



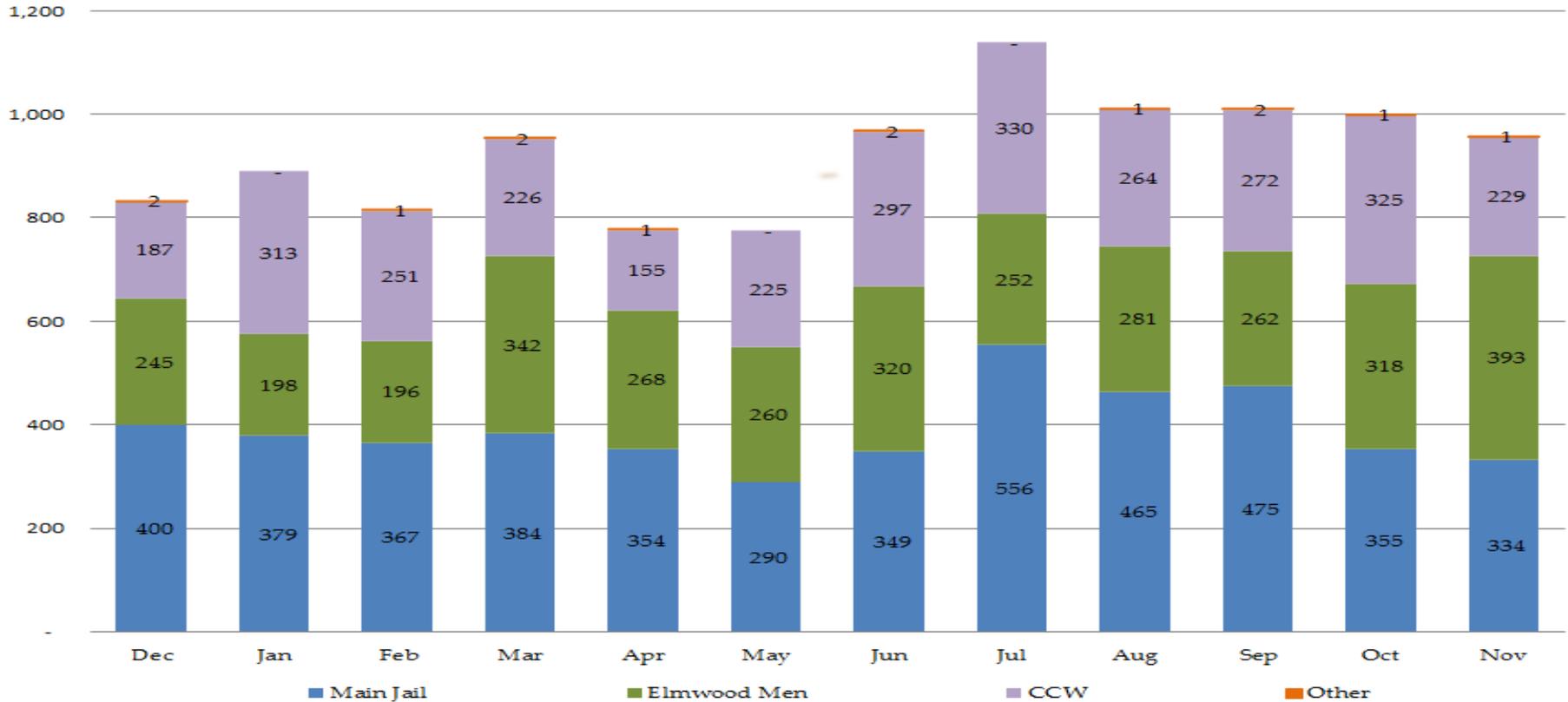
Sheriff's Office Custody Bureau
Inmate Grievances Dashboard
November 2018

Inmate Grievances Dashboard - November 2018

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

Inmate Grievances Dashboard - November 2018

Historical ACoS Grievance Volume
December 2017 through November 2018

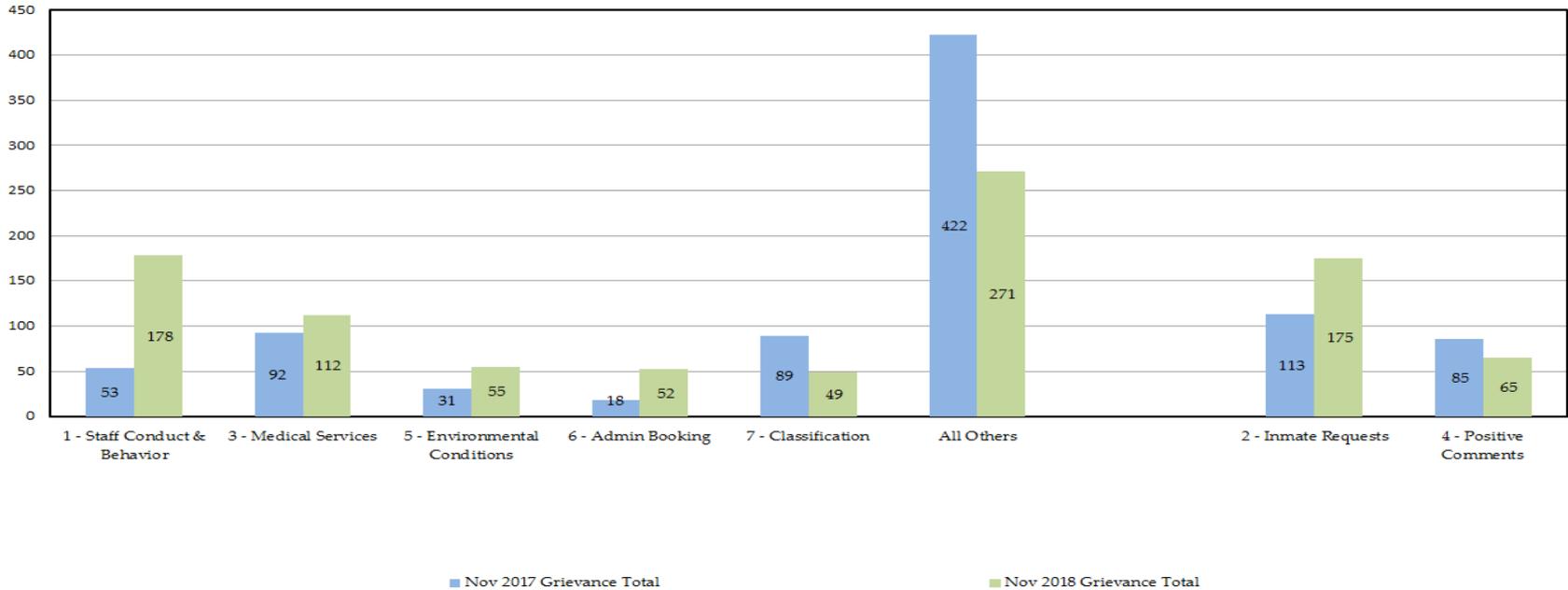


The data above compares the volume of the monthly grievances for the last 12 months. For convenient comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s, and the Elmwood Women’s (CCW) Facilities, and also by “Other - Out of Facility” areas. This refers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

When compared to the previous month, there were 42 less grievances entered in the ACoS database yielding a -4.4% decline in overall Inmate Grievance submissions for the month of November 2018.

Inmate Grievances Dashboard - November 2018

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

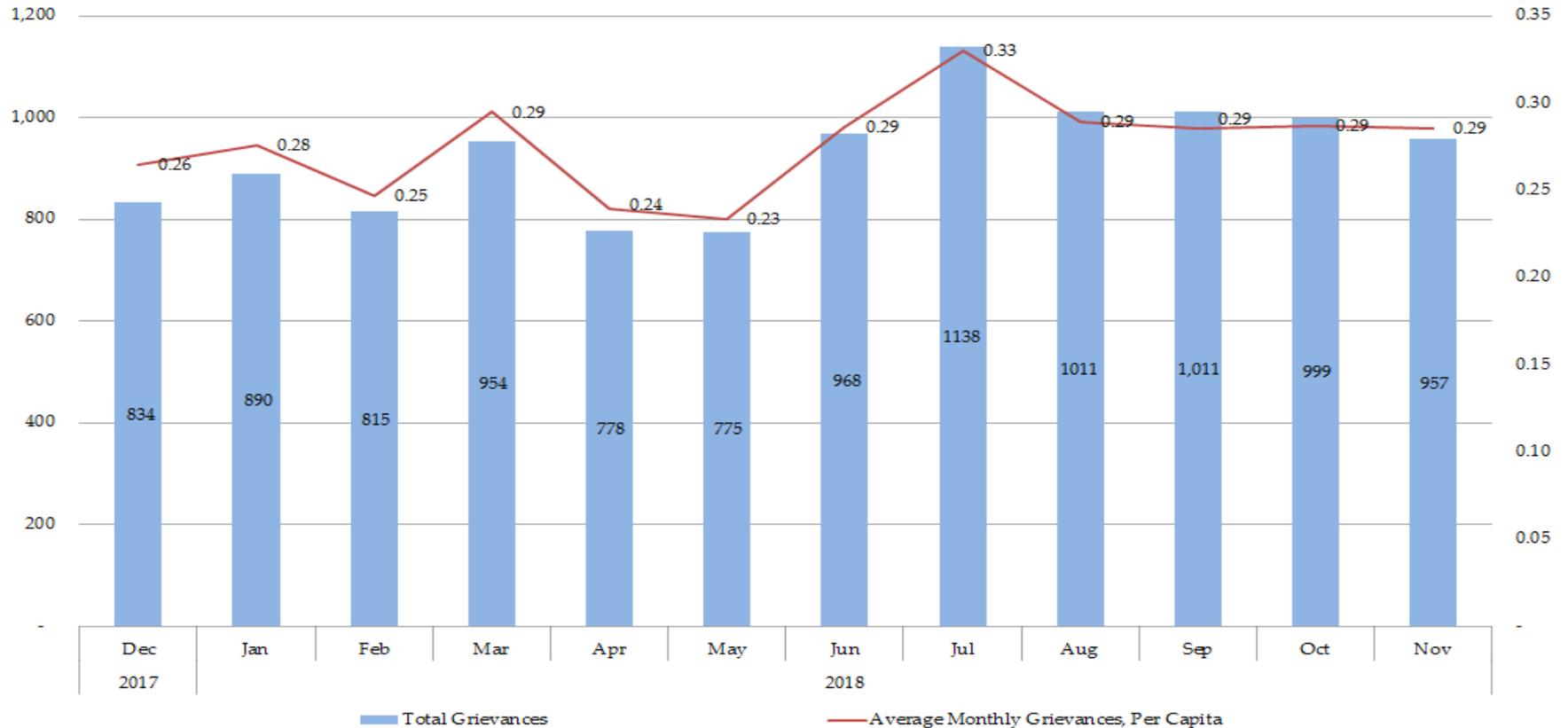


The data above compares the current month’s Top Five Most Frequent Grievance Categories against the same month from a year ago. NOTE: The two categories, “Inmate Requests” and “Positive Comments,” have been omitted because they are not considered inmate grievances.

The top two categories remain the same for the month of November with “Staff Conduct and Behavior” as the #1 and “Medical Services” as the #2 most frequent Grievance Categories. The “Admin Booking,” Category placed itself in the Top Five Most Frequent Grievance Category this month. A +58% increase in grievances were submitted against Administrative Booking for the month of November. Close to half (25 or 48% total grievances) of these complaints were produced by inmates at the Elmwood Complex regarding sentencing credits and the analysis has been forwarded to the Support Services Division for review and action.

Inmate Grievances Dashboard - November 2018

Average Monthly Grievances Per Capita
December 2017 through November 2018
All Grievances, All Facilities

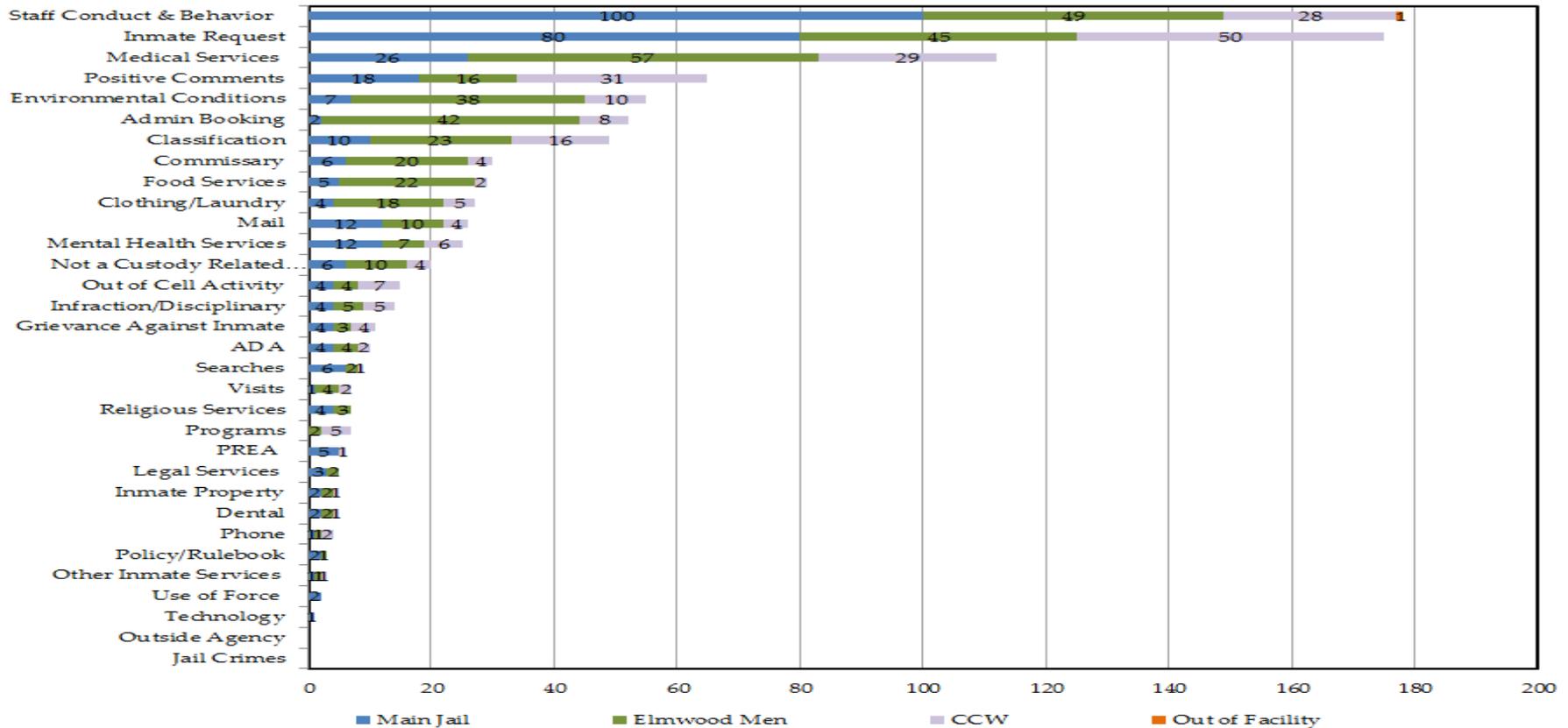


The data above compares the total inmate grievances submitted by month for the last 12 months. In November 2018, there were 957 grievances submitted by an average daily population of 3352 inmates. There were 0.29 grievances submitted per inmate in the month of November 2018.

In the last four months, the average monthly grievances per capita has remained stable. The inmate population is at its lowest point in the past six months, but the submission rate remains constant with 0.29 grievances per inmate.

Inmate Grievances Dashboard - November 2018

Grievance Totals by Category and Facility
November 2018
957 Grievances



The above data shows all 957 inmate grievances submitted for the month of November 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 (such as Courts).

When omitting “Inmate Requests” and “Positive Comments,” the Top 5 Grievance Categories make up 47% of the total grievances submitted for the month of November. Inversely, all categories below “Out of Cell Activity,” account for only 10% of the total grievance submissions for November 2018.

Inmate Grievances Dashboard - November 2018

The chart below ranks the frequency of inmate grievances submitted by category for November 2018. 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 November.

In July 2018, the "Out of Cell" Category ranked #5 overall with 93 total grievances. Throughout the last several months, ongoing improvements have been made to increase structured and unstructured out of cell time for all inmates incarcerated in Santa Clara County Jail. This month, the "Out of Cell" Category ranked #14 overall with 39 total grievances resulting in a significant -42% decrease in submissions.

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
Staff Conduct & Behavior	1	1	2	4	1	178	100	49	28	1
Inmate Request	2	2	3	1	0	175	80	45	50	0
Medical Services	3	3	1	3	0	112	26	57	29	0
Positive Comments	4	4	10	2	0	65	18	16	31	0
Environmental Conditions	5	7	5	6	0	55	7	38	10	0
Admin Booking	6	12	4	7	0	52	2	42	8	0
Classification	7	6	6	5	0	49	10	23	16	0
Commissary	8	8	8	11	0	30	6	20	4	0
Food Services	9	9	7	12	0	29	5	22	2	0
Clothing/Laundry	10	10	9	10	0	27	4	18	5	0
Mail	11	5	11	11	0	26	12	10	4	0
Mental Health Services	12	5	12	9	0	25	12	7	6	0
Not a Custody Related Issue	13	8	11	11	0	20	6	10	4	0
Out of Cell Activity	14	10	14	8	0	15	4	4	7	0
Infraction/Disciplinatory	15	10	13	10	0	14	4	5	5	0
Grievance Against Inmate	16	10	15	11	0	11	4	3	4	0
ADA	17	10	14	12	0	10	4	4	2	0
Searches	18	8	16	13	0	9	6	2	1	0
Programs	19	0	16	10	0	7	0	2	5	0
Religious Services	19	10	15	0	0	7	4	3	0	0
Visits	19	13	14	12	0	7	1	4	2	0
PREA	20	9	0	13	0	6	5	0	1	0
Dental	21	12	16	13	0	5	2	2	1	0
Inmate Property	21	12	16	13	0	5	2	2	1	0
Legal Services	21	11	16	0	0	5	3	2	0	0
Phone	22	13	17	12	0	4	1	1	2	0
Other Inmate Services	23	13	17	13	0	3	1	1	1	0
Policy/Rulebook	23	12	17	0	0	3	2	1	0	0
Use of Force	24	12	0	0	0	2	2	0	0	0
Technology	25	13	0	0	0	1	1	0	0	0
Jail Crimes	0	0	0	0	0	0	0	0	0	0
Outside Agency	0	0	0	0	0	0	0	0	0	0
						957	334	393	229	1