



Sheriff's Office Custody Bureau

Inmate Grievances Dashboard

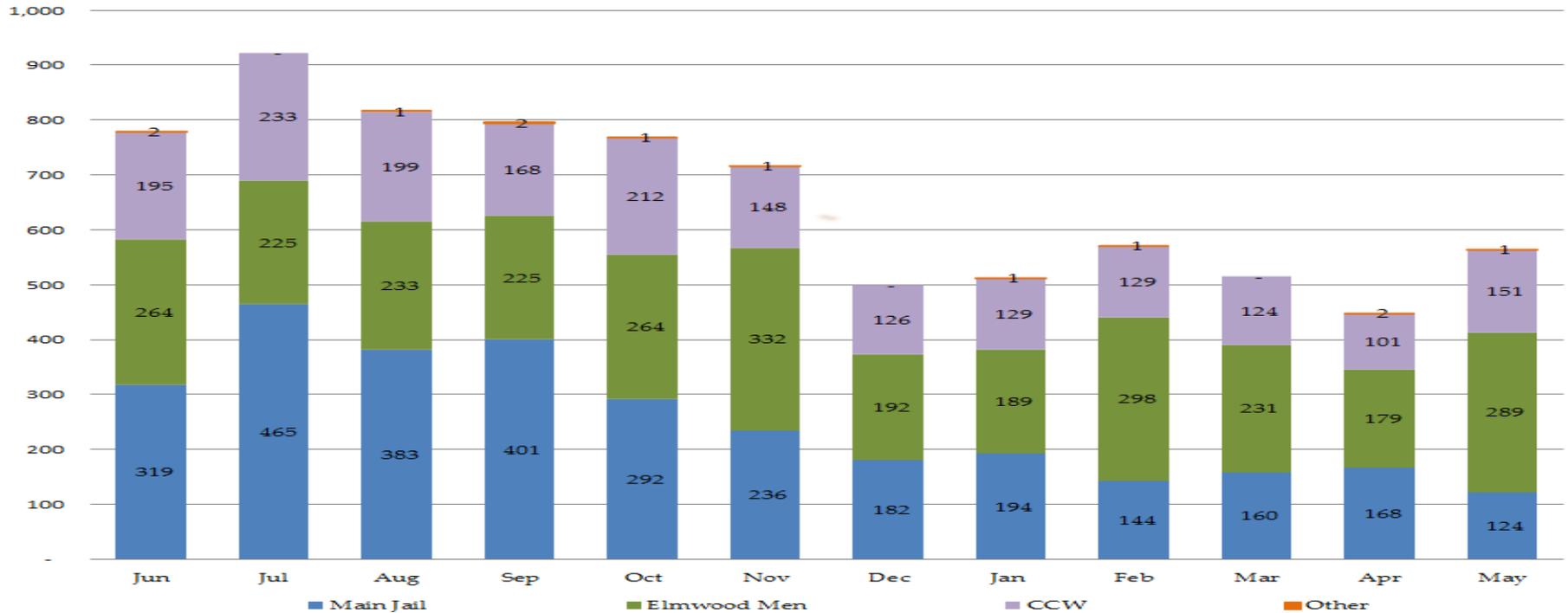
May 2019

Inmate Grievances Dashboard – May 2019

- Executive Summary
 - The Grievance Unit Monthly Dashboard will include the following data:
 - Historical Grievance Volume
 - June 2018 through May 2019
 - Top Five Most Frequent Grievance Categories
 - May 2019 vs. May 2018
 - Grievance Totals by Category and by Facility
 - May 2019
 - Category Frequency Rank
 - May 2019

Inmate Grievances Dashboard – May 2019

Historical ACeS Grievance Volume
June 2018 through May 2019

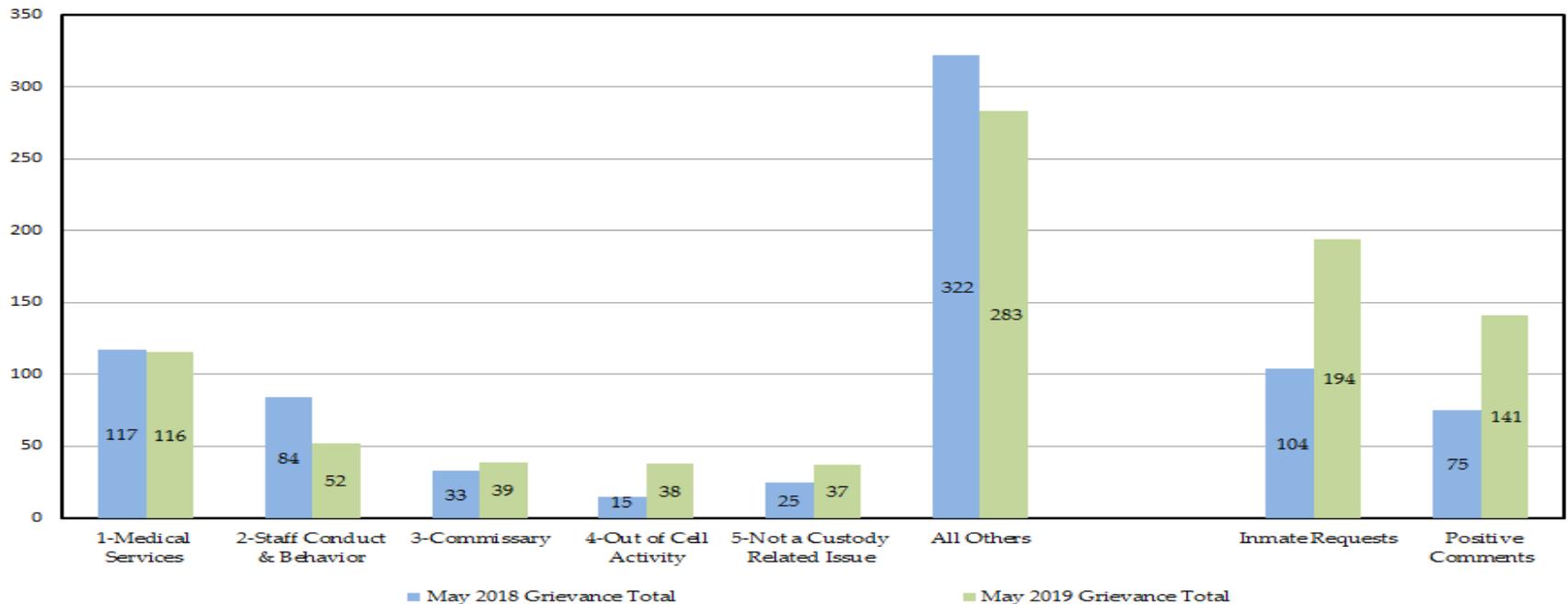


The data above compares the volume of the monthly grievances for the last 12 months. For convenient comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s, Elmwood Women’s Facilities (CCW), and also by “Other - Out of Facility” areas. This refers to areas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

The amount of submitted grievances for the month of May increased by 115 or +25% from the previous month. The Main Jail Division reduced their grievance submissions by -26% while Elmwood Men’s increased theirs by +62% and Elmwood Women’s by +49%. The #1 most grieved category for both the Elmwood Men’s and Elmwood Women’s Facility is “Medical Services.” Both facilities at the Elmwood Division received increase submissions for the “Medical Services” Category while the Main Jail Division decreased their submissions.

Inmate Grievances Dashboard – May 2019

**Top Five Most Frequent Grievance Categories
May 2019 vs. May 2018**



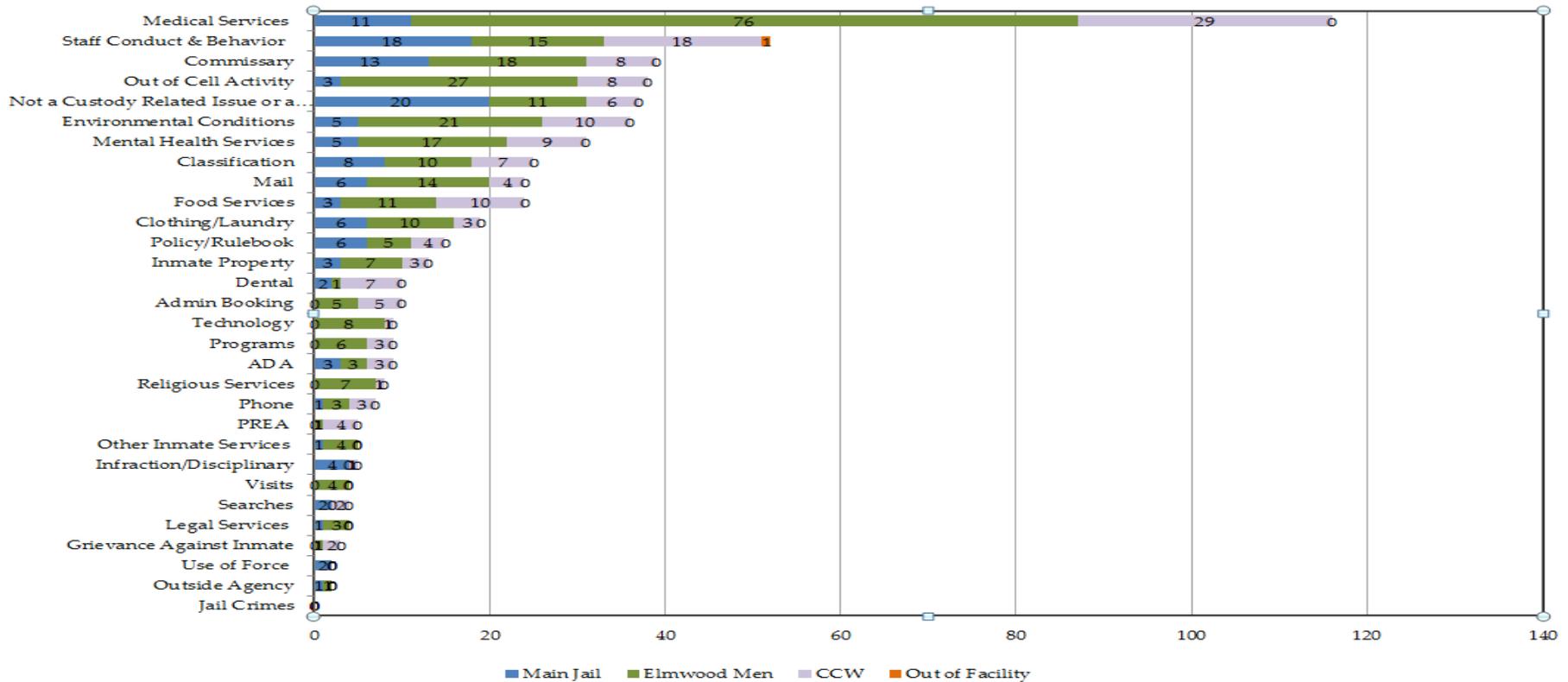
The data above compares the current month's Top Five Most Frequent Grievance Categories against the same month from a year ago. NOTE: The two categories, "Inmate Requests" and "Positive Comments," have been omitted because they are not considered inmate grievances.

The "Medical Services" Category continues to be the #1 Most Frequent Grievance Category for the month of May 2019. Even though the "Staff Conduct & Behavior" Category holds the #2 position, (52) grievances is the lowest recorded number in this category since the adoption of the ACeS Grievance Tracking System in 2017.

For the past two months, there were more "Positive Comments" submitted by inmates in our facilities than "Staff Conduct & Behavior" complaints for staff. For comparison, there were 89 or +171% more "Positive Comments" than "Staff Conduct & Behavior" submissions for May 2019.

Inmate Grievances Dashboard – May 2019

Grievance Totals by Category and Facility
 May 2019
 565 Grievances



The above data shows all 565 inmate grievances submitted for the month of May 2019 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 May 2019. All other categories sum up the remaining balance or 50% of all grievances submitted for the month of May. The “Jail Crimes” Category received zero grievance submissions for May 2019 and has only produced (1) grievance in the last six months.

Inmate Grievances Dashboard – May 2019

The chart below ranks the frequency of inmate grievances submitted by category for May 2019. This data aids the Sheriff's Office 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 May.

“Medical Services” is the #1 overall ranked grievance category for the past two months. From the previous month, the Elmwood Men's Facility received 35 or +85% more grievance submissions for the “Medical Services” Category. Within the “Medical Services” Category, there are six sub-categories to help the Grievance Unit specifically identify each grievance issue and also help route the grievance to the appropriate person or provider. A large majority of these “Medical Services” grievances were sub-categorized under “Care.” All monthly grievance reports and analysis are forwarded to each Business Unit Manager for appropriate attention and action.

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
Medical Services	1	4	1	1	0	116	11	76	29	0
Staff Conduct & Behavior	2	2	6	2	1	52	18	15	18	1
Commissary	3	3	4	5	0	39	13	18	8	0
Out of Cell Activity	4	9	2	5	0	38	3	27	8	0
Not a Custody Related Issue	5	1	8	7	0	37	20	11	6	0
Environmental Conditions	6	7	3	3	0	36	5	21	10	0
Mental Health Services	7	7	5	4	0	31	5	17	9	0
Classification	8	5	9	6	0	25	8	10	7	0
Food Services	9	9	8	3	0	24	3	11	10	0
Mail	9	6	7	9	0	24	6	14	4	0
Clothing/Laundry	10	6	9	10	0	19	6	10	3	0
Policy/Rulebook	11	6	13	9	0	15	6	5	4	0
Inmate Property	12	9	11	10	0	13	3	7	3	0
Dental	13	10	16	6	0	10	2	1	7	0
Admin Booking	13	0	13	8	0	10	0	5	5	0
Programs	14	0	12	10	0	9	0	6	3	0
ADA	14	9	15	10	0	9	3	3	3	0
Technology	14	0	10	12	0	9	0	8	1	0
Religious Services	15	0	11	12	0	8	0	7	1	0
Phone	16	11	15	10	0	7	1	3	3	0
PREA	17	0	16	9	0	5	0	1	4	0
Infraction/Disciplinary	17	8	0	12	0	5	4	0	1	0
Other Inmate Services	17	11	14	0	0	5	1	4	0	0
Searches	18	10	0	11	0	4	2	0	2	0
Visits	18	0	14	0	0	4	0	4	0	0
Legal Services	18	11	15	0	0	4	1	3	0	0
Grievance Against Inmate	19	0	16	11	0	3	0	1	2	0
Outside Agency	20	11	16	0	0	2	1	1	0	0
Use of Force	20	10	0	0	0	2	2	0	0	0
Jail Crimes	0	0	0	0	0	0	0	0	0	0
						565	124	289	151	1