



# Sheriff's Office Custody Bureau

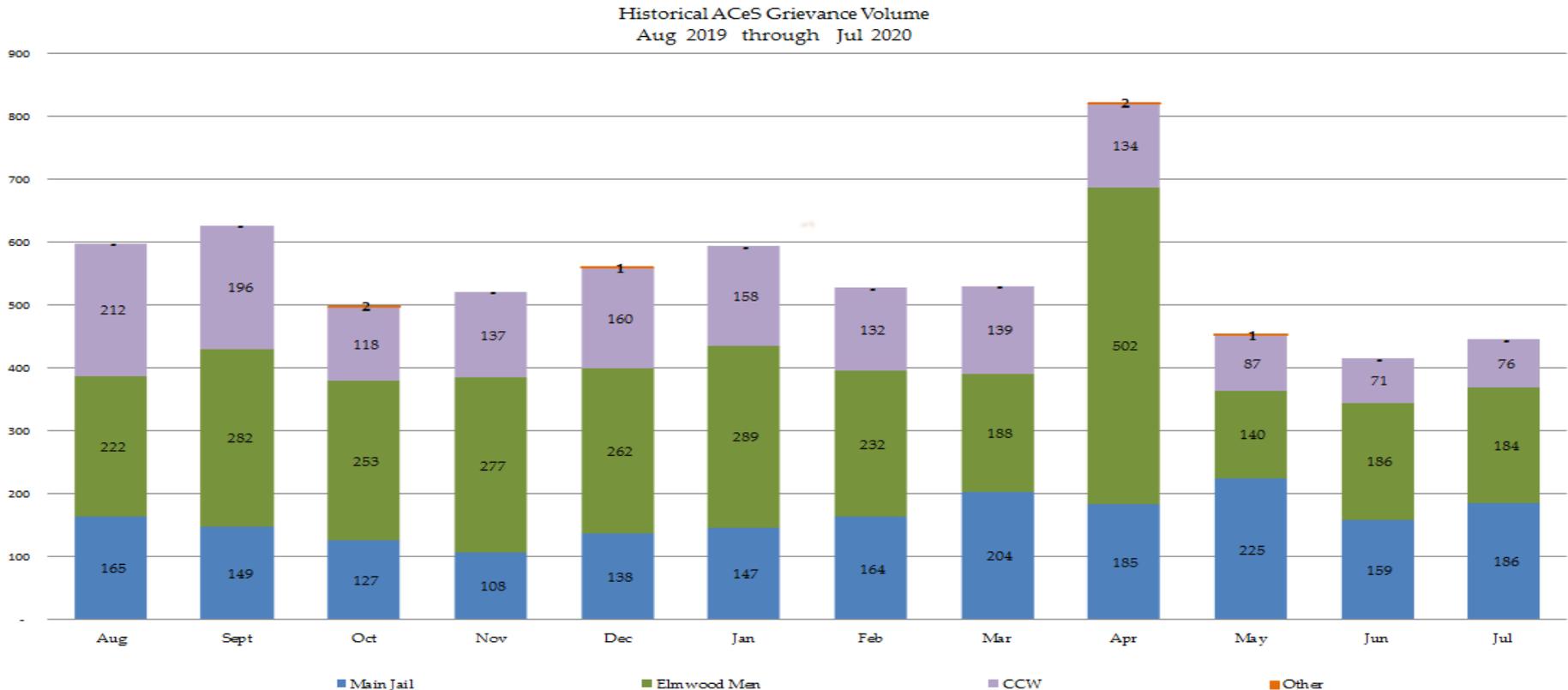
## Inmate Grievances Dashboard

**July 2020**

# Inmate Grievances Dashboard – July 2020

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

# Inmate Grievances Dashboard – July 2020



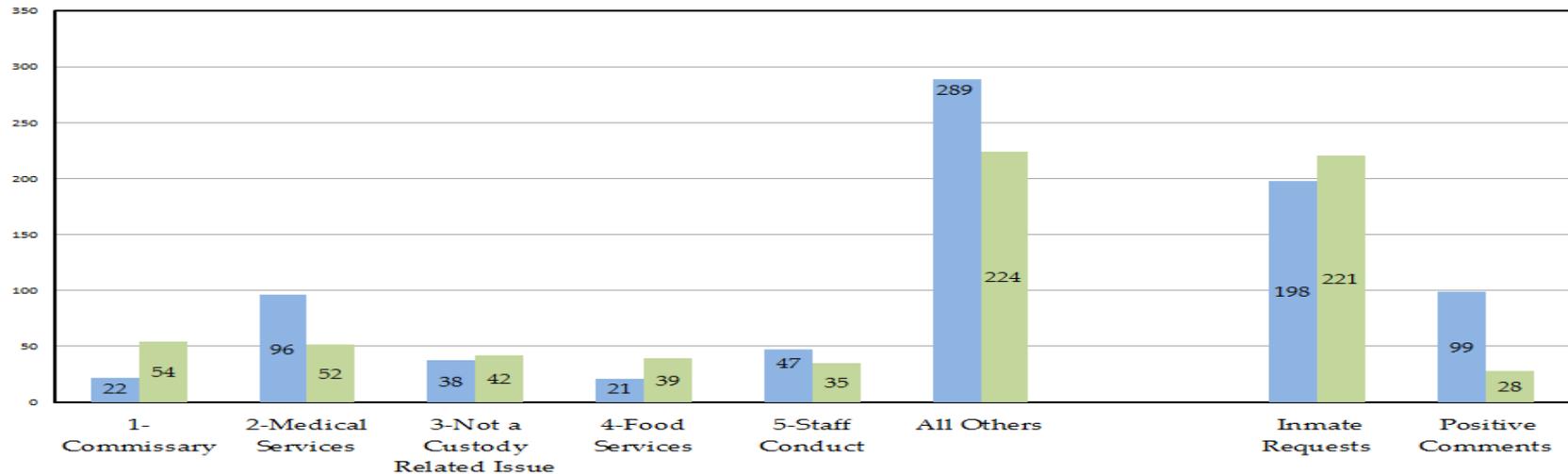
The data above compares the volume of the monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s, Elmwood Women’s Facilities (CCW), and also by “Other - Out of Facility” areas. This refers to areas such as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

Due to the COVID-19 pandemic, there was a significant spike of grievances as numbers peaked in April with 823 grievances. For the last three months, the numbers of submitted grievances has remained relatively stable. The monthly average of grievances for the last three months is 438 grievances. Compared to April, the department has witnessed a 46.8% decrease or 385 less grievances from three months ago.

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 – July 2020

**Top Five Most Frequent Grievance Categories  
Jul 2019 vs. Jul 2020**



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

Four months into the global pandemic, the "Commissary" category continues to be the #1 Most Frequently Grieved Category for July with "Medical Services" at #2.

Since the sudden increase in the "Commissary" category in April 2020, every subsequent month thereafter has had a reduction in grievances. We are seeing a reduction of complaints related to the modified commissary menu and our correctional deputies are getting more adept at commissary distribution which is not part of their normal scope of duties. As a result, there has been an 85% decrease, or 316 less grievances, in this category within the last three months.

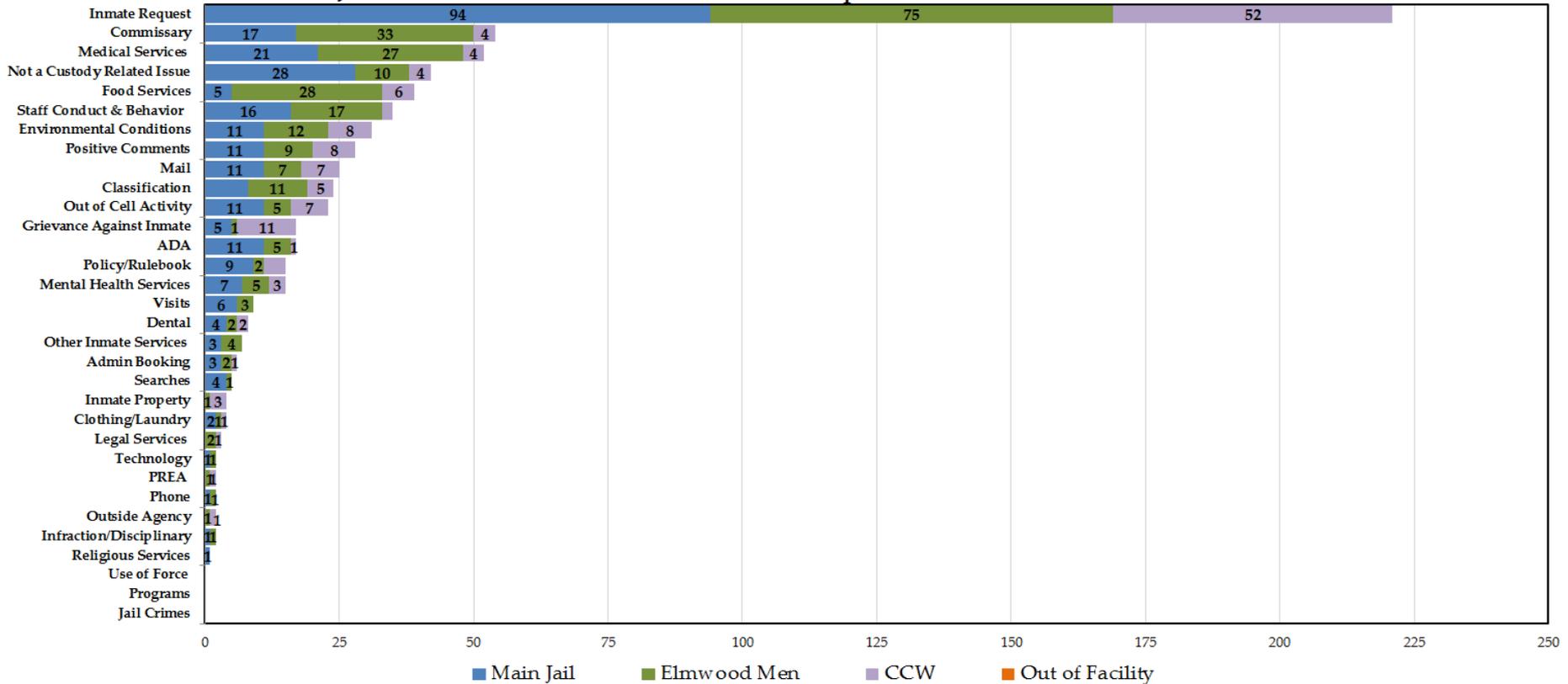
Positive progress has been made by each jail facility in the area of the "Staff Conduct" category. The Grievance Unit has made it a priority to share important data to help the Facility Administrations in addressing these complaints. During the same time last year, the "Staff Conduct" category was the 2<sup>nd</sup> Most Frequently Grieved Category and this year it has dropped to the 5<sup>th</sup> spot in the month of July.

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

# Inmate Grievances Dashboard – July 2020

## Grievance Totals by Category and Facility

Jul 2020 Grievances 446 + 221 Inmate Requests + 28 Positive Comments



The above data shows all the inmate grievances submitted for the month of July 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 50% of all submitted grievances for July 2020. All other categories sum up the remaining balance or 50% of all grievances for the month of July. The “Use of Force, Programs, and Jail Crimes” categories did not record a single grievance last month.

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 – July 2020

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

When the Grievance Unit receives any “Use of Force” grievance complaints or other emergent related issues, the Department requires supervisors to conduct an immediate preliminary investigation. Once sufficient documentation has been collected by the Grievance Unit, these complaints are then forwarded to our Investigative Units (Jail Crimes Unit and Internal Affairs Unit) which may necessitate further examination into the allegations. The Sheriff’s Office takes all complaints seriously and ensures that Use of Force complaints are reviewed both administratively and criminally for any wrongdoing.

For the last two months, there hasn’t been a single grievance complaint for these two categories. When combined, the “Use of Force and Jail Crimes” categories only make up .05% of all grievances submitted since the beginning of the year.

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

July '20 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
Inmate Request	1	1	1	1	0	221	94	75	52	0
Commissary	3	4	2	7	0	54	17	33	4	0
Medical Services	4	3	4	7	0	52	21	27	4	0
Not a Custody Related Issue	5	2	8	7	0	42	28	10	4	0
Food Services	6	11	3	5	0	39	5	28	6	0
Staff Conduct & Behavior	7	5	5	9	0	35	16	17	2	0
Environmental Conditions	8	6	6	3	0	31	11	12	8	0
Positive Comments	2	6	9	3	0	28	11	9	8	0
Mail	9	6	10	4	0	25	11	7	7	0
Classification	10	8	7	6	0	24	8	11	5	0
Out of Cell Activity	11	6	11	4	0	23	11	5	7	0
Grievance Against Inmate	12	11	15	2	0	17	5	1	11	0
ADA	12	6	11	10	0	17	11	5	1	0
Policy/Rulebook	13	7	14	7	0	15	9	2	4	0
Mental Health Services	13	9	11	8	0	15	7	5	3	0
Visits	14	10	13	0	0	9	6	3	0	0
Dental	15	12	14	9	0	8	4	2	2	0
Other Inmate Services	16	13	12	0	0	7	3	4	0	0
Admin Booking	17	13	14	10	0	6	3	2	1	0
Searches	18	12	15	0	0	5	4	1	0	0
Inmate Property	19	0	15	8	0	4	0	1	3	0
Clothing/Laundry	19	14	15	10	0	4	2	1	1	0
Legal Services	20	0	14	10	0	3	0	2	1	0
Outside Agency	21	0	15	10	0	2	0	1	1	0
PREA	21	0	15	10	0	2	0	1	1	0
Infraction/Disciplinary	21	15	15	0	0	2	1	1	0	0
Phone	21	15	15	0	0	2	1	1	0	0
Technology	21	15	15	0	0	2	1	1	0	0
Religious Services	22	15	0	0	0	1	1	0	0	0
Jail Crimes	0	0	0	0	0	0	0	0	0	0
Programs	0	0	0	0	0	0	0	0	0	0
Use of Force	0	0	0	0	0	0	0	0	0	0