

County of Santa Clara

Office of the Sheriff

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


MEMORANDUM

Laurie Smith
Sheriff

DATE: July 24, 2020

TO: Honorable Members of the Board of Supervisors
Jeffrey V. Smith, County Executive

FROM: Laurie Smith, Sheriff 

SUBJECT: **Item #237 and #239: Custody Grievance Process**

At the May 7, 2020 PSJC meeting, Supervisor Ellenberg requested that the Office of the Sheriff provide a report relating to the status of the implementation of an anonymous customer satisfaction survey regarding the custody grievance process and; Supervisor Wasserman requested that future reports to the Committee indicate which grievances were submitted due to instances relating to COVID- 19.

The Grievance Unit has a limited number of electronic tablets for use by the inmates to participate in the satisfaction surveys. The current COVID-19 pandemic concerns is also limiting the ability to easily administer the surveys at both facilities while ensuring that the tablets are disinfected after every use. The very limited supply of sanitary wipes designed for electronic devices compounds the challenge. In addition, the unit relies heavily on volunteers for assistance as in the previous satisfaction surveys. There is currently an ongoing discussion if the volunteers will be required to undergo COVID testing prior to entering the jail facilities or if volunteers will be used at all given the physical distancing directive.

The Grievance Unit has been keeping track of COVID related comments since March. Whereas the next quarterly report due for the next committee meeting in October 2020, and subsequent reports going forward will include grievances submitted due to occurrences relative to COVID-19, we will not be able to perform any type of COVID survey until the COVID Pandemic ceases.