



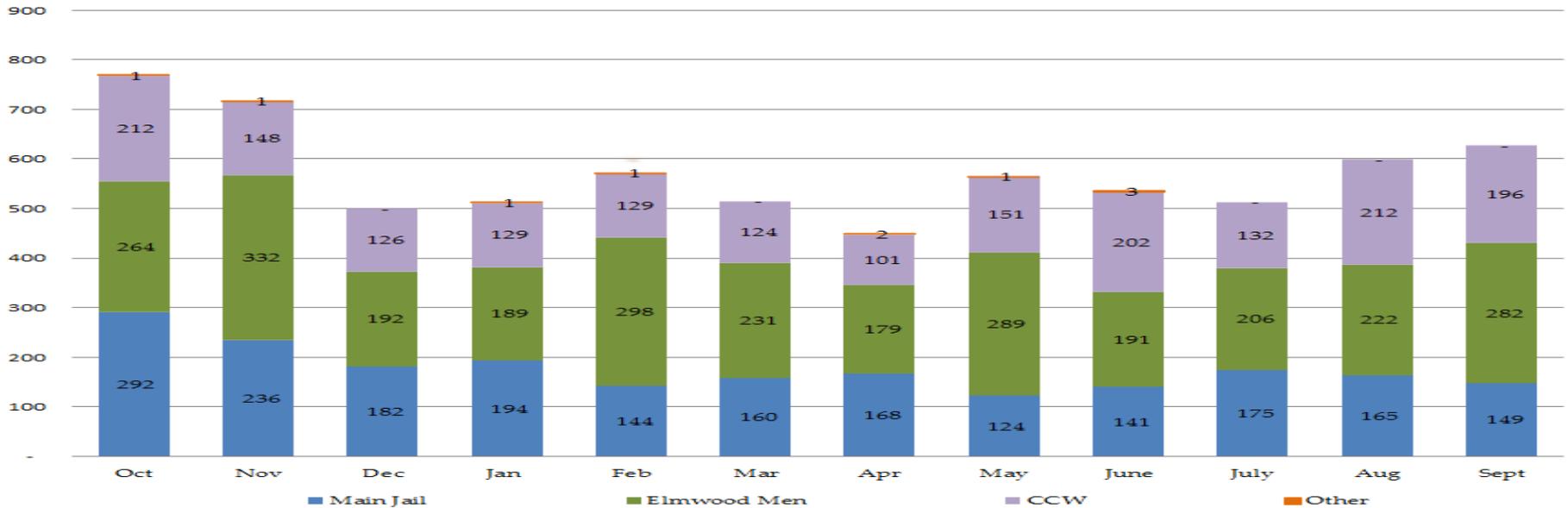
Sheriff's Office Custody Bureau  
Inmate Grievances Dashboard  
**September 2019**

# Inmate Grievances Dashboard – September 2019

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

# Inmate Grievances Dashboard – September 2019

Historical ACeS Grievance Volume  
October 2018 through September 2019



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.

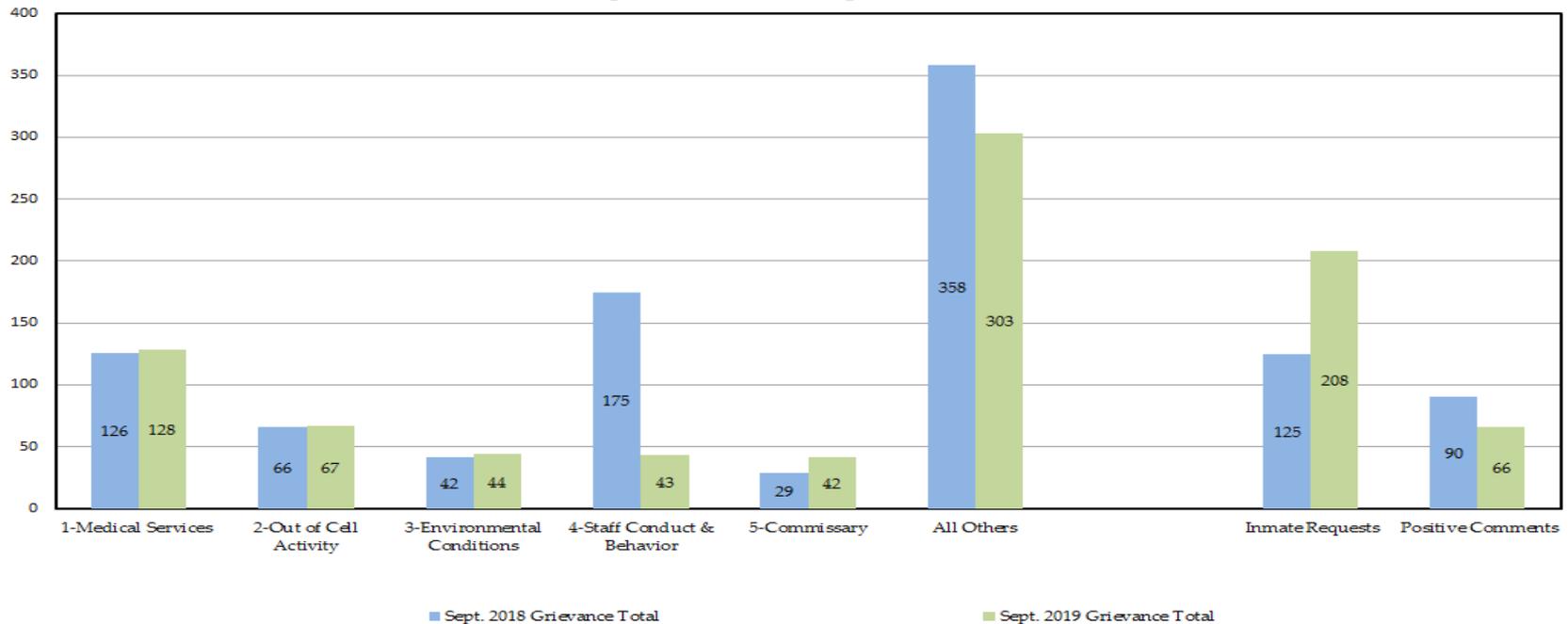
Since the beginning of the calendar year, the total number of grievances has not surpassed the 600 mark. Last month, there were 627 total grievances submitted which is a 4.5% addition from the previous month. Main Jail and Elmwood Women’s decreased their grievance submissions last month; however, the Elmwood Men’s Facility experienced a 22.6% increase.

Part of the inflation was due to a mass grievance from inmates on the Minimum Compound complaining about a sewage backup in their showers. County contracted plumbers were dispatched immediately and resolved the problem within hours. Additionally, a Hazardous Waste contractor cleaned and disinfected all the affected areas shortly thereafter prior to inmates’ usage of the area again.

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 – September 2019

Top Five Most Frequent Grievance Categories  
September 2019 vs. September 2018



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

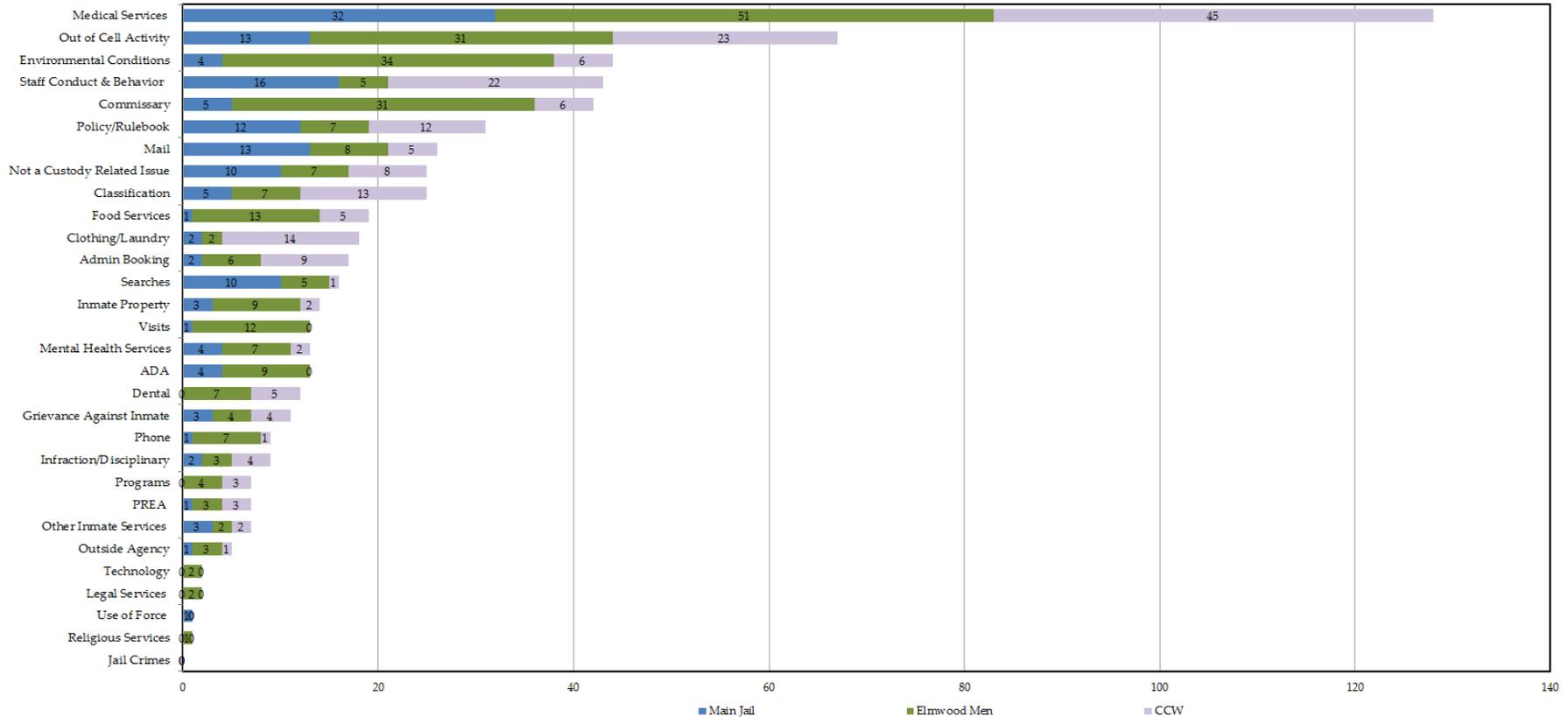
“Medical Services” continues to be the #1 most grieved category and “Out of Cell Activity” replaced “Staff Conduct” as the 2<sup>nd</sup> most grieved Category for September. The Top 3 categories show little disparity between last year’s statistics versus this current year.

The biggest and most positive variance is still the difference between last year’s “Staff Conduct & Behavior” statistics compared to this year which yields a 75% reduction in overall submitted grievances in this category. The divisional leaders and business unit managers are continuing to set goals and provide on-going training to their staff to help lower the staff conduct complaints each month.

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

# Inmate Grievances Dashboard – September 2019

Grievance Totals by Category and Facility  
September 2019, 627 Grievances



The above data shows all 627 inmate grievances submitted for the month of September 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 52% of all submitted grievances for September 2019. All other categories sum up the remaining balance or 48% of all submitted grievances for the month of September. The “Jail Crimes” Category did not receive any grievances for September and since the beginning of the year, only one grievance has been submitted for this category.

# Inmate Grievances Dashboard – September 2019

The chart below ranks the frequency of inmate grievances submitted by category for September 2019. 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 September.

For the month of September, the “Out of Cell Activity” Category increased by 72% or 28 grievances. A portion of these grievances stemmed from an unexpected power outage at the Elmwood Complex. For the safety and security of the facility, and due to intermittent surges in power, the facility remained locked down for approximately 24 hours. However, during the lockdown, inmates continued to receive essential medication and all meals were distributed as scheduled. If any inmate needed Medical or Mental Health services during the lockdown period, staff was present and helped coordinate with the providers.

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	1	1	1	0	128	32	51	45	0
Out of Cell Activity	2	3	3	2	0	67	13	31	23	0
Environmental Conditions	3	7	2	9	0	44	4	34	6	0
Staff Conduct & Behavior	4	2	10	3	0	43	16	5	22	0
Commissary	5	6	3	9	0	42	5	31	6	0
Policy/Rulebook	6	4	8	6	0	31	12	7	12	0
Mail	7	3	7	10	0	26	13	8	5	0
Classification	8	6	8	5	0	25	5	7	13	0
Not a Custody Related Issue or a	8	5	8	8	0	25	10	7	8	0
Food Services	9	10	4	10	0	19	1	13	5	0
Clothing/Laundry	10	9	13	4	0	18	2	2	14	0
Admin Booking	11	9	9	7	0	17	2	6	9	0
Searches	12	5	10	14	0	16	10	5	1	0
Inmate Property	13	8	6	13	0	14	3	9	2	0
Mental Health Services	14	7	8	13	0	13	4	7	2	0
Visits	14	10	5	0	0	13	1	12	0	0
ADA	14	7	6	0	0	13	4	9	0	0
Dental	15	0	8	10	0	12	0	7	5	0
Grievance Against Inmate	16	8	11	11	0	11	3	4	4	0
Infraction/Disciplinary	17	9	12	11	0	9	2	3	4	0
Phone	17	10	8	14	0	9	1	7	1	0
Programs	18	0	11	12	0	7	0	4	3	0
PREA	18	10	12	12	0	7	1	3	3	0
Other Inmate Services	18	8	13	13	0	7	3	2	2	0
Outside Agency	19	10	12	14	0	5	1	3	1	0
Legal Services	20	0	13	0	0	2	0	2	0	0
Technology	20	0	13	0	0	2	0	2	0	0
Religious Services	21	0	14	0	0	1	0	1	0	0
Use of Force	21	10	0	0	0	1	1	0	0	0
Jail Crimes	0	0	0	0	0	0	0	0	0	0