



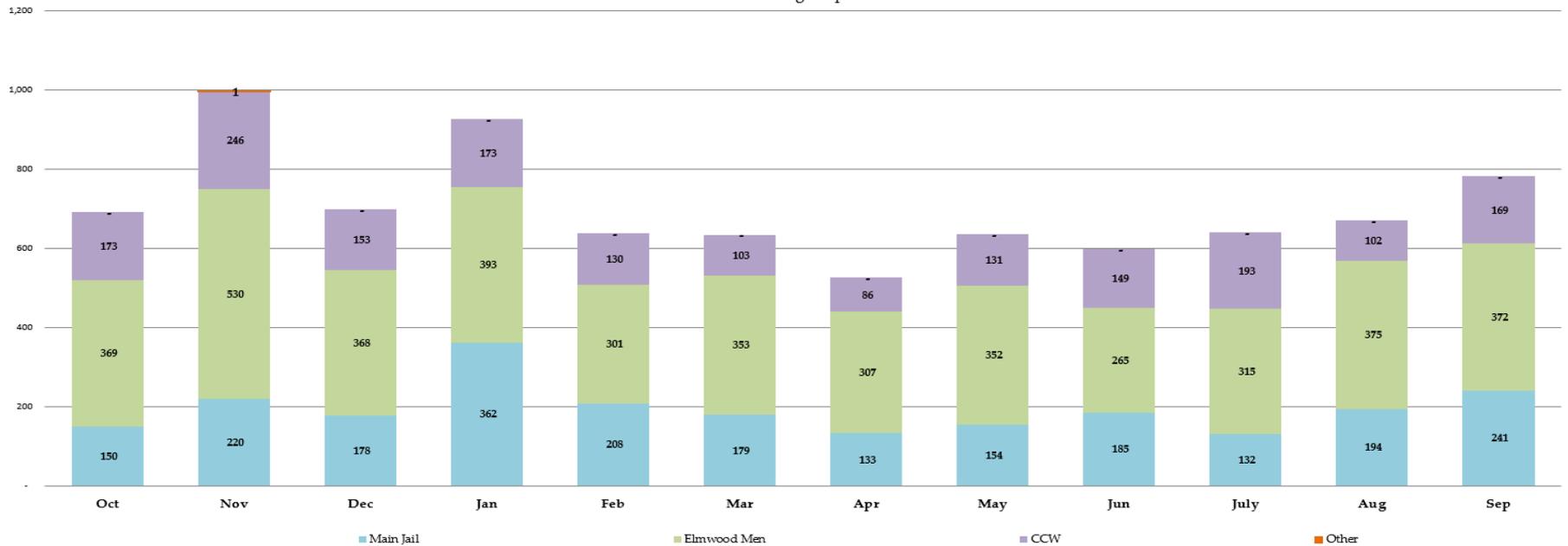
Sheriff's Office Custody Bureau  
Inmate Grievances Dashboard  
**September 2022**

# Inmate Grievances Dashboard – September 2022

- Executive Summary
  - The Grievance Unit Monthly Dashboard will include the following data:
    - Historical Grievance Volume
      - October 2021 through September 2022
    - Top Five Most Frequent Grievance Categories
      - September 2021 vs. September 2022
    - Average Monthly Grievances per Capita – Main Jail
      - October 2021 through September 2022
    - Average Monthly Grievances per Capita – Elmwood Men
      - October 2021 through September 2022
    - Average Monthly Grievances per Capita – Elmwood Women
      - October 2021 August September 2022
    - Grievance Totals by Category and by Facility
      - September 2022
    - Category Frequency Rank
      - September 2022

# Inmate Grievances Dashboard – September 2022

Historical ACeS Grievance Volume  
Oct 2021 through Sep 2022



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.

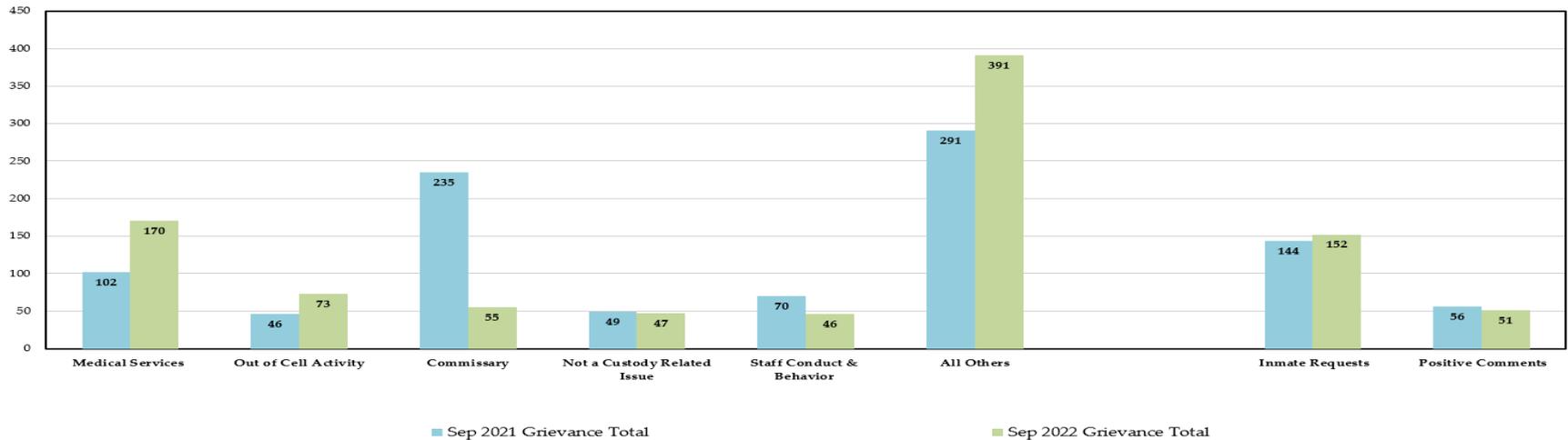
For the month of September, the Sheriff’s Office experienced a 16.5% increase in grievance submissions or 111 more grievances than the previous month. Individually, the Main Jail Facility increased by 24.2% and the Elmwood Women’s Facility by 65.7%, while the Elmwood Men’s Facility decreased by 1%.

The Elmwood Men’s Facility remained relatively flat with a decrease of 1% compared to the previous month while Elmwood Women’s and the Main Jail both witnessed double digit percentage increases. The Top 2 Categories, “Medical Services” and “Out of Cell Activity” combined at 31% of all total grievances for the month of September and contributed to the majority of the grievance increases last month. “Medical Services” grievances were submitted by inmates for personal medical issues and had no correlations to COVID or associated with any mass grievances. For the “Out of Cell Activity” category, mass grievances were identified for the month of September and details will be provided in the next slide.

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 2022

Top Five Most Frequent Grievance Categories  
Sep 2021 vs. Sep 2022



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

The Most Frequently Grieved Category for the month of September was "Medical Services"

For further information, Custody Health Services reports on "Medical Services" grievances on a quarterly basis to the Public Safety Justice Committee. The next quarterly report is scheduled for January 2023.

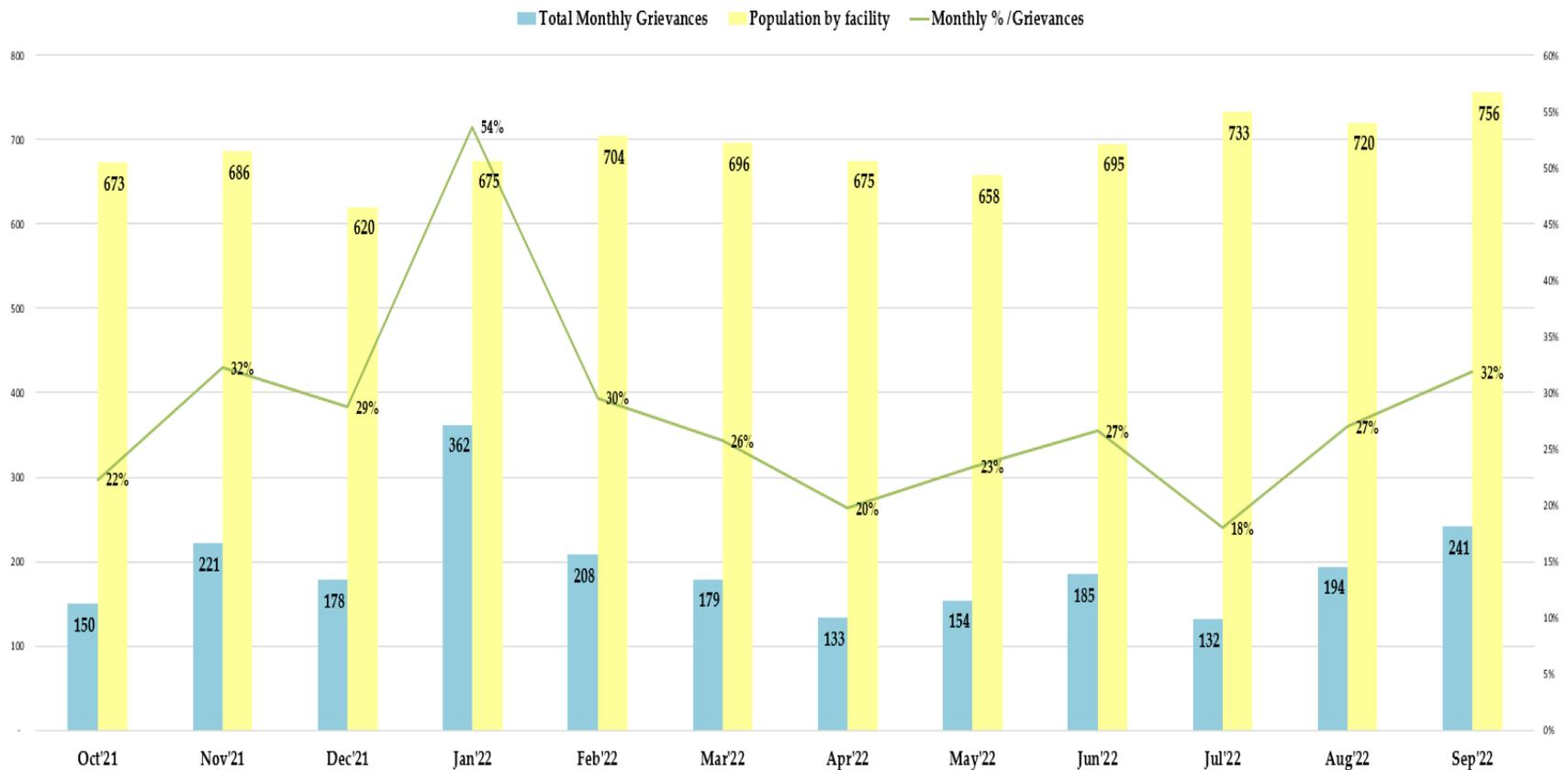
The 2<sup>nd</sup> Most Frequently Grieved Category for the month of September was "Out of Cell Activity." An audit revealed multiple mass grievances were submitted from various areas of the facilities. Complaints included but were not limited to lack of structured and unstructured out-of-cell time, weekend programming, and availability of recreational yard. In all instances, the divisions responded with the information that due to the staffing shortages, out-of-cell time may be affected temporarily.

The Sheriff's Office recently started a pilot project adding two additional shifts to assist with the daily operations of the jails. The Grievance Unit will continue to monitor this category and will report back in future reports if trends are identified.

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

# Inmate Grievances Dashboard – September 2022

Main Jail Total Grievances vs. Average Daily Population Oct '21 - Sep '22



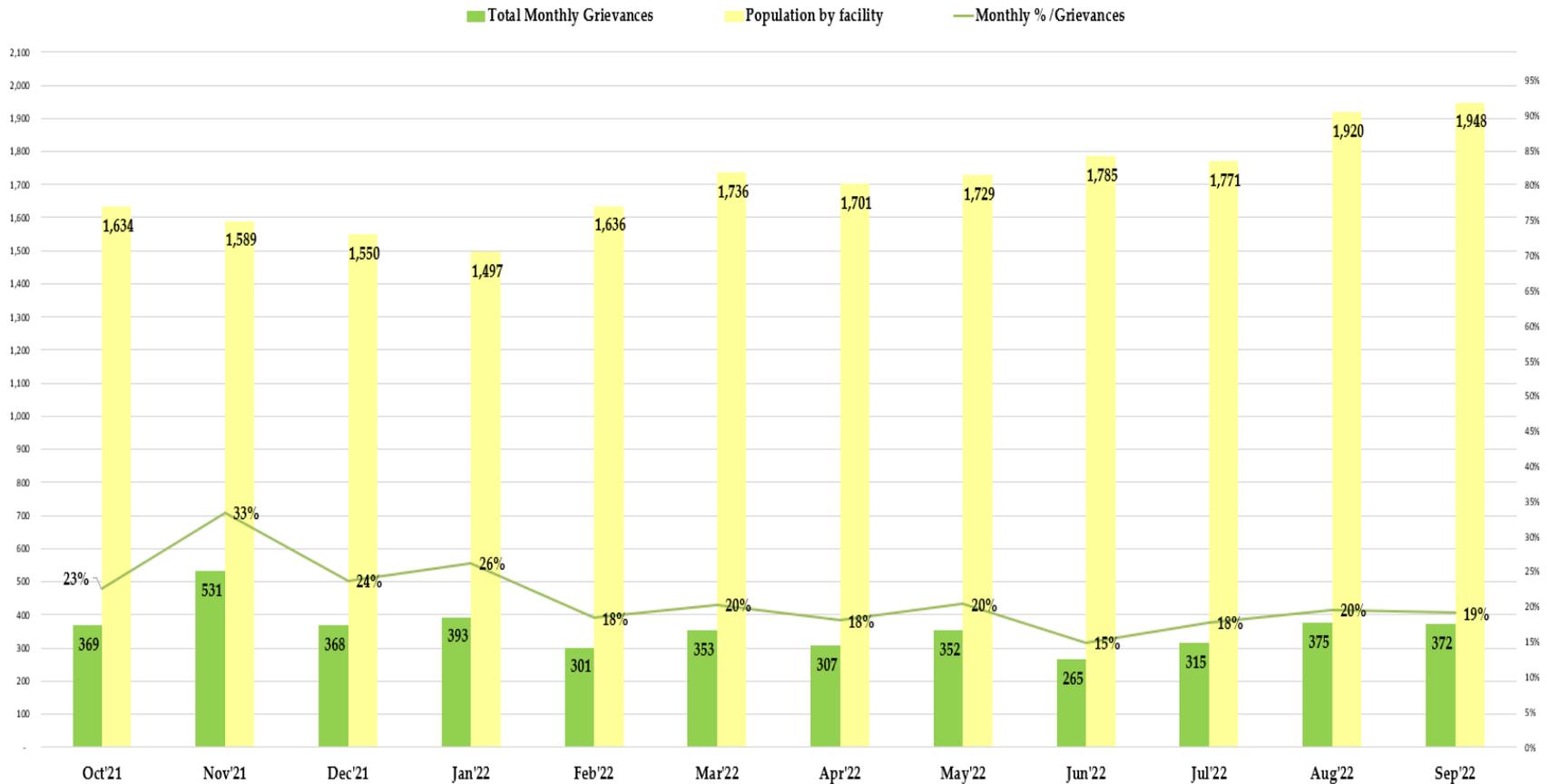
The data above compares the total inmate grievances submitted by month for the last 12 months at the Main Jail Facility.

In September 2022, there were 241 grievances submitted by Main Jail inmates with an average daily population of 756 inmates. This would equate to 0.32 grievances submitted per inmate in the month of September. In actuality, only 128 inmates from Main Jail submitted grievances 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 2022

Elmwood Men Total Grievances vs. Average Daily Population Oct '21 - Sep '22



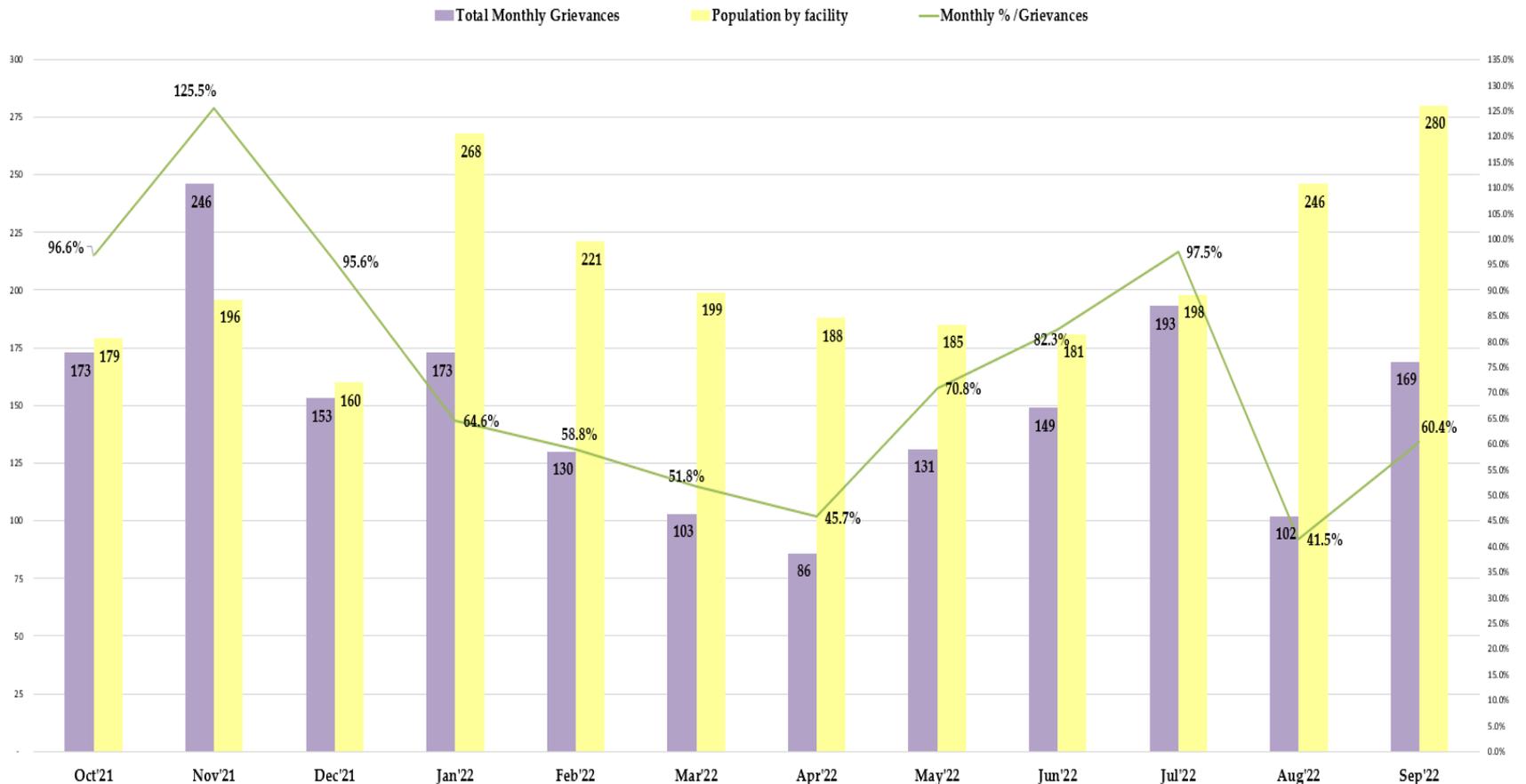
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Men’s Facility.

In September 2022, there were 372 grievances submitted by the Elmwood Men inmates with an average daily population of 1,948 inmates. This would equate to 0.19 grievances submitted per inmate in the month of September. In actuality, only 224 inmates from Elmwood Men’s submitted grievances for 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 2022

Elmwood Women Facility Total Grievances vs. Average Daily Population Oct '21 - Sep '22



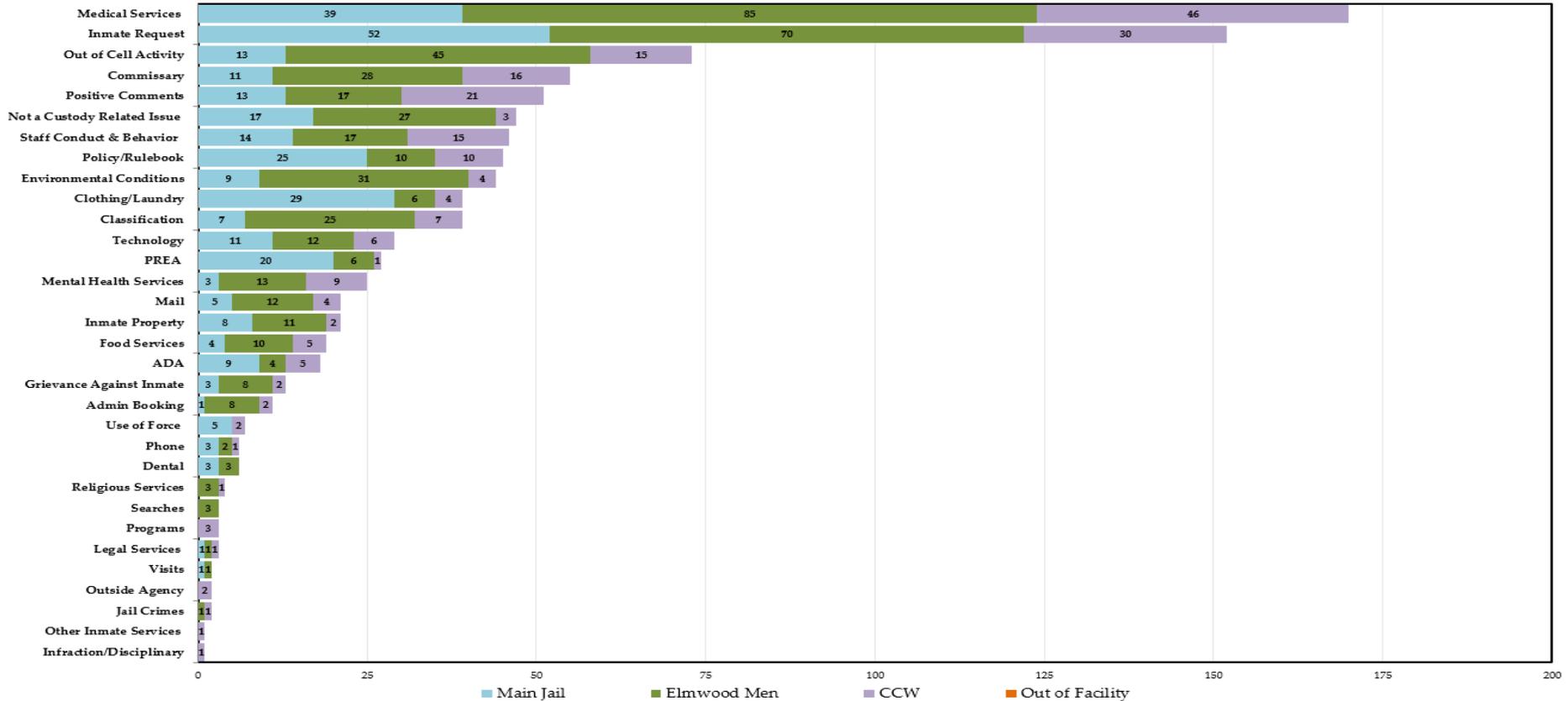
The data above compares the total inmate grievances submitted by month for the last 12 months at the Elmwood Women’s Facility.

In September 2022, there were 169 grievances submitted by the Elmwood Women inmates with an average daily population of 280 inmates. This would equate to 0.60 grievances submitted per inmate in the month of September. In actuality, only 86 inmates from Elmwood Women’s submitted grievances for 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 – August 2022

**Grievance Totals by Category and Facility**  
 Sep 2022 Grievances 782 + 152 Inmate Requests + 51 Positive Comments



The above data shows all the inmate grievances submitted for the month of September 2022 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 50% of all submitted grievances for September 2022. All other categories sum up the remaining balance or 50% of all grievances for the month of September. The “Infraction/Disciplinary” and “Other Inmate Services” categories received the lowest submission with one complaint per category for the month of September.

*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 2022

The chart below ranks the frequency of inmate grievances submitted by category for September 2022. 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 September.

The Sheriff’s Office and our “Commissary” vendor continue to work collaboratively to decrease the amount of grievance submissions from inmates. Although the “Commissary” category was the #3 Most Frequently Grievied Category last month, the submission rate has drastically decreased from the same time period one year ago. During this time last year, inmates were transitioning from submitting commissary orders via scantrons (commonly referred to as “bubble sheets”) to directly ordering through their tablets. Inmates were placing commissary orders throughout the week at their leisure without a cutoff ordering period for weekly deliveries. A large majority of the “Commissary” grievances in September 2021 were submitted for orders not yet placed or scheduled to be delivered. Once this issue was realized, the Sheriff’s Office worked with our vendor to find a way to improve order accuracy. It was determined the best course of action was to turn off commissary ordering two days out of the week. This allowed our vendor time to inventory their supply, conduct quality control and seek support for issues that arise so orders can be balanced and fulfilled. It is worth noting that prior to implementing this plan, inmates were notified via their tablets and since that date, there has been a 77% reduction in grievances for this category.

Digital signature capturing devices provided by our vendor were recently ordered for Santa Clara County. With the ability to process commissary orders, digitally capture inmate signatures, and issue credits in real time by the commissary vendor. The Sheriff’s Office goal is to further reduce the amount of “Commissary” grievances in the near future. Our vendor is planning the devices will be implemented the 1st Quarter of 2023.

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

Sep '22	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
Medical Services	1	2	1	1	0	170	39	85	46	
Inmate Request	2	1	2	2	0	152	52	70	30	
Out of Cell Activity	3	8	3	5	0	73	13	45	15	
Commissary	4	9	5	4	0	55	11	28	16	
Positive Comments	5	8	8	3	0	51	13	17	21	
Not a Custody Related Issue	6	6	6	12	0	47	17	27	3	
Staff Conduct & Behavior	7	7	8	5	0	46	14	17	15	
Policy/Rulebook	8	4	12	6	0	45	25	10	10	
Environmental Conditions	9	10	4	11	0	44	9	31	4	
Classification	10	12	7	8	0	39	7	25	7	
Clothing/Laundry	10	3	14	11	0	39	29	6	4	
Technology	11	9	10	9	0	29	11	12	6	
PREA	12	5	14	14	0	27	20	6	1	
Mental Health Services	13	15	9	7	0	25	3	13	9	
Mail	14	13	10	11	0	21	5	12	4	
Inmate Property	14	11	11	13	0	21	8	11	2	
Food Services	15	14	12	10	0	19	4	10	5	
ADA	16	10	15	10	0	18	9	4	5	
Grievance Against Inmate	17	15	13	13	0	13	3	8	2	
Admin Booking	18	16	13	13	0	11	1	8	2	
Use of Force	19	13	0	13	0	7	3	0	2	
Phone	20	15	17	14	0	6	3	2	1	
Dental	20	15	16	0	0	6	3	3	0	
Religious Services	21	0	16	14	0	4	0	3	1	
Programs	22	0	0	12	0	3	0	0	3	
Legal Services	22	16	18	14	0	3	1	1	1	
Searches	22	0	16	0	0	3	0	3	0	
Outside Agency	23	0	0	13	0	2	0	0	2	
Jail Crimes	23	0	18	14	0	2	0	1	1	
Visits	23	16	18	0	0	2	1	1	0	
Infraction/Disciplinary	24	0	0	14	0	1	0	0	1	
Other Inmate Services	24	0	0	14	0	1	0	0	1	