

Alaska Department of Corrections



2007 Grievance Report

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INTRODUCTION

This annual grievance report provides a comprehensive view of the prisoner grievance process. Many components of prior reports are incorporated into this account while some new elements have been introduced.

Historical data is incorporated when relevant to provide better analysis of departmental or institutional trends and patterns. The graphic format has been continued with the addition of 5 year averages to simplify some charts.

Although visual components are used to increase both analysis and comprehension, data tables have been integrated into the report. This should provide clarity to the charts and make it easier to review institution specific information. In addition, the commentary and interpretative narrative has been changed as much as possible to try to be easier to understand.

Some specific terminology needs to be retained. For example, "categories" is used to group all grievances as either healthcare or non-healthcare. The healthcare category includes the grievance subject areas Medical General, Medical Specialist, Mental Health, Dental, Optical, and Pharmacy. "Subject areas" is used to identify the approximately 40 grievance topics.

The report consists of five sections with graphical information and commentary.

- Part One provides an overview of 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 One:
Grievance Processing Overview

Chart 1. Grievance Activity by Level

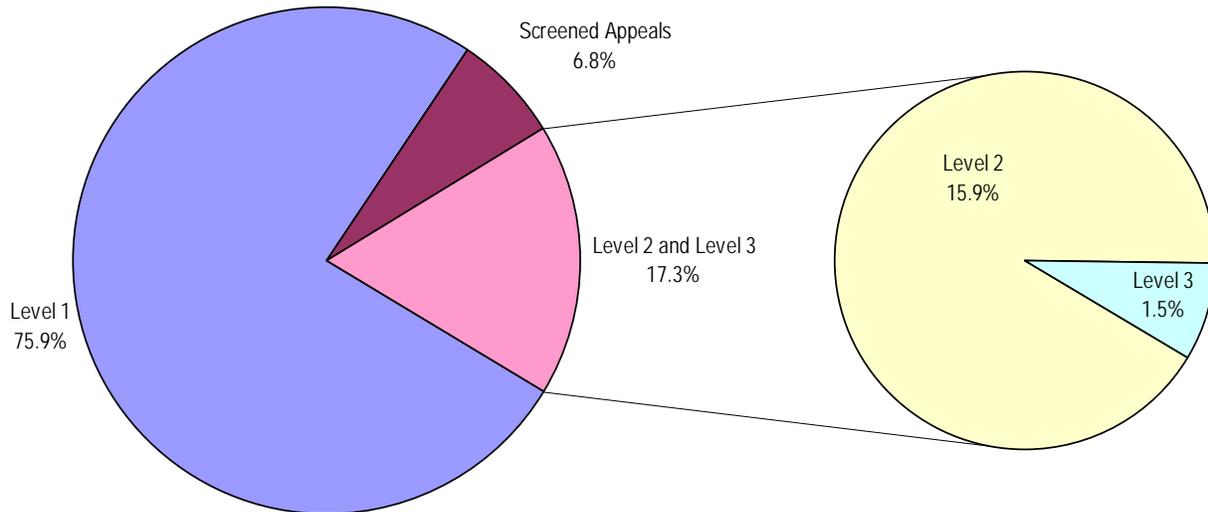


Chart 1 captures all of the grievance activity during 2007. The chart shows that the initial filing accounted for a little more than three-fourths of all grievance processing. Overall there were 427 less grievance actions in 2007 than 2006 (2007: 3481; 2006: 3908). This drop is based primarily on 580 less Level One grievance filings than in 2006. Conversely, the number of grievances being appealed continued to increase in 2007.

Chart 2. Level 1 Grievances by Category

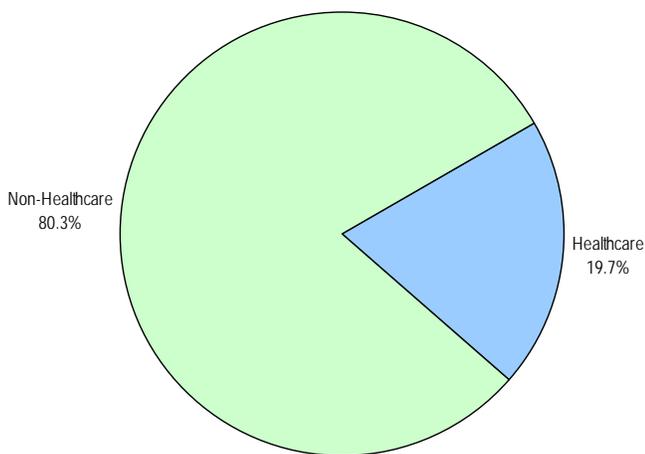
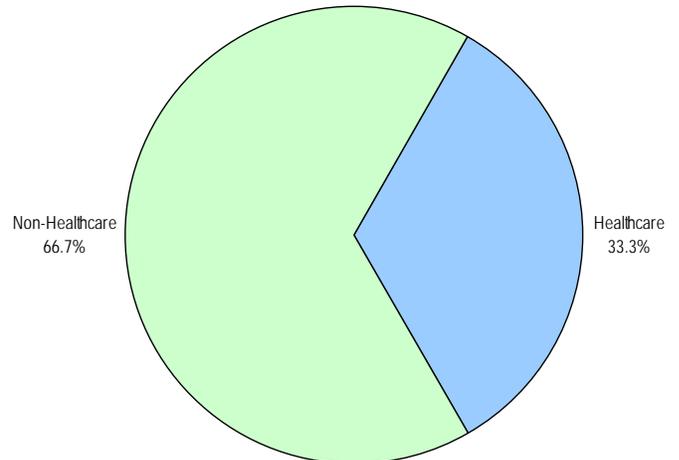
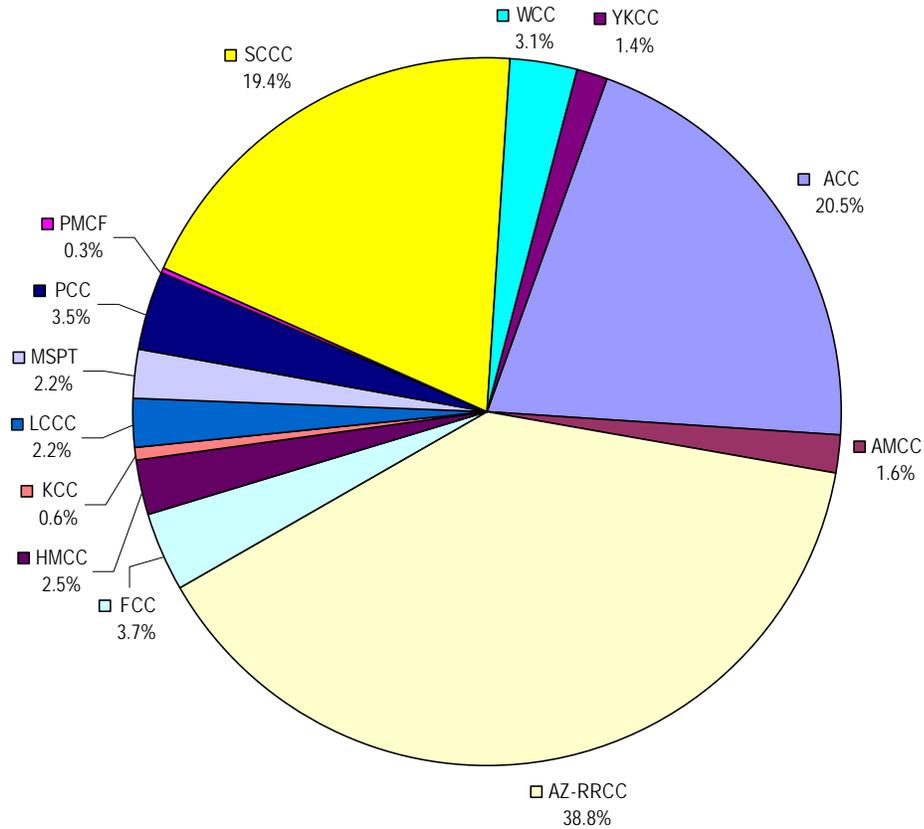


Chart 3. Level 2 Grievances by Category



These charts give a broad overview of the grievance activity according to healthcare and non-healthcare categories. Although the percent of level one healthcare grievances dropped in 2007, they continue to be appealed more readily than non-healthcare grievances. However, as the percent of screened grievances continues to drop and more grievances are being investigated, the number of non-healthcare grievances being appealed is also increasing.

Chart 4. All Grievance Activity by Institution



This chart best captures grievance activity since the initial filing of grievances does not accurately reflect all of the grievance activity at an institution. For example, grievance processing is elevated at Spring Creek and Red Rock as both have a large number of appeals of grievance screenings and decisions. Conversely, the grievance activity at the Anchorage Correctional Complex dropped significantly in 2007 with less than half of the processing in 2006 (2007: 715; 2006: 1435).

Table 1. All Grievance Activity by Institution

Subject	ACC	AMCC	AZ-RRCC	FCC	HMCC	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	Grand Total
Level 1	608	46	1012	111	72	18	46	61	104	11	433	79	41	2642
Screened Appeals	5		101	1	1		10	3	3	0	97	8	6	235
Level 2	93	9	231	14	15	4	20	13	15		119	19	1	553
Level 3	9	2	8	2			2		1		25	2		51
Total	715	57	1352	128	88	22	78	77	123	11	674	108	48	3481
Percent of Total Activity	20.5%	1.6%	38.8%	3.7%	2.5%	0.6%	2.2%	2.2%	3.5%	0.3%	19.4%	3.1%	1.4%	100.0%

Chart 5. Level 1 Grievance Activity by Institution

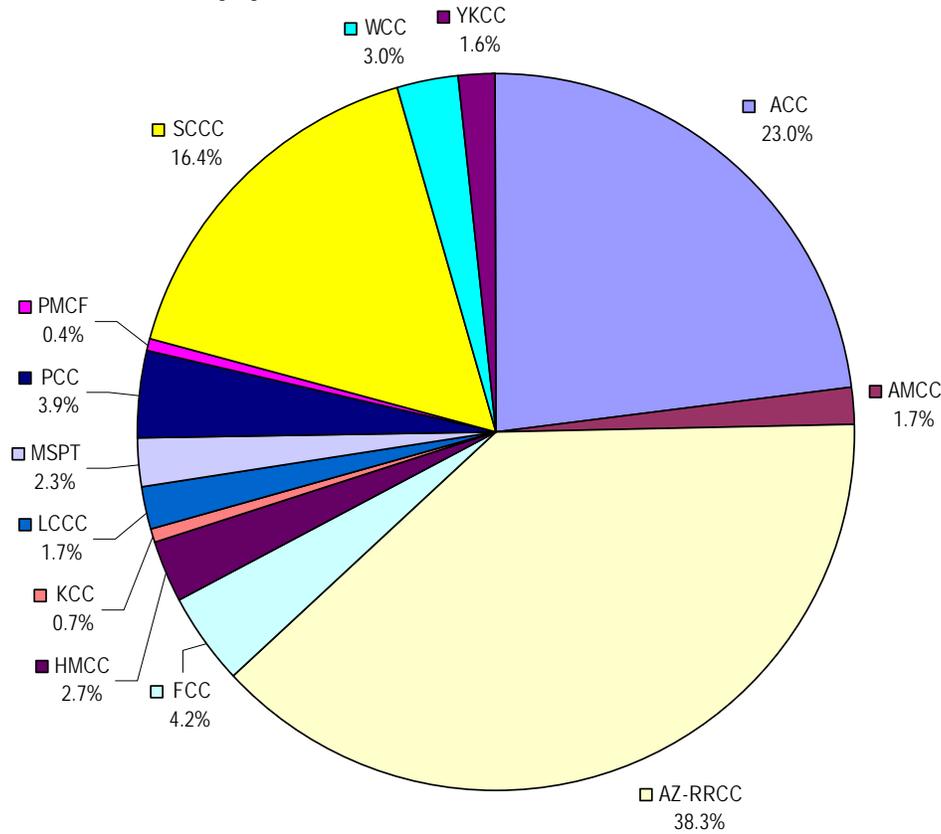
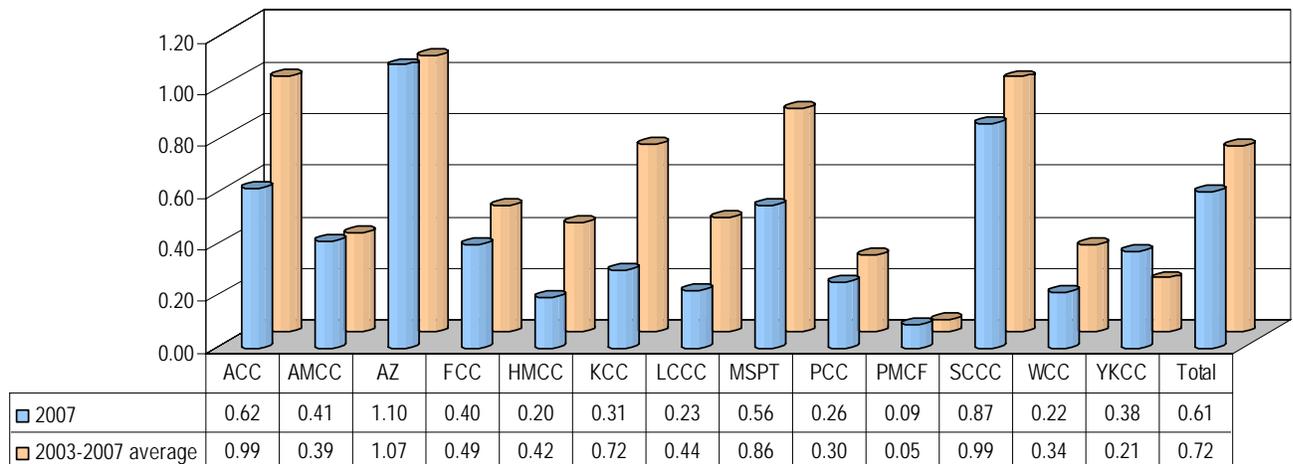


Chart 5 shows the initially filed grievances in relation to the rest of the institutions. The dramatic decrease in the number of grievances initially filed at the Anchorage Complex accompanied by a 26% increase in grievances filed at Red Rock has resulted in it again becoming the facility with the most grievances filed. Table 2 below tracks the grievance activity level at the institutional level where annual changes and trends can be identified.

Table 2. Level 1 Grievance Activity by Institution

	ACC	AMCC	AZ	FCC	HMCC	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	Total
Population (emergency cap)	852	104	850	316	404	58	228	102	437	128	557	381	131	4548
Population (2007 average)	978	111	924	276	365	59	204	110	402	119	498	367	109	4353
Grievances filed 2007	608	46	1012	111	72	18	46	61	104	11	433	79	41	2642
Grievance per I/M 2007	0.62	0.41	1.10	0.40	0.20	0.31	0.23	0.56	0.26	0.09	0.87	0.22	0.38	0.61
Percent Filed in 2007	23.0%	1.7%	38.3%	4.2%	2.7%	0.7%	1.7%	2.3%	3.9%	0.4%	16.4%	3.0%	1.6%	100.0%
Increase/Decrease from 2006	-104.1%	34.8%	26.1%	-40.5%	-47.2%	-55.6%	-123.9%	16.4%	-1.0%	90.9%	-6.2%	-88.6%	-7.3%	-22.0%
Grievances filed 2006	1241	30	748	156	106	28	103	51	105	1	460	149	44	3222
Grievance per I/M 2006	1.32	0.30	0.87	0.52	0.32	0.46	0.53	0.51	0.26	0.01	0.95	0.40	0.39	0.74
Percent Filed in 2006	38.5%	0.9%	23.2%	4.8%	3.3%	0.9%	3.2%	1.6%	3.3%	0.0%	14.3%	4.6%	1.4%	100.0%
Increase/Decrease from 2005	29.0%	-16.7%	-8.2%	30.1%	-59.4%	-110.7%	52.4%	-135.3%	8.6%	-1000.0%	-6.1%	-12.8%	81.8%	6.8%
Grievances filed 2005	881	35	809	109	169	59	49	120	96	11	488	168	8	3002
Grievance per I/M 2005	1.05	0.32	1.07	0.44	0.53	0.92	0.27	1.21	0.24	0.11	1.01	0.46	0.07	0.73
Percent Filed in 2005	29.3%	1.2%	26.9%	3.6%	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%	-8.4%	-14.7%	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	877	125	160	56	63	111	101	4	550	148	10	3149
Grievance per I/M 2004	1.09	0.51	1.17	0.59	0.51	0.97	0.37	1.31	0.26	0.04	1.13	0.40	0.11	0.80
Percent Filed in 2004	28.3%	1.7%	27.9%	4.0%	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%	1.8%	14.4%	-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	861	107	169	56	140	63	188	0	473	74	9	2899
Grievance per I/M 2003	0.88	0.39	1.15	0.51	0.54	0.97	0.82	0.74	0.48	0.00	0.97	0.20	0.10	0.73
Percent Filed in 2003	24.8%	1.4%	29.7%	3.7%	5.8%	1.9%	4.8%	2.2%	6.5%	0.0%	16.3%	2.6%	0.3%	100.0%

Chart 6. Grievances filed per Inmate (based on Facility Population)



A grievance per inmate value based upon a facility's inmate population and the number of grievances filed has been established to analyze trends in filing and to create an institutional benchmark upon which all institutions can be more equitably compared. Overall, an average of .72 grievances per inmate was filed in 2007.

Chart 6 graphically displays historical values recorded in Table 2. This chart does not identify the impact that specific events or individual inmates have on these values. For example, significant population changes, staffing shortages, increases in new staff, or special incidents are some of the institution specific events that can affect changes in grievance filings. Nonetheless, these values provide institutional level baselines upon which these other factors can be considered.

Over the past five years, increases in the number of grievances have generally correlated with inmate population increases. However, 2007 reversed that trend where a modest increase in overall prison population was actually met with a decrease in grievances.

While the previous chart and table analyzed grievance-filing patterns on a departmental and institutional level, the following charts and table examine the filing habits of individual inmates. The reduced number of grievances filed in 2007 is reflected in Chart 7 where the numbers of grievances each inmate files is equal to or lower than the five year average. In addition, it shows that over three-fourths of all prisoners did not even file a grievance last year. Conversely, in conjunction with Chart 8, the volume of grievances generated by just a few inmates can be seen. For example, 15 inmates (.3%) accounted for nearly one out of every five grievances filed (18.1%).

Chart 7. Grievances Filed by Filing Frequency Comparison

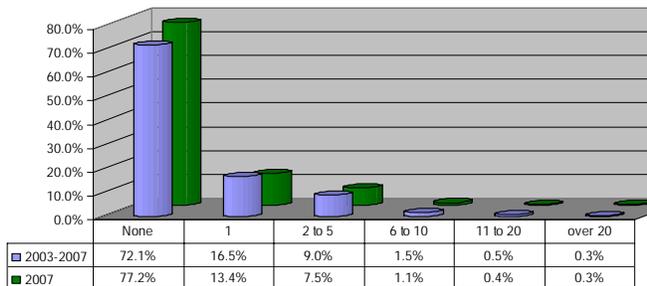


Chart 8. Grievance Activity by Filing Frequency Comparison

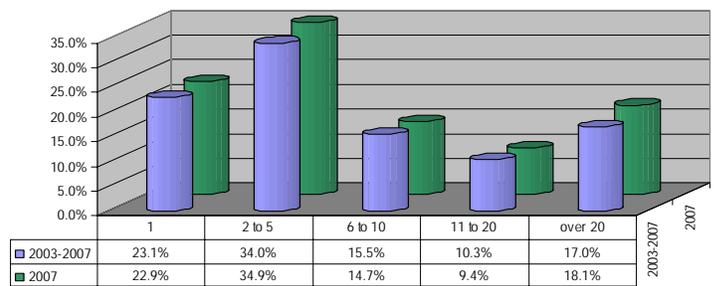


Chart 9. Percent of Grievances Filed by Filing Frequency.

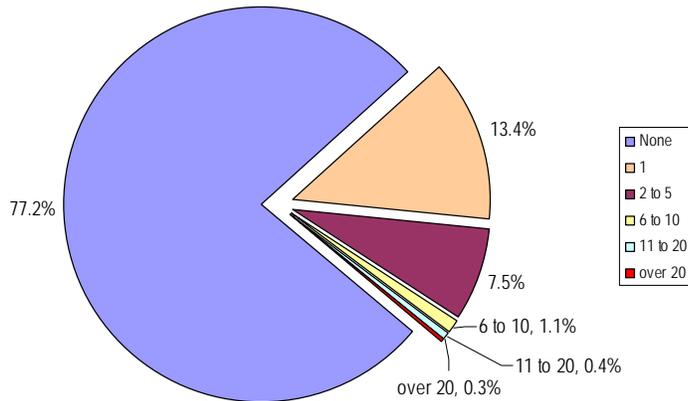
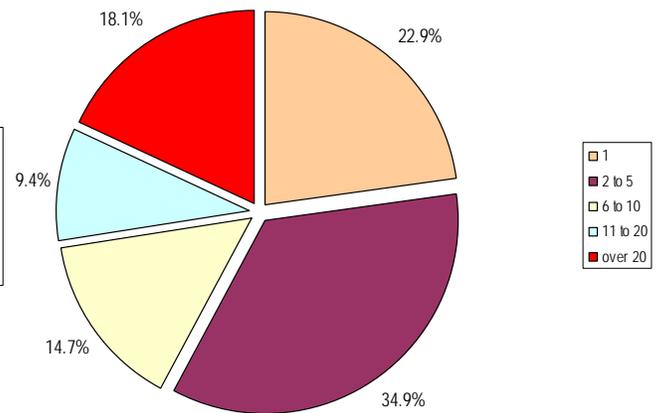


Chart 10. Percent of Activity by Filing Frequency



When the grievance policy was revised in 2006, it was anticipated that the implementation of grievance abuse restrictions might target the small number of inmates generating the large number of grievances. However, this data does not reflect a reduction of grievances due to prisoners placed on grievance filing restrictions.

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

Grievances Filed	Grievances: How many does each inmate file?						Grievances filed by grievant groups					
	Number of Inmates			Percent of Grievances			Number of Inmates			Percent of Grievances		
	2007	2006	Avg 03-07	2007	2006	Avg 03-07	2007	2006	Avg 03-07	2007	2006	Avg 03-07
None	3494	3136	3315	77.2%	71.55%	74.4%						
1	605	730	668	13.4%	16.66%	15.0%	605	730	668	22.9%	22.67%	22.8%
2 to 5	341	412	377	7.5%	9.40%	8.5%	921	1120	1021	34.9%	34.78%	34.8%
6 to 10	51	67	59	1.1%	1.53%	1.3%	389	488	439	14.7%	15.16%	14.9%
11 to 20	17	20	19	0.4%	0.46%	0.4%	249	282	266	9.4%	8.76%	9.1%
over 20	15	18	17	0.3%	0.41%	0.4%	478	600	539	18.1%	18.63%	18.4%

Part Two:
Grievance Subjects

Chart 11. Level 1 Grievance Subjects

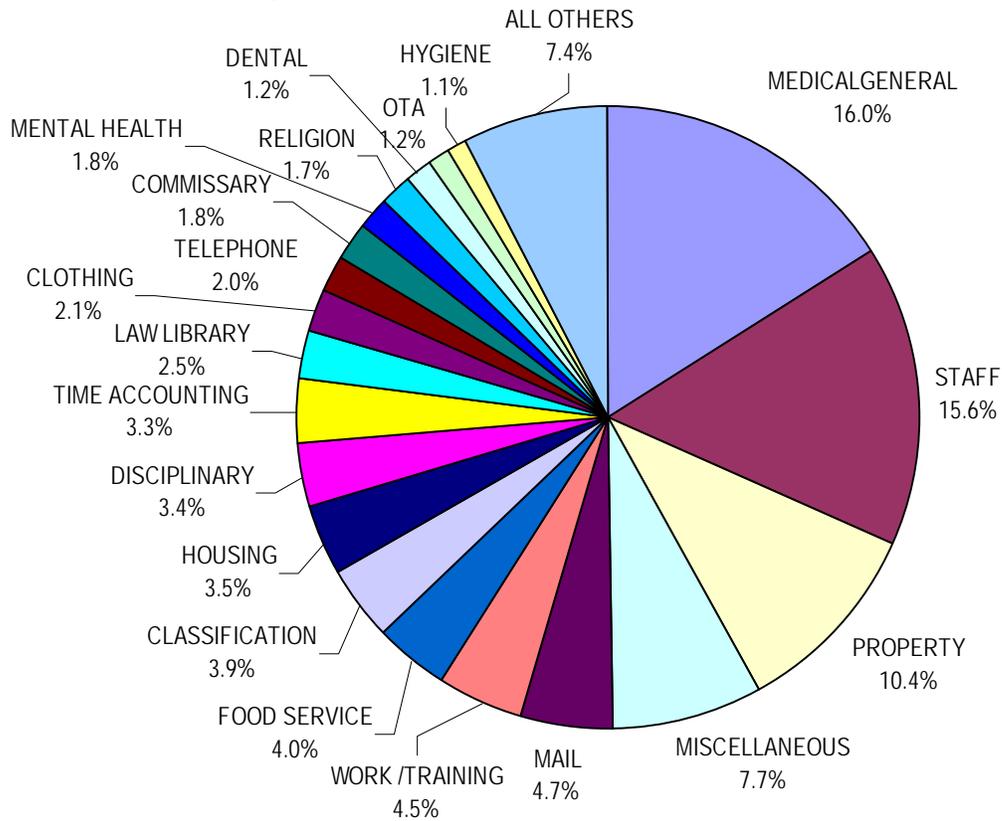
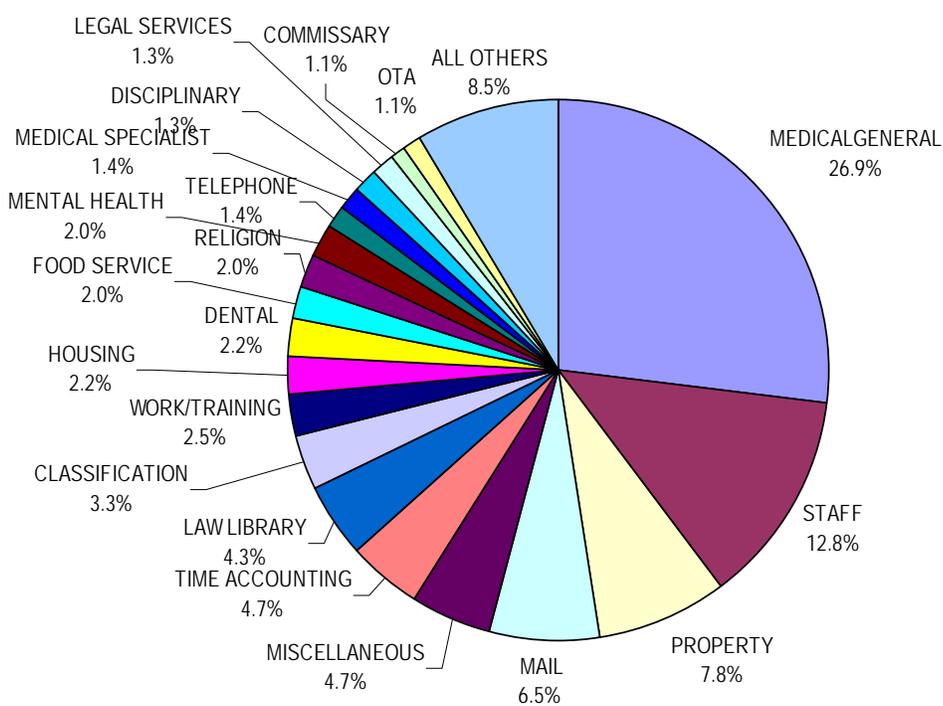


Chart 12. Level 2 Grievance Subjects



These charts illustrate both the most frequent grievance subjects and the kinds of issues inmates persist for relief with subsequent appeals. Medical, staff, and property grievances continue to be the most prevalent issues.

The historical record of filing issues by subject shown in Table 4 below compares 2007 with the 5 year average. A few trends can be found in this analysis. For example, the number of grievances against staff while exceeding the recent average continues to reproduce an upward trend. Similarly, the number of law library grievances remains elevated when it was anticipated that those numbers would drop as inmates became accustomed to utilizing computer terminals for legal research. This is most likely attributed to chronic equipment problems.

Table 4. Grievance Subjects by Institution

SUBJECT DESCRIPTION	ACC	AMCC	AZ-RRCC	FCC	HMCC	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	2007		2003-2007	
														Grand Total	Pct. of Total	Average Total	Pct. of Total
ACCESS TO COURTS	2		1	1								3		7	0.3%	27.25	0.9%
ADA									2	1				3	0.1%	3.5	0.1%
BEDDING	1								2					3	0.1%	8.25	0.3%
CLASSIFICATION	31		20		3		5	2	5	1	29	4	2	102	3.9%	117	3.8%
CLOTHING	5		50		1									56	2.1%	22.25	0.7%
COMMISSARY	6	1	22	5				1	1		12			48	1.8%	50.75	1.7%
CRAFT AND CLUB SALES					1						3			4	0.2%	1.5	0.0%
DENTAL	9		11	1			1	1	1		7	2		33	1.2%	40.25	1.3%
DISCIPLINARY	29	2	15	4		1	1		6	1	25	3	4	91	3.4%	100.75	3.3%
EDUCATION	1				1									2	0.1%	8.5	0.3%
FOOD SERVICE	35	3	34	5	1			3	14	1	6	3		105	4.0%	187.75	6.1%
GATE MONEY														0	0.0%	2.5	0.1%
GRIEVANCE PROCESS	2		2						1		11			16	0.6%	6.25	0.2%
HOUSING	14	2	46	10	4		1		4		5	5	2	93	3.5%	93	3.0%
HYGIENE	2	1	9	3					1		7	1	6	30	1.1%	38	1.2%
IDR											5			5	0.2%	11.25	0.4%
LAW LIBRARY	17	5	18	2		2		1			16	1	4	66	2.5%	65	2.1%
LEGAL SERVICES	11	1	4		1						6	1		24	0.9%	24.25	0.8%
MAIL	20	4	63	3	1			1	5		24	2	1	124	4.7%	109	3.6%
MEDICAL SPECIALIST			11		1						4			16	0.6%	27.5	0.9%
MEDICAL GENERAL	115	8	169	24	16	2	1	9	16		43	15	5	423	16.0%	553.5	18.0%
MENTAL HEALTH	22			4	8			2	5		5	1		47	1.8%	49.75	1.6%
MISCELLANEOUS	69	12	48	6	5	4	7	11	3	2	30	5	2	204	7.7%	319.5	10.4%
OPTICAL											1	1		2	0.1%	3.5	0.1%
OTA	8			1					4		17	3		33	1.2%	30	1.0%
OVERCROWDING								1						1	0.0%	1.5	0.0%
PARITY FOR WOMEN					1									1	0.0%	3	0.1%
PHARMACY			3	1								1		5	0.2%	0.5	0.0%
PHYSICAL PLANT	3							2				2		7	0.3%	10	0.3%
PRE REL/PROB/PAR SVCS	1				6		1		1		2	1		12	0.5%	32.75	1.1%
PROGRAM	1		9		2				0		2		1	15	0.6%	19.75	0.6%
PROPERTY	39		116	7	6	2	4	11	17	2	58	10	3	275	10.4%	310.5	10.1%
RECREATION	7		2				1	1			2		1	14	0.5%	34	1.1%
RELIGION	10		30				1				3			44	1.7%	41	1.3%
SAFETY			1				1				4			6	0.2%	14.75	0.5%
SEGREGATION	9	2									12			23	0.9%	38.25	1.2%
STAFF	61	3	233	25	2	5	10	12	9		44	4	3	411	15.6%	449.75	14.7%
SUPERINTENDENT	1										2		1	4	0.2%	9.25	0.3%
TELEPHONE	13		18			2		2	3		10	6		54	2.0%	69.75	2.3%
TEMPERATURE			2						1					3	0.1%	4.75	0.2%
TIME ACCOUNTING	32	1	1	5	4		8		2	2	27	4	2	88	3.3%	23	0.7%
VISITATION	4		4		3		1	1	2		5		3	23	0.9%	39.75	1.3%
WORK/TRAINING	28	1	70	4	5		3		1		5	1	1	119	4.5%	66.25	2.2%
Grand Total	608	46	1012	111	72	18	46	61	104	11	433	79	41	2642	100.0%	3067.75	100.0%

Chart 13. Grievance Subjects by Process Level

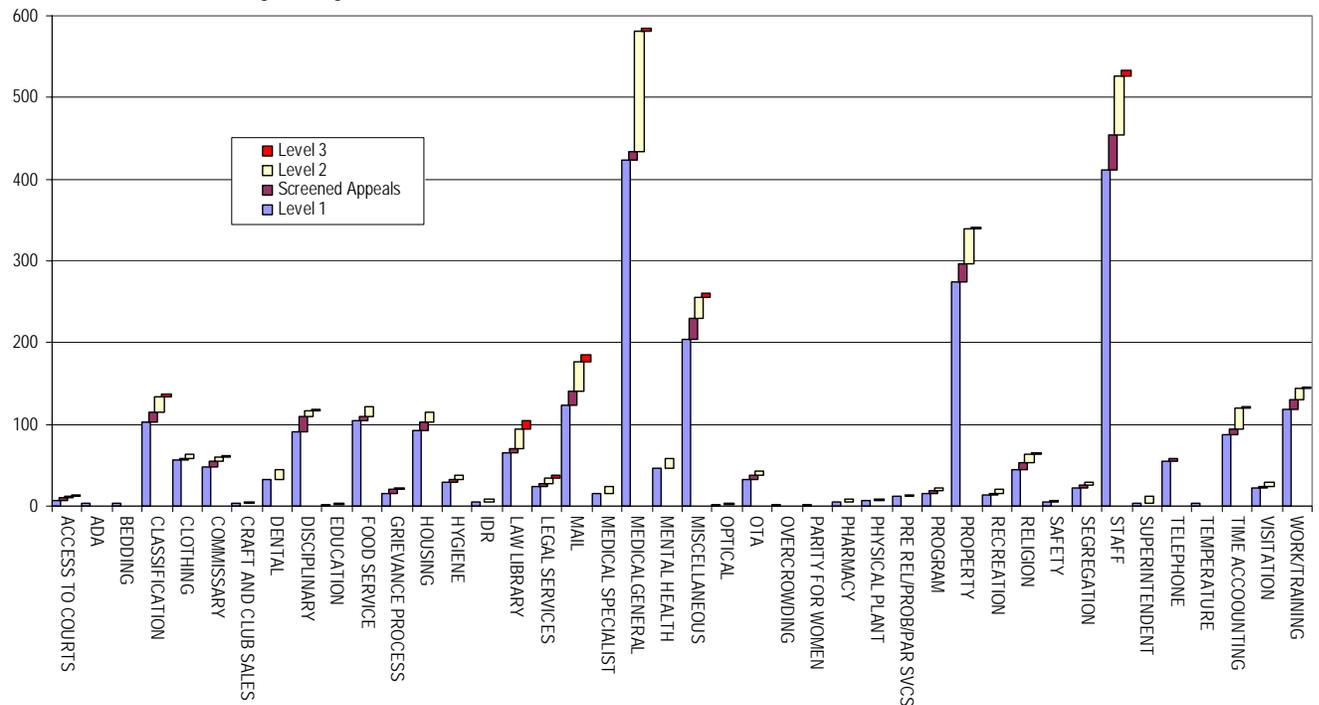
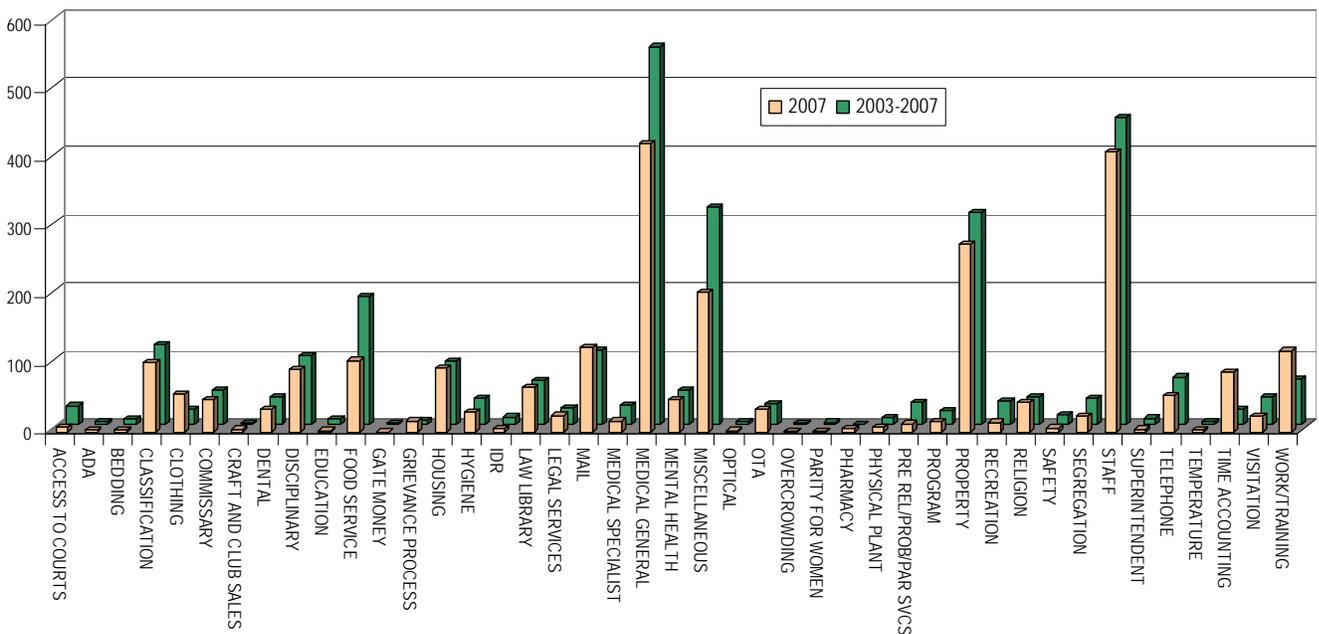


Chart 13 provides a composite view of grievance activity by levels and subject. For example, it displays the large number of appeals of screenings against staff. It also shows the large number of level 2 appeals on medical general grievances. Chart 14 shows how the overall decrease in grievances in 2007 is distributed across the grievance subjects. It illustrates how many groups of grievances subjects in 2007 were lower than the five-year average.

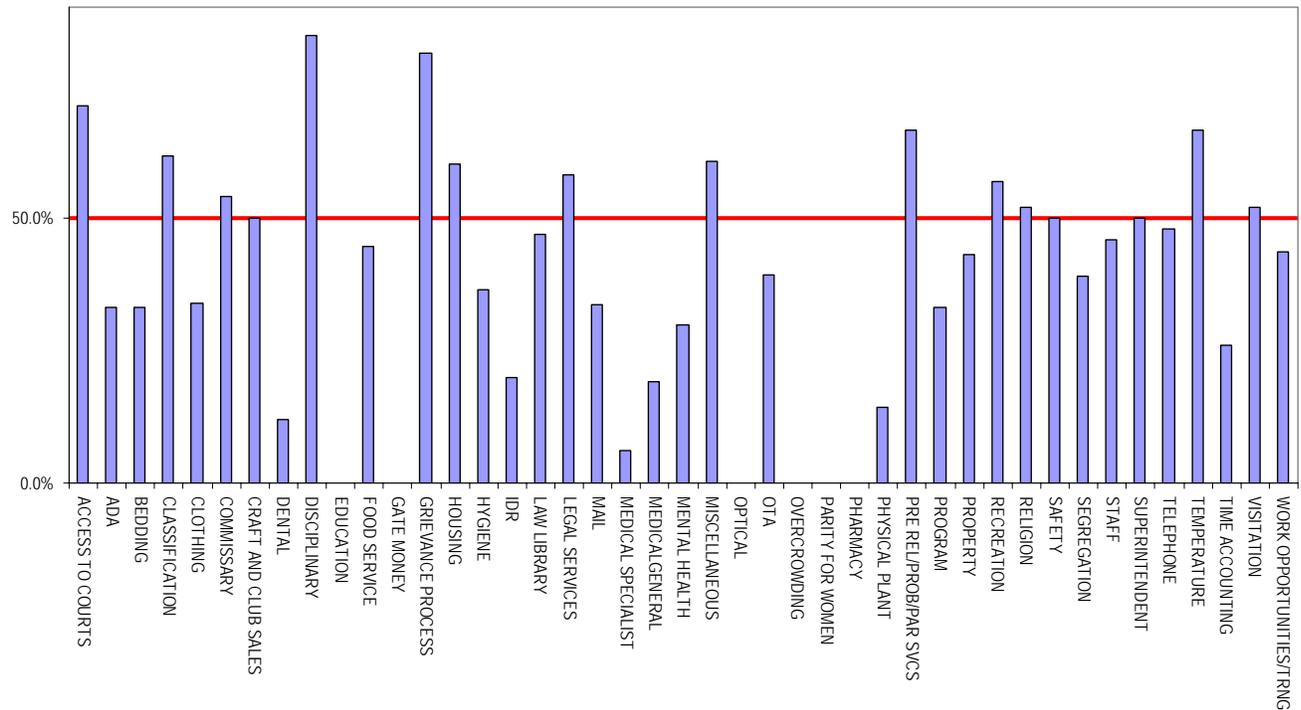
Chart 14. Grievance Subjects—All Institutions



Part Three:
Grievance Screenings

Chart 15 provides an overview of departmental grievance screenings by subject area while showing which grievance subjects are more frequently screened.

Chart 15. Grievance Screenings by All Subjects



Grievance screenings continue to be the Facility Standards Officer process with the greatest scrutiny for a number of reasons. First, reasons for screening grievances frequently come under scrutiny during subsequent litigation. The screening of grievances does not preclude the possibility for litigation. Second, staff screening judgments over whether issues in either a classification or disciplinary context are grievable likewise come under scrutiny. Third, tendencies to frequently screen grievances from high-maintenance prisoners also face close scrutiny.

The screening of grievances is a refined practice. While it is feasible to screen nearly all grievances on either gross or minute technicalities, it has been argued that excessive screenings defeat the purposes of the grievance process to address relevant issues and to appropriately relieve stress and pressures associated with incarceration. Just as dams release water to regulate power and pressure being harnessed, grievances issues need to be heard to regulate and manage the pressures contained in our institutions. Hence the art of processing grievances and one of the stated goals of the grievance process has been to allow at least 50% of each category of grievances (healthcare and non-healthcare) to be investigated.

Table 5 provides a historical record of both institutional screenings and departmental screening subject areas. It shows that at the institutional level most facilities met the overall goal. For example, despite its increase in grievances in 2007, the percent of grievances screened at Red Rock continued to decrease. The screening process at Red Rock proves to be an exemplary practice which other facilities can emulate.

Table 5. Grievance Screenings by Subject and Institution

SUBJECT	ACC	AMCC	AZ	FCC	HMCC	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	Total Screened	Total Filed	2007	2006	2005	2004	2003
ACCESS TO COURTS			1		1									5	7	71.4%	27.8%	40.0%	20.0%	55.6%
ADA										1				1	3	33.3%	33.3%	75.0%	80.0%	71.4%
BEDDING	1													1	3	33.3%	77.8%	42.9%	80.0%	60.0%
CLASSIFICATION	23		3		2		3	2	5	1	21	2	1	63	102	61.8%	71.0%	69.3%	91.7%	76.6%
CLOTHING	2		17											19	56	33.9%	34.8%	63.6%	80.0%	54.3%
COMMISSARY	4	1	12					1	1		7			26	48	54.2%	47.7%	50.0%	56.7%	51.9%
CRAFT AND CLUB SALES											2			2	4	50.0%	50.0%	25.0%	0.0%	0.0%
DENTAL	1		2						1					4	33	12.1%	21.6%	28.0%	20.0%	18.2%
DISCIPLINARY	23	2	12	4		1			4	1	23	3	4	77	91	84.6%	79.6%	85.0%	88.7%	80.5%
EDUCATION														0	2	0.0%	30.0%	45.5%	0.0%	50.0%
FOOD SERVICE	19	2	8						12	1	5			47	105	44.8%	49.4%	50.0%	52.4%	57.5%
GATE MONEY														0	0	0.0%	50.0%	0.0%	0.0%	0.0%
GRIEVANCE PROCESS	1		2								10			13	16	81.3%	42.9%	72.7%	0.0%	0.0%
HOUSING	10	2	24	5	3				3		4	4	1	56	93	60.2%	62.1%	57.6%	77.4%	74.1%
HYGIENE	1		5						1		3		1	11	30	36.7%	39.0%	36.0%	53.3%	63.6%
IDR														1	5	20.0%	25.0%	50.0%	56.3%	56.3%
LAW LIBRARY	9	2	7	1		1		1			5	1	4	31	66	47.0%	55.7%	39.0%	61.7%	40.4%
LEGAL SERVICES	8		3								2	1		14	24	58.3%	54.5%	73.7%	46.4%	52.4%
MAIL	4		18	1				1	1		16		1	42	124	33.9%	33.3%	46.9%	57.4%	51.9%
MEDICAL SPECIALIST											1			1	16	6.3%	19.4%	18.5%	9.7%	27.0%
MEDICALGENERAL	20	2	20	1	2	2		3	7		20	4		81	423	19.1%	27.7%	28.5%	27.7%	37.7%
MENTAL HEALTH	4				6			1	2			1		14	47	29.8%	46.8%	38.8%	37.5%	41.7%
MISCELLANEOUS	44	6	30	2		2	3	7	2	1	23	2	2	124	204	60.8%	64.9%	70.9%	76.1%	64.1%
OPTICAL														0	2	0.0%	25.0%	50.0%	0.0%	16.7%
OTA	2								1		10			13	33	39.4%	33.3%	39.4%	25.0%	51.4%
OVERCROWDING														0	1	0.0%	33.3%	66.7%	33.3%	16.7%
PARITY FOR WOMEN														0	1	0.0%	0.0%	0.0%	0.0%	0.0%
PHARMACY														0	5	0.0%	0.0%	50.0%	0.0%	0.0%
PHYSICAL PLANT	1													1	7	14.3%	25.0%	25.0%	44.4%	57.1%
PRE REL/PROB/PAR SVCS	1				4		1				1	1		8	12	66.7%	47.4%	37.5%	50.0%	47.1%
PROGRAM			3		1						1			5	15	33.3%	58.6%	52.9%	44.4%	63.6%
PROPERTY	12		59	3	3	2		4	3	1	29	2	1	119	275	43.3%	40.1%	46.0%	56.5%	38.6%
RECREATION	6		1								1			8	14	57.1%	46.7%	64.7%	67.6%	53.8%
RELIGION	7		14									2		23	44	52.3%	57.8%	55.8%	59.4%	34.4%
SAFETY							1				2			3	6	50.0%	48.3%	38.9%	44.4%	33.3%
SEGREGATION	4	1									4			9	23	39.1%	52.4%	64.0%	82.2%	47.8%
STAFF	35	2	99	2	1	4	3	6	6		28		3	189	411	46.0%	38.7%	42.9%	62.0%	42.0%
SUPERINTENDENT	1										1			2	4	50.0%	50.0%	66.7%	75.0%	38.5%
TELEPHONE	7		9			1		2	1		5	1		26	54	48.1%	36.0%	52.5%	79.2%	69.5%
TEMPERATURE			2											2	3	66.7%	25.0%	50.0%	25.0%	66.7%
TIME ACCOUNTING	2	1	1	3					1	1	11	1	2	23	88	26.1%	10.0%	22.7%	0.0%	0.0%
VISITATION	3		3						1		2		3	12	23	52.2%	48.5%	35.1%	56.8%	58.7%
WORK OPPORTUNITIES/TRNG	19	1	27				1				4			52	119	43.7%	47.7%	50.0%	45.5%	58.0%
Total Screened	274	22	382	22	23	13	12	28	52	7	244	26	23	1128	2642	42.7%	43.0%	46.5%	57.9%	57.2%
Total Filed	608	46	1012	111	72	18	46	61	104	11	433	79	41	2642						
Percent Screened 2007	45.1%	47.8%	37.7%	19.8%	31.9%	72.2%	26.1%	45.9%	50.0%	63.6%	56.4%	32.9%	56.1%	42.7%						
Percent Screened 2006	42.9%	73.3%	39.4%	12.2%	48.1%	32.1%	21.4%	49.0%	47.6%	0.0%	57.0%	46.3%	68.2%	43.0%						
Percent Screened 2005	38.6%	54.3%	44.1%	35.8%	49.7%	40.7%	34.7%	75.0%	32.3%	54.5%	58.4%	60.7%	37.5%	46.5%						
Percent Screened 2004	56.1%	52.8%	60.2%	65.6%	52.5%	53.6%	23.8%	75.7%	52.5%	75.0%	60.2%	54.7%	30.0%	57.9%						
Percent Screened 2003	48.7%	58.5%	66.2%	66.4%	84.6%	44.6%	37.1%	77.8%	53.7%	0.0%	42.9%	82.4%	100.0%	57.2%						

Chart 16. Healthcare and Non-Healthcare Screenings by Facility

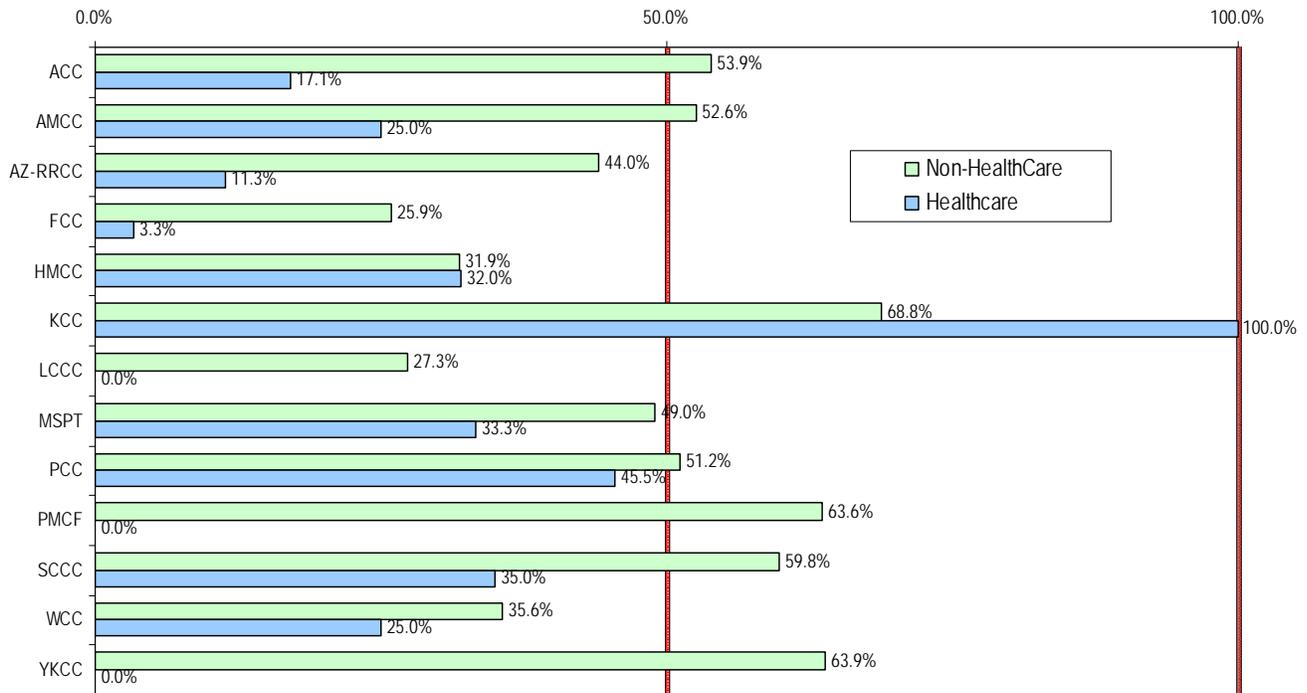
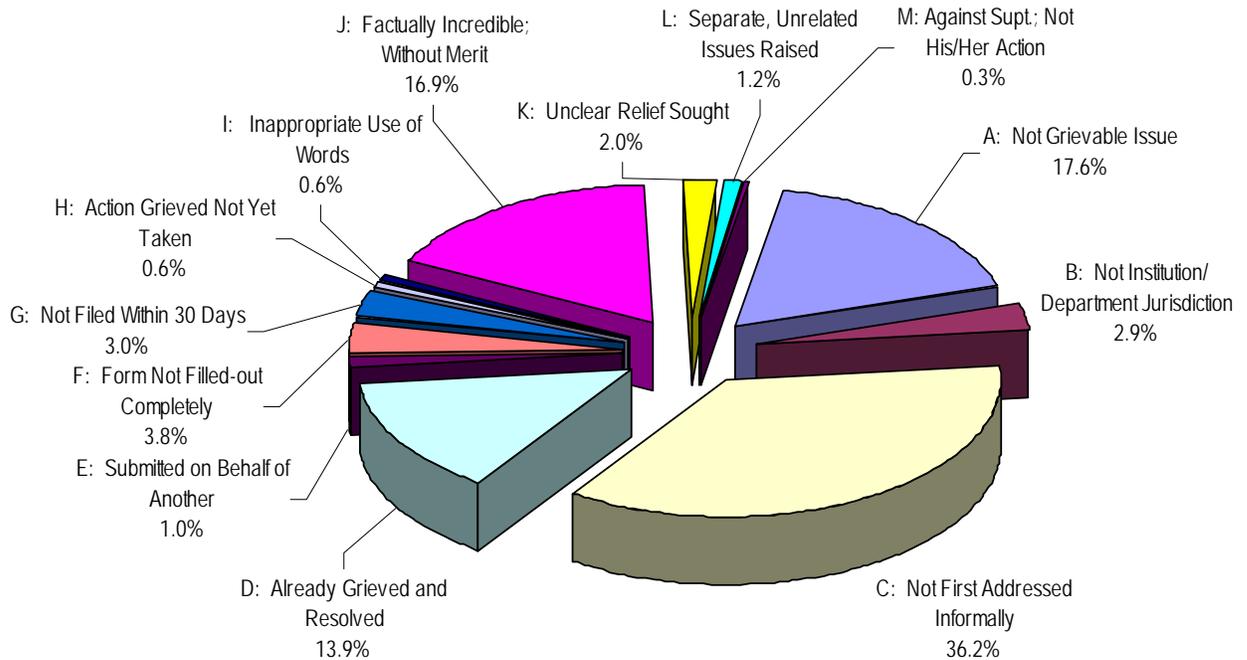


Chart 16 visually displays the status of institutions meeting the 50% threshold for both healthcare and non-healthcare grievances. It shows that nearly all facilities met the target on healthcare screenings while the majority of facilities exceed the target for non-healthcare screenings.

Chart 17. Types of Screenings



The types of screening reasons Facility Standards Officers use has been analyzed the last few years in order to determine what can be done to reduce both the number of grievances filed and the number screened. For example, reducing the number of A and C screenings has been a focus in previous years. Table 6 below shows

the percentage of these screenings has decreased but still account for over half of all screenings. Better prisoner training and the utilization of strategies that improve staff-prisoner interaction are recommended as part of the effort to reduce these filings and screenings.

Table 6. Grievance Screenings by Type

Screening Type	Pct. of Screenings						Pct. of All Grievances					
	2007	2006	2005	2004	2003	2003-2007	2007	2006	2005	2004	2003	2003-2007
A: Not Grievable Issue	17.55%	18.75%	17.25%	18.28%	17.73%	17.91%	7.49%	8.07%	8.03%	10.57%	10.14%	8.86%
B: Not Institution/ Department Jurisdiction	2.93%	2.74%	1.86%	3.95%	2.17%	2.73%	1.25%	1.18%	0.87%	2.29%	1.24%	1.36%
C: Not First Addressed Informally	36.17%	39.08%	39.44%	34.36%	36.55%	37.12%	15.44%	16.82%	18.35%	19.88%	20.90%	18.28%
D: Already Grieved and Resolved	13.92%	10.81%	12.81%	8.62%	10.25%	11.28%	5.94%	4.66%	5.96%	4.99%	5.86%	5.48%
E: Submitted on Behalf of Another	0.98%	1.15%	1.22%	0.49%	0.90%	0.95%	0.42%	0.50%	0.57%	0.29%	0.52%	0.46%
F: Form Not Filled-out Completely	3.81%	3.89%	2.72%	2.52%	2.23%	3.04%	1.63%	1.68%	1.27%	1.46%	1.28%	1.46%
G: Not Filed Within 30 Days	3.01%	3.46%	2.43%	1.81%	1.63%	2.47%	1.29%	1.49%	1.13%	1.05%	0.93%	1.18%
H: Action Grieved Not Yet Taken	0.62%	0.94%	1.36%	1.70%	1.03%	1.13%	0.26%	0.40%	0.63%	0.98%	0.59%	0.57%
I: Inappropriate Use of Words	0.62%	0.36%	0.29%	0.44%	0.54%	0.45%	0.26%	0.16%	0.13%	0.25%	0.31%	0.22%
J: Factually Incredible; Without Merit	16.93%	12.76%	16.89%	23.55%	11.10%	16.25%	7.23%	5.49%	7.86%	13.62%	6.35%	8.11%
K: Unclear Relief Sought	1.95%	2.52%	0.86%	1.59%	1.63%	1.71%	0.83%	1.09%	0.40%	0.92%	0.93%	0.83%
L: Separate, Unrelated Issues Raised	1.24%	3.17%	2.51%	1.98%	1.39%	2.06%	0.53%	1.37%	1.17%	1.14%	0.79%	1.00%
M: Against Supt.; Not His/Her Action	0.27%	0.36%	0.36%	0.71%	0.36%	0.41%	0.11%	0.16%	0.17%	0.41%	0.21%	0.21%

Chart 18. Percent of All Screenings Comparison—by Type

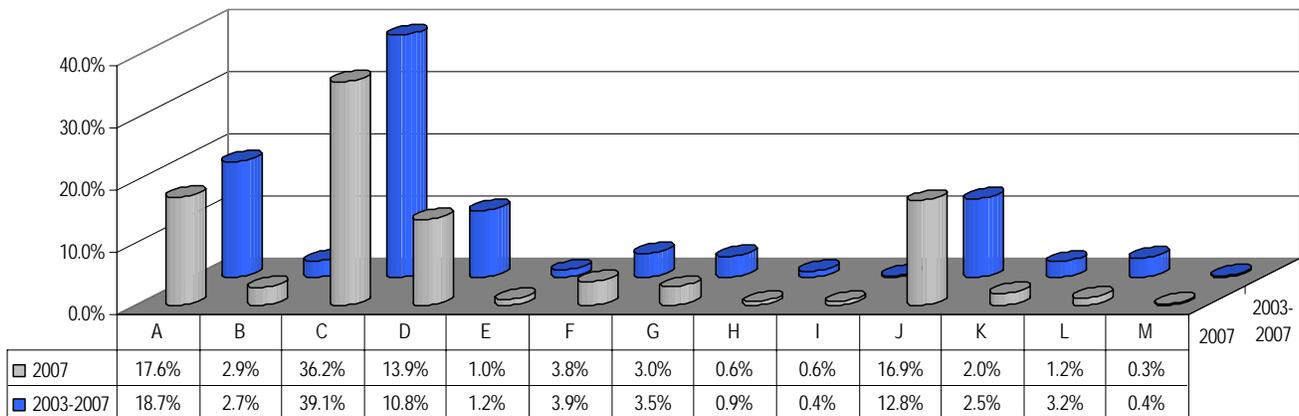
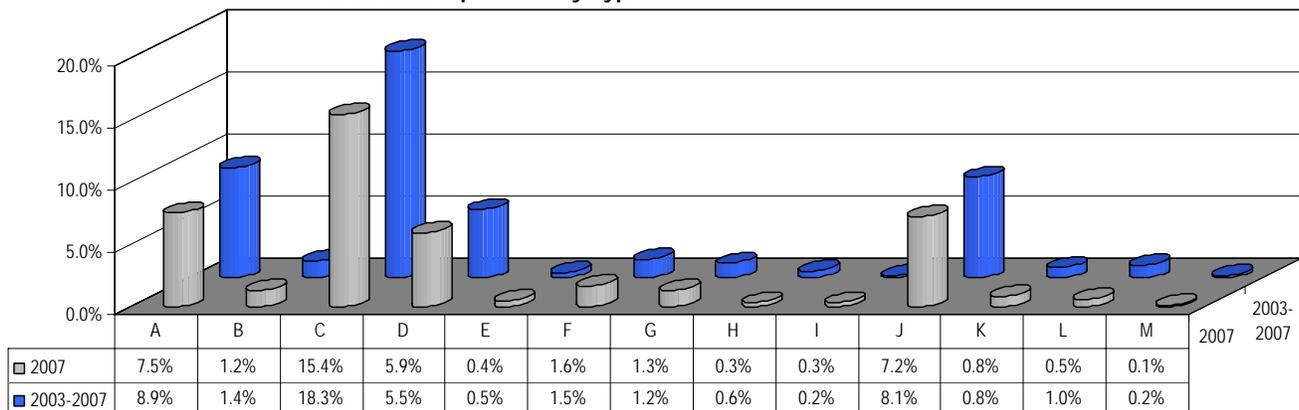
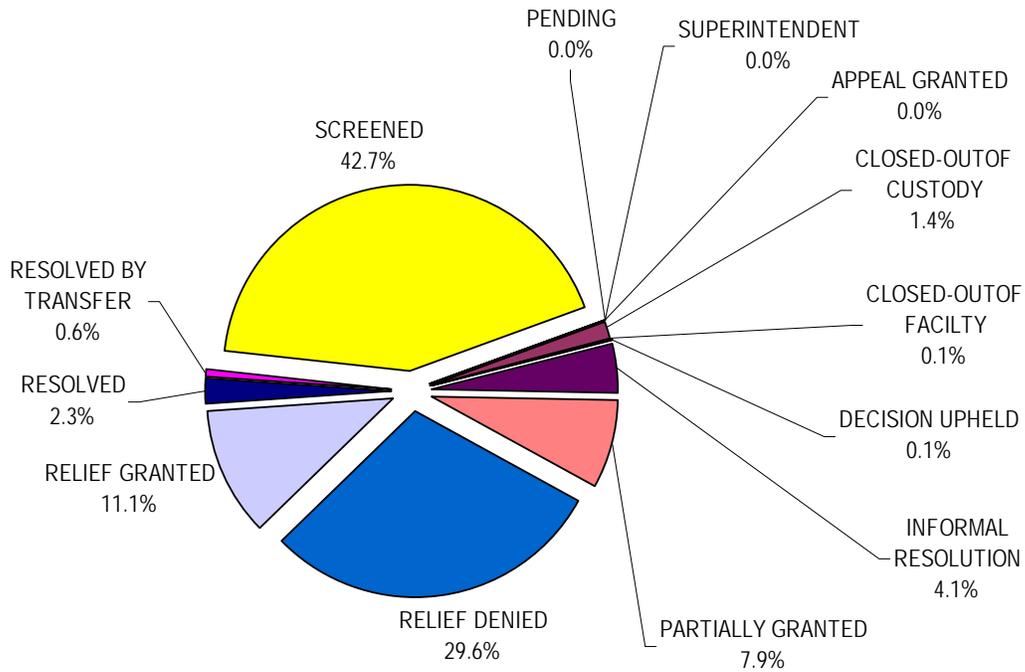


Chart 19. Percent of All Grievances Comparison—by Type



Part Four:
Grievance Dispositions

Chart 20. All Level 1 Decisions



These charts display the system-wide disposition of grievances filed during 2007. The examination of dispositions has merit for legitimizing the functionality of the grievance process. In other words, the ability of inmates to obtain a measure of relief through the grievance process can be found in the dispositions with relief granted, partially granted, and informal resolutions that validate that the grievance process works.

Charts 21 and 22 differentiate between the major grievance subject categories to identify variances in dispositions. Healthcare grievance decisions continue to grant more relief than non-healthcare grievances (33.6% and 15.3% respectively). However, the favorable healthcare dispositions do not correlate with inmate satisfaction as a large number of these decisions are appealed for further review. Although more than a third of healthcare grievances are partially granted or granted relief, inmates appeal more than one fifth of those decisions (22.47%).

Chart 21. Level 1 Non-Healthcare Decisions

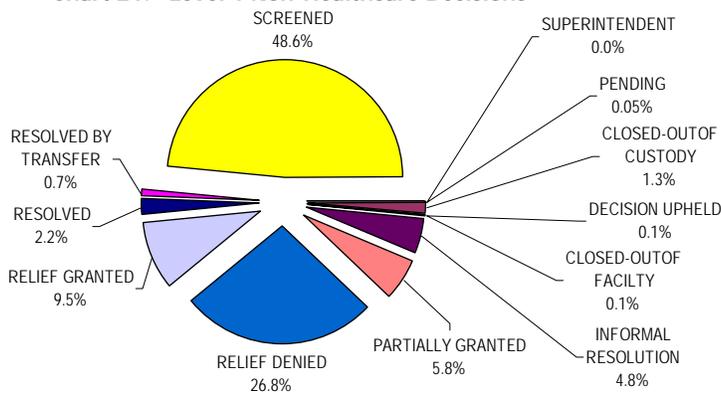


Chart 22. Level 1 Healthcare Decisions

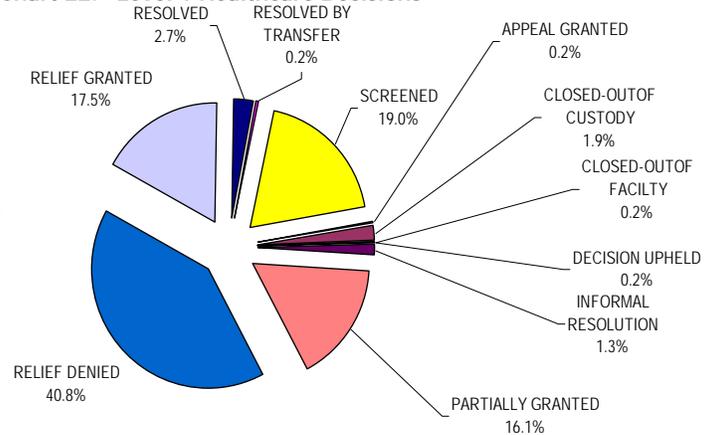
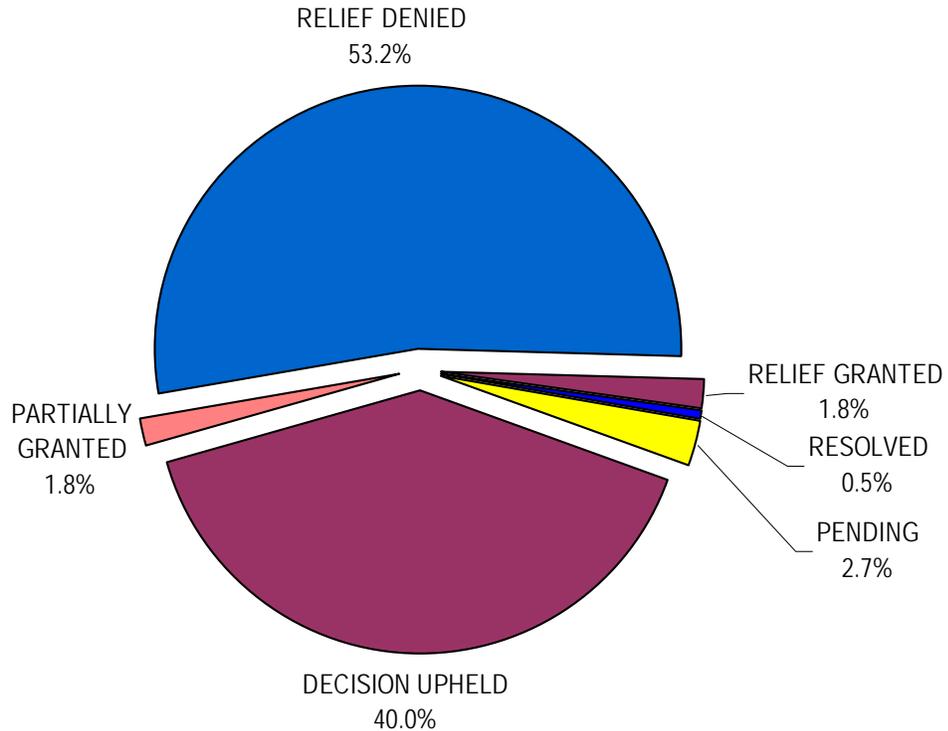


Table 7. Grievance Dispositions by Level and Subject Category

DISPOSITION	Level 1 Non-Healthcare	Level 1 Healthcare	Level 1 All	Screening Appeal Non-Healthcare	Screening Appeal Healthcare	Screening Appeal--ALL	Level 2 Non-Healthcare	Level 2 Healthcare	Level 2 All	Level 3 ALL
APPEAL GRANTED		1	1			0			0	
CLOSED-OUTOF CUSTODY	28	10	38			0	1	1	2	5
CLOSED-OUTOF FACILITY	2	1	3			0	2		2	
DECISION UPHELD	2	1	3	83	6	89	32	17	49	22
INFORMAL RESOLUTION	101	7	108			0			0	
PARTIALLY GRANTED	123	85	208	4		4	48	25	73	11
RELIEF DENIED	567	215	782	115	3	118	261	114	375	6
RELIEF GRANTED	201	92	293	4		4	21	25	46	6
RESOLVED	47	14	61	1		1	2	1	3	
RESOLVED BY TRANSFER	15	1	16			0	1		1	1
SCREENED	1028	100	1128	1		1			0	
SUPERINTENDENT	1		1			0			0	
PENDING	1		1	1		1	3	1	4	
Grand Total	2116	527	2643	209	9	218	371	184	555	51

Chart 23. All Screening Appeal Decisions



In contrast to the favorable dispositions granted in other level 1 grievances, chart 23 shows significantly less relief is granted on screening appeals. Since the majority of these appeals occur on non-healthcare screenings, these dispositions have not been broken out into the major grievance categories.

Chart 24. All Level 2 Appeal Decisions

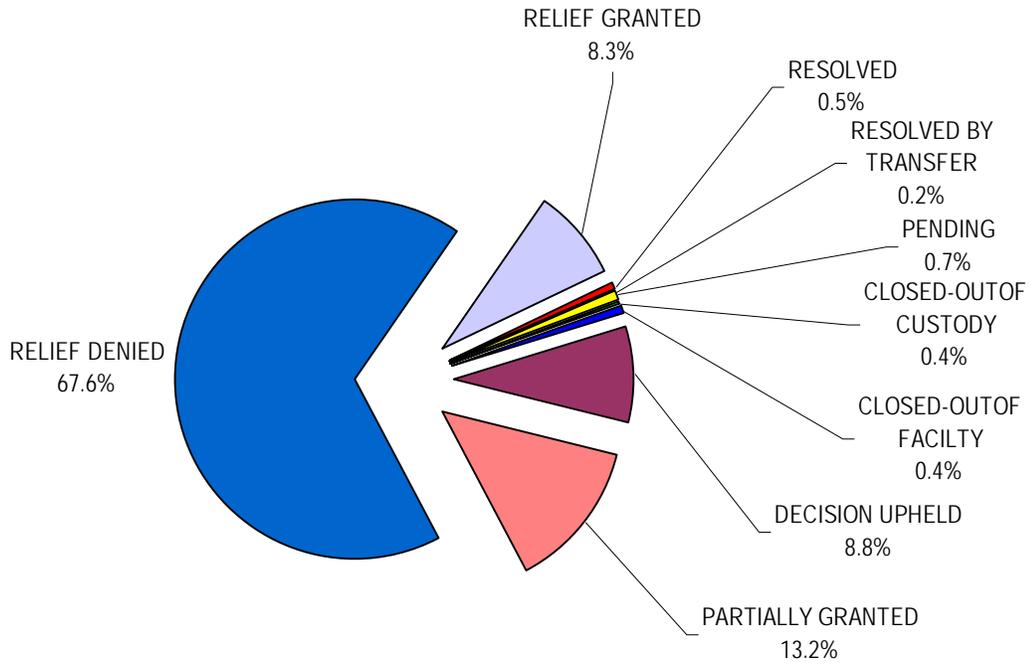


Chart 25. Level 2 Non-Healthcare Appeal Decisions

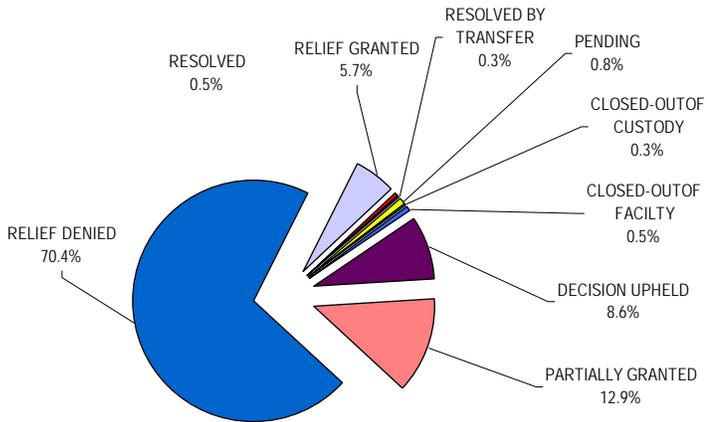


Chart 26. Level 2 Healthcare Decisions

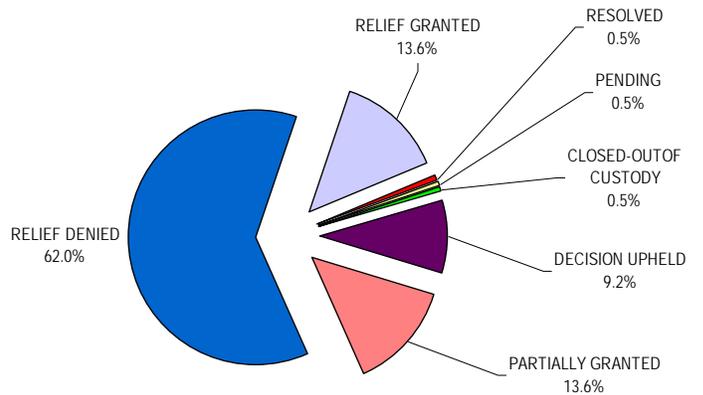
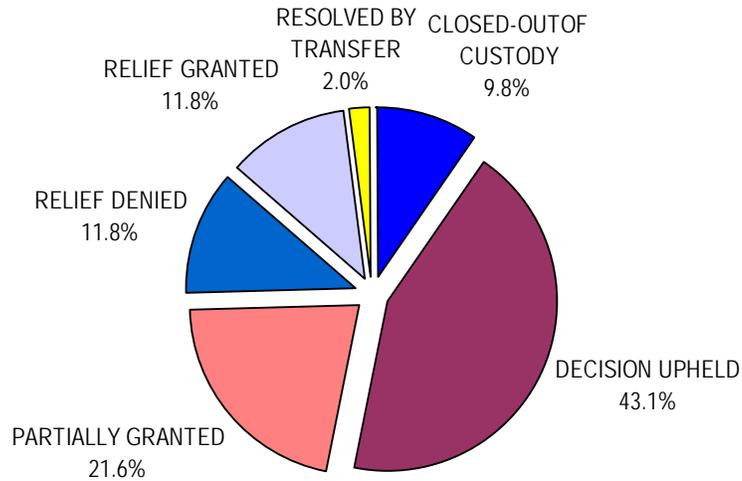


Chart 27. Level 3 All Appeal Decisions



Part Five:
Processing Timeframes

As administrative regulations and policies establish timeframes for both prisoners and staff to execute their responsibilities, this report has been expanded to focus on this important component of the grievance process. Table 8 displays the processing of all grievances in order to illustrate both completion progress and response timeframes. It displays commendable data where department-wide level one processing times fall within the 15 working days. In addition, the table shows that completion of nearly all of the level one grievances with only 2 of the 1515 grievances needing decisions pending final disposition. Examination of the pending level 2 decisions initially looks good with only 4 of the 555 grievances awaiting resolution. Unfortunately, this data is misleading as some of these grievances have been closed out at the institutional level after excessively waiting for the higher level decision to be rendered. This delay before closing out outstanding grievances is reflected in the processing timeframes where the time to complete all level 2 grievances increased dramatically in 2007.

Table 8. Grievance Completion and Processing Time Summary

Level	Processing	Healthcare	Non-Healthcare	All
Level 1 Screenings and Decisions	Grievances filed	527	2116	2643
	Screened	100	1028	1128
	Pct. Screened	19.0%	48.6%	42.7%
	Needing Decisions	427	1088	1515
	Done	427	1086	1513
	Pending	0	2	2
	Pct. Pending	0.0%	0.2%	0.1%
	2007 Processing Time (workdays)	13.2	13.1	
2006 Processing Time (workdays)	18.3	18.1		
Level 2 Decisions	Appeals filed	184	371	555
	Done	183	368	551
	Pending	1	3	4
	Pct Pending	0.5%	0.8%	0.7%
	2007 Processing Time (workdays)	28.0	28.3	
	2006 Processing Time (workdays)	19.18	14.4	
Level 3 Decisions	2007 Processing Time (workdays)		16.6	
	2006 Processing Time (workdays)		13.7	

Table 9. Grievance Processing Times by Institution, Subject Category, and Grievance Level

Facilities	Level 1 Decisions				Level 2 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	80	17.9	90	20.5	28	15.8	23	21.7	51	16.6
ACC-W	41	15.0	121	22.0	19	17.8	22	15.5		
AMCC	6	10.3	17	6.2	1	21.0	8	34.6		
AZ-RRCC	172	13.9	458	12.8	74	44.1	153	32.5		
FCC	29	5.0	59	6.7	8	13.6	6	14.3		
HMCC	18	12.1	33	16.0	6	17.7	9	14.7		
KCC			5	7.8			4	22.8		
LCCC	1	14.0	32	12.4			19	23.5		
MSPT	8	13.1	24	6.1	4	14.5	9	22.9		
PCC-Med	12	14.8	23	7.3	7	15.3	4	16.0		
PCC-Min			16	6.4			4	20.5		
PMCF			4	14.8						
SCCC	39	7.9	150	9.6	28	19.0	93	31.6		
WWCC	3	9.0	17	8.1	1	28.0	7	17.7		
WPTF	13	8.1	21	8.4	5	10.8	5	19.4		
YKCC	5	5.2	12	4.8			1	34.0		

Charts 28 and 29 illustrate how well institutions met the timeframe targets. In 2007, most facilities did well meeting the processing timeframes on level 1 grievances. However, level 2 timeframes continue to be excessive despite efforts at central office and the institutions to expedite grievance appeals. The prompt transmission of thorough grievance documentation and the prompt processing of grievance appeals need to be prioritized in order for the timeframes stated in policy to be met.

Chart 28. Level 1 Grievance Processing Timeframes (workdays)

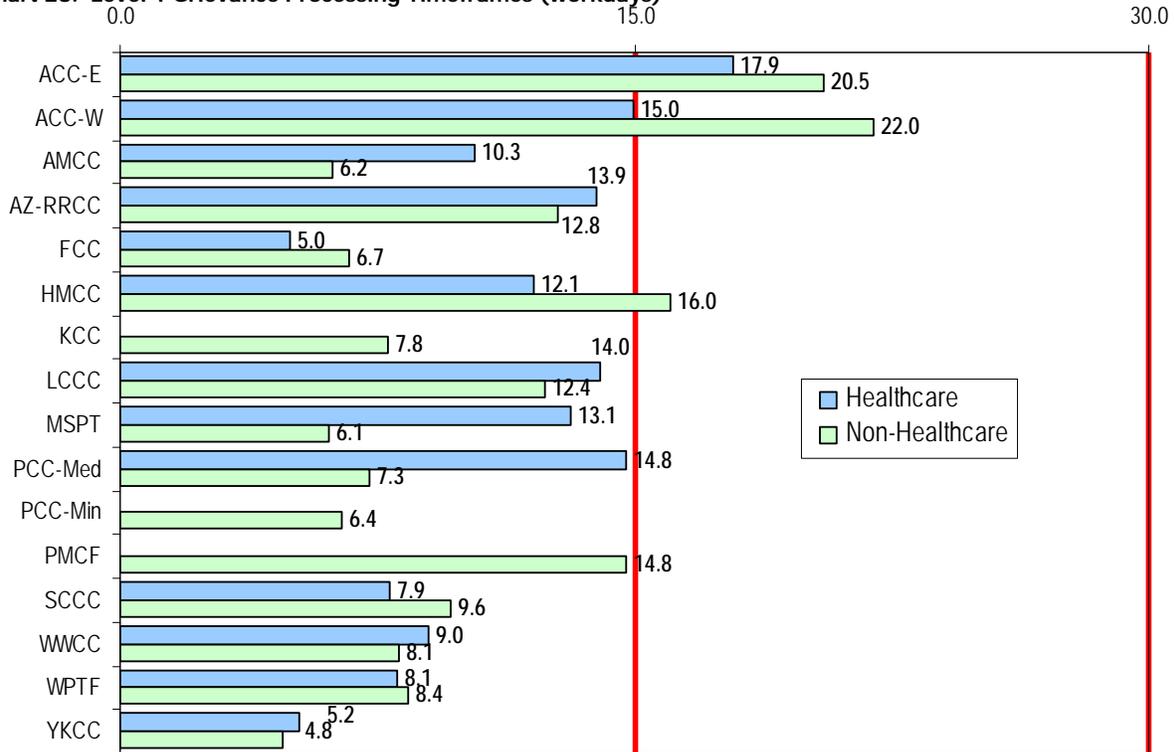
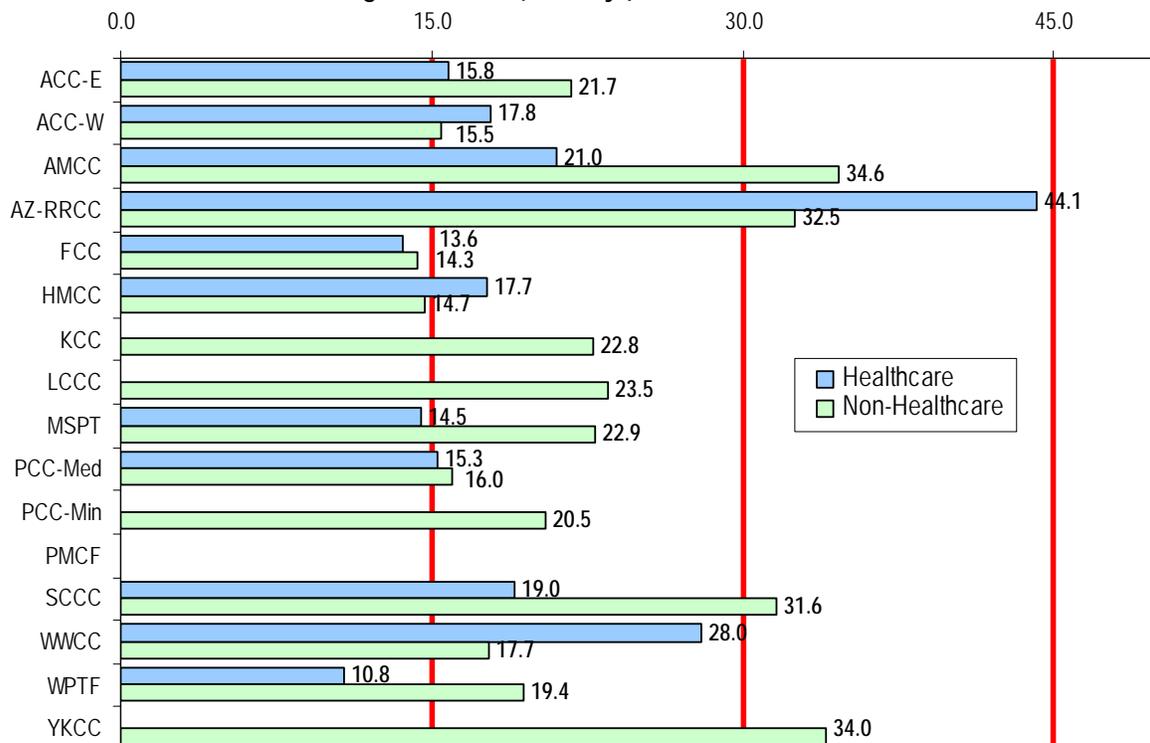


Chart 29. Level 2 Grievance Processing Timeframes (workdays)



**Table 10. Processing Times by Subject and Level:
All Decisions and Closed Dispositions**

	Level 1	Level 2	Level 3
ACCESS TO COURTS	17.0	16.5	7.0
ADA	14.5	28.0	
BEDDING	18.0		
CLASSIFICATION	17.8	31.4	14.0
CLOTHING	5.1	23.2	35.0
COMMISSARY	9.1	21.2	8.0
CRAFT AND CLUB SALES	19.5	27.5	
DENTAL	8.5	19.6	
DISCIPLINARY	13.4	24.6	21.0
EDUCATION	23.5	6.0	
FOOD SERVICE	13.6	24.0	
GRIEVANCE PROCESS	7.0	28.5	
HOUSING	13.5	29.3	
HYGIENE	13.3	20.6	25.0
IDR	14.5	58.0	
LAW LIBRARY	12.5	28.4	14.3
LEGAL SERVICES	7.4	26.5	23.0
MAIL	13.9	25.2	13.3
MEDICAL SPECIALIST	14.4	49.6	
MEDICALGENERAL	14.0	28.6	10.5
MENTAL HEALTH	24.9	17.3	
MISCELLANEOUS	9.8	25.9	16.8
OPTICAL	10.0	18.0	
OTA	12.2	23.7	
OVERCROWDING	10.0		
PARITY FOR WOMEN	17.0	2.0	
PHARMACY	5.4	15.0	
PHYSICAL PLANT	5.0	20.0	
PRE REL/PROB/PAR SVCS	8.8	15.0	
PROGRAM	8.4	63.0	
PROPERTY	11.1	31.5	14.0
RECREATION	13.2	29.3	
RELIGION	9.3	29.4	14.0
SAFETY	20.3		
SEGREGATION	39.4	40.2	
STAFF	15.4	28.7	17.7
SUPERINTENDENT	20.0		
TELEPHONE	7.9	15.9	
TEMPERATURE	1.0		
TIME ACCOUNTING	14.3	22.6	36.0
VISITATION	11.7	28.2	
WORK/TRAINING	13.0	49.4	41.0
Grand Average	13.4	28.4	16.6

Table 10 examines the processing times on grievances based upon their subject and the three levels of appeal. Although it was anticipated that

certain subjects such as staff or property grievances involve more complex investigations that could result in longer processing timeframes, the data does not report this assumption. Instead, no set pattern has been identified to explain the time it takes to process different types of grievances.

Finally, the number of closed grievances has been examined the last couple years over the concern that some grievances might be simply closed out after an inmate releases or transfers to another facility because it took too long to investigate and decide the grievance. In other words, after a long enough time, the problem might eventually go away. In 2006, this was more of a concern when 169 level one grievances were "closed". In 2007, the number of "closed" grievances has dramatically dropped where those concerns have generally been alleviated.

Table 11. Closed Dispositions by Grievance Level

Closed Dispositions	
Level 1	41
Level 2	4
Level 3	5

Table 12. Closed Dispositions by Facility

Closed Level 1 Dispositions by Facility	
ANCHORAGE JAIL	19
ANVIL MTN CC	2
ARIZONA DET CTR	1
COOK INLET PRET	10
FAIRBANKS CC	2
HILAND MTN CC	1
KETCHIKAN CC	1
LEMON CREEK CC	1
MATSU PRETRIAL	1
PALMER MEDIUM	1
PALMER MINIMUM	1
WILDWOOD PRET	1
Grand Total	41