

# Grievances Louisville Metro Corrections



KPI Owner: Eric Troutman

Process: Inmate Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY12- 67 grievances per month Goal: < 67 grievances per month  Benchmark: N/A	Data Source: Xjail  Goal Source: 2012 LouieStat Reports  Benchmark Source: N/A	Plan-Do-Check-Act Step is unclear  Measurement Method: The number of inmate grievances filed in one month.  Why Measure: To provide care as mandated by KRS and jail standards.  Next Improvement Step: Determine whether or not this measure will be tracked or monitored to problem solve.

### How Are We Doing?

Feb2017-Jan2018 12 Month Goal	Feb2017-Jan2018 12 Month Actual		Jan2018 Goal	Jan2018 Actual	
<b>804</b>	<b>1,763</b>	🚦	<b>67</b>	<b>195</b>	🚦
Grievances	Grievances		Grievances	Grievances	

