



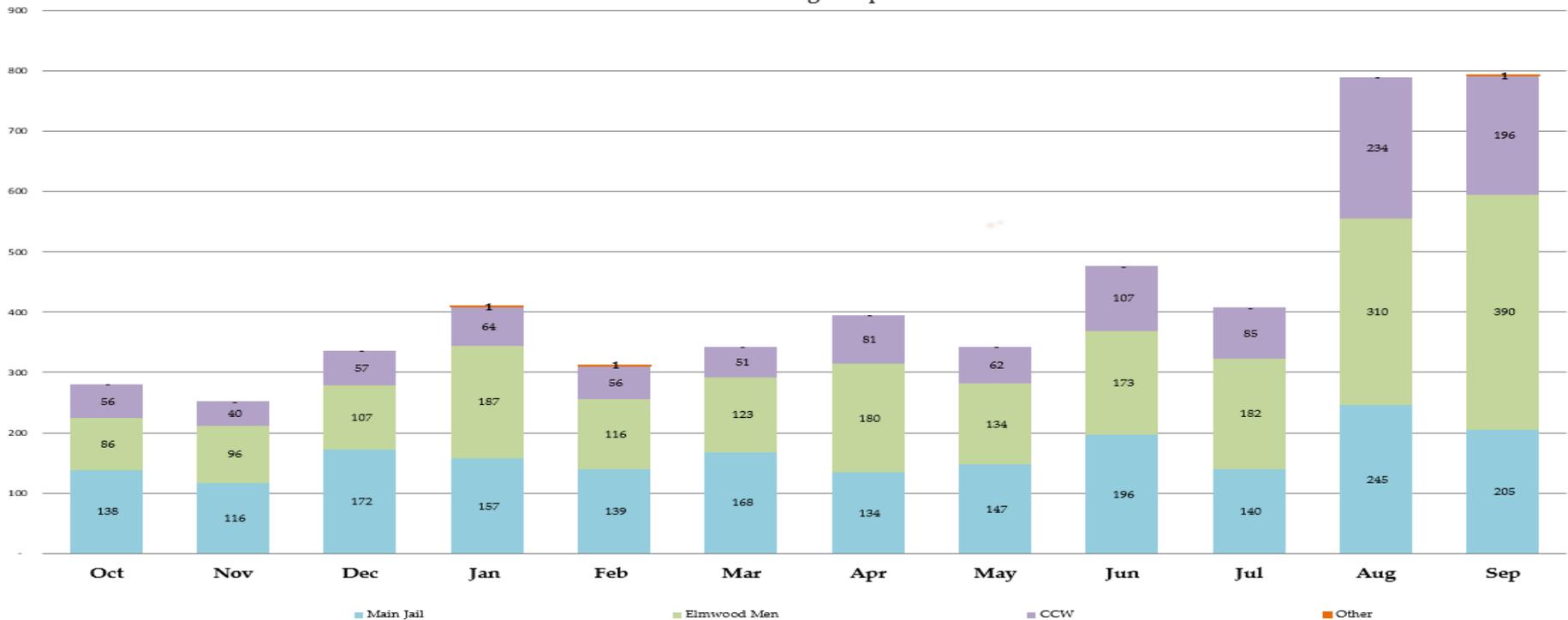
Sheriff's Office Custody Bureau  
Inmate Grievances Dashboard  
**September 2021**

# Inmate Grievances Dashboard – September 2021

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

# Inmate Grievances Dashboard – September 2021

Historical ACeS Grievance Volume  
Oct 2020 through Sep 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.

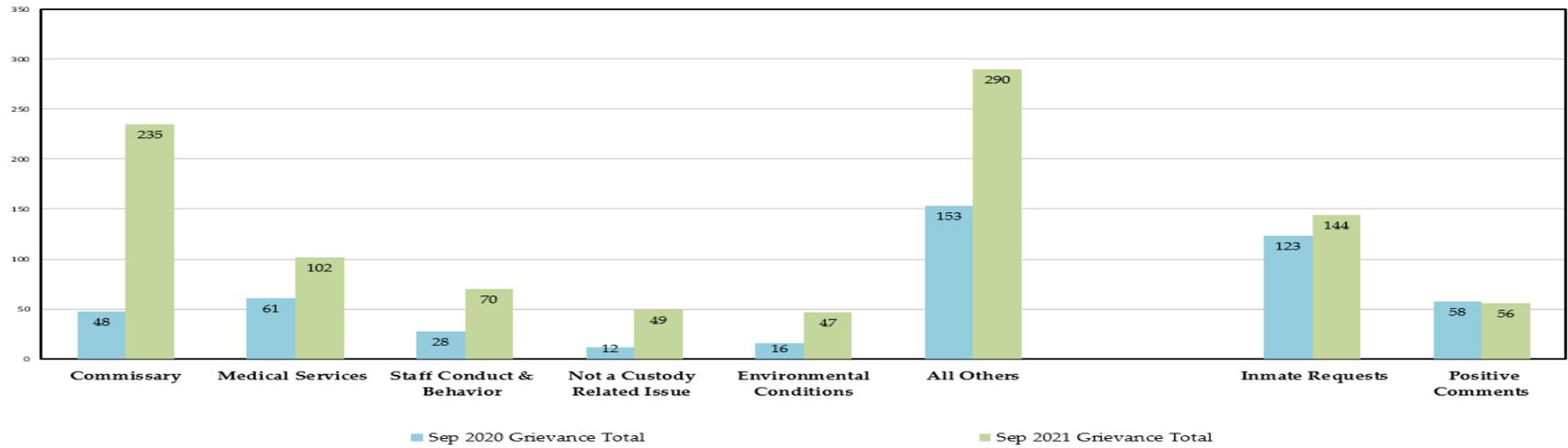
On May 28, 2021, inmate tablets were first introduced to our inmate population with a few selected housing units at the Main Jail to test the proof of concept. Since then, the Sheriff’s Office has deployed the tablets in many phases to include the Elmwood Men’s, Elmwood Women’s and the rest of the Main Jail inmates. At the end of September, the Sheriff’s Office was near 100% deployment of tablets for every inmate in our custody.

With the option to electronically submit grievances via their tablet devices, the Grievance Unit has witnessed an increased in grievance submissions from inmates compared to pre-tablet statistics. For the month of September, there was a .38% increase, or 3 more grievances filed compared to the previous month.

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 – September 2021

**Top Five Most Frequent Grievance Categories**  
Sep 2020 vs. Sep 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 September were "Commissary" at #1 and "Medical Services" at #2.

With tablets being close to 100% deployed between all three facilities, inmates are transitioning from using a paper-based process to submitting all their needs such as inmate requests, grievances, and commissary orders by using electronic means via their personal tablets. While being able to streamline these processes, the Sheriff's Office encountered some issues regarding commissary orders.

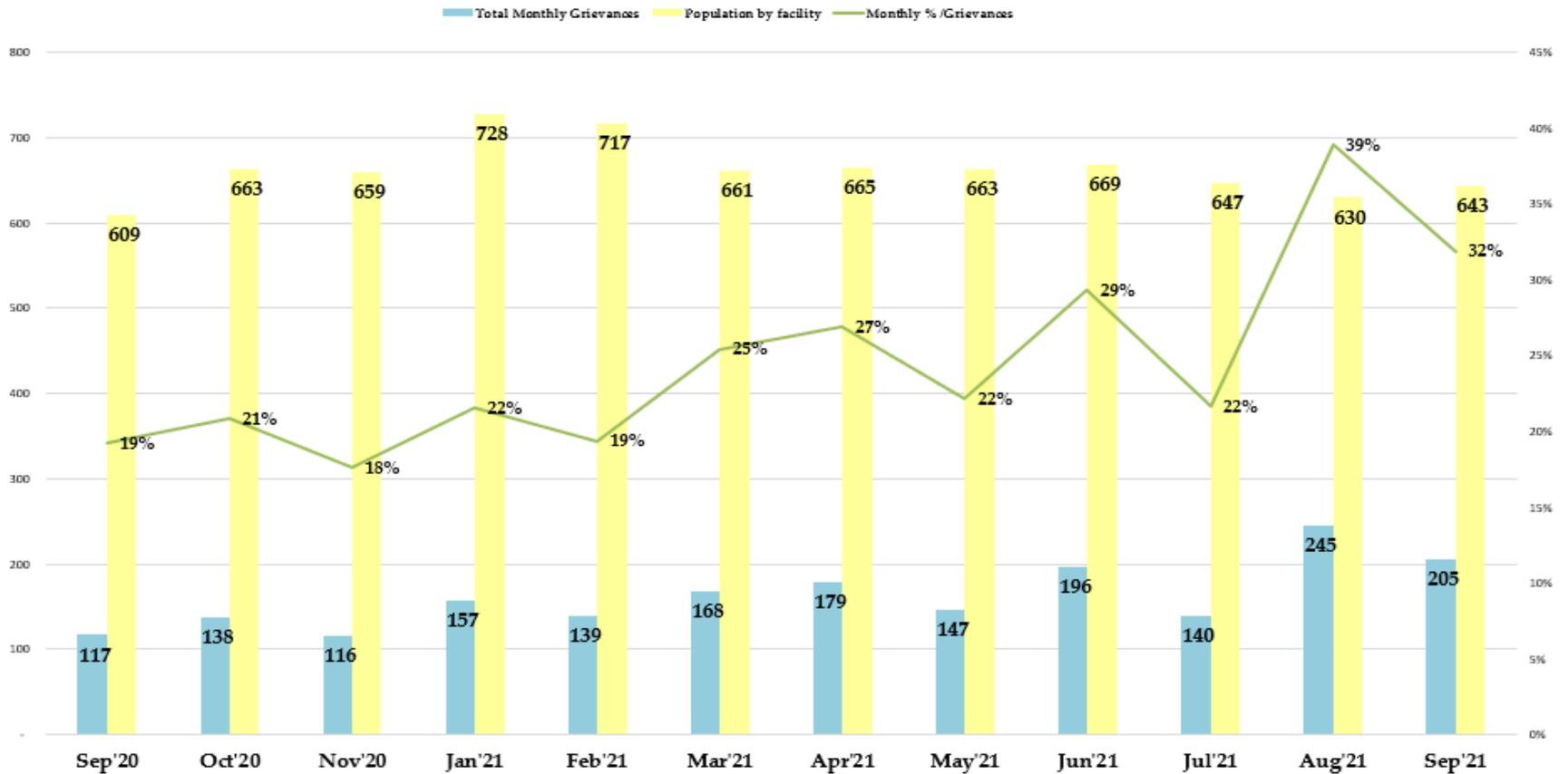
Inmates were advised in August to only submit commissary orders by one form of method, either by paper scantron forms or electronically via their tablet, not both. Submitting two different orders will cause a cancellation with the traditional scantron forms. Last month, another issue had surfaced that doubled the number of grievances from the previous month.

Prior to the ability of submitting commissary orders via tablet, inmates would fill out scantrons commonly called "bubble sheets" and once completed were collected by our vendor at the beginning of each week. All scantrons were entered into our vendor's ordering system and then processed at the warehouse for weekly distribution to each respective facility. With the addition of the tablets, inmates were submitting and ordering items at their leisure throughout the week. Our vendor did not have a cutoff time within the commissary ordering system, so inmates were submitting grievances for orders that were not placed yet or scheduled to be delivered. To alleviate this issue, a notification was sent out to all inmates that the commissary icon on the tablets would be turned off two days out of the week, so our vendor can balance the orders and only fulfill the correct number of items for the week.

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

# Inmate Grievances Dashboard – September 2021

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



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

In September 2021, there were 205 grievances submitted by Main Jail inmates with an average daily population of 643 inmates. There were 0.32 grievances submitted per inmate in the month of September.

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

# Inmate Grievances Dashboard – September 2021

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



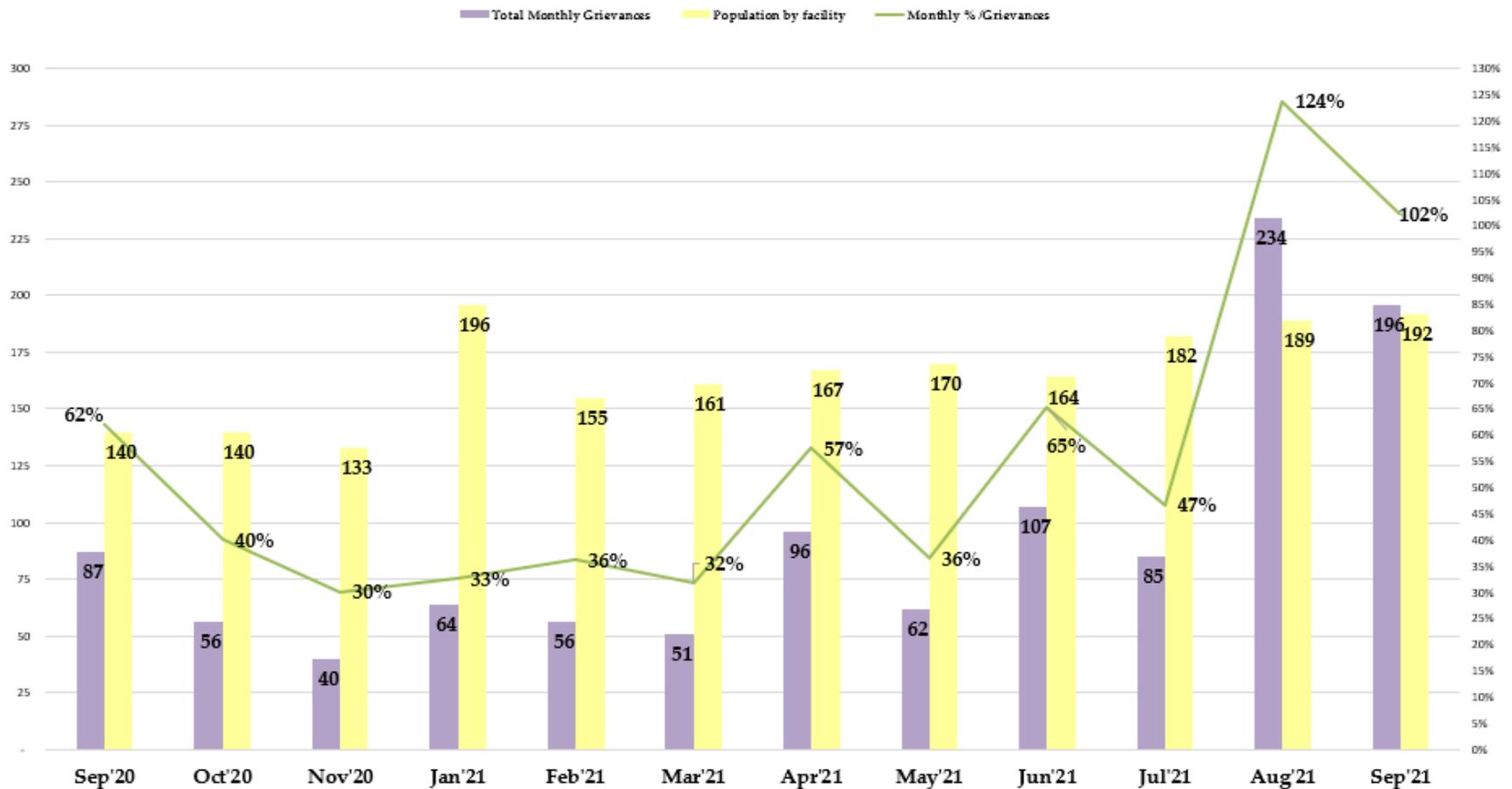
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Men Facility.

In September 2021, there were 390 grievances submitted by the Elmwood Men inmates with an average daily population of 1,567 inmates. There were 0.25 grievances submitted per inmate in the month of September.

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

# Inmate Grievances Dashboard – September 2021

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



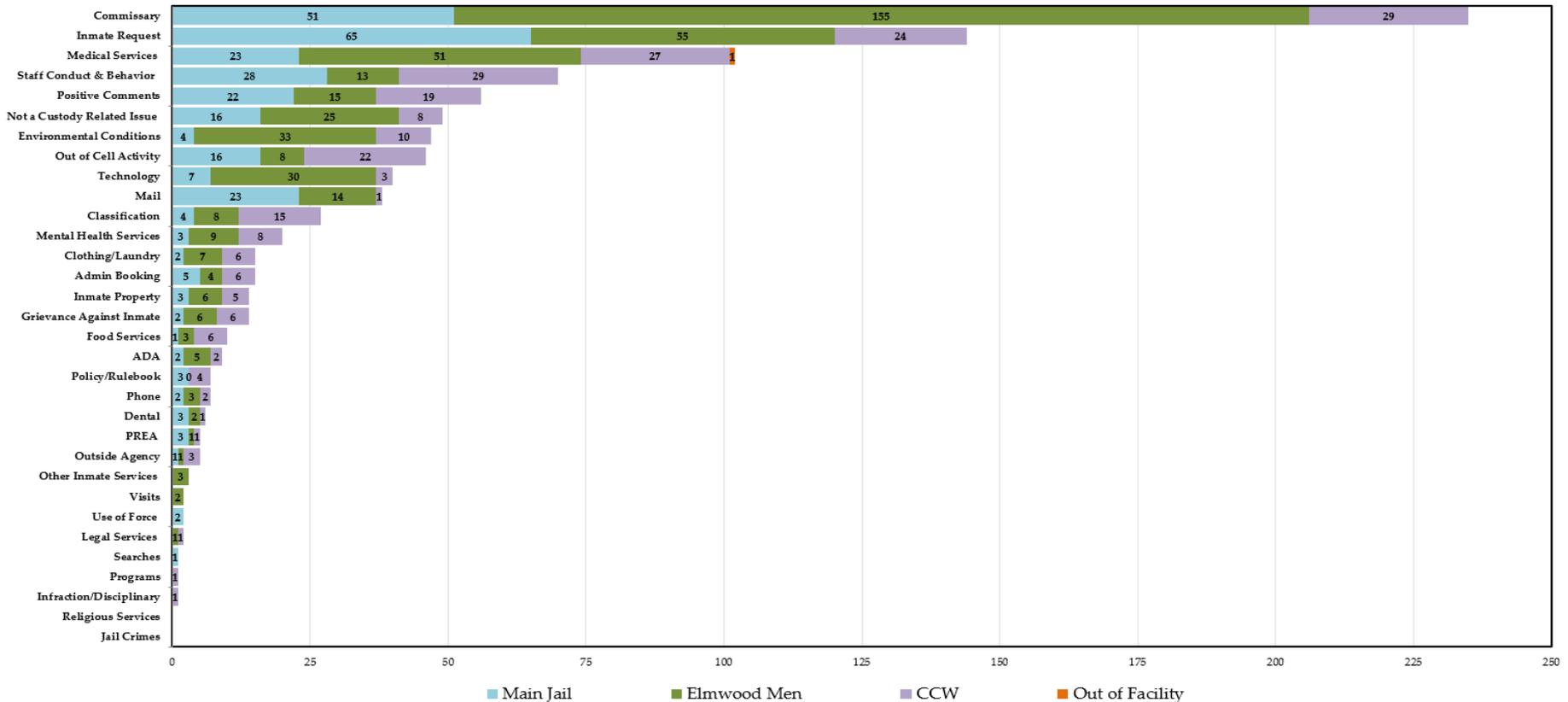
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Women Facility.

In September 2021, there were 196 grievances submitted by the Elmwood Women inmates with an average daily population of 192 inmates. There were 1.02 grievances submitted per inmate in the month of September.

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

# Inmate Grievances Dashboard – September 2021

**Grievance Totals by Category and Facility**  
 Sep 2021 Grievances 792 + 144 Inmate Requests + 57 Positive Comments



The above data shows all the inmate grievances submitted for the month of September 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 64% of all submitted grievances for September 2021. All other categories sum up the remaining balance or 36% of all grievances for the month of September. The “Religious Services” and “Jail Crimes” categories 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 – September 2021

The chart below ranks the frequency of inmate grievances submitted by category for September 2021. This data aids the Office of the Sheriff in focusing attention to 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 September.

Last month, the Sheriff’s Office received zero grievances regarding “Religious Services.” Although the frequency of grievance submissions for this category is not relatively high, it suggests a positive trend. Based on a recent audit, the majority of grievances for the “Religious Services” category were related to religious accommodations from our partnered chaplains.

Along with the implementation of tablets, inmates are now able to submit inmate requests directly to our partnered chaplains for review and approval for any religious accommodations, diets, and literatures such as books or bibles. The Grievance Unit will monitor this category closely and report as necessary if there are any changes in trends as it relates to “Religious Services” complaints.

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

September '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	1	0	235	51	155	29
Inmate Request	2	1	2	3	0	144	65	55	24	0
Medical Services	3	4	3	2	1	102	23	51	27	1
Staff Conduct & Behavior	4	3	9	1	0	70	28	13	29	0
Positive Comments	5	5	7	5	0	56	22	15	19	0
Not a Custody Related Issue	6	6	6	8	0	49	16	25	8	0
Environmental Conditions	7	9	4	7	0	47	4	33	10	0
Out of Cell Activity	8	6	11	4	0	46	16	8	22	0
Technology	9	7	5	12	0	40	7	30	3	0
Mail	10	4	8	14	0	38	23	14	1	0
Classification	11	9	11	6	0	27	4	8	15	0
Mental Health Services	12	10	10	8	0	20	3	9	8	0
Clothing/Laundry	13	11	12	9	0	15	2	7	6	0
Admin Booking	13	8	15	9	0	15	5	4	6	0
Grievance Against Inmate	14	11	13	9	0	14	2	6	6	0
Inmate Property	14	10	13	10	0	14	3	6	5	0
Food Services	15	12	16	9	0	10	1	3	6	0
ADA	16	11	14	13	0	9	2	5	2	0
Policy/Rulebook	17	10	0	11	0	7	3	0	4	0
Phone	17	11	16	13	0	7	2	3	2	0
Dental	18	10	17	14	0	6	3	2	1	0
Outside Agency	19	12	18	12	0	5	1	1	3	0
PREA	19	10	18	14	0	5	3	1	1	0
Other Inmate Services	20	0	16	0	0	3	0	3	0	0
Legal Services	21	0	18	14	0	2	0	1	1	0
Visits	21	0	17	0	0	2	0	2	0	0
Use of Force	21	11	0	0	0	2	2	0	0	0
Infraction/Disciplinary	22	0	0	14	0	1	0	0	1	0
Programs	22	0	0	14	0	1	0	0	1	0
Searches	22	12	0	0	0	1	1	0	0	0
Jail Crimes	0	0	0	0	0	0	0	0	0	0
Religious Services	0	0	0	0	0	0	0	0	0	0