

Alaska Department of Corrections



2008 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 included when relevant to provide better analysis of departmental or institutional trends and patterns.

The graphic format has been continued with comparison between 2008 totals and averages from the previous 5 years.

Although visual components are used to increase both analysis and comprehension, additional data tables have been integrated into the report. This should provide clarity to the charts and make it easier to review institution specific information.

Specific terminology continues to be used. 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.

- 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 and closed grievances.

Part One:
Grievance Processing Overview

Chart 1. Grievance Activity Trends

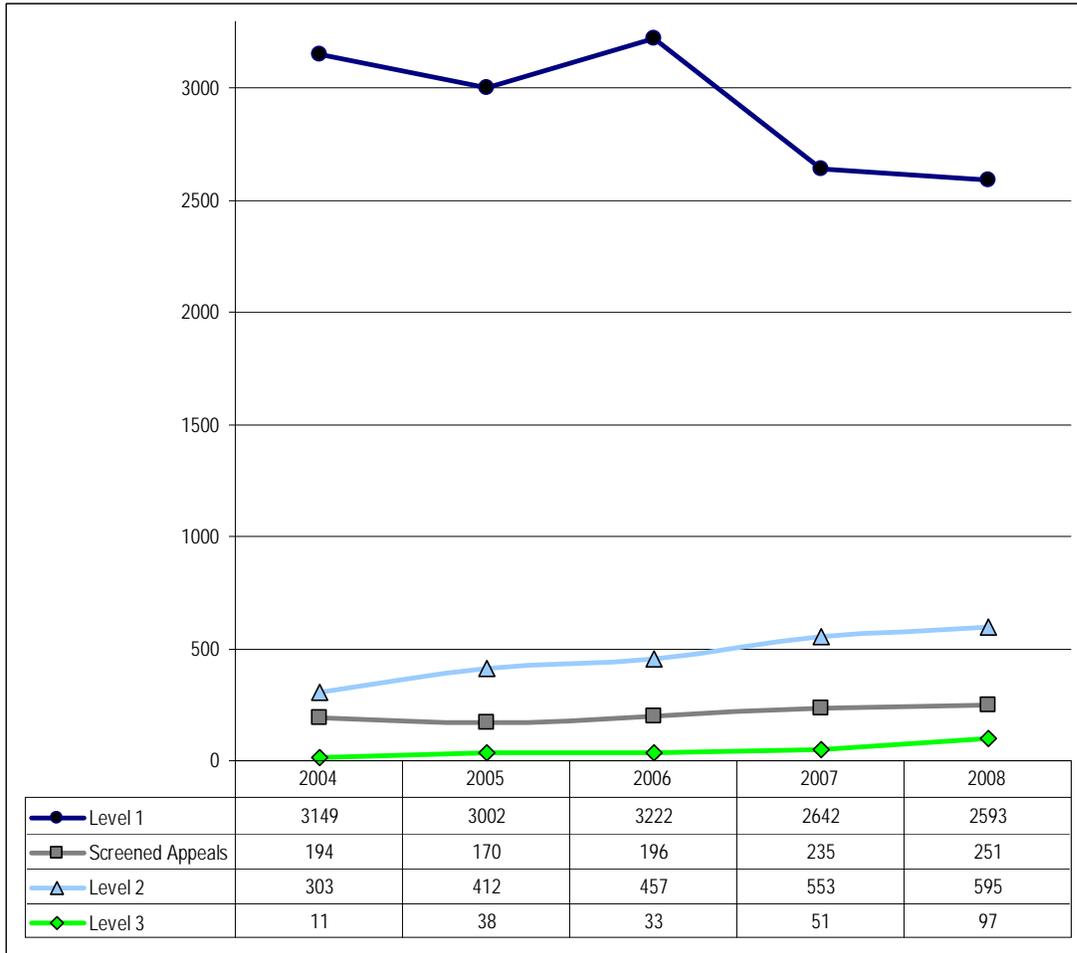


Chart 2. Grievance Activity by Level

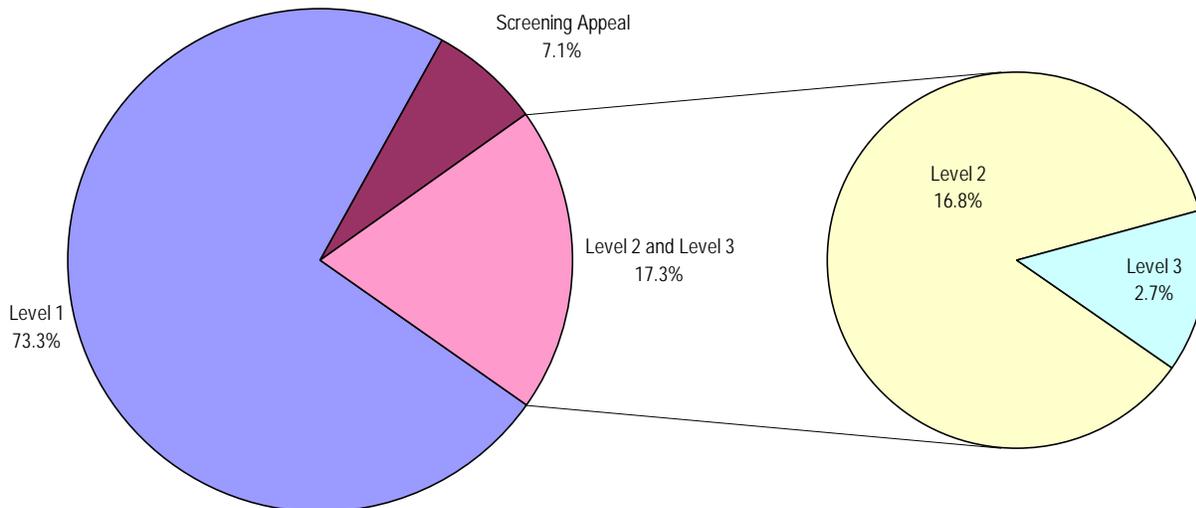


Chart 3. Level 1 Grievances by Category

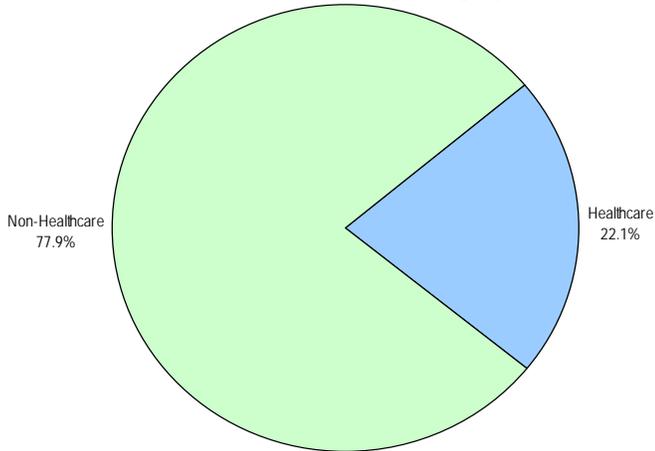


Chart 4. Level 2 Grievances by Category

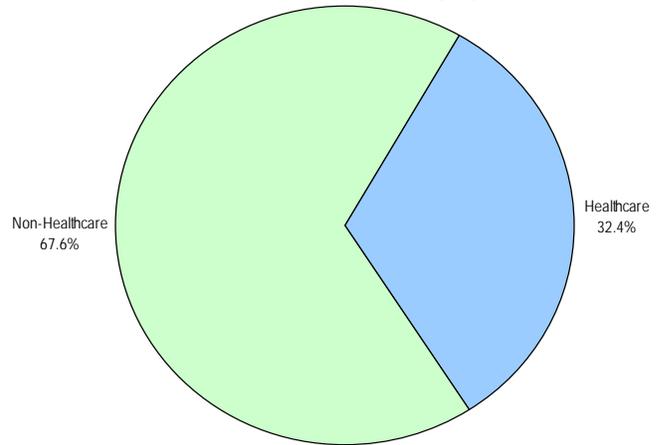


Table 1. All Grievance Activity by Institution

Subject	ACC	AMCC	AZ-RRCC	FCC	HMCC	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	Grand Total
Level 1	509	20	1038	106	107	46	36	65	129	14	392	105	26	2593
Screened Appeals	1		79		5	1		13	8		114	26	4	251
Level 2	103		315	11	20	6	4	5	14	3	74	36	4	595
Level 3	5		51		2		2		4	2	21	10		97
Total	618	20	1483	117	134	53	42	83	155	19	601	177	34	3536
Percent of Total Activity	17.5%	0.6%	41.9%	3.3%	3.8%	1.5%	1.2%	2.3%	4.4%	0.5%	17.0%	5.0%	1.0%	100.0%

Chart 5. All Grievance Activity by Institution

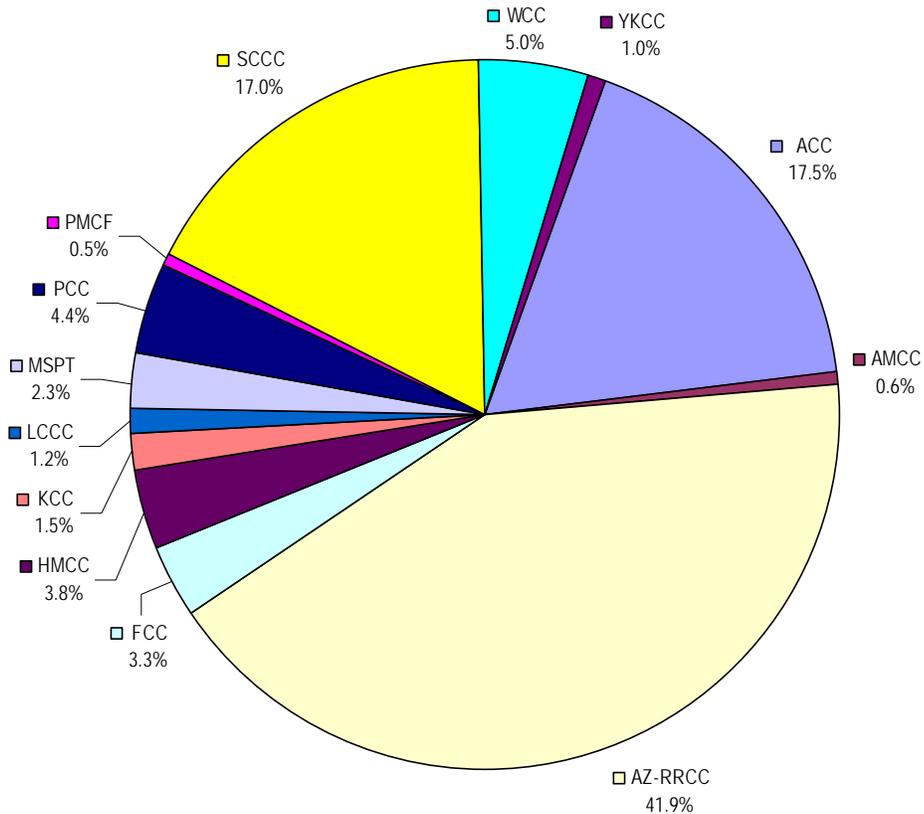


Chart 6. Level 1 Grievance Activity by Institution

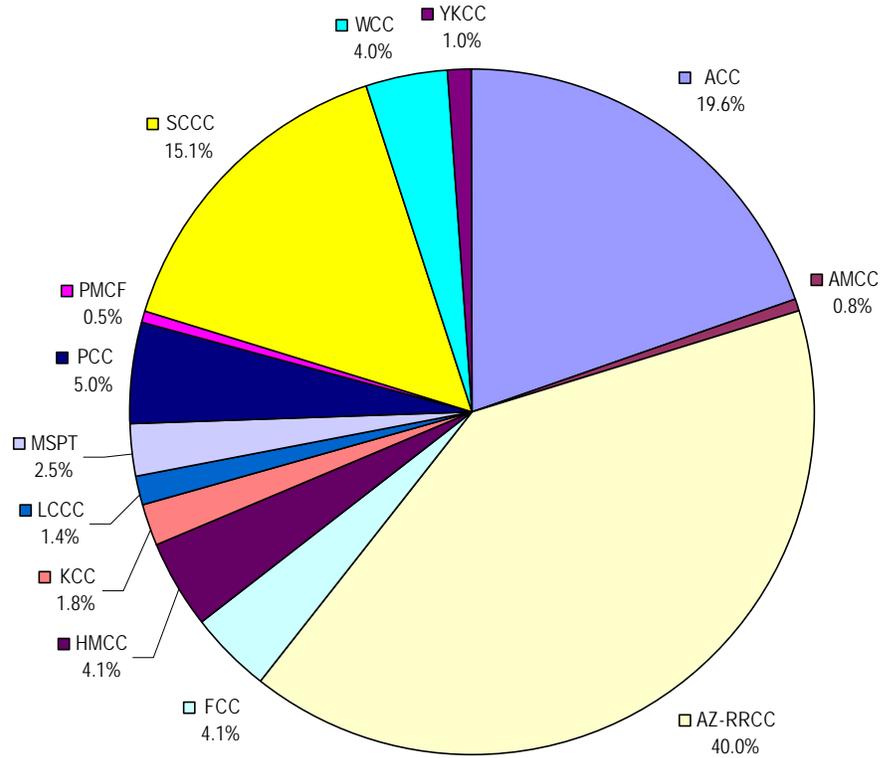


Table 2. Level 1 Grievance Activity History by Institution

	ACC	AMCC	AZ	FCC	HMCC	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	Total
Population (2008 average)	938	115	858	290	368	53	204	110	421	119	534	368	113	4491
Grievances filed 2008	509	20	1038	106	107	46	36	65	129	14	392	105	26	2539
Grievance per I/M 2008	0.54	0.17	1.21	0.37	0.29	0.87	0.18	0.59	0.31	0.12	0.73	0.29	0.23	0.57
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
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
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
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
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

Chart 7. Grievances filed per Inmate (based on Facility Population)

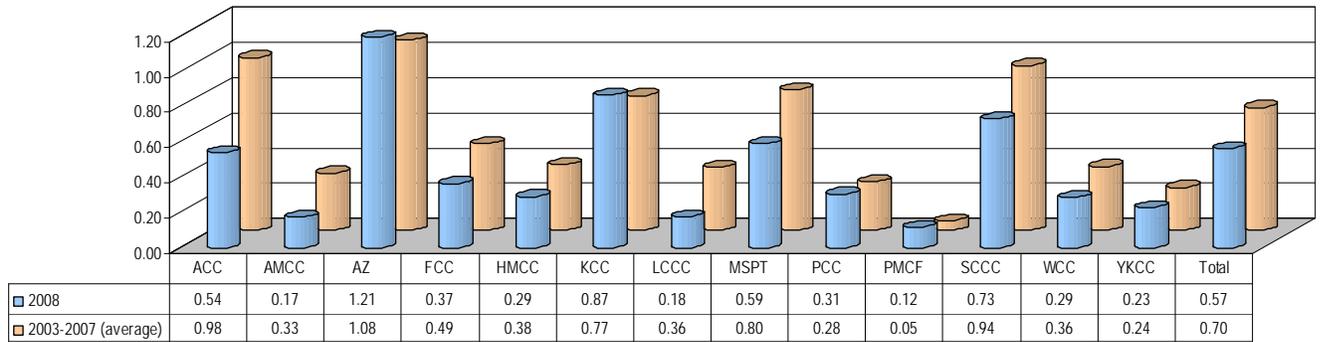


Table 3. Grievance Filing Frequency by Individual Inmate and Filing Frequency Groups

Inmates Who Filed Grievances			Percent of Inmates who filed grievances			Percent of Grievances Filed		
By Grievances Each Inmate Filed	2003-2007 avg.		Percent of Inmates who filed	2003-2007 avg.		By Inmates who filed	2003-2007 avg.	
	2008	2003-2007 avg.		2008	2003-2007 avg.		2008	2003-2007 avg.
None	3573	2991	None	79.6%	72.1%	None	0.0%	0.0%
1	540	680	1	12.0%	16.5%	1	20.8%	23.1%
2 to 5	289	371	2 to 5	6.4%	9.0%	2 to 5	30.0%	34.0%
6 to 10	47	60	6 to 10	1.0%	1.5%	6 to 10	13.6%	15.5%
11 to 20	25	22	11 to 20	0.6%	0.5%	11 to 20	14.0%	10.3%
over 20	17	15	over 20	0.4%	0.3%	over 20	21.6%	17.0%

Chart 8. Grievances Filed by Filing Frequency Comparison

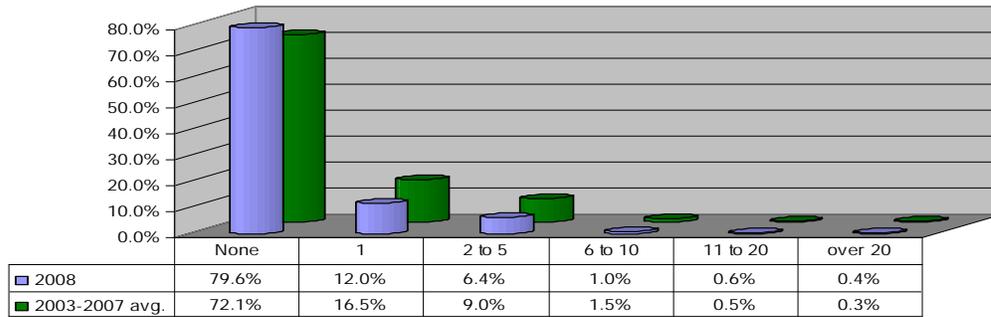


Chart 9. Grievance Activity by Filing Frequency Comparison

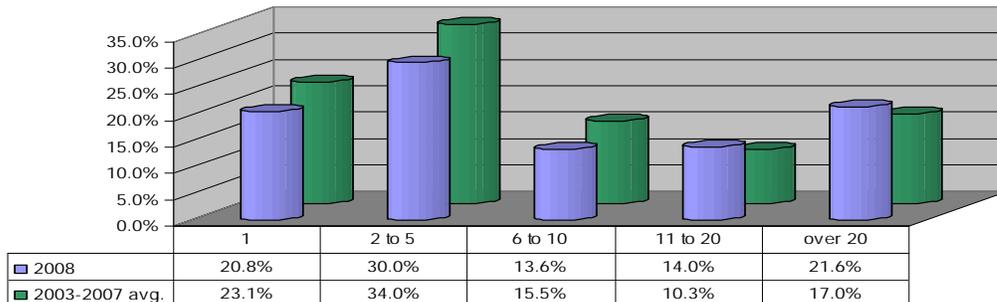
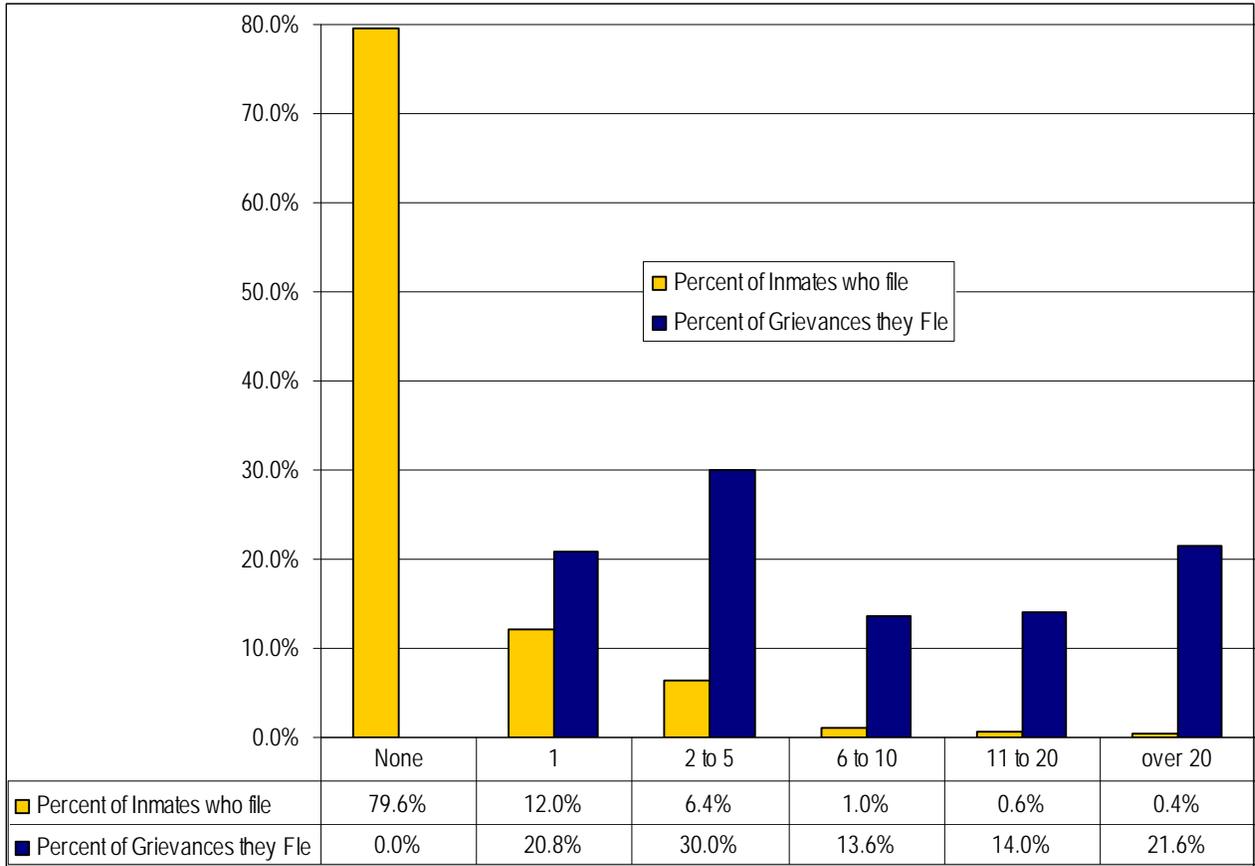


Chart 10. Percent of Inmates filing Grievances and Percent Filed (by Filing Frequency)*



* This comparison shows how few or how many inmates generate grievances. For example, .4% of the inmates generate over 21% of all grievances filed. Conversely, around 80% of the inmates never filed a single grievance.

Part Two:
Grievance Subjects

Chart 11. Level 1 Grievance Subjects

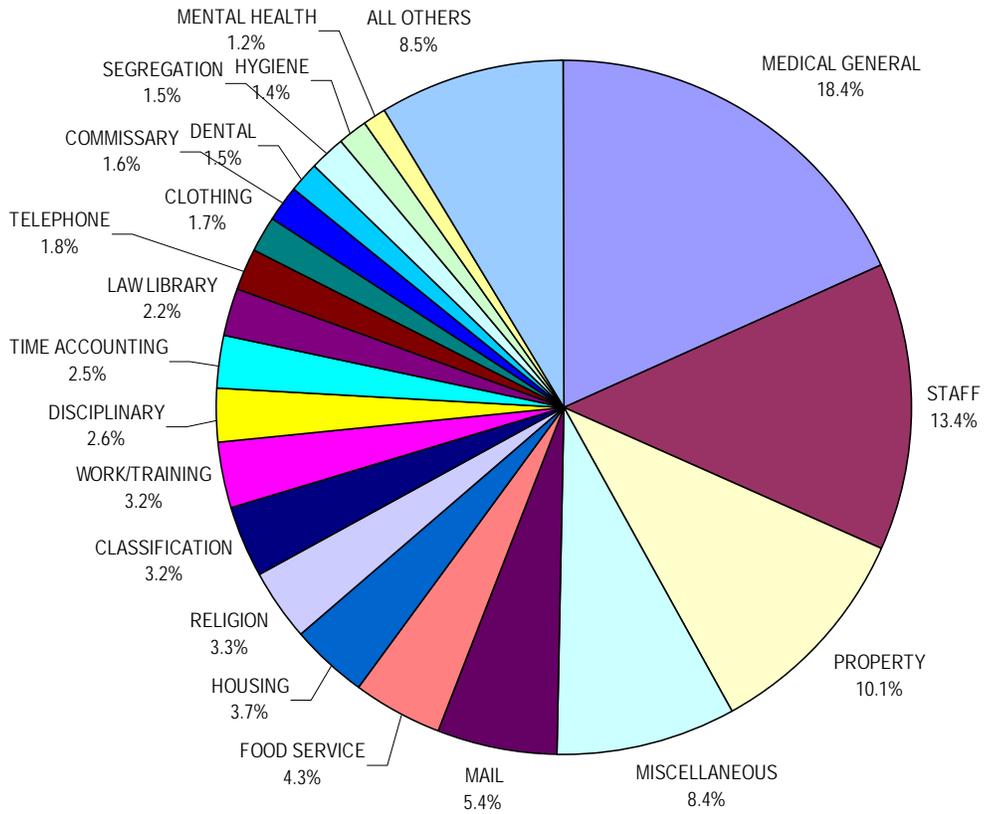


Chart 12. Level 2 Grievance Subjects

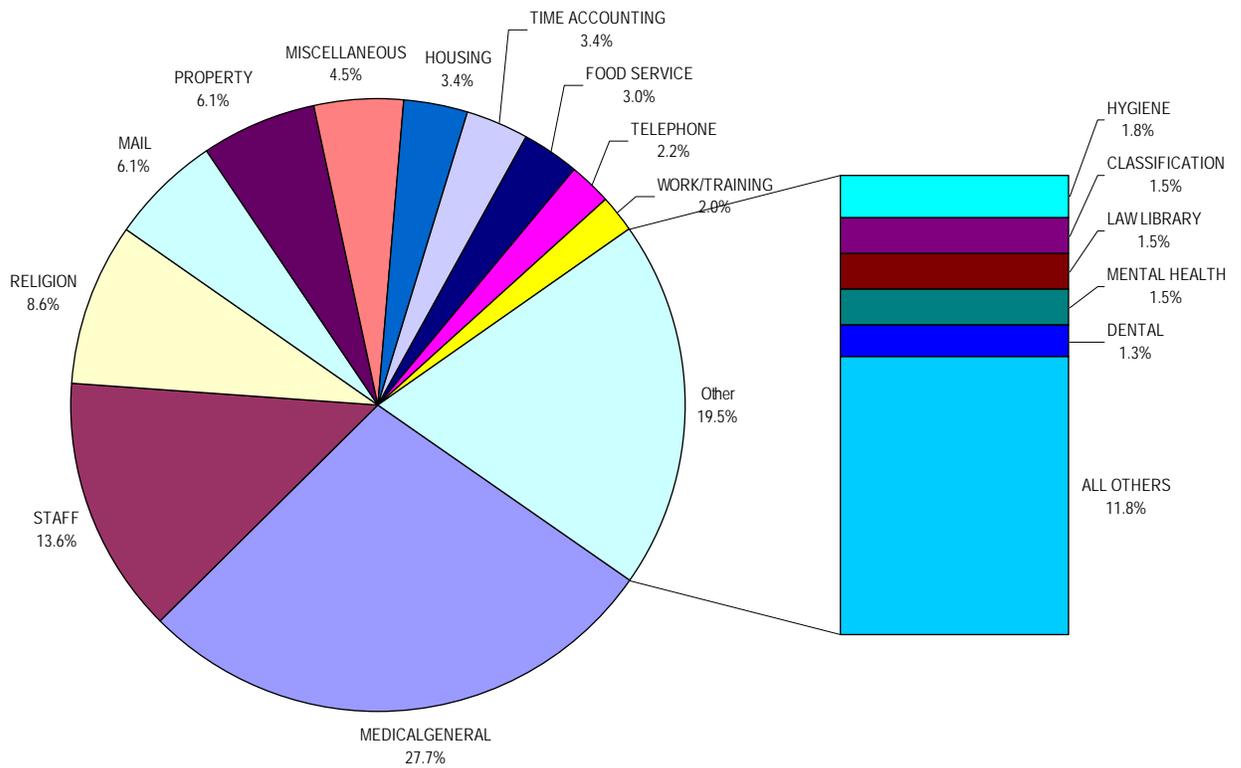


Table 4. Level 1 Grievance Subjects by Institution

SUBJECT DESCRIPTION	ACC	AMCC	AZ-RRCC	FCC	HMCC	KCC	LCCC	MSPT	PCC	PMCF	SOCC	WCC	YKCC	2008		2003-2007	
														Grand Total	Pct. of Total	Average Total	Pct. of Total
ACCESS TO COURTS	3				1									4	0.2%	27.25	0.9%
ADA				1				1			1			2	0.1%	3.5	0.1%
BEDDING				1		2	1	1	1		1		1	8	0.3%	8.25	0.3%
CLASSIFICATION	28	1	13	2	9		1		11	1	14	3		83	3.2%	117	3.8%
CLOTHING	7		32	1		1		1	2					44	1.7%	22.25	0.7%
COMMISSARY	10		14	1	1	2			2		10	2		42	1.6%	50.75	1.7%
CRAFT AND CLUB SALES					1					1				2	0.1%	1.5	0.0%
DENTAL	10		12	2	1		2	1	4		1	7		40	1.5%	40.25	1.3%
DISCIPLINARY	14	1	13	2	8	1	6	3	5	1	11	1	1	67	2.6%	100.75	3.3%
EDUCATION	2		1				2					1	1	6	0.2%	8.5	0.3%
FOOD SERVICE	25	1	53	7		1		2	5		15	3		112	4.3%	187.75	6.1%
GATE MONEY			1								1			2	0.1%	2.5	0.1%
GRIEVANCE PROCESS	2		4						3		3	7	1	17	0.7%	6.25	0.2%
HOUSING	2	3	64	6	5	2	1	3	1	2	5	1		95	3.7%	93	3.0%
HYGIENE	2		15	3		1		3			12		1	37	1.4%	38	1.2%
IDR					2						4			6	0.2%	11.25	0.4%
LAW LIBRARY	12	2	18	3			1	2	1		16	2		57	2.2%	65	2.1%
LEGAL SERVICES	4		11								4			19	0.7%	24.25	0.8%
MAIL	7		79	7	3	9		1	6		21	8		141	5.4%	109	3.6%
MEDICAL SPECIALIST		1	5						2		5	3		16	0.6%	27.5	0.9%
MEDICAL GENERAL	137	4	180	26	29	9	9	9	16	1	35	17	5	477	18.4%	553.5	18.0%
MENTAL HEALTH	15		3	2	2	1			4		5			32	1.2%	49.75	1.6%
MISCELLANEOUS	64	1	64	3		4	3	13	5		45	12	3	217	8.4%	319.5	10.4%
OPTICAL									1		1	2		4	0.2%	3.5	0.1%
OTA	7			1					4		17	1		30	1.2%	30	1.0%
OVERCROWDING	4				1									5	0.2%	1.5	0.0%
PARITY FOR WOMEN												1		1	0.0%	3	0.1%
PHARMACY												3		3	0.1%	0.5	0.0%
PHYSICAL PLANT	1					2								3	0.1%	10	0.3%
PRE REL/PROB/PAR SVCS	1		1	1	8									11	0.4%	32.75	1.1%
PROGRAM			23		4	1					1	1		30	1.2%	19.75	0.6%
PROPERTY	29		116	3	15	2	1	14	24		52	7		263	10.1%	310.5	10.1%
RECREATION	1		7	6		1			1				3	19	0.7%	34	1.1%
RELIGION			80		3						2			85	3.3%	41	1.3%
SAFETY				1	1						2			4	0.2%	14.75	0.5%
SEGREGATION	14		1	1					1		22	1		40	1.5%	38.25	1.2%
STAFF	49	4	174	16	5	2	3	11	18	1	37	18	9	347	13.4%	449.75	14.7%
SUPERINTENDENT					1						1			2	0.1%	9.25	0.3%
TELEPHONE	9		8	3	2	2	1		2		12	7		46	1.8%	69.75	2.3%
TEMPERATURE	1			1					1		4			7	0.3%	4.75	0.2%
TIME ACCOUNTING	25			1			4	1	5	5	20	2	2	65	2.5%	23	0.7%
VISITATION	6	1	4		1	1	1		1	1	3		1	20	0.8%	39.75	1.3%
WORK/TRAINING	18	1	42	6	4	2			2	1	4	2		82	3.2%	66.25	2.2%
Grand Total	509	20	1038	106	107	46	36	65	129	14	392	105	26	2593	100.0%	3067.75	100.0%

Table 5. Level 2 Grievance Subjects by Institution

SUBJECT DESCRIPTION	ACC	AZ-RRCC	FCC	HMCC	KCC	LCCC	MSPT	PCC	PMCF	SOCC	WCC	YKCC	Grand Total
BEDDING			1				1						2
CLASSIFICATION		6		1					1	1			9
CLOTHING		4											4
COMMISSARY	1			1						2	1		5
DENTAL	2	3								1	2		8
DISCIPLINARY	2								1		1	1	5
EDUCATION						1							1
FOOD SERVICE	3	13								2			18
GATE MONEY		1											1
GRIEVANCE PROCESS	1	2								2			5
HOUSING		17		1					1	1			20
HYGIENE		9								2			11
IDR										2			2
LAW LIBRARY	1	7									1		9
LEGAL SERVICES	1	5								1			7
MAIL	1	18	2	1	4			2		5	3		36
MEDICAL SPECIALIST		3						1		2			6
MEDICAL GENERAL	53	84	4	7		2	1	2		8	4		165
MENTAL HEALTH	5	1						1		2			9
MISCELLANEOUS	3	10			1		1			8	4		27
OPTICAL									1	1	2		3
OTA										2			3
PHARMACY											2		2
PRE REL/PROB/PAR SVCS				2									2
PROGRAM		7		1									8
PROPERTY	3	19		4			1	2		5	2		36
RECREATION	1		1									2	4
RELIGION	1	50											51
SAFETY										1			1
SEGREGATION	2							1					3
STAFF	15	42	2	1			1	1		9	9	1	81
SUPERINTENDENT										1			1
TELEPHONE		3			1					4	5		13
TEMPERATURE										1			1
TIME ACCOUNTING	7					1		1	1	10			20
VISITATION	1	3											4
WORK/TRAINING		8	1	1				1			1		12
Grand Total	103	315	11	20	6	4	5	14	3	74	36	4	595

Chart 13. Grievance Subjects by Process Level

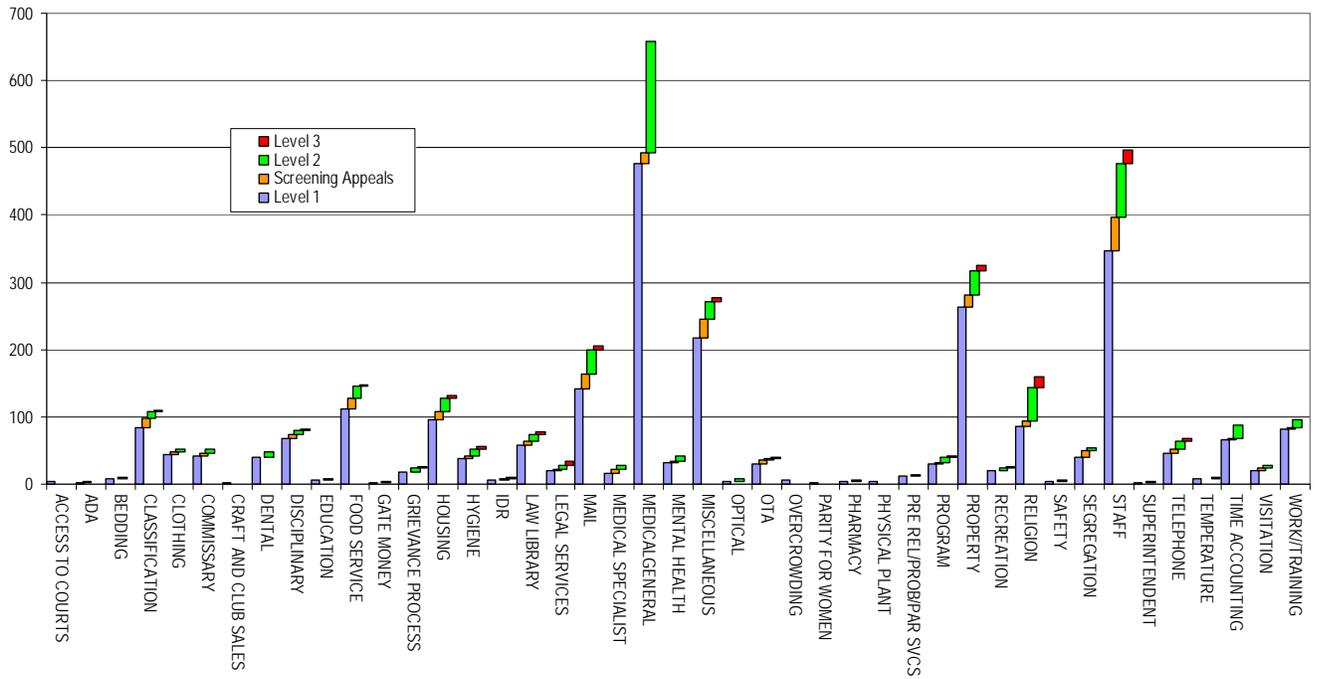
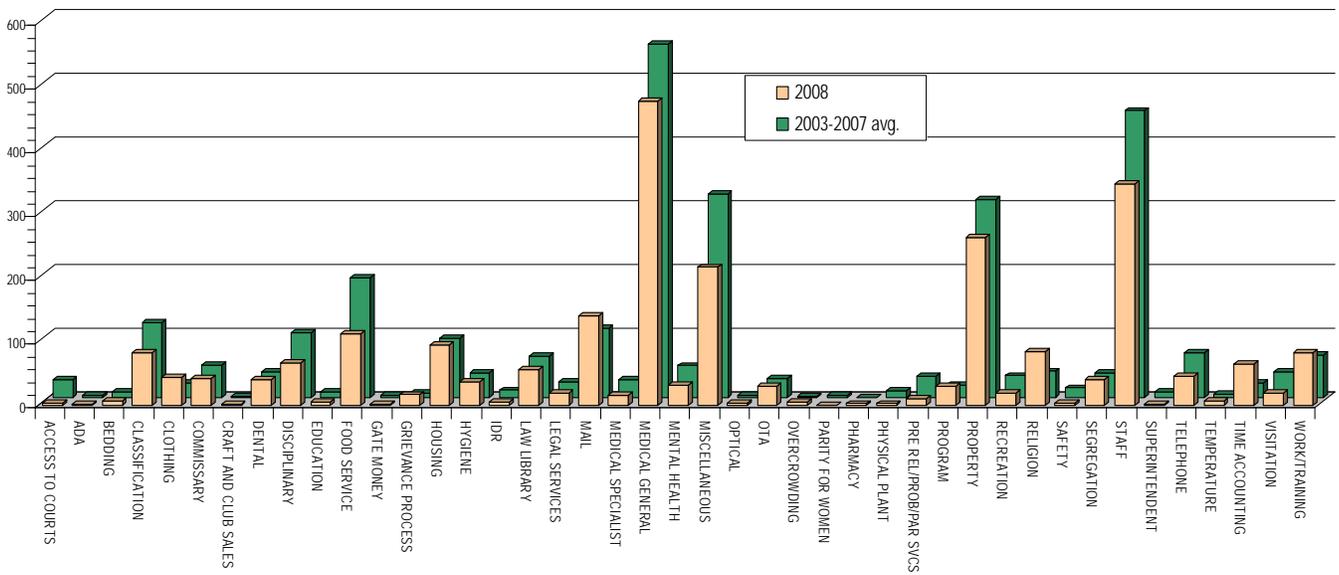


Chart 14. Grievance Subjects—All Institutions



Part Three:
Grievance Screenings

Table 6. Grievance Screenings by Subject and Institution

	ACC	AMCC	AZ-RRCC	FCC	HMCC	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	Total Screened	Total Filed	Percent Screened	
																2008	2003-2007
ACCESS TO COURTS	3				1									4	4	100.0%	43.0%
ADA									1		1			2	2	100.0%	58.6%
BEDDING							1		1					2	8	25.0%	58.8%
CLASSIFICATION	24	1	7	1	9		1		6		11	3		63	83	75.9%	74.1%
CLOTHING	1		14					1						16	44	36.4%	53.3%
COMMISSARY	2		8	1					1		7			19	42	45.2%	52.1%
CRAFT AND CLUB SALES										1				1	2	50.0%	25.0%
DENTAL			1	2			1		1					5	40	12.5%	20.0%
DISCIPLINARY	13	1	9	2	8	1	5	3	4	1	8	1	1	57	67	85.1%	83.7%
EDUCATION	2		1											3	6	50.0%	25.1%
FOOD SERVICE	8	1	14	2				2	1		13	2		43	112	38.4%	50.8%
GATE MONEY											1			1	2	50.0%	10.0%
GRIEVANCE PROCESS			1						2		3			6	17	35.3%	39.4%
HOUSING	1	3	29	5	3			3			4	1		49	95	51.6%	66.3%
HYGIENE	1		2					3			9			15	37	40.5%	45.7%
IDR					1						2			3	6	50.0%	41.5%
LAW LIBRARY	9	1	5					2			15	1		33	57	57.9%	48.8%
LEGAL SERVICES	3		2								3			8	19	42.1%	57.1%
MAIL	5		35	2	2	2		1	1		8	2		58	141	41.1%	44.7%
MEDICAL SPECIALIST									1		3	3		7	16	43.8%	16.2%
MEDICAL GENERAL	25	3	16	5	7	3	1		9	1	18	3	1	92	477	19.3%	28.2%
MENTAL HEALTH	3		1		2				2		2			10	32	31.3%	38.9%
MISCELLANEOUS	52		30	1		1	1	11	4		36	3	1	140	217	64.5%	67.4%
OPTICAL									1					1	4	25.0%	18.3%
OTA	3			1					1		10			15	30	50.0%	37.7%
OVERCROWDING	1													1	5	20.0%	30.0%
PARITY FOR WOMEN											1			1	1	100.0%	0.0%
PHARMACY														0	3	0.0%	10.0%
PHYSICAL PLANT														0	3	0.0%	33.2%
PRE REL/PROB/PAR SVCS	1		1	1	4									7	11	63.6%	49.7%
PROGRAM			5			1					1	1		8	30	26.7%	50.6%
PROPERTY	16		54	1	4	1		10	5		26			117	263	44.5%	44.9%
RECREATION	1		4	3									1	9	19	47.4%	58.0%
RELIGION			14		2						2			18	85	21.2%	51.9%
SAFETY				1	1									2	4	50.0%	43.0%
SEGREGATION	11			1							21	1		34	40	85.0%	57.1%
STAFF	26	2	65	4	3			7	8		22	5	7	149	347	42.9%	46.3%
SUPERINTENDENT					1									1	2	50.0%	56.0%
TELEPHONE	7		4	1	1						5	1		19	46	41.3%	57.1%
TEMPERATURE	1								1		2			4	7	57.1%	46.7%
TIME ACCOUNTING	6						1	1		1	5		1	15	65	23.1%	11.8%
VISITATION	2									1	3		1	7	20	35.0%	50.3%
WORK/TRAINING	17		14	2	3	1					1	1		39	82	47.6%	49.0%
Total Screened	244	12	336	36	52	10	11	44	50	5	243	28	13	1084	2593	41.8%	49.5%
Total Filed	509	20	1038	106	107	46	36	65	129	14	392	105	26	2593			
Percent Screened 2008	47.9%	60.0%	32.4%	34.0%	48.6%	21.7%	30.6%	67.7%	38.8%	35.7%	62.0%	26.7%	50.0%	41.8%			
Percent Screened 2003-2007	46.3%	57.4%	49.5%	40.0%	53.4%	48.6%	28.6%	64.7%	47.2%	38.6%	55.0%	55.4%	58.4%	49.5%			

Chart 15. Grievance Screenings by All Subjects

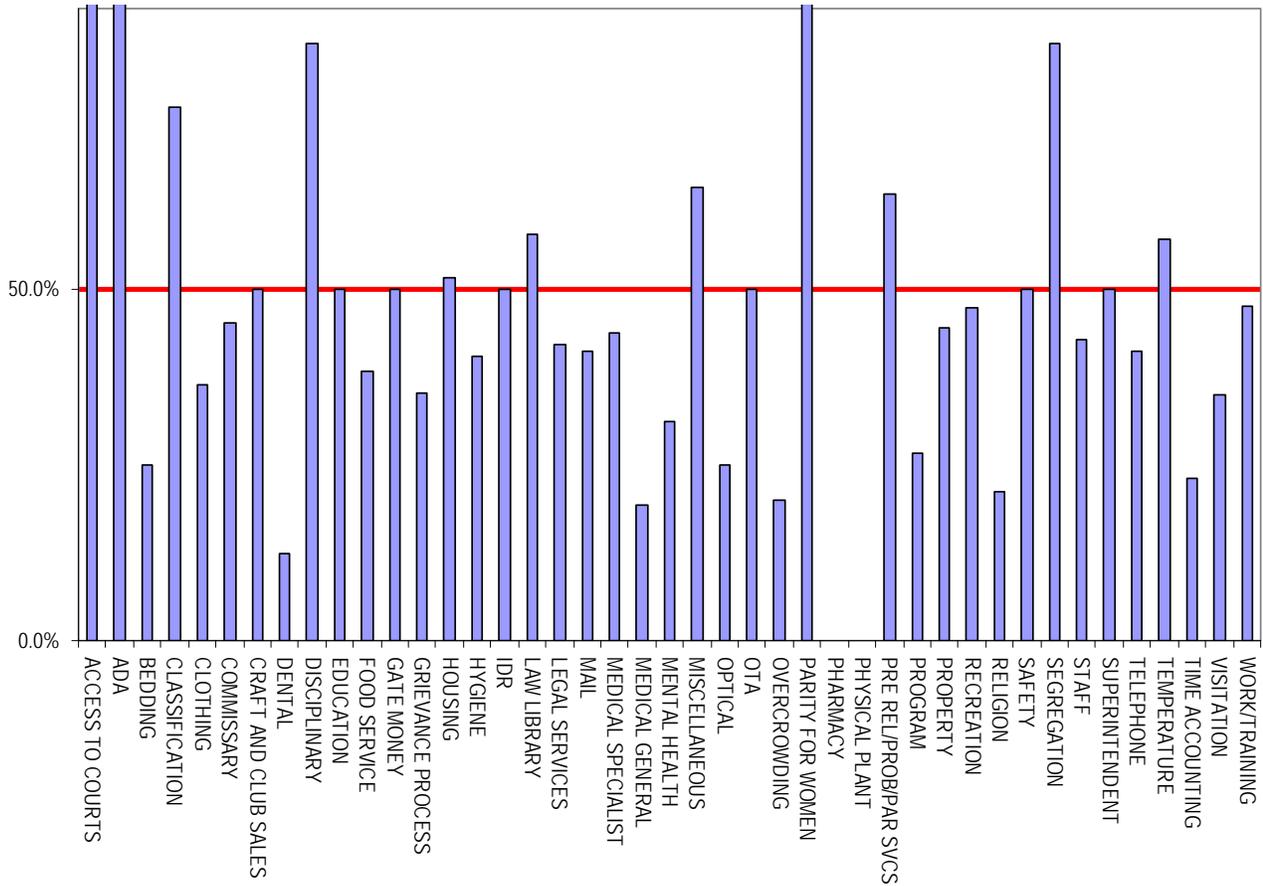


Chart 16. Healthcare and Non-Healthcare Screenings by Facility

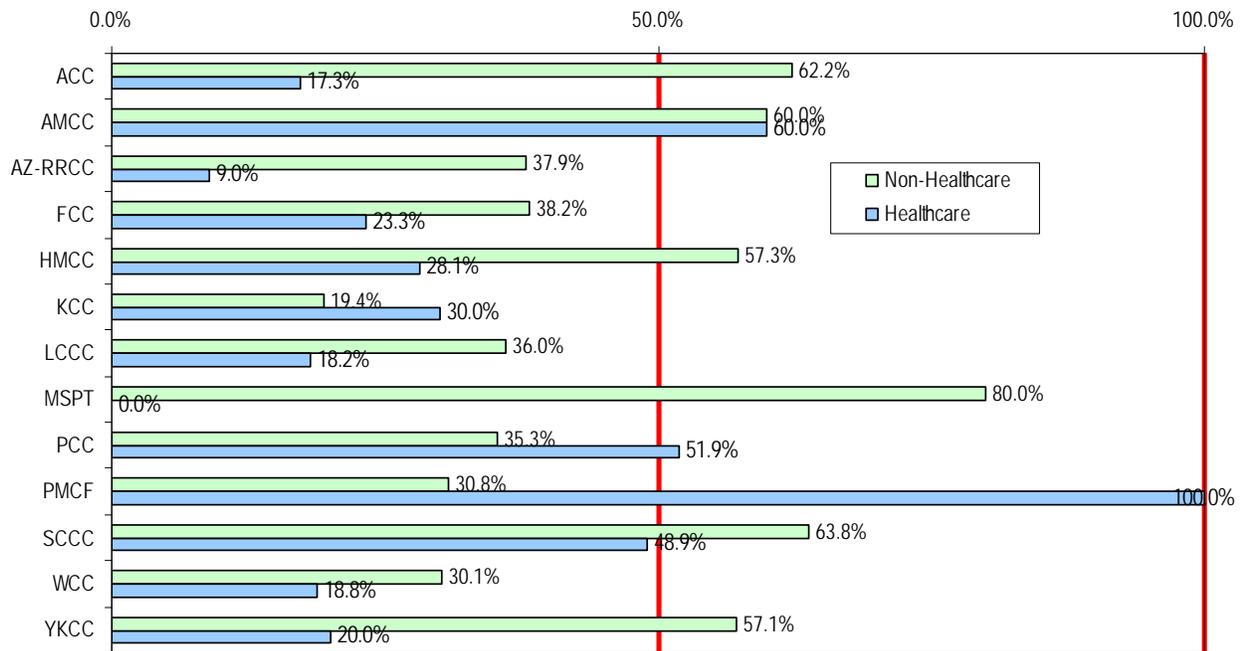


Table 7. Non-Health Care Screenings by Subject and Institution

	ACC	AMCC	AZ-RRCC	FCC	HMCC	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	2008	
														Total Screened	Total Filed
ACCESS TO COURTS	3				1									4	4
ADA									1		1			2	2
BEDDING							1		1					2	8
CLASSIFICATION	24	1	7	1	9		1		6		11	3		63	83
CLOTHING	1		14					1						16	44
COMMISSARY	2		8	1					1		7			19	42
CRAFT AND CLUB SALES										1				1	2
DISCIPLINARY	13	1	9	2	8	1	5	3	4	1	8	1	1	57	67
EDUCATION	2		1											3	6
FOOD SERVICE	8	1	14	2				2	1		13	2		43	112
GATE MONEY											1			1	2
GRIEVANCE PROCESS			1						2		3			6	17
HOUSING	1	3	29	5	3			3			4	1		49	95
HYGIENE	1		2					3			9			15	37
IDR					1						2			3	6
LAW LIBRARY	9	1	5					2			15	1		33	57
LEGAL SERVICES	3		2								3			8	19
MAIL	5		35	2	2	2		1	1		8	2		58	141
MISCELLANEOUS	52		30	1		1	1	11	4		36	3	1	140	217
OTA	3			1					1		10			15	30
OVERCROWDING	1													1	5
PARITY FOR WOMEN											1			1	1
PHYSICAL PLANT														0	3
PRE REL/PROB/PAR SVCS	1		1	1	4									7	11
PROGRAM			5			1					1	1		8	30
PROPERTY	16		54	1	4	1		10	5		26			117	263
RECREATION	1		4	3									1	9	19
RELIGION			14		2						2			18	85
SAFETY				1	1									2	4
SEGREGATION	11			1							21	1		34	40
STAFF	26	2	65	4	3			7	8		22	5	7	149	347
SUPERINTENDENT					1									1	2
TELEPHONE	7		4	1	1						5	1		19	46
TEMPERATURE	1								1		2			4	7
TIME ACCOUNTING	6						1	1		1	5		1	15	65
VISITATION	2									1	3		1	7	20
WORK/TRAINING	17		14	2	3	1					1	1		39	82
Total Screened	216	9	318	29	43	7	9	44	36	4	220	22	12	969	2021
Total Filed	347	15	838	76	75	36	25	55	102	13	345	73	21	2021	
Percent Screened 2008	62.2%	60.0%	37.9%	38.2%	57.3%	19.4%	36.0%	80.0%	35.3%	30.8%	63.8%	30.1%	57.1%	47.9%	

Table 8. Non-Health Care Screenings by Subject and Institution

	ACC	AMCC	AZ-RRCC	FCC	HMCC	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	2008	
														Total Screened	Total Filed
DENTAL			1	2			1		1					5	40
MEDICAL SPECIALIST									1		3	3		7	16
MEDICAL GENERAL	25	3	16	5	7	3	1		9	1	18	3	1	92	477
MENTAL HEALTH	3		1		2				2		2			10	32
OPTICAL									1					1	4
PHARMACY														0	3
Total Screened	28	3	18	7	9	3	2	0	14	1	23	6	1	115	
Total Filed	162	5	200	30	32	10	11	10	27	1	47	32	5	572	
Percent Screened 2007	17.3%	60.0%	9.0%	23.3%	28.1%	30.0%	18.2%	0.0%	51.9%	100.0%	48.9%	18.8%	20.0%	20.1%	

Chart 17. Types of Screenings

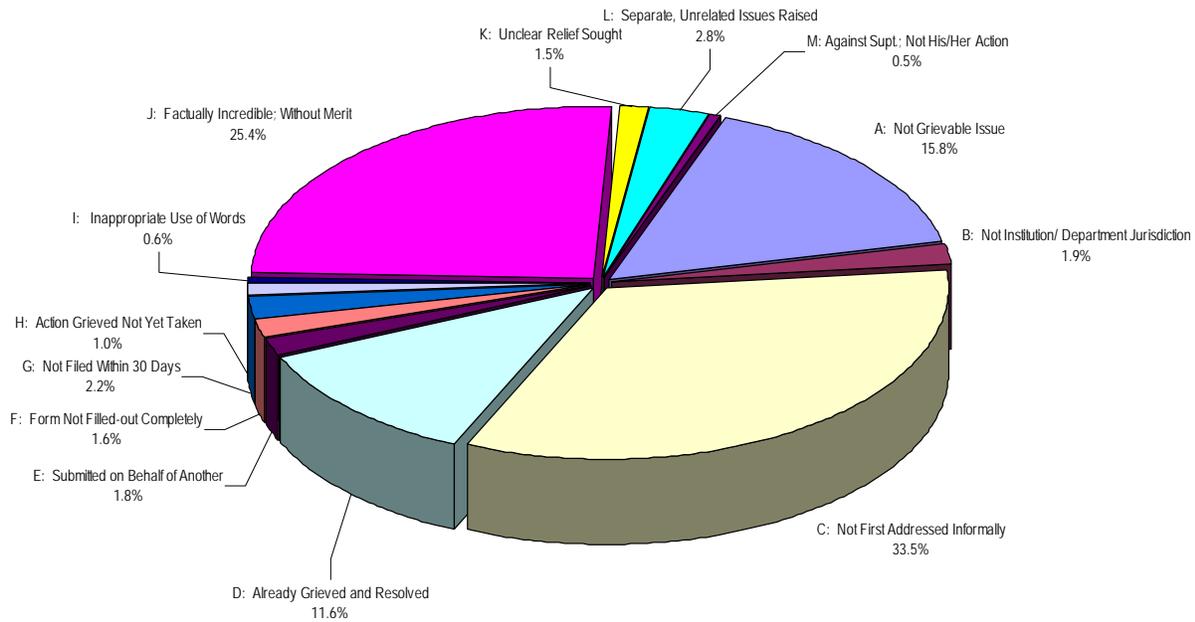


Table 9. Grievance Screenings by Type and Institution

Screening Type	ACC	AMCC	AZ-RRCC	FCC	HMCC	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	Total Screened
A: Not Grievable Issue	52	5	17	11	19		6	2	15	1	33	8	2	171
B: Not Institution/ Department Jurisdiction	7		3	2			1		1		6		1	21
C: Not First Addressed Informally	68	3	131	1	11	2	2	3	11	1	121	6	3	363
D: Already Grievd and Resolved	23	1	29	8	8	2		9	6	2	30	6	2	126
E: Submitted on Behalf of Another	1		7	3	1	2					3	1	1	19
F: Form Not Filled-out Completely			4	1	3	1	1		3		1	3		17
G: Not Filed Within 30 Days			5	6				3	3	1	6			24
H: Action Grievd Not Yet Taken			1			1		1	5		3			11
I: Inappropriate Use of Words			4	1								1		6
J: Factually Incredible; Without Merit	73		130	3	5			25	4		29	2	4	275
K: Unclear Relief Sought	6	3			4	2					1			16
L: Separate, Unrelated Issues Raised	14		5				1	1	2		6	1		30
M: Against Supt.; Not His/Her Action					1						4			5
Grand Total	244	12	336	36	52	10	11	44	50	5	243	28	13	1084

Table 10. Grievance Screenings by Type

Screening Type	Pct. of Screenings		Pct. of all Grievances	
	2008	2003-2007	2008	2003-2007
A: Not Grievable Issue	15.8%	17.91%	6.6%	8.9%
B: Not Institution/ Department Jurisdiction	1.9%	2.73%	0.8%	1.4%
C: Not First Addressed Informally	33.5%	37.12%	14.0%	18.3%
D: Already Grievd and Resolved	11.6%	11.28%	4.9%	5.5%
E: Submitted on Behalf of Another	1.8%	0.95%	0.7%	0.5%
F: Form Not Filled-out Completely	1.6%	3.04%	0.7%	1.5%
G: Not Filed Within 30 Days	2.2%	2.47%	0.9%	1.2%
H: Action Grievd Not Yet Taken	1.0%	1.13%	0.4%	0.6%
I: Inappropriate Use of Words	0.6%	0.45%	0.2%	0.2%
J: Factually Incredible; Without Merit	25.4%	16.25%	10.6%	8.1%
K: Unclear Relief Sought	1.5%	1.71%	0.6%	0.8%
L: Separate, Unrelated Issues Raised	2.8%	2.06%	1.2%	1.0%
M: Against Supt.; Not His/Her Action	0.5%	0.41%	0.2%	0.2%

Chart 18. Type of Screening as Percent of All Screenings

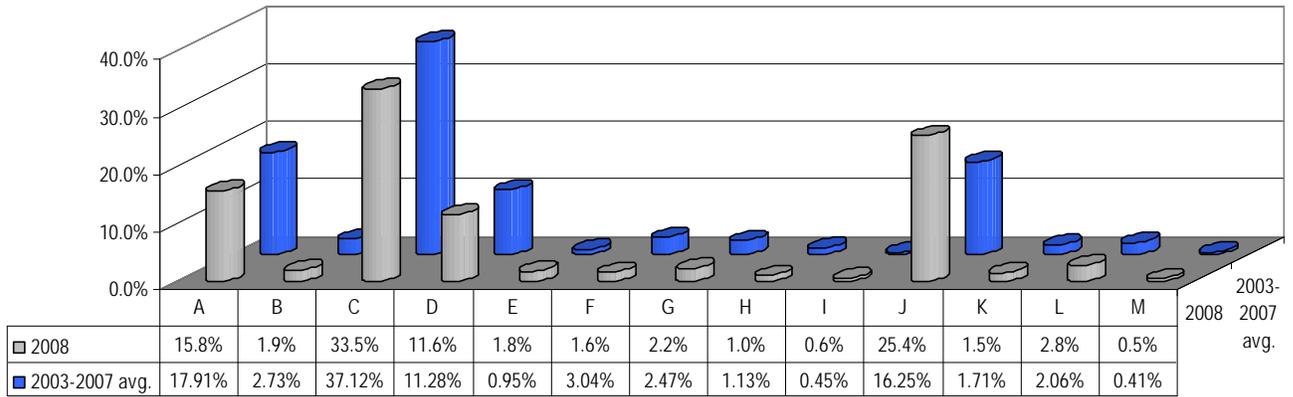
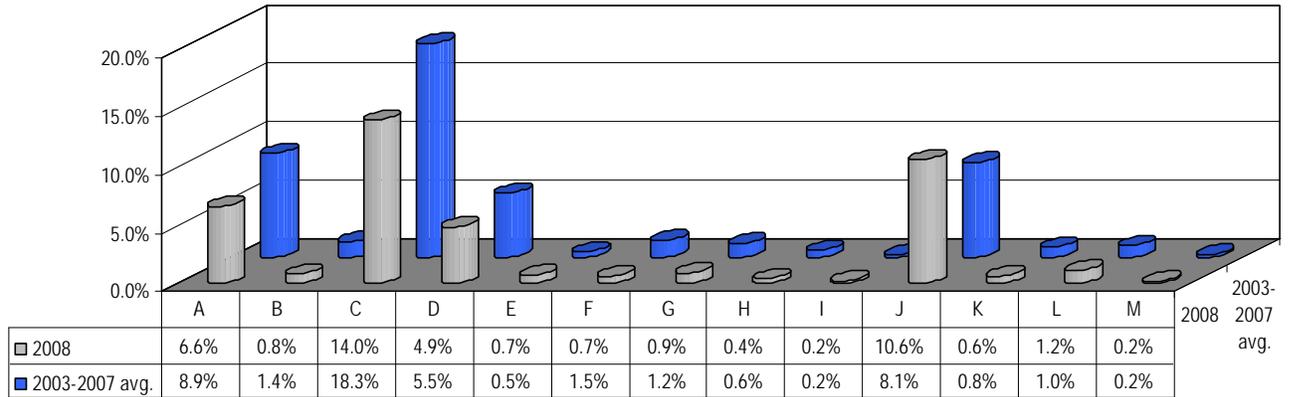


Chart 19. Type of Screening as Percent of All Grievances Filed



Part Four:
Grievance Dispositions

Chart 20. All Level 1 Decisions

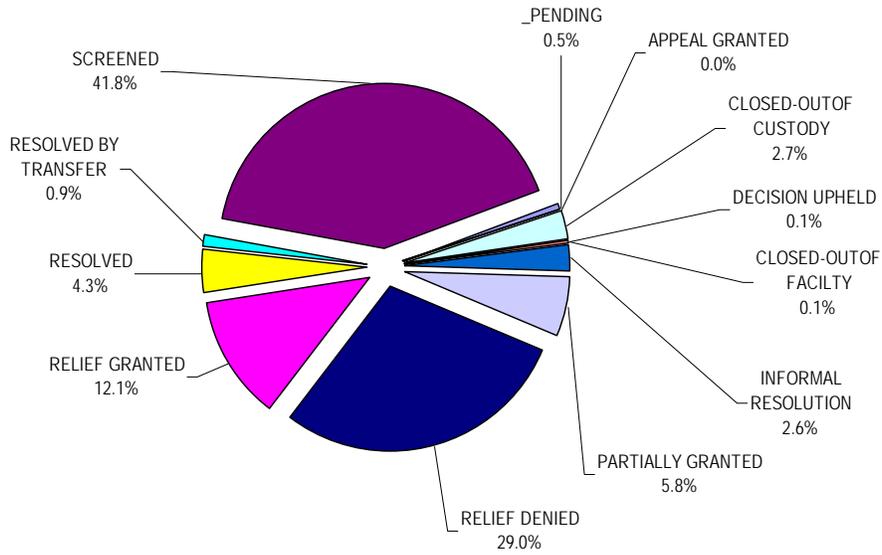


Chart 21. Level 1 Non-Healthcare Decisions

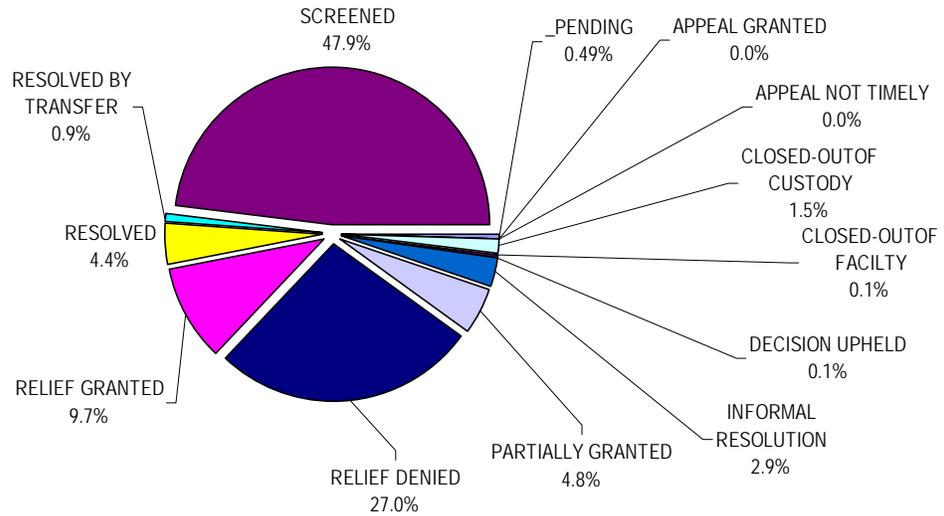


Chart 22. Level 1 Healthcare Decisions

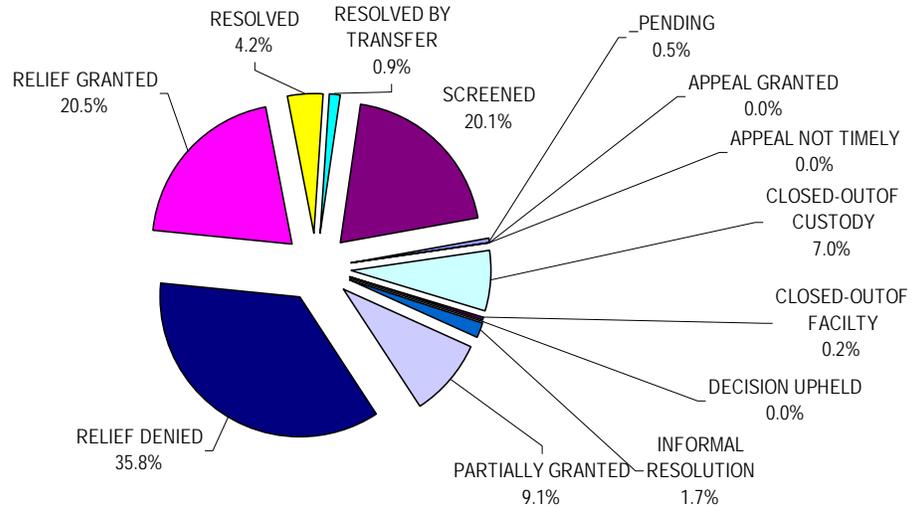


Table 11. Grievance Dispositions by Level and Subject Category

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
_PENDING	10	3	13	3		3	8	1	9	
APPEAL GRANTED	1		1	1		1		2	2	
APPEAL NOT TIMELY				17	5	22				
CLOSED-OUTOF CUSTODY	31	40	71				4		4	2
CLOSED-OUTOF FACILITY	2	1	3				2		2	2
DECISION UPHELD	3		3	114	11	125	70	11	81	36
INFORMAL RESOLUTION	58	10	68							
PARTIALLY GRANTED	98	52	150	2		2	21	13	34	26
RELIEF DENIED	546	205	751	85	6	91	266	106	372	23
RELIEF GRANTED	197	117	314		7	7	31	60	91	8
RESOLVED	88	24	112							
RESOLVED BY TRANSFER	18	5	23							
SCREENED	969	115	1084							
Grand Total	2021	572	2593	222	29	251	402	193	595	97

Chart 23. All Screening Appeal Decisions

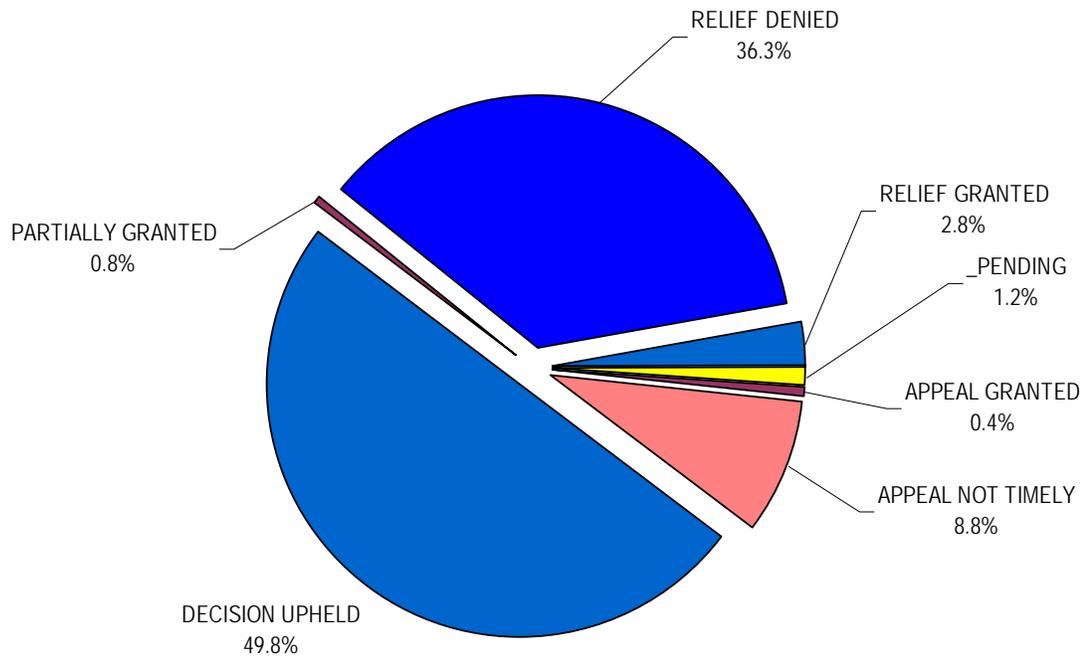


Chart 24. All Level 2 Appeal Decisions

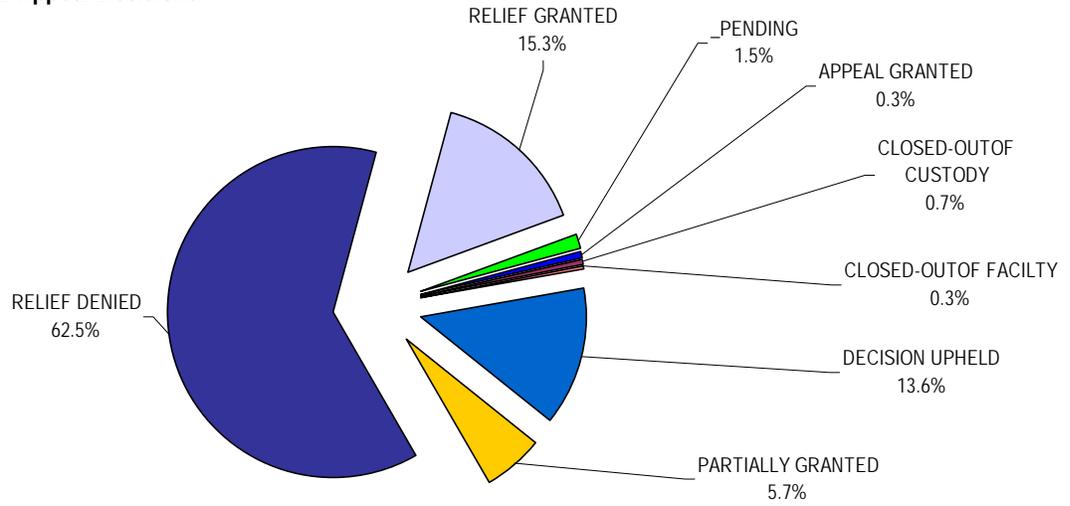


Chart 25. Level 2 Non-Healthcare Appeal Decisions

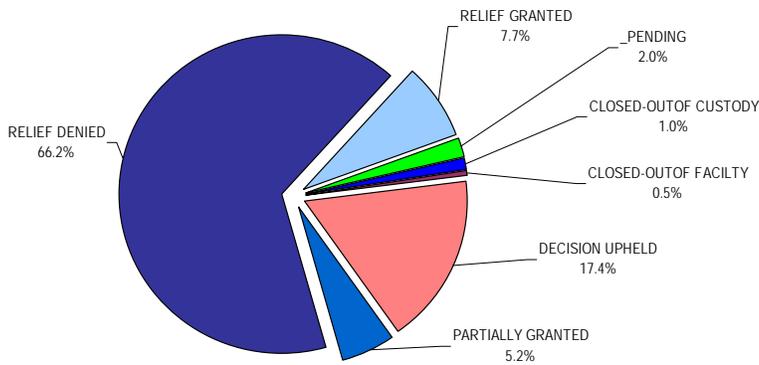


Chart 26. Level 2 Healthcare Decisions

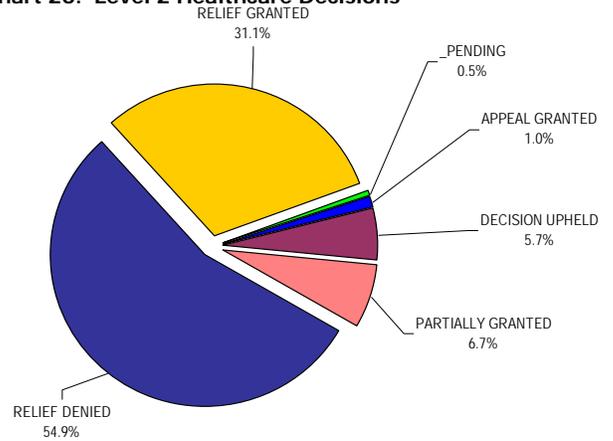
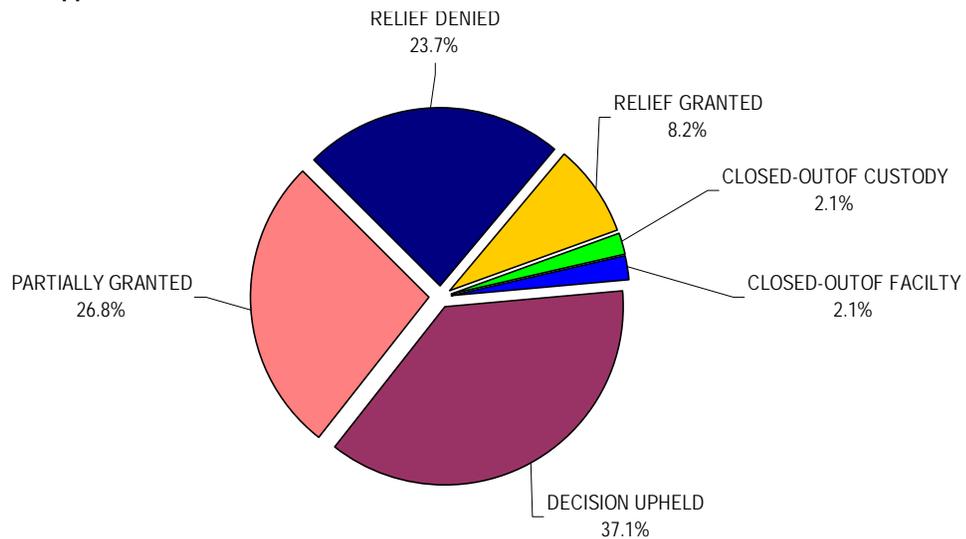


Chart 27. Level 3 All Appeal Decisions



Part Five:
Processing Timeframes

Table 12. Grievance Completion and Processing Time Summary

Level	Processing	Healthcare	Non-Healthcare	All
Level 1 Screenings and Decisions	Grievances filed	572	2021	2593
	Screened	115	969	1084
	Pct. Screened	20.1%	47.9%	41.8%
	Needing Decisions	457	1052	1509
	Done	455	1042	1497
	Pending	2	11	13
	Pct. Pending	0.4%	1.0%	0.9%
	2008 Processing Time (workdays)	15.78	11.23	
	2007 Processing Time (workdays)	13.2	13.1	
Level 2 Decisions	Appeals filed	193	402	595
	Done	192	394	586
	Pending	1	8	9
	Pct Pending	0.5%	2.0%	1.5%
	2008 Processing Time (workdays)	24.95	36.61	
	2007 Processing Time (workdays)	28.00	28.30	
Level 3 Decisions	2008 Processing Time (workdays)			
	2007 Processing Time (workdays)		17.1	

Table 13. 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	92	29.71	79	23.56	47	21.31	26	15.04	97	17.13
ACC-W	40	27.98	44	17.68	13	23.13	15	16.13		
AMCC	2	4.00	6	22.83						
AZ-RRCC	182	11.40	520	8.89	90	31.00	218	55.32		
FCC	23	5.57	47	6.02	4	10.75	7	10.14		
HMCC	23	12.52	32	16.50	7	20.86	13	13.46		
KCC	7	10.86	29	7.72			6	18.33		
LCCC	9	13.22	16	36.06	2	14.50	2	13.50		
MSPT	10	11.10	11	4.82	1	22.00	4	13.00		
PCC-Med	7	11.57	37	7.73	1	9.00	5	14.60		
PCC-Min	6	9.67	29	10.59	3	25.00	5	12.40		
PMCF	0	0.00	9	13.00	0		3	14.33		
SCCC	24	6.13	124	9.48	14	16.86	60	9.98		
WWCC	13	8.92	27	8.59	8	14.00	15	16.53		
WPTF	13	7.92	23	19.52	2	12.50	11	23.45		
YKCC	4	5.00	9	7.14			4	8.00		
Total/Avg.	455	15.78	1042	11.23	192	24.95	394	36.61		

Table 14. Pending Grievances

Level	Grievance Location	Grievance ID	Subject	Disposition	Grievance Received	To Inmate
1	ACC-E	21206	MENTAL HEALTH	SUPERINTENDENT	18-Nov-08	
1	ACC-E	21211	TIME ACCOUNTING	INVESTIGATION	18-Nov-08	
1	ACC-E	21216	MEDICALGENERAL	SUPERINTENDENT	19-Nov-08	
2	ACC-E	21346	VISITATION		23-Dec-08	
1	ACC-E	21355	PROPERTY	INVESTIGATION	16-Dec-08	
1	ACC-E	21409	TIME ACCOUNTING	INVESTIGATION	24-Dec-08	
1	ACC-E	21446	PROPERTY	INVESTIGATION	31-Dec-08	
2	ACC-W	19745	COMMISSARY		02-May-08	
1	ACC-W	20932	STAFF	INVESTIGATION	02-Oct-08	
1	ACC-W	21225	MISCELLANEOUS	INVESTIGATION	21-Nov-08	
1	ACC-W	21338	PROPERTY	INVESTIGATION	11-Dec-08	
1	ACC-W	21354	CLOTHING	INVESTIGATION	16-Dec-08	
2	AZ-RRCC	19105	FOOD SERVICE		28-Feb-08	
2	AZ-RRCC	19453	HOUSING		17-Apr-08	
2	AZ-RRCC	19785	MEDICALGENERAL		12-May-08	
2	AZ-RRCC	19997	STAFF		16-Jun-08	
2	AZ-RRCC	20026	STAFF		12-Jun-08	
2	AZ-RRCC	20954	STAFF		08-Dec-08	
2	AZ-RRCC	21361	CLASSIFICATION		22-Dec-08	
1	AZ-RRCC	21371	STAFF		19-Dec-08	
1	SCCC	21097	PROPERTY	INVESTIGATION	01-Nov-08	
1	WCC	21990	STAFF		18-Dec-08	

Chart 28. Level 1 Grievance Processing Timeframe Averages (workdays)

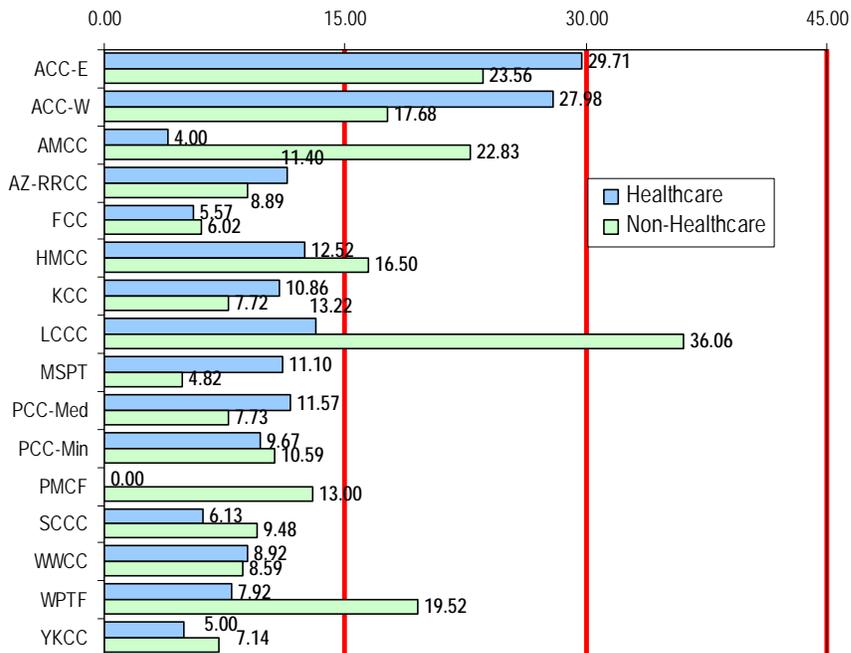


Chart 29. Level 2 Grievance Processing Timeframe Averages (workdays)

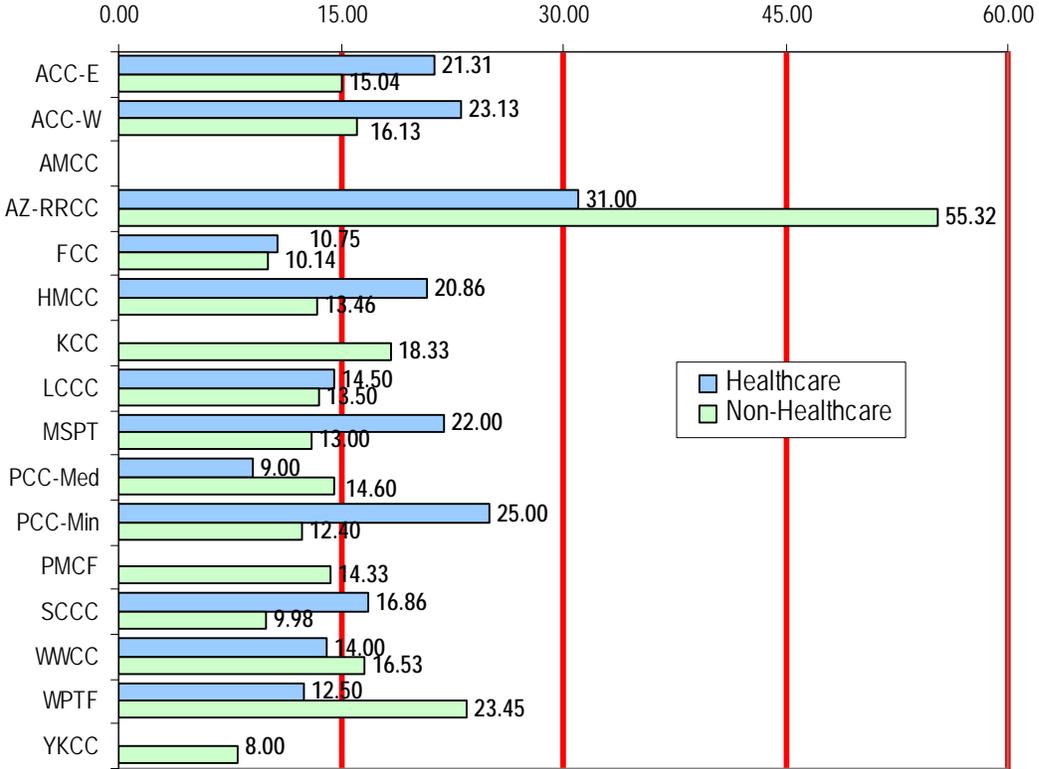


Table 15. Non-Health Care Processing Times by Subject and Level: Decisions and Closed Dispositions

	Level 1	Level 2	Level 3
BEDDING	5.00	14.50	
CLASSIFICATION	10.65	81.38	21.67
CLOTHING	10.70	162.50	21.00
COMMISSARY	14.09	9.75	19.00
CRAFT AND CLUB SALES	16.00		
DISCIPLINARY	6.00	17.40	24.67
EDUCATION	4.00	17.00	
FOOD SERVICE	10.17	51.53	8.50
GATE MONEY	1.00	15.00	5.00
GRIEVANCE PROCESS	12.18	53.20	20.00
HOUSING	7.54	33.32	12.80
HYGIENE	7.68	18.55	14.33
IDR	11.00	10.00	24.00
LAW LIBRARY	8.54	46.00	15.00
LEGAL SERVICES	18.73	72.86	11.00
MAIL	6.99	23.08	14.14
MISCELLANEOUS	6.67	28.56	12.60
OTA	9.27	18.67	14.00
OVERCROWDING	2.25		
PHYSICAL PLANT	5.00		
PRE REL/PROB/PAR SVCS	11.50	5.00	
PROGRAM	11.73	32.00	5.50
PROPERTY	10.65	24.83	12.71
RECREATION	6.00	12.25	9.00
RELIGION	7.99	67.58	29.06
SAFETY	9.50	11.00	
SEGREGATION	11.83	12.33	
STAFF	16.29	35.68	16.80
SUPERINTENDENT	8.00	12.00	15.00
TELEPHONE	18.00	18.08	13.67
TEMPERATURE	4.00	7.00	11.00
TIME ACCOUNTING	20.00	13.90	
VISITATION	13.69	19.33	7.00
WORK/TRAINING	8.70	29.58	
Grand Average	11.23	36.73	17.13

Table 16. Health Care Processing Times by Subject and Level: Decisions and Closed Dispositions

	Level 1	Level 2
DENTAL	14.54	23.25
MEDICAL SPECIALIST	9.67	17.17
MEDICALGENERAL	15.84	25.97
MENTAL HEALTH	21.76	19.00
OPTICAL	7.67	12.00
PHARMACY	8.00	17.50
Grand Average	15.78	24.95

Table 17. Closed Dispositions by Grievance Level

Closed Dispositions		
	2008	2007
Level 1	65	41
Level 2	6	4
Level 3	4	5
Total	75	50

Table 18. Closed Dispositions by Facility

Closed Level 1 Dispositions		
	2008	2007
ACC-E	29	19
ACC-W	21	10
AMCC		2
AZ-RRCC		1
FCC	3	2
HMCC	4	1
KCC	2	1
LCCC		1
MSPT	1	1
PCC-Med	2	1
PCC-Min	2	1
WPTF	1	1
Grand Total	65	41