



Sheriff's Office Custody Bureau

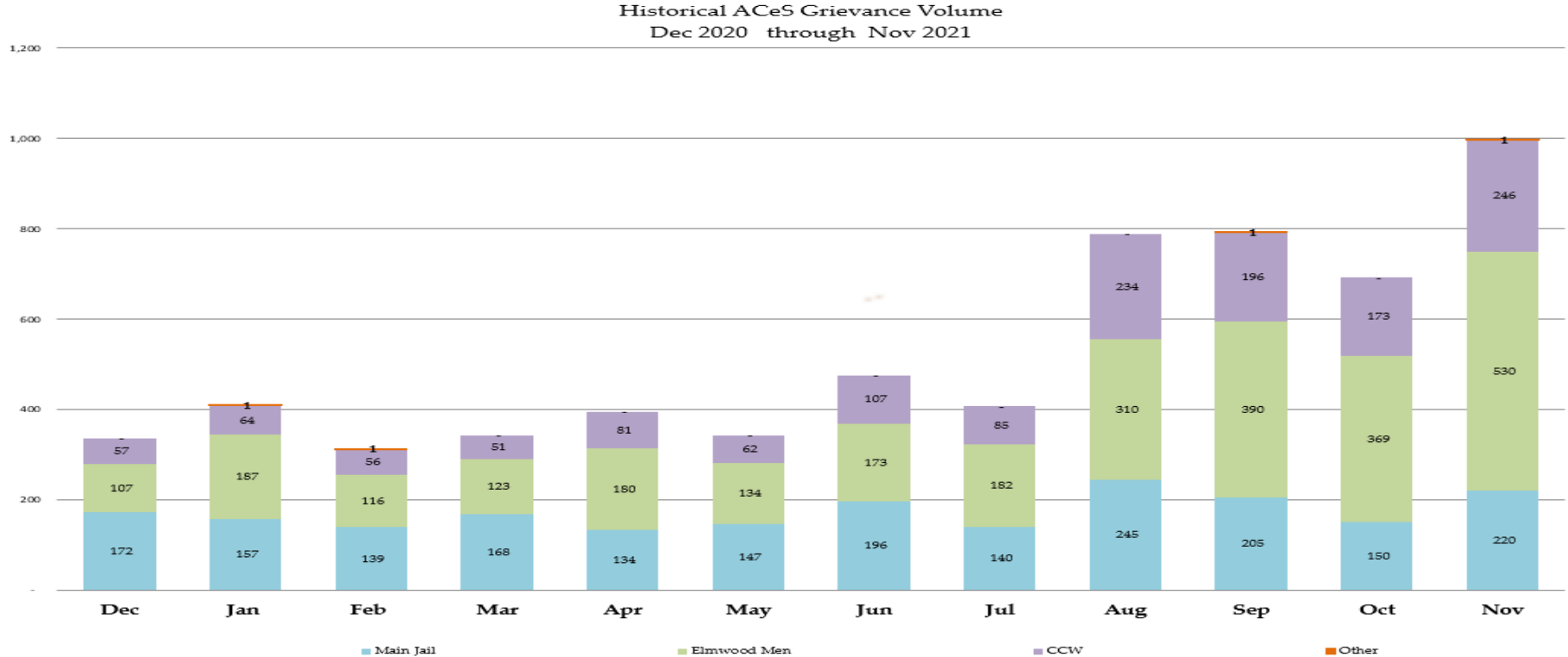
Inmate Grievances Dashboard

November 2021

Inmate Grievances Dashboard – November 2021

- Executive Summary
 - The Grievance Unit Monthly Dashboard will include the following data:
 - Historical Grievance Volume
 - December 2020 through November 2021
 - Top Five Most Frequent Grievance Categories
 - November 2020 vs. November 2021
 - Average Monthly Grievances per Capita – Main Jail
 - November 2020 through November 2021
 - Average Monthly Grievances per Capita – Elmwood Men
 - November 2020 through November 2021
 - Average Monthly Grievances per Capita – Elmwood Women
 - November 2020 through November 2021
 - Grievance Totals by Category and by Facility
 - November 2021
 - Category Frequency Rank
 - November 2021

Inmate Grievances Dashboard – November 2021



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.

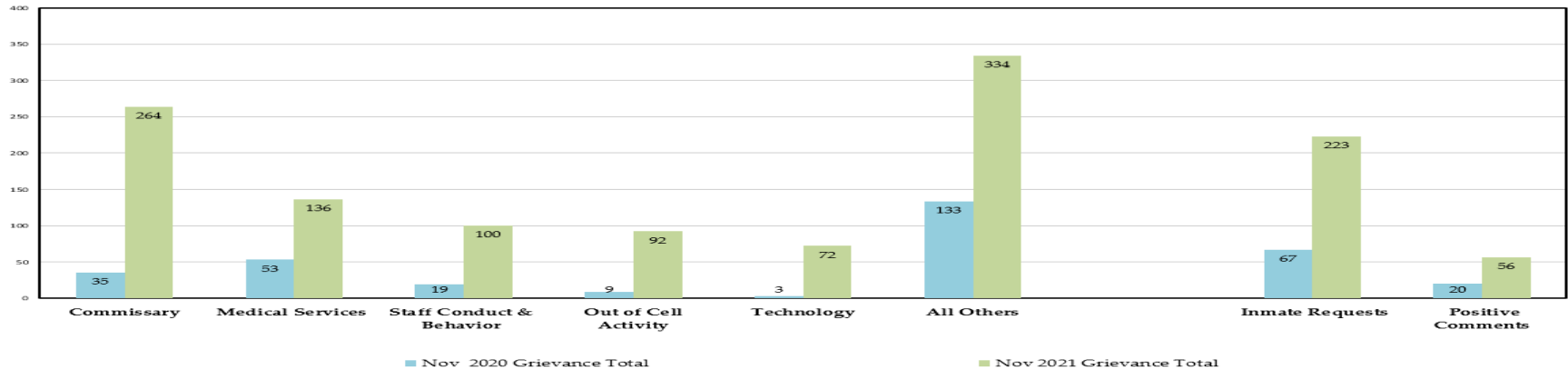
For the month of November, the Sheriff’s Office experienced a 44.2% increase in grievance submissions or 306 more grievances than the previous month. Individually, the Main Jail facility increased by 47.3%, Elmwood Men’s facility by 43.6%, and Elmwood Women’s facility by 42.2%.

Since the start of the pandemic, the Sheriff’s Office faced the biggest COVID-19 outbreak last month with 159 C19+ cases on November 16, 2021. Once identified by Custody Health, inmates were transferred to Restrictive Movement Units (RMUs) to contain the spread of the virus. Designated RMUs were located at all three facilities and a large portion of the additional grievances derived from these housing units.

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 – November 2021

Top Five Most Frequent Grievance Categories
Nov 2020 vs. Nov 2021



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 November were "Commissary" at #1, and "Medical Services" at #2.

The "Commissary" category continues to be the #1 Most Frequently Grieved Category last month. Our vendor continues to express that the nationwide supply chain issue has disrupted their warehouse operations. Approximately 63.3% of all grievances in this category were complaints about missing purchased items since popular products were not fulfilled by the warehouse due to them being unavailable. In order to help alleviate complaints, our vendor has implemented a new procedure that will notify the inmate when items are out of stock and also include the specific dollar amount in which the inmates will be credited back.

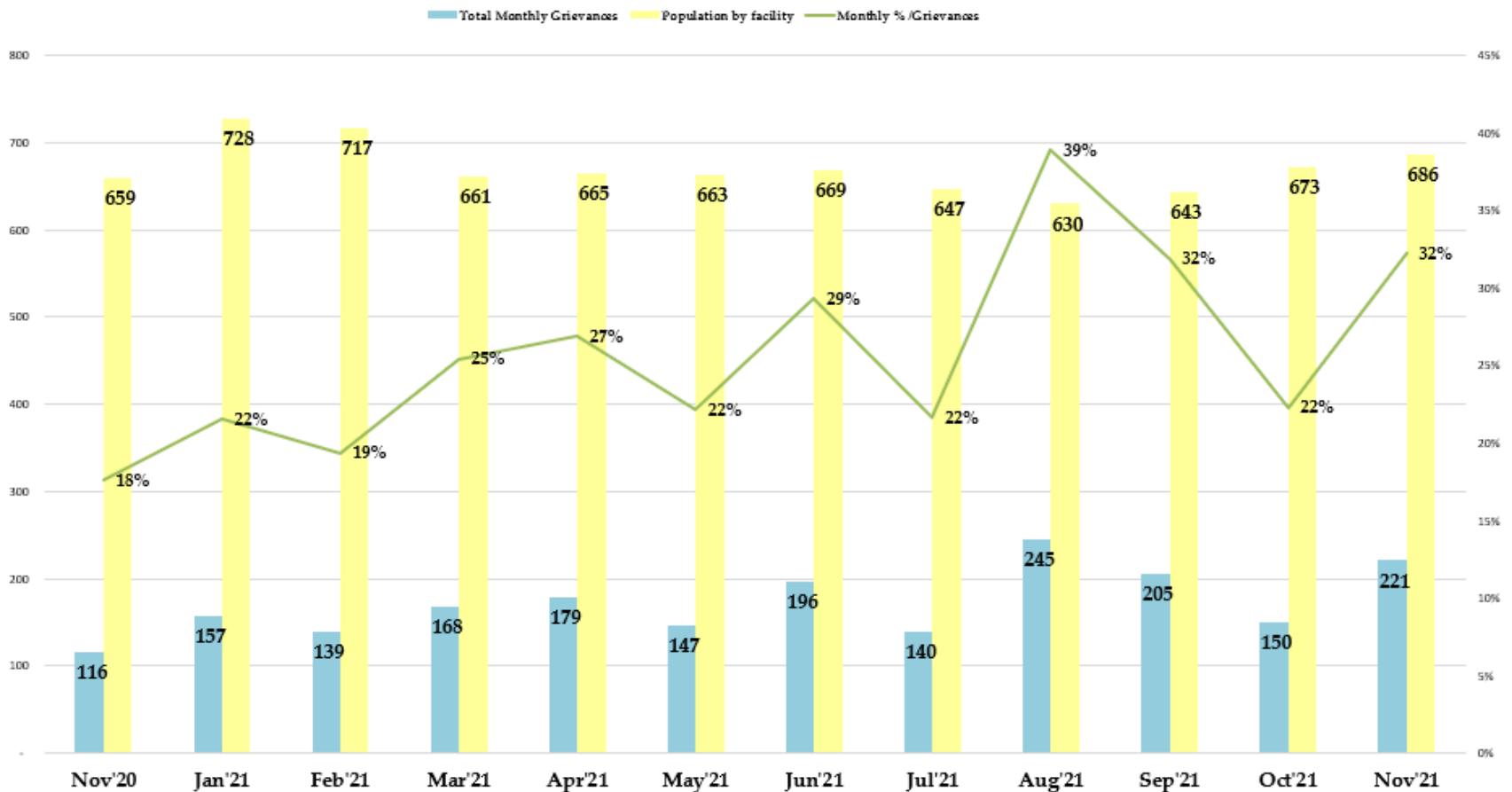
"Medical Services" and "Out of Cell Activity" category increases were directly related to both Classification and Custody Health working in parallel when both business units enacted quarantine protocols at the beginning of the COVID outbreak last month. The facilities followed all county-mandated guidelines and procedures and although inconvenient to the inmate population, they were successful in slowing down the infection rate. At the close of the month, the number of C19+ cases reduced by 85.5% from 159 to 23 positive inmates on November 30, 2021.

The Sheriff's Office performed an audit of the "Staff Conduct and Behavior" category last month and revealed that they were all different in nature against various badge and civilian staff working in the facilities. Out of the 100 total grievances in this category, 48% of the grievances were unfounded allegations after thorough investigations were performed by the facilities' administration, 15% of the grievances were resolved where the supervisors reached a resolution with the grievant, 5% of the grievances were investigated and corrective action was administered by supervisors, 4% of the grievances were forwarded to Internal Affairs for further review and action and the remaining 28% of the grievances were still pending investigations.

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

Inmate Grievances Dashboard – November 2021

Main Jail Total Grievances vs. Average Daily Population November '20 - November '21



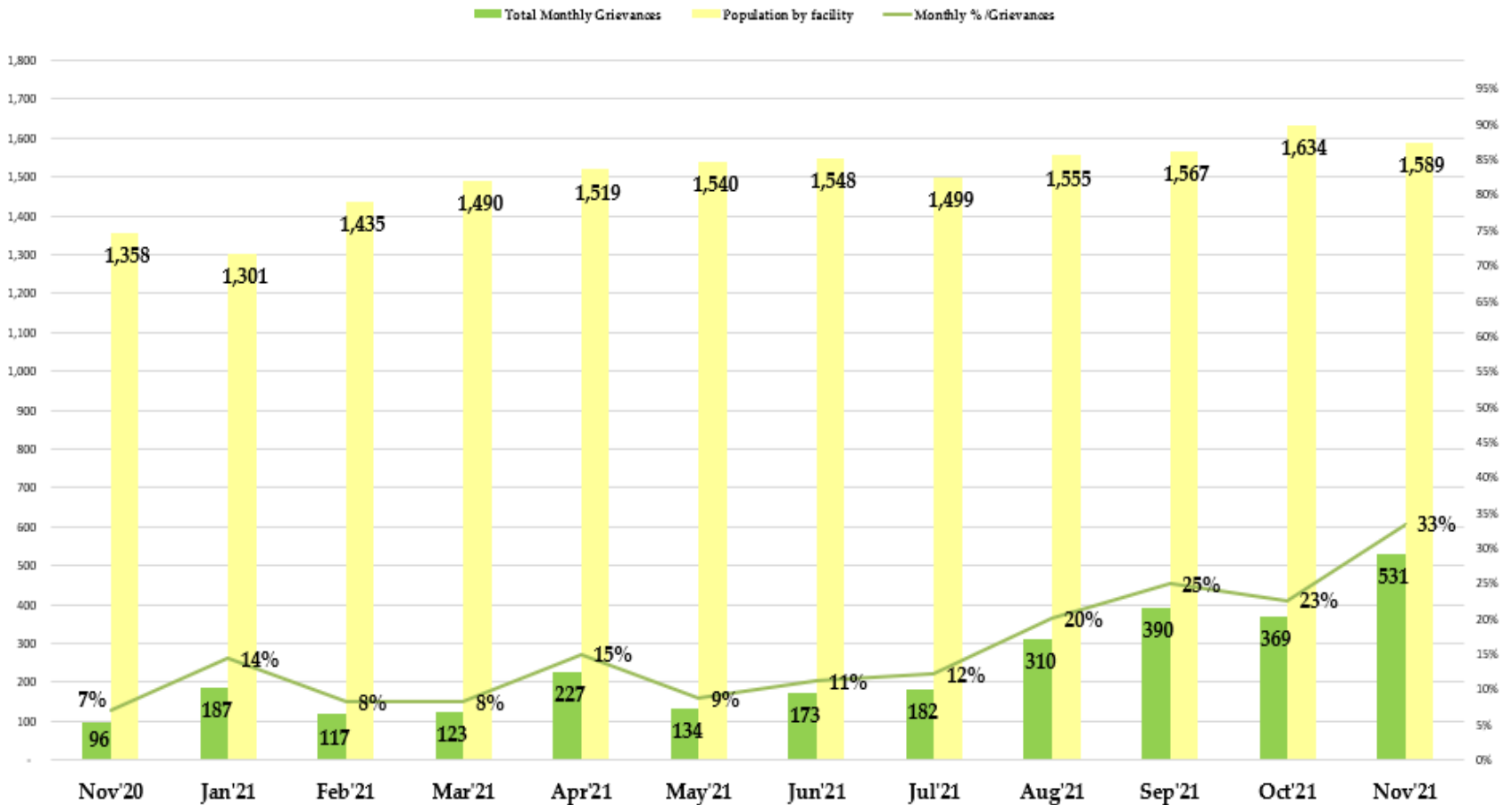
The data above compares the total inmate grievances submitted by month for the last 12 months at the Main Jail Facility.

In November 2021, there were 221 grievances submitted by Main Jail inmates with an average daily population of 686 inmates. There were 0.32 grievances submitted per inmate in the month of November.

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

Inmate Grievances Dashboard – November 2021

Elmwood Men Total Grievances vs. Average Daily Population November '20 - November '21



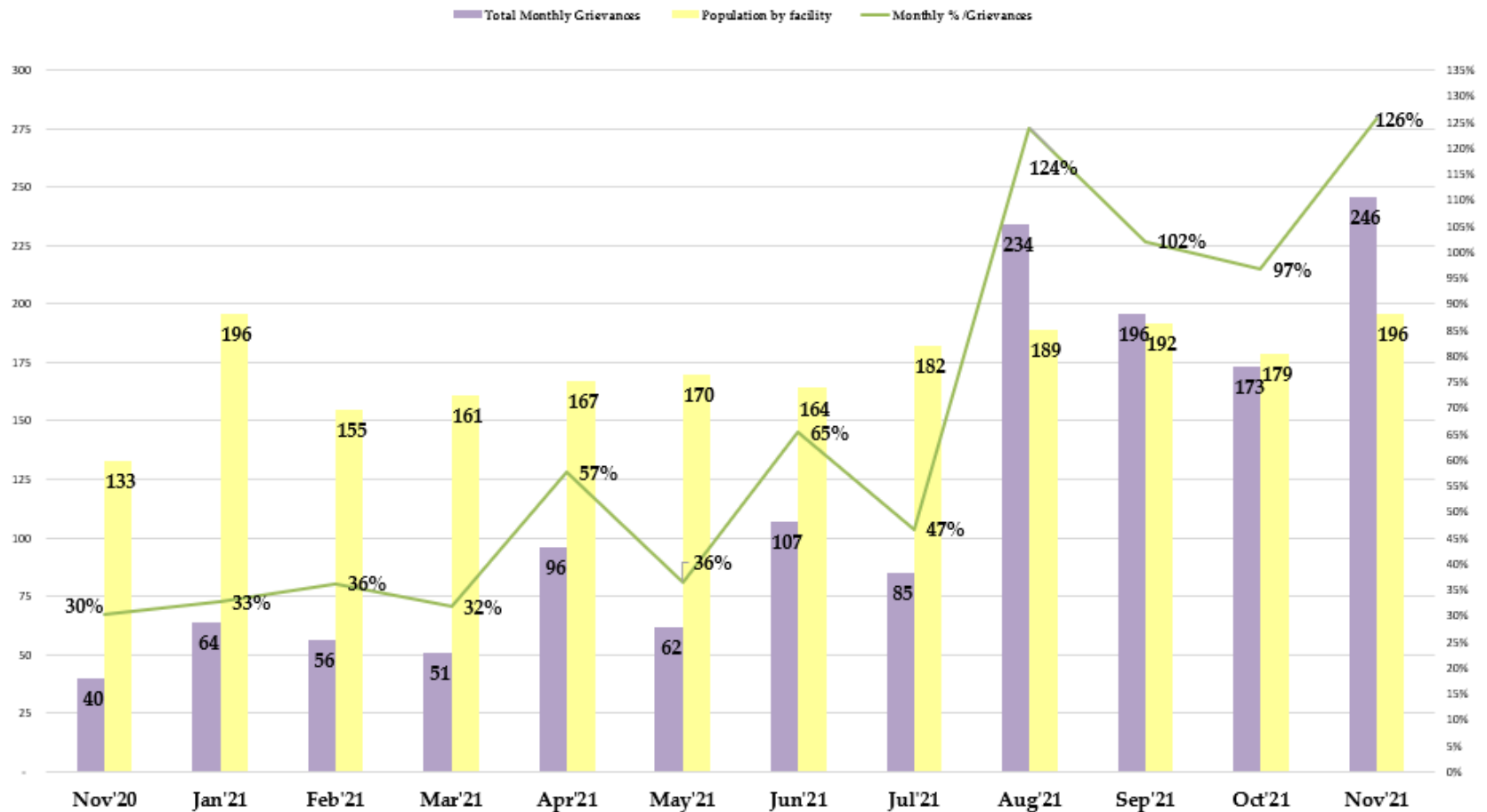
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Men Facility.

In November 2021, there were 531 grievances submitted by the Elmwood Men inmates with an average daily population of 1,589 inmates. There were 0.33 grievances submitted per inmate in the month of November.

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

Inmate Grievances Dashboard – November 2021

Elmwood Women Facility Total Grievances vs. Average Daily Population November '20 - November '21



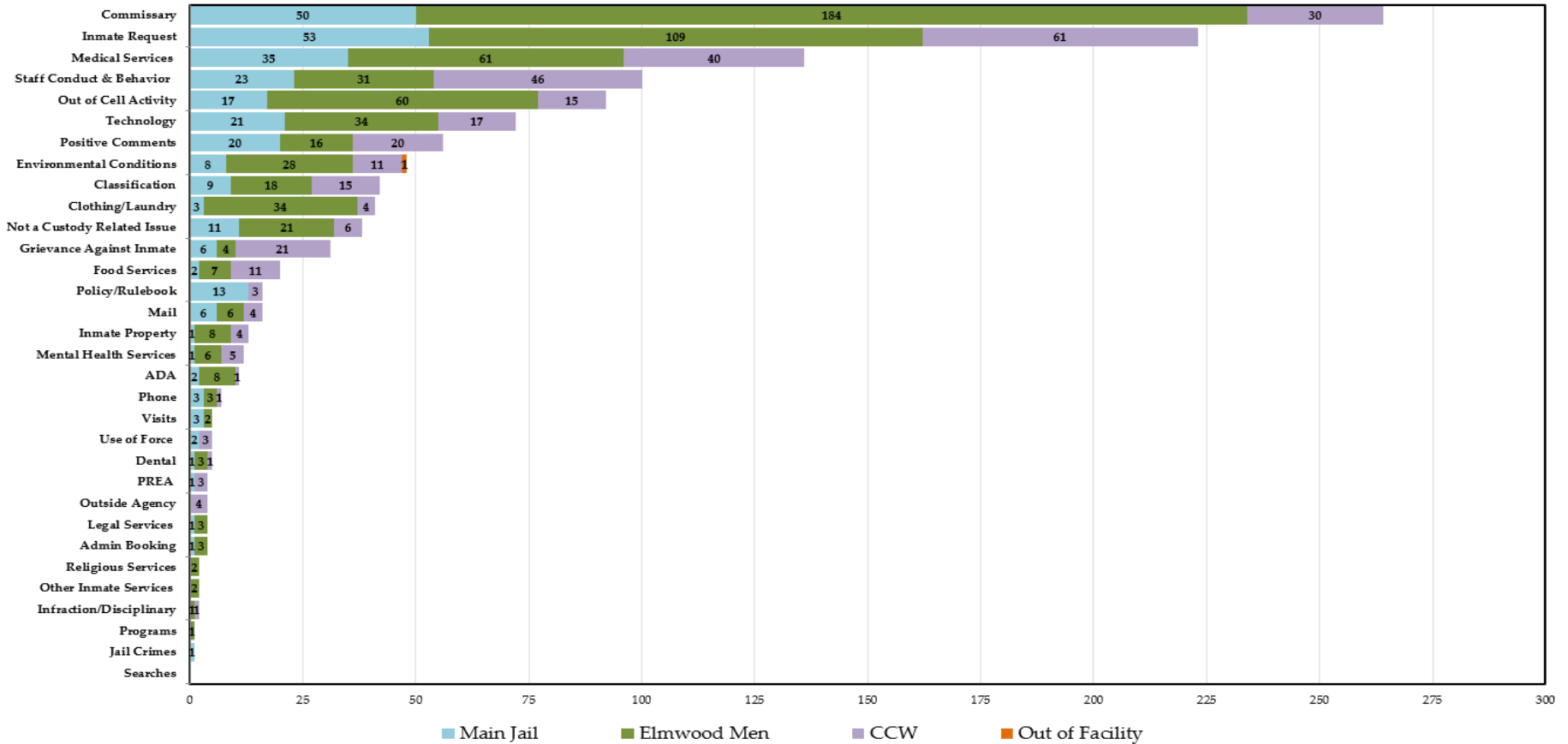
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Women Facility.

In November 2021, there were 246 grievances submitted by the Elmwood Women inmates with an average daily population of 196 inmates. There were 1.26 grievances submitted per inmate in the month of November.

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

Inmate Grievances Dashboard – November 2021

Grievance Totals by Category and Facility
 Nov 2021 Grievances 998 + 223 Inmate Requests + 56 Positive Comments



The above data shows all the inmate grievances submitted for the month of November 2021 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 67% of all submitted grievances for November 2021. All other categories sum up the remaining balance or 33% of all grievances for the month of November. The “Searches” category 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 – November 2021

The chart below ranks the frequency of inmate grievances submitted by category for November 2021. 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 November.

When the department first deployed tablets, the month of June recorded one single grievance in the “Technology” category. The Grievance Unit has been categorizing all inmate tablet-related complaints in the “Technology” category all while forwarding complaints as they arise to Sheriff’s Administration for review and action. Last month, there were 72 total grievances for the “Technology” category. The majority of grievances in this category were complaints made about the content of the application(s) and the network reception at the facilities.

Each quarter, our vendor updates the tablet content with new movies, media, and educational courses across the platform for all inmates systemwide. All content is edited to a correctional-friendly environment and consistent with availability at other correctional facilities across the nation. Regarding the network reception, our vendor’s Information Technology(IT) Team conducted field studies to test the signal strength for the inmate tablets. The IT Team proposed installing more access points to boost signals, but the proposal is subjected to budgetary funding and approval.

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

November '21 Category	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
Commissary	1	2	1	4	0	264	50	184	30	0
Inmate Request	2	1	2	1	0	223	53	109	61	0
Medical Services	3	3	3	3	0	136	35	61	40	0
Staff Conduct & Behavior	4	4	6	2	0	100	23	31	46	0
Out of Cell Activity	5	7	4	8	0	92	17	60	15	0
Technology	6	5	5	7	0	72	21	34	17	0
Positive Comments	7	6	10	6	0	56	20	16	20	0
Environmental Conditions	8	11	7	9	1	48	8	28	11	1
Classification	9	10	9	8	0	42	9	18	15	0
Clothing/Laundry	10	13	5	12	0	41	3	34	4	0
Not a Custody Related Issue	11	9	8	10	0	38	11	21	6	0
Grievance Against Inmate	12	12	14	5	0	31	6	4	21	0
Food Services	13	14	12	9	0	20	2	7	11	0
Mail	14	12	13	12	0	16	6	6	4	0
Policy/Rulebook	14	8	0	13	0	16	13	0	3	0
Inmate Property	15	15	11	12	0	13	1	8	4	0
Mental Health Services	16	15	13	11	0	12	1	6	5	0
ADA	17	14	11	14	0	11	2	8	1	0
Phone	18	13	15	14	0	7	3	3	1	0
Use of Force	19	14	0	13	0	5	2	0	3	0
Dental	19	15	15	14	0	5	1	3	1	0
Visits	19	13	16	0	0	5	3	2	0	0
Outside Agency	20	0	0	12	0	4	0	0	4	0
PREA	20	15	0	13	0	4	1	0	3	0
Admin Booking	20	15	15	0	0	4	1	3	0	0
Legal Services	20	15	15	0	0	4	1	3	0	0
Infraction/Disciplinary	21	0	17	14	0	2	0	1	1	0
Other Inmate Services	21	0	16	0	0	2	0	2	0	0
Religious Services	21	0	16	0	0	2	0	2	0	0
Programs	22	0	17	0	0	1	0	1	0	0
Jail Crimes	22	15	0	0	0	1	1	0	0	0
Searches	0	0	0	0	0	0	0	0	0	0