

Grievance Dashboard April 2024

**SANTA CLARA COUNTY
OFFICE OF THE SHERIFF**



COUNTYSHERIFF.SCCGOV.ORG

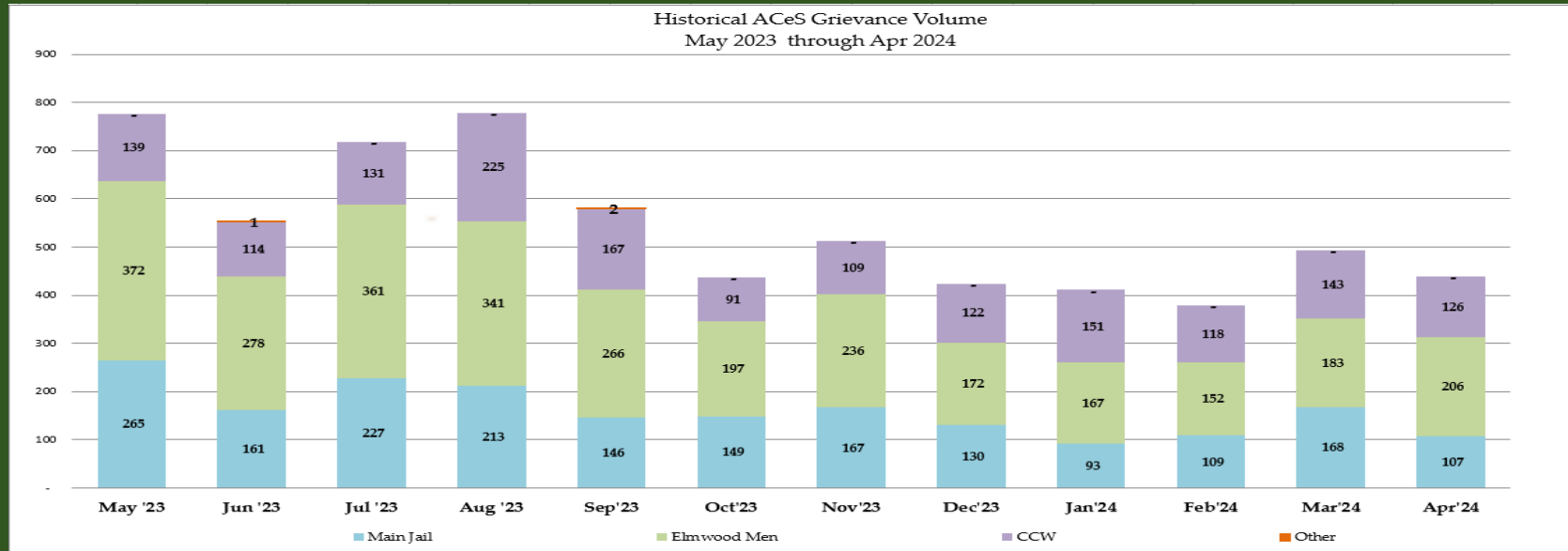
Grievance Dashboard – April 2024

- Executive Summary

The Grievance Unit Monthly Dashboard will include the following data:

- Historical Grievance Volume
May 2023 through April 2024
 - Top Five Most Frequent Grievance Categories
April 2024 vs. April 2024
 - Average Monthly Grievances per Capita – Main Jail
May 2023 through April 2024
 - Average Monthly Grievances per Capita – Elmwood Men
May 2023 through April 2024
 - Average Monthly Grievances per Capita – Elmwood Women
May 2023 through April 2024
 - Grievance Totals by Category and by Facility
April 2024
- Category Frequency Rank
April 2024

Grievance Dashboard – April 2024

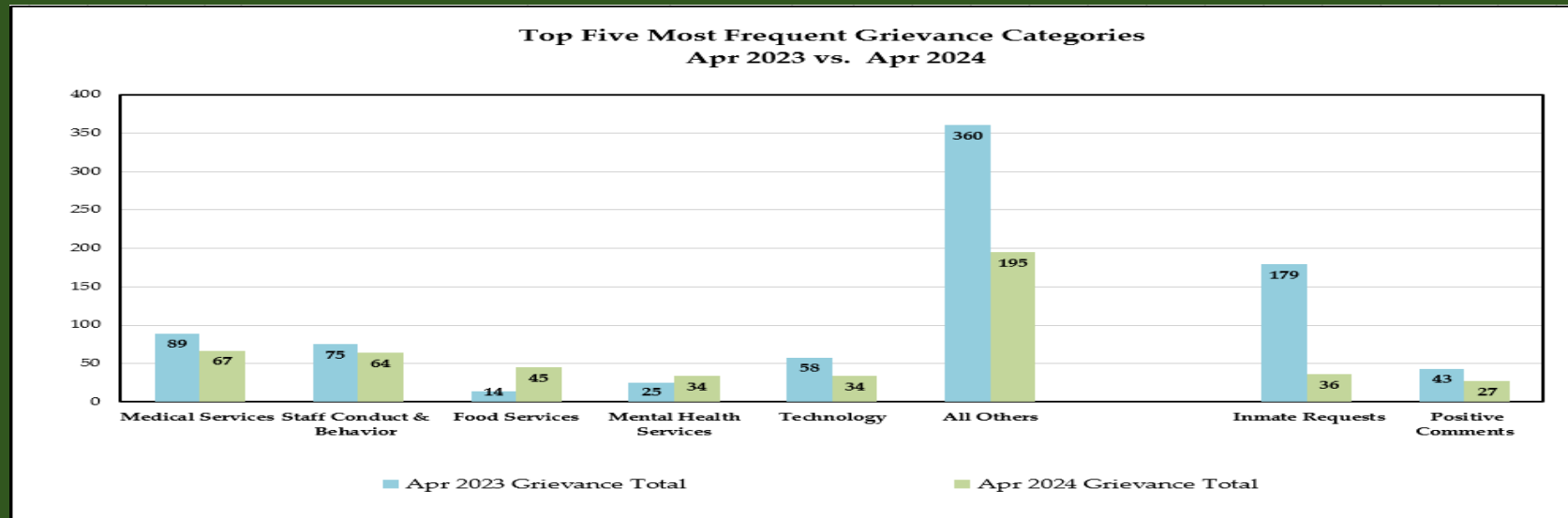


The data above compares the volume of monthly grievances over the last 12 months. For context, the data is segregated by each of our three jail facilities: Main Jail North, Elmwood Men’s Facility, and Elmwood Women’s Facility (CCW). Additionally, it includes data from “Other - Out of Facility” areas, such as the Courts or Alternative Supervision programs.

In April, the Sheriff’s Office received an **11% decrease** in grievance submissions compared to the previous month, amounting to 55 fewer grievances. Specifically, the Elmwood Men’s Facility saw a 12% increase in their submission rate, the Elmwood Women’s Facility experiences an 11.8% decrease, and the Main Jail Facility had a substantial 36% decrease.

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 – April 2024



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

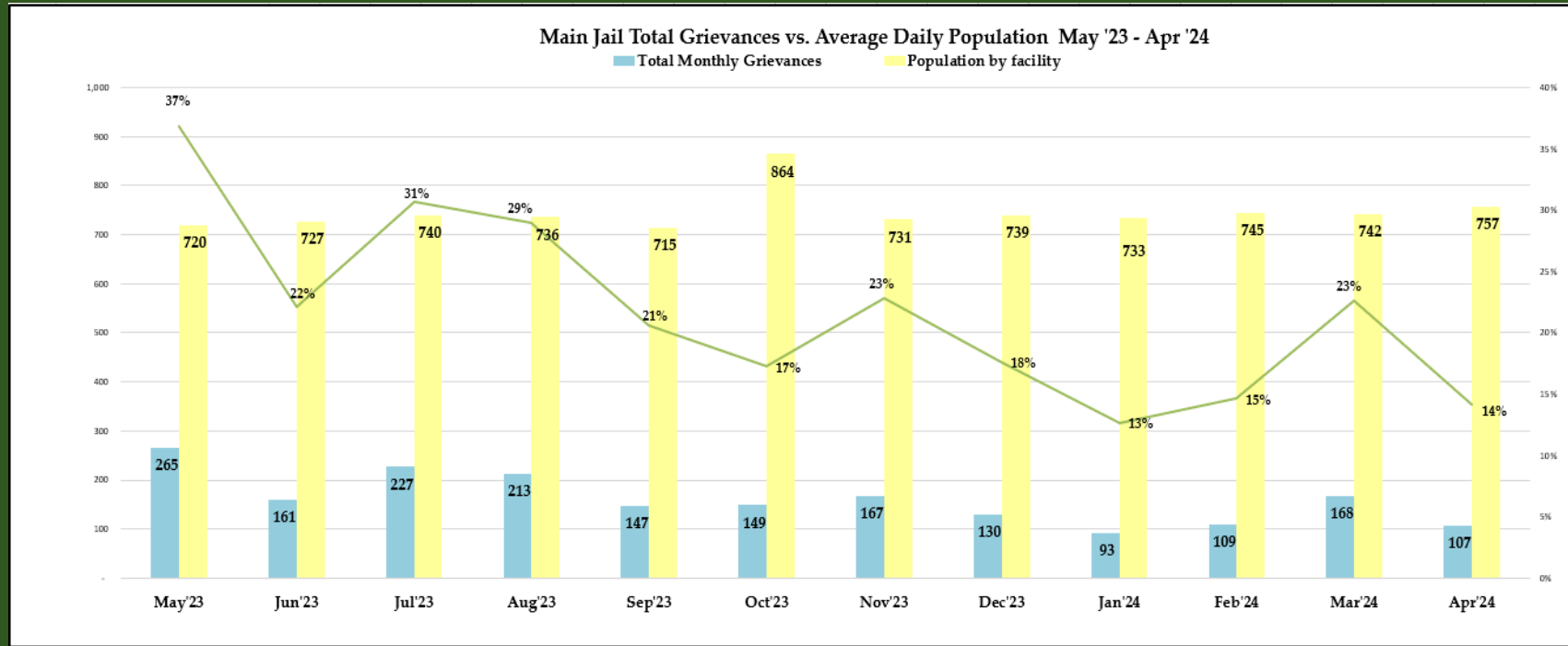
In April, the most frequently grieved category was “Medical Services.” This category experienced a **24.7% decrease** compared to the previous year and a **21% decrease** compared to the previous month (March 2024). Supervisor Ellenberg requested that the Sheriff’s Office and Custody Health Services jointly report on “Medical Services” grievances quarterly to the Public Safety and Justice Committee. The next quarterly report is scheduled for June 27th, 2024.

The Top Five Most Frequent Grievance Categories remained relatively unchanged compared to the previous year. The “Staff Conduct” category remained the 2nd Most Frequently Grieved Category for the month of April. However, staff conduct experienced a 27 % decrease compared to the previous month (March 2024)

The Grievance Unit conducted an analysis of the submissions and found that a group of incarcerated individuals at the Main Jail Facility had collectively filed a grievance against a deputy. Many of the grievances in this category alleged that the deputy had targeted specific incarcerated persons’ cells for searches. However, after a thorough review of Body Worn Cameras (BWC), overhead camera footage, and interviews, it was determined that these allegations were baseless and unfounded. Regardless of the outcome, staff members were reminded to always maintain professionalism during all interactions with our incarcerated population.

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

Grievance Dashboard – April 2024

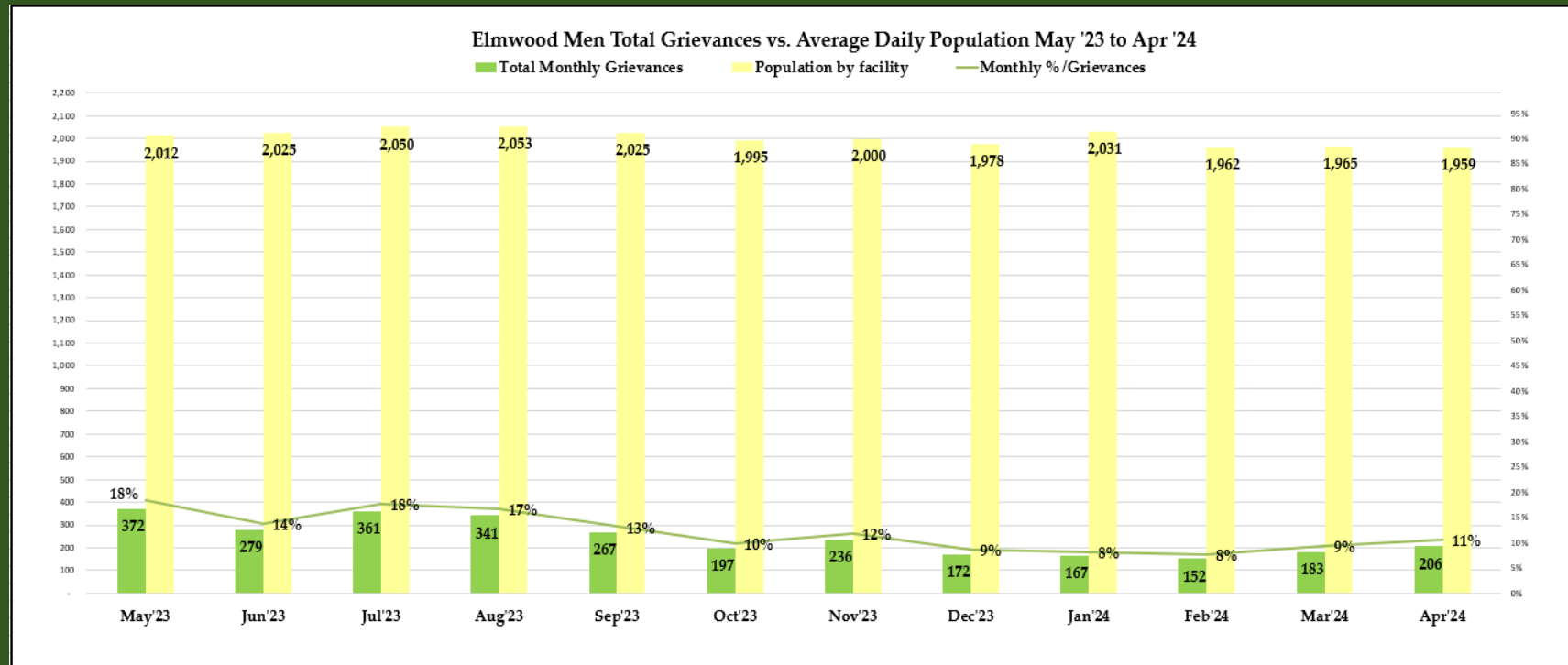


The data above compares the total grievances submitted each month over the last 12 months at the Main Jail Facility.

In April 2024, 107 grievances were submitted by individuals at the Main Jail, which had an average daily population of 757 incarcerated persons. This equates to 0.14 grievances per individual in April. However, only 81 incarcerated persons from the Main Jail actually submitted grievances in April.

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

Grievance Dashboard – April 2024

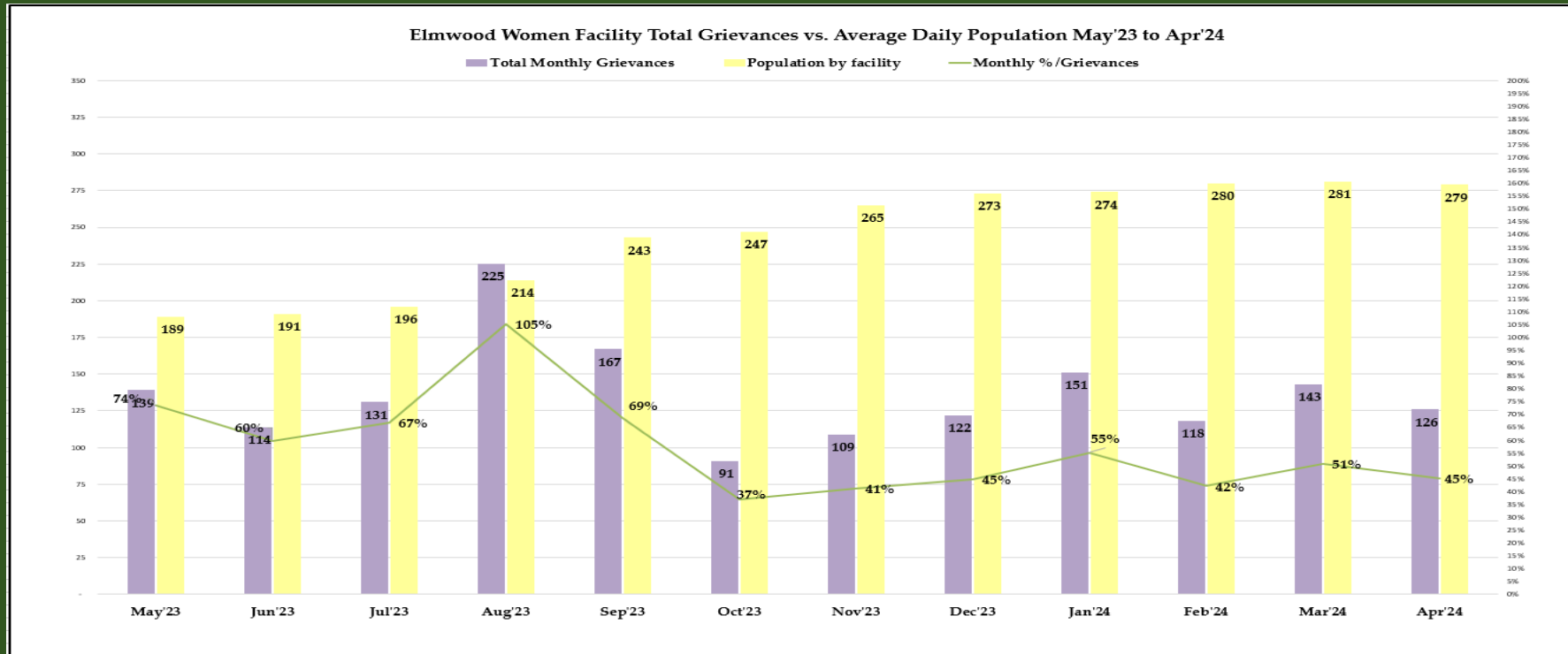


The data presented above compares the total number of grievances submitted each month over the last 12 months at the Elmwood Men’s Facility.

In April 2024, 206 grievances were submitted by individuals at the Elmwood Men’s Facility, which had an average daily population of 1,959 incarcerated persons. This equates to an average of 0.11 grievances per individual in April. However, only 157 incarcerated persons at Elmwood Men’s actually submitted grievances in April.

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

Grievance Dashboard – April 2024

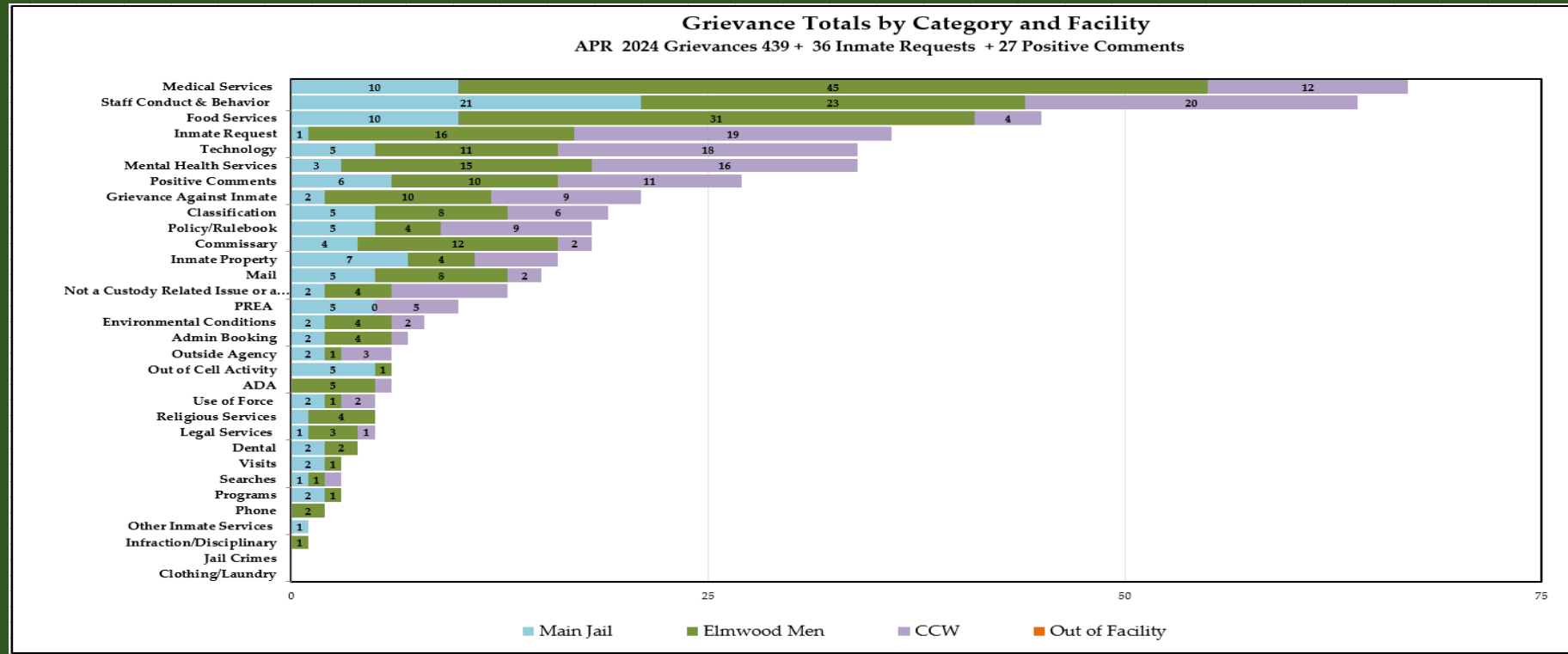


The data presented above compares the total number of grievances submitted each month over the last 12 months at the Elmwood Women’s Facility.

In April 2024, 126 grievances were submitted by individuals at the Elmwood Women’s Facility, which had an average daily population of 279 incarcerated persons. This equates to an average of 0.45 grievances per individual in April. However, only 63 incarcerated persons at Elmwood Women’s actually submitted grievances in April.

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

Grievance Dashboard – April 2024



The data above summarizes all grievances submitted in April, categorized by type. The chart also breaks down 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.

The Top 5 Most Frequent Grievance Categories accounted for 56% of all grievances submitted in April. The remaining 44% were attributed to various other categories. Notably, there were no grievances reported in the "Jail Crimes" category during April.

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

Grievance Dashboard – April 2024

The chart below provides an overview of the grievances submitted by category for April 2024. This data helps the Office of the Sheriff identify specific issues raised by the incarcerated population. Notably, there were several instances in the frequency ranking system where multiple categories reported the same number of grievances. In April, the “Food Services” category ranked as the third most grieved category, with a total of 45 submissions.

The Grievance Unit analyzed the submissions and found that a group of incarcerated individuals from the same dorm collectively filed a grievance regarding possible maggot infestation in their food.

The Sheriff’s Office addressed these concerns promptly. The Food Services department was notified and took immediate action. After a thorough investigation was completed with line staff, the management team, and the food vendor, it was determined that the meals didn't have any parasites or contamination. An additional investigation of the meal served system-wide confirmed no contamination. It was concluded that what was mistaken for maggots were actually sprouted lentils, a common occurrence when lentils sprout white tails called radicles. Cooked lentils and beans in meals have often been reported and suspected to be maggots/worms, but they are simply sprouted lentils. To prevent future confusion, this item was removed from the meal cycle.

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

Apr'24	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	5	0	67	10	45	12	0
Staff Conduct & Behavior	2	1	3	1	0	64	21	23	20	0
Food Services	3	2	2	11	0	45	10	31	4	0
Inmate Request	4	9	4	2	0	36	1	16	19	0
Technology	5	5	7	3	0	34	5	11	18	0
Mental Health Services	5	7	5	4	0	34	3	15	16	0
Positive Comments	6	4	8	6	0	27	6	10	11	0
Grievance Against Inmate	7	8	8	7	0	21	2	10	9	0
Classification	8	5	9	9	0	19	5	8	6	0
Policy/Rulebook	9	5	11	7	0	18	5	4	9	0
Commissary	9	6	6	13	0	18	4	12	2	0
Inmate Property	10	3	11	10	0	16	7	4	5	0
Mail	11	5	9	13	0	15	5	8	2	0
Not a Custody Related Issue	12	8	11	8	0	13	2	4	7	0
PREA	13	5	0	10	0	10	5	0	5	0
Environmental Conditions	14	8	11	13	0	8	2	4	2	0
Admin Booking	15	8	11	14	0	7	2	4	1	0
Outside Agency	16	8	14	12	0	6	2	1	3	0
ADA	16	0	10	14	0	6	0	5	1	0
Out of Cell Activity	16	5	14	0	0	6	5	1	0	0
Use of Force	17	8	14	13	0	5	2	1	2	0
Legal Services	17	9	12	14	0	5	1	3	1	0
Religious Services	17	9	11	0	0	5	1	4	0	0
Dental	18	8	13	0	0	4	2	2	0	0
Searches	19	9	14	14	0	3	1	1	1	0
Programs	19	8	14	0	0	3	2	1	0	0
Visits	19	8	14	0	0	3	2	1	0	0
Phone	20	0	13	0	0	2	0	2	0	0
Infraction/Disciplinary	21	0	14	0	0	1	0	1	0	0
Other Inmate Services	0	9	0	0	0	1	1	0	0	0
Clothing/Laundry	0	0	0	0	0	0	0	0	0	0
Jail Crimes	0	0	0	0	0	0	0	0	0	0
						502	114	232	156	0