



Sheriff's Office Custody Bureau

Inmate Grievances Dashboard

August 2018

Inmate Grievances Dashboard - August 2018

- Executive Summary
 - The Grievance Unit Monthly Dashboard will include the following data:
 - Historical Grievance Volume
 - September 2017 through August 2018
 - Top Five Most Frequent Grievance Categories
 - August 2018 vs. August 2017
 - Average Monthly Grievances per Capita
 - September 2017 through August 2018
 - Grievance Totals by Category and by Facility
 - August 2018
 - Category Frequency Rank
 - August 2018

Inmate Grievances Dashboard - August 2018

Historical ACeS Grievance Volume
September 2017 through August 2018

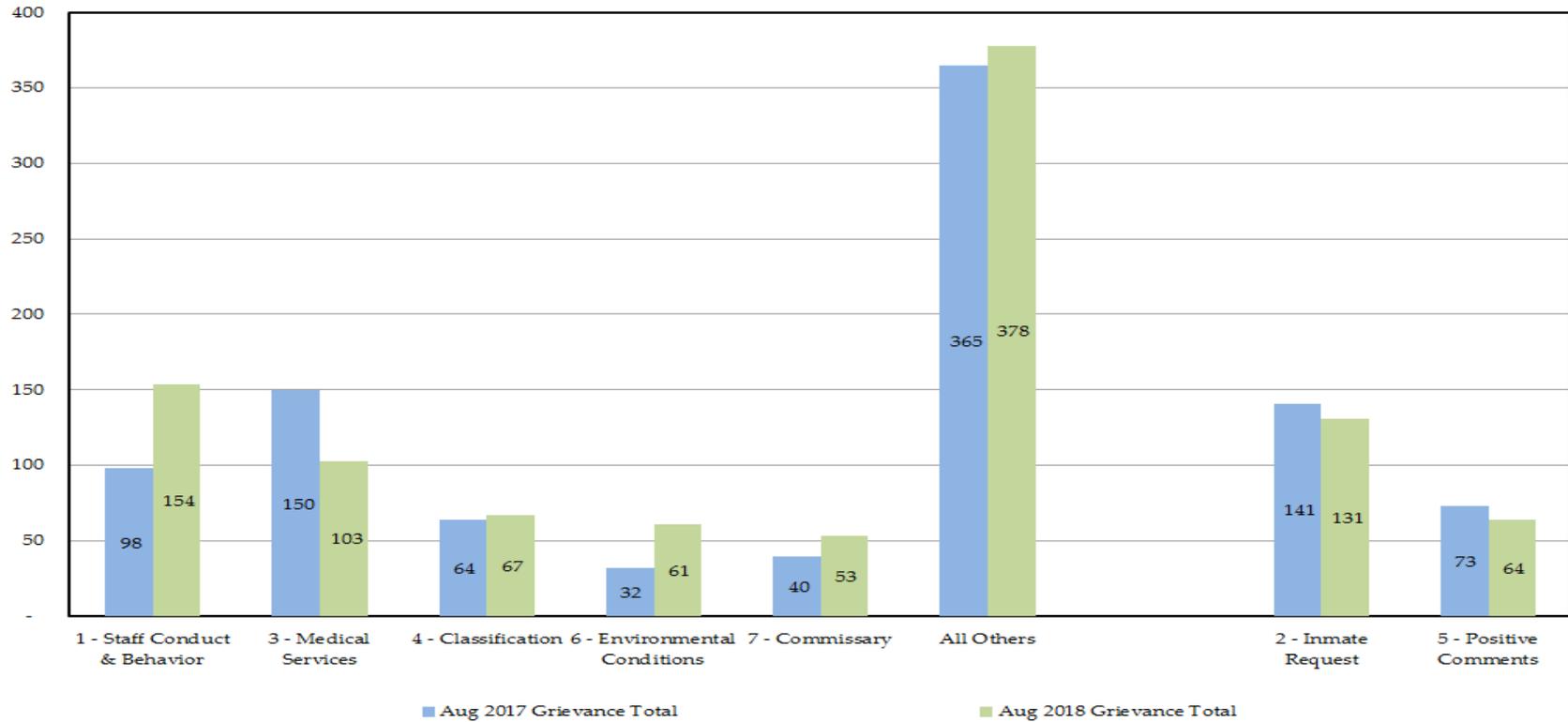


The data above compares the volume of the monthly grievances for the last 12 months. For convenient comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s, and the Elmwood Women’s (CCW) Facilities, and also by “Other - Out of Facility” areas.

There was a slight decline of grievances when comparing July 2018 to August 2018. A decrease of -127 grievances occurred in the month of August while the population stayed relatively comparable from the previous month.

Inmate Grievances Dashboard - August 2018

**Top Five Most Frequent Grievance Categories
August 2018 vs. August 2017**

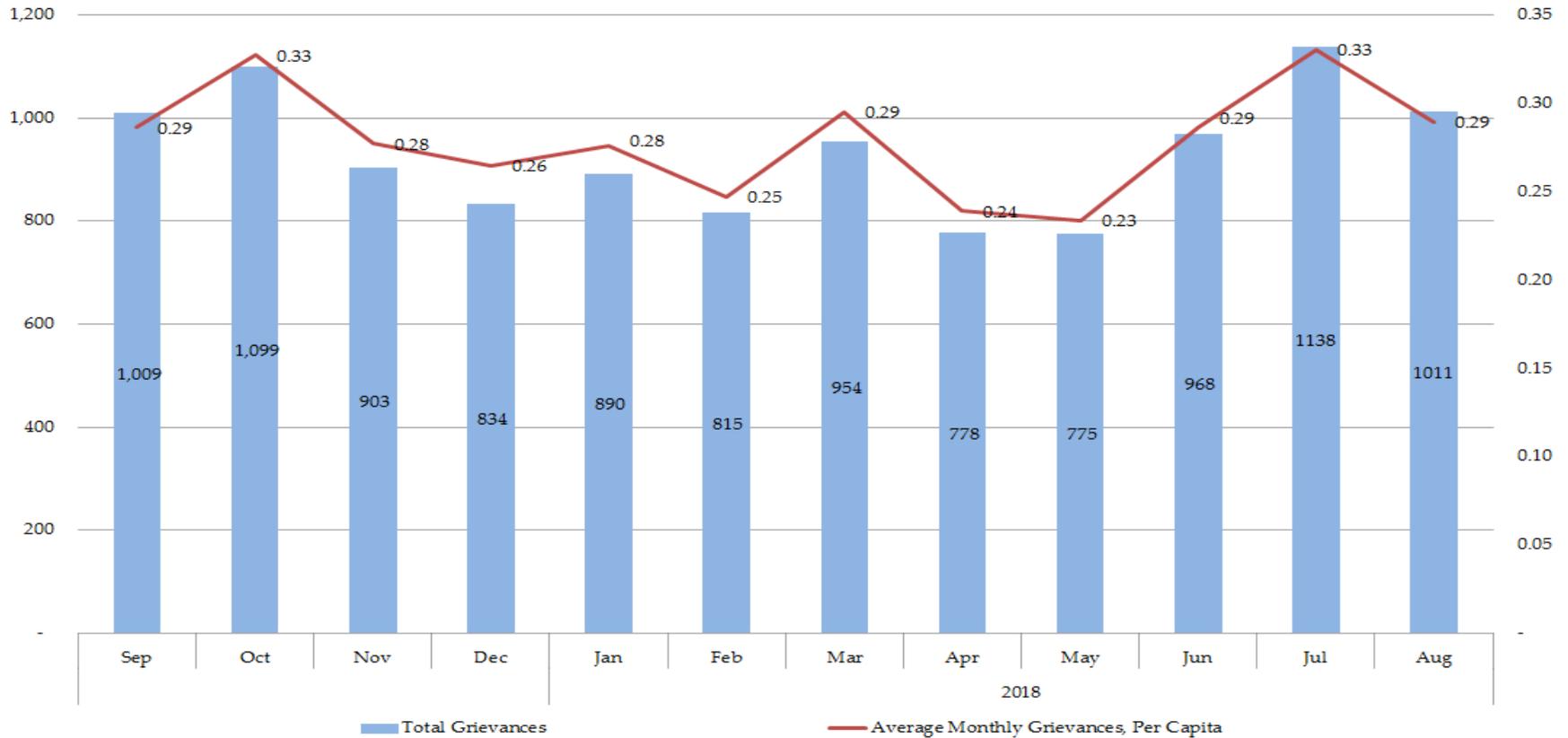


The data above compares the current month’s Top Five Most Frequent Grievance Categories against the same month from a year ago. NOTE: The two categories, “Inmate Requests” and “Positive Comments,” have been omitted because they are not considered inmate grievances.

The “Out of Cell” Category was the third most Frequent Grievance Category for the month of July. For August 2018, “Out of Cell” complaints did not make the Top Five Most Frequent Grievance Categories List. All other categories retained their status on the list.

Inmate Grievances Dashboard - August 2018

Average Monthly Grievances Per Capita
September 2017 through August 2018
All Grievances, All Facilities

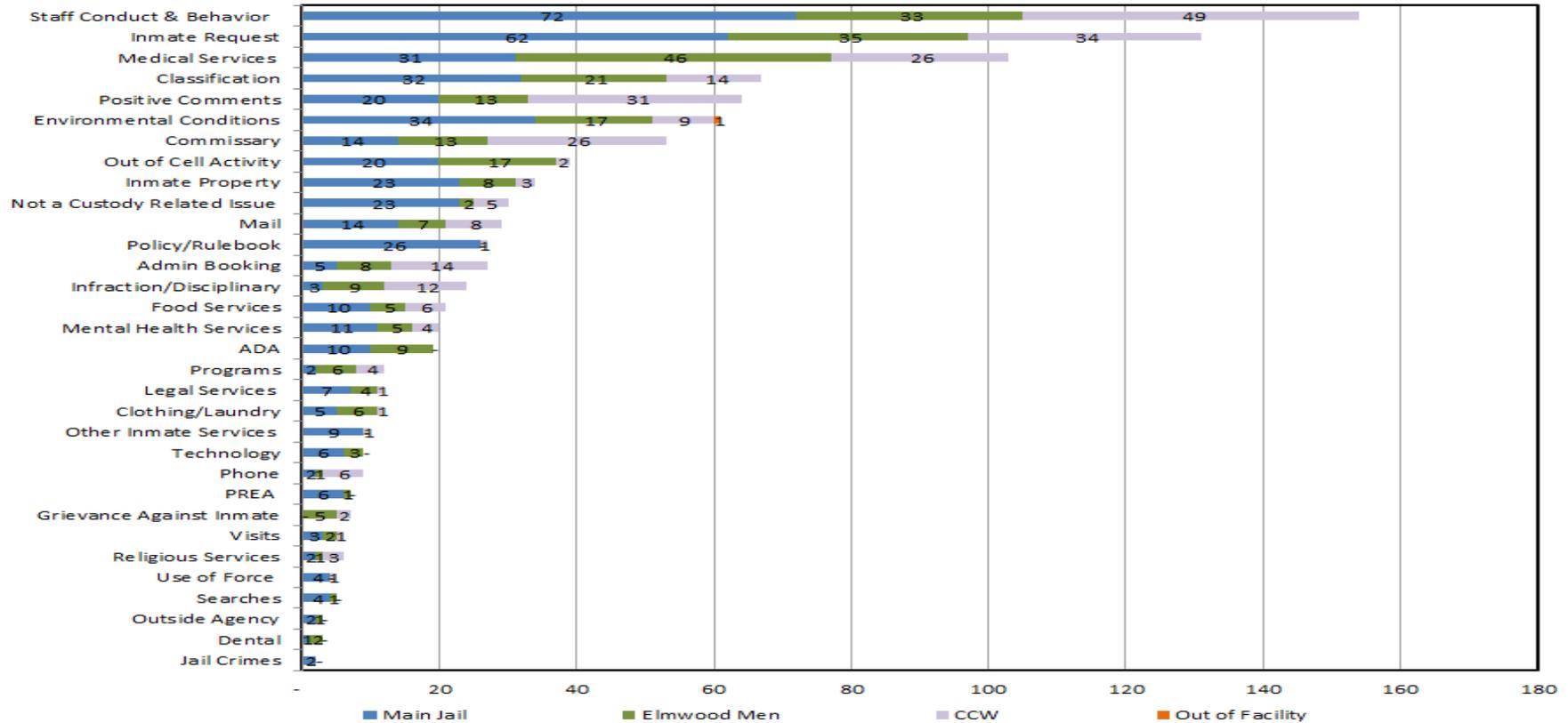


The data above compares the total inmate grievances submitted by month for the last 12 months. In August 2018, there were 1011 grievances submitted by an average daily population of 3494 inmates. There were 0.29 grievances submitted per inmate in the month of August 2018.

For the month of August, there were less grievances submitted to the Grievance Unit compared to the previous month while the average inmate population remained stable with a slight +1.4% increase.

Inmate Grievances Dashboard - August 2018

Grievance Totals by Category and Facility
August 2018



The above data shows all 1011 inmate grievances submitted for the month of August 2018 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.

When omitting “Inmate Requests” and “Positive Comments,” the Top 5 Grievance Categories make up 43% of the total grievances submitted for the month of August. The “Jail Crimes” category reduced its number of complaints and ranked last among all other categories for the month of August.

Inmate Grievances Dashboard - August 2018

The chart below ranks the frequency of inmate grievances submitted by category for August 2018. This data aids the department 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 August.

Last month, the "Policy/Rulebook" category ranked #22 overall with one complaint. This month, the same category ranked #12 overall with 27 total complaints. An updated rulebook was issued to all inmates starting on August 20th and became effective on August 31st.

Category	Category Frequency Rank					Total Grievances				
	Overall Rank	Main Jail	Elmwood Men	CCW	Out of Facility	Overall Rank	Main Jail	Elmwood Men	CCW	Out of Facility
Staff Conduct & Behavior	1	1	3	1	-	154	72	33	49	-
Inmate Request	2	2	2	2	-	131	62	35	34	-
Medical Services	3	5	1	4	-	103	31	46	26	-
Classification	4	4	4	5	-	67	32	21	14	-
Positive Comments	5	8	6	3	-	64	20	13	31	-
Environmental Conditions	6	3	5	7	1	61	34	17	9	1
Commissary	7	9	6	4	-	53	14	13	26	-
Out of Cell Activity	8	8	5	13	-	39	20	17	2	-
Inmate Property	9	7	8	12	-	34	23	8	3	-
Not Custody Related	10	7	14	10	-	30	23	2	5	-
Mail	11	9	9	8	-	29	14	7	8	-
Admin Booking	12	15	8	5	-	27	5	8	14	-
Policy/Rulebook	12	6	-	14	-	27	26	-	1	-
Infraction/Disciplinary	13	17	7	6	-	24	3	9	12	-
Food Services	14	11	11	9	-	21	10	5	6	-
Mental Health Services	15	10	11	11	-	20	11	5	4	-
ADA	16	11	7	-	-	19	10	9	-	-
Programs	17	18	10	11	-	12	2	6	4	-
Clothing/Laundry	17	15	10	14	-	12	5	6	1	-
Legal Services	17	13	12	14	-	12	7	4	1	-
Other Inmate Services	18	12	-	14	-	10	9	-	1	-
Phone	19	18	15	9	-	9	2	1	6	-
Technology	19	14	13	-	-	9	6	3	-	-
Grievance Against Inmate	20	-	11	13	-	7	-	5	2	-
PREA	20	14	15	-	-	7	6	1	-	-
Religious Services	21	18	15	12	-	6	2	1	3	-
Visits	21	17	14	14	-	6	3	2	1	-
Use of Force	22	16	-	14	-	5	4	-	1	-
Searches	22	16	15	-	-	5	4	1	-	-
Dental	23	19	14	-	-	3	1	2	-	-
Outside Agency	23	18	15	-	-	3	2	1	-	-
Jail Crimes	24	18	-	-	-	2	2	-	-	-
						1,011	465	281	264	1