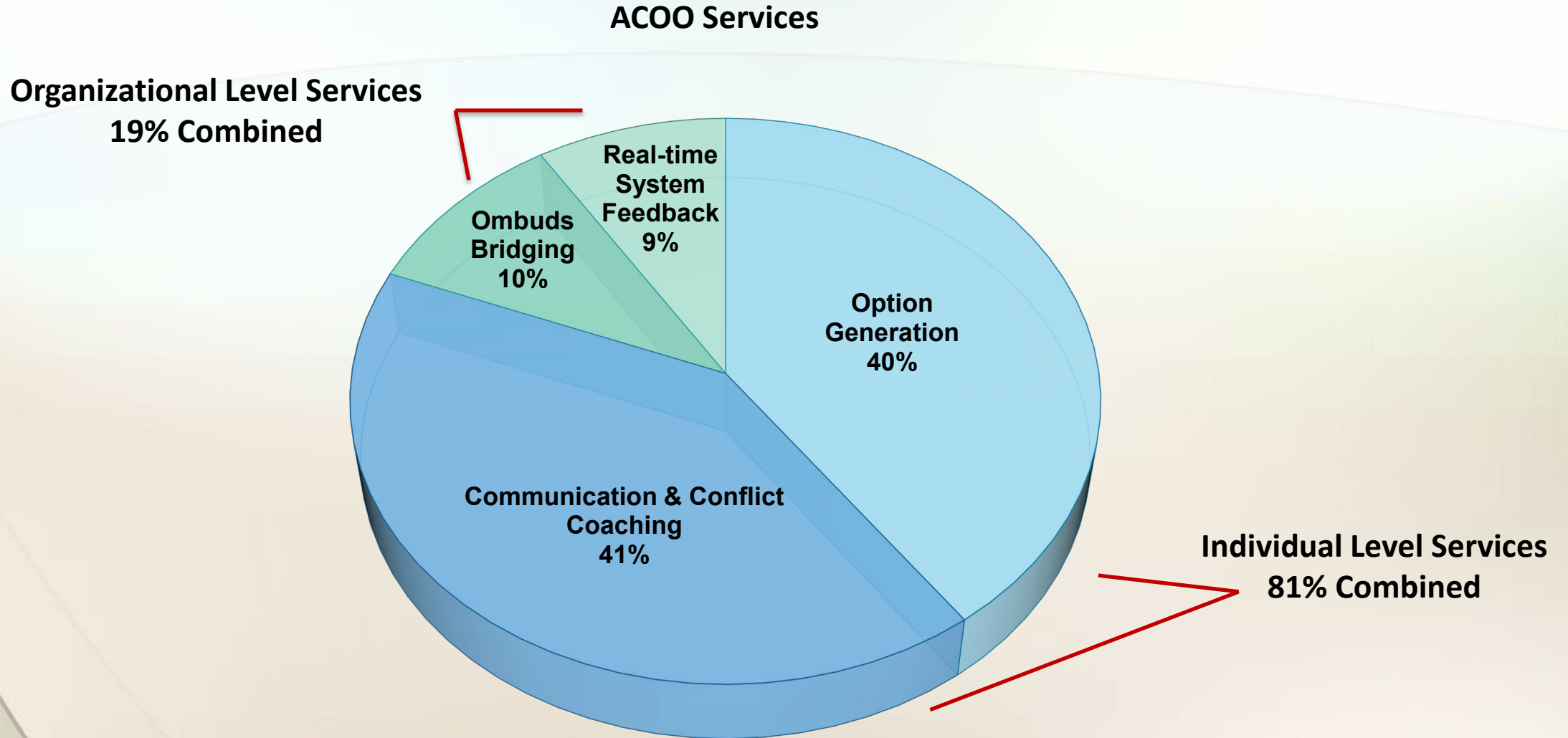


Adult Custody Office of the Ombuds (ACOO)

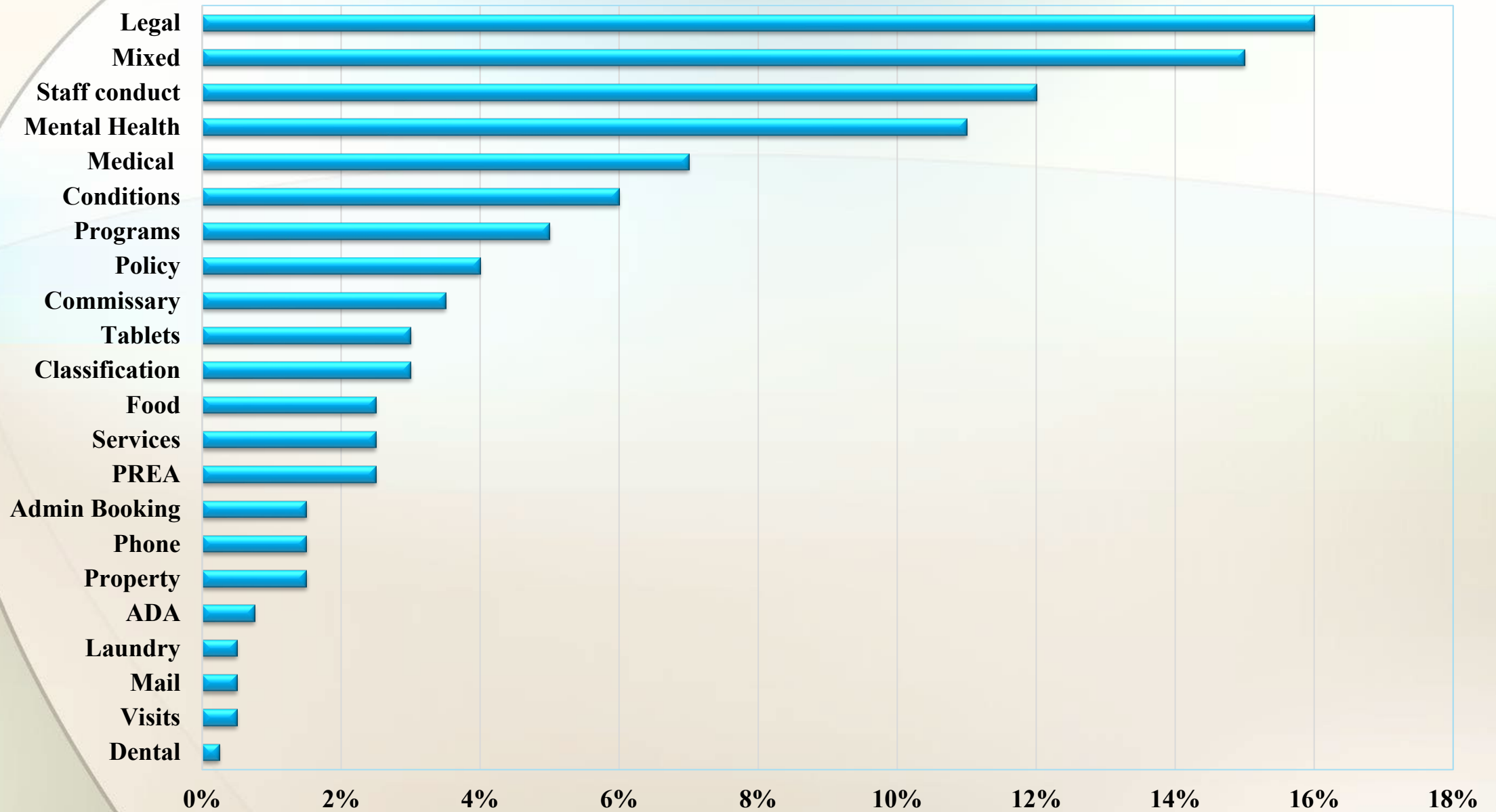
**Fiscal Year 2023
(July 2022 to June 2023)
Annual Report Highlights**

How did ACOO work with justice-involved individuals?

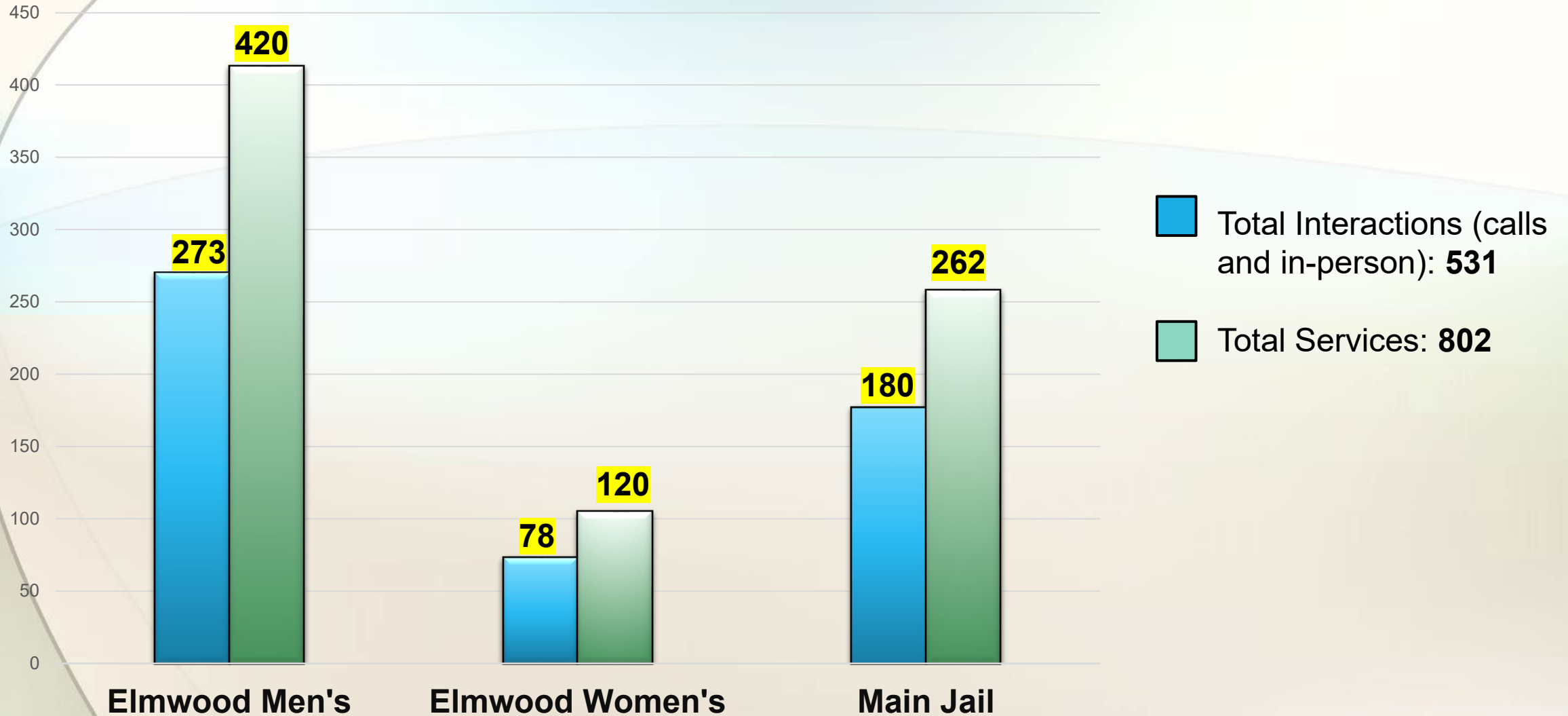
ACOO provided an informal, impartial resource and safe communication space for justice-involved individuals to discuss needs and options.



Surface-Level Conflict Concerns that Drove ACOO Services



FY 2023 ACOO Stats



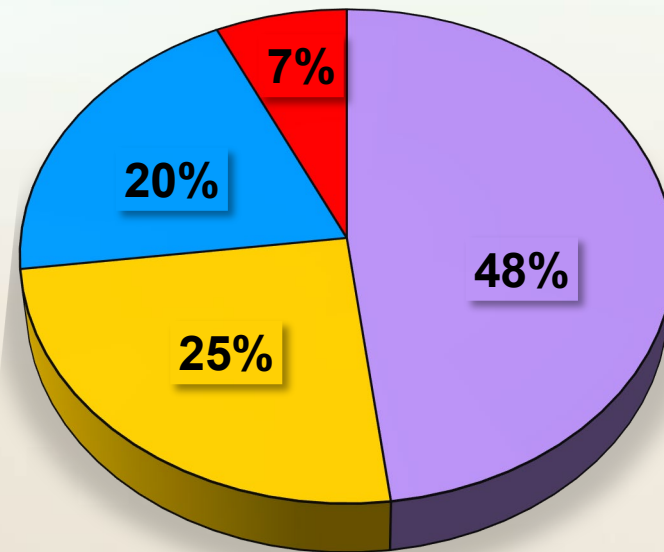
Justice-Involved Individuals with Multiple Grievances (Pilot Program)

In partnership with the Sheriff's Office's Grievance Unit, ACOO offered an informal ombuds process to bridge beyond the grievance process. The SO provided a letter to individual grievants inviting them to this informal ombuds process where ACOO could help them focus on underlying human needs, personal dynamics, and avenues toward understanding and respect/dignity.

FY 2023	JUL-SEP 2022	OCT-DEC 2022	JAN-MAR 2023	APR-JUN 2023	TOTAL
#	34	39	40	38	151
# Duplicated (from previous quarterly list)	11	10	12	15	48
# contacted ACOO	5	10	12	12	39
ACOO continued to follow up	3	4	9	6	22

Needs Identified

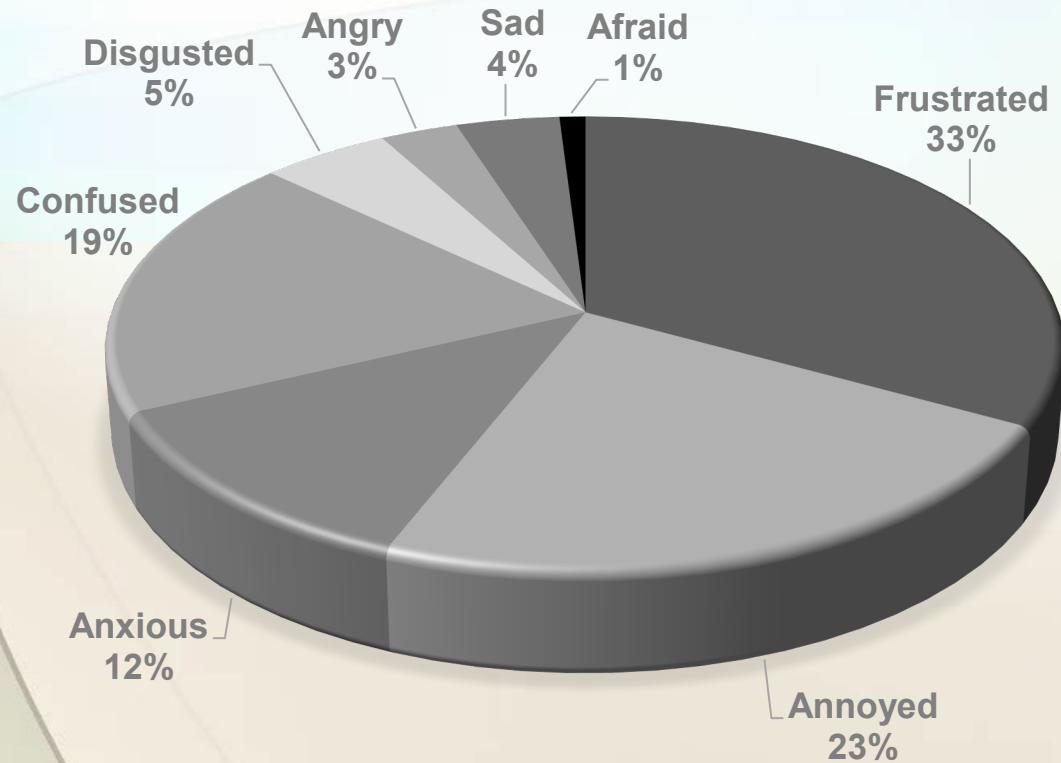
B	BELONGING	Friendship, caring relationships: This was not a primary need expressed to ACOO by justice-involved-individuals
U	UNDERSTANDING	Appreciation, acceptance, acknowledgement
R	RESPECT/DIGNITY	Privacy, inherent self worth, personal space, acceptance of differences, personal agency, civility
S	SAFETY	Physical, mental, emotional, rules
T	TRUST	To say what you mean, do what you say, be fair, keep confidences



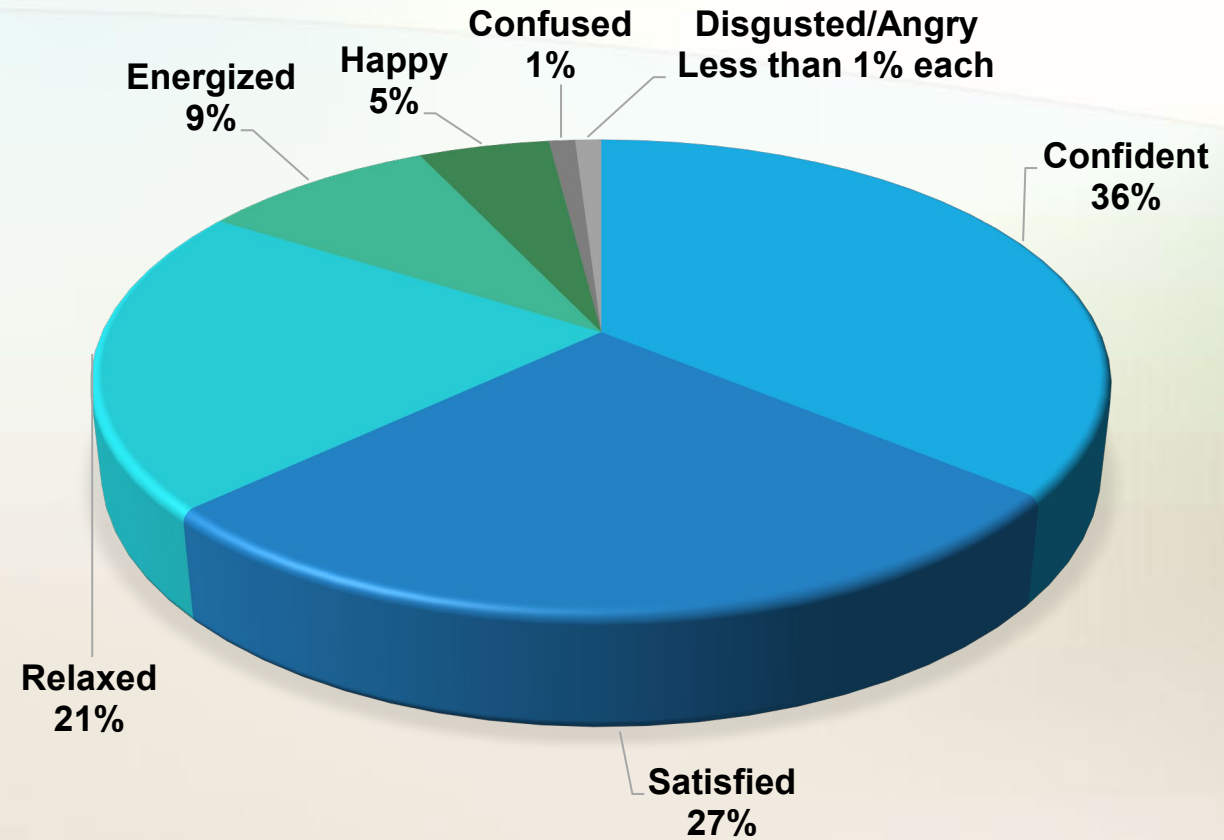
■ Respect/Dignity ■ Understanding ■ Trust ■ Safety

Primary Feelings Shifts

Primary feelings expressed when contacting ACOO



Primary feelings expressed after ACOO services





Questions?