



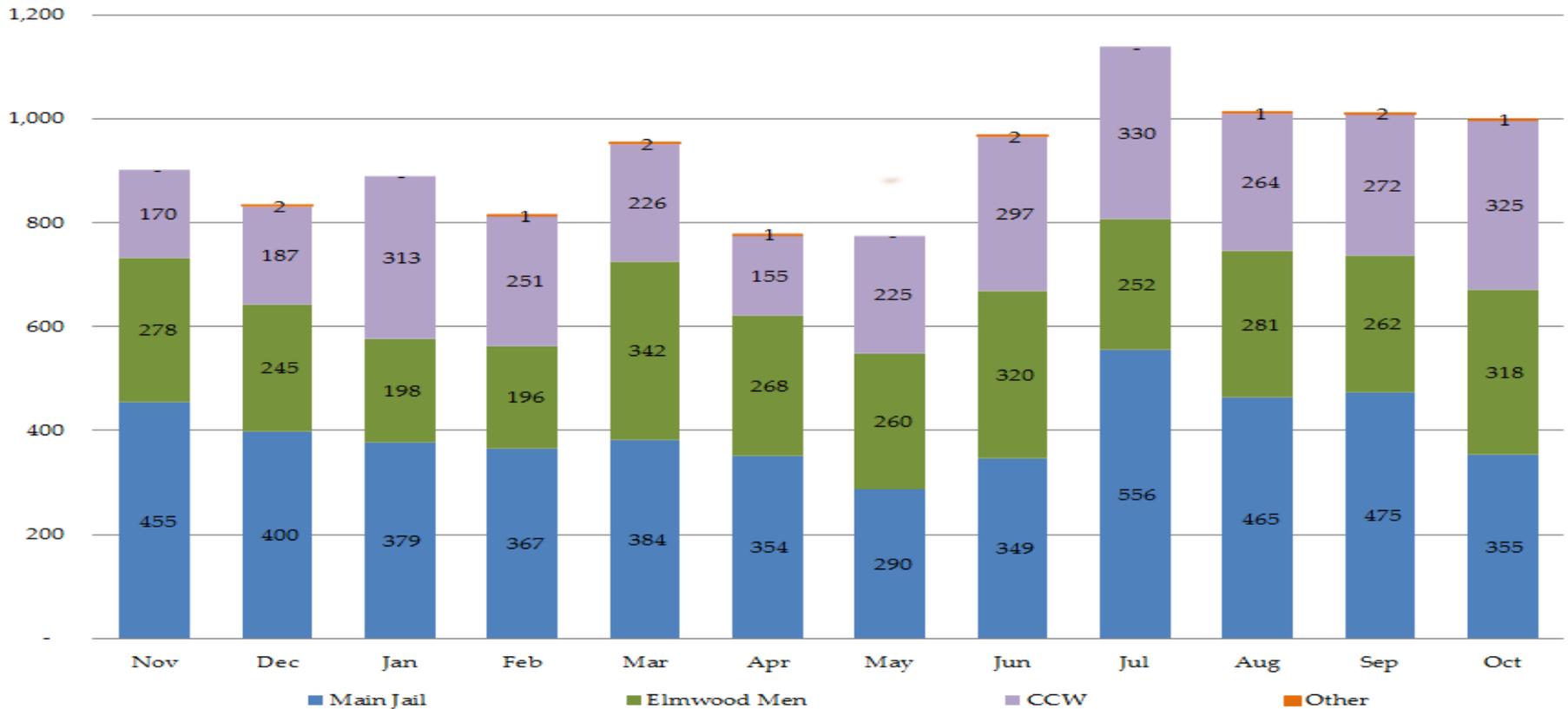
Sheriff's Office Custody Bureau  
Inmate Grievances Dashboard  
**October 2018**

# Inmate Grievances Dashboard - October 2018

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

# Inmate Grievances Dashboard - October 2018

Historical ACeS Grievance Volume  
November 2017 through October 2018

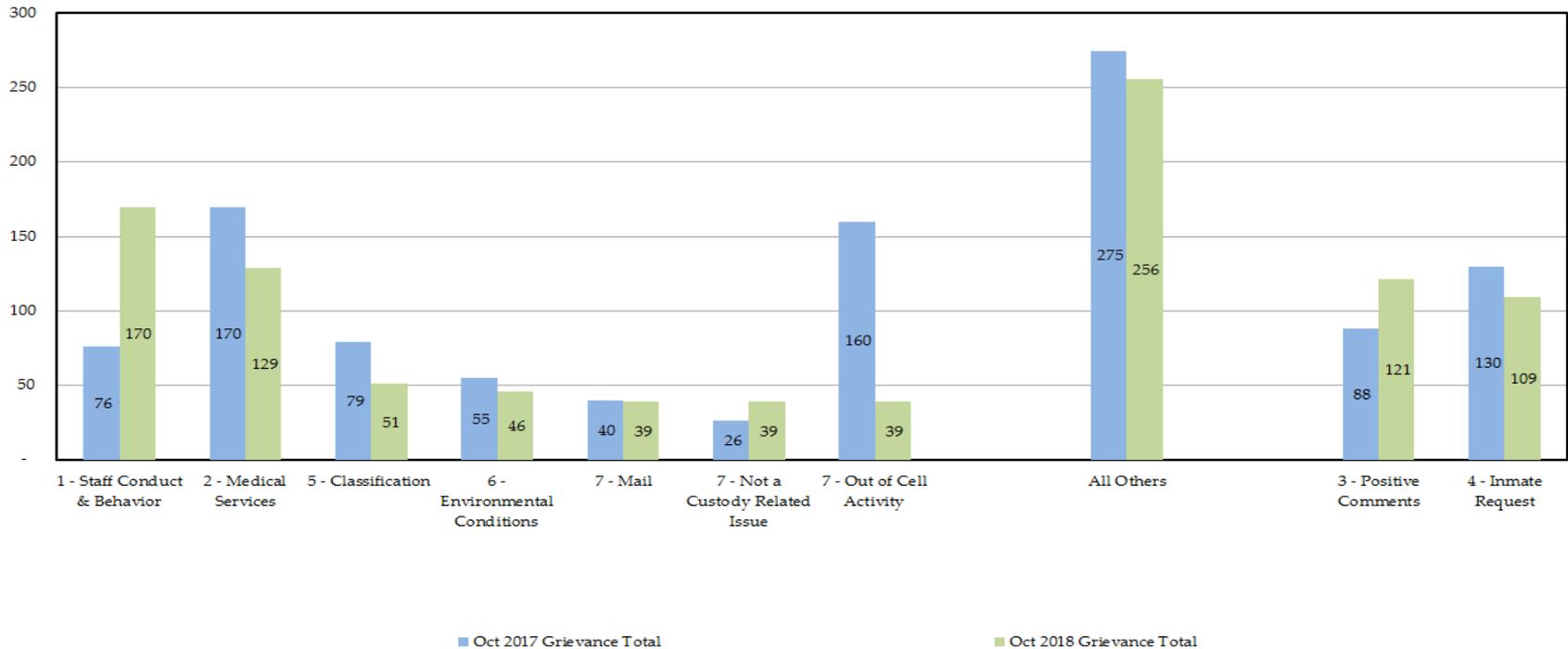


The data above compares the volume of the monthly grievances for the last 12 months. For convenient comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s, and the Elmwood Women’s (CCW) Facilities, and also by “Other - Out of Facility” areas. This refers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

When comparing the last several months, the amount of grievances submitted by inmates has been relatively consistent. In October 2018, there was a slight decline of -12 grievances reported through the ACeS database from the previous months.

# Inmate Grievances Dashboard - October 2018

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

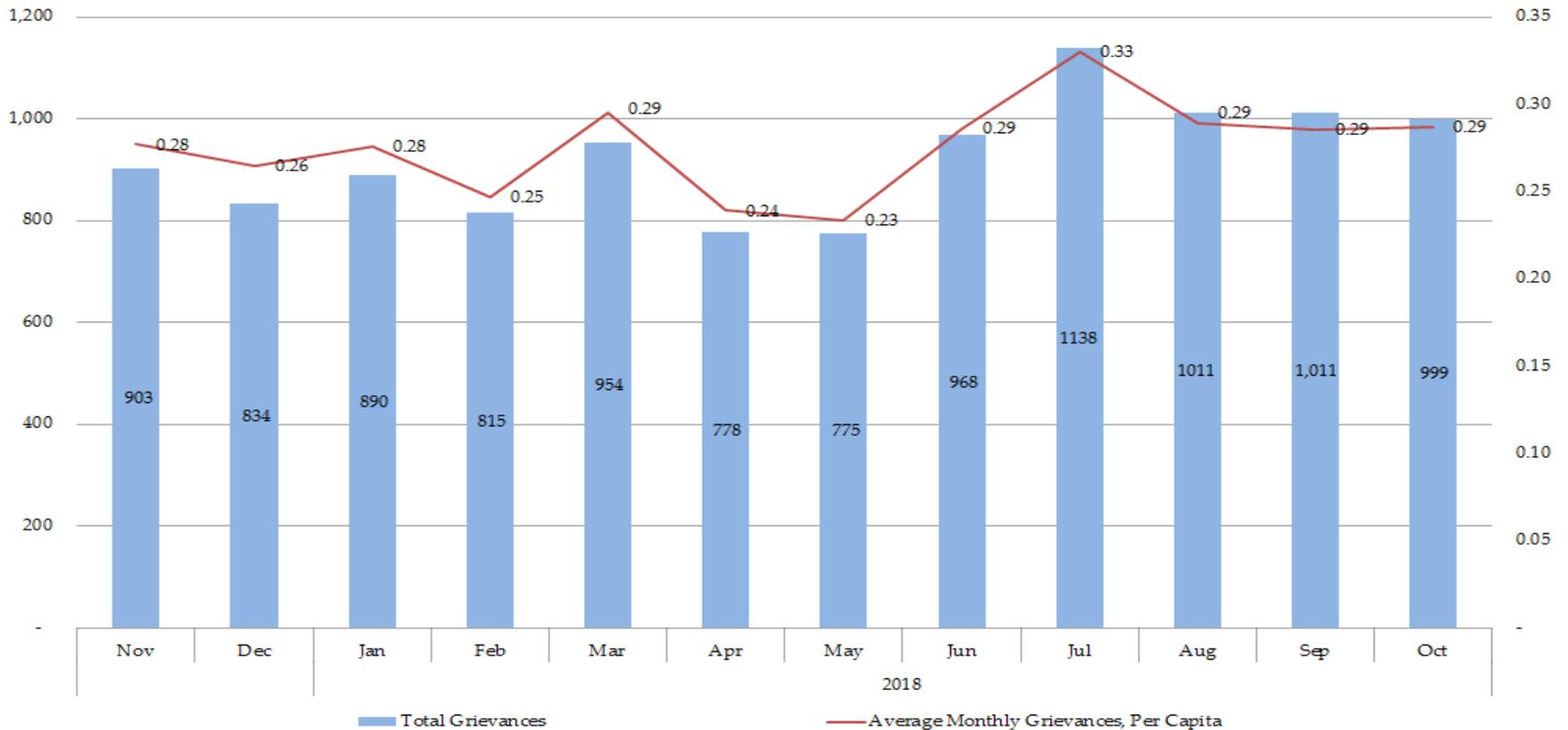


The data above compares the current month’s Top Five Most Frequent Grievance Categories against the same month from a year ago. NOTE: The two categories, “Inmate Requests” and “Positive Comments,” have been omitted because they are not considered inmate grievances.

The top two categories remain the same for the month of October with “Staff Conduct and Behavior” as the #1 and “Medical Services” as the #2 most frequent Grievance Categories. The “Mail,” “Not a Custody Related Issue,” and “Out of Cell” categories all recorded 39 total grievances per category for the month of October 2018 and tied for 5<sup>th</sup> place.

# Inmate Grievances Dashboard - October 2018

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

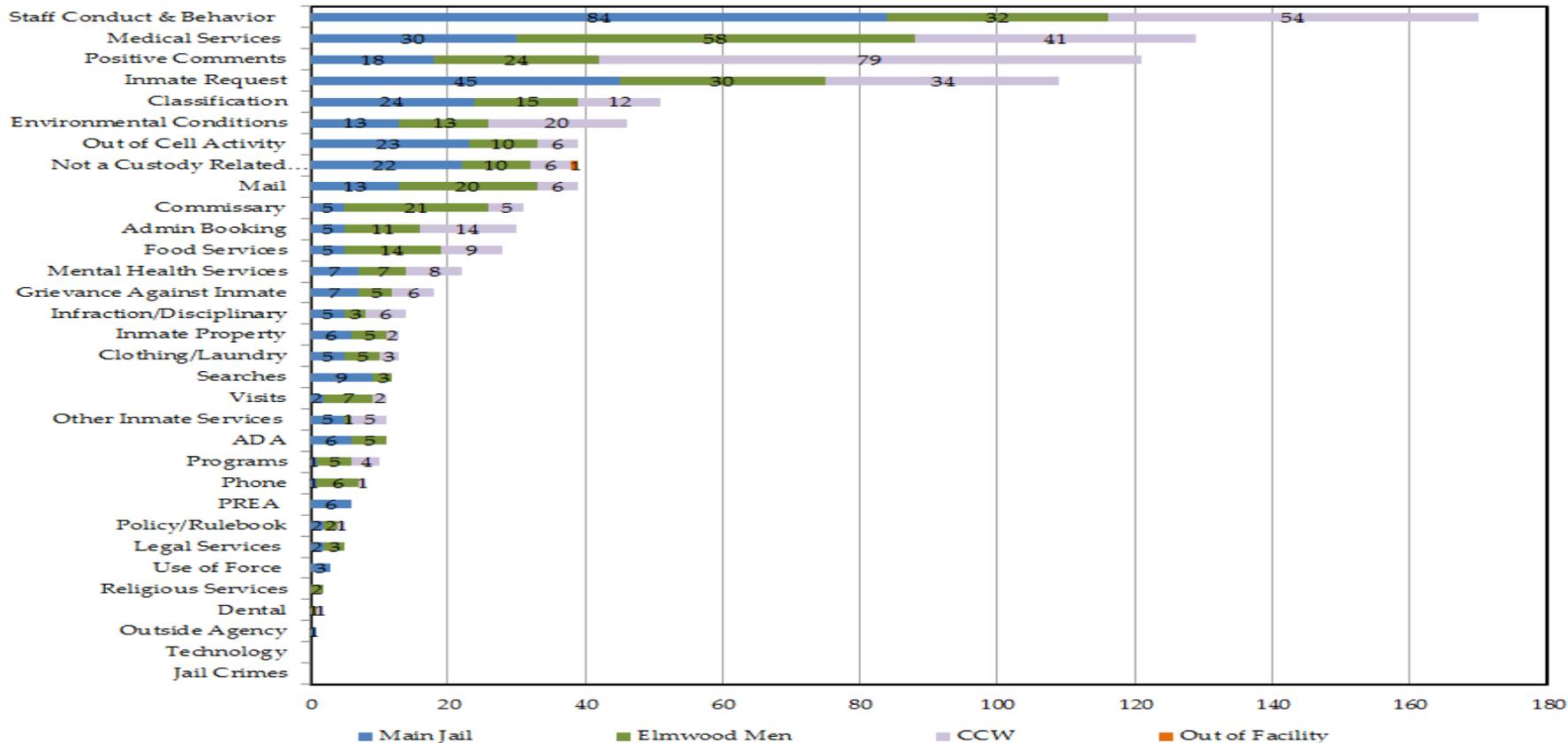


The data above compares the total inmate grievances submitted by month for the last 12 months. In October 2018, there were 999 grievances submitted by an average daily population of 3481 inmates. There were 0.29 grievances submitted per inmate in the month of October 2018.

The numbers of grievances submitted and the inmate population count has fluctuated slightly over the last several months, but remained comparatively stable as evident in the above chart.

# Inmate Grievances Dashboard - October 2018

Grievance Totals by Category and Facility  
 October 2018  
 999 Grievances



The above data shows all 999 inmate grievances submitted for the month of October 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 51% of the total grievances submitted for the month of October. Both the “Jail Crimes” and “Technology” Categories did not produce any grievances and ranked last when compared to the other categories.

# Inmate Grievances Dashboard - October 2018

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

In August, the "Policy/Rulebook" Category ranked #12 overall as the new inmate rulebooks were distributed to all inmates on August 20<sup>th</sup> with an effective date of August 31<sup>st</sup>, 2018. Last month, the "Policy/Rulebook" Category ranked #14 overall with 30 complaints. This month, the same category ranked #20 overall with 5 total complaints. A -83% decrease occurred in this category as the inmates have become more acquainted with the new rulebook's up-to-date information on inmate rights, expectations, and responsibilities.

Category	Category Frequency Rank					Total Grievances				
	Overall	Elmwood			Out of	Overall	Elmwood			Out of
	Rank	Main Jail	Men	CCW	Facility	Count	Main Jail	Men	CCW	Facility
Staff Conduct & Behavior	1	1	2	2	0	170	84	32	54	0
Medical Services	2	3	1	3	0	129	30	58	41	0
Positive Comments	3	7	4	1	0	121	18	24	79	0
Inmate Request	4	2	3	4	0	109	45	30	34	0
Classification	5	4	7	7	0	51	24	15	12	0
Environmental Conditions	6	8	9	5	0	46	13	13	20	0
Mail	7	8	6	11	0	39	13	20	6	0
Not a Custody Related Issue	7	6	11	11	1	39	22	10	6	1
Out of Cell Activity	7	5	11	11	0	39	23	10	6	0
Commissary	8	12	5	12	0	31	5	21	5	0
Admin Booking	9	12	10	6	0	30	5	11	14	0
Food Services	10	12	8	8	0	28	5	14	9	0
Mental Health Services	11	10	12	10	0	22	7	7	8	0
Grievance Against Inmate	12	10	14	11	0	18	7	5	6	0
Infraction/Disciplinary	13	12	15	11	0	14	5	3	6	0
Clothing/Laundry	14	12	14	15	0	13	5	5	3	0
Inmate Property	14	11	14	16	0	13	6	5	2	0
Searches	15	9	15	0	0	12	9	3	0	0
ADA	16	11	14	0	0	11	6	5	0	0
Other Inmate Services	16	12	17	12	0	11	5	1	5	0
Visits	16	14	12	16	0	11	2	7	2	0
Programs	17	15	14	13	0	10	1	5	4	0
Phone	18	15	13	17	0	8	1	6	1	0
PREA	19	11	0	0	0	6	6	0	0	0
Legal Services	20	14	15	0	0	5	2	3	0	0
Policy/Rulebook	20	14	16	17	0	5	2	2	1	0
Use of Force	21	13	0	0	0	3	3	0	0	0
Dental	22	0	17	17	0	2	0	1	1	0
Religious Services	22	0	16	0	0	2	0	2	0	0
Outside Agency	23	15	0	0	0	1	1	0	0	0
Jail Crimes	0	0	0	0	0	0	0	0	0	0
Technology	0	0	0	0	0	0	0	0	0	0
						999	355	318	325	1