

County of Santa Clara

Office of the Sheriff

55 West Younger Avenue
San Jose, California 95110-1721
(408) 808-4900



MEMORANDUM

Laurie Smith
Sheriff

DATE: January 31, 2022

TO: Mike Wasserman, President, Board of Supervisors

FROM: David Sepulveda, Assistant Sheriff

SUBJECT: Summarized Recommendation GRV 5

During the September 28th meeting of the Board of Supervisors, Supervisor Lee requested an off-agenda report relating to the completion of Summarized Recommendation GRV 5. The Sheriff's Office has completed all of the Blue Ribbon Commission recommendations related to Summarized Recommendation GRV 5 as detailed below.

The ACeS Inmate and Grievance Appeal Tracking System (ACeS) was implemented on June 5, 2017, to not only electronically document all inmate complaints but also to highlight areas of opportunity for improvements in the jails through statistical analysis and review. The Grievance Unit regularly provides data analysis to all division leaders and business unit managers through various monthly reports, and to the public through the Monthly Grievance Dashboard and the Bi-Annual Report. The Grievance Unit has an established objective to respond to all grievances meaningfully within 30 days. Some grievances necessitate further investigation measures in order to provide a resolution for the inmate and so achieving the 100% timeliness objective might not always be feasible. In the 4th quarter of 2019, the Sheriff's Office reported that 99.56% of all submitted grievances were answered and returned to the inmate within 30 days of their submission date; yielding an all-time high for the timeliness rate since the adoption of the ACeS System in June 2017. The Sheriff's Office also reports that the Elmwood Men's Facility reached a 100% timeliness rate for that quarter. The Sheriff's Office had an overall timeliness rate of 98.72% across all facilities for the entire calendar year of 2020.

The Grievance Unit is taking steps to reduce the role that sergeants have in entering initial data into the Grievance tracking database, ACeS. This will enhance consistency for entering and categorizing grievances and provide sergeants with more time to conduct hands-on supervision, monitoring, and training of staff to ensure proper compliance with policies and regulations. However, this has become increasingly difficult since one Senior Management Analyst and one Law Enforcement Clerk position were deleted from the Grievance Unit during the FY21 Budget Reduction process. The Sheriff's Office worked with the Tablet provider (GTL) to automate Inmate Grievance submittals which allow grievances to be directly sent to the Grievance Unit electronically and remove the sergeants from the initial process. Grievance Lock

Boxes are still used for those inmates who chose to submit a grievance in paper form. This limits the sergeants' involvement to only those grievances submitted on a paper form.

Training in the Grievance Unit has been ongoing. The Grievance Unit has attended training in the following areas to enhance their knowledge base of jail operations:

- Classification: Introduction to the new security levels- Low, Medium, High
- Classification: Introduction to Gangs
- PREA Policy
- LGBTQI Training
- ADA Training

The Grievance Unit continues to conduct training for new staff and refresher training for both Sheriff's Office personnel and staff from Custody Health Services.

The Sheriff's Office has completed this recommendation to the extent possible, but efforts to utilize grievance data to identify areas for improvement will be ongoing.

The Grievance Unit provides monthly reports on inmate grievance trends to the Board's Public Safety and Justice Committee and also posts public reports on grievance data on the Sheriff's Jail Reforms website. The Grievance Unit has continued to refine its metrics so as to provide meaningful data within the limits of the ACeS System. The completion of the Jail Management System will expand its analytical capabilities with respect to inmate grievances.

cc: Members of the Board of Supervisors,
Tiffany Parks, Assistant Clerk of the Board,
Dr. Jeff Smith, County Executive