



Sheriff's Office Custody Bureau

Inmate Grievances Dashboard

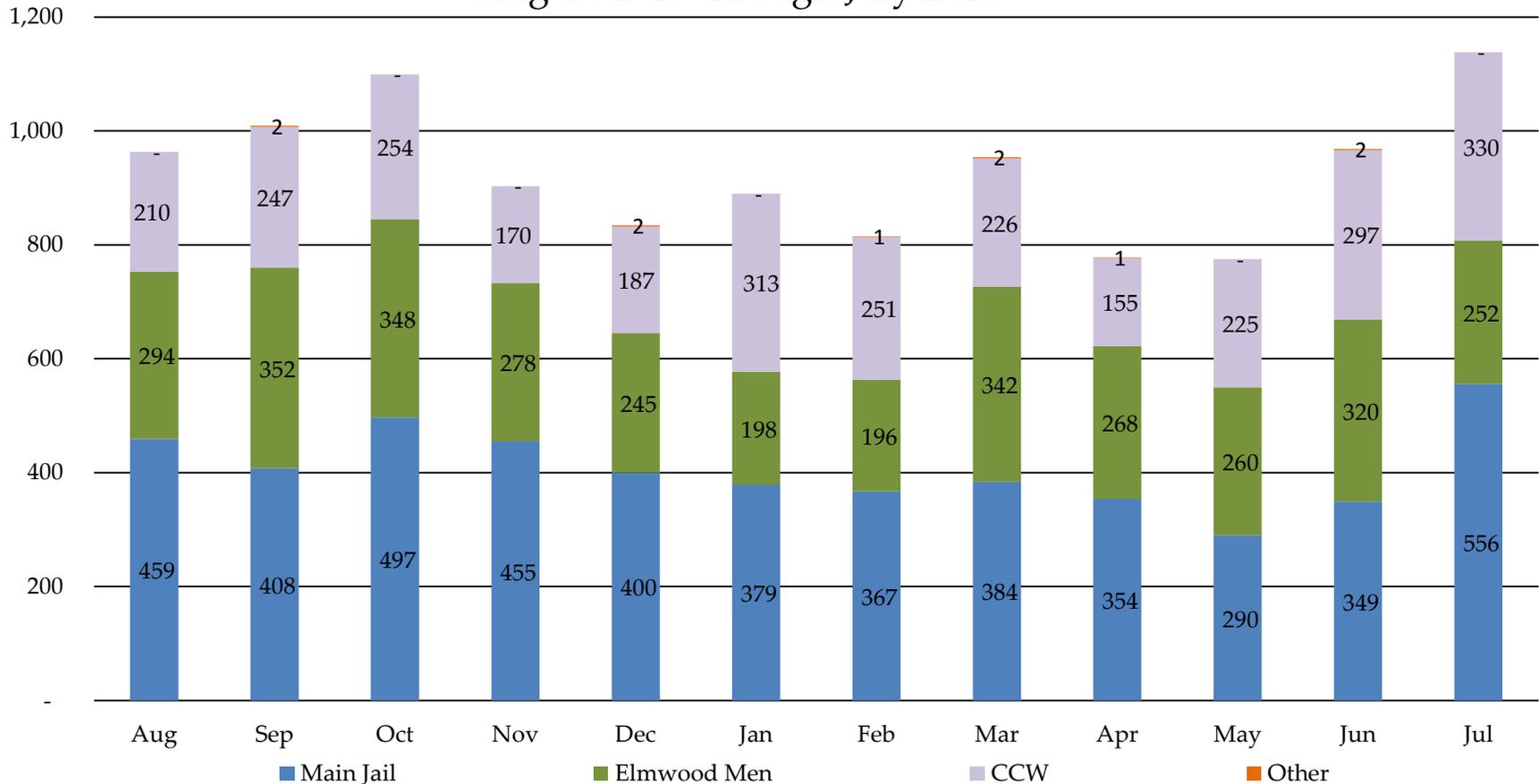
July 2018

Inmate Grievances Dashboard - July 2018

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

Inmate Grievances Dashboard - July 2018

Historical ACeS Grievance Volume August 2017 through July 2018

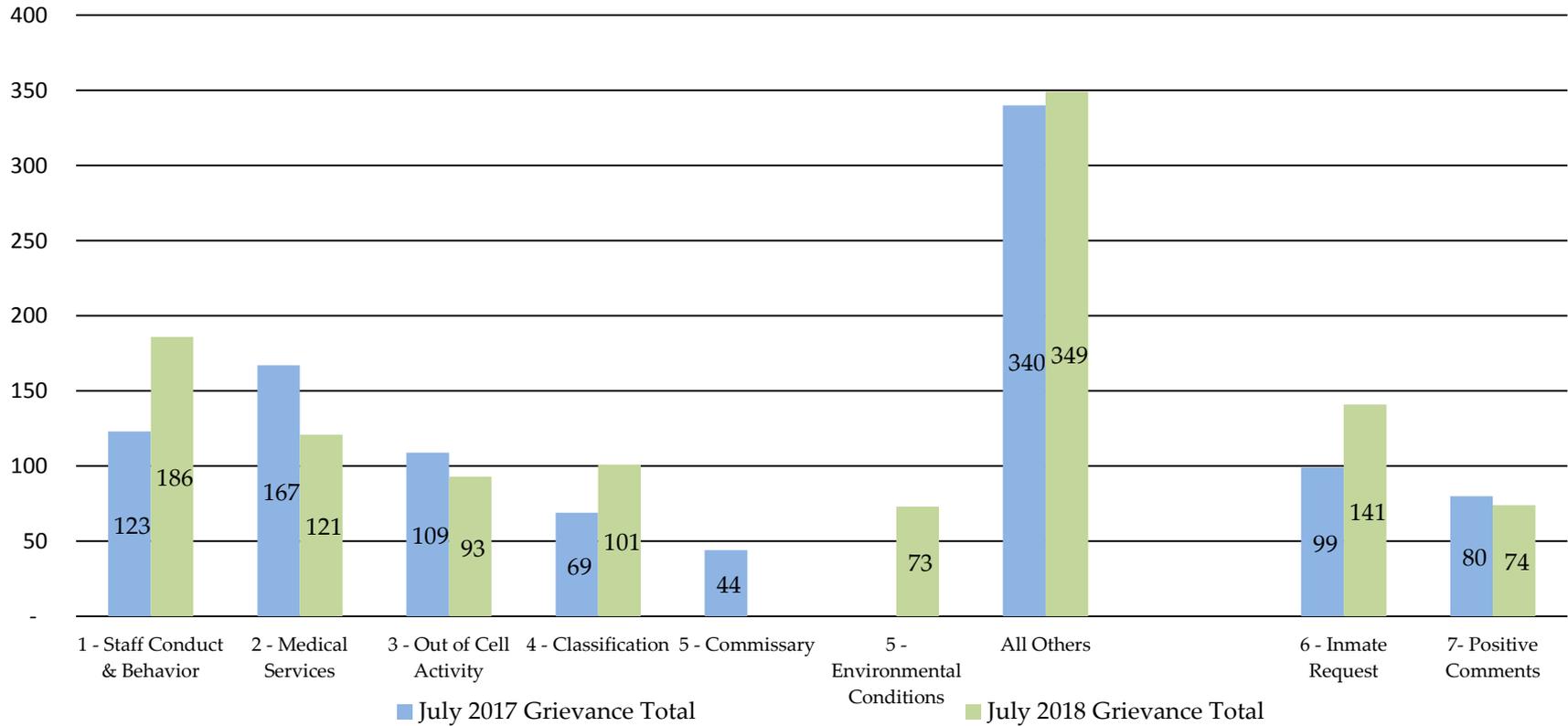


The data above compares the volume of the monthly grievances for the last 12 months. For convenient comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men's, and the Elmwood Women's Facilities, and also by "Other - Out of Facility" areas.

There was an increase of +170 grievances from June of 2018 to July of 2018. A +2% rise in the average daily population could be an attributing factor.

Inmate Grievances Dashboard - July 2018

Top Five Most Frequent Grievance Categories

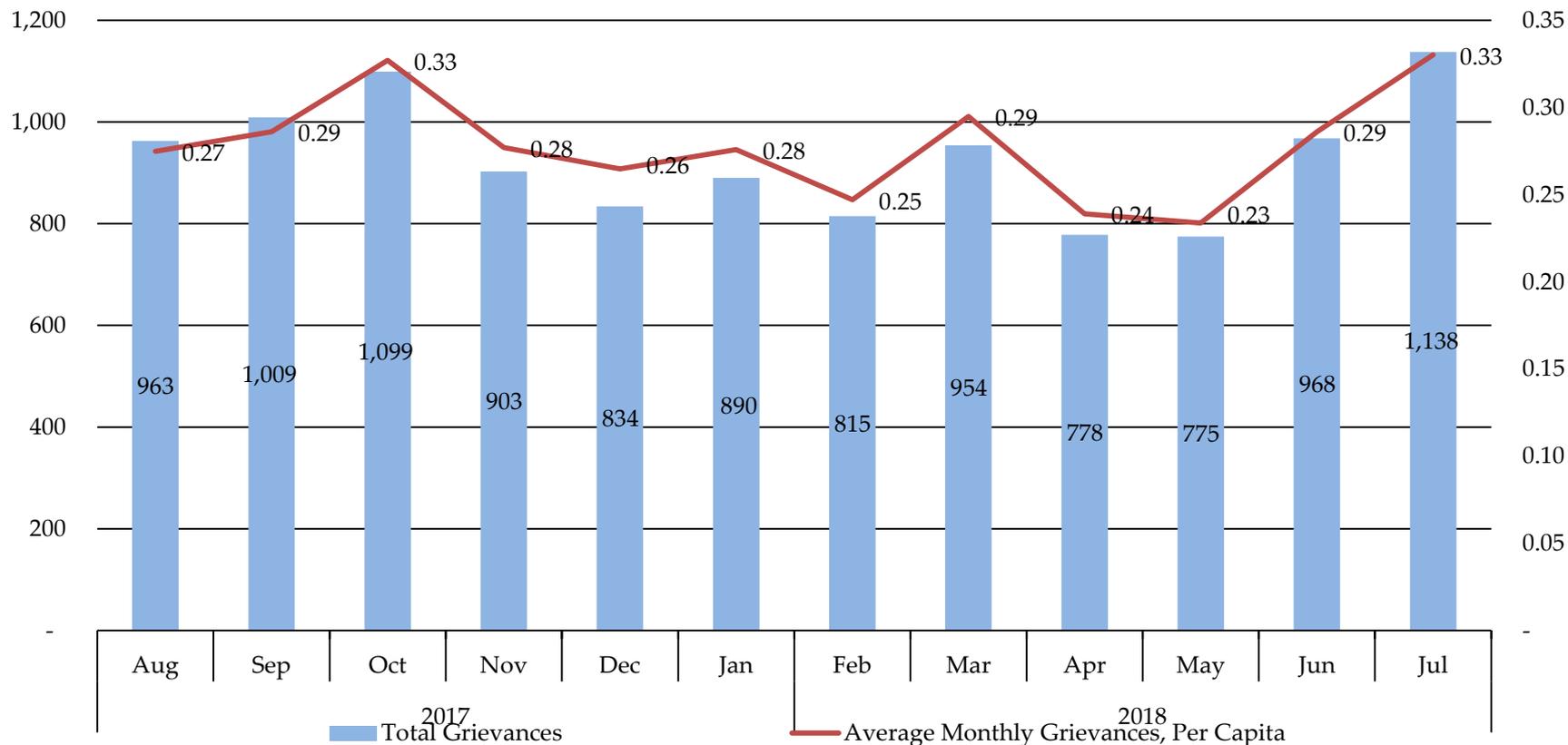


The data above compares the current month's Top Five Most Frequent Grievance Categories against the same month from a year ago. NOTE: The two categories, "Inmate Requests" and "Positive Comments," have been omitted because they are not considered inmate grievances.

The "Out of Cell" Category replaced "Food Services" as the #3 most Frequent Grievance Category for July 2018. All other categories maintained their ranking from the previous month.

Inmate Grievances Dashboard - July 2018

Average Monthly Grievances Per Capita
August 2017 through July 2018

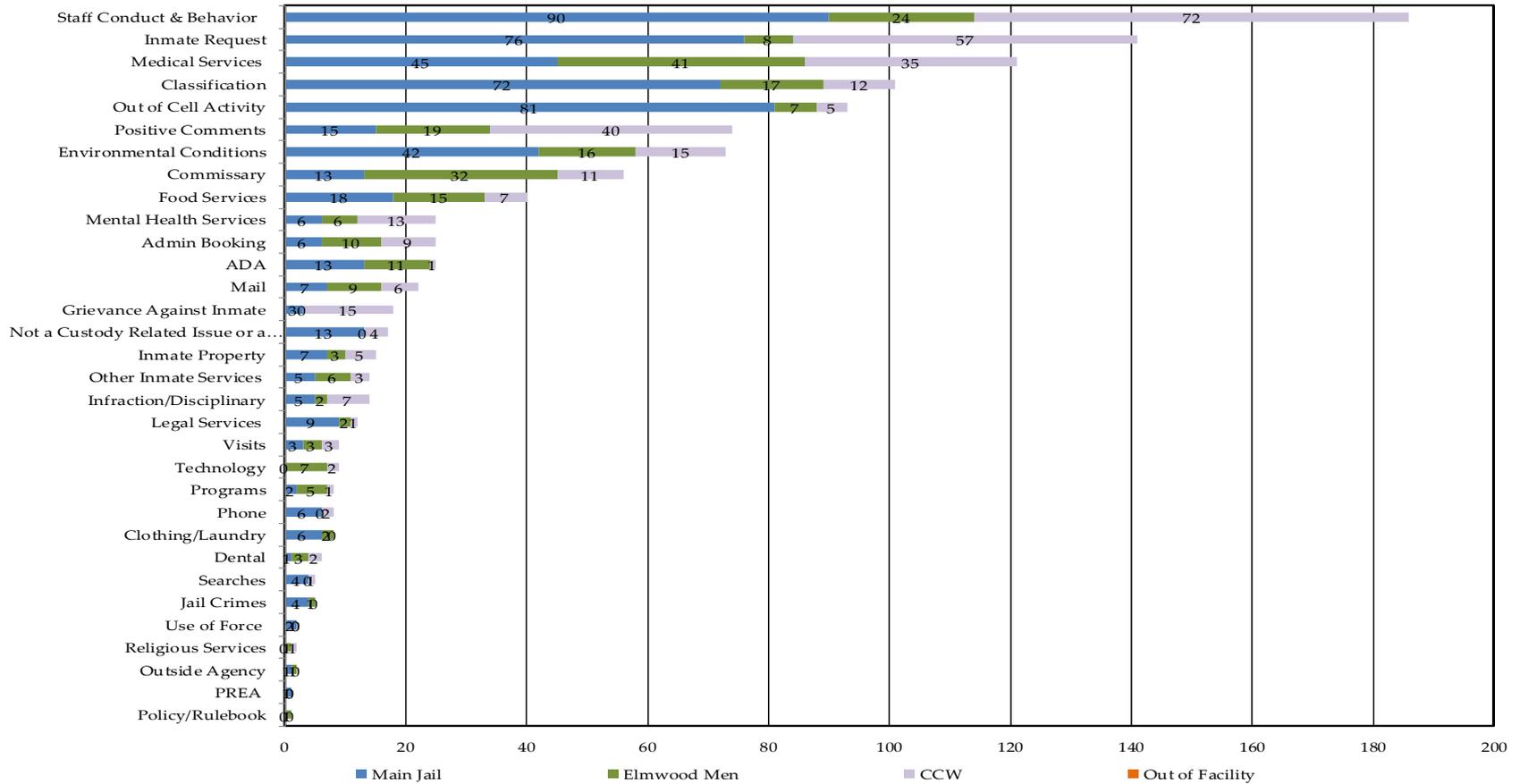


The data above compares the total inmate grievances submitted by month for the last 12 months. In July 2018, there were 1138 grievances submitted by an average daily population of 3447 inmates. There were 0.33 grievances submitted per inmate in the month of July 2018.

The Average Monthly Grievances Per Capita for July 2018 equaled October 2017's per capita rate. Both months matched the highest per capita rate reported in the last 12 months.

Inmate Grievances Dashboard - July 2018

Grievance Totals by Category and Facility
 July 2018
 1138 Grievances



The above data shows all 1138 inmate grievances submitted for the month of July 2018 by grievance category. The chart also depicts the number of inmate grievances by location; Main Jail North, Elmwood Men’s, Elmwood Women’s and out of facility locations.

When omitting “Inmate Requests” and Positive Comments,” the Top 5 Grievance Categories make up 50% of the total grievances submitted for the month of July.

Inmate Grievances Dashboard - July 2018

| Jul-18 | Category Frequency Rank | | | | | Total Grievances | | | | |
|-----------------------------|-------------------------|-----------|-------------|-----|-----------------|------------------|-----------|-------------|-----|-----------------|
| | Overall | Main Jail | Elmwood Men | CCW | Out of Facility | Overall | Main Jail | Elmwood Men | CCW | Out of Facility |
| Staff Conduct & Behavior | 1 | 1 | 3 | 1 | - | 186 | 90 | 24 | 72 | - |
| Inmate Request | 2 | 2 | 11 | 2 | - | 141 | 76 | 8 | 57 | - |
| Medical Services | 3 | 3 | 1 | 4 | - | 121 | 45 | 41 | 35 | - |
| Classification | 4 | 4 | 5 | 7 | - | 101 | 72 | 17 | 12 | - |
| Out of Cell Activity | 5 | 5 | 12 | 12 | - | 93 | 81 | 7 | 5 | - |
| Positive Comments | 6 | 9 | 4 | 3 | - | 74 | 15 | 19 | 40 | - |
| Environmental Conditions | 7 | 7 | 6 | 5 | - | 73 | 42 | 16 | 15 | - |
| Commissary | 8 | 10 | 2 | 8 | - | 56 | 13 | 32 | 11 | - |
| Food Services | 9 | 8 | 7 | 10 | - | 40 | 18 | 15 | 7 | - |
| ADA | 10 | 10 | 8 | 16 | - | 25 | 13 | 11 | 1 | - |
| Admin Booking | 10 | 13 | 9 | 9 | - | 25 | 6 | 10 | 9 | - |
| Mental Health Services | 10 | 13 | 13 | 6 | - | 25 | 6 | 6 | 13 | - |
| Mail | 11 | 12 | 10 | 11 | - | 22 | 7 | 9 | 6 | - |
| Grievance Against Inmate | 12 | 16 | - | 5 | - | 18 | 3 | - | 15 | - |
| Not a Custody Related Issue | 13 | 10 | - | 13 | - | 17 | 13 | - | 4 | - |
| Inmate Property | 14 | 12 | 15 | 12 | - | 15 | 7 | 3 | 5 | - |
| Other Inmate Services | 15 | 14 | 13 | 14 | - | 14 | 5 | 6 | 3 | - |
| Infraction/Disciplinary | 15 | 14 | 16 | 10 | - | 14 | 5 | 2 | 7 | - |
| Legal Services | 16 | 11 | 16 | 16 | - | 12 | 9 | 2 | 1 | - |
| Visits | 17 | 16 | 15 | 14 | - | 9 | 3 | 3 | 3 | - |
| Technology | 17 | - | 12 | 15 | - | 9 | - | 7 | 2 | - |
| Clothing/Laundry | 18 | 13 | 16 | - | - | 8 | 6 | 2 | - | - |
| Phone | 18 | 13 | - | 15 | - | 8 | 6 | - | 2 | - |
| Programs | 18 | 17 | 14 | 16 | - | 8 | 2 | 5 | 1 | - |
| Dental | 19 | 18 | 15 | 15 | - | 6 | 1 | 3 | 2 | - |
| Jail Crimes | 20 | 15 | 17 | - | - | 5 | 4 | 1 | - | - |
| Searches | 20 | 15 | - | 16 | - | 5 | 4 | - | 1 | - |
| Use of Force | 21 | 17 | - | - | - | 2 | 2 | - | - | - |
| Outside Agency | 21 | 18 | 17 | - | - | 2 | 1 | 1 | - | - |
| Religious Services | 21 | - | 17 | 16 | - | 2 | - | 1 | 1 | - |
| PREA | 22 | 18 | - | - | - | 1 | 1 | - | - | - |
| Policy/Rulebook | 22 | - | 17 | - | - | 1 | - | 1 | - | - |
| | | | | | | 1,138 | 556 | 252 | 330 | - |

The above chart ranks the frequency of inmate grievances submitted by category for July 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 July. There was zero grievances submitted in the month of July from the "Out of Facility" areas.