



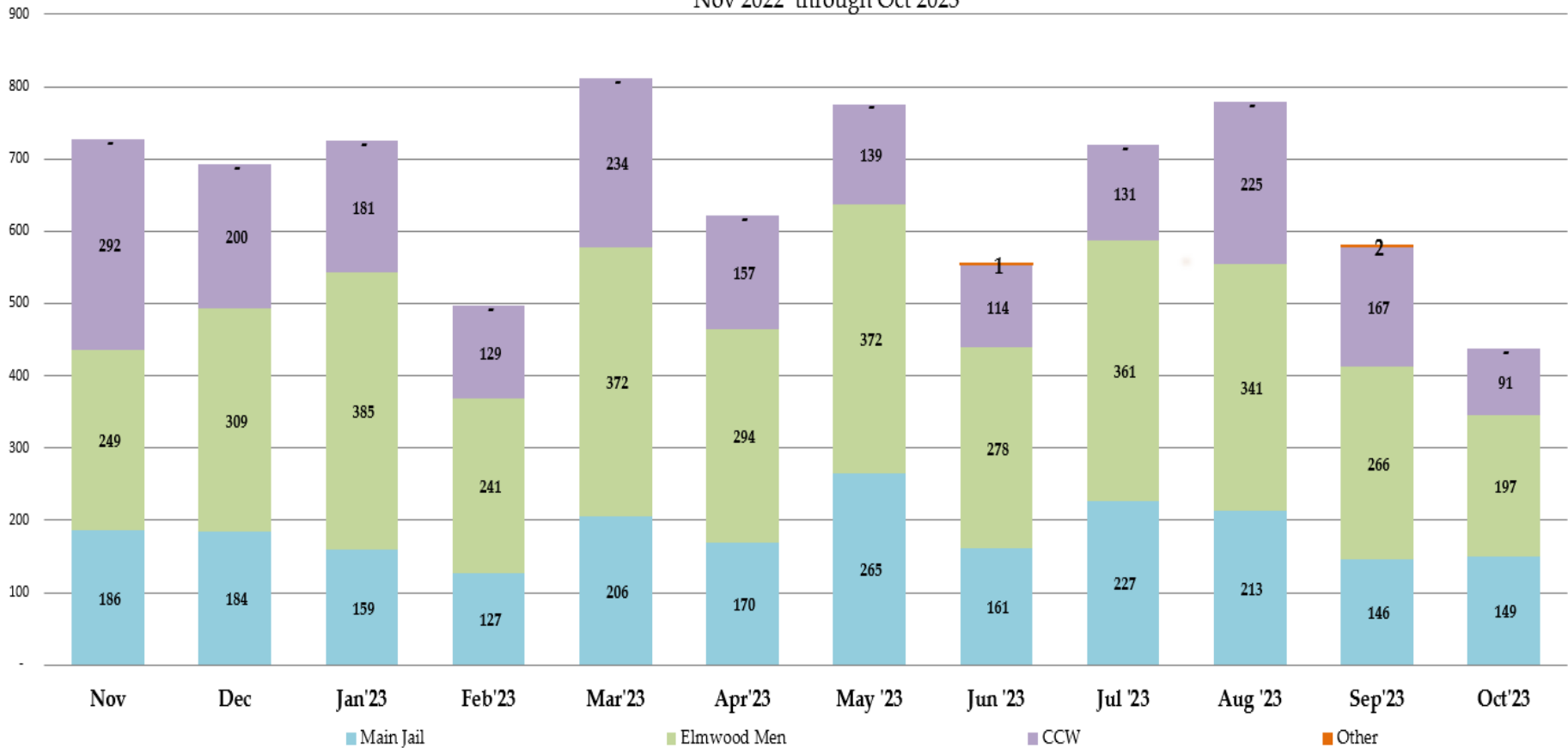
Sheriff's Office Custody Bureau  
Grievance Dashboard  
**October 2023**

# Grievance Dashboard – October 2023

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

# Grievance Dashboard – October 2023

Historical ACeS Grievance Volume  
Nov 2022 through Oct 2023



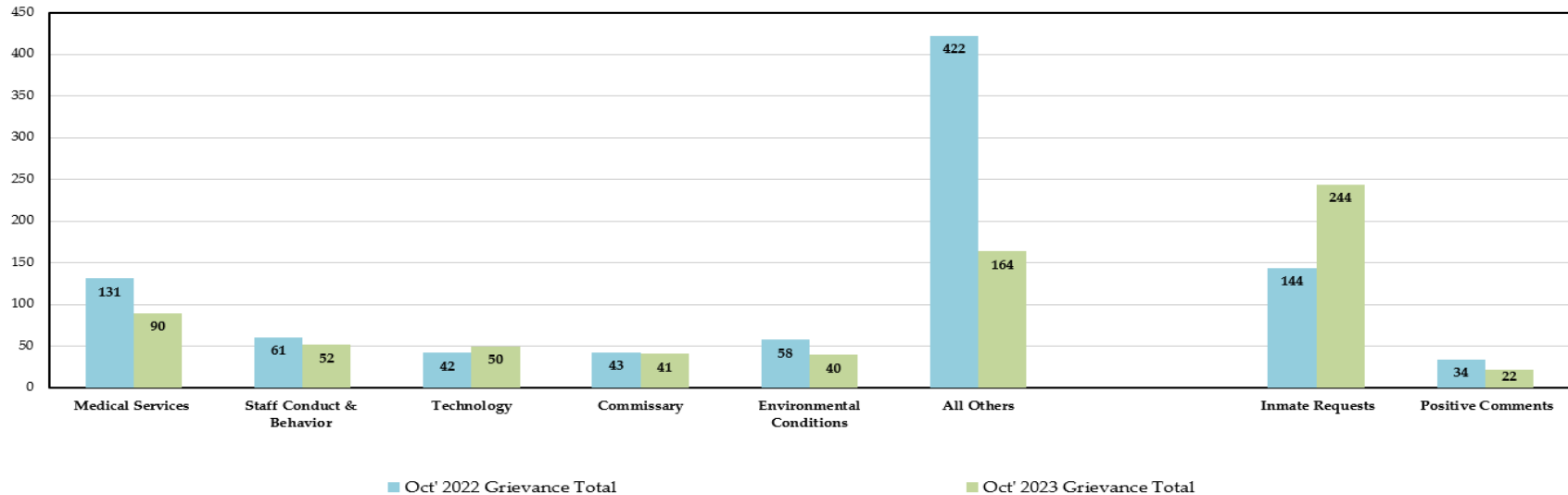
The data above compares the volume of monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s Facility and Elmwood Women’s Facility (CCW), and also by “Other - Out of Facility” areas. This refers to areas such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

For the month of October, the Sheriff’s Office experienced a **25% decrease** in grievance submissions, which is **144 fewer grievances** than the previous month. Individually, the Elmwood Men’s Facility decreased their submission rate by **26%**, the Elmwood Women’s Facility by **46%**, and the Main Jail Facility remained relatively flat with a **minimal increase of 2%**.

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 – October 2023

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



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

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

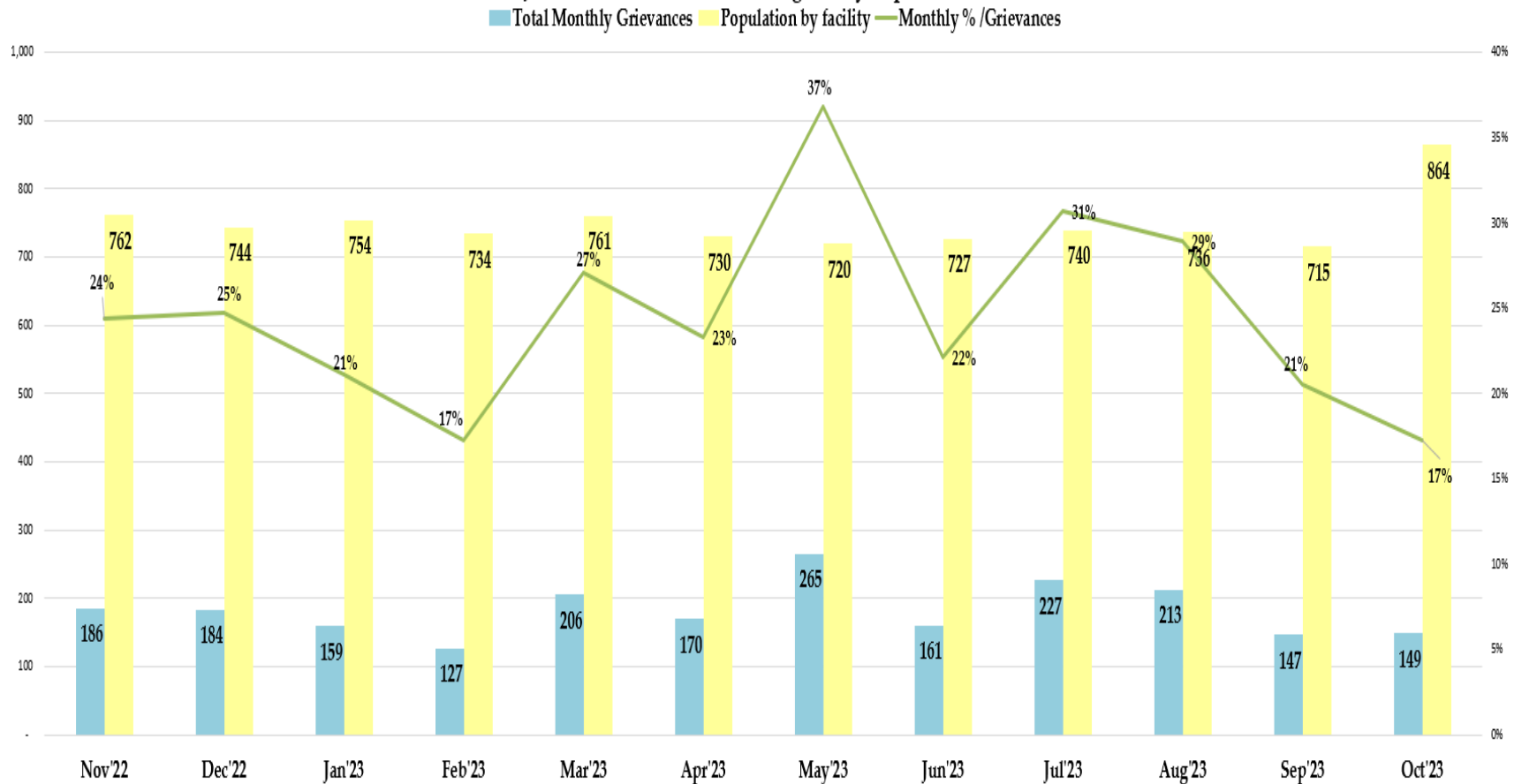
Compared to the previous year, the Top Five Most Frequent Grievance Categories remained relatively flat for the month of October. The Grievance Unit conducted an analysis of the submissions and discovered a significant reduction in mass grievances from the incarcerated population compared to the previous month. Mass grievances are complaints that are word-for-word identical in content, submitted by a group of incarcerated persons from the same housing unit with the intent to garner attention from Administration to take immediate action.

In September, there were 17 total mass grievances collected across all three facilities, accounting for 10% of all grievance submissions. The total number of mass grievances decreased by 65% last month, with 6 total submissions collected across all three facilities, accounting for only 4% of all grievance submissions for the month of October. The reduction of mass grievances contributed to the overall decrease of grievances last month.

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

# Grievance Dashboard – October 2023

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



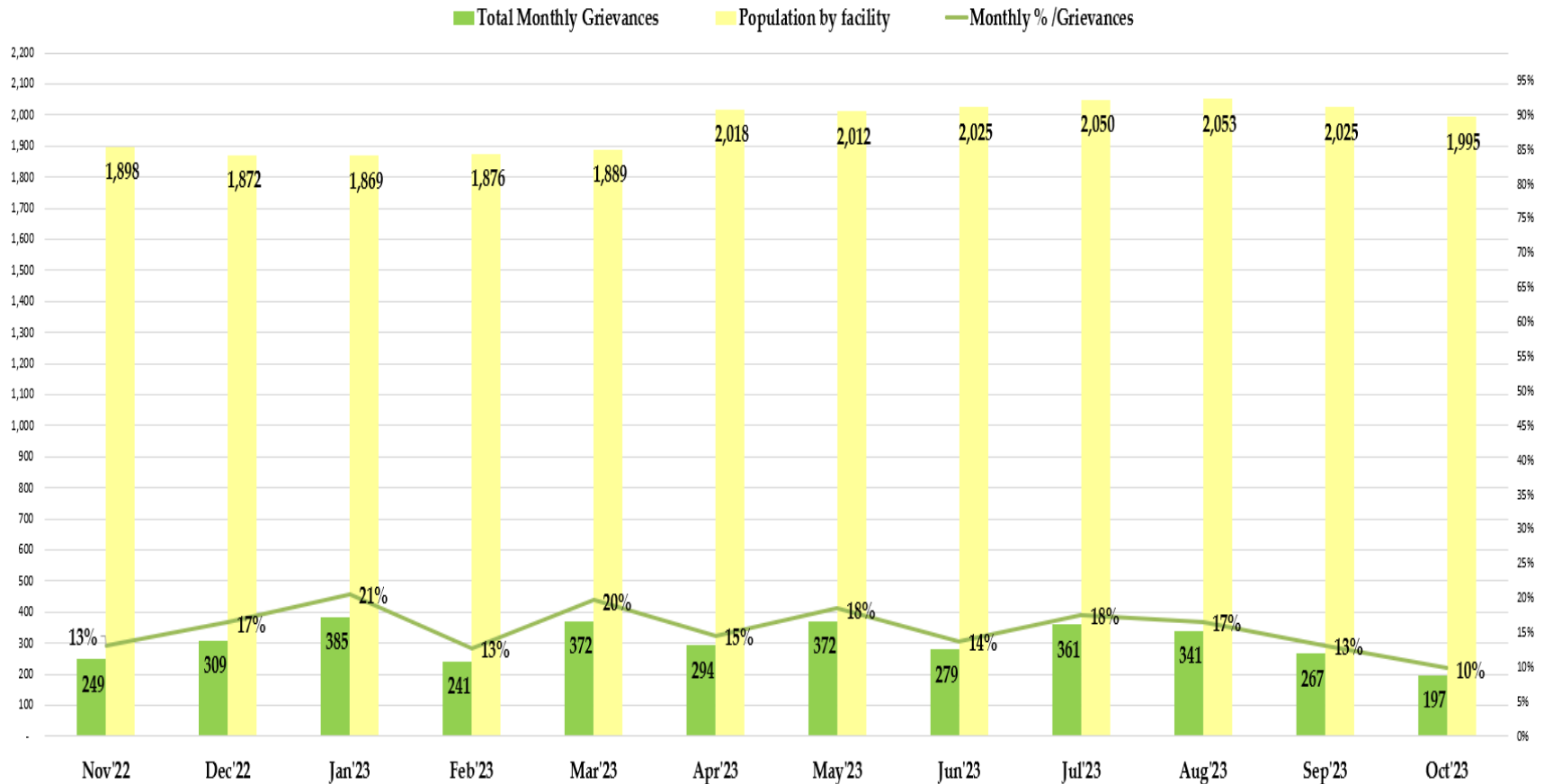
The data above compares the total grievances submitted by month for the last 12 months at the Main Jail Facility.

In October 2023, there were 149 grievances submitted by individuals at the Main Jail with an average daily population of 864 incarcerated persons. This would equate to 0.17 grievances submitted per individual in the month of October. In actuality, only 105 incarcerated persons from Main Jail submitted grievances in the month of October.

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

# Grievance Dashboard – October 2023

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



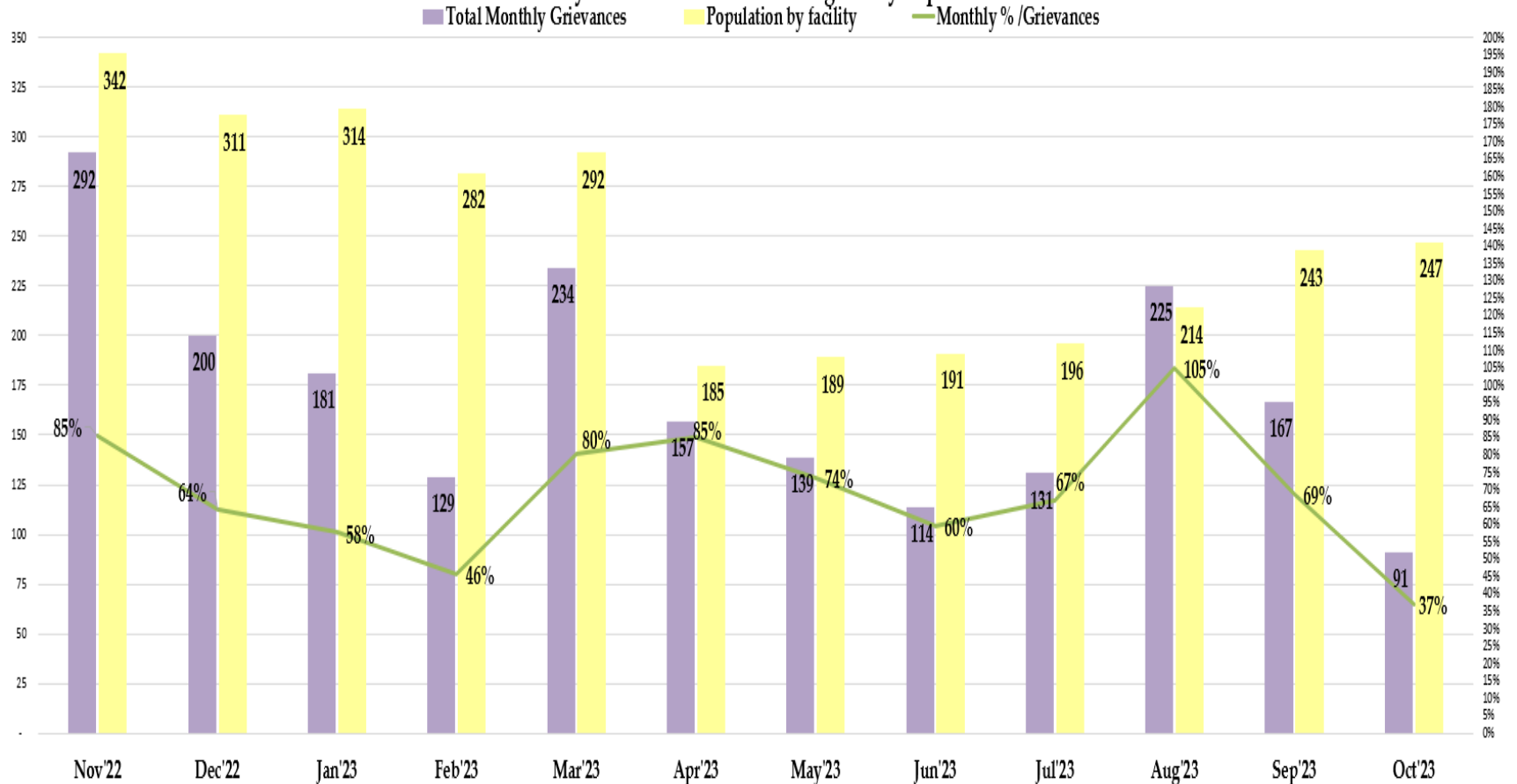
The data presented above compares the total number of grievances submitted by month for the last 12 months at the Elmwood Men’s Facility.

According to the data, in October 2023, there were 197 grievances submitted by individuals at the Elmwood Men’s Facility with an average daily population of 1,995 incarcerated persons. This would equate to 0.10 grievances submitted per individual in the month of October. However, in actuality, only 238 incarcerated persons from Elmwood Men’s submitted grievances for the month of October.

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

# Grievance Dashboard – October 2023

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



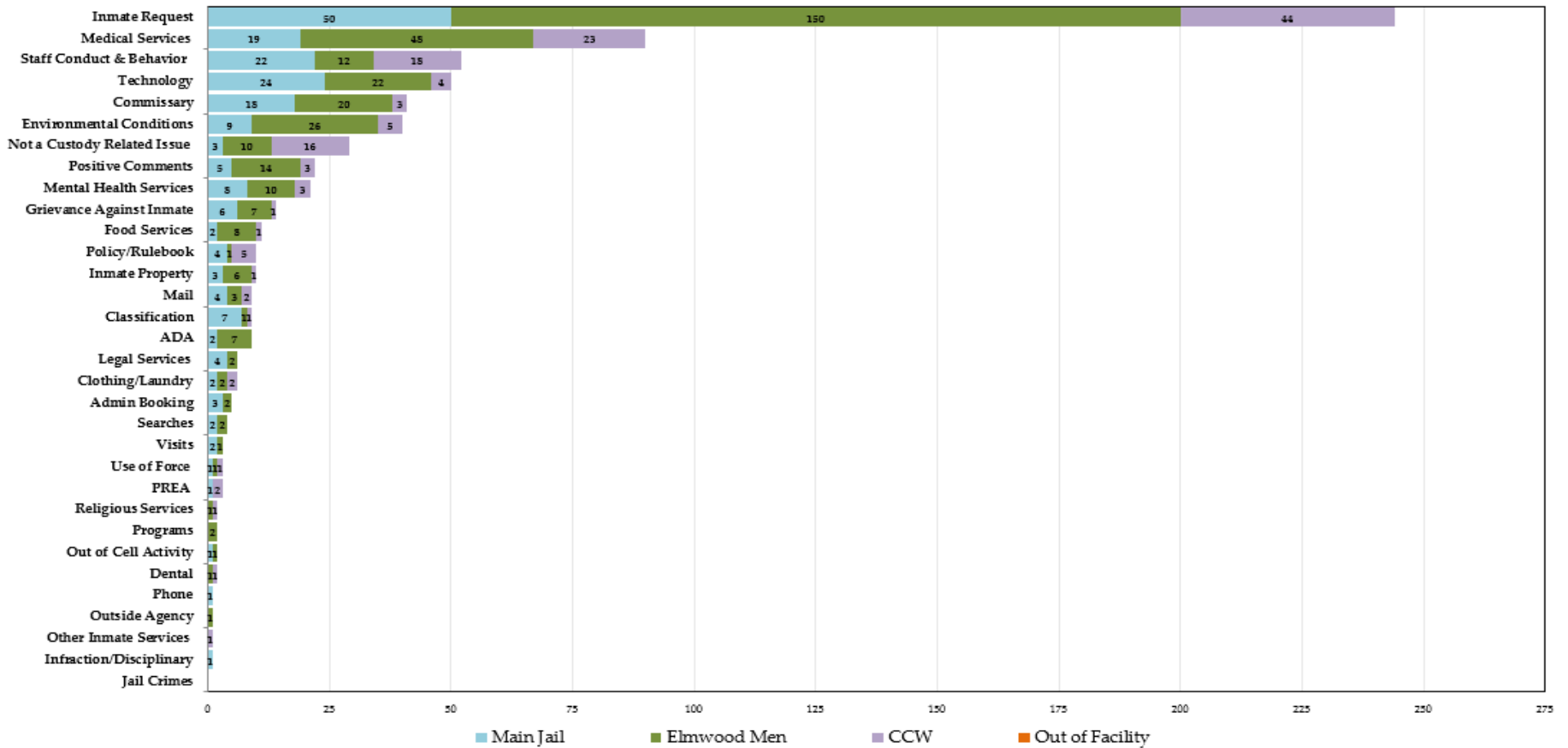
The data presented above compares the total number of grievances submitted by month for the last 12 months at the Elmwood Women’s Facility.

According to the data, in October 2023, there were 91 grievances submitted by individuals at the Elmwood Women’s Facility with an average daily population of 247 incarcerated persons. This would equate to 0.37 grievances submitted per individual in the month of October. However, in actuality, only 64 incarcerated persons from Elmwood Women’s submitted grievances for the month of October.

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

# Grievance Dashboard – October 2023

**Grievance Totals by Category and Facility**  
 Oct 2023 Grievances 437 + 244 Inmate Requests + 22 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, the Top 5 Most Frequent Grievance Categories accounted for 62% of all submitted grievances for October. The remaining balance of 38% of all grievances for the month of October was attributed to all other categories. Notably, the “Jail Crimes” category did not receive any grievances for the month of October.

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



