



Sheriff's Office Custody Bureau

Inmate Grievances Dashboard

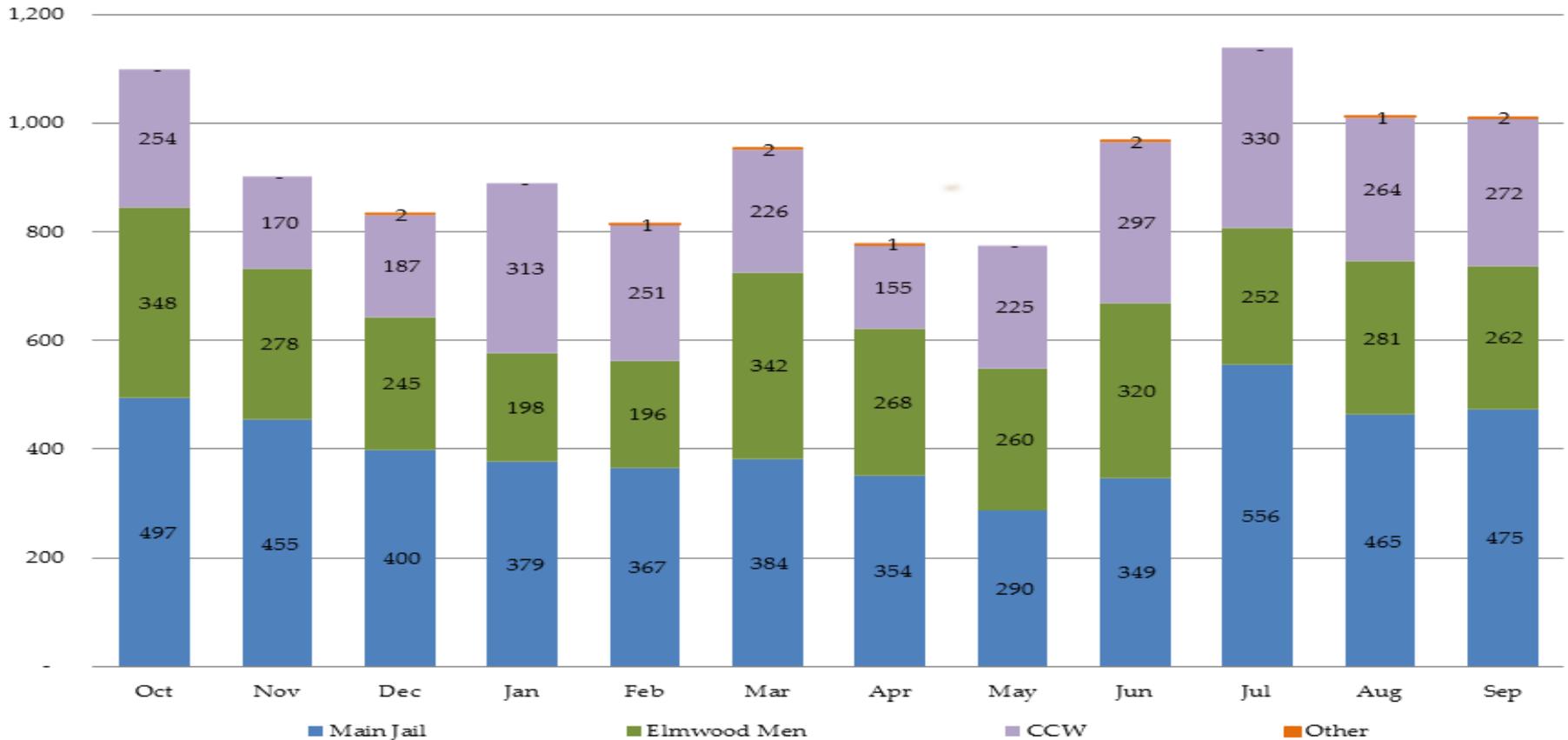
September 2018

Inmate Grievances Dashboard - September 2018

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

Inmate Grievances Dashboard - September 2018

Historical ACeS Grievance Volume
October 2017 through September 2018

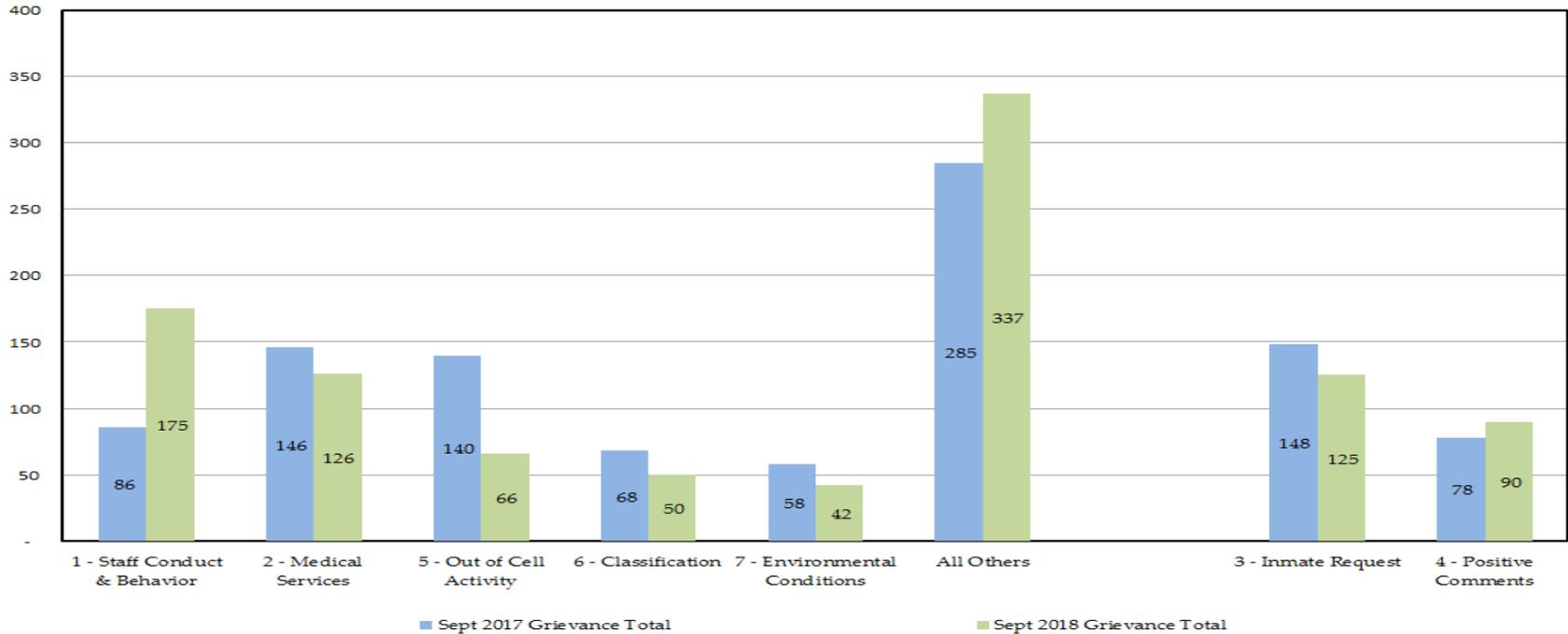


The data above compares the volume of the monthly grievances for the last 12 months. For convenient comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men's, and the Elmwood Women's (CCW) Facilities, and also by "Other - Out of Facility" areas.

The number of grievances reported for the month of September 2018 matched the total number of grievances from the previous month. Each respective facility produced a similar amount of grievances with little disparity from August to September.

Inmate Grievances Dashboard - September 2018

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



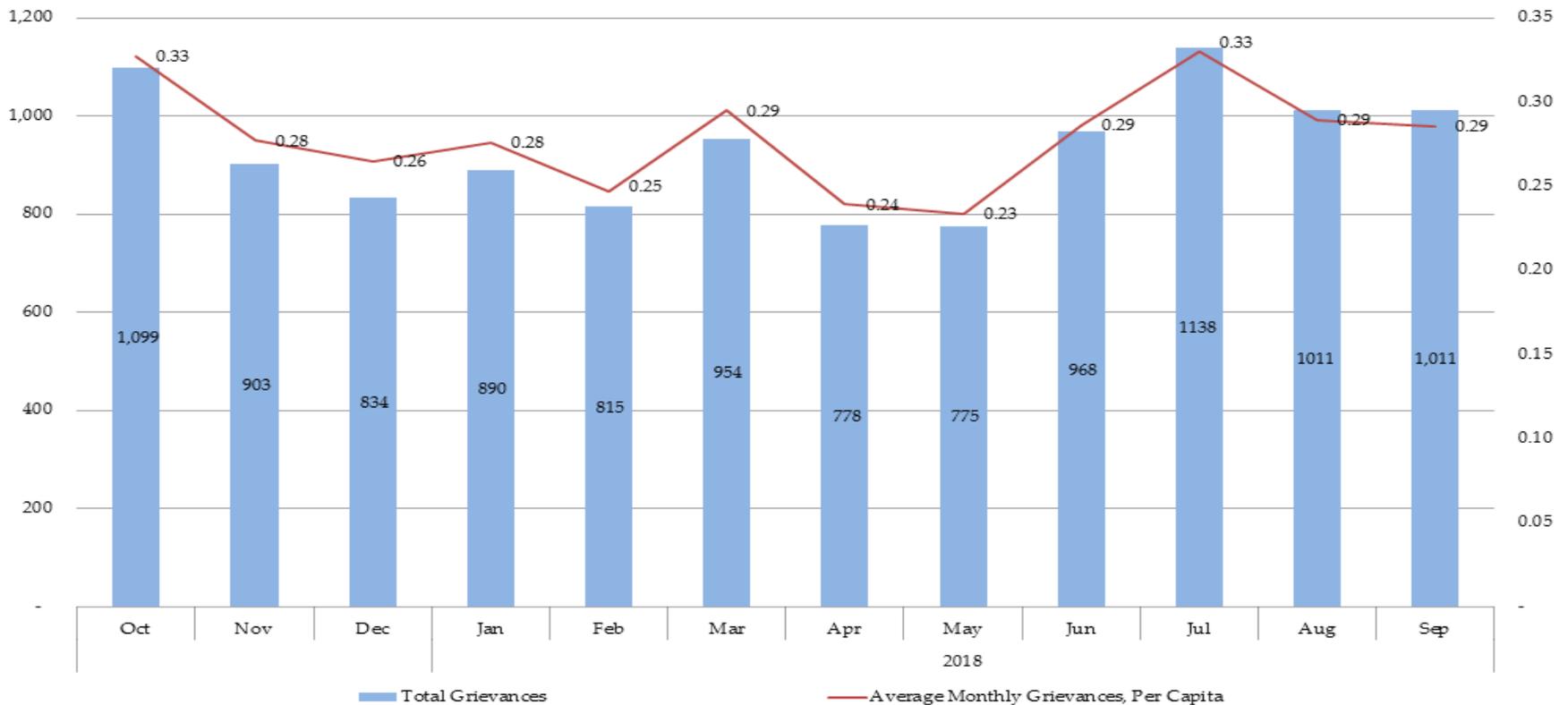
The data above compares the current month's Top Five Most Frequent Grievance Categories against the same month from a year ago.

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

The "Out of Cell" Category fell off the Top Five Most Frequent Grievance List in August 2018, but rejoined this month as the third most grieved category. The Commissary Category reduced nearly 50% of their complaints from the previous month and did not make the Top Five Most Frequent Grievance List for September 2018. The "Staff Conduct & Behavior" Category produced 175 grievances this month. Of those grievances, 61% or 106 grievances were complaints produced by inmates housed at the Main Jail. More than half of these complaints (53% or 55 total grievances) were generated by inmates from only 4 housing units at the Main Jail. These grievances were largely directed towards the Inmate Disciplinary Process and the analysis has been forwarded to the Main Jail Administration for review and action.

Inmate Grievances Dashboard - September 2018

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

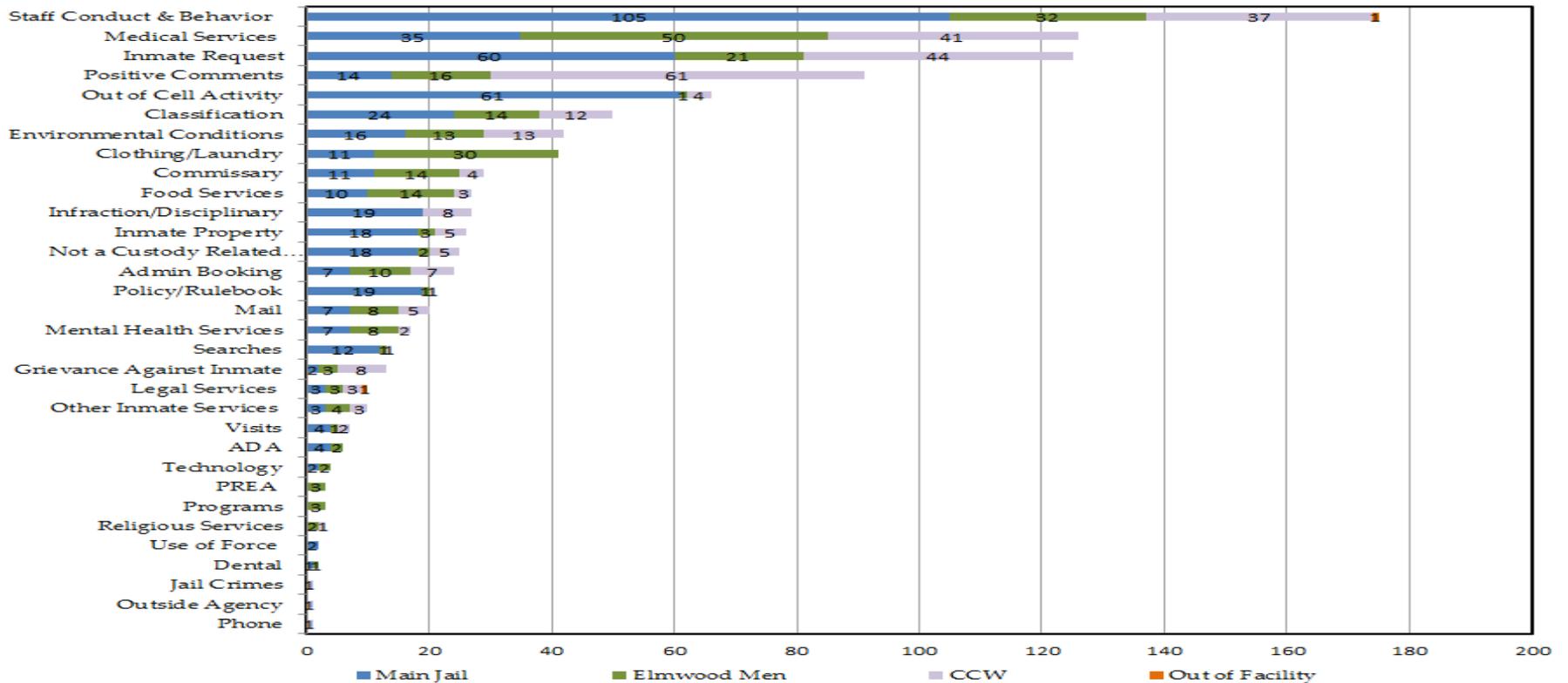


The data above compares the total inmate grievances submitted by month for the last 12 months. In September 2018, there were 1011 grievances submitted by an average daily population of 3542 inmates. There were 0.29 grievances submitted per inmate in the month of September 2018.

For the month of September, the department reported the same number of complaints as the previous month while the average inmate population remained stable with a slight +1.4% increase.

Inmate Grievances Dashboard - September 2018

Grievance Totals by Category and Facility September 2018



The above data shows all 1011 inmate grievances submitted for the month of September 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 45% of the total grievances submitted for the month of August. The “Phone” category reduced its number of complaints by approximately 90% and ranked last along with “Outside Agency” and “Jail Crimes” for the month of September.

Inmate Grievances Dashboard - September 2018

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

Last month, the "Phone" Category ranked #19 overall with 9 complaints. This month, the same category ranked #25 overall with 1 total complaint. During the last several months, an additional 43 phones were installed at the Main Jail to increase the availability to all inmates.

Category	Category Frequency Rank					Total Grievances				
	Overall Rank	Main Jail	Elmwood Men	CCW	Out of Facility	Overall Rank	Main Jail	Elmwood Men	CCW	Out of Facility
Staff Conduct & Behavior	1	1	2	4	1	173	104	32	36	1
Medical Services	2	4	1	3	0	126	35	50	41	0
Inmate Request	3	3	4	2	0	125	60	21	44	0
Positive Comments	4	9	5	1	0	91	14	16	61	0
Out of Cell Activity	5	2	13	10	0	66	61	1	4	0
Classification	6	5	6	6	0	50	24	14	12	0
Environmental Conditions	7	8	7	5	0	42	16	13	13	0
Clothing/Laundry	8	11	3	0	0	41	11	30	0	0
Commissary	9	11	6	10	0	29	11	14	4	0
Infraction/Disciplinary	10	6	0	7	0	27	19	0	8	0
Food Services	10	12	6	11	0	27	10	14	3	0
Inmate Property	11	7	11	9	0	26	18	3	5	0
Not a Custody Related Issue	12	7	12	9	0	25	18	2	5	0
Admin Booking	13	13	8	8	0	24	7	10	7	0
Policy/Rulebook	14	6	13	13	0	21	19	1	1	0
Mail	15	13	9	9	0	20	7	8	5	0
Mental Health Services	16	13	9	12	0	17	7	8	2	0
Searches	17	10	13	13	0	14	12	1	1	0
Grievance Against Inmate	18	16	11	7	0	13	2	3	8	0
Other Inmate Services	19	15	10	11	0	10	3	4	3	0
Legal Services	19	15	11	11	1	10	3	3	3	1
Visits	20	14	13	12	0	7	4	1	2	0
ADA	21	14	12	0	0	6	4	2	0	0
Technology	22	16	12	0	0	4	2	2	0	0
Use of Force	23	15	0	0	0	3	3	0	0	0
Religious Services	23	0	12	13	0	3	0	2	1	0
Programs	23	0	11	0	0	3	0	3	0	0
PREA	23	0	11	0	0	3	0	3	0	0
Dental	24	17	13	0	0	2	1	1	0	0
Jail Crimes	25	0	0	13	0	1	0	0	1	0
Outside Agency	25	0	0	13	0	1	0	0	1	0
Phone	25	0	0	13	0	1	0	0	1	0
						1,011	475	262	272	2