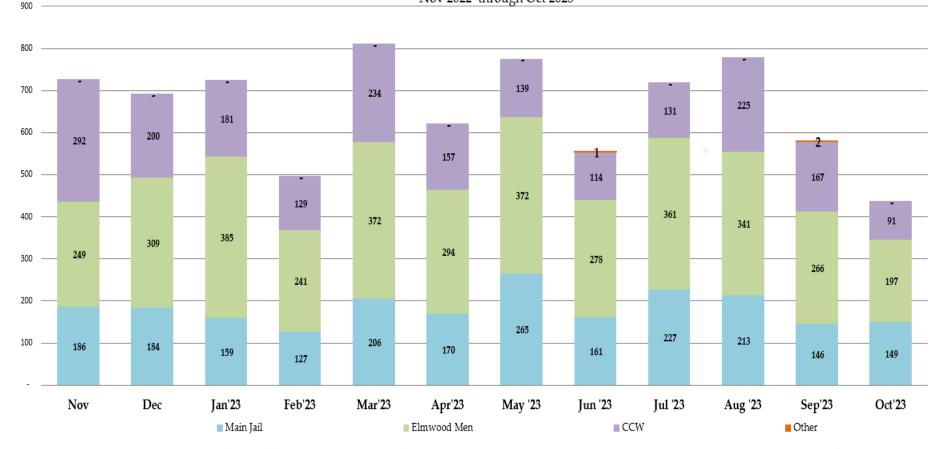


Sheriff's Office Custody Bureau Grievance Dashboard October 2023

- 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

Historical ACeS Grievance Volume Nov 2022 through Oct 2023

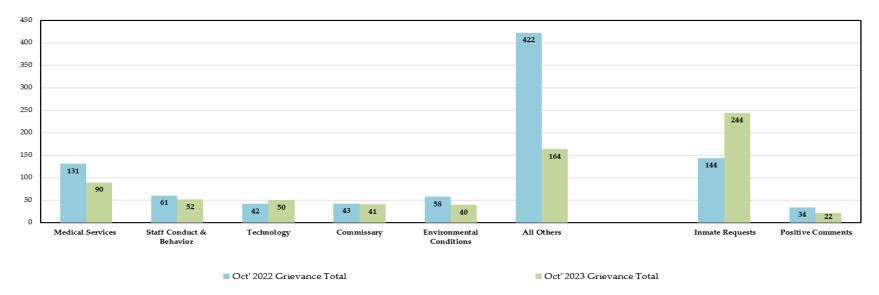


The data above compares the volume of monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men's Facility and Elmwood Women's Facility (CCW), and also by "Other - Out of Facility" areas. This refers to areas such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

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.

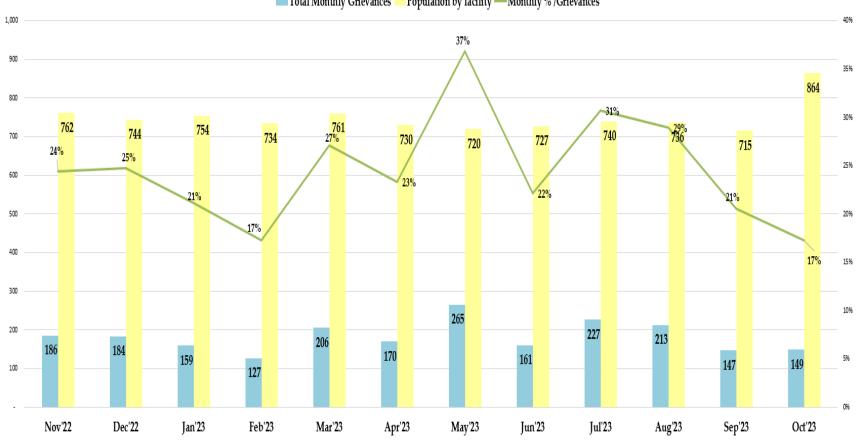
The most frequently grieved category for October was "Medical Services." At the request of Supervisor Ellenberg, the Sheriff's Office and Custody Health Services will jointly report on "Medical Services" grievances quarterly to the Public Safety and Justice Committee. The next quarterly report is scheduled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

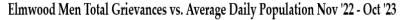
NOTE: The two categories, "Inmate Requests" and "Positive Comments," have been omitted because they are not considered inmate grievances.

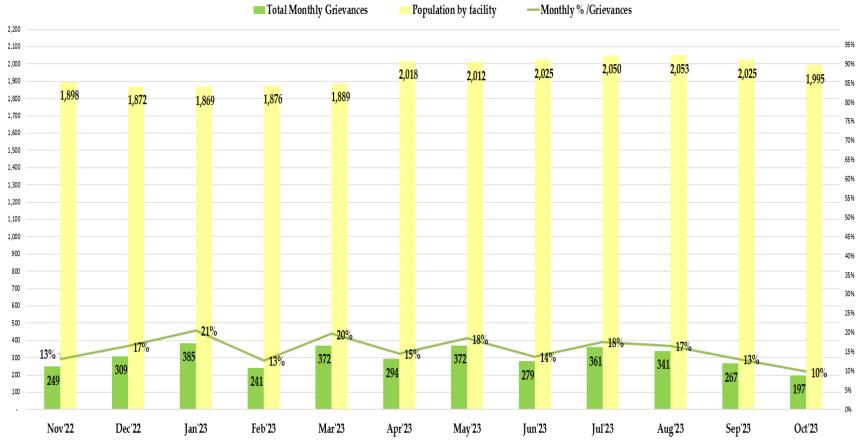




The data above compares the total grievances submitted by month for the last 12 months at the Main Jail Facility.

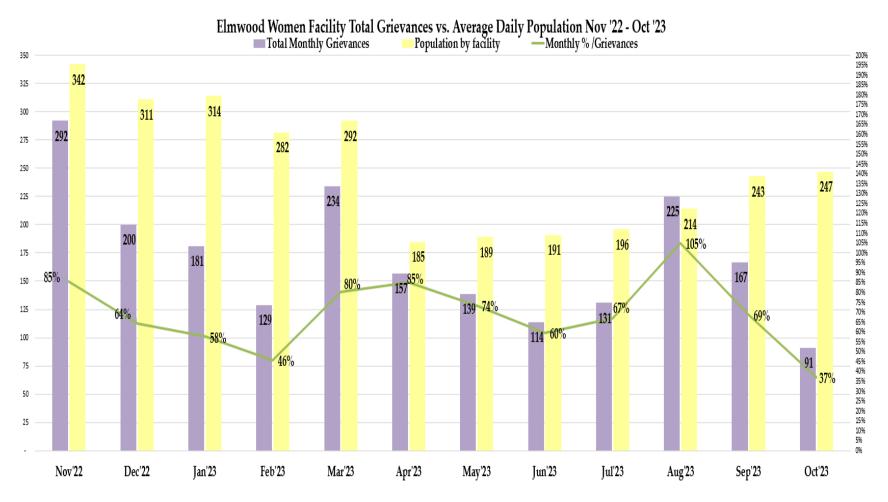
In October 2023, there were 149 grievances submitted by individuals at the Main Jail with an average daily population of 864 incarcerated persons. This would equate to 0.17 grievances submitted per individual in the month of October. In actuality, only 105 incarcerated persons from Main Jail submitted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





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.

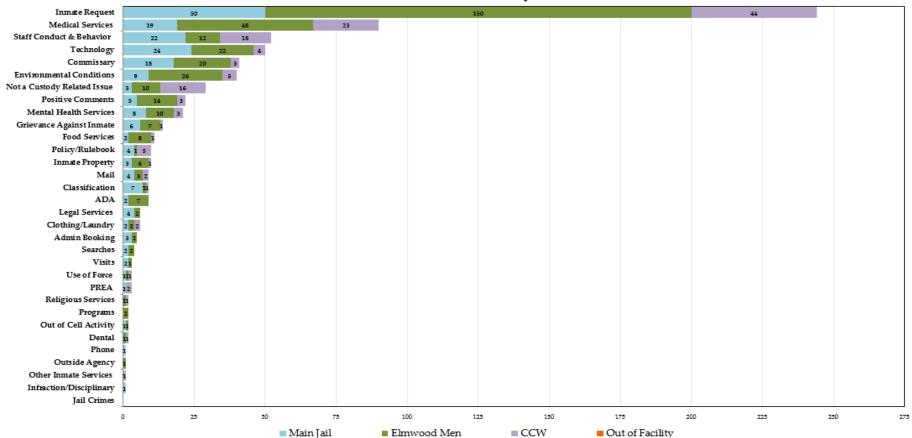


The data presented above compares the total number of grievances submitted by month for the last 12 months at the Elmwood Women's Facility.

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.

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.

The chart below shows the frequency of grievances submitted by category for October 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, certain categories reported the same total number of grievances, resulting in several ties in the frequency ranking system for the month of October.

There was a 20% uptick to the previous month, the "Technology" category still holds the #3 position on the Most Frequently Grieved Category List for October. Complaints within this category were concerning the availability of tablets and its current content.

The Sheriff's Office is taking steps to address the concerns raised by the incarcerated population. They are working with the vendor to ensure that tablets are readily available at the facilities. Additionally, the Office of the Sheriff is exploring a plan to add more content and services to the Jail Inmate Services Platform, such as music, books, movies, video calls, video relay services, behavioral health services, and an upgraded wireless network in the facilities. This plan is being considered as the tablet contract is nearing expiration.

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

Oct'23	Category Frequency Rank					Total Grievances				
	Overall		Elmwood		Out of	Overall	Elmwood			Out of
	Rank N	Aain Jail	Men	CCW	Facility	Count	Main Jail	Men	CCW	Facility
Inmate Request	1	1	1	1	0	244	50	150	44	0
Medical Services	2	4	2	2	0	90	19	48	23	0
Staff Conduct & Behavior	3	3	7	3	0	52	22	12	18	0
Technology	4	2	4	6	0	50	24	22	4	0
Commissary	5	5	5	7	0	41	18	20	3	0
Environmental Conditions	6	6	3	5	0	40	9	26	5	0
Not a Custody Related Issue	7	12	8	4	0	29	3	10	16	0
Positive Comments	8	10	6	7	0	22	5	14	3	0
Mental Health Services	9	7	8	7	0	21	8	10	3	0
Grievance Against Inmate	10	9	10	9	0	14	6	7	1	0
Food Services	11	13	9	9	0	11	2	8	1	0
Policy/Rulebook	12	11	14	5	0	10	4	1	5	0
Inmate Property	12	12	11	9	0	10	3	6	1	0
Mail	13	11	12	8	0	9	4	3	2	0
Classification	13	8	14	9	0	9	7	1	1	0
ADA	13	13	10	0	0	9	2	7	0	0
Clothing/Laundry	14	13	13	8	0	6	2	2	2	0
Legal Services	14	11	13	0	0	6	4	2	0	0
Admin Booking	15	12	13	0	0	5	3	2	0	0
Searches	16	13	13	0	0	4	2	2	0	0
PREA	17	14	0	8	0	3	1	0	2	0
Use of Force	17	14	14	9	0	3	1	1	1	0
Visits	17	13	14	0	0	3	2	1	0	0
Dental	18	0	14	9	0	2	0	1	1	0
Religious Services	18	0	14	9	0	2	0	1	1	0
Programs	18	0	13	0	0	2	0	2	0	0
Out of Cell Activity	18	14	14	0	0	2	1	1	0	0
Other Inmate Services	19	0	0	9	0	1	0	0	1	0
Outside Agency	19	0	14	0	0	1	0	1	0	0
Infraction/Disciplinary	19	14	0	0	0	1	1	0	0	0
Phone	19	14	0	0	0	1	1	0	0	0
Jail Crimes	0	0	0	0	0	0	0	0	0	0

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