



# Sheriff's Office Custody Bureau

## Inmate Grievances Dashboard

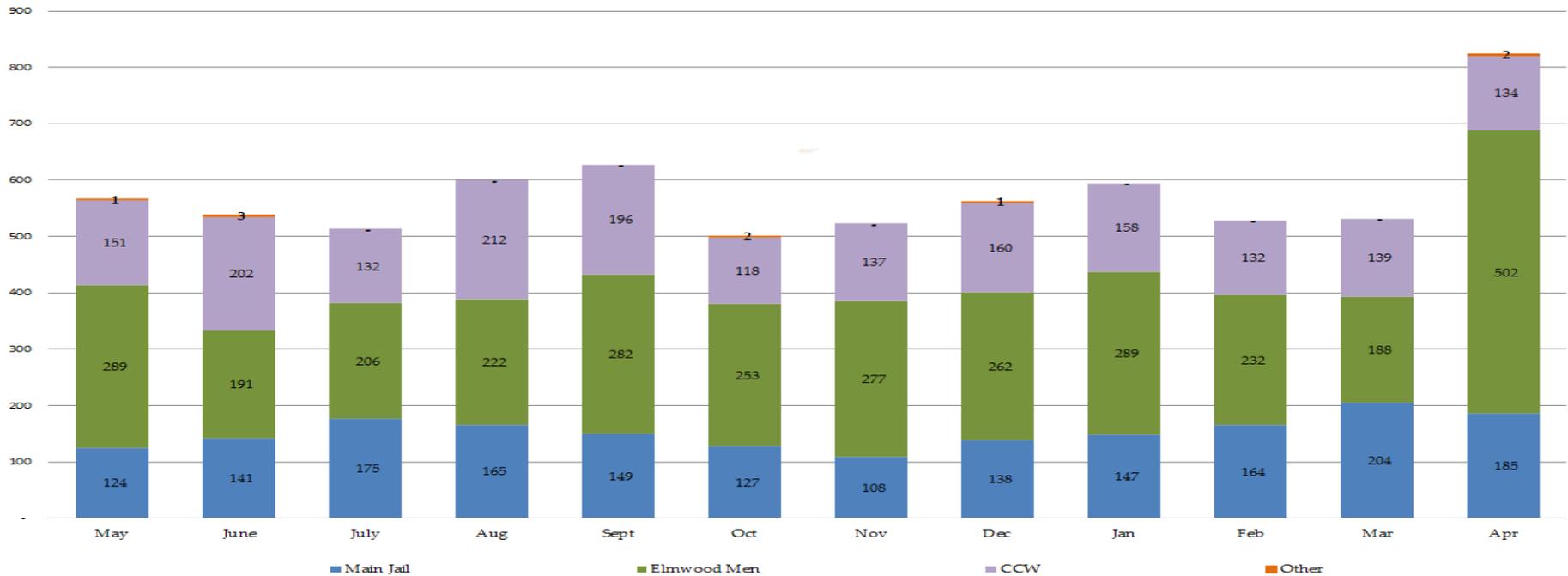
**April 2020**

# Inmate Grievances Dashboard – April 2020

- Executive Summary
  - The Grievance Unit Monthly Dashboard will include the following data:
    - Historical Grievance Volume
      - May 2019 through April 2020
    - Top Five Most Frequent Grievance Categories
      - April 2019 vs. April 2020
    - Grievance Totals by Category and by Facility
      - April 2020
    - Category Frequency Rank
      - April 2020

# Inmate Grievances Dashboard – April 2020

Historical ACeS Grievance Volume  
May 2019 through April 2020



The data above compares the 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 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.

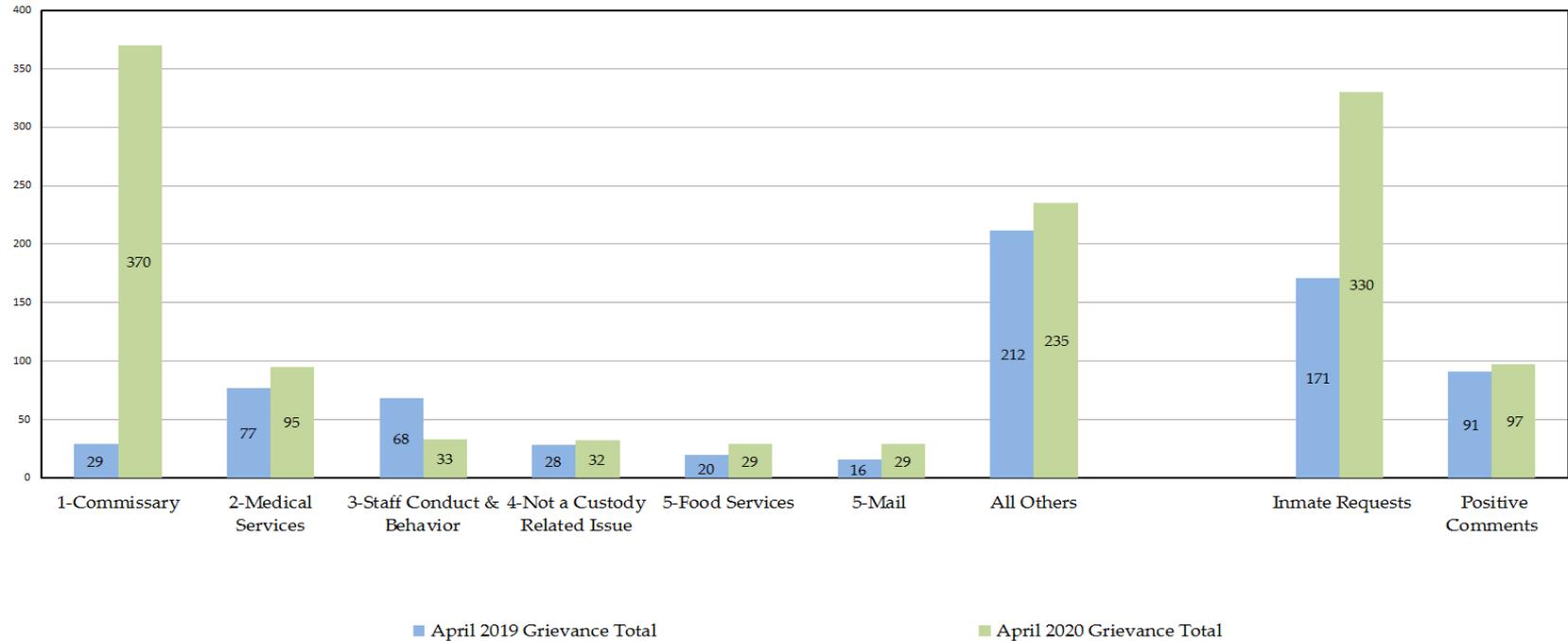
A significant spike in grievance submission occurred last month largely due to all the proactive steps the Department took in controlling the spread of COVID-19. As a result, many inmate services were temporarily suspended to reduce the amount of unnecessary contact during these uncertain times. Where possible, modifications have been made to some of these services to safely and slowly reintroduce them back to the inmate population.

Individually, the Main Jail and Elmwood Women’s Division reduced their grievance numbers, but Elmwood Men’s witnessed a noticeable 167% increase in submissions when compared to the previous month. Approximately 55% of Elmwood Men’s grievances were about the modifications made to commissary services amidst the pandemic.

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 – April 2020

## Top Five Most Frequent Grievance Categories



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

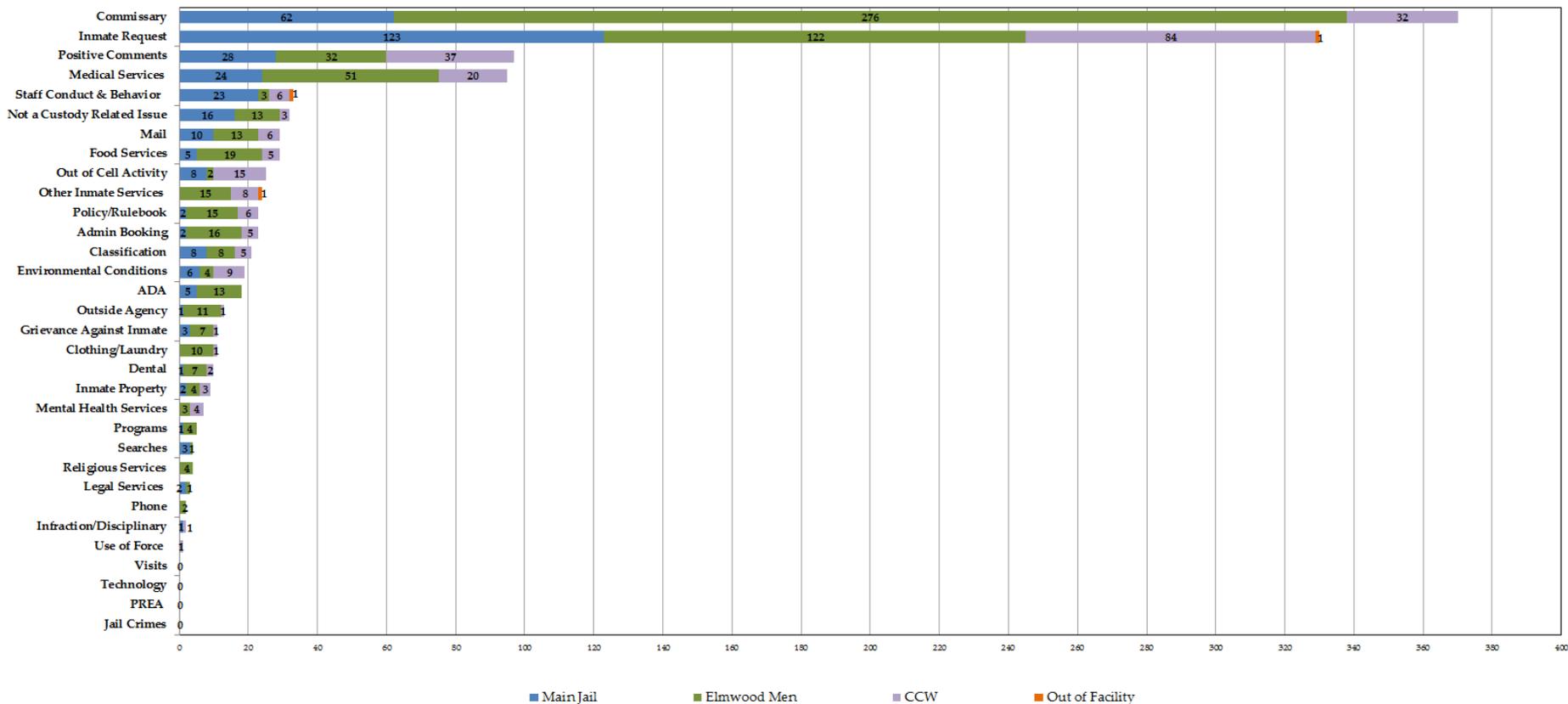
Since formally tracking grievances through the ACeS system in 2017, last month was the first time the department experienced the top category being anything other than “Medical Services” or “Staff Conduct.” The “Commissary” category accounted for 45% of all grievances submitted for the month of April.

More than half of the grievances submitted for the “Commissary” category were submitted by inmates from a particular housing area in the Elmwood Men’s Complex. Inmates thanked the department for providing each inmate with a *(at no cost to them)* ‘Commissary Care Package’ that included stationary supplies, hygiene products and popular snacks, but inmates expressed their frustration and wanted to order from the full commissary menu.

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

# Inmate Grievances Dashboard – April 2020

Grievance Totals by Category and Facility  
 April 2020 Grievances 823 + 330 Inmate Requests + 97 Positive Comments



The above data shows all the inmate grievances submitted for the month of April 2020 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 71% of all submitted grievances for April 2020. Of that 71%, the “Commissary” category was responsible for 45%. All other categories sum up the remaining balance or 29% of all grievances for the month of April. There were four categories that did not receive a single grievance last month and they were: “Jail Crimes, Technology, PREA and Visits.”

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 – April 2020

The chart below ranks the frequency of inmate grievances submitted by category for April 2020. 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 April.

Commissary services were temporarily suspended in mid-March when the outbreak of COVID-19 became a public health emergency. Any contacts with outside vendors were evaluated to minimize the risk of exposure to any potential virus that could lead to an incapacitation of essential services inside the facilities. As a result commissary related grievances increased by 346% or 287 grievances from March to April.

A temporary commissary agreement was reached between the Sheriff’s Office and the vendor to allow inmates the opportunity to purchase pre-packaged commissary items set by the vendor. When this program was made available in early April, the inmates immediately voiced their frustration through the grievance process. Inmates wanted to order as they please and not limited only to pre-determined packages. The Sheriff’s Office re-evaluated the services and made some amendments with the inmates’ concerns in mind. Inmates are now able to order from the full commissary menu, but are limited to a weekly spending cap. As a continued effort to limit the amount of unnecessary contact with outside entities, deputies in the facilities are currently absorbing the duties of our vendor’s role and passing out commissary to inmates directly.

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

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	1	1	3	0	370	62	276	32	0
Inmate Request	2	2	2	1	1	330	123	122	84	1
Positive Comments	3	3	4	2	0	97	28	32	37	0
Medical Services	4	4	3	4	0	95	24	51	20	0
Staff Conduct & Behavior	5	5	14	8	1	33	23	3	6	1
Not a Custody Related Issue	6	6	8	11	0	32	16	13	3	0
Food Services	7	11	5	9	0	29	5	19	5	0
Mail	7	7	8	8	0	29	10	13	6	0
Out of Cell Activity	8	9	15	5	0	25	8	2	15	0
Other Inmate Services	9	0	7	7	1	24	0	15	8	1
Admin Booking	10	13	6	9	0	23	2	16	5	0
Policy/Rulebook	10	13	7	8	0	23	2	15	6	0
Classification	11	9	11	9	0	21	8	8	5	0
Environmental Conditions	12	10	13	6	0	19	6	4	9	0
ADA	13	11	8	0	0	18	5	13	0	0
Outside Agency	14	14	9	13	0	13	1	11	1	0
Clothing/Laundry	15	0	10	13	0	11	0	10	1	0
Grievance Against Inmate	15	12	12	13	0	11	3	7	1	0
Dental	16	14	12	12	0	10	1	7	2	0
Inmate Property	17	13	13	11	0	9	2	4	3	0
Mental Health Services	18	0	14	10	0	7	0	3	4	0
Programs	19	14	13	0	0	5	1	4	0	0
Religious Services	20	0	13	0	0	4	0	4	0	0
Searches	20	13	16	0	0	4	3	1	0	0
Legal Services	21	13	16	0	0	3	2	1	0	0
Infraction/Disciplinary	22	14	0	13	0	2	1	0	1	0
Phone	22	0	15	0	0	2	0	2	0	0
Use of Force	23	0	0	13	0	1	0	0	1	0
Jail Crimes	0	0	0	0	0	0	0	0	0	0
PREA	0	0	0	0	0	0	0	0	0	0
Technology	0	0	0	0	0	0	0	0	0	0
Visits	0	0	0	0	0	0	0	0	0	0