

County of Santa Clara

Office of the Sheriff

55 West Younger Avenue
San Jose, California 95110-1721
(408) 808-4611



MEMORANDUM

Laurie Smith
Sheriff

TO: Laurie Smith, Sheriff

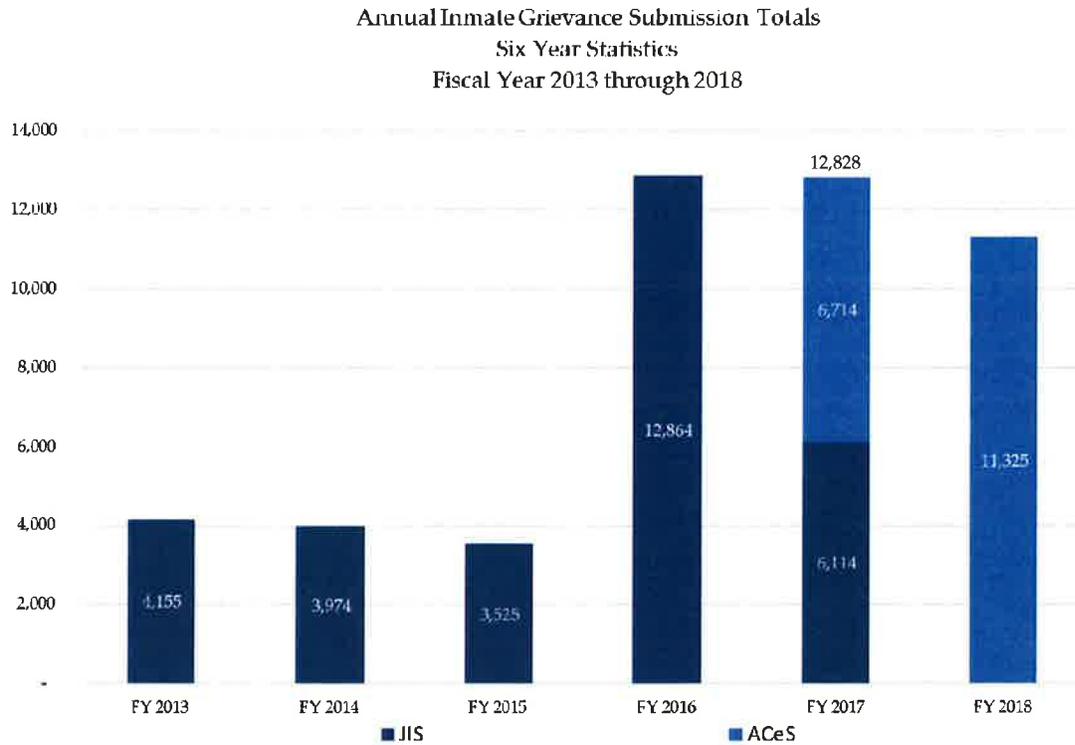
FROM: Captain David Sepulveda
Lieutenant Joseph Nguyen

DATE: July 31, 2018

SUBJECT: Grievance and Appeals Unit Bi-Annual Statistics and Audit Report
January 1, 2018 through June 30, 2018

On June 05, 2017 ACeS Inmate Grievance and Appeal Tracking Database was initiated with the intent of identifying and studying trends based on strong, empirical evidence within the Grievance Unit. There is still insufficient data to provide long term trends, but after gathering one full fiscal year's worth of data we can now begin to look back at what we have found in order to make predictions and prevent potential issues going forward inside our correctional facilities. The data presented on the following pages analyze the differences between the first half of the fiscal year and the second. Continuing with the ACeS System can only improve the quality of inmate grievance reporting and remedying any issues as part of the Jail Reform plan.

Figure 1

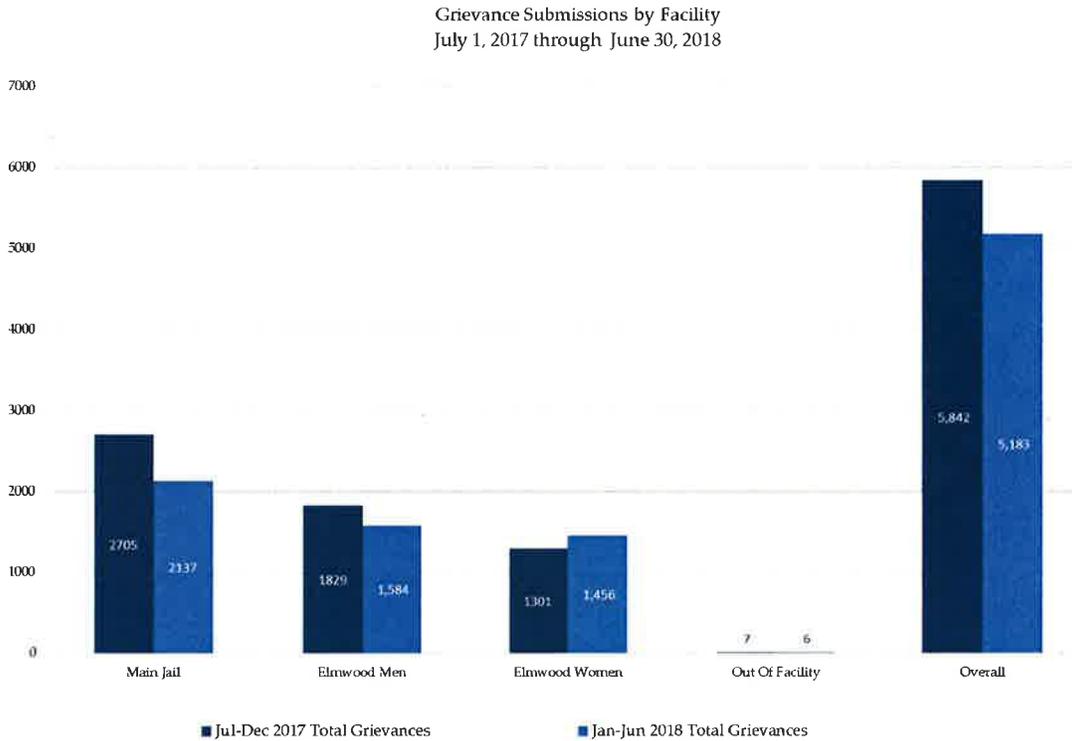


Historical Grievance Volume Compared to Current

The above chart shows the total submissions of grievances for the last 6 fiscal years. Inputting data in the previous antiquated Jail Information System (JIS) System no longer exists. Since the implementation of the ACeS system in June 2017, we now have a full fiscal year of data based solely on the improved system. The total number of Inmate Grievances for Fiscal Year 2018 is trending down which can be attributed to the continued confidence that the inmate population has in the new system of submitting grievances. Inmates are more satisfied with the grievance responses and thus, not prone to writing more grievances.

Figure 2

Figure 2



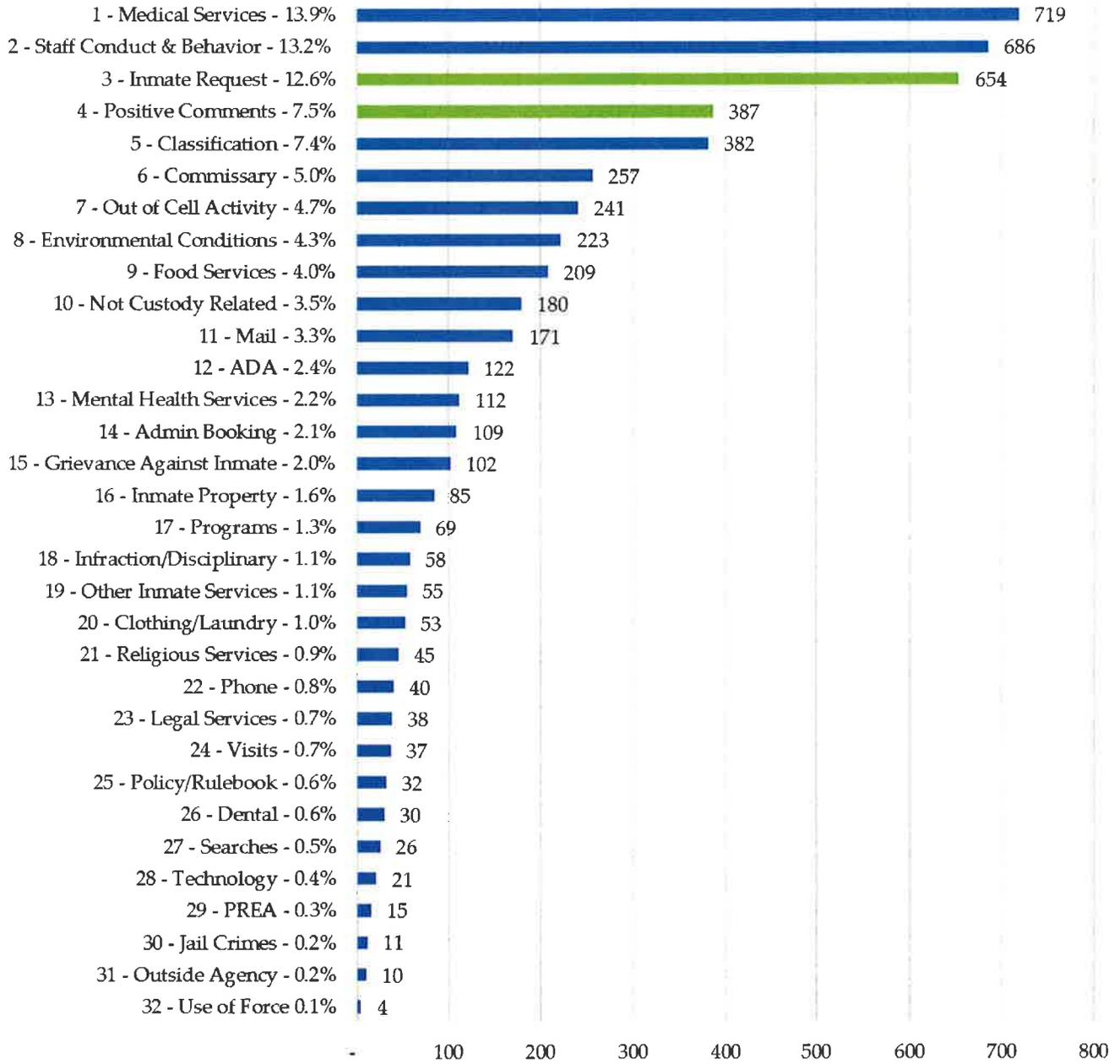
Inmate Grievance Volume By Facility

With only one data source via the ACeS System, the total submitted grievances for the second half of Fiscal Year 2018 is 5183. This chart illustrates the comparison of the beginning of the fiscal year compared to the downtrend of Fiscal Year 2018.

Respectively, the Main Jail complex collected 41% of total grievances compared to Elmwood at 31% and Elmwood Women with 28% of the total submissions of grievances. An increase of grievances were submitted at Elmwood's Correctional Center for Women (CCW) for the second half of Fiscal Year 2018. This could be attributed to an elevation of the CCW population by 11% since January 2018.

Figure 3

Grievance Totals By Category
 January 1, 2018 through June 30, 2018
 5, 183 Grievances Total



Inmate Grievance Volume By Category

Please refer to Figure 3 on the previous page.

Of the Top 5 Grievance overall categories list, there are two categories that are not considered complaints or grievance related. There were 654 submitted grievances that were categorized as “Inmate Request” during the last 6 months. In this category, inmates request information or services and route it through the Grievance system. Contrarily, upon review, if a grievance is miscategorized then the Grievance Unit will change it from an inmate request to the proper category. Inmate Requests accounted for 12.6% of the total submitted grievances. The “Positive Comment” category where an inmate provides positive feedback about the facility, staff, programs and etc. remains on the Top 5 Grievance overall categories list. Although the “Positive Comments” do provide encouraging information, they truly are not complaints. This category accounted for 7.5% of the total submitted grievances.

By excluding these two non-grievance categories, the remaining Top 5 Grievance Categories total 2285 grievances or 44% of the submitted grievances of the second half of Fiscal Year 2018. These categories are:

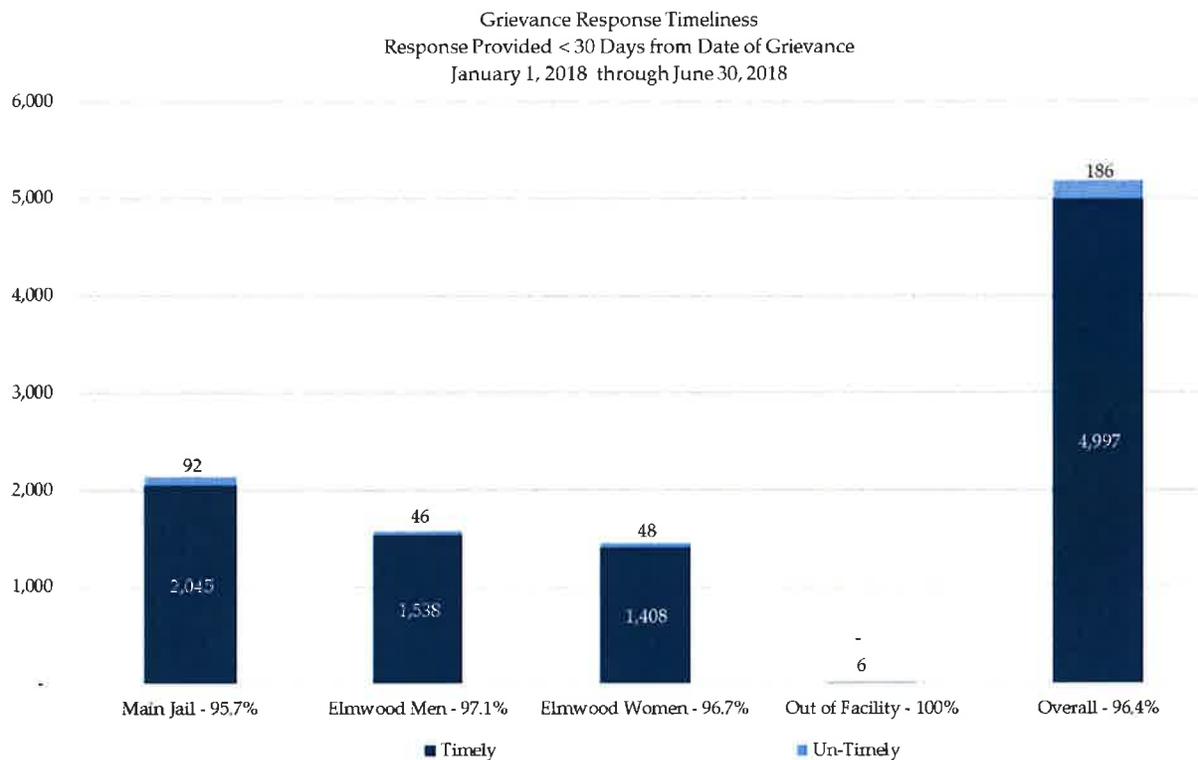
January 1, 2018 through June 30, 2018 Top Five Grievance Categories

| Rank | Category | Category Total |
|------|--------------------------|----------------|
| 1 | Medical Services | 719 |
| 2 | Staff Conduct & Behavior | 686 |
| 3 | Classification | 382 |
| 4 | Commissary | 257 |
| 5 | Out of Cell Activity | 241 |

Medical Services continue to lead the top category of grievances with 719 submissions. This accounted for 13.9% of the total grievances of the second half of Fiscal Year 2018. Inversely, the “Use of Force” category remains the single lowest number of grievances submitted with 4 submissions at 0.1% of the total amount.

Also noteworthy, the amount of “Out of Cell” complaints decreased from 775 to 241 submitted, removing it from #2 to #5 on the Top 5 Grievance Categories list. In an ongoing effort to increase out-of-cell activity for all inmates, there was a 69% decrease in grievances submitted in this category.

Figure 4

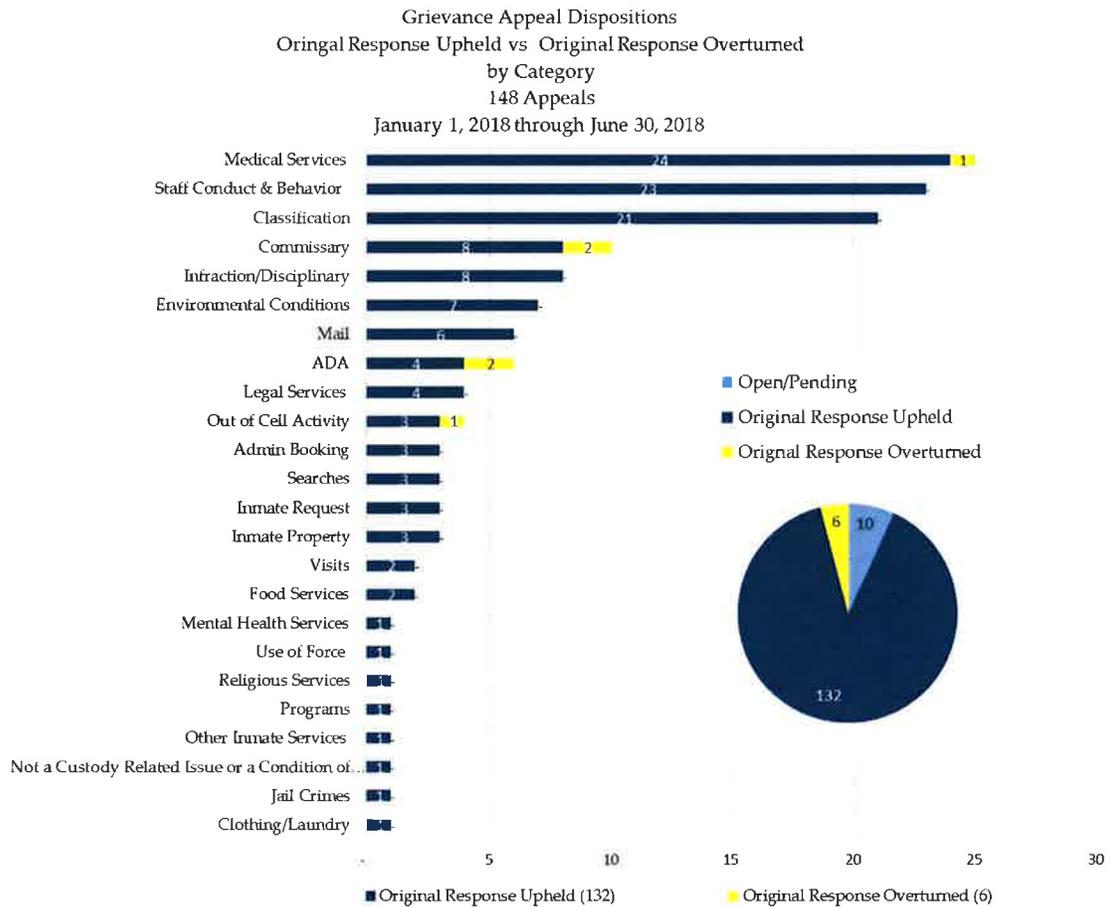


Grievance Response Timeliness

Timeliness is measured by the served disposition to the inmate within 30 days of the inception of the grievance being submitted. As illustrated above, 96.4% of all grievances submitted were responded to and served back to the complainant within those parameters. When grievance responses are in danger of being delinquent, the ACeS system alerts supervisors and managers to be in compliance.

Compared to the first half of the fiscal year, there were less grievances submitted as we increased the timeliness by 0.6%. Proportionally, we are improving on punctuality and striving to meet our 100% objective.

Figure 6



Grievance Appeals

For this report, an “Open/Pending” category was added to capture the total amount of appeals in the ACeS system for the 6 month period.

A grievance appeal allows the inmate to contest the disposition provided on the initial grievance response. There were less appeals submitted for the last 6 months, 148 compared to the first half of the fiscal year at 324. The rate of appeal for the second half of Fiscal Year 2018 is 2.9% versus the previous rate of 5.5%; the amount of submitted appeals were reduced by nearly half. The overall satisfaction of each response is a contributing factor in the lower rate of appeals submitted.

Conclusion

Positive strides and efforts have been implemented and thus improving a formal Grievance system that provides due process for all inmates. With an entire year's worth of data from a single source, we have captured statistical data that compares information from the first half of the year to the second. The overall number of grievances that were submitted has decreased while the timeliness of each response increased. Less grievances are appealed as staff continues to provide meaningful and appropriate responses.

Jail Reform is a continued objective as these numbers show areas of improvement. With a positive step towards the system's credibility, we are committed to providing improve services to the inmate population.

C: Rick Sung, Undersheriff
Eric Taylor, Assistant Sheriff
Kenneth Binder, Assistant Sheriff
Mike Doty, Assistant Sheriff
Timothy Davis, Captain, Support Services Division
Christopher Grumbos, Captain, Elmwood Division
Blanca Hoyt, Captain, Main Jail Division
David Sepulveda, Captain, New Jail Transition/Jail Reforms Division
All Support Unit Managers
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