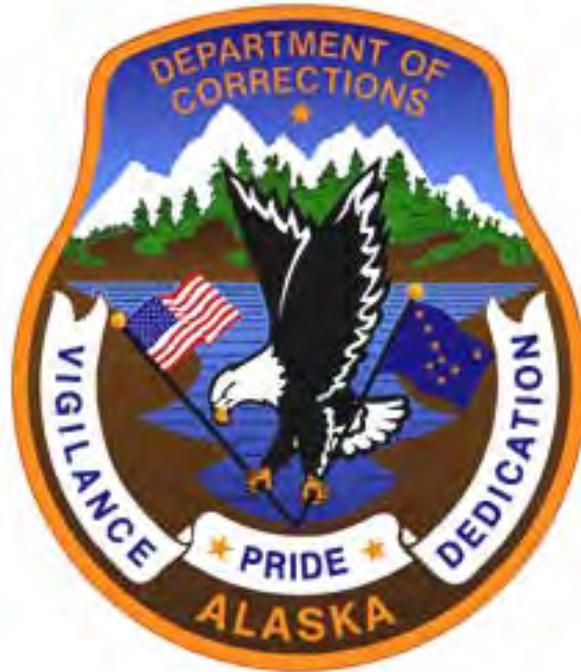


# Alaska Department of Corrections



## 2009 Grievance Report

Prepared by  
Tim Lyden  
Standards Administrator

October 2010

## TABLE OF CONTENTS

Title Page.....	1
Table of Contents.....	2
Introduction.....	3
<b>Part 1--Grievance Overview</b>	
Chart 1. Grievance Activity Trends.....	5
Chart 2. Grievance Activity by Level.....	5
Chart 3. Level 1 Grievances by Subject Category.....	6
Chart 4. Level 2 Grievances by Subject Category.....	6
Table 1. All Grievance Activity by Institution.....	6
Chart 5. All Grievance Activity by Institution.....	6
Chart 6. Level 1 Grievance Activity by Institution.....	7
Table 2. Level 1 Grievance Activity History by Institution.....	7
Chart 7. Grievances filed per inmate (based on Facility Population).....	8
Table 3. Grievance Filing Frequency by Individual Inmate and Filing Frequency.....	8
Chart 8. Grievances Filed by Filing Frequency Comparison.....	8
Chart 9. Grievance Activity by Filing Frequency Comparison.....	8
Chart 10. Percent of Inmates filing Grievances and Percent Filed by Filing Frequency	9
<b>Part 2--Grievance Subjects</b>	
Chart 11. Level 1 Grievance Subjects.....	11
Chart 12. Level 2 Grievance Subjects.....	11
Table 4. Level 1 Grievance Subjects by Institution.....	12
Table 5. Level 2 Grievance Subjects by Institution.....	12
Chart 13. Grievance Subjects by Process Level.....	13
Chart 14. Grievance Subjects—All Institutions.....	13
<b>Part 3--Grievance Screenings</b>	
Table 6. Grievance Screenings by Subject and Institution.....	15
Chart 15. Grievance Screenings by All Subjects.....	16
Chart 16. Healthcare and Non-Healthcare Screenings by Facility.....	16
Table 7. Non-Health Care Screenings by Subject and Institution.....	17
Table 8. Health Care Screenings by Subject and Institution.....	17
Chart 17. Types of Screenings.....	18
Table 9. Grievance Screenings by Type and Institution.....	18
Table 10. Grievance Screening Percentages by Type.....	18
Chart 18. Type of Screening by Percent of All Screenings.....	19
Chart 19. Type of Screening by Percent of All Grievances Filed.....	19
<b>Part 4--Grievance Dispositions</b>	
Chart 20. Level 1--All Grievance Decisions.....	21
Chart 21. Level 1 Non-Healthcare Decisions.....	21
Chart 22. Level 1 Healthcare Decisions.....	21
Table 11. Grievance Dispositions by Level and Subject Category.....	22
Chart 23. All Screening Appeal Decisions.....	22
Chart 24. Level 2--All Appeal Decisions.....	23
Chart 25. Level 2 Non-Healthcare Decisions.....	23
Chart 26. Level 2 Healthcare Decisions.....	23
Chart 27. Level 3 All Decisions.....	23
<b>Part 5—Grievance Processing Timelines</b>	
Table 12. Grievance Completion and Processing Time Summary.....	25
Table 13. Processing Times by Institution, Subject Category, Grievance Level.....	25
Chart 28. Level 1 Grievance Processing Time Averages by Institution.....	26
Chart 29. Level 2 Grievance Processing Time Averages by Institution.....	26
Table 14. Pending Grievances.....	27

## INTRODUCTION

This annual grievance report provides a comprehensive view of the prisoner grievance process. Historical data is included when relevant to provide better analysis of departmental or institutional trends and patterns.

- The graphic format continues with comparison between 2009 totals and averages from the previous 6 years.
- Data tables continue to be integrated into the report and serve as the best source for reviewing facility 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 approximately 40 grievance topics.

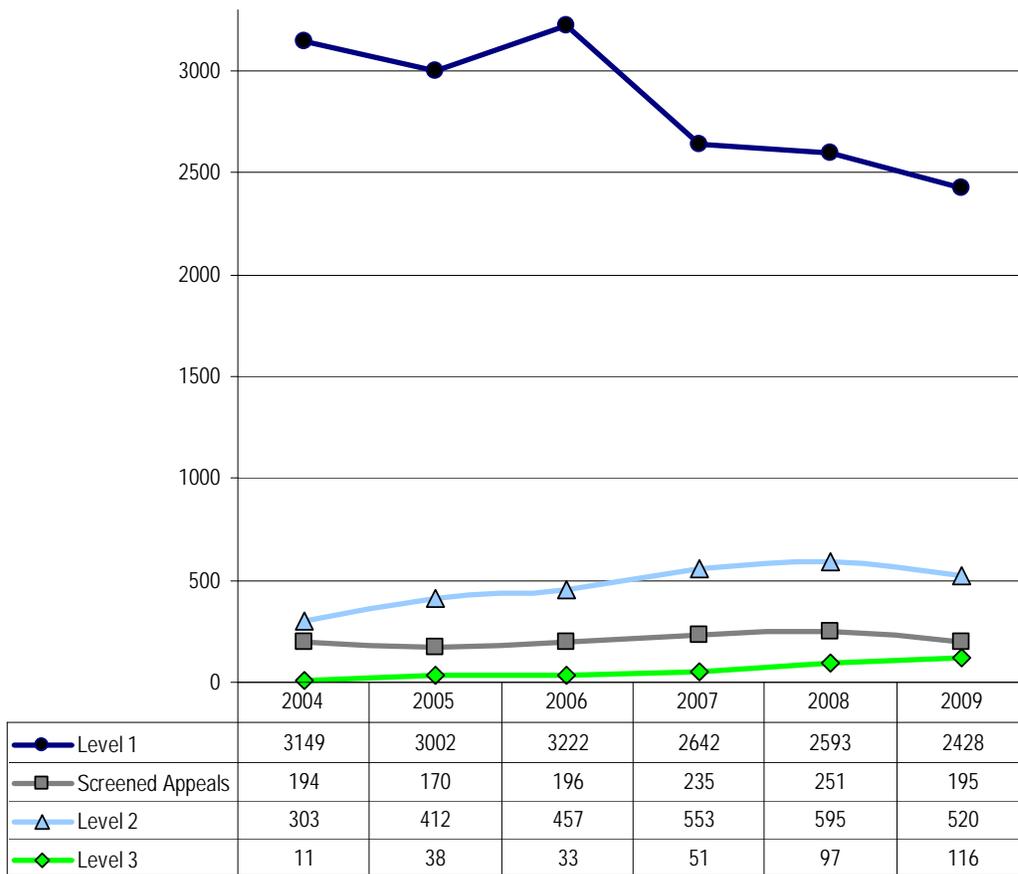
## SUMMARY

- **Part One: Overview.** The overview of system-wide grievance activity shows a continuing trend of fewer grievances despite population increases. In relation, the number of inmates not filing grievances to grow: over 80% of the inmates never filed a grievance in 2009. One of the most significant decreases occurred with healthcare grievances where 22% fewer grievances were filed in 2009 and one third fewer appeals went to the Medical Advisory Committee. At the facility level, 40% less grievances were also filed at Red Rock Correctional Center. However, decreased grievance filing was not uniform. The number of grievances filed at the Anchorage Correctional Complex increased nearly 60% in 2009, returning to a 6 year filing average.
- **Part Two: Grievance Subjects.** Complaints against staff and medical services continue to be the most common grievance subjects followed by property issues.
- **Part Three: Grievance Screenings.** The percentage of grievance screening in the Department continued to decrease to 41.4% of all grievances filed: the lowest level in the 7 years these reports have been generated. Most facilities achieve the goal of screening less than 50% of the non-healthcare grievances and less than 50% of the healthcare grievances.
- **Part Four: Grievance Dispositions.** No significant changes occurred in decisions issued at any level. One of the more remarkable data is the relatively low percentage of appeals of grievance screenings. Less than 20% of screened grievances are appealed while in contrast over 36% of level 1 decisions are appealed.
- **Part Five: Processing Timelines.** The time taken to finish the level 2 appeals again took longer than they should. Also, for the first time in the 7 years these reports have been generated, the level 3 appeals exceeded the timeframes. Conversely, the average processing time for all grievances completed at the institutional level again met the timeframes prescribed in policy.

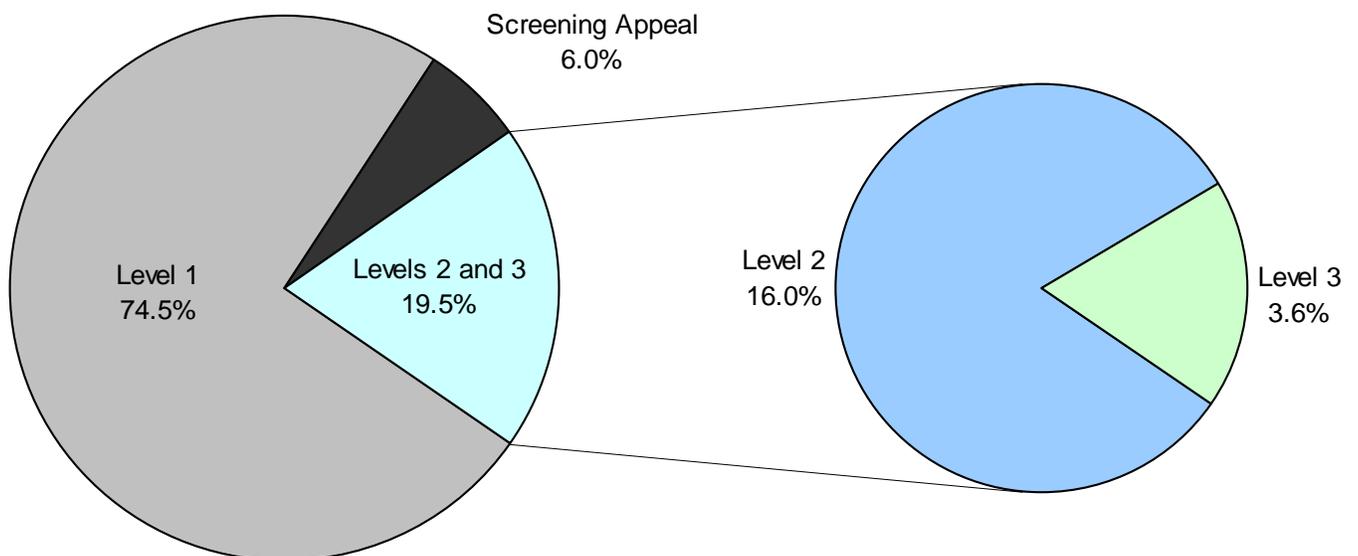
**Part One:**

**Grievance Processing Overview**

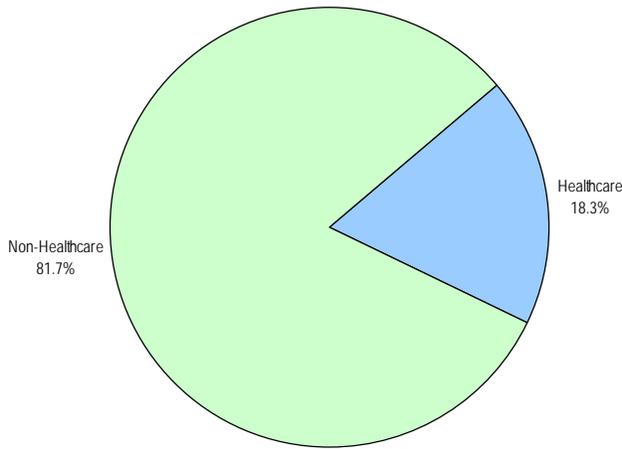
**Chart 1. Grievance Activity Trends**



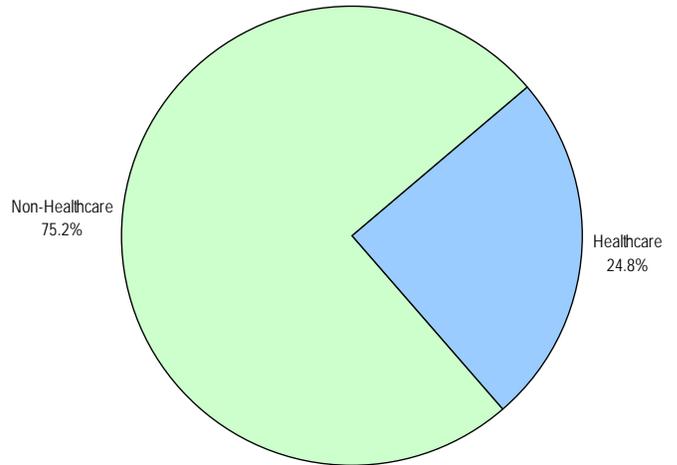
**Chart 2. Grievance Activity by Level**



**Chart 3. Level 1 Grievances by Category**



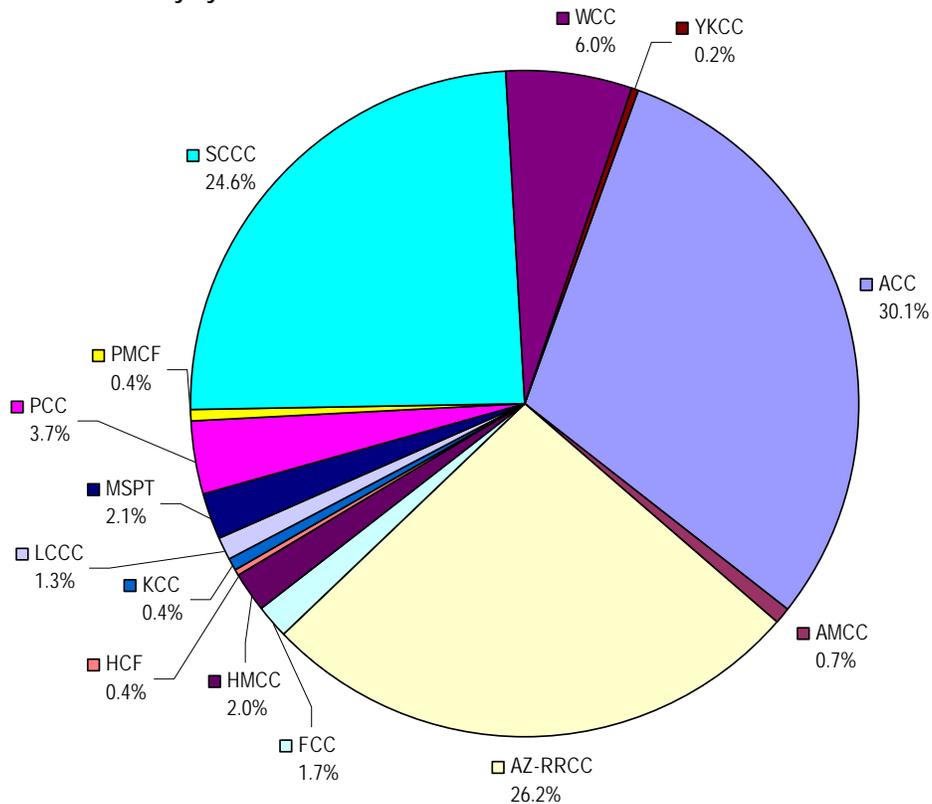
**Chart 4. Level 2 Grievances by Category**



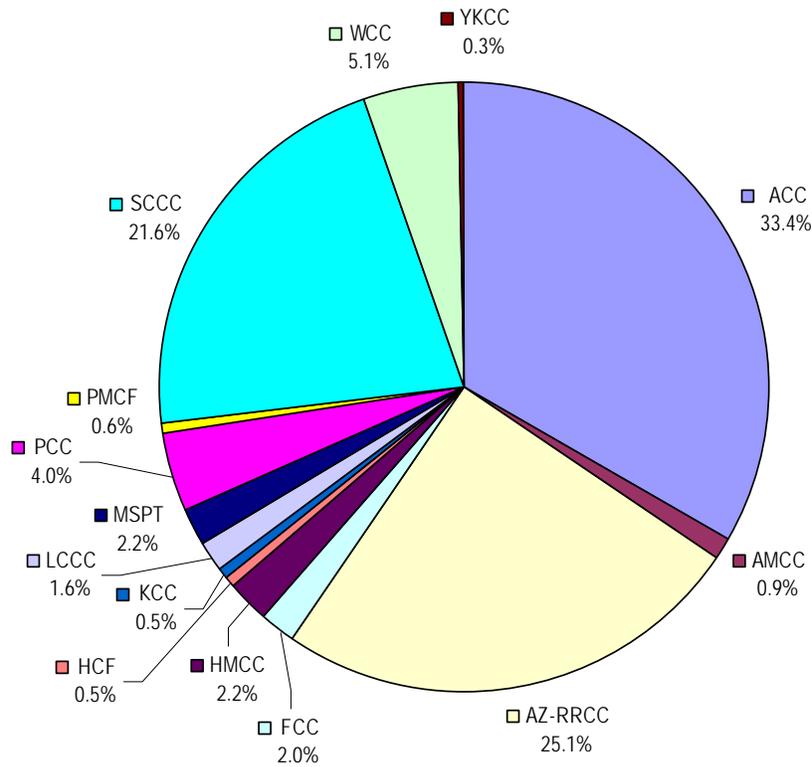
**Table 1. All Grievance Activity by Institution**

Subject	ACC	AMCC	AZ-RRCC	FCC	HMCC	HCF	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	Grand Total
Level 1	812	21	609	48	54	13	12	40	53	97	14	525	123	7	2428
Screened Appeals	28	0	60	1	1	0	0	0	10	4	0	76	14	1	195
Level 2	122	3	155	6	10	0	2	2	5	14	0	159	42	0	520
Level 3	20	0	31	0	0	0	0	0	1	5	0	41	18	0	116
<b>Total</b>	<b>982</b>	<b>24</b>	<b>855</b>	<b>55</b>	<b>65</b>	<b>13</b>	<b>14</b>	<b>42</b>	<b>69</b>	<b>120</b>	<b>14</b>	<b>801</b>	<b>197</b>	<b>8</b>	<b>3259</b>
Percent of Total Activity	30.1%	0.7%	26.2%	1.7%	2.0%	0.4%	0.4%	1.3%	2.1%	3.7%	0.4%	24.6%	6.0%	0.2%	100.0%

**Chart 5. All Grievance Activity by Institution**



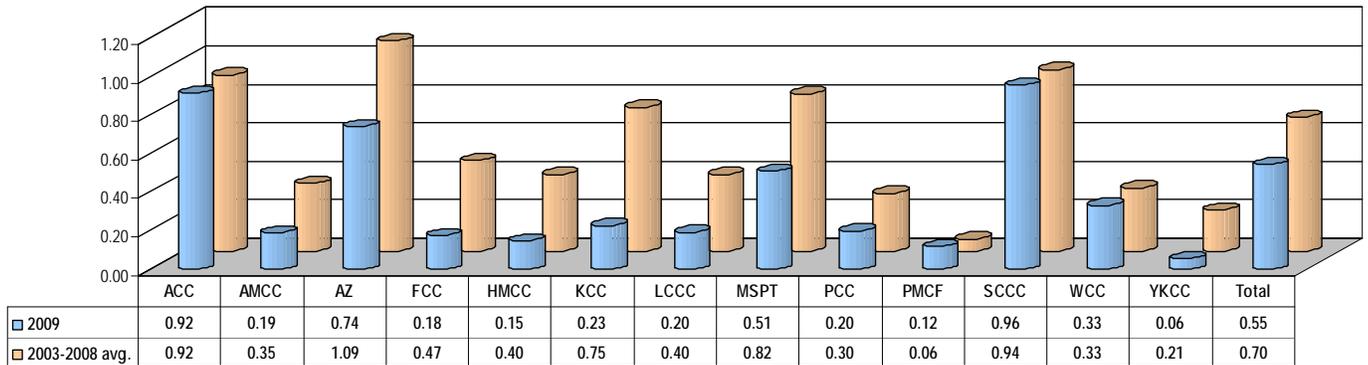
**Chart 6. Level 1 Grievance Activity by Institution**



**Table 2. Level 1 Grievance Activity History by Institution**

Population (2009 average)	ACC	AMCC	AZ	FCC	HMCC	HCF	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	Total
	886	110	820	270	364	809	52	205	104	482	117	548	371	122	4449
Grievances filed 2009	812	21	609	48	54	13	12	40	53	97	14	525	123	7	2428
Grievance per I/M 2009	0.92	0.19	0.74	0.18	0.15	0.02	0.23	0.20	0.51	0.20	0.12	0.96	0.33	0.06	0.55
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

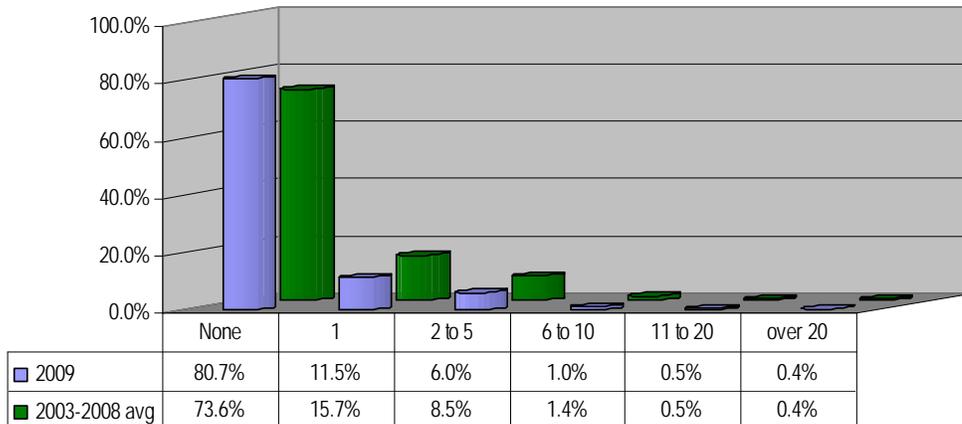
**Chart 7. Grievances filed per Inmate (based on Facility Population)**



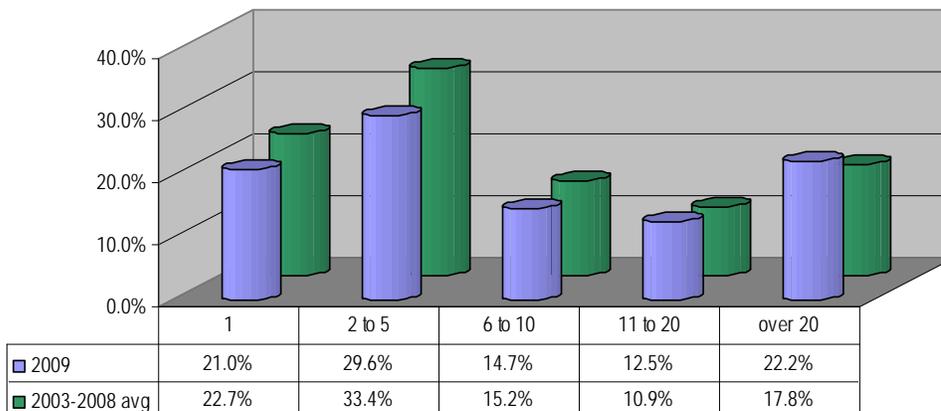
**Table 3. Grievance Filing Frequency by Individual Inmate and Filing Frequency Groups**

Inmates Who Filed Grievances			Percent of Inmates who filed grievances			Grievances Filed			Percent of Grievances Filed		
By Grievances Each Inmate Filed	2009	2003-2008 avg.	Percent of Inmates who filed	2009	2003-2008 avg.	By Grievance Filing Frequency	2009	2003-2008 Avg.	By Inmates who filed	2009	2003-2008 avg.
	None	3590		3088	None		80.7%	73.6%		None	
1	510	657	1	11.5%	15.7%	1	510	657	1	21.0%	22.7%
2 to 5	266	357	2 to 5	6.0%	8.5%	2 to 5	718	966	2 to 5	29.6%	33.4%
6 to 10	46	58	6 to 10	1.0%	1.4%	6 to 10	356	440	6 to 10	14.7%	15.2%
11 to 20	21	22	11 to 20	0.5%	0.5%	11 to 20	304	317	11 to 20	12.5%	10.9%
over 20	16	15	over 20	0.4%	0.4%	over 20	540	517	over 20	22.2%	17.8%

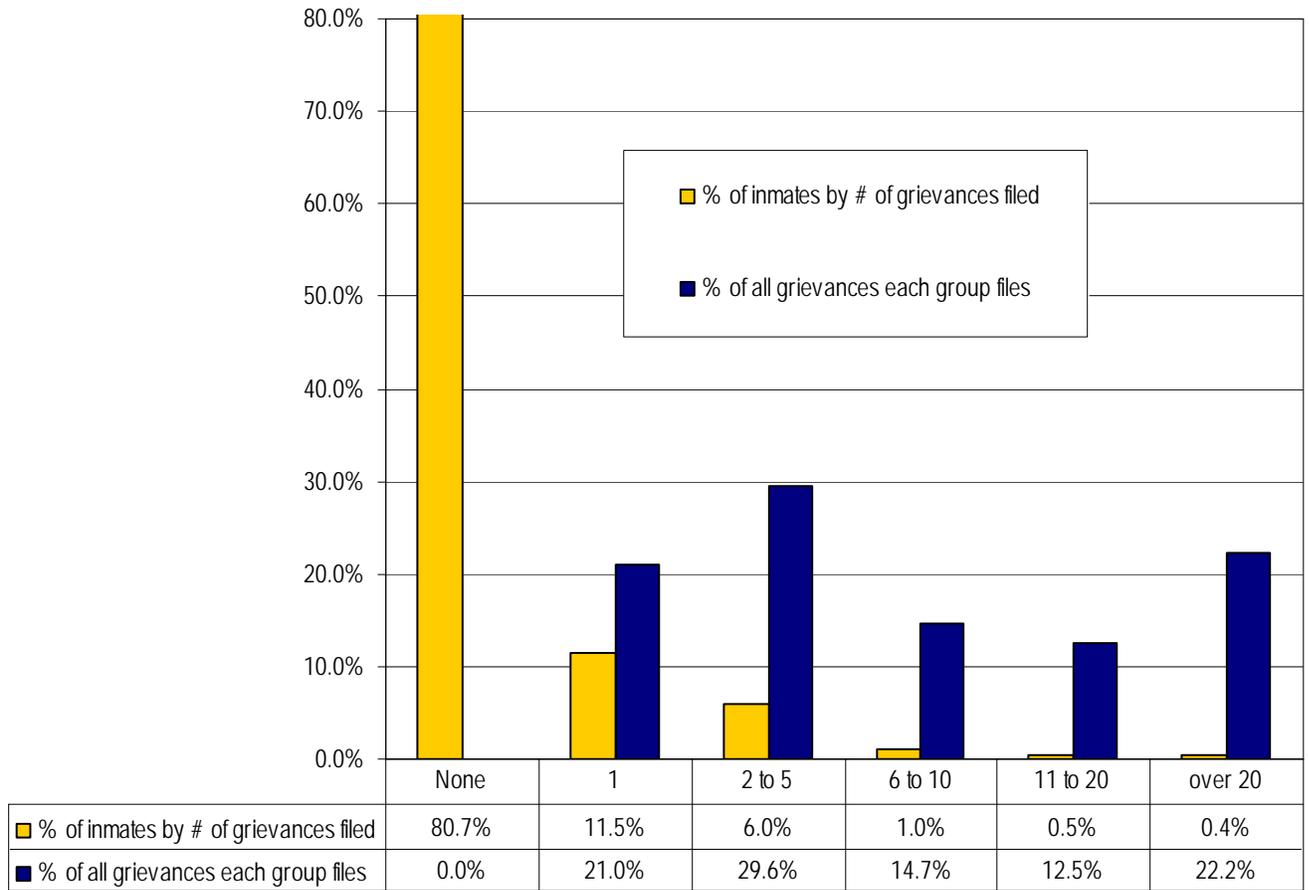
**Chart 8. Grievances Filed by Filing Frequency Comparison**



**Chart 9. Grievance Activity by Filing Frequency Comparison**



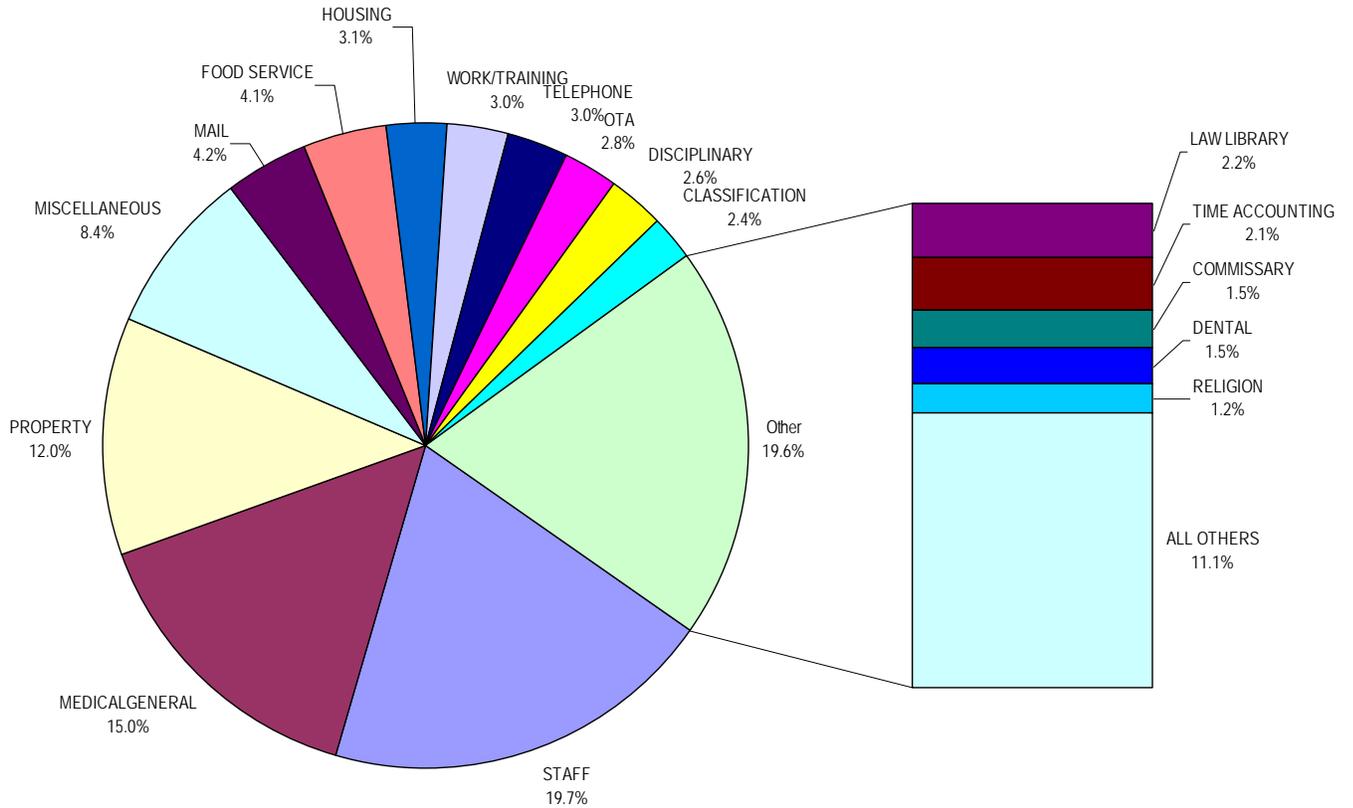
**Chart 10. Percent of Inmates filing Grievances and Percent Filed (by Filing Frequency)\***



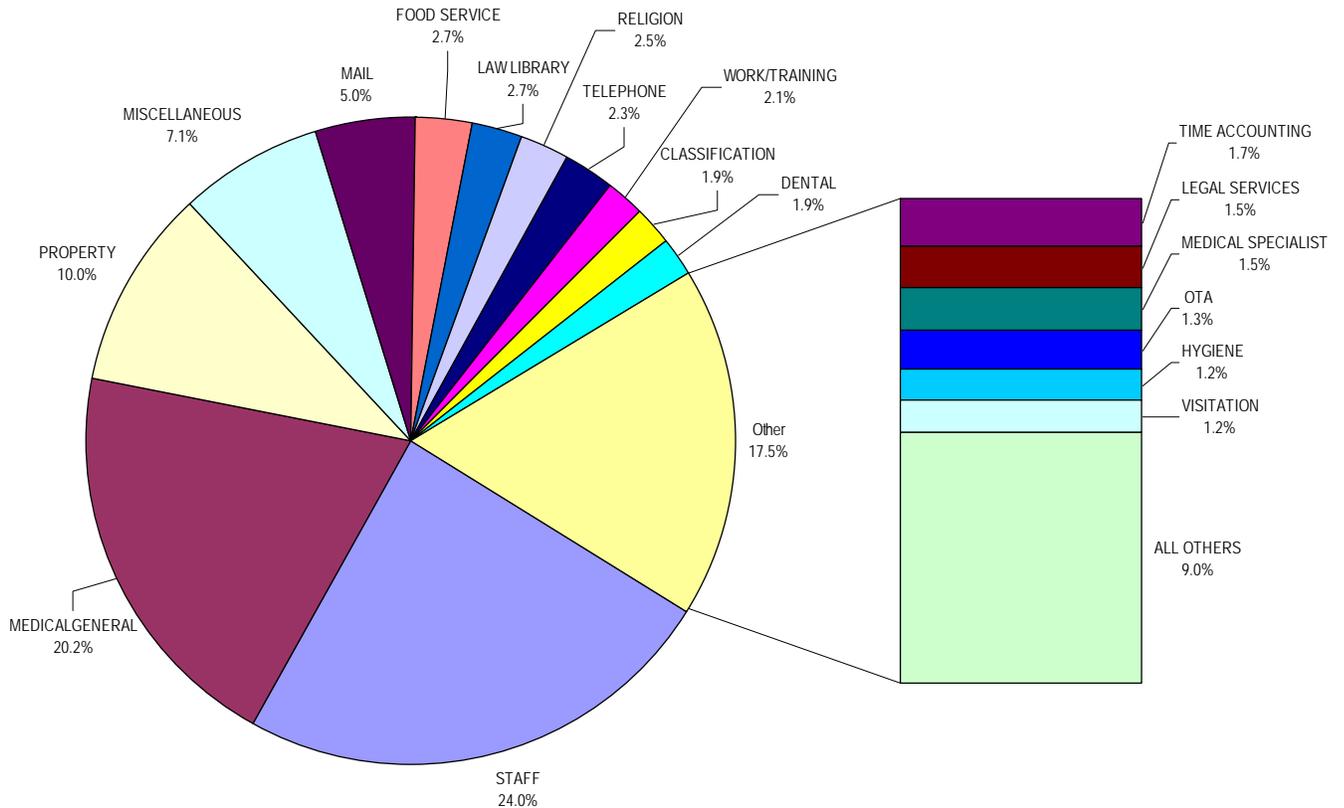
\* This comparison shows how few or how many inmates generate grievances. For example, .4% of the inmates generate over 22% of all grievances filed. Conversely, over 80% of the inmates never filed a single grievance.

**Part Two:**  
**Grievance Subjects**

**Chart 11. Level 1 Grievance Subjects**



**Chart 12. Level 2 Grievance Subjects**



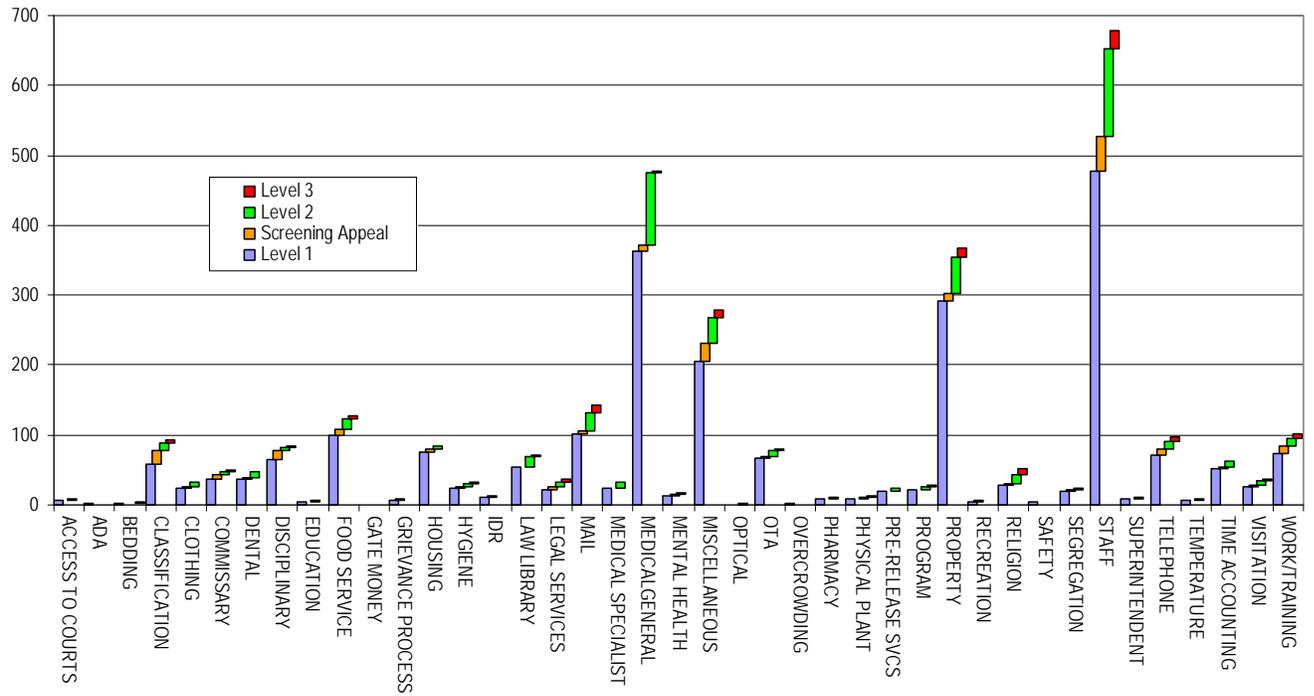
**Table 4. Level 1 Grievance Subjects by Institution**

SUBJECT/LOCATION	ACC	AMCC	AZ-RRCC	FCC	HMCC	HCF	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	2009		2003-2008	
															Grand Total	Pct. Of Total	Average Total	Pct. of Total
ACCESS TO COURTS	1									1		4	0		6	0.2%	20.00	0.7%
ADA	1									2			0		3	0.1%	3.17	0.1%
BEDDING	1	1								0			0		2	0.1%	7.33	0.3%
CLASSIFICATION	12		5					1	1	4	4	27	5		59	2.4%	108.83	3.7%
CLOTHING	9		10					1	2	1			1		24	1.0%	31.50	1.1%
COMMISSARY	7		7	1					1	1		20	0		37	1.5%	48.83	1.7%
CRAFT AND CLUB SALES															0	0.0%	2.00	0.1%
DENTAL	10	1	1		1			1	6	6		5	5		36	1.5%	39.00	1.3%
DISCIPLINARY	18	1	7	2					4	8		20	4		64	2.6%	93.50	3.2%
EDUCATION	0		1		2					0		2	0		5	0.2%	7.00	0.2%
FOOD SERVICE	58	1	22	2	1				2	5		9	0		100	4.1%	161.33	5.5%
GATE MONEY	0							1		0			0		1	0.0%	2.00	0.1%
GRIEVANCE PROCESS	4									0		2	1		7	0.3%	9.67	0.3%
HOUSING	31	2	33	4	1				1	0		1	3		76	3.1%	93.33	3.2%
HYGIENE	12		5		2	1	1			0		3	0		24	1.0%	36.50	1.3%
IDR	4									0		7	0		11	0.5%	9.33	0.3%
LAW LIBRARY	28		13						2	1	1	8	0	1	54	2.2%	63.83	2.2%
LEGAL SERVICES	4		4		1					2		8	3		22	0.9%	23.33	0.8%
MAIL	35	4	14	1	3			3	2	7		24	8		101	4.2%	116.83	4.0%
MEDICAL SPECIALIST	16		4							1		2	0		23	0.9%	23.67	0.8%
MEDICAL GENERAL	118		114	8	12	3		10	12	11	2	48	23	2	363	15.0%	519.00	17.8%
MENTAL HEALTH	3		3		2					0		5	0		13	0.5%	46.33	1.6%
MISCELLANEOUS	74	4	63		1		2	3	7	1		41	8	1	205	8.4%	283.17	9.7%
OPTICAL	0	1								0			0		1	0.0%	3.33	0.1%
OTA	26	1	1		1					3	1	33	1		67	2.8%	30.50	1.0%
OVERCROWDING	2									0			0		2	0.1%	2.00	0.1%
PARITY FOR WOMEN															0	0.0%	2.33	0.1%
PHARMACY	0					1				0			7		8	0.3%	1.67	0.1%
PHYSICAL PLANT	8									0			0		8	0.3%	8.33	0.3%
PRE-RELEASE SVCS	4							1		6		3	3		20	0.8%	25.67	0.9%
PROGRAM	0		7		1					0		12	1		21	0.9%	20.67	0.7%
PROPERTY	117		66	1	9	2		1	1	15	2	76	2		292	12.0%	296.67	10.2%
RECREATION	1		1							0		2	1		5	0.2%	28.17	1.0%
RELIGION	3		18		1	1	1			0		4	0		28	1.2%	48.83	1.7%
SAFETY	2		1			1				0			0		4	0.2%	11.50	0.4%
SEGREGATION	10	1	1					3		1		1	3		20	0.8%	36.00	1.2%
STAFF	99	3	157	19	10	2	2	11	6	14	2	112	39	2	478	19.7%	426.17	14.6%
SUPERINTENDENT	0									0		8	0		8	0.3%	7.17	0.2%
TELEPHONE	41		2		1	2		1	6	1		16	2		72	3.0%	63.17	2.2%
TEMPERATURE	1			1			1			0		3	1		7	0.3%	4.83	0.2%
TIME ACCOUNTING	26	1		3	1		1	5	1	4	2	7	0	1	52	2.1%	40.83	1.4%
VISITATION	11		3	2					1	1		6	1		25	1.0%	33.67	1.2%
WORK/TRAINING	15		46	4	1					1		6	1		74	3.0%	77.67	2.7%
<b>Grand Total</b>	<b>812</b>	<b>21</b>	<b>609</b>	<b>48</b>	<b>54</b>	<b>13</b>	<b>12</b>	<b>40</b>	<b>53</b>	<b>97</b>	<b>14</b>	<b>525</b>	<b>123</b>	<b>7</b>	<b>2428</b>	<b>100.0%</b>	<b>2917.67</b>	<b>100.0%</b>

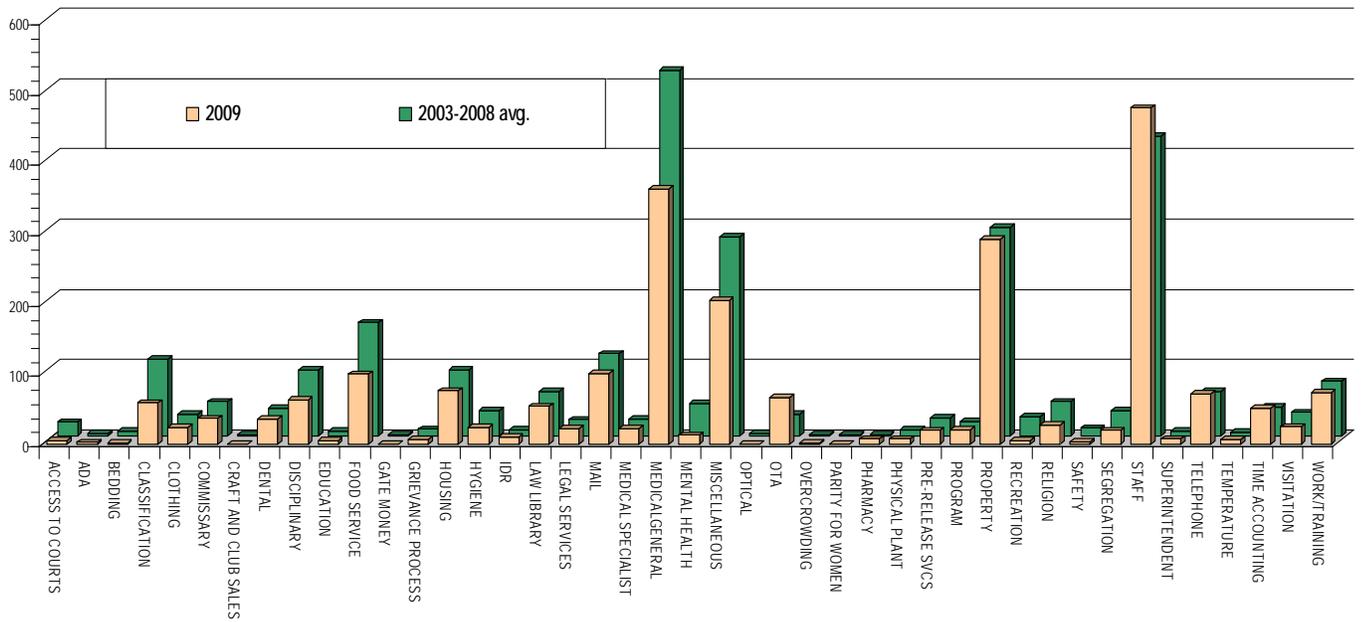
**Table 5. Level 2 Grievance Subjects by Institution**

SUBJECT/LOCATION	ACC	AMCC	AZ-RRCC	FCC	HMCC	HCF	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	2009	
															Grand Total	Pct. Of Total
ACCESS TO COURTS	0									1		1	0		2	0.4%
BEDDING	1									0			0		1	0.2%
CLASSIFICATION	0									0		9	1		10	1.9%
CLOTHING	1		2							1			1		5	1.0%
COMMISSARY	2		1							1		1	0		5	1.0%
DENTAL	2		3		1					0		2	2		10	1.9%
DISCIPLINARY	0		2							0		3	0		5	1.0%
EDUCATION	0									0		1	0		1	0.2%
FOOD SERVICE	5		7							1		1	0		14	2.7%
HOUSING	1		3						1	0			0		5	1.0%
HYGIENE	2		2							0		2	0		6	1.2%
IDR	0									0		1	0		1	0.2%
LAW LIBRARY	5	1	2							0		6	0		14	2.7%
LEGAL SERVICES	1		1		1					0		2	3		8	1.5%
MAIL	8		3		1					1		9	4		26	5.0%
MEDICAL SPECIALIST	7									1			0		8	1.5%
MEDICAL GENERAL	22		53	2	4			1	1	1		14	7		105	20.2%
MENTAL HEALTH	2									0		1	0		3	0.6%
MISCELLANEOUS	8		16					1		0		10	2		37	7.1%
OPTICAL	0	1								0			0		1	0.2%
OTA	0		1							1		4	1		7	1.3%
PHARMACY	0									0			2		2	0.4%
PHYSICAL PLANT	2									0			0		2	0.4%
PRE-RELEASE SVCS	0									0		2	1		3	0.6%
PROGRAM	0		3							0		2	0		5	1.0%
PROPERTY	11		9		1					0		31	0		52	10.0%
RELIGION	2		10							0		1	0		13	2.5%
SEGREGATION	0		1					1		0		1	0		3	0.6%
STAFF	33		26	3	2			1	1	3		39	17		125	24.0%
SUPERINTENDENT	0									0		2	0		2	0.4%
TELEPHONE	3		1						2	0		5	1		12	2.3%
TEMPERATURE	0									0		1	0		1	0.2%
TIME ACCOUNTING	1	1								3		4	0		9	1.7%
VISITATION	3		1							0		2	0		6	1.2%
WORK/TRAINING	0		8	1						0		2	0		11	2.1%
<b>Grand Total</b>	<b>122</b>	<b>3</b>	<b>155</b>	<b>6</b>	<b>10</b>		<b>2</b>	<b>2</b>	<b>5</b>	<b>14</b>		<b>159</b>	<b>42</b>	<b>0</b>	<b>520</b>	<b>100.0%</b>

**Chart 13. Grievance Subjects by Process Level**



**Chart 14. Grievance Subjects—All Institutions**

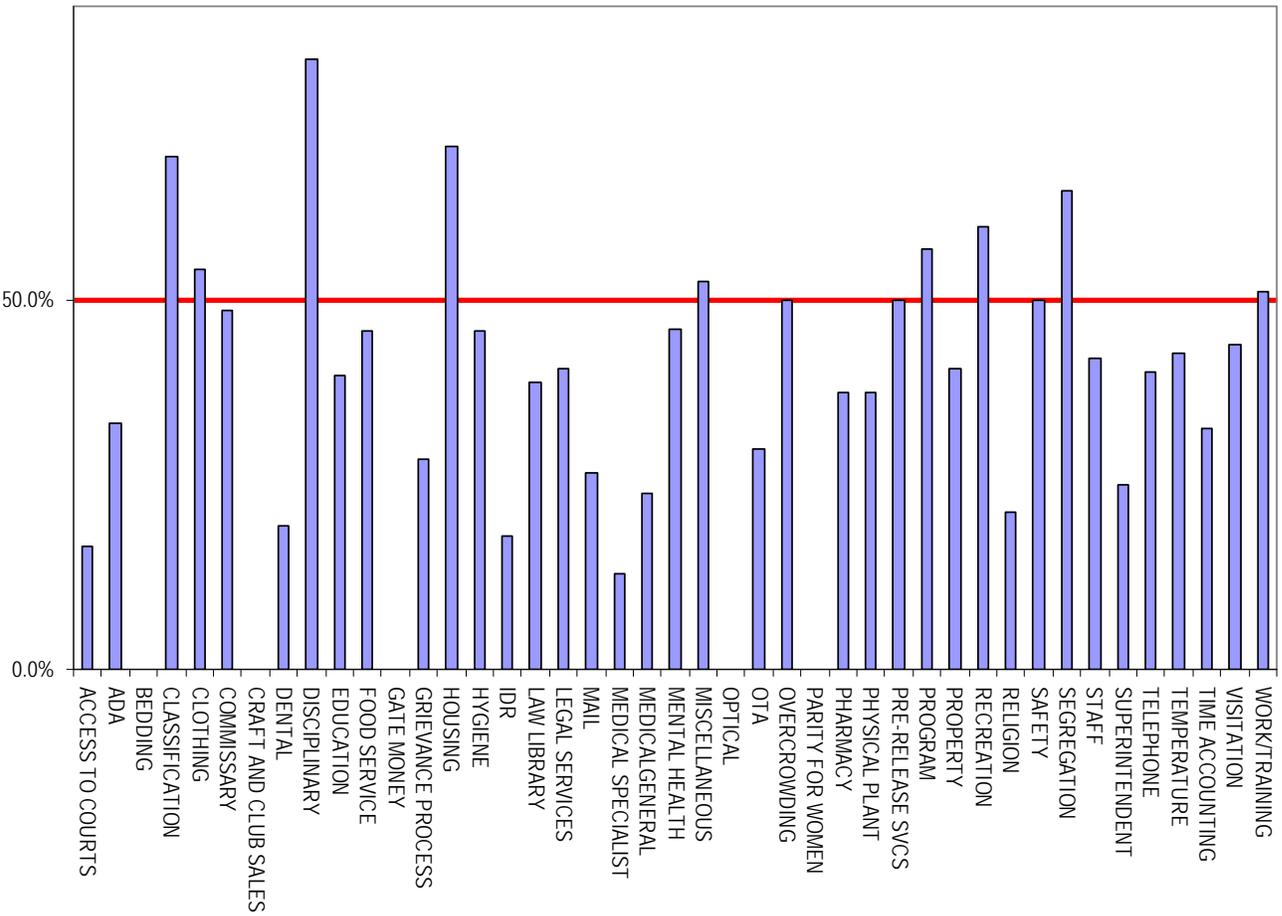


**Part Three:**  
**Grievance Screenings**

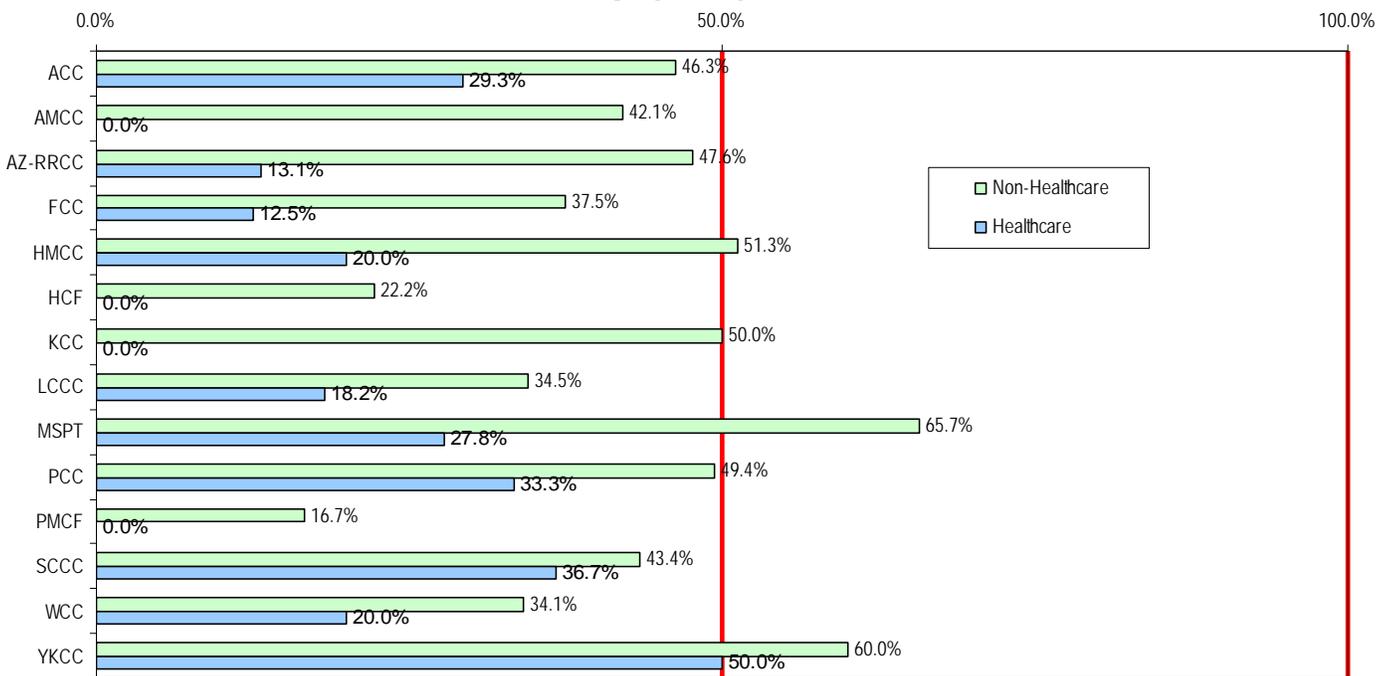
**Table 6. Grievance Screenings by Subject and Institution**

SUBJECT	LOCATION															Total Screened	Total Filed	Percent Screened	
	ACC	AMCC	AZ-RRCC	FCC	HMCC	HCF	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	2009			2003-2008	
ACCESS TO COURTS	1									0			0		1	6	16.7%	52.5%	
ADA	0									1			0		1	3	33.3%	65.5%	
BEDDING																2	0.0%	53.2%	
CLASSIFICATION	11		5					1	1	3	2	14	4		41	59	69.5%	74.4%	
CLOTHING	6		5					1		1			0		13	24	54.2%	50.5%	
COMMISSARY	3		2						1	0		12	0		18	37	48.6%	51.0%	
CRAFT AND CLUB SALES															0	0	0.0%	29.2%	
DENTAL	2								3	1		1	0		7	36	19.4%	18.7%	
DISCIPLINARY	17	1	4	1					4	7		16	3		53	64	82.8%	83.9%	
EDUCATION	0				2					0			0		2	5	40.0%	29.2%	
FOOD SERVICE	27	1	8		1				1	4		4	0		46	100	46.0%	48.7%	
GATE MONEY																1	0.0%	16.7%	
GRIEVANCE PROCESS	2									0			0		2	7	28.6%	38.7%	
HOUSING	25	2	21	3						0		1	2		54	76	71.1%	63.8%	
HYGIENE	6		1		2			1		0		1	0		11	24	45.8%	44.9%	
IDR	1									0		1	0		2	11	18.2%	42.9%	
LAW LIBRARY	12		6						1	0		1	0	1	21	54	38.9%	50.3%	
LEGAL SERVICES	2		1							2		4	0		9	22	40.9%	54.6%	
MAIL	6		4						2	4		10	1		27	101	26.7%	44.1%	
MEDICAL SPECIALIST	2									0		1	0		3	23	13.0%	20.8%	
MEDICAL GENERAL	38		15	1	1			2	2	5		18	4	1	87	363	24.0%	26.7%	
MENTAL HEALTH	1		1		2					0		2	0		6	13	46.2%	37.6%	
MISCELLANEOUS	40	1	35		1			2	5	1		20	3		108	205	52.7%	66.9%	
OPTICAL																1	0.0%	19.5%	
OTA	13									1		6	0		20	67	29.9%	39.8%	
OVERCROWDING	1									0			0		1	2	50.0%	28.3%	
PARITY FOR WOMEN																	0.0%	16.7%	
PHARMACY	0									0			3		3	8	37.5%	8.3%	
PHYSICAL PLANT	3									0			0		3	8	37.5%	27.6%	
PRE-RELEASE SVCS	3				1			1		3			2		10	20	50.0%	52.0%	
PROGRAM	0		2		1					0		8	1		12	21	57.1%	46.6%	
PROPERTY	51		36		4	1		1		3		22	1		119	292	40.8%	44.8%	
RECREATION	0		1							0		1	1		3	5	60.0%	56.2%	
RELIGION	0		4			1				0		1	0		6	28	21.4%	46.8%	
SAFETY	1		1							0			0		2	4	50.0%	44.2%	
SEGREGATION	6	1					2			1			3		13	20	65.0%	61.8%	
STAFF	28	2	73	11	7		1	4	3	6		59	6	2	202	478	42.3%	45.8%	
SUPERINTENDENT	0									0		2	0		2	8	25.0%	55.0%	
TELEPHONE	14		1						3	0		10	1		29	72	40.3%	54.4%	
TEMPERATURE	1						1			0			1		3	7	42.9%	48.4%	
TIME ACCOUNTING	11				1			1	1	1		2	0		17	52	32.7%	13.7%	
VISITATION	4		2						1	0		4	0		11	25	44.0%	47.7%	
WORK/TRAINING	13		20							1		3	1		38	74	51.4%	48.7%	
<b>Total Screened</b>	<b>351</b>	<b>8</b>	<b>248</b>	<b>16</b>	<b>23</b>	<b>2</b>	<b>6</b>	<b>12</b>	<b>28</b>	<b>45</b>	<b>2</b>	<b>224</b>	<b>37</b>	<b>4</b>	<b>1006</b>	<b>2428</b>	<b>41.4%</b>	<b>48.2%</b>	
<b>Total Filed</b>	<b>812</b>	<b>21</b>	<b>609</b>	<b>48</b>	<b>54</b>	<b>13</b>	<b>12</b>	<b>40</b>	<b>53</b>	<b>97</b>	<b>14</b>	<b>525</b>	<b>123</b>	<b>7</b>					
<b>Percent Screened 2009</b>	<b>43.2%</b>	<b>38.1%</b>	<b>40.7%</b>	<b>33.3%</b>	<b>42.6%</b>	<b>15.4%</b>	<b>50.0%</b>	<b>30.0%</b>	<b>52.8%</b>	<b>46.4%</b>	<b>14.3%</b>	<b>42.7%</b>	<b>30.1%</b>	<b>57.1%</b>	<b>41.4%</b>				
<b>Avg. Screened 2003-2008</b>	<b>46.6%</b>	<b>57.8%</b>	<b>46.7%</b>	<b>39.0%</b>	<b>52.6%</b>	<b>0.0%</b>	<b>44.2%</b>	<b>28.9%</b>	<b>65.2%</b>	<b>45.8%</b>	<b>38.1%</b>	<b>56.1%</b>	<b>50.6%</b>	<b>57.0%</b>	<b>48.2%</b>				
<b>Percent Screened 2008</b>	<b>47.9%</b>	<b>60.0%</b>	<b>32.4%</b>	<b>34.0%</b>	<b>48.6%</b>		<b>21.7%</b>	<b>30.6%</b>	<b>67.7%</b>	<b>38.8%</b>	<b>35.7%</b>	<b>62.0%</b>	<b>26.7%</b>	<b>50.0%</b>	<b>41.8%</b>				
<b>Percent Screened 2007</b>	<b>45.1%</b>	<b>47.8%</b>	<b>37.7%</b>	<b>19.8%</b>	<b>31.9%</b>		<b>72.2%</b>	<b>26.1%</b>	<b>45.9%</b>	<b>50.0%</b>	<b>63.6%</b>	<b>56.4%</b>	<b>32.9%</b>	<b>56.1%</b>	<b>42.7%</b>				
<b>Percent Screened 2006</b>	<b>42.9%</b>	<b>73.3%</b>	<b>39.4%</b>	<b>12.2%</b>	<b>48.1%</b>		<b>32.1%</b>	<b>21.4%</b>	<b>49.0%</b>	<b>47.6%</b>	<b>0.0%</b>	<b>57.0%</b>	<b>46.3%</b>	<b>68.2%</b>	<b>43.0%</b>				
<b>Percent Screened 2005</b>	<b>38.6%</b>	<b>54.3%</b>	<b>44.1%</b>	<b>35.8%</b>	<b>49.7%</b>		<b>40.7%</b>	<b>34.7%</b>	<b>75.0%</b>	<b>32.3%</b>	<b>54.5%</b>	<b>58.4%</b>	<b>60.7%</b>	<b>37.5%</b>	<b>46.5%</b>				
<b>Percent Screened 2004</b>	<b>56.1%</b>	<b>52.8%</b>	<b>60.2%</b>	<b>65.6%</b>	<b>52.5%</b>		<b>53.6%</b>	<b>23.8%</b>	<b>75.7%</b>	<b>52.5%</b>	<b>75.0%</b>	<b>60.2%</b>	<b>54.7%</b>	<b>30.0%</b>	<b>57.9%</b>				
<b>Percent Screened 2003</b>	<b>48.7%</b>	<b>58.5%</b>	<b>66.2%</b>	<b>66.4%</b>	<b>84.6%</b>		<b>44.6%</b>	<b>37.1%</b>	<b>77.8%</b>	<b>53.7%</b>	<b>0.0%</b>	<b>42.9%</b>	<b>82.4%</b>	<b>100.0%</b>	<b>57.2%</b>				

**Chart 15. Grievance Screenings by All Subjects**



**Chart 16. Healthcare and Non-Healthcare Screenings by Facility**



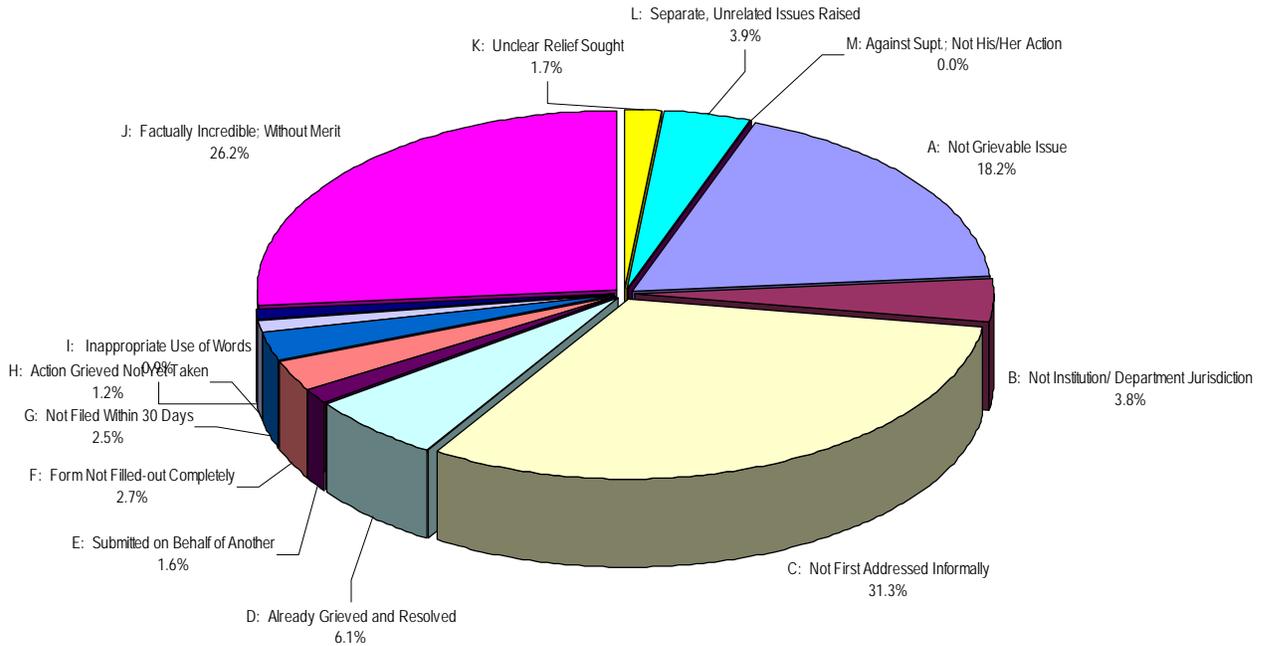
**Table 7. Non-Health Care Screenings by Subject and Institution**

LOCATION	ACC	AMCC	AZ-RRCC	FCC	HMCC	HCF	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	Total Screened	Total Filed	Percent Screened
SUBJECT																	
ACCESS TO COURTS	1									0			0		1	6	16.7%
ADA	0									1			0		1	3	33.3%
BEDDING																2	0.0%
CLASSIFICATION	11		5					1	1	3	2	14	4		41	59	69.5%
CLOTHING	6		5				1			1			0		13	24	54.2%
COMMISSARY	3		2						1	0		12	0		18	37	48.6%
CRAFT AND CLUB SALES															0	0	0.0%
DISCIPLINARY	17	1	4	1					4	7		16	3		53	64	82.8%
EDUCATION	0				2					0			0		2	5	40.0%
FOOD SERVICE	27	1	8		1				1	4		4	0		46	100	46.0%
GATE MONEY																1	0.0%
GRIEVANCE PROCESS	2									0			0		2	7	28.6%
HOUSING	25	2	21	3						0		1	2		54	76	71.1%
HYGIENE	6		1		2		1			0		1	0		11	24	45.8%
IDR	1									0		1	0		2	11	18.2%
LAW LIBRARY	12		6						1	0		1	0	1	21	54	38.9%
LEGAL SERVICES	2		1							2		4	0		9	22	40.9%
MAIL	6		4						2	4		10	1		27	101	26.7%
MISCELLANEOUS	40	1	35		1			2	5	1		20	3		108	205	52.7%
OTA	13									1		6	0		20	67	29.9%
OVERCROWDING	1									0			0		1	2	50.0%
PARITY FOR WOMEN																	0.0%
PHYSICAL PLANT	3									0			0		3	8	37.5%
PRE-RELEASE SVCS	3				1			1		3			2		10	20	50.0%
PROGRAM	0		2		1					0		8	1		12	21	57.1%
PROPERTY	51		36		4	1		1		3		22	1		119	292	40.8%
RECREATION	0		1							0		1	1		3	5	60.0%
RELIGION	0		4			1				0		1	0		6	28	21.4%
SAFETY	1		1							0			0		2	4	50.0%
SEGREGATION	6	1					2			1			3		13	20	65.0%
STAFF	28	2	73	11	7		1	4	3	6		59	6	2	202	478	42.3%
SUPERINTENDENT	0									0		2	0		2	8	25.0%
TELEPHONE	14		1						3	0		10	1		29	72	40.3%
TEMPERATURE	1						1			0			1		3	7	42.9%
TIME ACCOUNTING	11				1			1	1	1		2	0		17	52	32.7%
VISITATION	4		2						1	0		4	0		11	25	44.0%
WORK/TRAINING	13		20							1		3	1		38	74	51.4%
Total Screened	308	8	232	15	20	2	6	10	23	39	2	202	30	3	900	1984	45.4%
Grand Total	665	19	487	40	39	9	12	29	35	79	12	465	88	5			
Percent Screened 2009	46.3%	42.1%	47.6%	37.5%	51.3%	22.2%	50.0%	34.5%	65.7%	49.4%	16.7%	43.4%	34.1%	60.0%	45.4%		

**Table 8. Health Care Screenings by Subject and Institution**

LOCATION	ACC	AMCC	AZ-RRCC	FCC	HMCC	HCF	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	Total Screened	Total Filed	Percent Screened
SUBJECT																	
DENTAL	2								3	1		1	0		7	36	19.4%
MEDICAL SPECIALIST	2									0		1	0		3	23	13.0%
MEDICAL GENERAL	38		15	1	1			2	2	5		18	4	1	87	363	24.0%
MENTAL HEALTH	1		1		2					0		2	0		6	13	46.2%
OPTICAL																1	0.0%
PHARMACY	0									0			3		3	8	37.5%
Total Screened	43	0	16	1	3	0	0	2	5	6	0	22	7	1	106	444	23.9%
Grand Total	147	2	122	8	15	4	0	11	18	18	2	60	35	2			
Percent Screened 2009	29.3%	0.0%	13.1%	12.5%	20.0%	0.0%	0.0%	18.2%	27.8%	33.3%	0.0%	36.7%	20.0%	50.0%	23.9%		

**Chart 17. Types of Screenings**



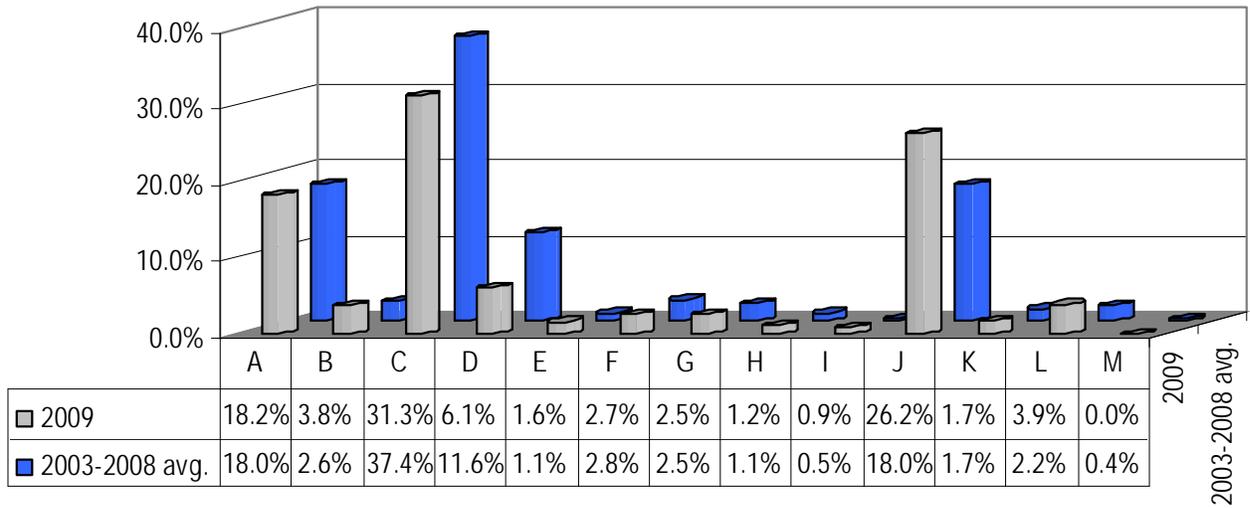
**Table 9. Grievance Screenings by Type and Institution**

SCREENING TYPE	ACC	AMCC	AZ-RRCC	FCC	HMCC	HCF	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	Total Screened
A: Not Grievable Issue	71	3	8	4	3		2	3	8	16	1	44	20		183
B: Not Institution/ Department Jurisdiction	6	1	7	3					1			19	1		38
C: Not First Addressed Informally	76		92	4	14	1	4	4	7	5		102	5	1	315
D: Already Grievated and Resolved	10	2	13		2	1		1		8		17	7		61
E: Submitted on Behalf of Another	5		3	3								5			16
F: Form Not Filled-out Completely	10	1	2					2		7		5			27
G: Not Filed Within 30 Days	8		7					1				8			25
H: Action Grievated Not Yet Taken	5		4								1	2			12
I: Inappropriate Use of Words	2	1	4									1	1		9
J: Factually Incredible; Without Merit	128		100	1	2				12	7		12	2		264
K: Unclear Relief Sought	9		3									2	1	2	17
L: Separate, Unrelated Issues Raised	21		5	1	1			1		2		7		1	39
M: Against Supt.; Not His/Her Action															0
<b>Grand Total</b>	<b>351</b>	<b>8</b>	<b>248</b>	<b>16</b>	<b>23</b>	<b>2</b>	<b>6</b>	<b>12</b>	<b>28</b>	<b>45</b>	<b>2</b>	<b>224</b>	<b>37</b>	<b>4</b>	<b>1006</b>

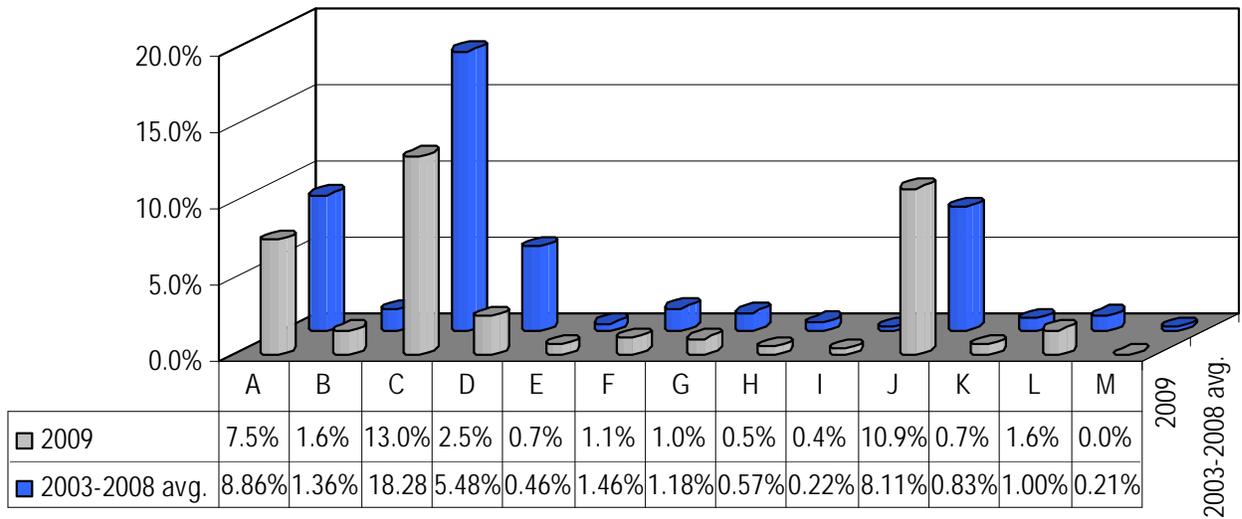
**Table 10. Grievance Screenings by Type**

Screening Type	Pct. of Screenings		Pct. of all Grievances	
	2009	2003-2008	2009	2003-2008
A: Not Grievable Issue	18.2%	17.98%	7.5%	8.86%
B: Not Institution/ Department Jurisdiction	3.8%	2.65%	1.6%	1.36%
C: Not First Addressed Informally	31.3%	37.38%	13.0%	18.28%
D: Already Grievated and Resolved	6.1%	11.58%	2.5%	5.48%
E: Submitted on Behalf of Another	1.6%	1.10%	0.7%	0.46%
F: Form Not Filled-out Completely	2.7%	2.84%	1.1%	1.46%
G: Not Filed Within 30 Days	2.5%	2.47%	1.0%	1.18%
H: Action Grievated Not Yet Taken	1.2%	1.13%	0.5%	0.57%
I: Inappropriate Use of Words	0.9%	0.48%	0.4%	0.22%
J: Factually Incredible; Without Merit	26.2%	18.03%	10.9%	8.11%
K: Unclear Relief Sought	1.7%	1.71%	0.7%	0.83%
L: Separate, Unrelated Issues Raised	3.9%	2.21%	1.6%	1.00%
M: Against Supt.; Not His/Her Action	0.0%	0.43%	0.0%	0.21%
			<b>41.4%</b>	<b>47.0%</b>

**Chart 18. Type of Screening as Percent of All Screenings**

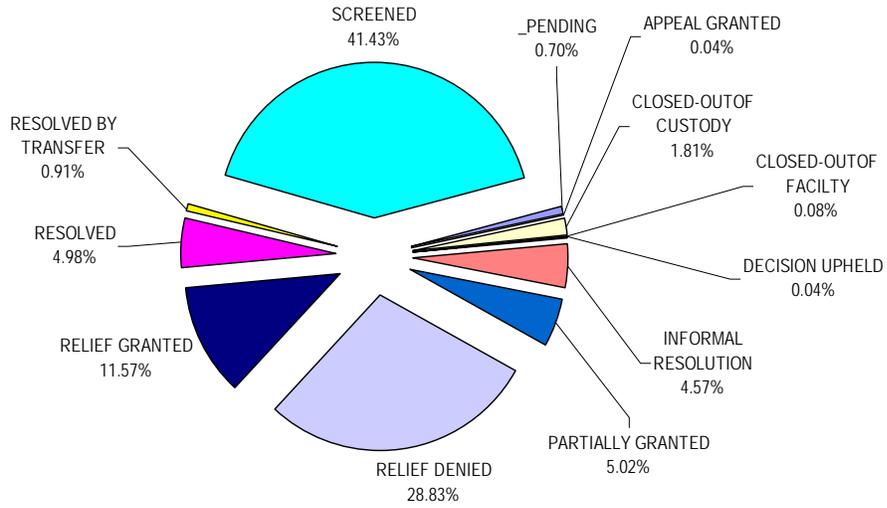


**Chart 19. Type of Screening as Percent of All Grievances Filed**

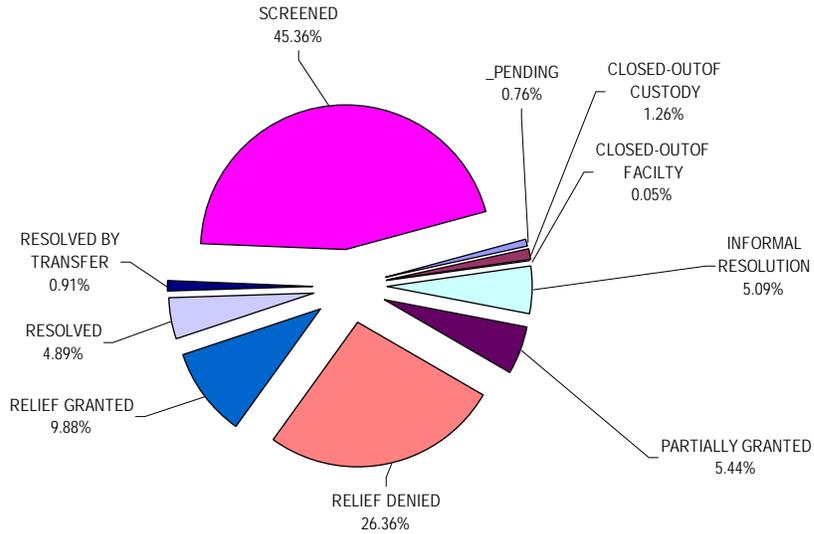


**Part Four:**  
**Grievance Dispositions**

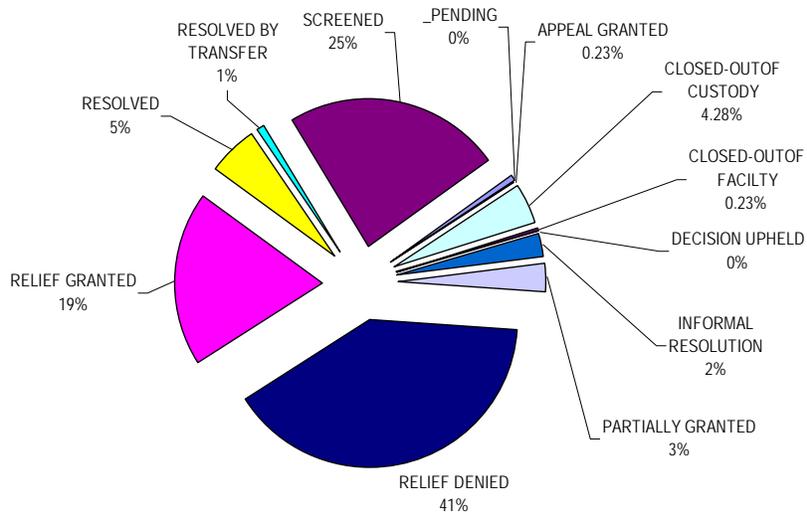
**Chart 20. All Level 1 Decisions**



**Chart 21. Level 1 Non-Healthcare Decisions**



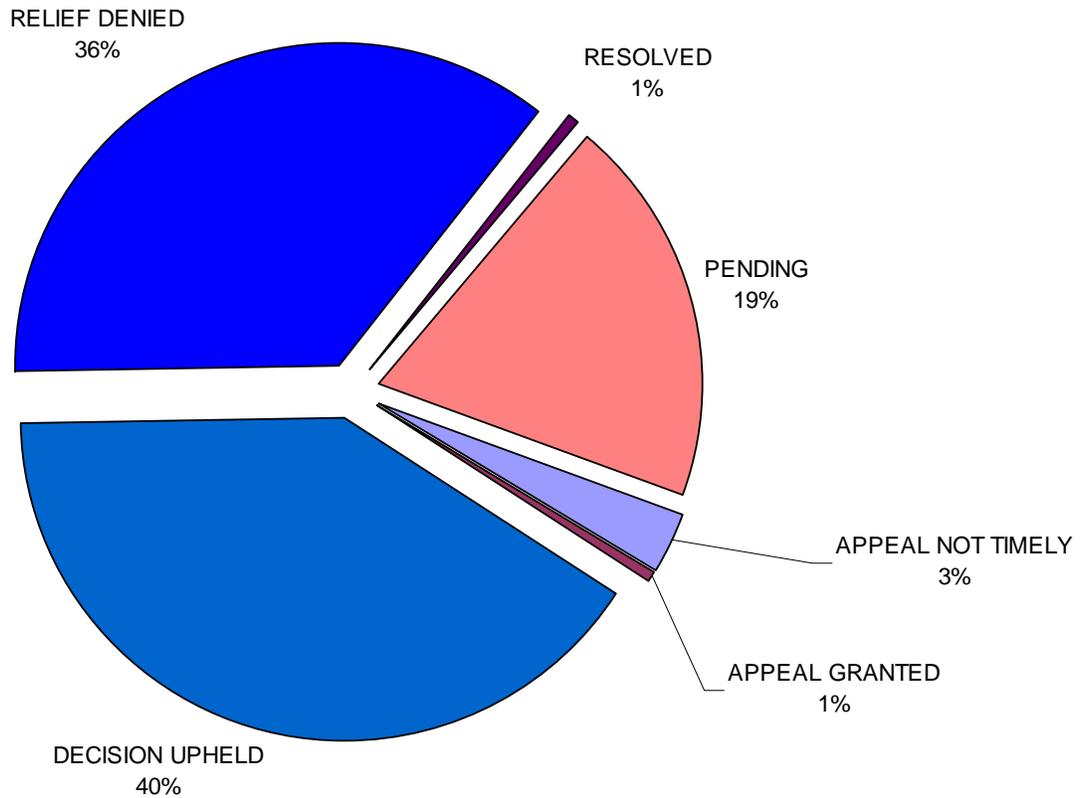
**Chart 22. Level 1 Healthcare Decisions**



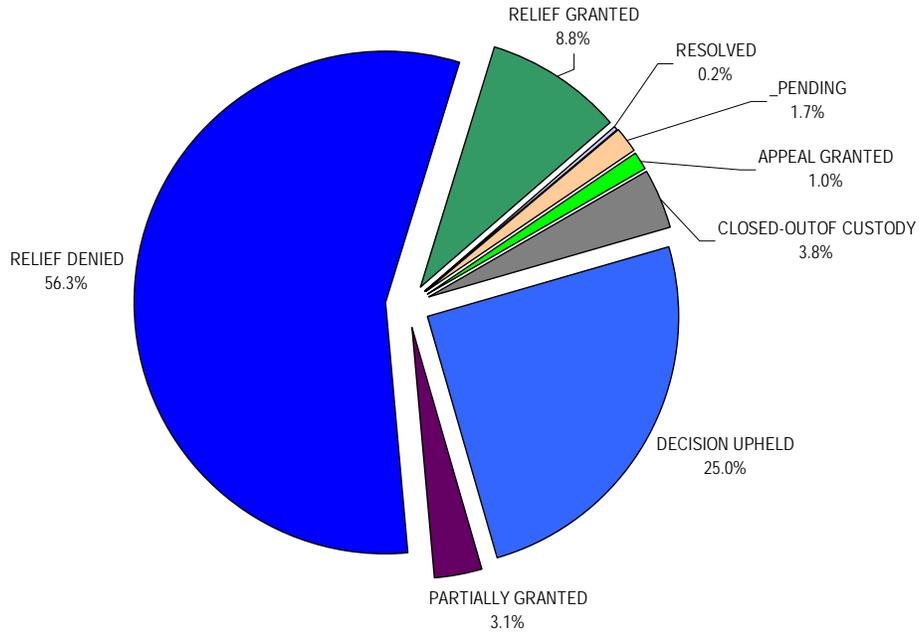
**Table 11. Grievance Dispositions by Level and Subject Category**

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	15	2	17	28	3	31	9		9	
APPEAL GRANTED		1	1	1		1	4	1	5	
APPEAL NOT TIMELY				4	2	6				
CLOSED-OUTOF CUSTODY	25	19	44				15	5	20	4
CLOSED-OUTOF FACILITY	1	1	2							2
DECISION UPHELD		1	1	78	6	84	118	12	130	72
INFORMAL RESOLUTION	101	10	111							
PARTIALLY GRANTED	108	14	122				9	7	16	13
RELIEF DENIED	523	177	700	70	2	72	221	72	293	17
RELIEF GRANTED	196	85	281				15	31	46	8
RESOLVED	97	24	121	1		1		1	1	
RESOLVED BY TRANSFER	18	4	22							
SCREENED	900	106	1006							
<b>Grand Total</b>	<b>1984</b>	<b>444</b>	<b>2428</b>	<b>182</b>	<b>13</b>	<b>195</b>	<b>391</b>	<b>129</b>	<b>520</b>	<b>116</b>

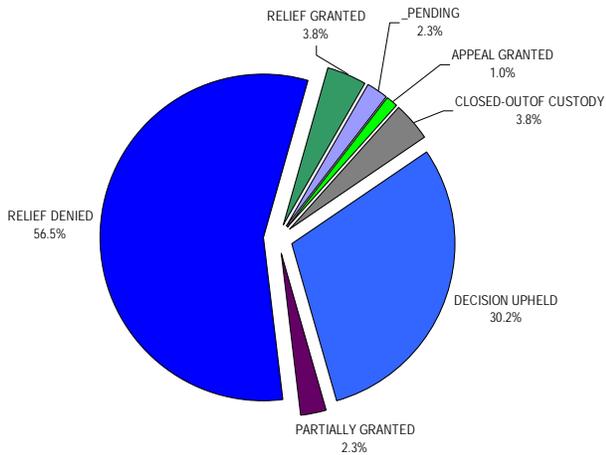
**Chart 23. All Screening Appeal Decisions**



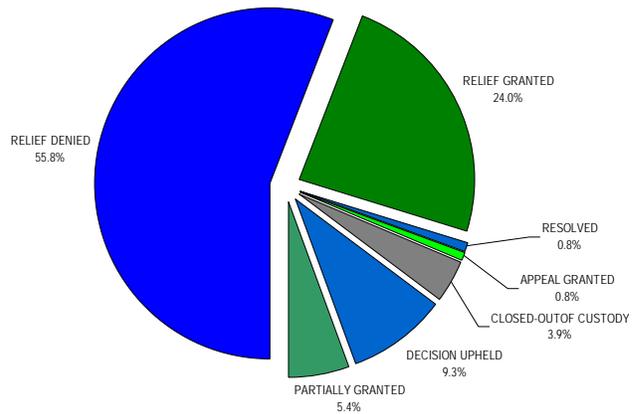
**Chart 24. All Level 2 Appeal Decisions**



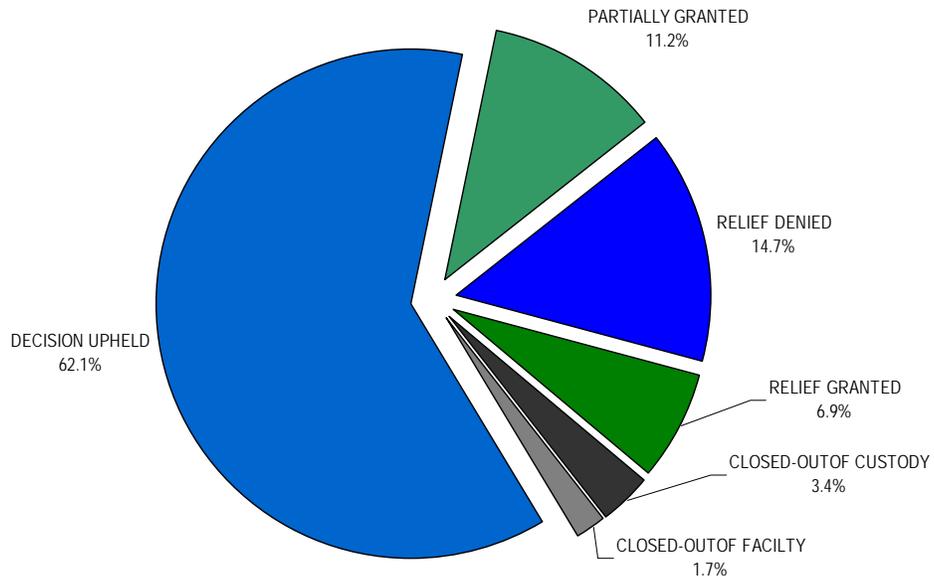
**Chart 25. Level 2 Non-Healthcare Appeal Decisions**



**Chart 26. Level 2 Healthcare Decisions**



**Chart 27. Level 3 All Appeal Decisions**



**Part Five:**  
**Processing Timeframes**

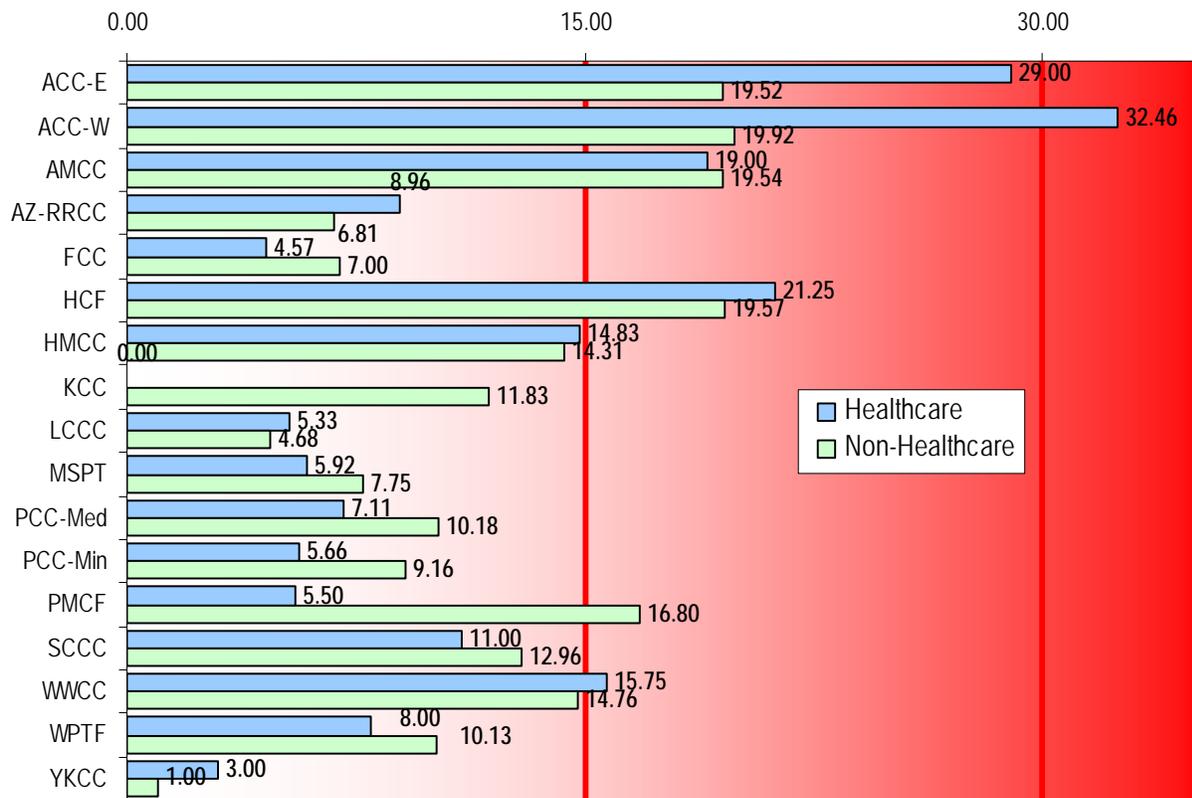
**Table 12. Grievance Completion and Processing Time Summary**

Level	Processing	Healthcare	Non-Healthcare	All
Level 1 Screenings and Decisions	Grievances filed	444	1984	2428
	Screened	106	900	1006
	Pct. Screened	23.9%	45.4%	41.4%
	Needing Decisions	338	1084	1422
	Done	337	1069	1406
	Pending	1	15	16
	Pct. Pending	0.3%	1.4%	1.1%
	2009 Processing Time (workdays)	15.92	13.22	
	2008 Processing Time (workdays)	15.78	11.23	
Level 2 Decisions	Appeals filed	129	391	520
	Done	129	382	511
	Pending	0	9	9
	Pct Pending	0.0%	2.3%	1.7%
	2009 Processing Time (workdays)	24.06	27.79	
	2008 Processing Time (workdays)	24.95	36.61	
Level 3 Decisions	2009 Processing Time (workdays)		25.12	
	2008 Processing Time (workdays)		17.1	

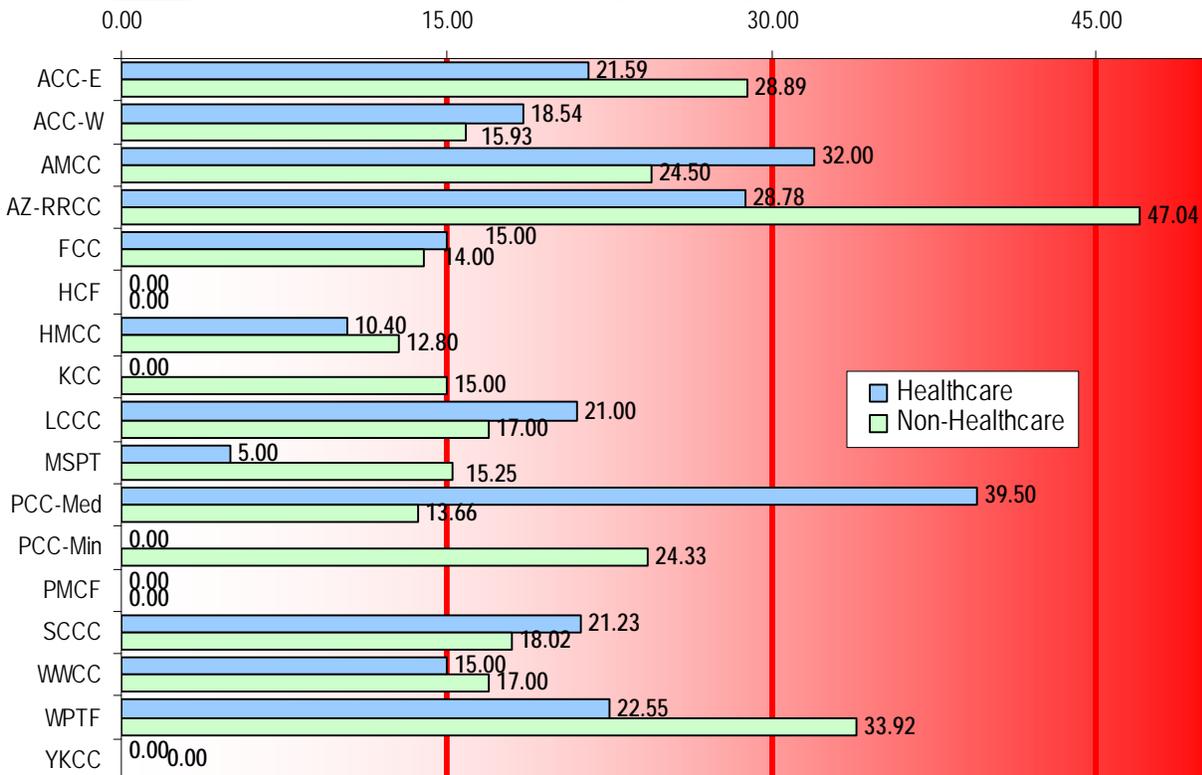
**Table 13. Grievance Processing Times by Institution, Subject Category, and Grievance Level**

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	71	29.00	201	19.52	22	21.59	48	28.89	116	25.12
ACC-W	32	32.46	141	19.92	11	18.54	32	15.93		
AMCC	2	19.00	11	19.54	1	32.00	2.0	24.50		
AZ-RRCC	106	8.96	255	6.81	56	28.78	99	47.04		
FCC	7	4.57	25	7.00	2	15.00	4	14.00		
HCF	4	21.25	7	19.57	0	0.00	0	0.00		
HMCC	12	14.83	19	14.31	5	10.40	5	12.80		
KCC	0	0.00	6	11.83	0	0.00	2	15.00		
LCCC	9	5.33	19	4.68	1	21.00	1	17.00		
MSPT	13	5.92	12	7.75	1	5.00	4	15.25		
PCC-Med	9	7.11	22	10.18	2	39.50	6	13.66		
PCC-Min	3	5.66	18	9.16	0	0.00	6	24.33		
PMCF	2	5.50	10	16.80	0	0.00	0	0.00		
SCCC	38	11.00	263	12.96	17	21.23	142	18.02		
WWCC	16	15.75	13	14.76	2	15.00	3	17.00		
WPTF	12	8.00	45	10.13	9	22.55	28	33.92		
YKCC	1	3.00	2	1.00	0	0.00	0	0.00		
Total/Avg.	337	15.92	1069	13.22	129	24.06	382	27.79		

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



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



**Table 14. Pending Grievances**

Level	Grievance Location	Grievance ID	Subject	Disposition	Grievance Received	To Inmate
1	ANCHORAGE JAIL	22118	VISITATION		10-Sep-09	
1	ANCHORAGE JAIL	22607	ADA	INVESTIGATION	26-Jun-09	
1	ANCHORAGE JAIL	22685	LAW LIBRARY		23-Jul-09	
1	ANCHORAGE JAIL	22686	LAW LIBRARY		23-Jul-09	
1	ANCHORAGE JAIL	22865	GRIEVANCE PROCESS	INVESTIGATION	29-Jul-09	
1	ANCHORAGE JAIL	23198	HYGIENE	SUPERINTENDENT	14-Sep-09	
1	ANCHORAGE JAIL	23225	FOOD SERVICE	SUPERINTENDENT	17-Sep-09	
1	ANCHORAGE JAIL	23227	PROPERTY	SUPERINTENDENT	18-Sep-09	
1	ANCHORAGE JAIL	23318	PROPERTY	SUPERINTENDENT	30-Sep-09	
1	ANCHORAGE JAIL	23389	HOUSING	SUPERINTENDENT	13-Oct-09	
1	ANCHORAGE JAIL	23391	LAW LIBRARY	SUPERINTENDENT	13-Oct-09	
1	ANCHORAGE JAIL	23395	MISCELLANEOUS	SUPERINTENDENT	13-Oct-09	
1	ANCHORAGE JAIL	23398	TELEPHONE	SUPERINTENDENT	13-Oct-09	
1	ANCHORAGE JAIL	23481	STAFF	SUPERINTENDENT	26-Oct-09	
1	ANCHORAGE JAIL	23585	STAFF	SUPERINTENDENT	09-Nov-09	
1	ANCHORAGE JAIL	23631	MAIL	SUPERINTENDENT	16-Nov-09	
1	ANCHORAGE JAIL	23663	LAW LIBRARY	SUPERINTENDENT	02-Nov-09	
2	ANCHORAGE JAIL	22687	LAW LIBRARY		23-Jul-09	
2	ANCHORAGE JAIL	22776	PROPERTY		21-Aug-09	
2	ANCHORAGE JAIL	22997	STAFF		11-Sep-09	
1	COOK INLET PRET	22249	TIME ACCOUNTING	INVESTIGATION	08-May-09	
2	COOK INLET PRET	21711	VISITATION		27-Apr-09	
2	COOK INLET PRET	22250	LAW LIBRARY		10-Jun-09	
2	COOK INLET PRET	22815	COMMISSARY		03-Aug-09	