



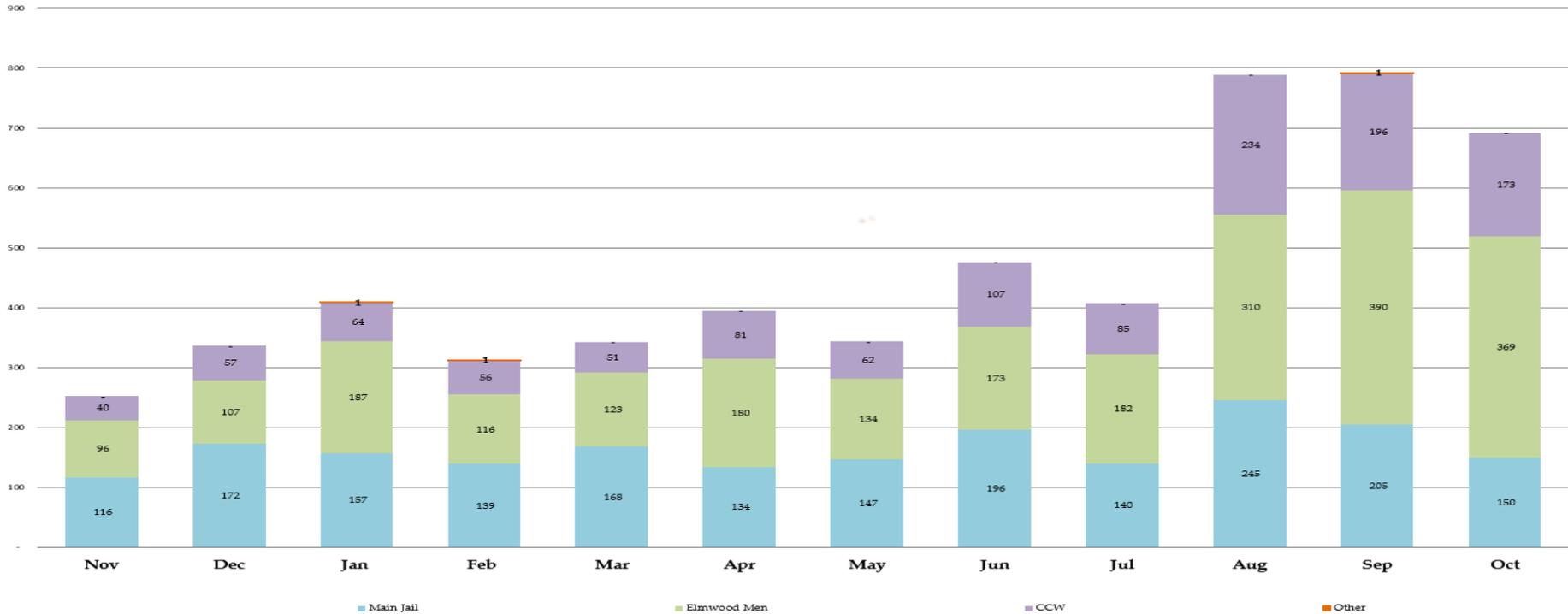
Sheriff's Office Custody Bureau
Inmate Grievances Dashboard
October 2021

Inmate Grievances Dashboard – October 2021

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

Inmate Grievances Dashboard – October 2021

Historical ACeS Grievance Volume
Nov 2020 through Oct 2021



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

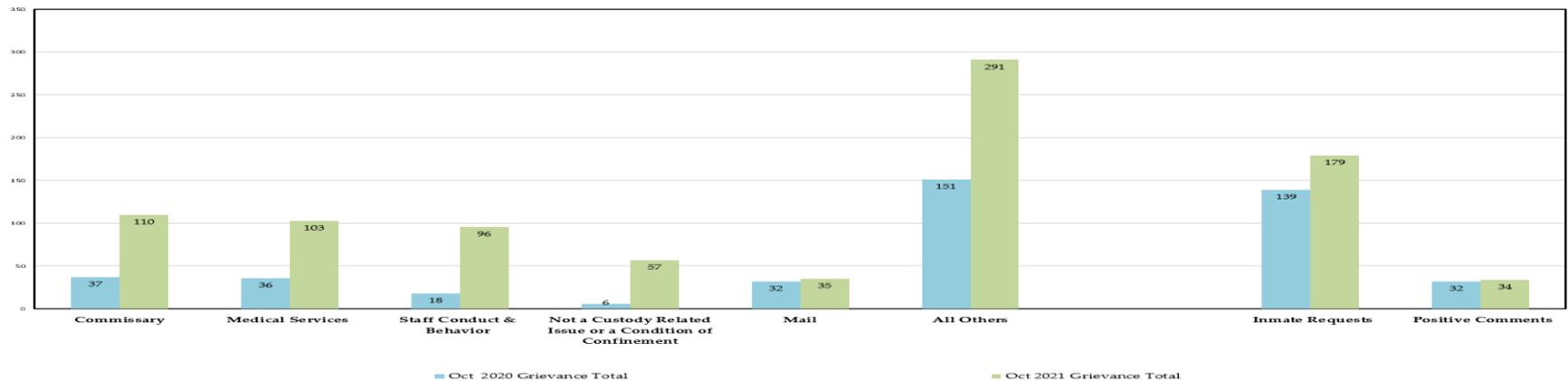
For the month of October, the Sheriff’s Office witnessed a 12.6% decrease in grievance submissions or 100 fewer grievances than the previous month. Individually, the Main Jail experienced a 12.6% deflation while the Elmwood Women’s facility decreased by 11.7% and Elmwood Men’s facility lowered theirs by 5.4%.

At the end of October, the Sheriff’s Office successfully deployed all inmate tablets between all three facilities. Besides being able to electronically submit Inmate Request Forms and Grievances, inmates can also order commissary through a web-based application, have access to various educational materials along with entertainment such as music, movies, and games.

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 – October 2021

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



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

The three Most Frequently Grieved Categories for the month of October were "Commissary" at #1, and "Medical Services" at #2.

For the last two months, the "Commissary" category has been the #1 Most Frequently Grieved Category. The Sheriff's Office has been working diligently with our vendor to identify the root cause in order to lower the monthly grievance count. During a recent business review with our vendor, they shared that the nationwide supply chain issue is affecting their warehouse distribution process. Regular and popular items that were ordered could not be fulfilled by the warehouse due to them being out of stock. This caused an increase in grievance submissions from frustrated inmates across all three facilities.

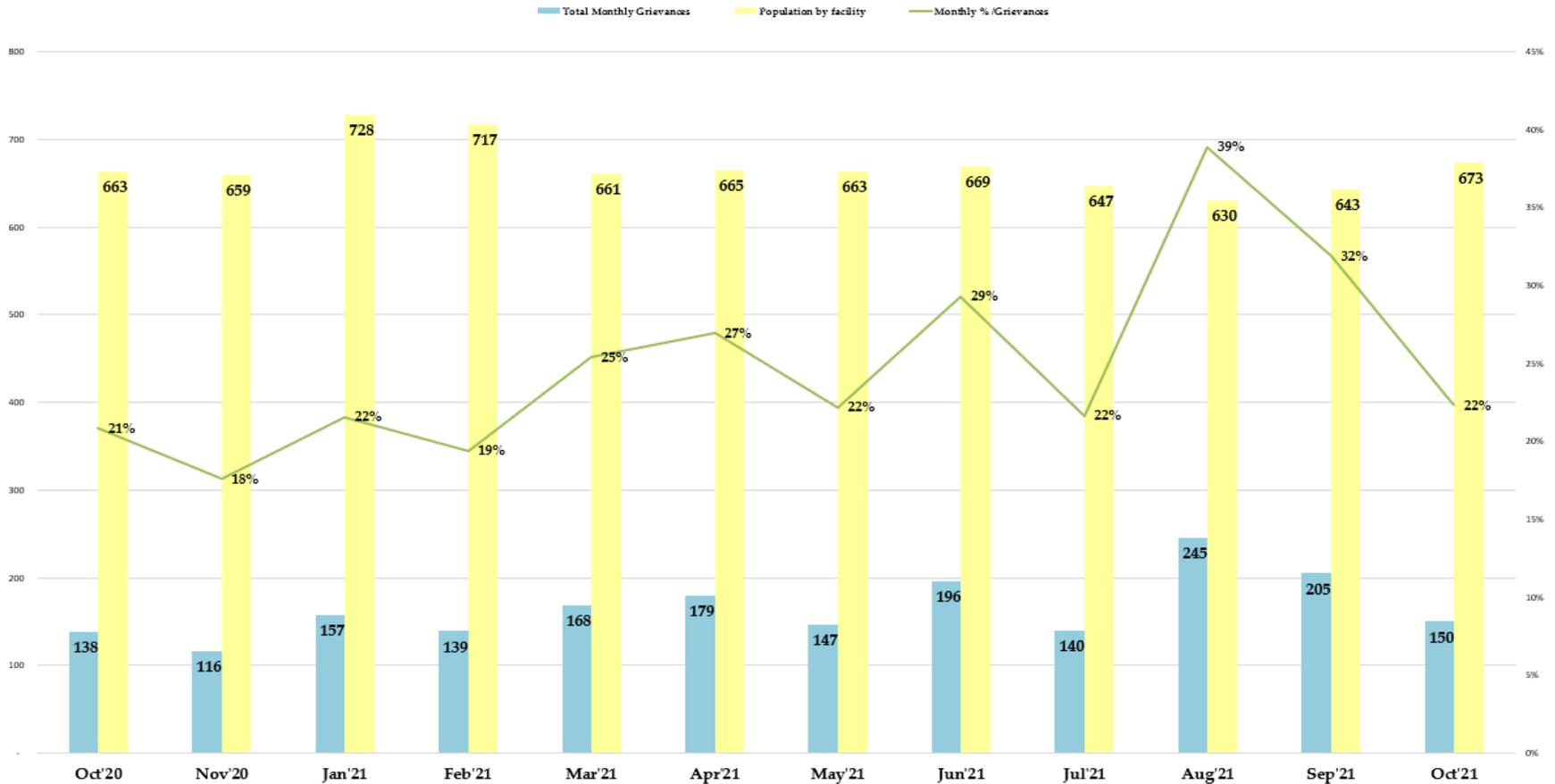
At the beginning of August, the Sheriff's Office in collaboration with the County CEO's Office and Custody Health, initiated a Vaccine Incentive Program to encourage all inmates in custody to be fully vaccinated against COVID-19. Once inmates receive their 1st dose, they will receive a \$10 Perk Pack with assorted commissary items. Once inmates are fully vaccinated after receiving the 2nd dose, they will obtain an additional \$2.50 of phone credit (31.25 minutes) on their account. A portion of the "Medical Services" grievances submitted during October was due to necessary confirmation from Custody Health for the credits to be applied by our phone vendor.

The Sheriff's Office performed an audit of the "Staff Conduct and Behavior" category last month and revealed that they were all differing in nature against various badge and civilian staff working in the facilities. Out of the 96 total grievances in this category, 45% or 43 grievances were unfounded allegations after thorough investigations were performed by the facilities' administration, 33% or 32 were investigated and corrective action was administered by supervisors, and the remaining 22% or 21 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 – October 2021

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



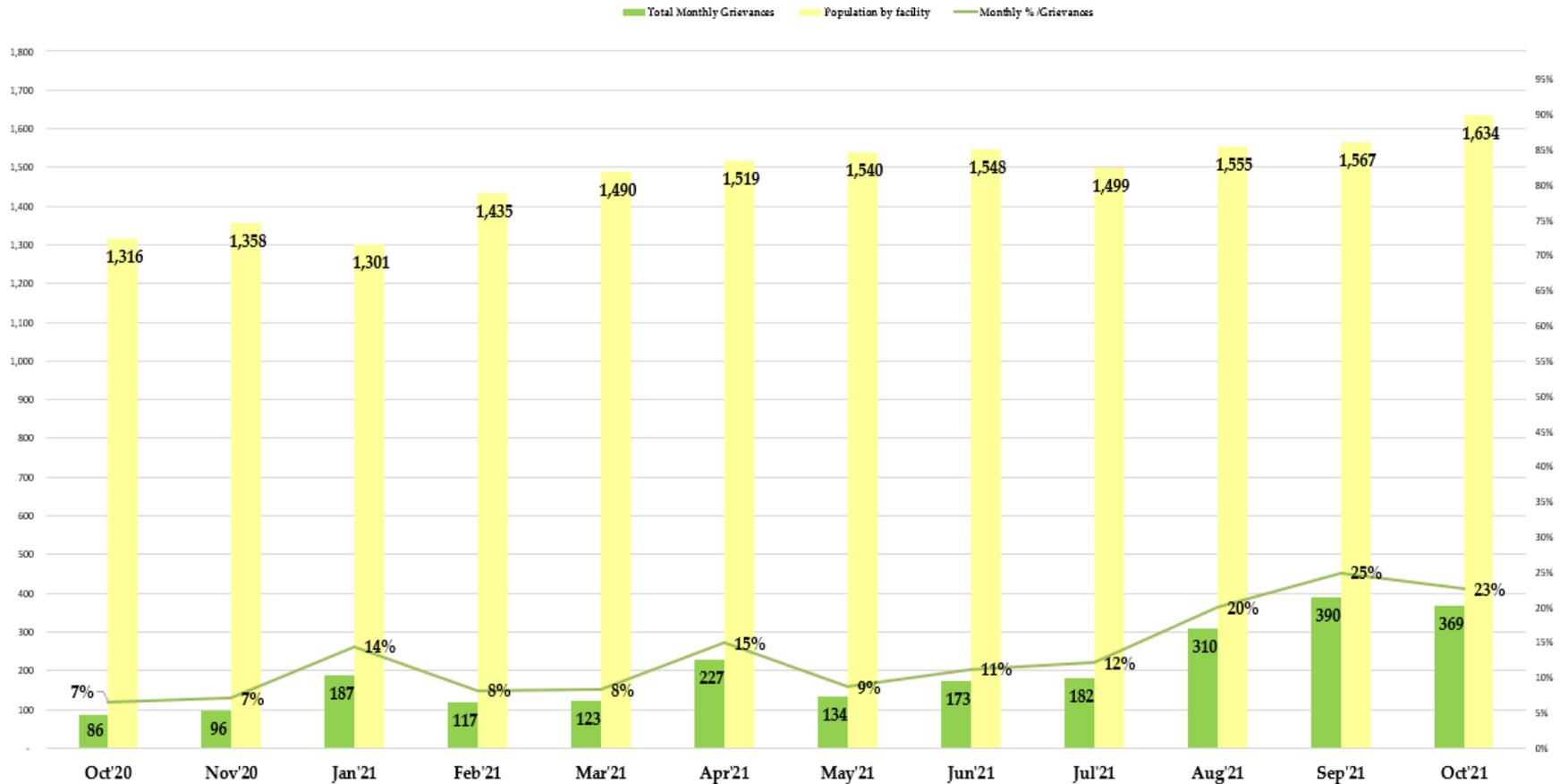
The data above compares the total inmate grievances submitted by month for the last 12 months at the Main Jail Facility.

In October 2021, there were 150 grievances submitted by Main Jail inmates with an average daily population of 673 inmates. There were 0.22 grievances submitted per inmate in the month of October.

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

Inmate Grievances Dashboard – October 2021

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



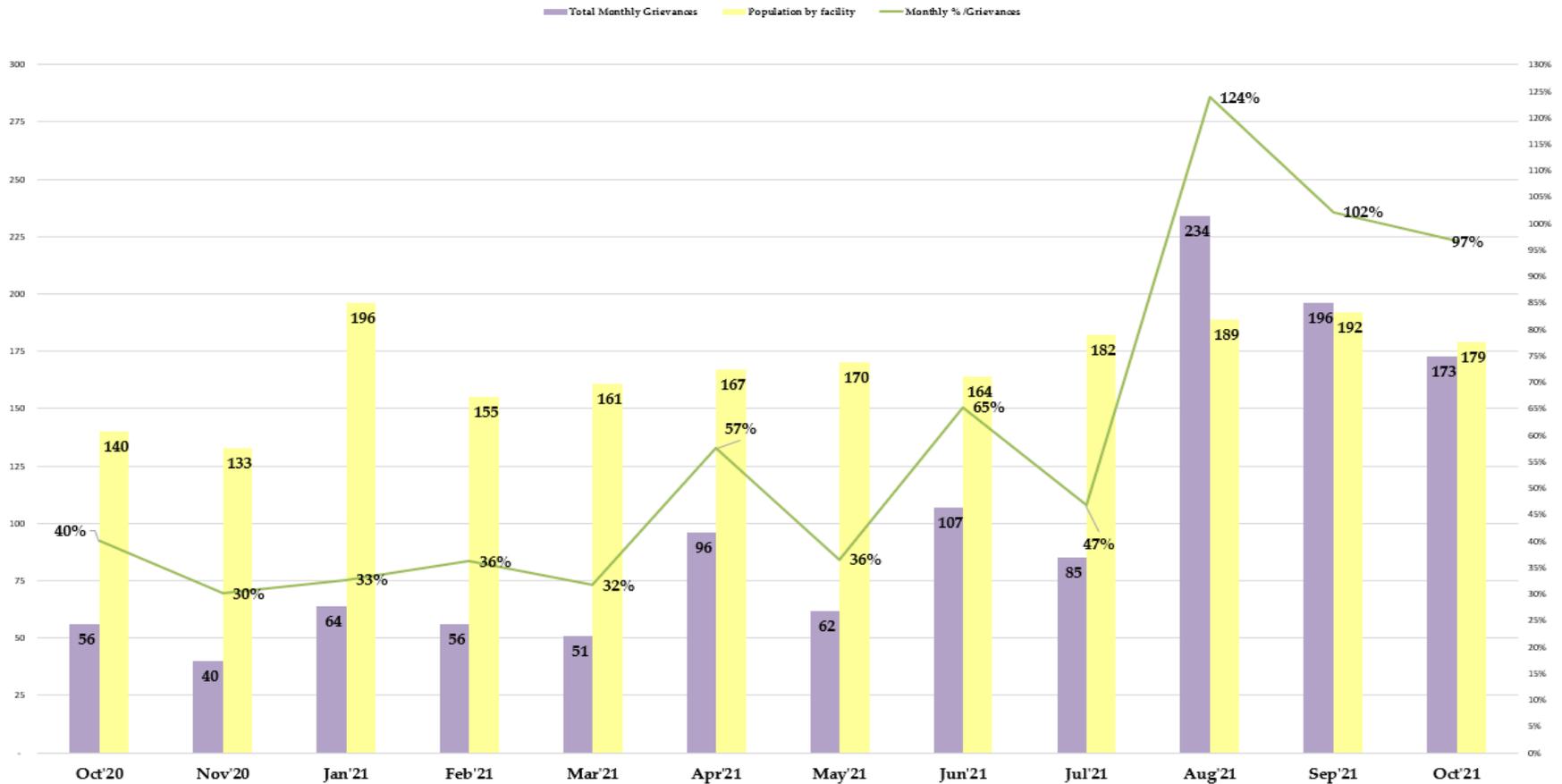
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Men Facility.

In October 2021, there were 369 grievances submitted by the Elmwood Men inmates with an average daily population of 1,634 inmates. There were 0.23 grievances submitted per inmate in the month of October.

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

Inmate Grievances Dashboard – October 2021

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



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

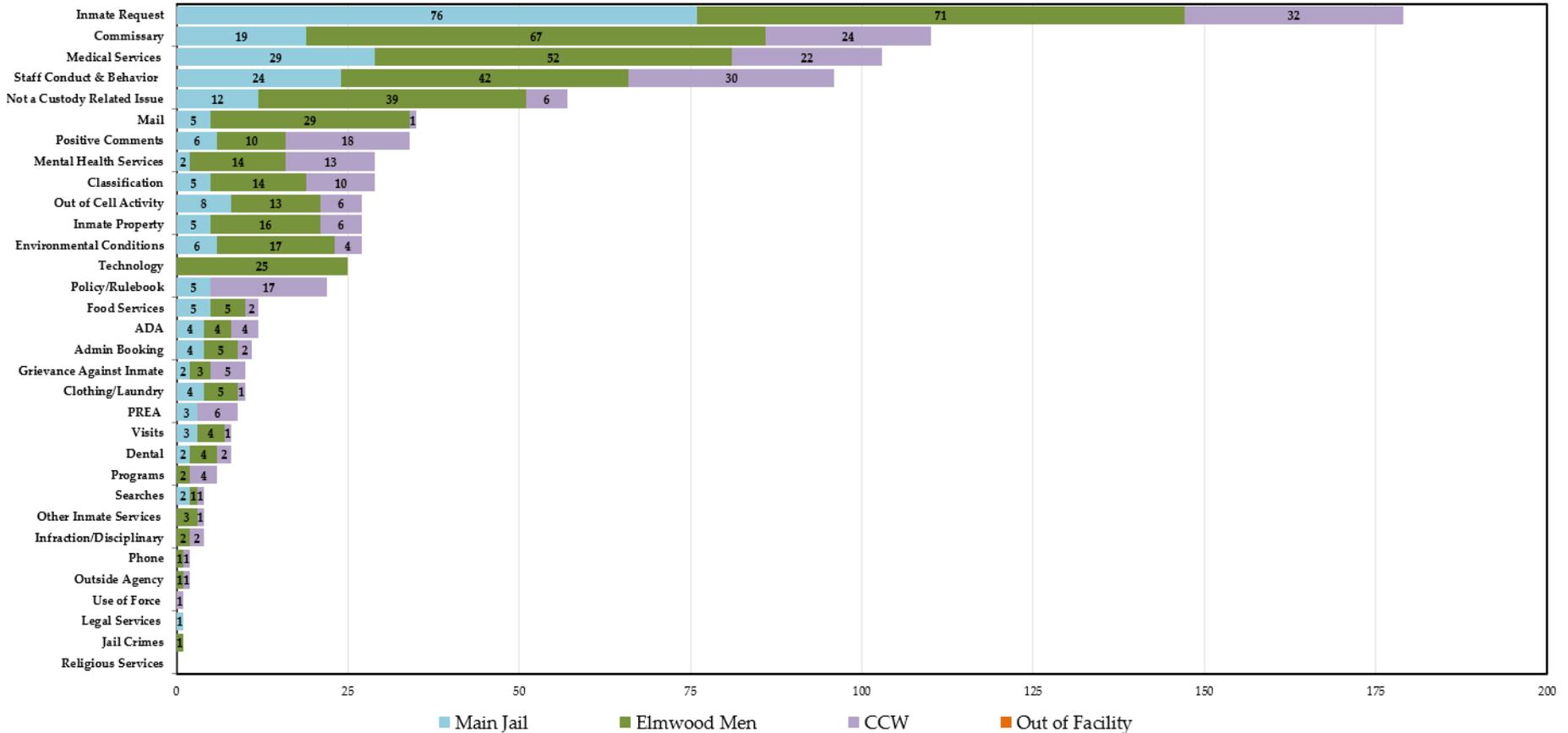
In October 2021, there were 173 grievances submitted by the Elmwood Women inmates with an average daily population of 179 inmates. There were .97 grievances submitted per inmate in the month of October.

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

Inmate Grievances Dashboard – October 2021

Grievance Totals by Category and Facility

Oct 2021 Grievances 692 + 179 Inmate Requests + 34 Positive Comments



The above data shows all the inmate grievances submitted for the month of October 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 58% of all submitted grievances for October 2021. All other categories sum up the remaining balance or 42% of all grievances for the month of October. The “Religious Services” 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 – October 2021

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

Since inmate tablets have been fully deployed between all three facilities, the “Not a Custody Related Issue” category has been increasing with inmate usage. For the last three months, an average of 70 grievances per month were submitted for this category compared to 15 grievances per month during the timeframe of August – October 2020. That is a 367% increase in percentage from the same period a year ago, prior to the deployment of tablets.

Last month, approximately ¾ or 72% of all “Not a Custody Related Issue” grievances were submitted via tablet. An audit by the Sheriff’s Office revealed that these are truly non-actionable grievance complaints made by inmates. Examples of content submitted for this category include but are not limited to: website links, bible verses, emojis, and other matters not related to the conditions of their confinement. The Grievance Unit will continue to educate the inmates that contents like the examples provided are not a custody-related issue and only reserve the grievance application on the tablets for true complaints regarding the jail policy, practice, rule, or conditions that directly affect them.

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

October '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
Inmate Request	1	1	1	1	0	179	76	71	32	0
Commissary	2	4	2	3	0	110	19	67	24	0
Medical Services	3	2	3	4	0	103	29	52	22	0
Staff Conduct & Behavior	4	3	4	2	0	96	24	42	30	0
Not a Custody Related Issue	5	5	5	9	0	57	12	39	6	0
Mail	6	8	6	13	0	35	5	29	1	0
Positive Comments	7	7	12	5	0	34	6	10	18	0
Mental Health Services	8	11	10	7	0	29	2	14	13	0
Classification	8	8	10	8	0	29	5	14	10	0
Inmate Property	9	8	9	9	0	27	5	16	6	0
Out of Cell Activity	9	6	11	9	0	27	8	13	6	0
Environmental Conditions	9	7	8	11	0	27	6	17	4	0
Technology	10	0	7	0	0	25	0	25	0	0
Policy/Rulebook	11	8	0	6	0	22	5	0	17	0
ADA	12	9	14	11	0	12	4	4	4	0
Food Services	12	8	13	12	0	12	5	5	2	0
Admin Booking	13	9	13	12	0	11	4	5	2	0
Grievance Against Inmate	14	11	15	10	0	10	2	3	5	0
Clothing/Laundry	14	9	13	13	0	10	4	5	1	0
PREA	15	10	0	9	0	9	3	0	6	0
Dental	16	11	14	12	0	8	2	4	2	0
Visits	16	10	14	13	0	8	3	4	1	0
Programs	17	0	16	11	0	6	0	2	4	0
Infraction/Disciplinary	18	0	16	12	0	4	0	2	2	0
Other Inmate Services	18	0	15	13	0	4	0	3	1	0
Searches	18	11	17	13	0	4	2	1	1	0
Outside Agency	19	0	17	13	0	2	0	1	1	0
Phone	19	0	17	13	0	2	0	1	1	0
Use of Force	20	0	0	13	0	1	0	0	1	0
Jail Crimes	20	0	17	0	0	1	0	1	0	0
Legal Services	20	12	0	0	1	1	1	0	0	0
Religious Services	0	0	0	0	0	0	0	0	0	0