Inmate Grievances Dashboard – September 2020

• Executive Summary

  – The Grievance Unit Monthly Dashboard will include the following data:

  • Historical Grievance Volume
    – October 2019 through September 2020
  • Top Five Most Frequent Grievance Categories
    – September 2019 vs. September 2020
  • Grievance Totals by Category and by Facility
    – September 2020
  • Category Frequency Rank
    – September 2020
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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.

For the month of September, there was a 39.4% decrease in overall grievance submissions when compared to the previous month. Last month’s 318 grievances were the lowest recorded number of submissions since the implementation of the ACeS Grievance Tracking System on June 5, 2017.

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

Last month, the “Medical Services” category replaced “Commissary” as the #1 Most Frequently Grieved Category. Even though “Medical Services” was the Most Frequently Grieved Category for the month of September, there was a 52% reduction when compared to the previous year.

Since the beginning of the COVID-19 pandemic, the “Commissary” category has consistently been the “Most Frequently Grieved Category” until last month. Commissary services were abruptly interrupted in mid-March and the Grievance Unit witnessed a spike with 370 submitted grievances for the month of April. Since then, there has been a 87% decrease in grievance submissions for the “Commissary” category as the facilities continually monitor their operations to slowly and safely reintroduce services back to the inmate population.

NOTE: The two categories, “Inmate Requests” and “Positive Comments,” have been omitted because they are not considered inmate grievances.
The above data shows all the inmate grievances submitted for the month of September 2020 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 56% of all submitted grievances for September 2020. All other categories sum up the remaining balance or 44% of all grievances for the month of August. The “Use of Force” and “Jail Crimes” categories did not record a single grievance last month.

NOTE: The two categories, “Inmate Requests” and “Positive Comments,” have been added to this report, but they are not considered true grievances.
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The chart below ranks the frequency of inmate grievances submitted by category for September 2020. 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.

At the beginning of Fiscal Year 2018, the “Staff Conduct and Behavior” category peaked with 186 total grievances and averaged 159 grievances per month for the 1st half of FY ‘18. To understand the root of the problem, the Grievance Unit performed an extensive audit at the beginning of calendar year 2019 of all “Staff Conduct and Behavior” grievances for the previous fiscal year and provided the report to the Sheriff’s Office Command Staff and Business Unit Managers. The in-depth audit provided insight for each division to help set goals and reduce grievance submissions for this category.

Since the audit was performed, the “Staff Conduct and Behavior” category has consistently decreased as divisions are continually monitoring this category for areas of opportunity to train staff. The month of September yielded the lowest “Staff Conduct” grievance complaints since the implementation of the ACeS Grievance Tracking System. The monthly average submission for this category during the last 6 months were 35 grievances compared to 159 from a comparable period two years ago.

NOTE: The two categories, “Inmate Requests” and “Positive Comments,” have been added to this report, but they are not considered true grievances