

Grievance Dashboard May 2024

**SANTA CLARA COUNTY
OFFICE OF THE SHERIFF**



COUNTYSHERIFF.SCCGOV.ORG

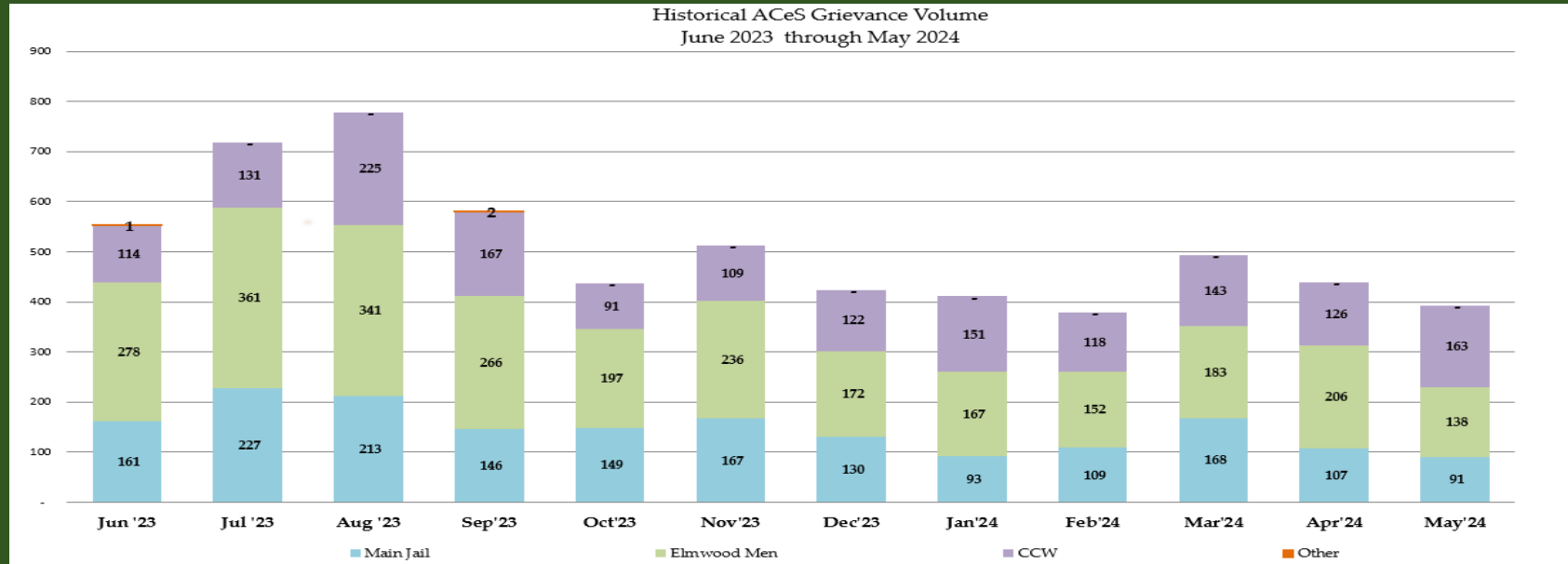
Grievance Dashboard – May 2024

- Executive Summary

The Grievance Unit Monthly Dashboard will include the following data:

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

Grievance Dashboard – May 2024

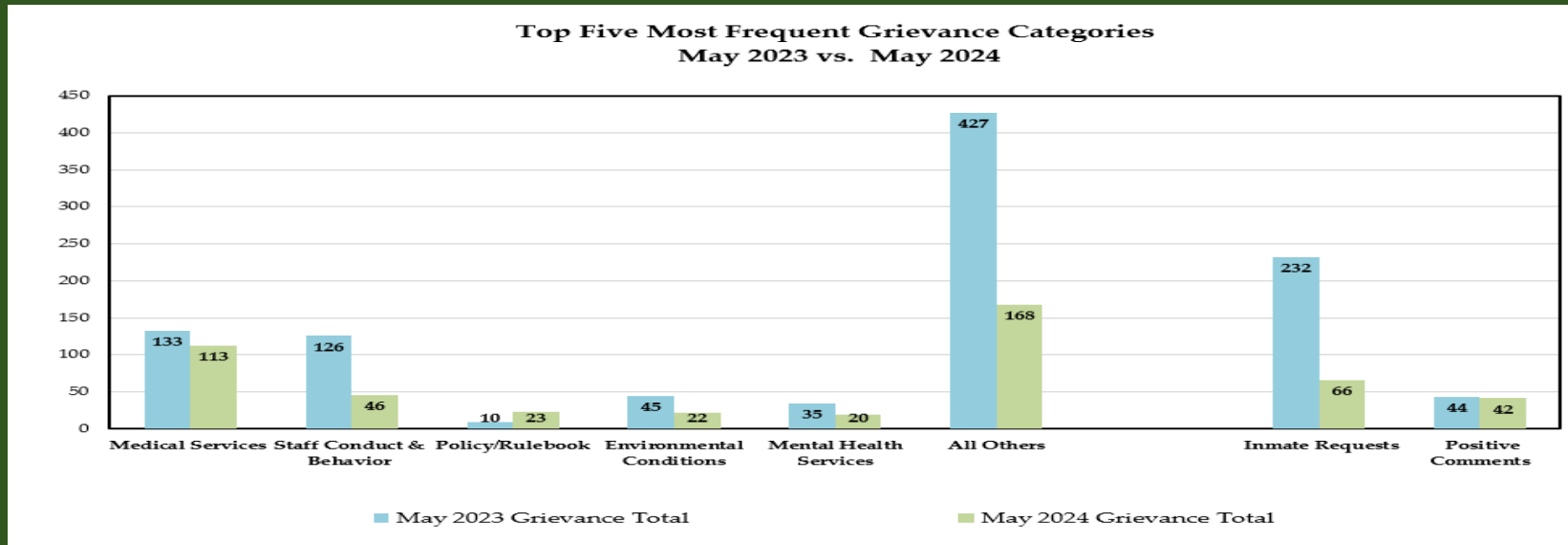


The data above compares the volume of monthly grievances over the last 12 months. For context, the data is segregated by each of our three jail facilities: Main Jail North, Elmwood Men’s Facility, and Elmwood Women’s Facility (CCW). Additionally, it includes data from “Other - Out of Facility” areas,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

In May, the Sheriff’s Office saw a **10% decrease** in grievances, totaling 47 fewer submissions. Elmwood Women’s Facility had a 29% increase, the Elmwood Men’s Facility saw a 33% decrease, and the Main Jail Facility experienced a 15% 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 – May 2024



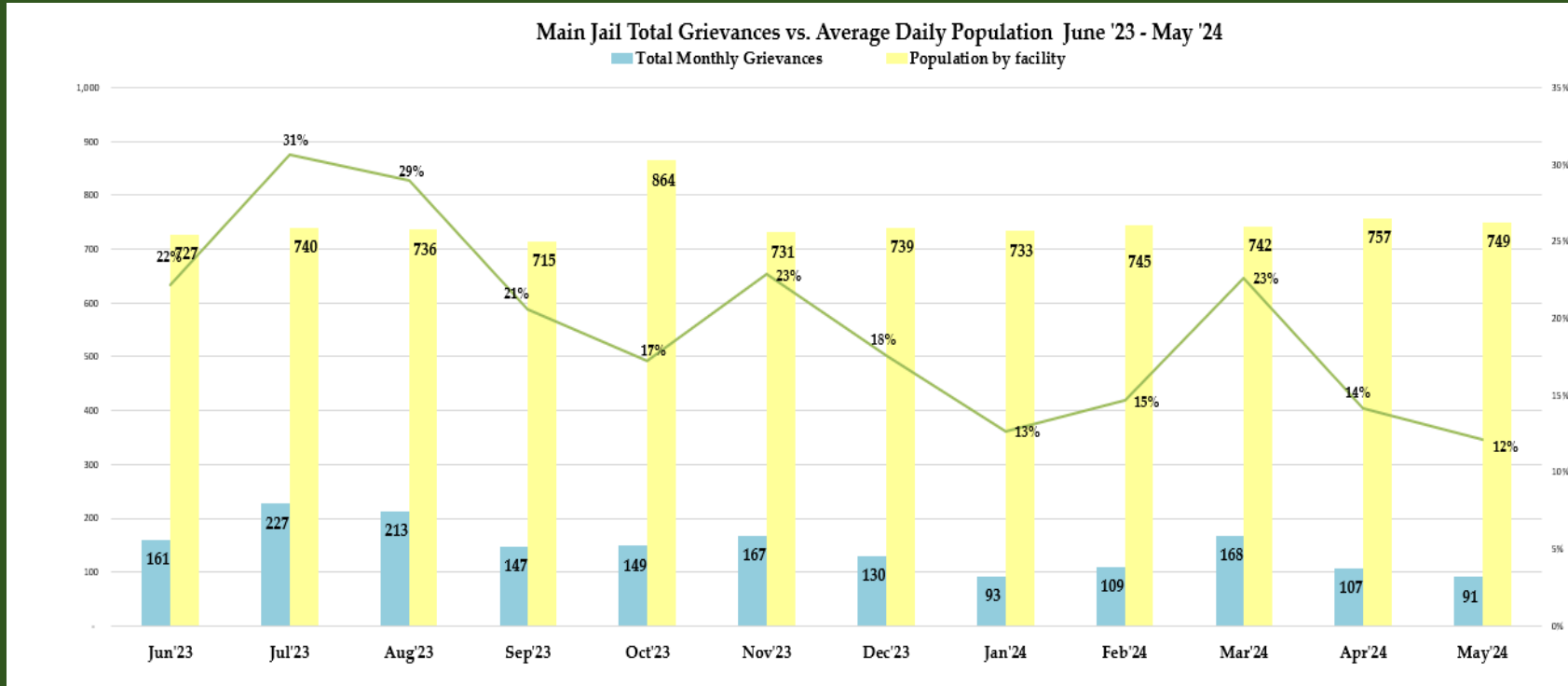
The data above compares the Top Five Most Frequent Grievance Categories for May with the same month a year ago.

In May, “Medical Services” was the most grieved category, with a **15% decrease** compared to last year and a **40% increase** from April 2024. Supervisor Ellenberg requested joint quarterly reports from the Sheriff’s Office and Custody Health Services, with the next quarterly report scheduled for August 22, 2024.

An analysis by the Grievance Unit revealed that a group at Elmwood Women’s Facility collectively filed a grievance for the use of medical marijuana to treat their mental health and medical conditions, citing California law. The Custody Health Management team responded to these concerns, advising individuals to contact Custody Health Services for specific medical issues.

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

Grievance Dashboard – May 2024

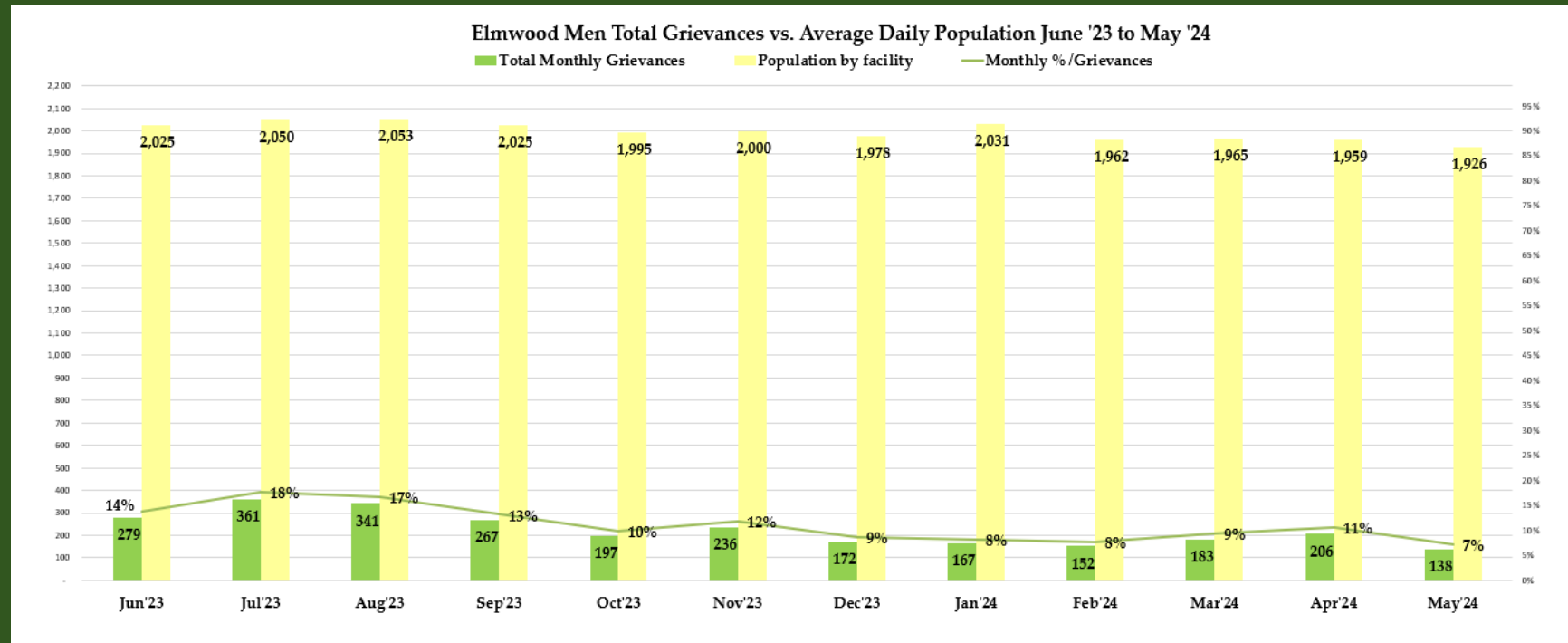


The data above compares total grievances submitted monthly over the past 12 months at the Main Jail Facility.

In May 2024, 91 grievances were submitted by individuals at the Main Jail, which had an average daily population of 749. This equates to 0.12 grievances per individual. However, only 60 individuals actually submitted grievances in May.

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

Grievance Dashboard – May 2024

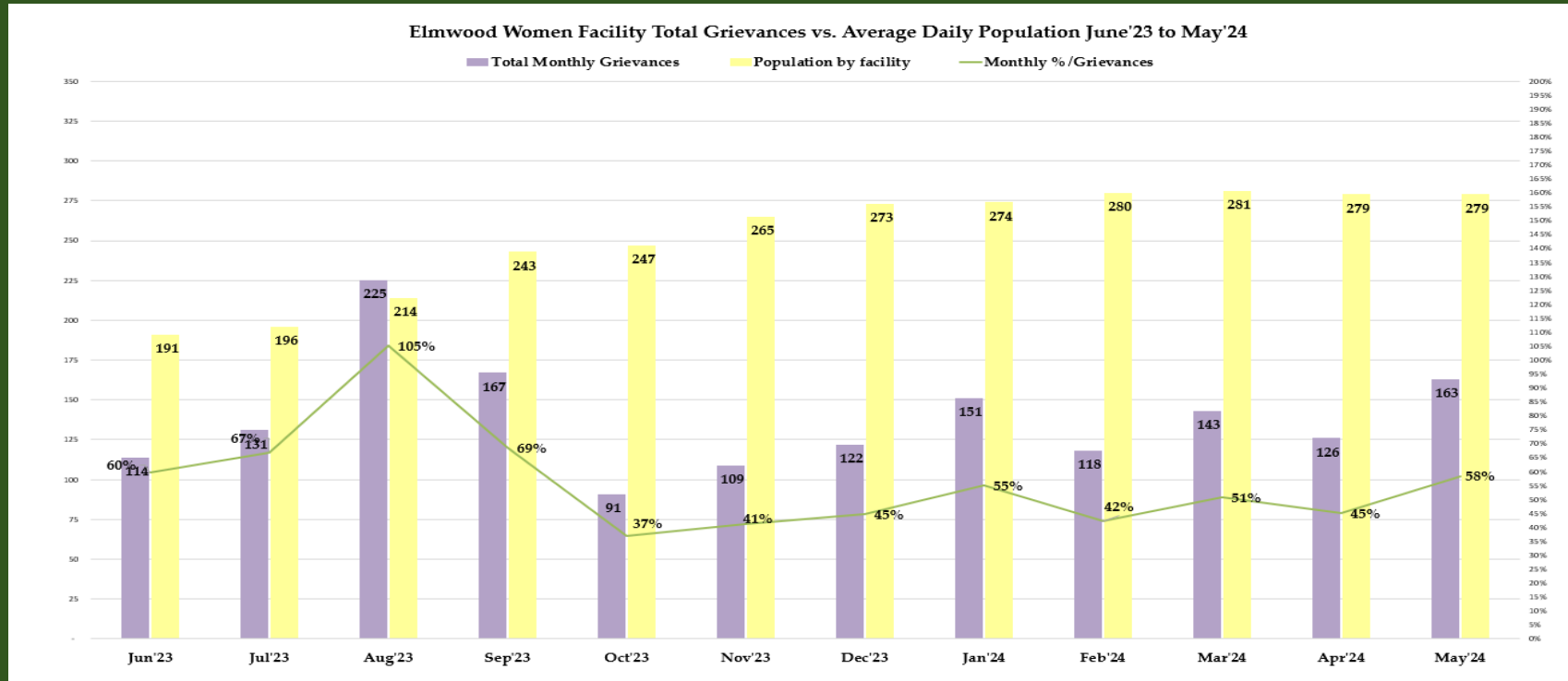


The data above compares the total number of grievances submitted monthly over the past 12 months at the Elmwood Men’s Facility.

In May 2024, 138 grievances were submitted by individuals at the Elmwood Men’s Facility, with an average daily population of 1,926. This equates to 0.7 grievances per individual. However, only 256 individuals actually submitted grievances in May.

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

Grievance Dashboard – May 2024

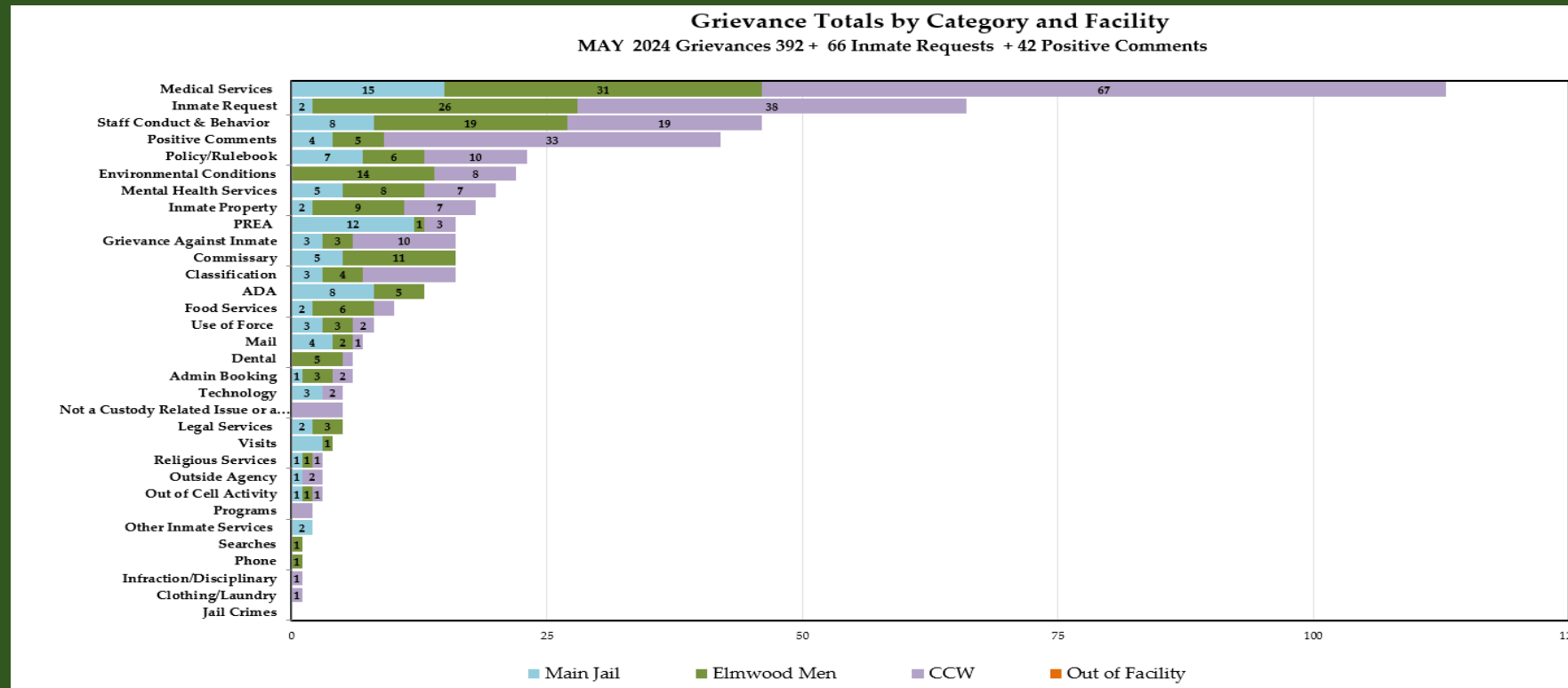


The data above compares the total number of grievances submitted monthly over the past 12 months at the Elmwood Women’s Facility.

In May 2024, 163 grievances were submitted by individuals at the Elmwood Women’s Facility, with an average daily population of 279. This equates to 0.58 grievances per individual. However, only 87 individuals actually submitted grievances in May.

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

Grievance Dashboard – May 2024



The data above summarizes all grievances submitted in April by type and location, including Main Jail North, Elmwood Men’s, Elmwood Women’s (CCW), and out-of-facility locations such as Courts.

In May, the Top 5 Most Frequent Grievance Categories accounted for 57% of all submissions, with the remaining 43% in various other categories. Notably, no grievances were reported in the "Jail Crimes" category during May.

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

Grievance Dashboard – May 2024

The chart below provides an overview of grievances submitted by category for May 2024, helping the Sheriff's Office identify issues raised by the incarcerated population. Some categories had the same number of grievances.

In May, the “Staff Conduct and Behavior” category was the second most grieved, with 46 submissions. This category saw a 63% decrease from the previous year and a 34% decrease from April 2024. Initial complaints are investigated through Body Worn Cameras (BWC), overhead camera footage, and interviews to determine the validity of allegations. Staff were reminded to maintain professionalism in all interactions with the incarcerated population.

“Staff Conduct” grievances are also reviewed by investigative units (Internal Affairs or Jail Crimes Unit) for an additional layer of oversight, ensuring a proper check and balance system for all complainants.

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

| May'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 | 1 | 1 | 1 | 0 | 113 | 15 | 31 | 67 | 0 |
| Inmate Request | 2 | 8 | 2 | 2 | 0 | 66 | 2 | 26 | 38 | 0 |
| Staff Conduct & Behavior | 3 | 3 | 3 | 4 | 0 | 46 | 8 | 19 | 19 | 0 |
| Positive Comments | 4 | 6 | 9 | 3 | 0 | 42 | 4 | 5 | 33 | 0 |
| Policy/Rulebook | 5 | 4 | 8 | 5 | 0 | 23 | 7 | 6 | 10 | 0 |
| Environmental Conditions | 6 | 0 | 4 | 7 | 0 | 22 | 0 | 14 | 8 | 0 |
| Mental Health Services | 7 | 5 | 7 | 8 | 0 | 20 | 5 | 8 | 7 | 0 |
| Inmate Property | 8 | 8 | 6 | 8 | 0 | 18 | 2 | 9 | 7 | 0 |
| Grievance Against Inmate | 9 | 7 | 11 | 5 | 0 | 16 | 3 | 3 | 10 | 0 |
| Classification | 9 | 7 | 10 | 6 | 0 | 16 | 3 | 4 | 9 | 0 |
| PREA | 9 | 2 | 13 | 10 | 0 | 16 | 12 | 1 | 3 | 0 |
| Commissary | 9 | 5 | 5 | 0 | 0 | 16 | 5 | 11 | 0 | 0 |
| ADA | 10 | 3 | 9 | 0 | 0 | 13 | 8 | 5 | 0 | 0 |
| Food Services | 11 | 8 | 8 | 11 | 0 | 10 | 2 | 6 | 2 | 0 |
| Use of Force | 12 | 7 | 11 | 11 | 0 | 8 | 3 | 3 | 2 | 0 |
| Mail | 13 | 6 | 12 | 12 | 0 | 7 | 4 | 2 | 1 | 0 |
| Admin Booking | 14 | 9 | 11 | 11 | 0 | 6 | 1 | 3 | 2 | 0 |
| Dental | 14 | 0 | 9 | 12 | 0 | 6 | 0 | 5 | 1 | 0 |
| Not a Custody Related Issue | 15 | 0 | 0 | 9 | 0 | 5 | 0 | 0 | 5 | 0 |
| Technology | 15 | 7 | 0 | 11 | 0 | 5 | 3 | 0 | 2 | 0 |
| Legal Services | 15 | 8 | 11 | 0 | 0 | 5 | 2 | 3 | 0 | 0 |
| Visits | 16 | 7 | 13 | 0 | 0 | 4 | 3 | 1 | 0 | 0 |
| Outside Agency | 17 | 9 | 0 | 11 | 0 | 3 | 1 | 0 | 2 | 0 |
| Out of Cell Activity | 17 | 9 | 13 | 12 | 0 | 3 | 1 | 1 | 1 | 0 |
| Religious Services | 17 | 9 | 13 | 12 | 0 | 3 | 1 | 1 | 1 | 0 |
| Programs | 18 | 0 | 0 | 11 | 0 | 2 | 0 | 0 | 2 | 0 |
| Other Inmate Services | 18 | 8 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 |
| Clothing/Laundry | 19 | 0 | 0 | 12 | 0 | 1 | 0 | 0 | 1 | 0 |
| Infraction/Disciplinary | 19 | 0 | 0 | 12 | 0 | 1 | 0 | 0 | 1 | 0 |
| Phone | 19 | 0 | 13 | 0 | 0 | 1 | 0 | 1 | 0 | 0 |
| Searches | 19 | 0 | 13 | 0 | 0 | 1 | 0 | 1 | 0 | 0 |
| Jail Crimes | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | | | 500 | 97 | 169 | 234 | 0 |