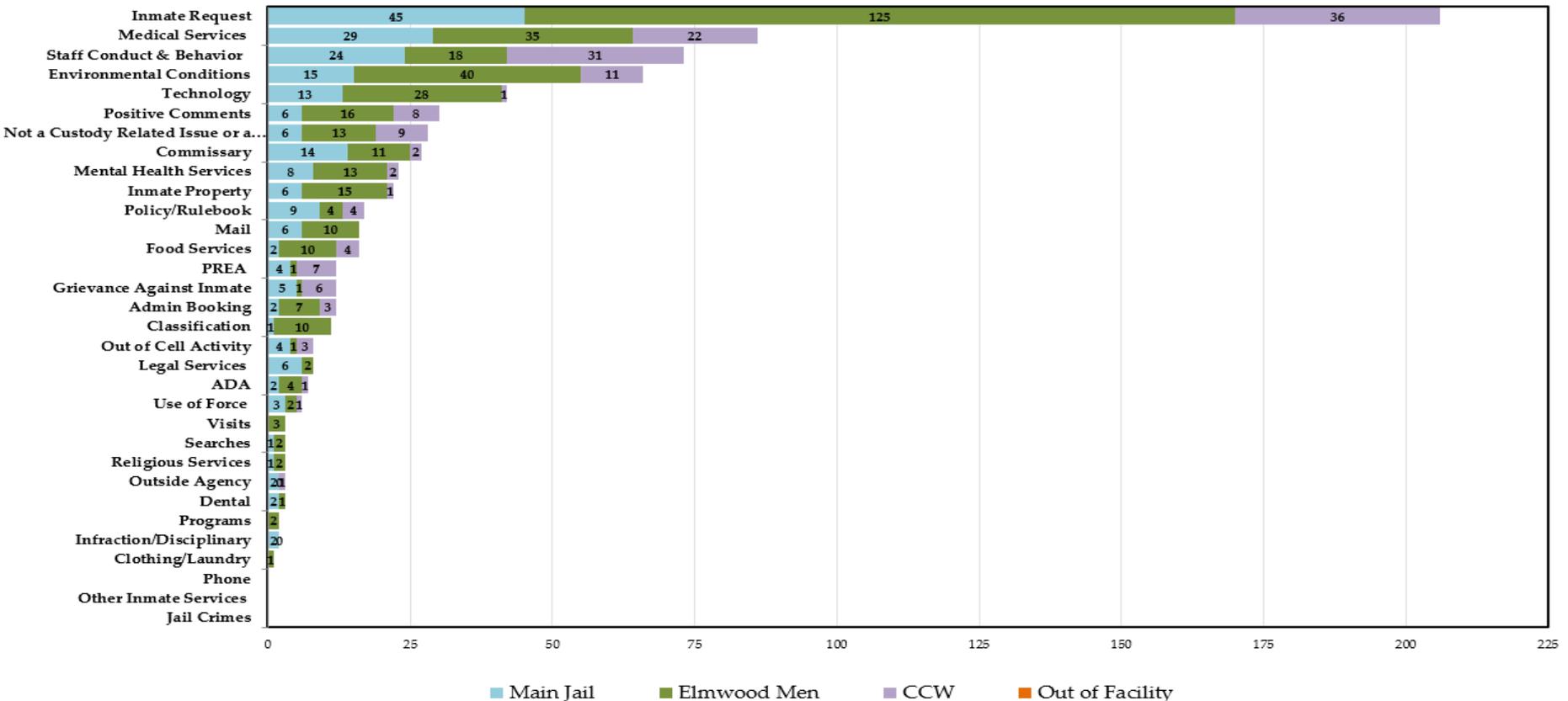
According to the data, in November 2023, 109 grievances were submitted by individuals at the Elmwood Women’s Facility, with an average daily population of 265 incarcerated persons. This would equate to 0.41 grievances submitted per individual in the month of November. However, in actuality, only 67 incarcerated persons from Elmwood Women’s submitted grievances in the month of November.

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

Grievance Dashboard – November 2023

Grievance Totals by Category and Facility

Nov 2023 Grievances 512 + 206 Inmate Requests + 30 Positive Comments



The data above presents a summary of all the grievances submitted for the month of October, categorized by grievance type. The chart also provides a breakdown of the number of grievances by location, including Main Jail North, Elmwood Men’s, Elmwood Women’s (CCW), and out-of-facility locations such as Courts.

According to the data, 58% of all grievances submitted grievances in November were attributed to the Top 5 Most Frequent Grievance Categories. The remaining balance of 42% of all grievances for the month of November were attributed to all other categories. Notably, no grievances were submitted in the “Jail Crimes” category for the month of November.

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

Grievance Dashboard – November 2023

The chart below shows the frequency of grievances submitted by category for November 2023. This data is a valuable resource for the Office of the Sheriff, enabling them to focus attention on specific issues raised by the incarcerated population. Notably, several categories reported the same total number of grievances, resulting in several ties in the frequency ranking system for the month of November.

The “Environmental Conditions” category holds the #3 position on the Most Frequently Grieved Category List for November. Complaints within this category were related to the water temperature and HVAC system isolated to one dorm. This contributed to the 65% increase of grievances for this category compared to October. The Sheriff’s Office took the appropriate steps to address the concerns raised by the incarcerated population. The Fleet and Facilities department was made aware of the water temperature and heating problems. They were able to correct the HVAC system and set the thermostat to the dorm. In addition, they were able to regulate the water temperature by servicing the boiler for the dorm.

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

Nov'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	1	1	0	206	45	125	36	0
Medical Services	2	2	3	3	0	86	29	35	22	0
Staff Conduct & Behavior	3	3	5	2	0	73	24	18	31	0
Environmental Conditions	4	4	2	4	0	66	15	40	11	0
Technology	5	6	4	12	0	42	13	28	1	0
Positive Comments	6	10	6	6	0	30	6	16	8	0
Not a Custody Related Issue	7	9	8	5	0	28	6	13	9	0
Commissary	8	5	9	11	0	27	14	11	2	0
Mental Health Services	9	8	8	11	0	23	8	13	2	0
Inmate Property	10	10	7	12	0	22	6	15	1	0
Policy/Rulebook	11	7	12	9	0	17	9	4	4	0
Food Services	12	14	10	9	0	16	2	10	4	0
Mail	12	10	10	0	0	16	6	10	0	0
PREA	13	12	15	7	0	12	4	1	7	0
Grievance Against Inmate	13	11	15	8	0	12	5	1	6	0
Admin Booking	13	14	11	10	0	12	2	7	3	0
Classification	14	15	10	0	0	11	1	10	0	0
Out of Cell Activity	15	12	15	10	0	8	4	1	3	0
Legal Services	15	10	14	0	0	8	6	2	0	0
ADA	16	14	12	12	0	7	2	4	1	0
Use of Force	17	13	14	12	0	6	3	2	1	0
Outside Agency	18	14	0	12	0	3	2	0	1	0
Visits	18	0	13	0	0	3	0	3	0	0
Religious Services	18	15	14	0	0	3	1	2	0	0
Searches	18	15	14	0	0	3	1	2	0	0
Dental	18	14	15	0	0	3	2	1	0	0
Programs	19	0	14	0	0	2	0	2	0	0
Infraction/Disciplinary	19	14	0	0	0	2	2	0	0	0
Clothing/Laundry	20	0	15	0	0	1	0	1	0	0
Jail Crimes	0	0	0	0	0	0	0	0	0	0
Other Inmate Services	0	0	0	0	0	0	0	0	0	0
Phone	0	0	0	0	0	0	0	0	0	0
						748	218	377	153	0