

Department of Corrections



2005 Grievance Report

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Introduction

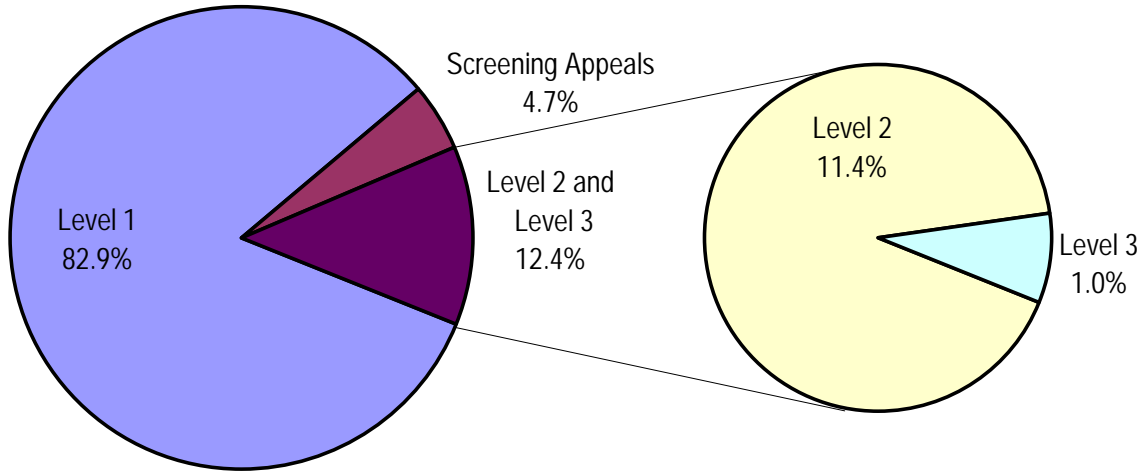
The annual grievance report summarizes grievance activity during 2005 in comparison with the prior two years. This introduction describes the content and format of the report.

- The data represented in the following graphics was compiled directly from DIO input and Community Residential Center (CRC) submissions.
- The graphical format of the report is being used for the third time so that historical trends and patterns can be recognized.
- As a result of the extensive use of graphic charts and tables, interpretive narrative has been restricted to a few brief observations.
- For analytical purposes, grievance subjects continue to be divided into two categories of health care and non-health care grievances. The Health Care category includes Medical General, Medical Specialist, Mental Health, Dental, Optical, and Pharmacy grievances.
- The report consists of six sections with graphical information and commentary.
 - Part One provides an overview of the system-wide grievance activity.
 - Part Two examines grievance subjects.
 - Part Three examines grievance screenings.
 - Part Four examines grievance dispositions.
 - Part Five examines processing timelines.
 - Part Six provides a summary evaluation including program goals and recommendations.

An appendix contains tables that provide more data on the institutional level.

Part One—Grievance Processing Overview

Chart 1. 2005 Grievance Activity



Overall, grievance activity remained relatively stable between 2004 and 2005 with approximately 5% less activity in 2005. However, even though 148 less grievances were filed in 2005 than 2004, fewer grievances were screened, and subsequently more grievances were appealed. This has resulted in a 44% increase in the number of level two and level three grievances processed.

Chart 2. Level 1 Grievances by Category.

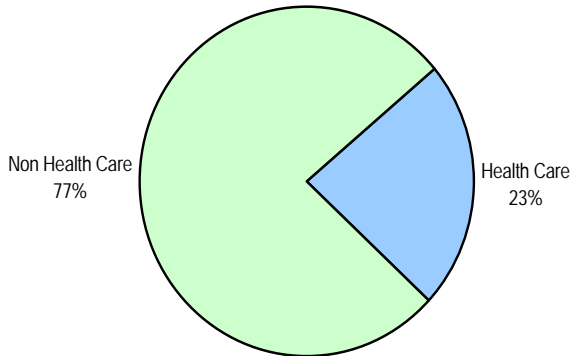
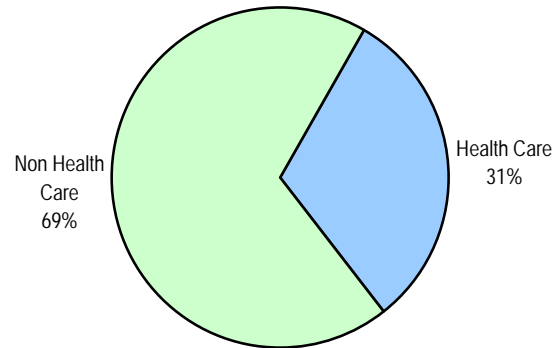
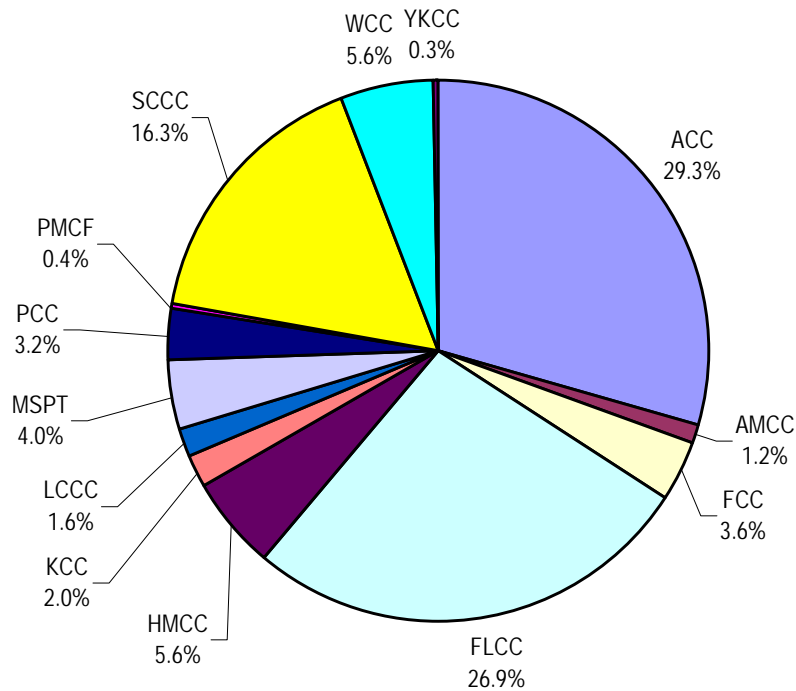


Chart 3. Level 2 Grievances by Category.



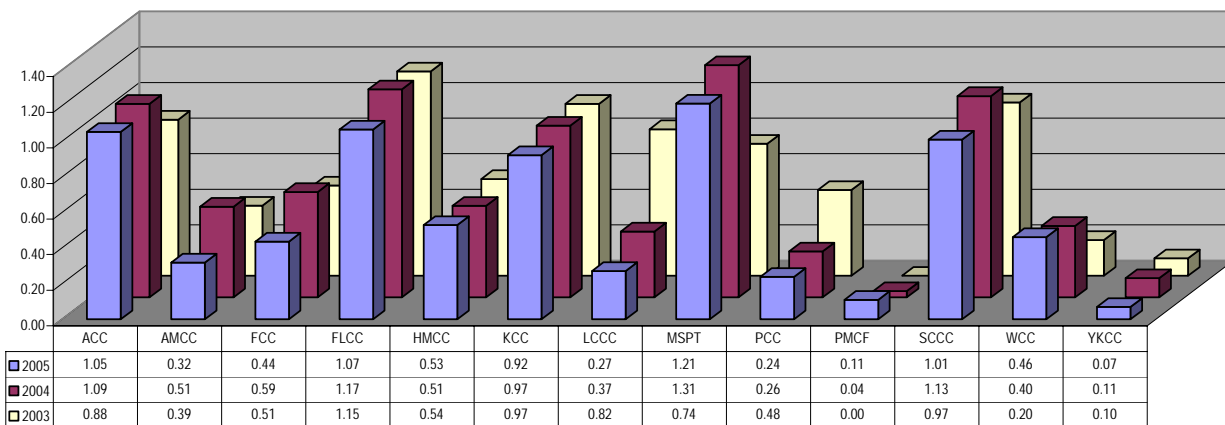
The distribution of level one grievances between healthcare and non-healthcare grievance categories remained similar to last year. Although 5% more health care grievance appeals were filed in 2005, they represent 5% fewer level two grievances than last year due to the increase of non-healthcare grievances filed at the Director's level.

Chart 4. Grievances Activity by Institution.



The Anchorage Correctional Complex continued to have the highest amount of grievance activity in 2005. Most facilities saw a decrease in the number of grievances filed (Appendix, Table 2).

Chart 5. Grievances per Inmate based on Facility Population.



This chart aims to more equitably compare all facilities with each other by deriving a grievance per inmate value based upon the facility's population. Since the average population in almost all of the facilities exceeded the emergency cap during 2005, the number of grievances filed per inmate was based upon that average. For a smaller facility, Mat-Su Pretrial continues to have a significantly higher ratio of grievances per inmate than other institutions.

Chart 6. Grievances Filed per Inmate.

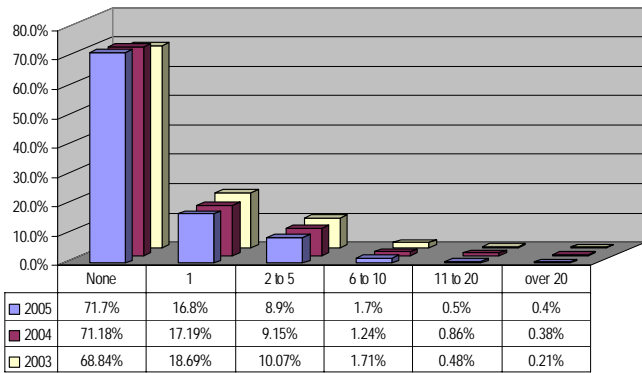


Chart 7. Percent of Grievances by Filing Frequency.

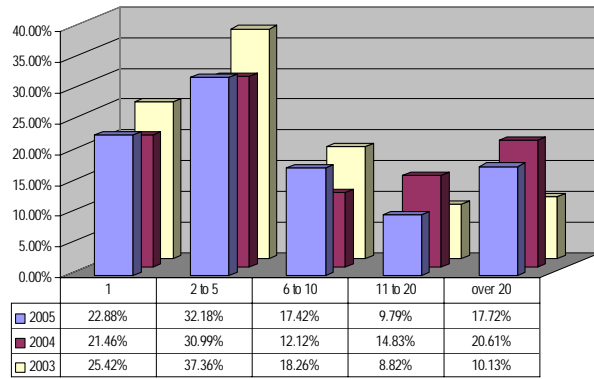


Chart 6 and 7 show overall grievance filing patterns have remained relatively the same. The vast majority of inmates do not file grievances. In Chart 7, an increase in the percent of grievances filed by the group of inmates filing 6 to 10 grievances in a year actually reflects a decrease in the percent of grievances by the most frequent filers. We should expect this downward trend for the most grievance filers to continue in 2006 as the grievance abuse section of the forthcoming policy revision is adopted and implemented.

Part Two—Grievance Subjects

Chart 8. Level 1 Grievance Subjects.

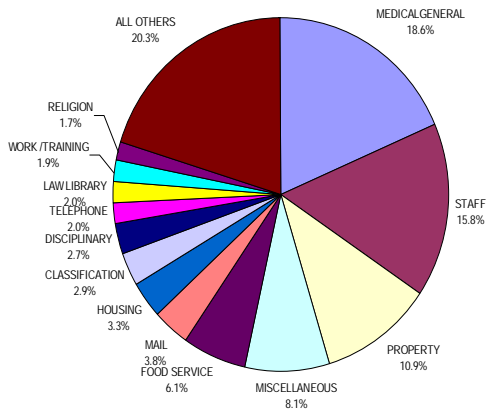
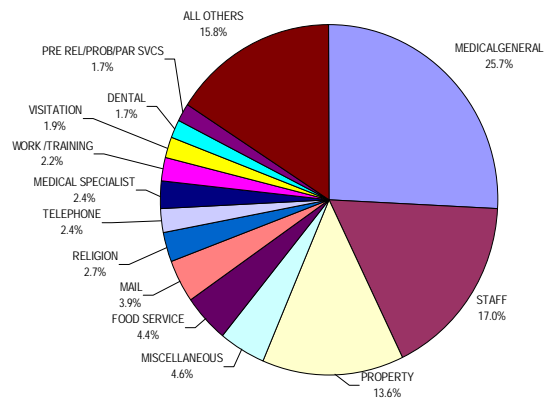


Chart 9. Level 2 Grievances Subjects.



These charts show not only the most common grievance subjects filed initially but also the subject areas in which inmates persist in order to get relief. Through the addition of several new grievance subject choices to DIO and the careful selection of the grievance subject, the number of miscellaneous grievances has significantly lowered from 2004 (from 15.8% to 10.2%).

Chart 10. Grievance Subjects—All Facilities.

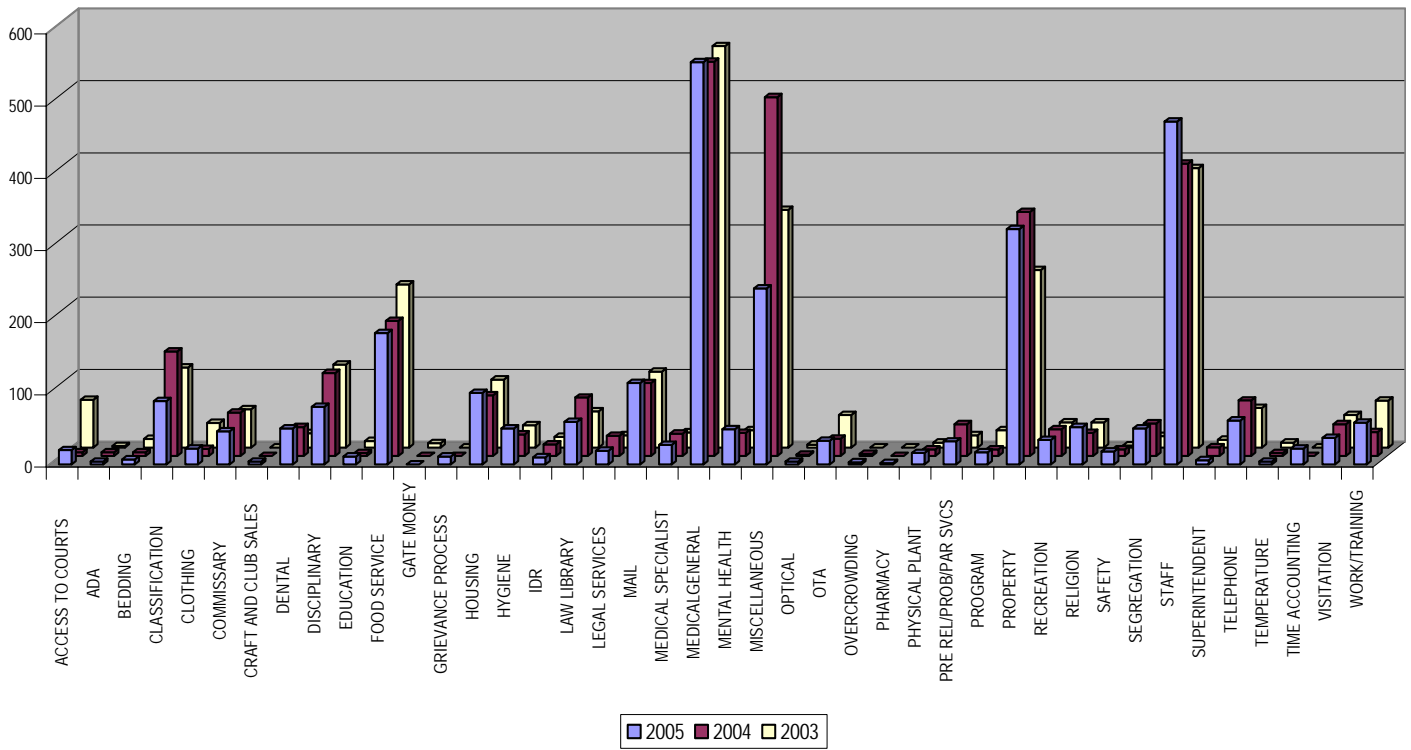
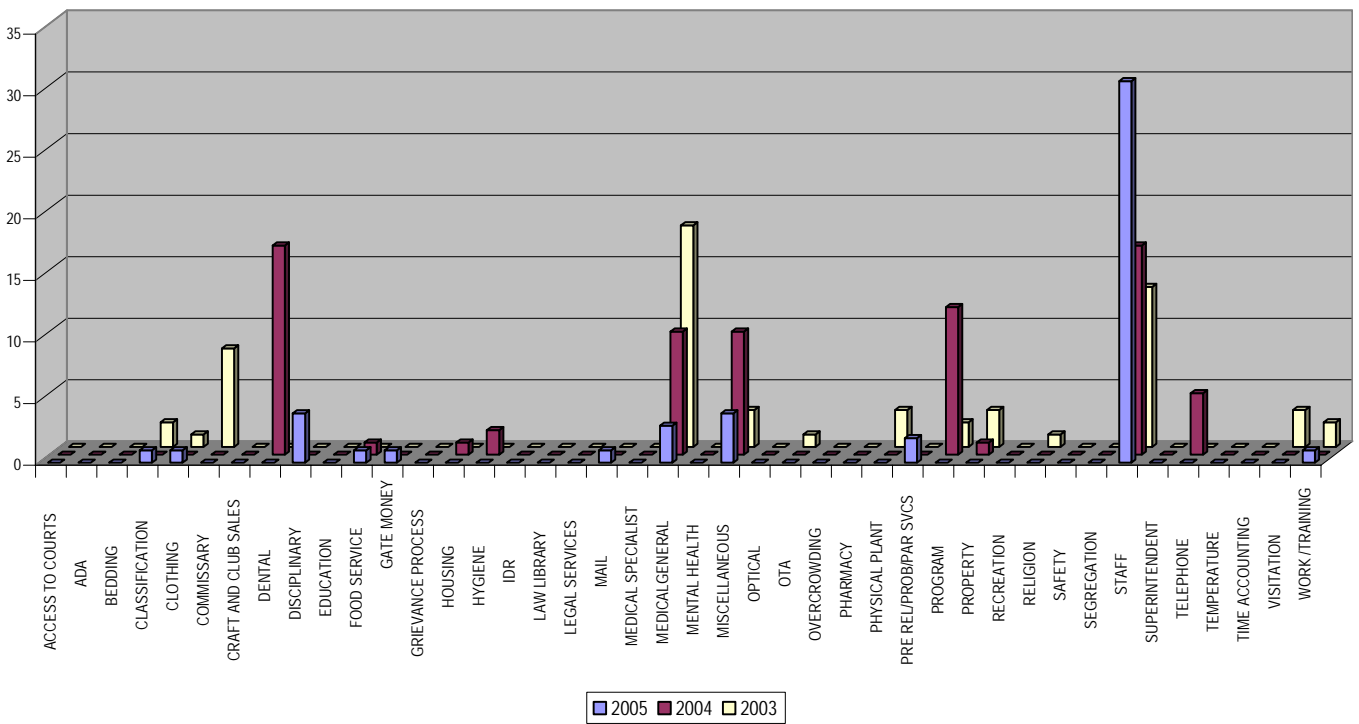


Chart 11. Grievance Subjects—Community Residential Centers.



Part Three—Grievance Screenings

Chart 12. Grievance Screenings by Subject.

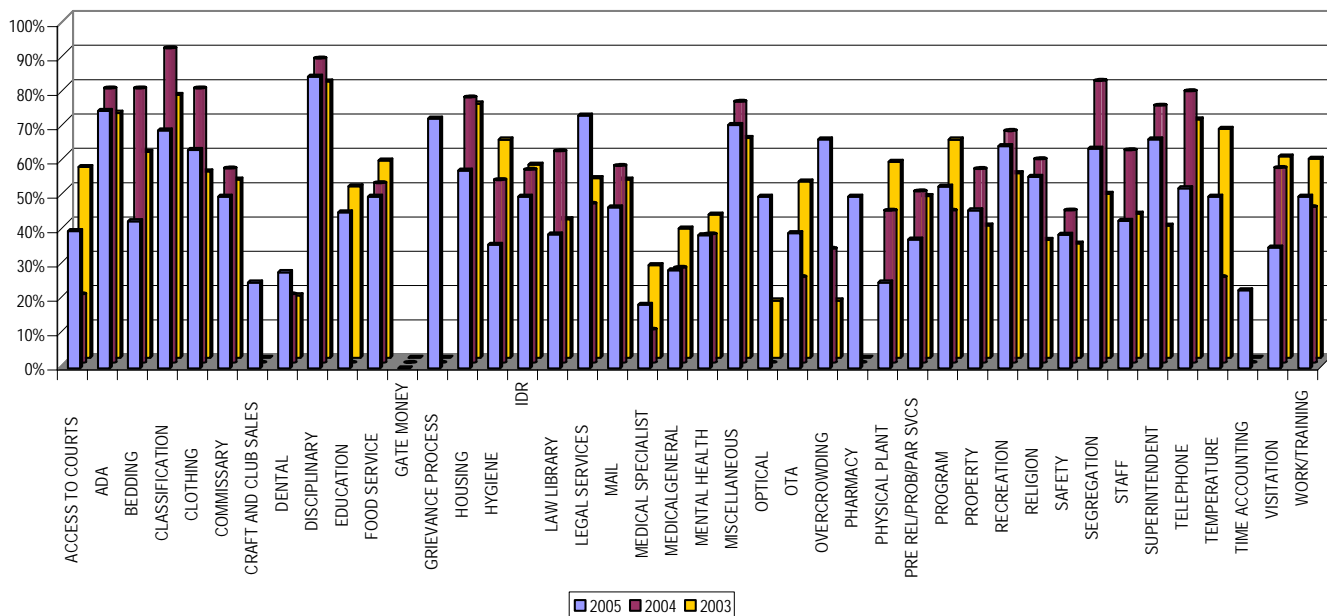


Chart 13. Non-Healthcare Screenings by Facility.

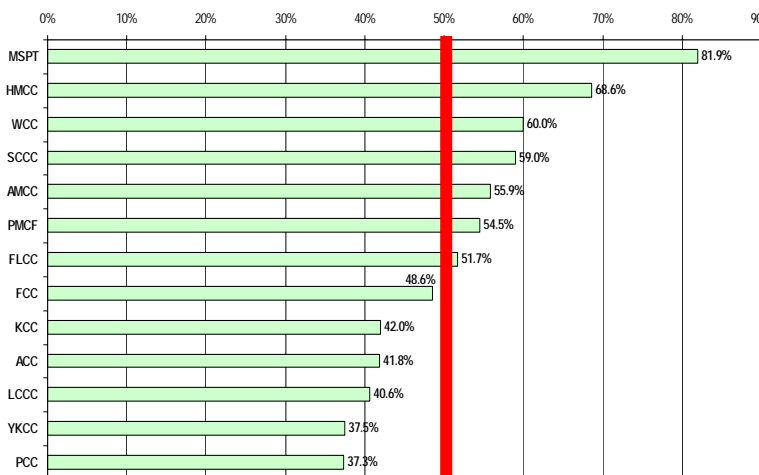
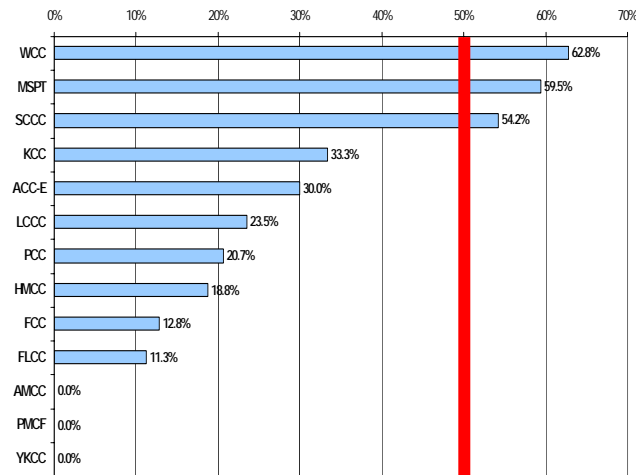


Chart 14. Healthcare Screenings by Facility.



These charts display in descending order the institutional screening of grievances in relation to the goal of screening fifty percent of the grievances. Chart 6 shows how just over half of the facilities screen over fifty percent of the non-healthcare grievances. Good progress is being made to accomplish that goal. I am pleased to see that the screening of non-healthcare grievances has dropped from 66% in 2004 to 51.8% in 2005. Despite a few inmates in an institution that can escalate both the number of grievances and screenings, thorough coverage of the screening process during prisoner orientation and ongoing guidance by the Facility Standards Officers throughout the year can contribute to further lowering this percentage. The screening percentage of healthcare grievances has remained good at the institutional and department level with a slight overall increase to 29% in 2005 (26.7% in 2004).

Chart 15. Types of Screenings.

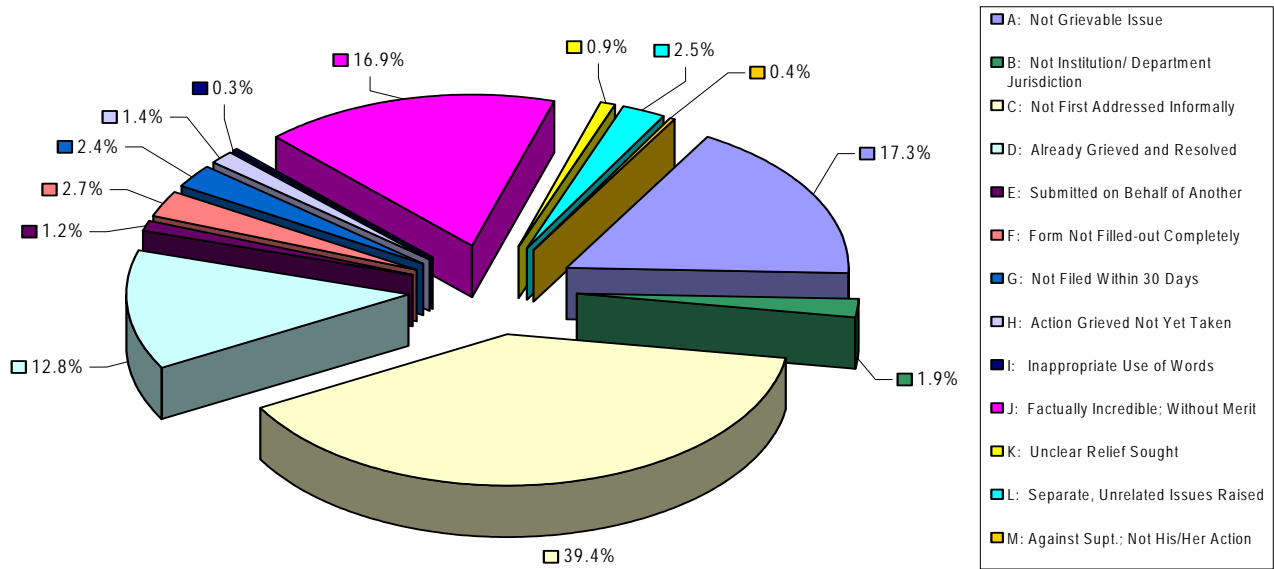


Chart 16. Percent of All Screenings by Type.

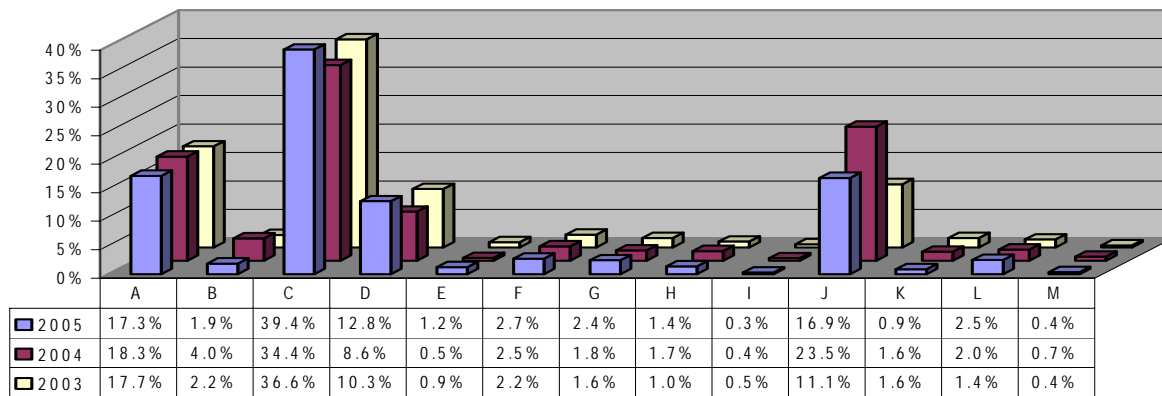
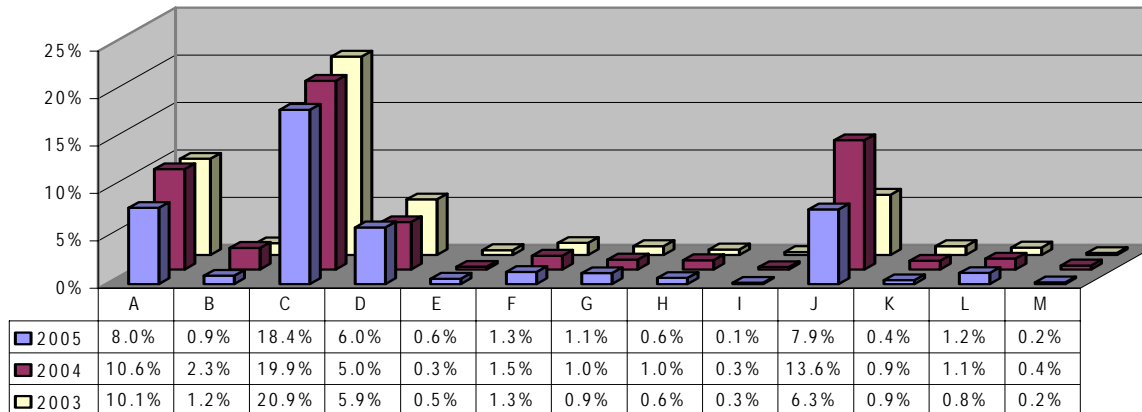


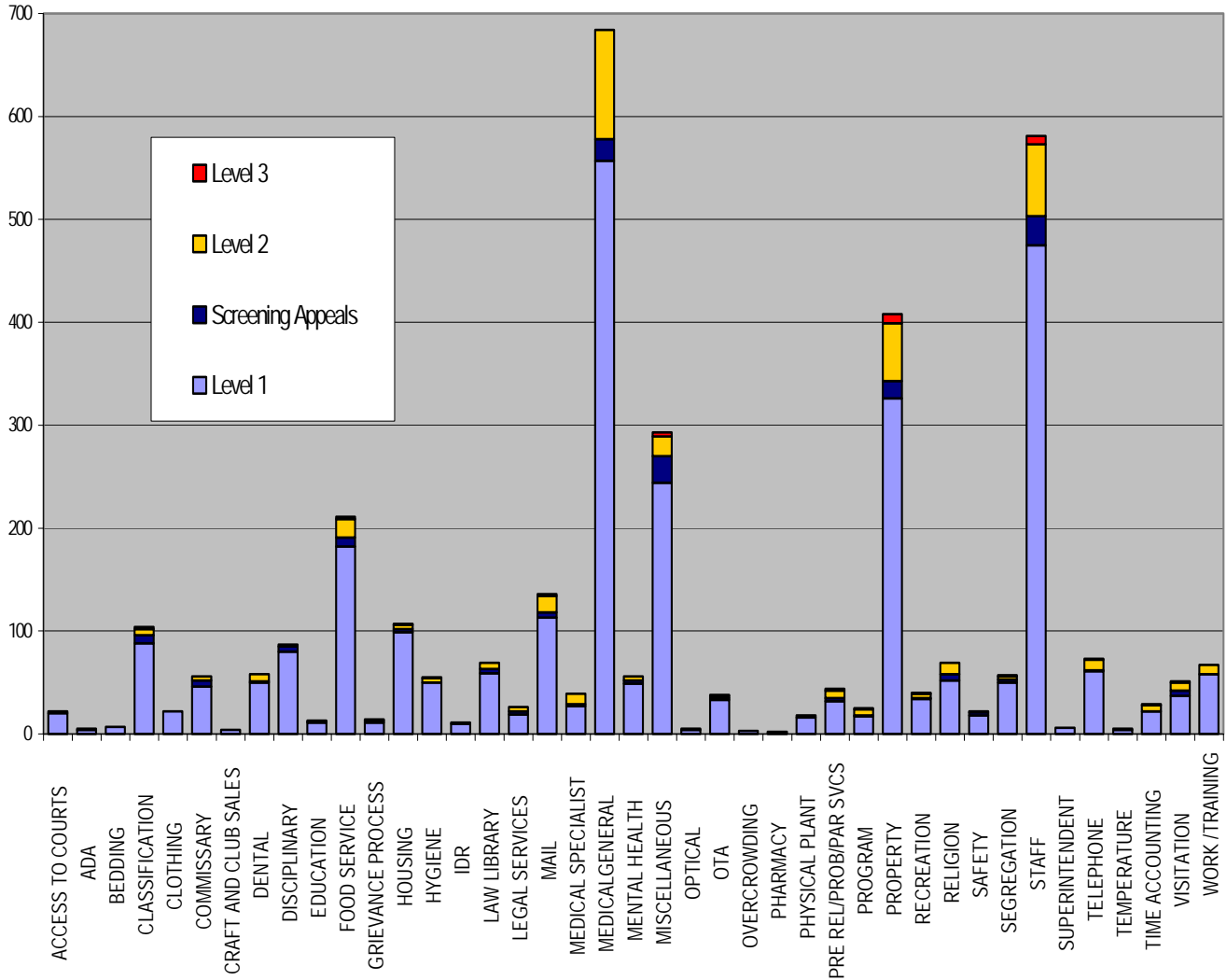
Chart 17. Percent of All Grievances by Screening Type.



Screening Types A and C continue to account for the majority of all screened grievances and over a quarter of all grievances filed. As the Department and institutions help staff enhance communication techniques and styles for prisoner interaction, these numbers should lower and reduce the grievance workloads statewide.

Part Four—Grievance Dispositions

Chart 18. Grievance Decisions by Process Level.



The cumulative impact of grievance activity based upon the subject area is reflected in this chart. As expected, the areas with the number of grievances also generate more grievance appeals.

Chart 19. Level 1 All Decisions.

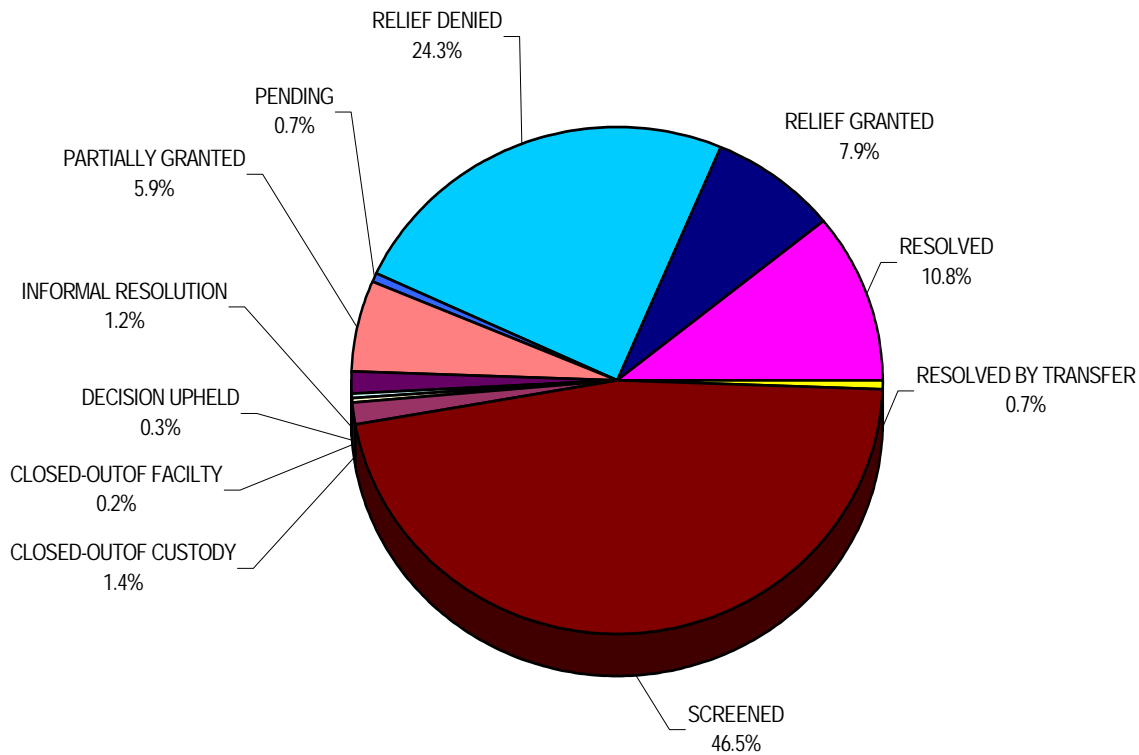


Chart 20. Level 1 Non-Healthcare Decisions.

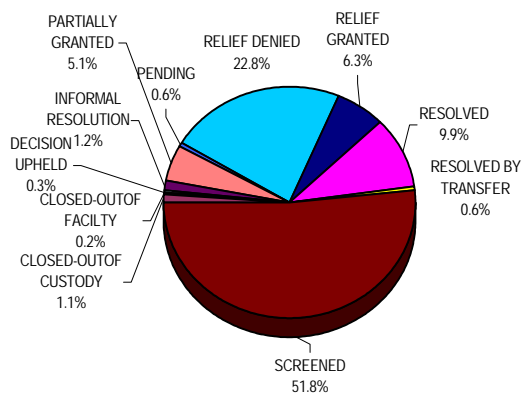
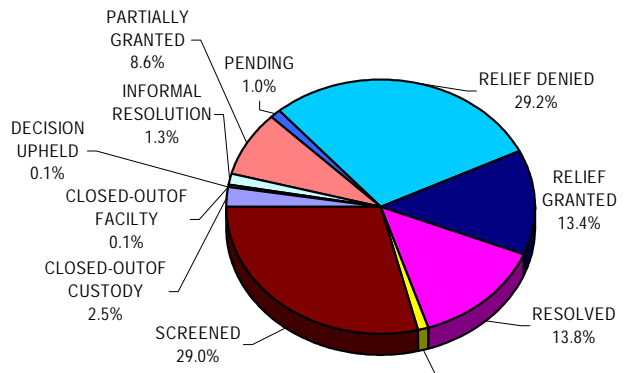


Chart 21. Level 2 Healthcare Decisions.



These charts reflect not only the previously discussed screening percentages but also other significant dispositions such as the granting of relief. The drop in grievances receiving full or partial relief in 2005 to 13.8% (from 15.1% in 2004) can be attributed to healthcare decisions that rendered full or partial relief on 22% of the level one grievances in 2005 (29.2% in 2004). For the first time, these charts also show the new DIO disposition fields: Closed, Out of Facility; Closed, Out of Custody; and Resolved by Transfer.

Chart 22. All Screening Appeal Decisions.

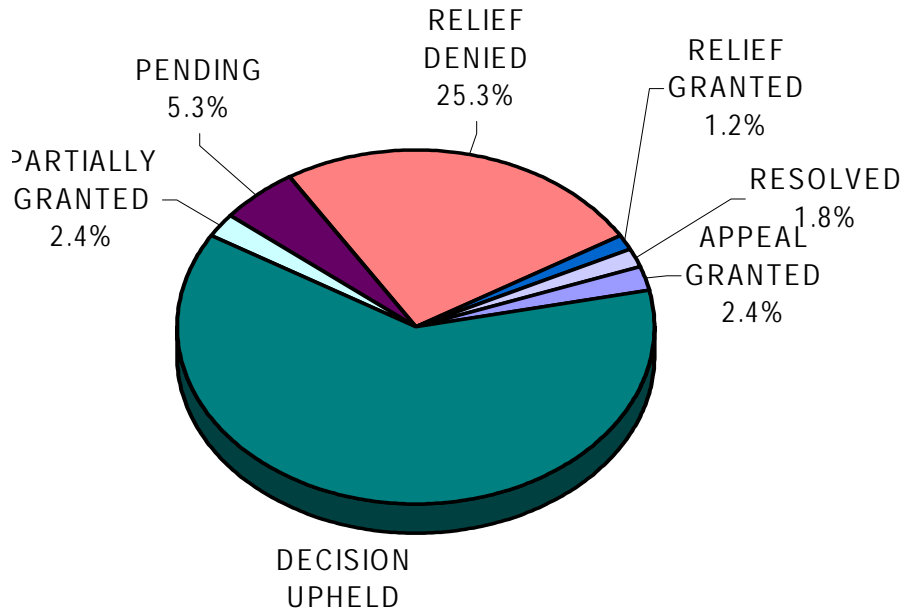


Chart 23. Non-Healthcare Screening Decisions.

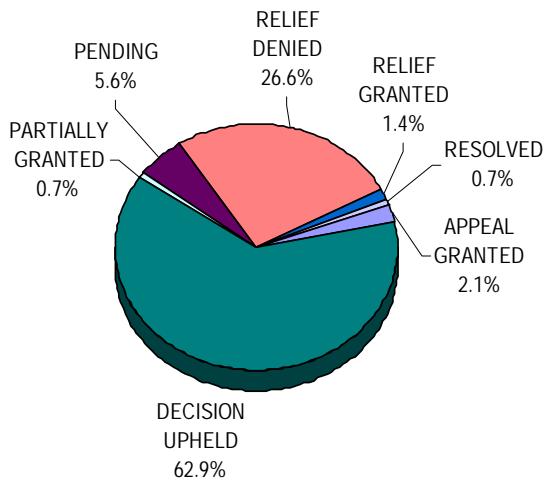
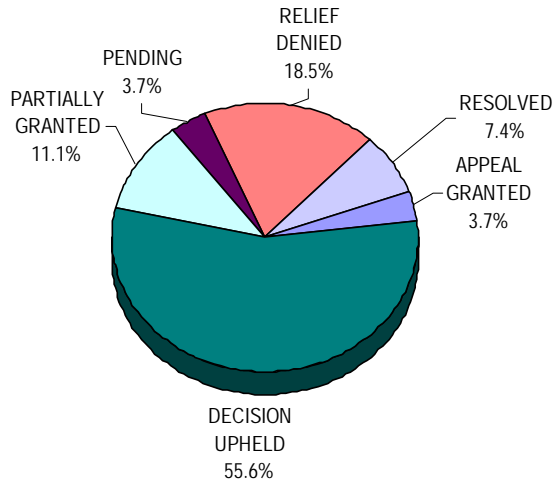


Chart 24. Healthcare Screening Decisions.



The trend for healthcare grievances to more favorably grant relief (14.8%) continues to be evident in screening appeal decisions as well. Otherwise, the relief granted by the superintendents on non-healthcare screening appeals has remained relatively the same this year (4.2% in 2005; 4.4% in 2004); again lower than the healthcare decisions.

Chart 25. Level 2 All Decisions.

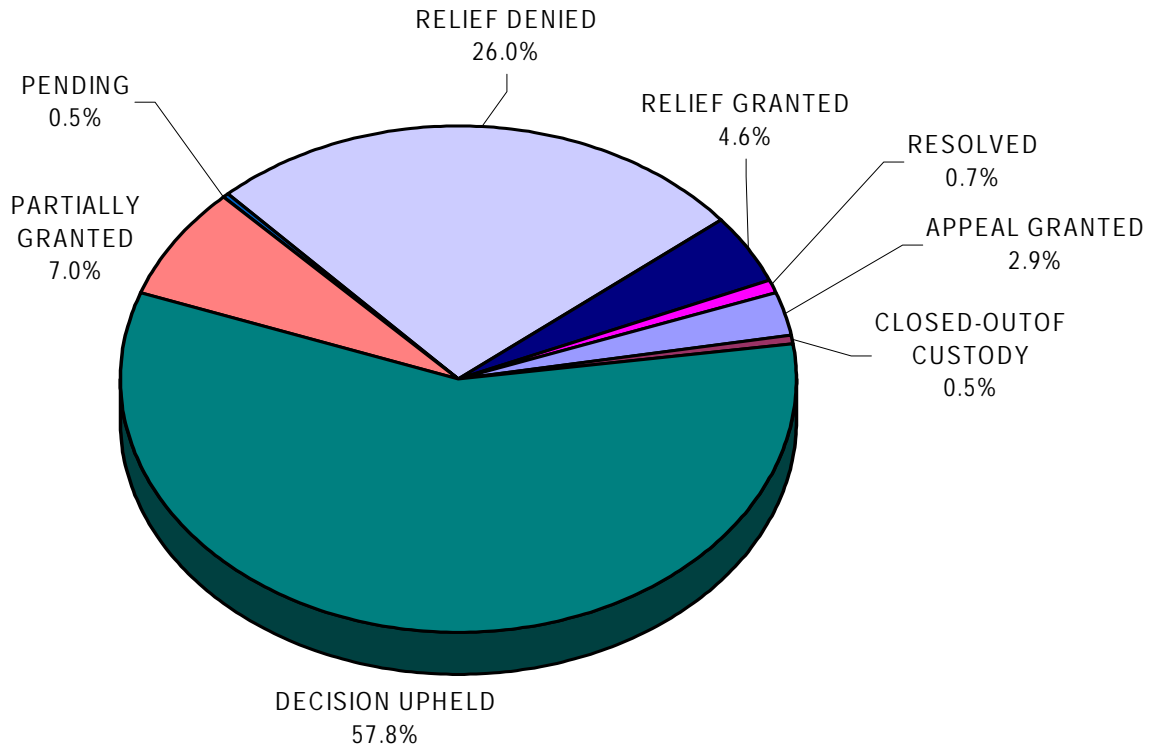


Chart 26. Level 2 Non-Healthcare Decisions.

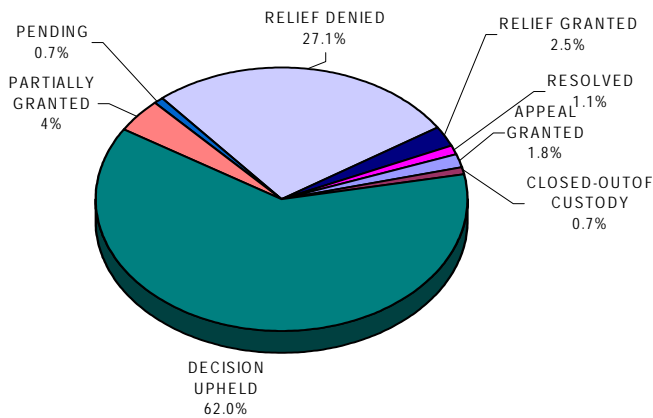
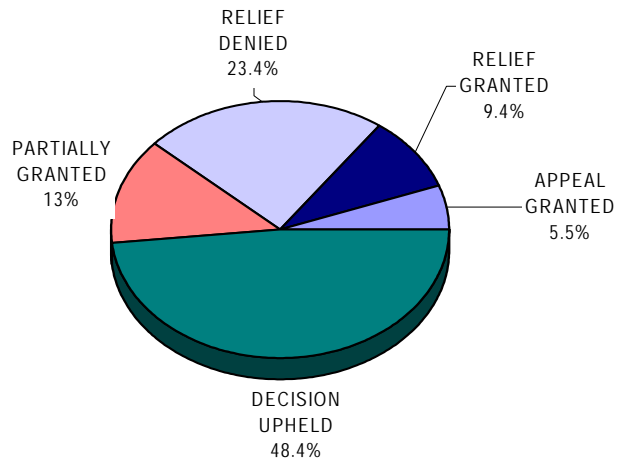


Chart 27. Level 2 Healthcare Decisions.



Level 2 grievance dispositions exhibit a notable difference in regards to favorable decisions. Whereas the percentage of healthcare grievance appeals granting either full or partial relief has increased (27.9% in 2005; 21.1% in 2004), non-healthcare grievance appeals have been considerably less favorable (8.3% in 2005; 18.0% in 2004).

Chart 28. Level 1 Grievance Processing Timelines.

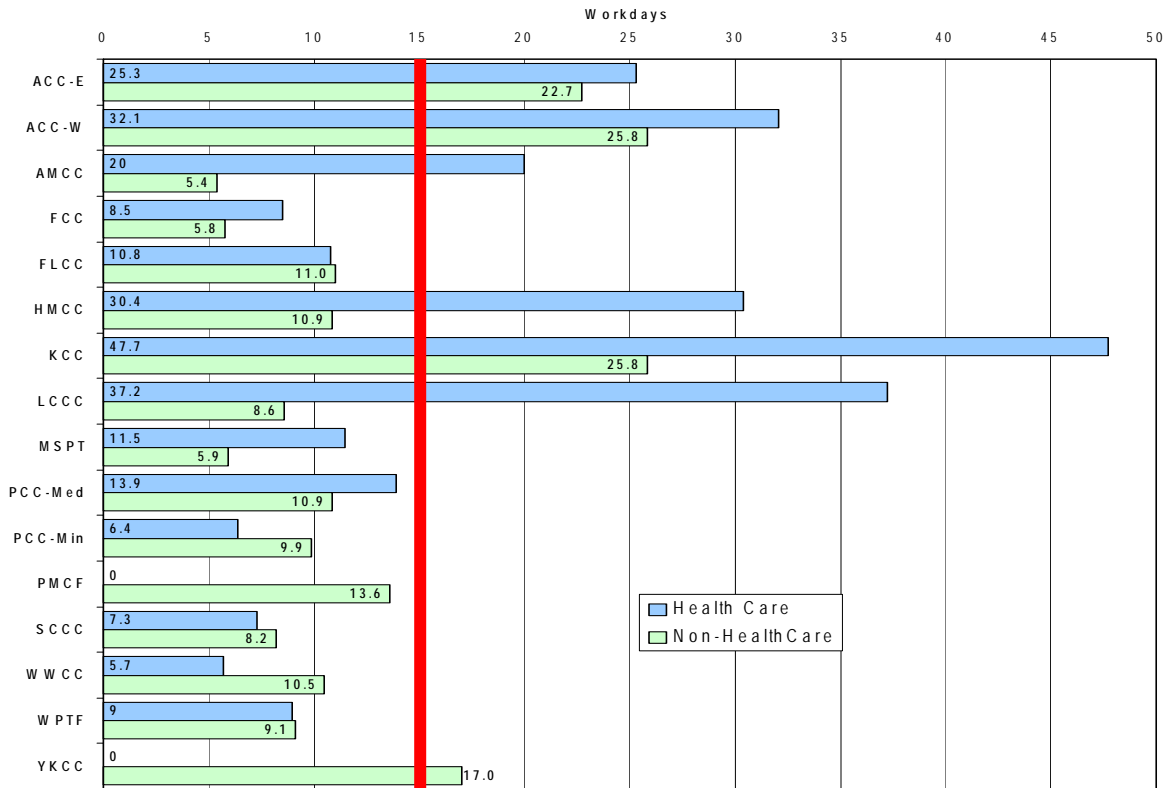
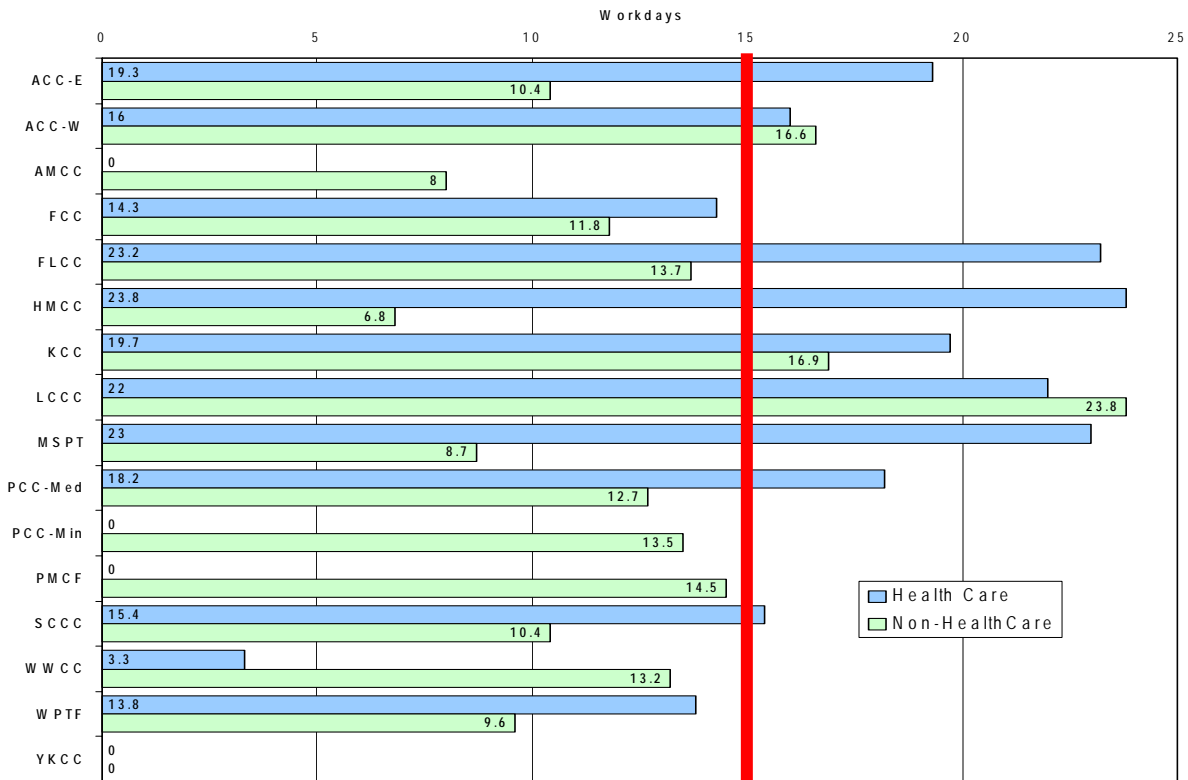


Chart 29. Level 2 Grievance Processing Timelines.



Part Six—Conclusion

Summary

The 2005 Annual Grievance Report reflects several advancements in the grievance process and processing. First, the revision of the level 1 screen has enabled the grievance screening process to be fully documented through OTIS. Second, the addition of several new subject areas and grievance dispositions has fine-tuned grievance entries. Finally, the diligent efforts by the Facility Standards Officers in 2005 to complete and update grievance data entries in DIO has enabled more accurate and more extensive analysis of the grievance process. While there will always be more room for improvement, the review below indicates that progress has been made in most areas under review.

With the adoption of the revised grievance policy, I look forward to its direct impact towards the attainment of this year's goals.

2005 Goals in Review

The evaluation of grievance process goals has been further defined through the use of five values: 1) No Measurable Progress; 2) Little Progress; 3) Moderate Progress; 4) Significant Progress; and 5) Completed.

1. **Goal:** Reduce the screening of non-healthcare grievances to less than 50%.
Results: **Significant Progress.** The large drop in non-healthcare screenings from 66% in 2004 to 51.8% in 2005 demonstrates that this goal is attainable at the institutional level through a variety of means. Individual efforts by Facility Standards Officers Maccagno at the Anchorage Correctional Complex and Richey at Florence Correctional Center should be recognized in this area.
2. **Goal:** Reduce “miscellaneous” grievances to less than 10% of all grievances.
Results: **Completed.** The addition of the additional grievance subject field to DIO and the more careful selection of appropriate subjects by the Facility Standards Officers have contributed to reducing the percentage of “miscellaneous” grievances to 8.1% (15.1% in 2005).
3. **Goal:** Reduce grievances against staff to less than 10% of all grievances.
Results: **No measurable progress.** This goal was to be attained through the interpersonal interaction of the Facility Standards Officers and the demonstrated application of communication skills and ethical standards by institutional staff. Although a small group of inmates will always maintain an adversarial role against staff regardless of their efforts, noticeable differences can be expected and reflected in this measure.

<u>Year</u>	<u>Number</u>	<u>Pct. of All Grievances</u>
▪ 2005	475	15.1%
▪ 2004	405	12.9%
▪ 2003	387	13.4%

4. **Goal:** Provide at least one additional training opportunity for facility standards officers.
Results: **Little Progress.** 1): Training opportunities planned during the year focused primarily on the deployment of the November 2004 Facility Standards Officer training class in a digital format to be delivered online through the DOC Training Academy or the DOC

Intra-web. My pre-editing review of the weeklong course, conducted as time allowed, is 75% complete. 2): Training on the Digital Inmate Law Library (DILL) with Lexis training staff was planned and postponed due to a scheduling conflict. 3): In-person training on an individual basis began when the facility standards audits recommenced in the end of 2005.

- 5. **Goal:** Complete revision of P&P 808.03.
Results: **Significant Progress.** After an extensive delay for the better part of last year, grievance policy revision drafts were reviewed, approved, and slightly modified by the previous director and the legal counsel for the Department. Extensive discussions on the use of cop-outs in the grievance process by the commissioner, current director, and superintendents have continued into 2006.
- 6. **Goal:** Reduce grievance system abuse by 100%.
Results: **Little Progress.** The goal of reducing grievance abuse is primarily attached to the adoption of the grievance policy revision. This section of the draft has satisfactorily passed its legal review and is ready for implementation.
- 7. **Goal:** Recommence and complete annual grievance audits at each institution.
Results: **Significant Progress.** Annual institutional grievance audits began November 2005 and have continued into 2006 with two facilities remaining.
- 8. **Goal:** Meet Processing Timelines on 100% of all grievances.
Results: **Moderate Progress.** Healthcare grievances exceeded the 15 working day processing timeframes. However, non-healthcare grievance processing met this objective.

Healthcare Grievances		Non-Healthcare Grievances	
Level 1	Level 2	Level 1	Level 2
19.18	19.5	14.9	12.2

- 9. **Goal:** Increase DIO entry of Screened Grievance Appeals to 100%.
Results: **Significant Progress.** Facility Standards Officers were directed to enter screening appeals on the DIO level 2 screen without any way to properly enter the history on the level 1 screen. The modification of the level 1 screen in September 2005 now allows staff to complete entries on the entire screening process on the level 1 screen so that this goal can be met.

Goals for 2006

- 1. Goal: Reduce the screening of non-healthcare grievances to less than 50%.**
I am confident that the adoption of grievance abuse restrictions in policy will contribute significantly to the reduction of these numbers.
- 2. Goal: Reduce grievances against staff to less than 10% of all grievances.**
Any reasonable expectation to accomplish this goal rests primarily on the enhancement of the interpersonal climate and culture within the facilities. While each Facility Standards Officer can personally contribute towards this effort, essentially the task far exceeds their sphere of influence within the facility.
- 3. Goal: Provide at least one additional training opportunity for facility standards officers.**
With over half of the facilities having new Facility Standards Officers, training remains a priority. The resurrection of the online training module for the new Facility Standards Officers supplemented by one-on-one training are the primary goals in this area.
- 4. Goal: Complete revision of P&P 808.03.**
I anxiously anticipate the adoption of this policy within another month.
- 5. Goal: Reduce grievance system abuse by 100%.**
- 6. Goal: Recommence and complete annual grievance audits at each institution.**
Completion of the audits and a summary of the review should be complete by the end of the summer.
- 7. Goal: Meet Processing Timelines on 100% of all grievances.**
Thorough and timely documentation of healthcare grievances are realistic expectations for the processing of level 1 and level 2 grievances. Some of the busiest, larger facilities have exemplary processing timeframes from which other facilities can learn.
- 8. Goal: Increase DIO entry of Screened Grievance Appeals to 100%.**
Analysis of Screening Appeal DIO entry completion has been pending updating the interface I use with OTIS. The grievance activity summary facilities receive each month will be modified soon to reflect the new level 1 DIO fields.

Appendix

Table 1. Grievance Subjects by Institution.

	2005															2004		2003				
	ACC-E	ACC-W	AMCC	FCC	FLCC	HMCC	KCC	LCCC	MSPT	PCC-MED	PCC-MIN	PMCF	SCCC	WCC	WPTF	YKCC	TOTAL	PCT OF TOTAL	TOTAL	PCT OF TOTAL	TOTAL	PCT OF TOTAL
ACCESS TO COURTS	4	11													3	2	20	0.7%	5	0.2%	66	2.3%
ADA	1	2					1										4	0.1%	5	0.2%	2	0.1%
BEDDING	1	2			1								3				7	0.2%	5	0.2%	12	0.4%
CLASSIFICATION	12	10	3	2	1	11	2	4	3	3	3	1	25	1	7		88	2.9%	145	4.6%	111	3.8%
CLOTHING	2	10		3		1		1	4				1				22	0.7%	10	0.3%	34	1.2%
COMMISSARY	7	7	1	1	10	3	1	2	4				8		2		46	1.5%	60	1.9%	53	1.8%
CRAFT AND CLUB SALES						2						1		1			4	0.1%	0	0.0%	0	0.0%
DENTAL	7	7		2	4	4		4	2	3			5	4	8		50	1.7%	40	1.3%	20	0.7%
DISCIPLINARY	11	12	1	7	9	9	1	1	4	6	1	2	11	2	3		80	2.7%	115	3.7%	115	4.0%
EDUCATION				1				2					8				11	0.4%	4	0.1%	9	0.3%
FOOD SERVICE	19	21	6	2	93	3	2		4		2		20	2	8		182	6.1%	187	5.9%	226	7.8%
GATE MONEY																	0	0.0%	0	0.0%	6	0.2%
GRIEVANCE PROCESS	3	4							3						1		11	0.4%	0	0.0%	0	0.0%
HOUSING	20	13	5	1	38	6	2		5	2			2	1	4		99	3.3%	84	2.7%	94	3.2%
HYGIENE	4	3	3	5	15	3			2	1	1		12		1		50	1.7%	30	1.0%	31	1.1%
IDR													9	1			10	0.3%	16	0.5%	15	0.5%
LAW LIBRARY	6	28			4	4	4	1	1	1	1		7	1	1		59	2.0%	81	2.6%	50	1.7%
LEGAL SERVICES	1	2			5					2	1		6		2		19	0.6%	28	0.9%	17	0.6%
MAIL	15	15	1	2	36	1	3	1		3	2		27	2	5		113	3.8%	101	3.2%	105	3.6%
MEDICAL SPECIALIST	6	9		2	2	1			3				4				27	0.9%	31	1.0%	21	0.7%
MEDICAL GENERAL	116	77	1	32	144	45	8	10	29	16	5		47	9	18		557	18.6%	546	17.3%	556	19.2%
MENTAL HEALTH	5	12		2	1	13	1	1	2	5			3		4		49	1.6%	32	1.0%	24	0.8%
MISCELLANEOUS	21	23	1	1	104	1	1	3	13	7		1	64	2	2		244	8.1%	497	15.8%	329	11.4%
OPTICAL		1		1				2									4	0.1%	2	0.1%	4	0.1%
OTA	4	2		3					2				13	6	3		33	1.1%	24	0.8%	45	1.6%
OVERCROWDING	1	2															3	0.1%	3	0.1%	0	0.0%
PHARMACY						1			1								2	0.1%	0	0.0%	0	0.0%
PHYSICAL PLANT	6	3	1	1		1	2		1	1							16	0.5%	9	0.3%	7	0.2%
PRE REL/PROB/PA SVCS	11	8		3	2	1							4	3			32	1.1%	44	1.4%	17	0.6%
PROGRAM				6			6		1				3		1		17	0.6%	9	0.3%	24	0.8%
PROPERTY	37	67		3	58	14	4	1	7	6	3		99	6	21		326	10.9%	338	10.7%	246	8.5%
RECREATION	4	5	1	1	10	2	5		4				2				34	1.1%	37	1.2%	35	1.2%
RELIGION	1	8		1	26	1		1	2	1	1		8	1	1		52	1.7%	32	1.0%	35	1.2%
SAFETY	4	2		3					3				5				18	0.6%	9	0.3%	3	0.1%
SEGREGATION	6	12	1	5		14	1	1	1	1			6	2			50	1.7%	45	1.4%	16	0.6%
STAFF	57	58	7	20	201	15	8	8	6	10	1	3	57	7	12	5	475	15.8%	405	12.9%	387	13.4%
SUPERINTENDENT		1				1		1									6	0.2%	12	0.4%	11	0.4%
TELEPHONE	11	7	1	5	15		2	2	5				9	3	1		61	2.0%	77	2.4%	55	1.9%
TEMPERATURE		1	1										2				4	0.1%	4	0.1%	7	0.2%
TIME ACCOUNTING	4	1				2		1	2	1	2	3	5	1			22	0.7%	0	0.0%	0	0.0%
VISITATION	1	4	1	2	6	3	2	3	5	1	1		5		2	1	37	1.2%	44	1.4%	45	1.6%
WORK/TRAINING	17	6		1	15	6	1	1	1	1			8	1			58	1.9%	33	1.0%	65	2.2%
Grand Total	425	456	35	109	809	169	59	49	120	71	25	11	488	58	110	8	3002	100.0%	3149	100.0%	2898	100.0%

Table 2. Grievances Filed by Institution.

	ACC	AMCC	FCC	FLCC	HMCC	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	Total
Population (emergency cap)	819	104	211	750	311	58	170	85	390	112	486	368	92	3956
Population (2005 average)	837	110	250	759	319	64	181	99	402	101	483	364	116	4087
Grievances filed 2005	881	35	109	809	169	59	49	120	96	11	488	168	8	3002
Grievance per IM 2005	1.05	0.32	0.44	1.07	0.53	0.92	0.27	1.21	0.24	0.11	1.01	0.46	0.07	0.73
Percent of Grievances Filed in 2005	29.3%	1.2%	3.6%	26.9%	5.6%	2.0%	1.6%	4.0%	3.2%	0.4%	16.3%	5.6%	0.3%	100.0%
Increase/Decrease from 2004	-1.1%	-51.4%	-14.7%	-8.4%	5.3%	5.1%	-28.6%	7.5%	-5.2%	63.6%	-12.7%	11.9%	-25.0%	-4.9%
Grievances filed 2004	891	53	125	877	160	56	63	111	101	4	550	148	10	3149
Grievance per IM 2004	1.09	0.51	0.59	1.17	0.51	0.97	0.37	1.31	0.26	0.04	1.13	0.40	0.11	0.80
Percent of Grievances Filed in 2004	28.3%	1.7%	4.0%	27.9%	5.1%	1.8%	2.0%	3.5%	3.2%	0.1%	17.5%	4.7%	0.3%	100.0%
Increase/Decrease from 2003	19.4%	22.6%	14.4%	1.8%	-5.6%	0.0%	-122.2%	43.2%	-86.1%	100.0%	14.0%	50.0%	10.0%	7.9%
Grievances filed 2003	718	41	107	861	169	56	140	63	188	0	473	74	9	2899
Grievance per IM 2003	0.88	0.39	0.51	1.15	0.54	0.97	0.82	0.74	0.48	0.00	0.97	0.20	0.10	0.73
Percent of Grievances Filed in 2003	24.8%	1.4%	3.7%	29.7%	5.8%	1.9%	4.8%	2.2%	6.5%	0.0%	16.3%	2.6%	0.3%	100.0%

Table 3. Grievance Filing Frequency by Individual Inmate and Filing Frequency Groups.

	Number of Grievances filed by Inmates						Grievances filed by grievant groups							
	Number of Grievances			Percent of Grievances			Number of Grievances			Percent of Grievances				
	2005	2004	2003	2005	2004	2003	2005	2004	2003	2005	2004	2003		
None	2932	2816	2578	71.7%	71.18%	68.84%								
1	687	680	700	16.8%	17.19%	18.69%	687	680	700	22.88%	21.46%	25.42%		
2 to 5	362	362	377	8.9%	9.15%	10.07%	966	982	1029	32.18%	30.99%	37.36%		
6 to 10	69	49	64	1.7%	1.24%	1.71%	523	384	503	17.42%	12.12%	18.26%		
11 to 20	20	34	18	0.5%	0.86%	0.48%	294	470	243	9.79%	14.83%	8.82%		
over 20	17	15	8	0.4%	0.38%	0.21%	532	653	279	17.72%	20.61%	10.13%		

Table 5. Healthcare Grievances by Institution.

	ACC-E	ACC-W	AMCC	FCC	FLCC	HMCC	KCC	LCCC	MSPT	PCC-MED	PCC-MIN	PMCF	SCCC	WCC	WPTF	YKCC	2005		2004		2003		
																	TOTAL	PCT OF TOTAL	TOTAL	PCT OF TOTAL	TOTAL	PCT OF TOTAL	
DENTAL	7	7		2	4	4		4	2	3			5	4	8			50	7.3%	40	6.1%	20	3.2%
MEDICAL SPECIALIST	6	9		2	2	1			3				4					27	3.9%	31	4.8%	21	3.4%
MEDICAL GENERAL	116	77	1	32	144	45	8	10	29	16	5		47	9	18			557	80.8%	546	83.9%	556	89.0%
MENTAL HEALTH	5	12		2	1	13	1	1	2	5			3		4			49	7.1%	32	4.9%	24	3.8%
OPTICAL		1		1				2										4	0.6%	2	0.3%	4	0.6%
PHARMACY						1			1									2	0.3%	0	0.0%	0	0.0%
Grand Total	134	106	1	39	151	64	9	17	37	24	5	0	59	13	30	0	689	100.0%	651	100.0%	625	100.0%	

Table 6. Non-Healthcare Grievances by Institution.

SUBJECT	ACC-E	ACC-W	AMCC	FCC	FLCC	HMCC	KCC	LCCC	MSPT	PCC-MED	PCC-MIN	PMCF	SCCC	WCC	WPTF	YKCC	2005		2004		2003	
																	TOTAL	PCT OF TOTAL	TOTAL	PCT OF TOTAL	TOTAL	PCT OF TOTAL
ACCESS TO COURTS	4	11													3	2	20	0.9%	5	0.2%	66	2.9%
ADA	1	2					1										4	0.2%	5	0.2%	2	0.1%
BEDDING	1	2			1								3				7	0.3%	5	0.2%	12	0.5%
CLASSIFICATION	12	10	3	2	1	11	2	4	3	3	3	1	25	1	7		88	3.8%	145	5.8%	111	4.9%
CLOTHING	2	10		3		1		1	4				1				22	1.0%	10	0.4%	34	1.5%
COMMISSARY	7	7	1	1	10	3	1	2	4				8		2		46	2.0%	60	2.4%	53	2.3%
CRAFT AND CLUB SALES						2						1		1			4	0.2%	0	0.0%	0	0.0%
DISCIPLINARY	11	12	1	7	9	9	1	1	4	6	1	2	11	2	3		80	3.5%	115	4.6%	115	5.1%
EDUCATION				1			2						8				11	0.5%	4	0.2%	9	0.4%
FOOD SERVICE	19	21	6	2	93	3	2		4		2		20	2	8		182	7.9%	187	7.5%	226	9.9%
GATE MONEY																	0	0.0%	0	0.0%	6	0.3%
GRIEVANCE PROCESS	3	4							3								11	0.5%	0	0.0%	0	0.0%
HOUSING	20	13	5	1	38	6	2		5	2			2	1	4		99	4.3%	84	3.4%	94	4.1%
HYGIENE	4	3	3	5	15	3			2	1	1		12		1		50	2.2%	30	1.2%	31	1.4%
IDR													9	1			10	0.4%	16	0.6%	15	0.7%
LAW LIBRARY	6	28			4	4	4	1	1	1	1		7	1	1		59	2.6%	81	3.2%	50	2.2%
LEGAL SERVICES	1	2			5					2	1		6		2		19	0.8%	28	1.1%	17	0.7%
MAIL	15	15	1	2	36	1	3	1		3	2		27	2	5		113	4.9%	101	4.0%	105	4.6%
MISCELLANEOUS	21	23	1	1	104	1	1	3	13	7		1	64	2	2		244	10.5%	497	19.9%	329	14.5%
OTA	4	2		3					2				13	6	3		33	1.4%	24	1.0%	45	2.0%
OVERCROWDING	1	2															3	0.1%	3	0.1%	0	0.0%
PHYSICAL PLANT	6	3	1	1		1	2		1	1							16	0.7%	9	0.4%	7	0.3%
PRE REL/PROB/PAR SVCS	11	8		3	2	1							4	3			32	1.4%	44	1.8%	17	0.7%
PROGRAM					6		6		1				3		1		17	0.7%	9	0.4%	24	1.1%
PROPERTY	37	67		3	58	14	4	1	7	6	3		99	6	21		326	14.1%	338	13.5%	246	10.8%
RECREATION	4	5	1	1	10	2	5		4				2				34	1.5%	37	1.5%	35	1.5%
RELIGION	1	8		1	26	1		1	2	1	1		8	1	1		52	2.2%	32	1.3%	35	1.5%
SAFETY	4	2		3	1				3				5				18	0.8%	9	0.4%	3	0.1%
SEGREGATION	6	12	1	5		14	1	1	1	1			6	2			50	2.2%	45	1.8%	16	0.7%
STAFF	57	58	7	20	201	15	8	8	6	10	1	3	57	7	12	5	475	20.5%	405	16.2%	387	17.0%
SUPERINTENDENT		1				1		1			1			2			6	0.3%	12	0.5%	11	0.5%
TELEPHONE	11	7	1	5	15		2	2	5				9	3	1		61	2.6%	77	3.1%	55	2.4%
TEMPERATURE		1	1										2				4	0.2%	4	0.2%	7	0.3%
TIME ACCOUNTING	4	1				2		1	2	1	2	3	5	1			22	1.0%	0	0.0%	0	0.0%
VISITATION	1	4	1	2	6	3	2	3	5	1	1		5		2	1	37	1.6%	44	1.8%	45	2.0%
WORK/TRAINING	17	6		1	15	6	1	1	1	1			8	1			58	2.5%	33	1.3%	65	2.9%
Total Filed	291	350	34	70	668	105	50	32	83	47	20	11	429	45	80	8	2313	100.0%	2498	100.0%	2273	100.0%

Table 7. Grievance Screenings by Type.

Screening Type	Pct. of Screenings			Pct. of All Grievances		
	2005	2004	2003	2005	2004	2003
A: Not Grievable Issue	17.3%	18.3%	17.7%	8.0%	10.6%	10.1%
B: Not Institution/ Department Jurisdiction	1.9%	4.0%	2.2%	0.9%	2.3%	1.2%
C: Not First Addressed Informally	39.4%	34.4%	36.6%	18.4%	19.9%	20.9%
D: Already Grieved and Resolved	12.8%	8.6%	10.3%	6.0%	5.0%	5.9%
E: Submitted on Behalf of Another	1.2%	0.5%	0.9%	0.6%	0.3%	0.5%
F: Form Not Filled-out Completely	2.7%	2.5%	2.2%	1.3%	1.5%	1.3%
G: Not Filed Within 30 Days	2.4%	1.8%	1.6%	1.1%	1.0%	0.9%
H: Action Grieved Not Yet Taken	1.4%	1.7%	1.0%	0.6%	1.0%	0.6%
I: Inappropriate Use of Words	0.3%	0.4%	0.5%	0.1%	0.3%	0.3%
J: Factually Incredible; Without Merit	16.9%	23.5%	11.1%	7.9%	13.6%	6.3%
K: Unclear Relief Sought	0.9%	1.6%	1.6%	0.4%	0.9%	0.9%
L: Separate, Unrelated Issues Raised	2.5%	2.0%	1.4%	1.2%	1.1%	0.8%
M: Against Supt.; Not His/Her Action	0.4%	0.7%	0.4%	0.2%	0.4%	0.2%

Table 8. Grievance Screenings by Subject and Institution.

SUBJECT	Institution													Total Screened	Total Filed	Percent Screened		
	ACC	AMCC	FCC	FLCC	HMCC	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC			2005	2004	2003
ACCESS TO COURTS	5											3		8	20	40.0%	20.0%	55.6%
ADA	2					1								3	4	75.0%	80.0%	71.4%
BEDDING	1			1							1			3	7	42.9%	80.0%	60.0%
CLASSIFICATION	8	3	2	1	10	2	3	2	4	1	19	6		61	88	69.3%	91.7%	76.6%
CLOTHING	5		3		1		1	3			1			14	22	63.6%	80.0%	54.3%
COMMISSARY	4			6		1	2	4			5	1		23	46	50.0%	56.7%	51.9%
CRAFT AND CLUB SALES					1									1	4	25.0%	0.0%	0.0%
DENTAL	4										4	6		14	50	28.0%	20.0%	18.2%
DISCIPLINARY	21	1	7	8	9	1		3	0	2	6	4		68	80	85.0%	88.7%	80.5%
EDUCATION						2					3			5	11	45.5%	0.0%	50.0%
FOOD SERVICE	18	3	1	44	2	1		4			13	5		91	182	50.0%	52.4%	57.5%
GATE MONEY														0	0	0.0%	0.0%	0.0%
GRIEVANCE PROCESS	5							2				1		8	11	72.7%	0.0%	0.0%
HOUSING	17	3	1	22	4	1		4			1	4		57	99	57.6%	77.4%	74.1%
HYGIENE	2		1	8	1						6			18	50	36.0%	53.3%	63.6%
IDR											4	1		5	10	50.0%	56.3%	56.3%
LAW LIBRARY	12			1	3		1	1	1		3	1		23	59	39.0%	61.7%	40.4%
LEGAL SERVICES	1			3						3	5	2		14	19	73.7%	46.4%	52.4%
MAIL	11	1	1	13	1				2		18	6		53	113	46.9%	57.4%	51.9%
MEDICAL SPECIALIST	2							1			2			5	27	18.5%	9.7%	27.0%
MEDICALGENERAL	59		5	16	8	3	2	20	4		25	17		159	557	28.5%	27.7%	37.7%
MENTAL HEALTH	6			1	4	1		1	2		1	4		19	49	38.8%	37.5%	41.7%
MISCELLANEOUS	23	1	1	81	1			11	2	1	48	4		173	244	70.9%	76.1%	64.1%
OPTICAL	1						1							2	4	50.0%	0.0%	16.7%
OTA	1							2				4		13	33	39.4%	25.0%	51.4%
OVERCROWDING	2													2	3	66.7%	33.3%	16.7%
PHARMACY								1						1	2	50.0%	0.0%	0.0%
PHYSICAL PLANT	1	1			1			1						4	16	25.0%	44.4%	57.1%
PRE REL/PROB/PAR SVCS	8			2							2			12	32	37.5%	50.0%	47.1%
PROGRAM				3		3		1			1	1		9	17	52.9%	44.4%	63.6%
PROPERTY	29		2	39	7	1		5	1		51	15		150	326	46.0%	56.5%	38.6%
RECREATION	4		1	8	2	3		3			1			22	34	64.7%	67.6%	53.8%
RELIGION	6		1	14	1		1	2			3	1		29	52	55.8%	59.4%	34.4%
SAFETY				2				3			2			7	18	38.9%	44.4%	33.3%
SEGREGATION	9		4		12			1			4	2		32	50	64.0%	82.2%	47.8%
STAFF	49	4	5	70	11	3	3	6	4	2	35	10	2	204	475	42.9%	62.0%	42.0%
SUPERINTENDENT	1				1				1			1		4	6	66.7%	75.0%	38.5%
TELEPHONE	11	1	3	8			1	4			3	1		32	61	52.5%	79.2%	69.5%
TEMPERATURE											2			2	4	50.0%	25.0%	66.7%
TIME ACCOUNTING								2			2	1		5	22	22.7%	0.0%	0.0%
VISITATION	1	1		2	1	1		3	1		1	1	1	13	37	35.1%	56.8%	58.7%
WORK/TRAINING	11				3	1	1	1			7			29	58	50.0%	45.5%	58.0%
TOTAL SCREENED	340	19	39	357	84	24	17	90	31	6	285	102	3	1397	3002	46.5%	57.9%	
TOTAL FILED	881	35	109	809	169	59	49	120	96	11	488	168	8	3002				
2005 PERCENT SCREENED	38.6%	54.3%	35.8%	44.1%	49.7%	40.7%	34.7%	75.0%	32.3%	54.5%	58.4%	60.7%	37.5%	46.5%				
2004 PERCENT SCREENED	56.1%	52.8%	65.6%	60.2%	52.5%	53.6%	23.8%	75.7%	52.5%	75.0%	60.2%	54.7%	30.0%	57.9%				
ACC	AMCC	FCC	FLCC	HMCC	KCC	LCCC	MSPT	PCC	PMRF	SCCC	WCC	YKCC						

Table 9. Grievance Dispositions by Level and Subject Category.

DISPOSITION	Level 1	Level 1 Non-Health	Level 1 Health	Screening Appeals	Level 2	Level 2 Non-Health	Level 2 Health	Level 3
APPEAL GRANTED	1	1	0	4	12	5	7	
CLOSED-OUT OF CUSTODY	43	26	17		2		0	4
CLOSED-OUT OF FACILITY	7	6	1				0	
DECISION UPHELD	8	7	1	105	238	176	62	27
INFORMAL RESOLUTION	37	28	9				0	
PARTIALLY GRANTED	178	119	59	4	29	12	17	4
PENDING	20	13	7	9	2	2		
RELIEF DENIED	729	528	201	43	107	77	30	1
RELIEF GRANTED	238	146	92	2	19	7	12	2
RESOLVED	324	229	95	3	3	3	0	
RESOLVED BY TRANSFER	20	13	7				0	
SCREENED	1397	1197	200				0	
TOTALS	3002	2313	689		412	284	128	38

Table 10. Grievance Completion and Processing Time Summary.

Level	Processing	Healthcare	Non-Healthcare	All
Level 1 Screenings and Decisions	Grievances filed	689	2313	3002
	Screened	200	1197	1397
	Pct. Screened	29.0%	51.8%	46.5%
	Needing Decisions	489	1116	1605
	Done	482	1104	1586
	Pending	7	12	19
	Pct. Pending	1.4%	1.1%	1.2%
	Processing Time (workdays): Done	19.5	14.9	
Level 2 and Screening Appeals	Grievances filed	147	383	530
	Done	146	382	528
	Pending	1	1	2
	Pct Pending	0.7%	0.3%	0.4%
	Processing Time (workdays): Done	19.18	12.2	

Note: Red: Processing time exceeds 15 working days; Green: within 15 working days.

Table 11. Grievance Processing Time by Institution and Subject Category and Grievance Level.

Facilities	Level 1 Decisions				Level 2 and Screening Appeal Decisions				Level 3 Decisions	
	Healthcare		Non-Healthcare		Healthcare		Non-Healthcare		Number Done	Processing Time
	Number Done	Processing Time	Number Done	Processing Time	Number Done	Processing Time	Number Done	Processing Time		
ACC-E	96	25.3	182	22.7	15	19.3	29	10.4	38	17.3
ACC-W	66	32.1	180	25.8	27	16	28	16.6		
AMCC	1	20	15	5.4	0	0	4	8		
FCC	34	8.5	36	5.8	8	14.3	11	11.8		
FLCC	134	10.8	317	11.0	53	23.2	148	13.7		
HMCC	51	30.4	34	10.9	8	23.8	8	6.8		
KCC	6	47.7	29	25.8	3	19.7	14	16.9		
LCCC	13	37.2	19	8.6	1	22	5	23.8		
MSPT	15	11.5	14	5.9	1	23	7	8.7		
PCC-Med	18	13.9	28	10.9	9	18.2	6	12.7		
PCC-Min	5	6.4	14	9.9	0	0	2	13.5		
PMCF	0	0	5	13.6	0	0	2	14.5		
SCCC	26	7.3	176	8.2	13	15.4	97	10.4		
WWCC	10	5.7	24	10.5	3	3.3	14	13.2		
WPTF	6	9	26	9.1	5	13.8	7	9.6		
YKCC	0	0	5	17.0	0	0	0	0		

Note: Red: Processing time exceeds 15 working days at Level 1 and Level 2.

Table 12. Grievances Subjects by CRC.

	Aulla	Cordova	Glacier Manor	Glenwood	Midtown	Northstar	Parkview	Seaside	Tundra	2005	2004	2003
ACCESS TO COURTS										0	0	0
ADA										0	0	0
BEDDING										0	0	0
CLASSIFICATION				1						1	0	2
CLOTHING				1						1	0	1
COMMISSARY										0	0	8
CRAFT AND CLUB SALES										0	0	0
DENTAL										0	17	0
DISCIPLINARY				4						4	0	0
EDUCATION										0	0	0
FOOD SERVICE								1		1	1	0
GATE MONEY				1						1	0	0
GRIEVANCE PROCESS										0	0	0
HOUSING										0	1	0
HYGIENE										0	2	0
IDR										0	0	0
LAW LIBRARY										0	0	0
LEGAL SERVICES										0	0	0
MAIL				1						1	0	0
MEDICAL SPECIALIST										0	0	0
MEDICALGENERAL				3						3	10	18
MENTAL HEALTH										0	0	0
MISCELLANEOUS				4						4	10	3
OPTICAL										0	0	0
OTA										0	0	1
OVERCROWDING										0	0	0
PHARMACY										0	0	0
PHYSICAL PLANT										0	0	3
PRE REL/PROB/PAR SVCS				2						2	0	0
PROGRAM										0	12	2
PROPERTY										0	1	3
RECREATION										0	0	0
RELIGION										0	0	1
SAFETY										0	0	0
SEGREGATION										0	0	0
STAFF			2	27				2		31	17	13
SUPERINTENDENT										0	0	0
TELEPHONE										0	5	0
TEMPERATURE										0	0	0
TIME ACCOUNTING										0	0	0
VISITATION										0	0	3
WORK /TRAINING				1						1	0	2
2005	0	0	2	45	0	0	0	3	0	50		
2004	0	0	4	71	0	0	0	0	1		76	
2003	2	8	3	41	0	0	6	0	0			60