

# Department of Corrections



## 2004 Grievance Report

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Standards Administrator

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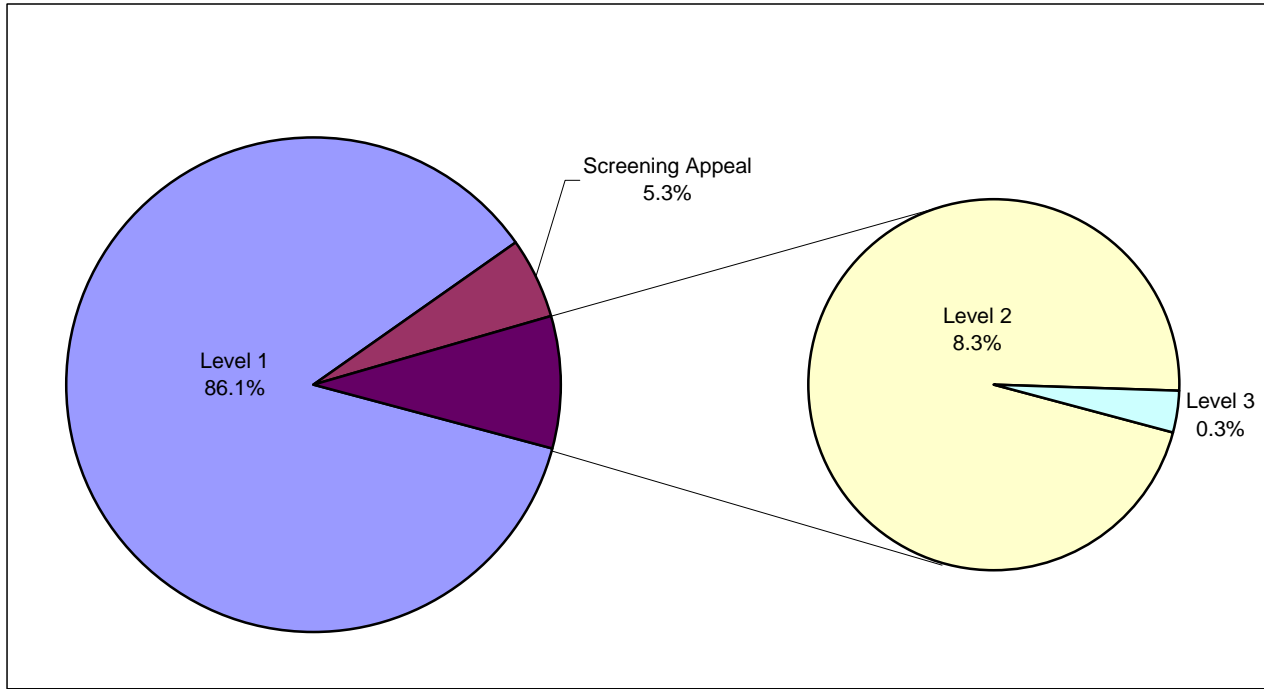
## Introduction

The following report summarizes grievance activity during 2004 in comparison with 2003 data. This brief introduction describes some of the content and format of this report.

- The data represented in the following graphics was compiled directly from DIO input and Community Residential Center (CRC) submissions.
- This annual report is the second from the Standards Office in recent years so that historical trends and patterns can be recognized.
- The 2003 Annual Grievance Report was limited in scope by a large amount of incomplete or inaccurate grievances data in DIO. Through the diligent entry and updating of data by most of the Facility Standards Officers in 2004, more complete data input has enabled a more extensive reporting of grievance activity.
- The use of graphic charts and tables has greatly expanded in this report so that many conclusions can be readily drawn from careful review of the data. Consequently, interpretive narrative has been restricted to a few brief observations.
- The number of screened grievances continues to be a concern for two primary reasons. First, screenings can appear to circumvent the grievance process and negate its validity. Second, screenings appeals that exhaust the administrative remedies of the department at the institutional level can be filed with the courts without full departmental review. Consequently, the collection and analysis of grievance screening data has been expanded in this report.
- Health Care grievances represent a prominent number of grievances. For analytical purposes, separate categories of health care and non-health care grievances have been identified with a considerable amount of the grievance data separated into these categories. The Healthcare subject category includes Medical General, Medical Specialist, Mental Health, Dental, and Optical grievances.
- The report consists of six sections with graphical information and commentary
  - Part One provides an overview of the system-wide grievance activity.
  - Part Two examines the subject of grievances.
  - Part Three examines the screening of grievances.
  - Part Four examines the dispositions of grievances.
  - Part Five concludes with a summary that includes program goals and recommendations.
  - Part Six is an appendix containing some of the tables of data collected.

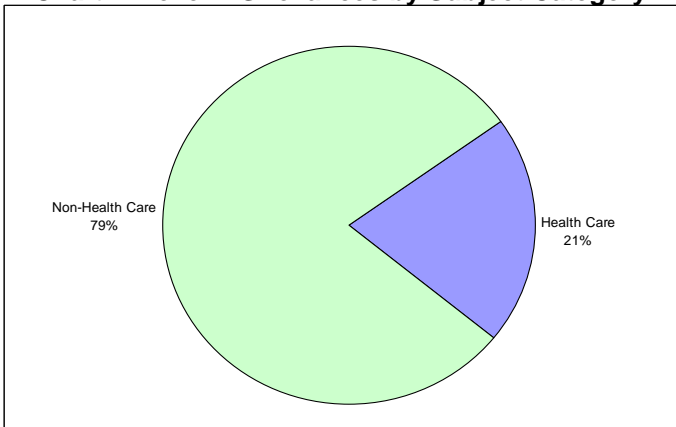
# Part 1--Grievance Overview

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

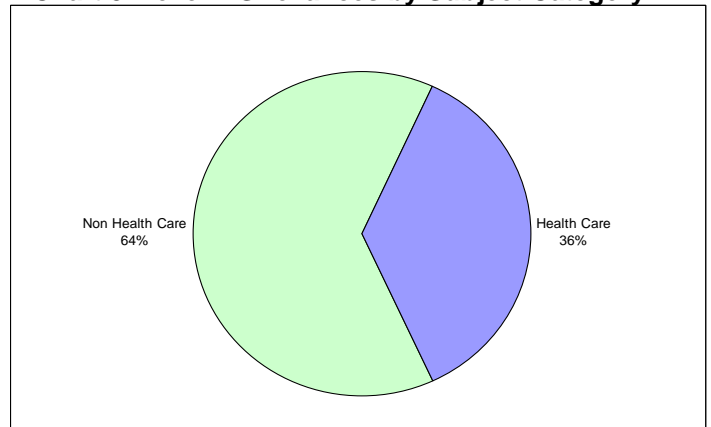


The percentage of grievance activity by processing level is illustrated here. In 2004, DIO reported 3657 grievance actions. 86% of the grievance activity resulted from the initial filing of 3149 grievances, with around one tenth of those grievances reviewed by the Director of Institutions or the Medical Advisory Committee. Although the figures show activity as recorded in DIO, not all institutions are recording the appeals of screened grievances on the level 2 grievance screens as directed. It is believed that the considerably more grievance screenings have been appealed.

**Chart 2. Level 1 Grievances by Subject Category**

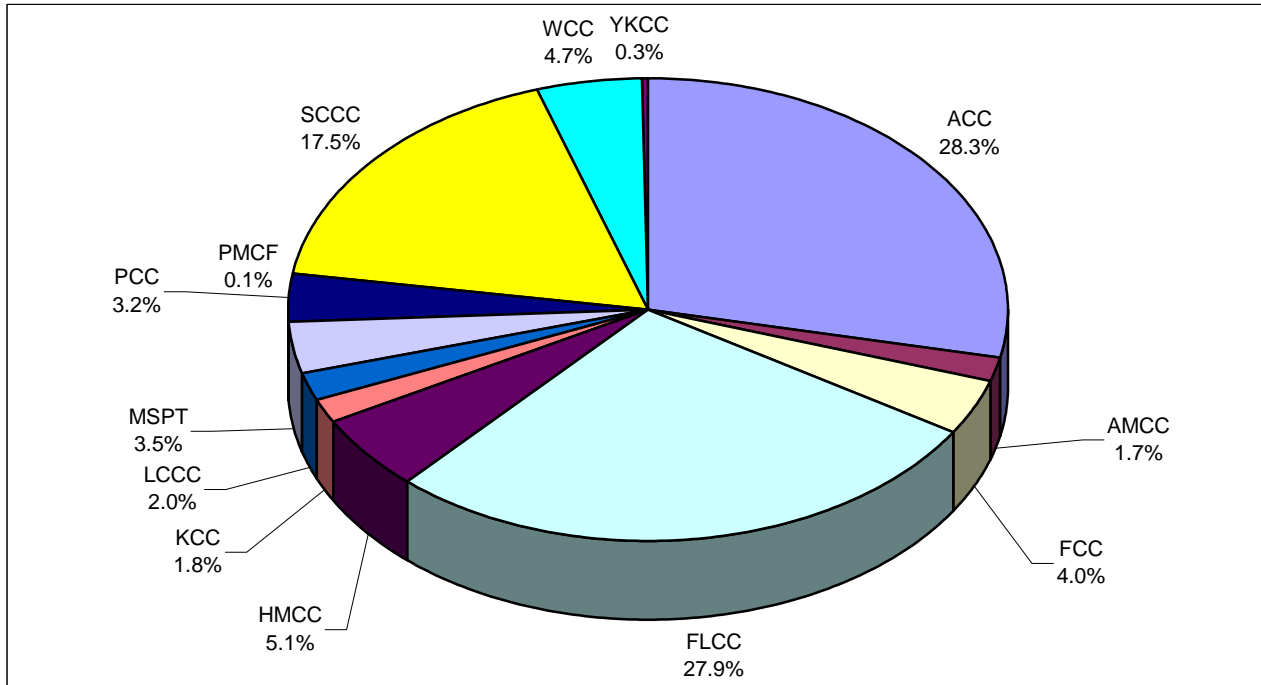


**Chart 3. Level 2 Grievances by Subject Category**



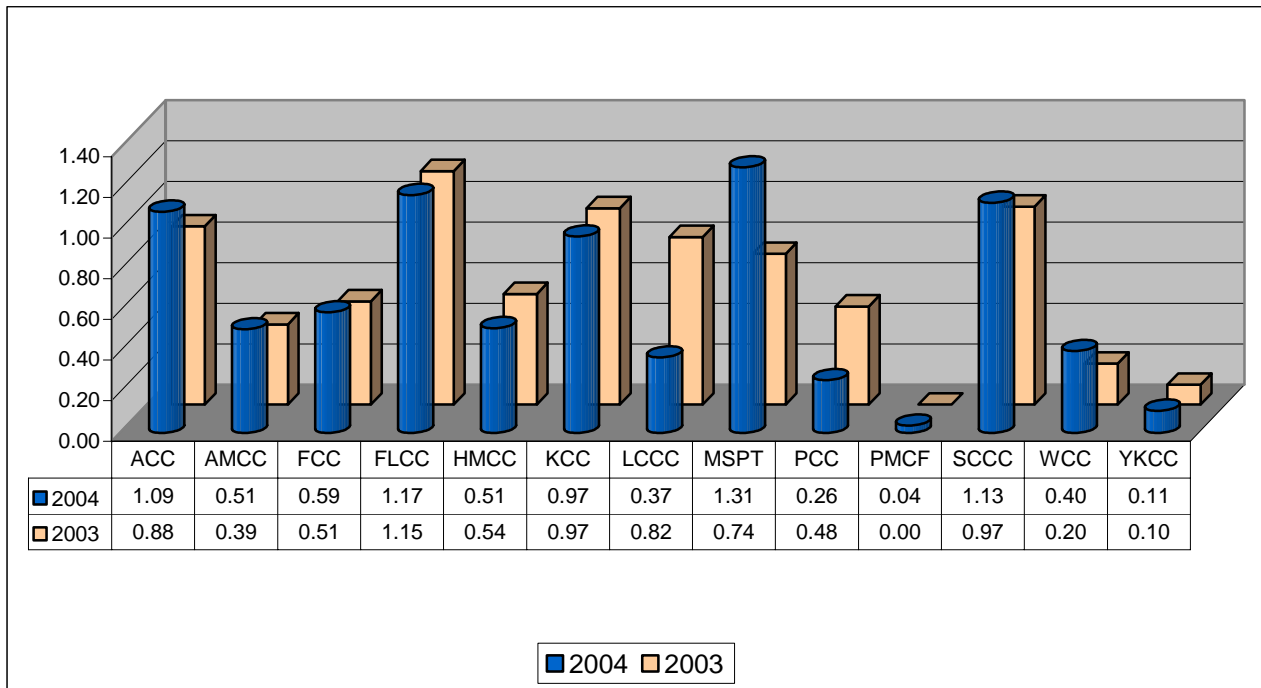
These charts illustrate the volume of grievance activity according to the broad subject categories of healthcare and non-healthcare grievances. The higher percentage of healthcare grievances appealed to the Medical Advisory Committee is significant when considering that healthcare grievance decisions also grant a higher percentage of relief.

**Chart 4. Grievance Activity by Institution.**



A 19% increase in grievances filed at the Anchorage Complex during 2004 resulted in the institution surpassing Florence Correctional Center as the facility with the highest percent of grievances filed.

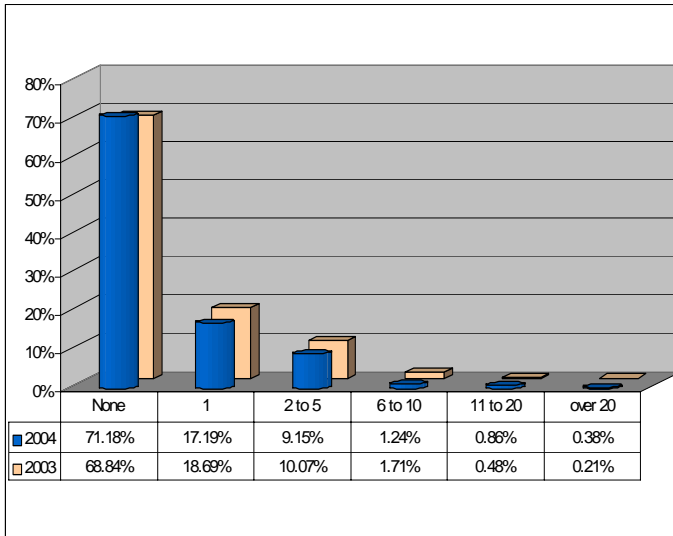
**Chart 5. Grievance Activity based upon Facility Population.**



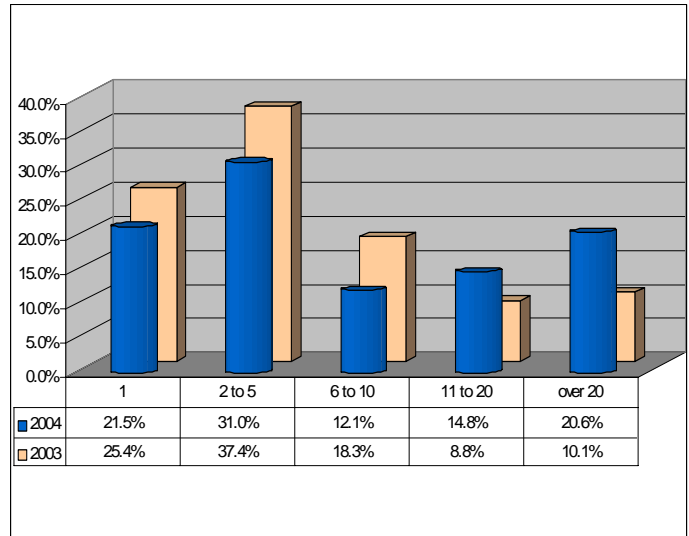
This chart provides an analysis of a grievance per inmate value for each facility. The value is derived from the number of grievances filed at the facility in relation to its capacity in order to more equitably compare grievance activity at both large and small facilities. Wildwood and Mat-Sue Pretrial both had

the largest increases with Mat-Su also having the highest grievance to inmate value. Conversely, Palmer and Lemon Creek has the largest decreases in grievances filed. In smaller facilities, the prolific filing of grievances by just one or two inmates can significantly alter this value.

**Chart 6. Grievances filed per inmate**



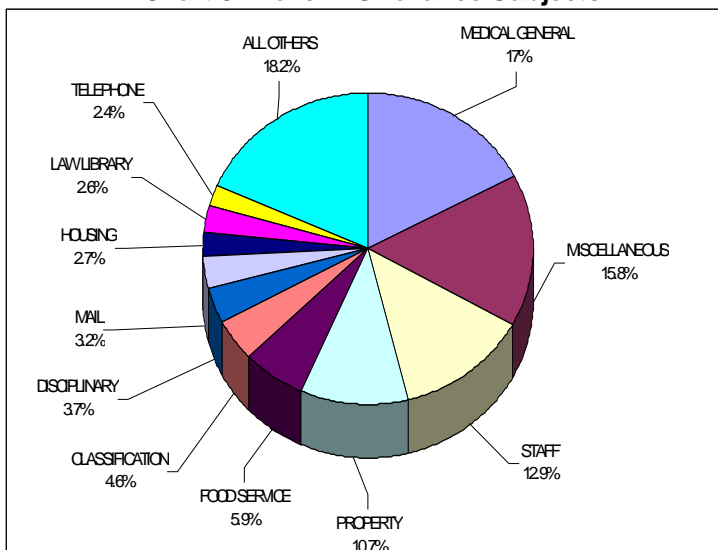
**Chart 7. Percent of Grievances filed per inmate group**



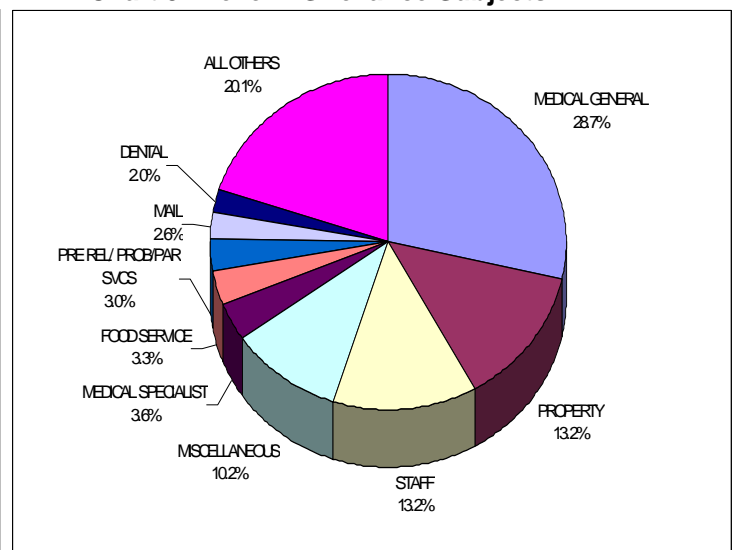
Despite the increased number of grievances filed, Chart 6 shows that a higher percentage of inmates never filed a single grievance during 2004. However, the number of inmates who filed more than 10 grievances notably increased. These two very small groups (1.25% of the inmates) generated over one-third of all the grievances filed.

## Part 2--Grievance Subjects

**Chart 8. Level 1 Grievance Subjects.**

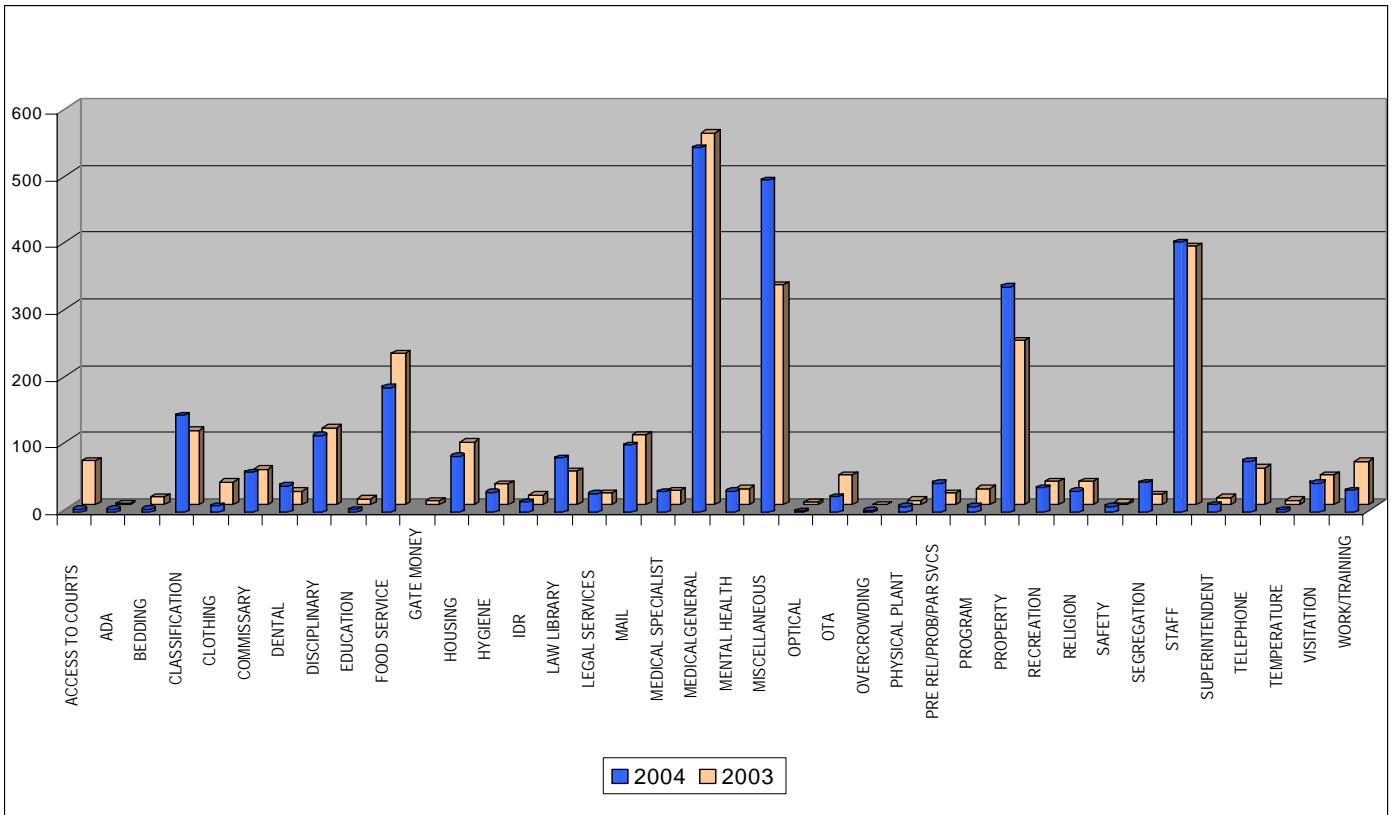


**Chart 9. Level 2 Grievance Subjects**

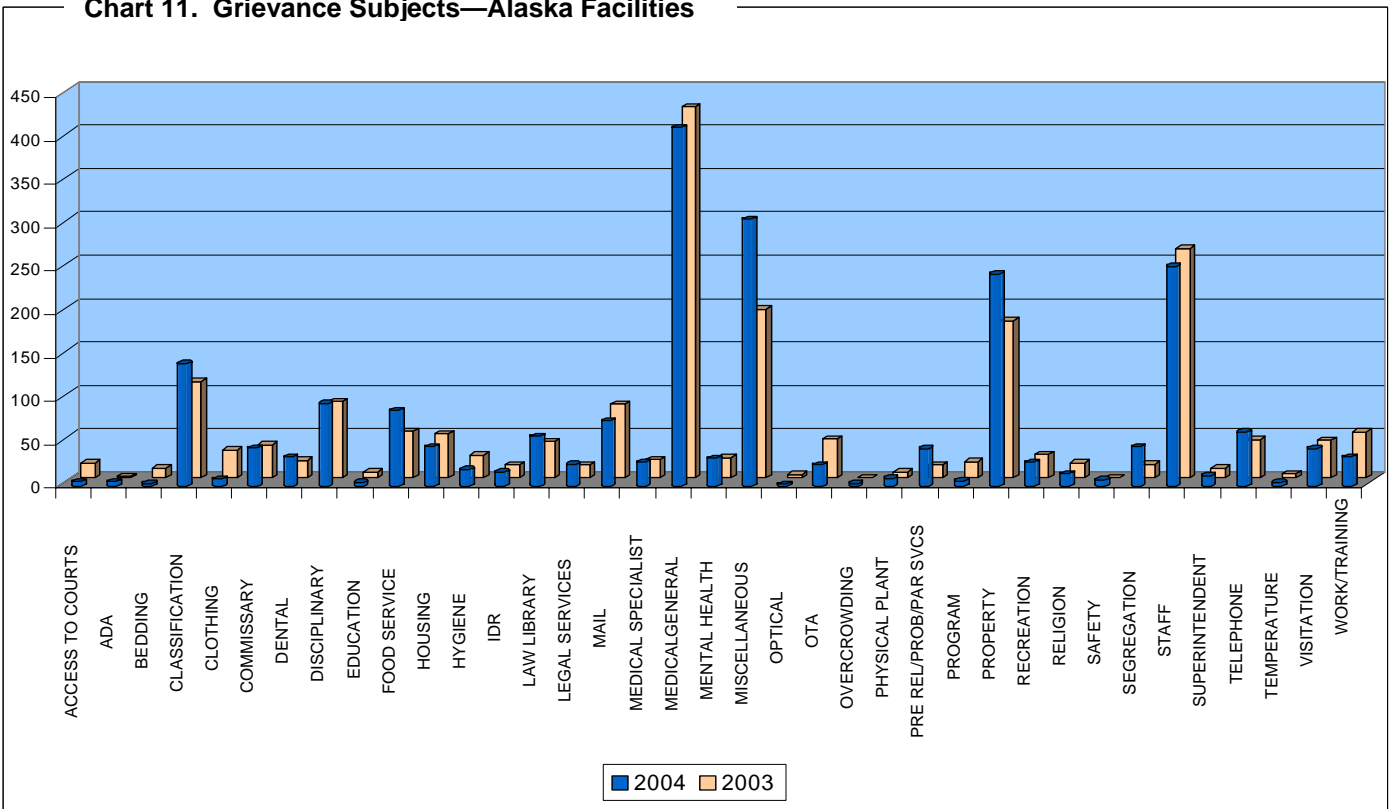


Examination of Charts 8 and 9 not only shows the most common grievances filed initially but also the subject areas in which inmates will persist in their efforts to get relief. Property and staff grievances (13.2%) are equally the most common grievances submitted to the Director of Institutions.

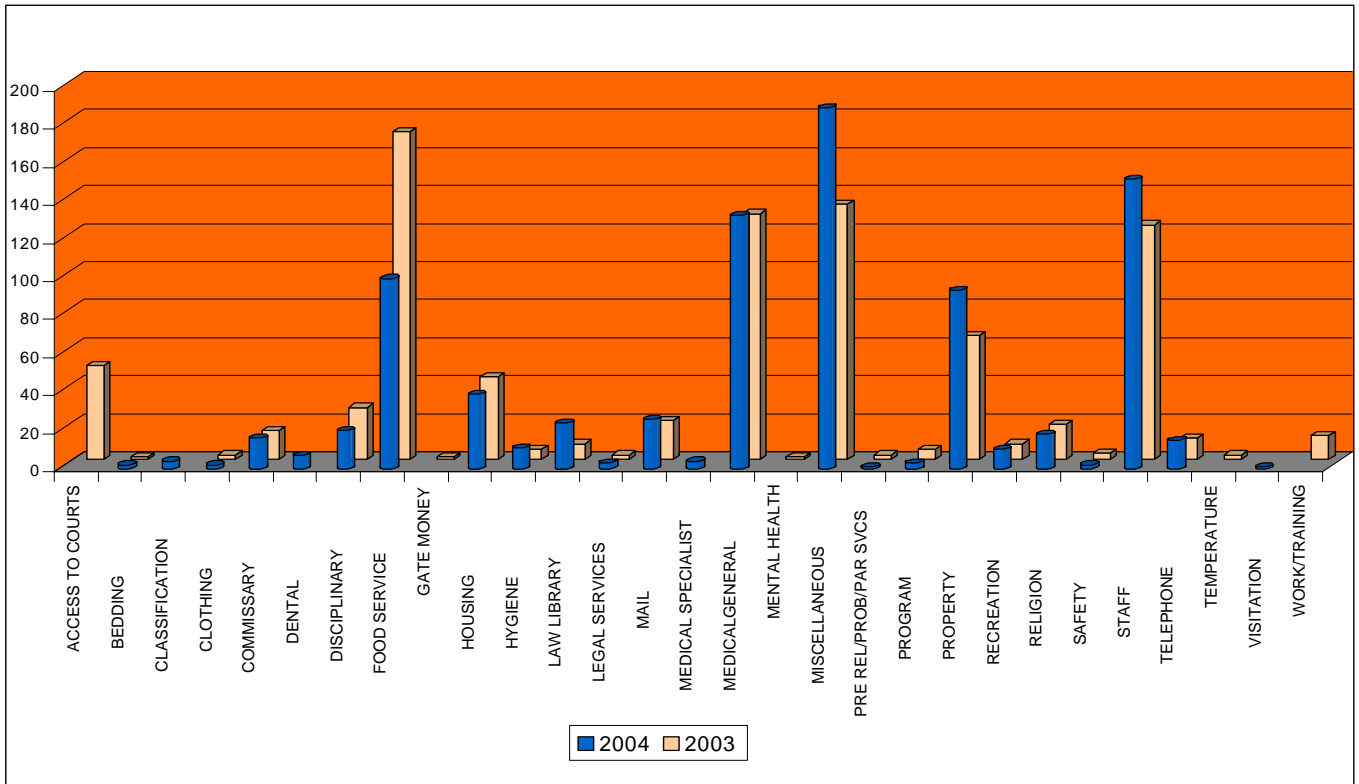
**Chart 10. Grievance Subjects—All Facilities**



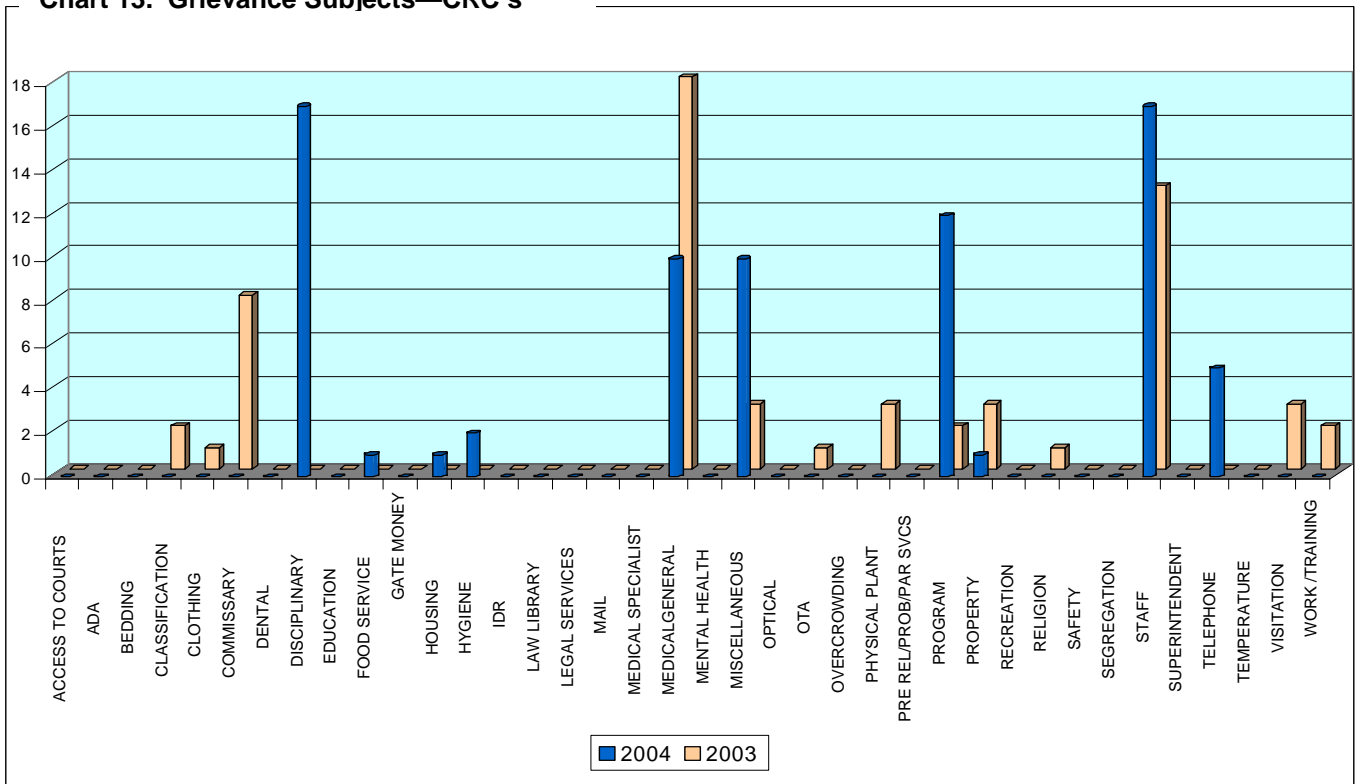
**Chart 11. Grievance Subjects—Alaska Facilities**



**Chart 12. Grievance Subjects—Florence CC**



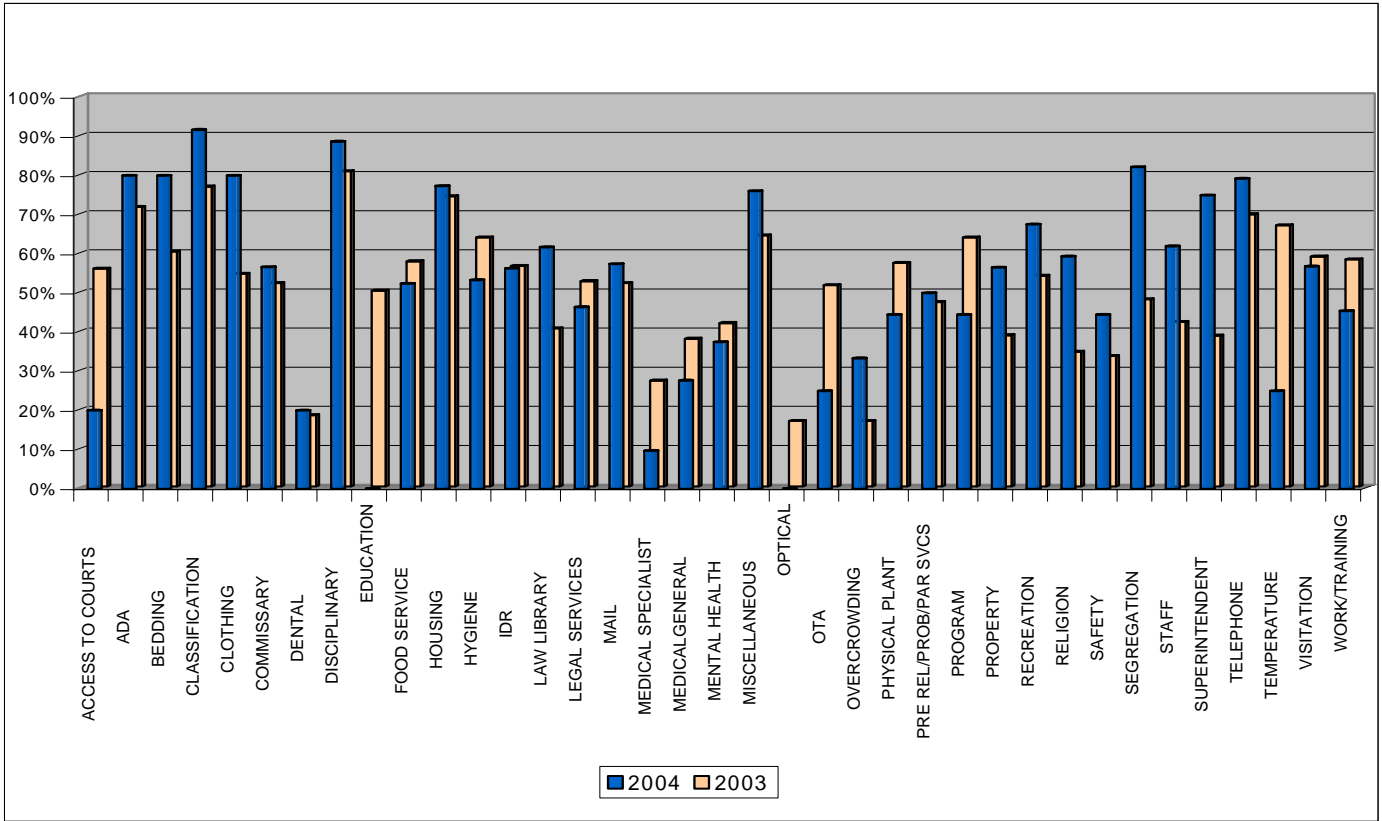
**Chart 13. Grievance Subjects—CRC's**



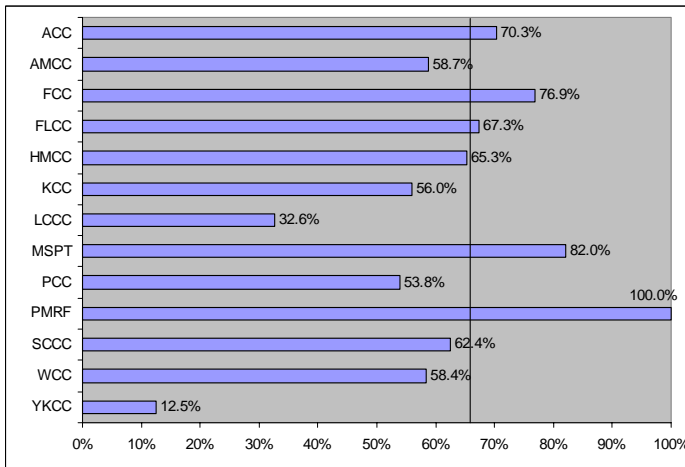


# Part 3--Grievance Screenings

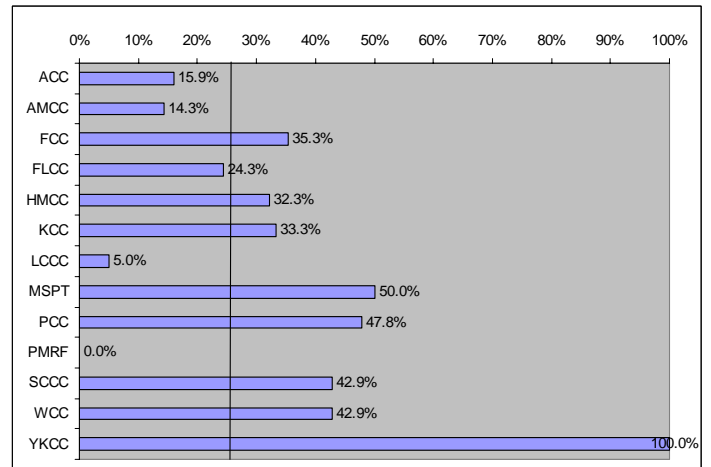
**Chart 14. Grievance Screenings by Subject.**



**Chart 15. Non-healthcare Screenings.**

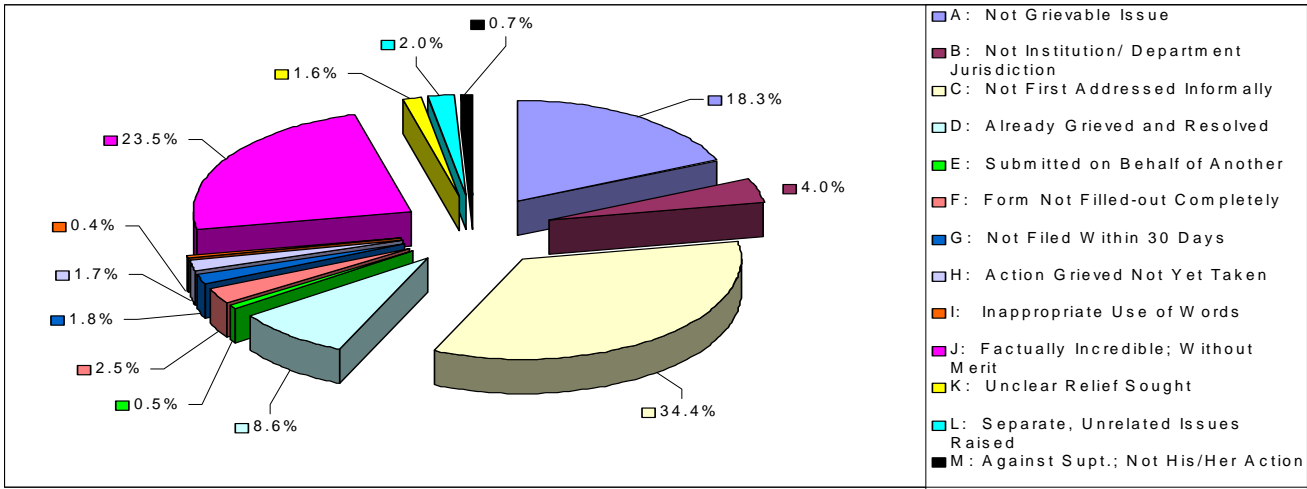


**Chart 16. Healthcare Screenings.**

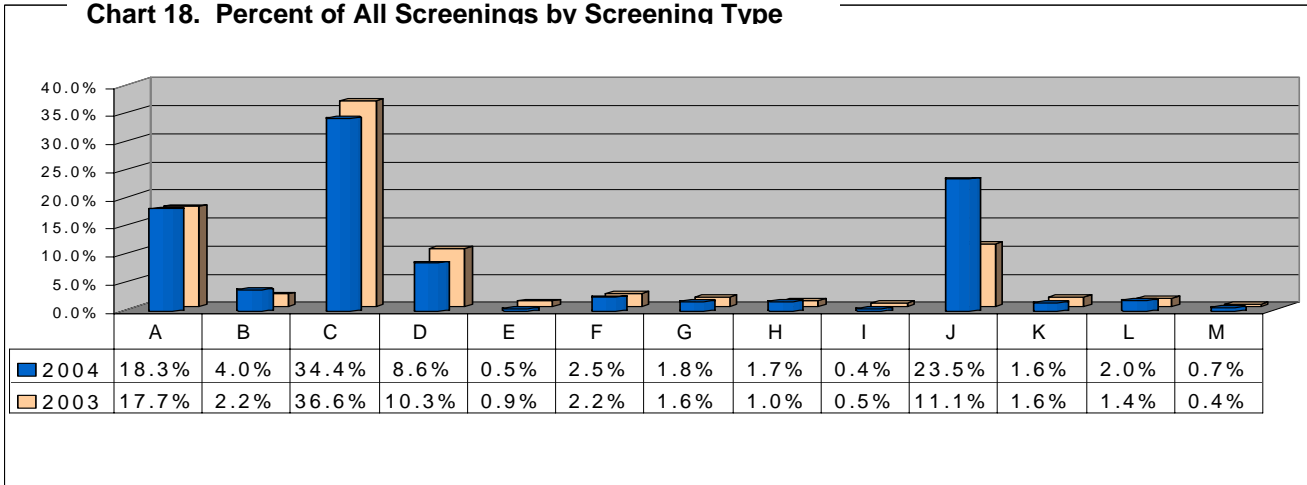


These charts show that the average screening percentage differs greatly by subject category (66.0% and 26.7% respectively as indicated by the vertical lines on the charts). Although healthcare grievances were screened at a favorable level, nearly two-thirds of all non-healthcare grievances were screened throughout the department with only Lemon Creek and YKCC screening less than 50%.

**Chart 17. Screenings by Type**



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



**Chart 19. Percent of All Grievances by Screening Type**

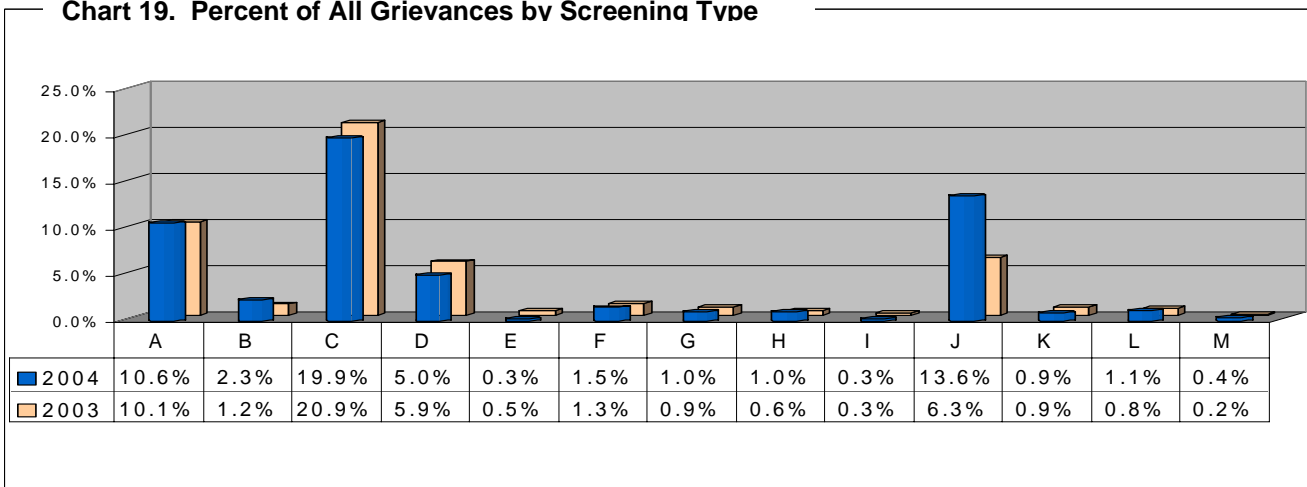
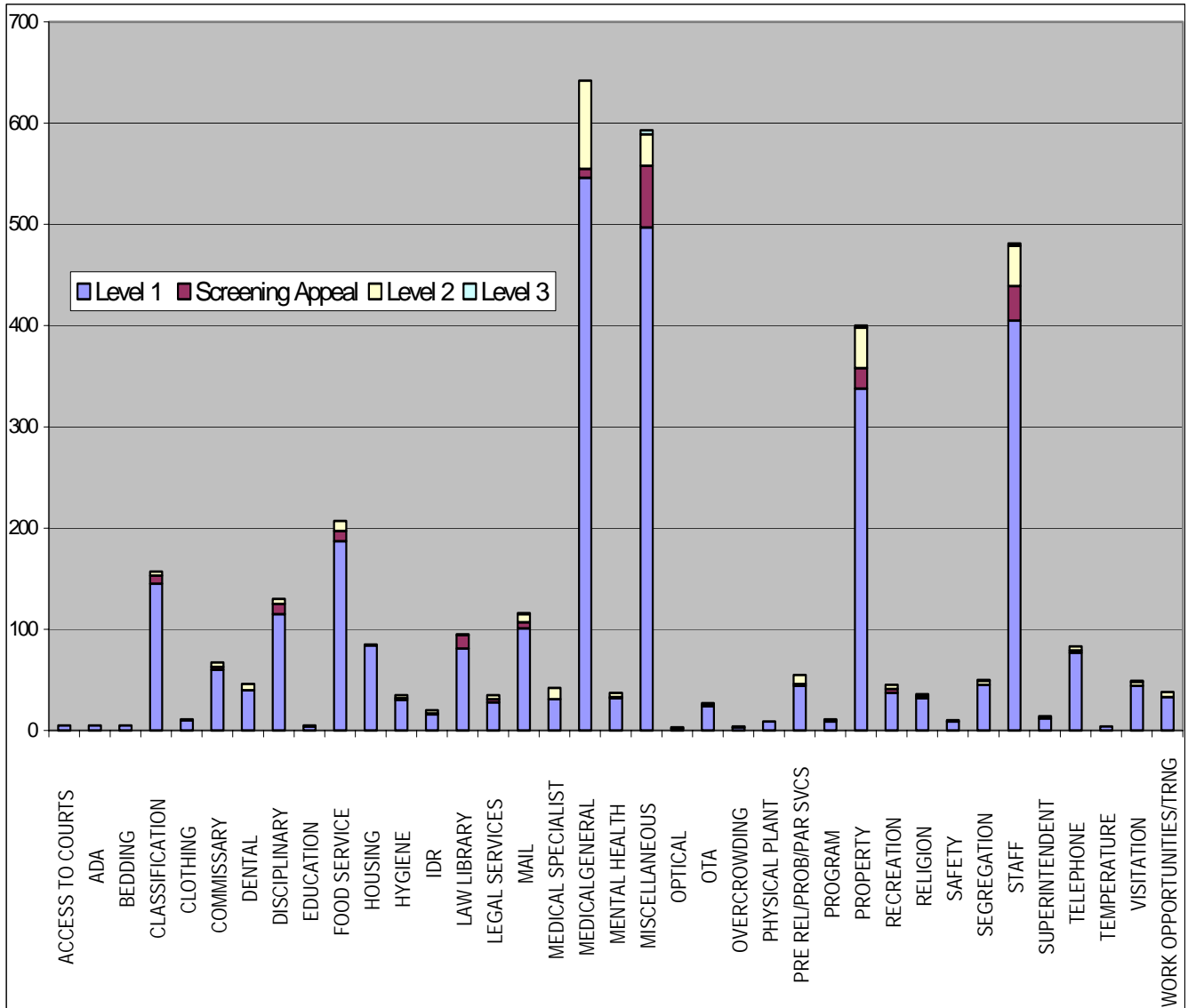


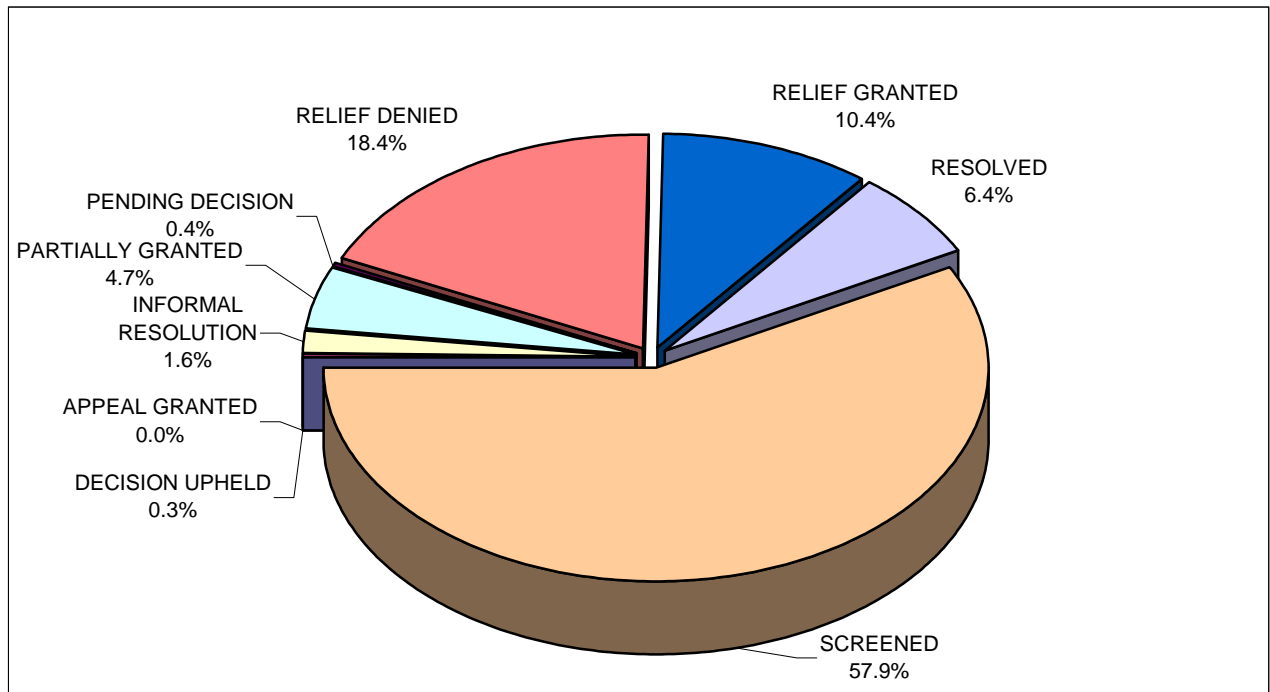
Chart 19 shows that Screening Types A and C continue to account for over 30% of all grievances filed. The lowering of these levels, which involves educating inmates about the grievance process, should significantly reduce the grievance workload.

# Part 4--Grievance Dispositions

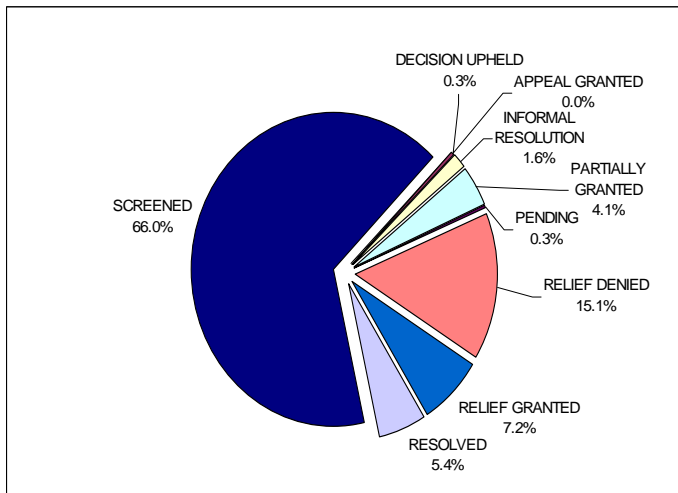
Chart 20. Grievance Decisions by Level



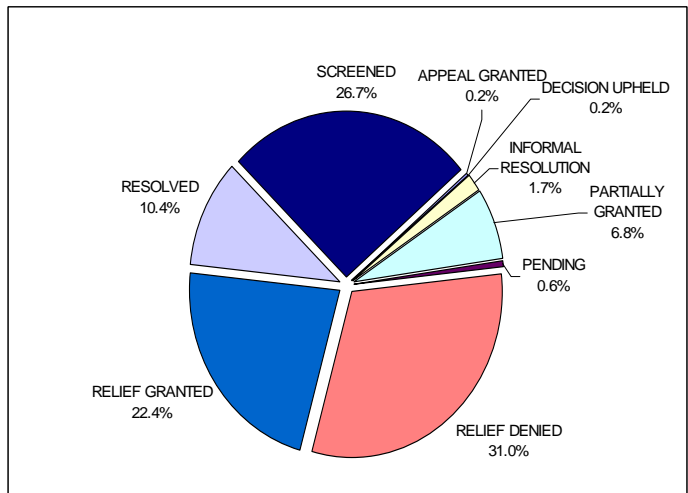
**Chart 21. Level 1--All Grievance Decisions.**



**Chart 22. Level 1 Non-Healthcare Decisions.**

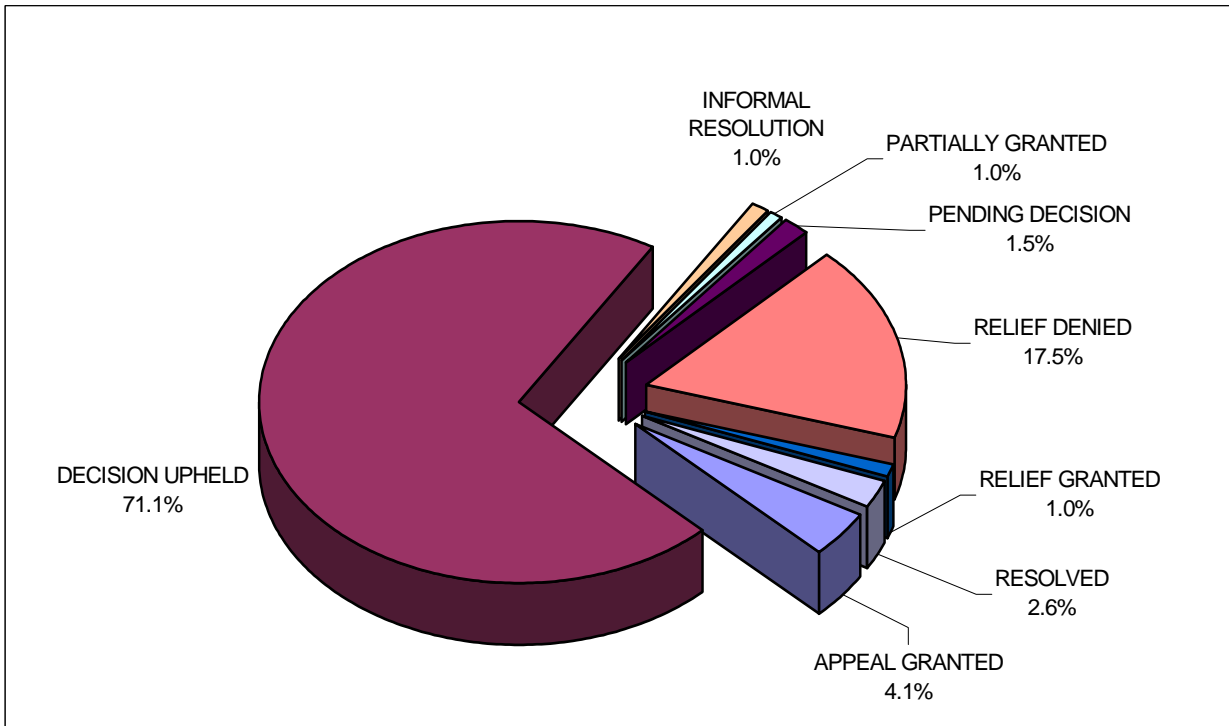


**Chart 23. Level 1 Healthcare Decisions.**

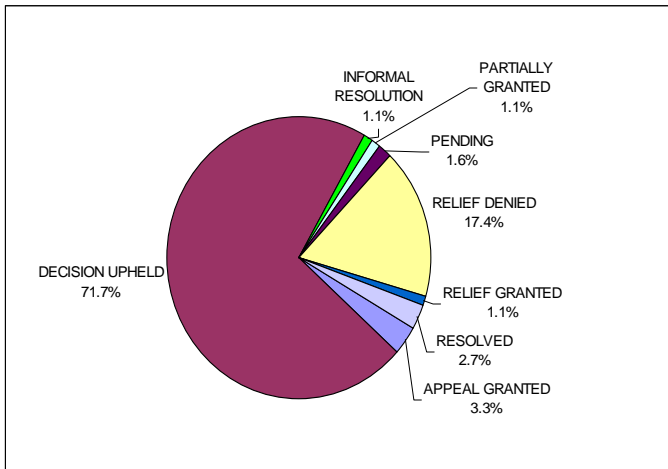


These charts show that when grievances progress beyond the screening review, either fully or partially relief is granted in a significant number of all grievances (15.1%). The percentage of these kinds of affirmative relief decisions was considerably higher for healthcare grievances (29.2%). In addition, this figure does not reflect the grievances where relief may have been provided and issues were resolved before the grievances were fully investigated.

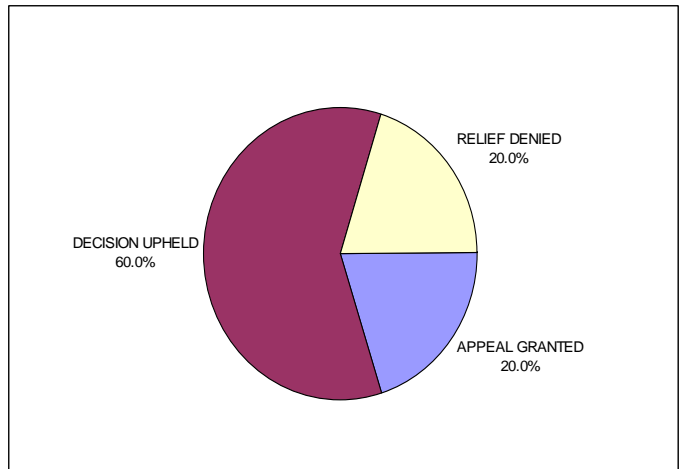
**Chart 24. All Screening Appeal Decisions.**



**Chart 25. Non-Healthcare Screening Decisions.**

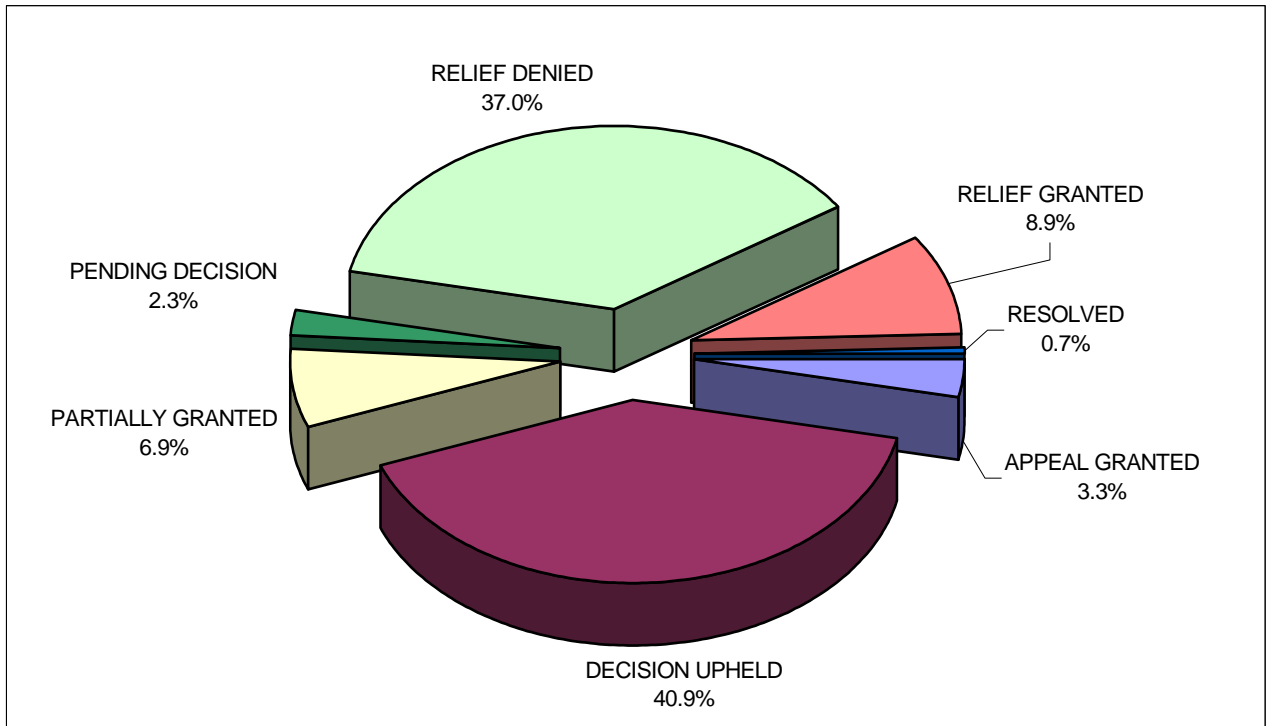


**Chart 26. Healthcare Screening Decisions.**

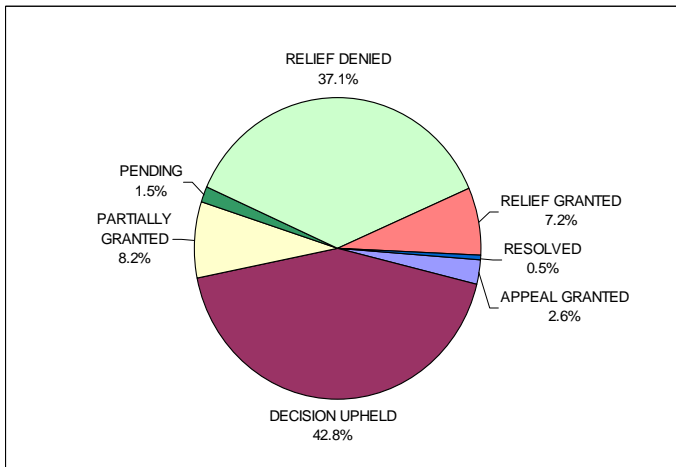


The pattern that more relief of Level 1 grievances was granted in healthcare grievances continues with the processing of screening appeals where the favorable relief differences are even more dramatic (4.4% and 20% respectively).

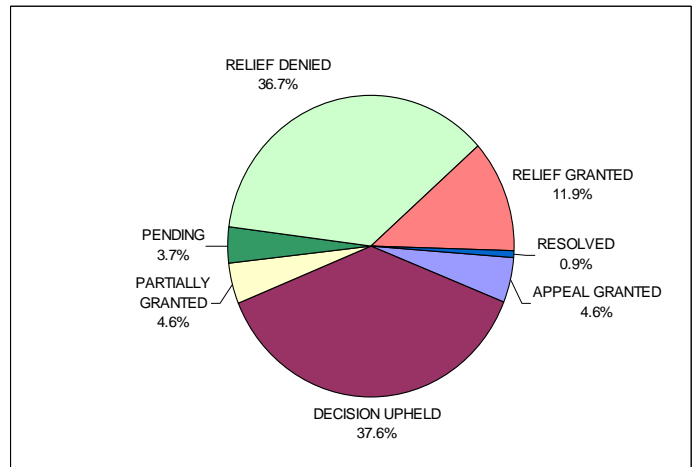
**Chart 27. Level 2--All Grievance Decisions**



**Chart 28. Level 2 Non-Healthcare Decisions.**



**Chart 29. Level 2 Healthcare Decisions.**



In contrast to the disparity seen previously in the charts of lower level decisions, the pattern of grievance decisions rendered by the Director of Institutions and the Medical Advisory Committee are notably similar. Non-healthcare decisions made at Level 2 grant the highest percent of relief (18.0%) in comparison with the lower level decisions (11.3%, and 4.4% respectively).

# Part 5--Conclusion

## Summary

During 2004, considerable progress was made in tracking and updating grievance records and revising grievance procedures. Although some incomplete and inaccurate 2004 data entry on grievance subjects, dispositions, and dates still exists in DIO, data entry greatly improved overall. The introduction of a Mid-year Report along and special reports complemented the quarterly and monthly data reports to track grievance activity throughout the year. This report culminates and finalizes the compilation of grievance data and findings.

Presumably, more inmates in the facilities would translate into more grievances. However, the data shows that a higher percentage of inmates never file a single grievances in 2004 while the small percent of inmates who filed numerous grievances has increased.

Another notable finding is derived from examination of healthcare grievance activity. Although a higher percentage of healthcare grievances are granted, more are also appealed. In fact, nearly one fourth of all level 2 healthcare grievances appeals (24.7%) were initially decided as “granted” or “partially granted”. While this discrepancy may be attributed to an inmate’s dissatisfaction with a decision stating that *essential health care is being provided per policy*, further review by the healthcare administration may be worthwhile to of fully understand this situation and its impact on the number of appeals filed.

Particular attention was directed towards Healthcare grievance processing and timelines with the overwhelming cooperation from the Medical Unit administration. Processing procedures to increase efficiency and minimize backlogs were discussed and implemented before the end of the year. Revisions to the healthcare sections of P&P 808.03 were likewise discussed, refined, and readied for adoption.

Finally, the last observations and recommendations regarding the grievance process are addressed in the following review of the 2004 goals and introduction of the 2005 goals.

## Goals for 2004

The goals identified in the 2003 Annual Grievance Report to improve the grievance process and Facility Standards Officer performance are assessed below.

- 1. Goal:** Reduce the percent of grievances screened

<b>Results:</b>	Percent of all Grievances Filed		
	Screened	Screened A	Screened C
• 2003	57.2%	10.1%	20.9%
• 2004	57.9%	10.6%	19.9%
  
- 2. Goal:** Reduce the number of grievances entered as “miscellaneous”.

<b>Results:</b>	Number	Pct. of All Grievances
• 2004	497	15.8%
• 2003	322	11.1%
  
- 3. Goal:** Expand analysis of data more on the institutional level.

**Results:** Accomplished in this report, most evident in appendix tables.

4. **Goal:** Transition to report generation directly from DIO.  
**Results:** Completed except for Screening Appeals not entered on the Level 2 Grievance Screen.
5. **Goal:** Reduce the number of complaints against staff.  
**Results:**
- |        | Number | Pct. of All Grievances |
|--------|--------|------------------------|
| • 2004 | 405    | 12.9%                  |
| • 2003 | 387    | 13.4%                  |
6. **Goal:** Explore strategies and methods that work.  
**Results:** Ongoing
7. **Goal:** Improve training opportunities for standards officers  
**Results:** Completed week long training in November 2004 for Facility Standards and Institutional Training Officers. APSC, ACA, and Division of Personnel class certification granted for separate components to comply with P&P 401.02.
8. **Goal:** Improve communication about the grievance process.  
**Results:** Partial Completion. Revision of P&P 808.03 completed by Facility Standards Officers in November and December 2004 that included modification of grievance forms. The policy is currently with the Director of Institutions pending review. The Inmate Handbook revision has not yet been addressed.

### Goals for 2005

- 1. Reduce the screening of non-health care grievances to less than 50%.**  
 The overall percent of screened grievances changed little. Screenings A (not grievable issue) and C (not addressed informally) still account for nearly 1/3 of all grievances filed (30.5% in 2004; 31.0% in 2003). Input was solicited from Facility Standards Officer in order to reduce the high percentage of grievances screened A and C. However, these percentages remain consistently high. The potential for reducing the number of grievances filed and screened still exists with more training when considering the number of disciplinary and classification grievances. Plans to slightly modify the grievance form as part of the grievance policy revision have been proposed to try to reduce those screenings.
- 2. Reduce “miscellaneous” grievances to less than 10% of all grievances.**  
 With over 15% of all grievances recorded as miscellaneous, more concerted efforts need to be made to better identify a primary subject area for a grievance during DIO entry. The Facility Standards Officers discussed new Grievance Subject fields in November 2004 and as a result three additional subjects were just added to DIO. After reviewing all of the department’s miscellaneous grievance entries, I am confident that a significant reduction can occur with the addition of the additional subjects and better identification of the grievance topic by the Facility Standards Officer during entry.
- 3. Reduce grievances against staff to less than 10% of all grievances.**  
 Although inmates filed more grievances against staff in 2004, the percent of all grievances was slightly lower. The interpersonal interaction of each Facility Standards Officer can help reduce this value even lower. Furthermore, any efforts by the institutions or the department to promote interpersonal communication and ethics standards of all staff can directly impact this measure.



- 4. Provide at least one additional training opportunity for facility standards officers.**  
The digitization of the November 2004 training videotapes took several months to complete. The editing, enhancing, and delivery of the training in either a network format is the main project in this area for 2005.
- 5. Complete revision of P&P 808.03.**  
Cooperative efforts between the Standards Office and the Director of Institutions will be pursued to provide the revised policy as soon as possible this year.
- 6. Reduce grievance system abuse by 100%.**  
In conjunction with the revision of P&P 808.03, the application of grievance filing restrictions on all documented cases of grievance system abuse will be promoted in order to
  - Reduce the excessive filing of grievances;
  - Reduce the total number of grievances filed;
  - Reduce the overall number of screenings; and
  - Reduce the large fluctuations in grievance per inmate values for institutions.
- 7. Recommence and complete annual grievance audits at each institution.**  
Great progress was made during discussions at the Facility Standards Officer training in November 2004 towards standardizing statewide procedures. Reincorporating Standards audits will help reinforce procedures and advance the progress that was made. In conjunction with the audits, a score of 90% for each institution will be targeted.
- 8. Meet Processing Timelines on 100% of all grievances.**  
In 2004, healthcare grievance timeframes were analyzed and procedures were discussed and promoted to reduce backlog and processing timelines. In 2005, this analysis will extend to all grievances. Processing timeline data will be distributed shortly to each institution with a summary analysis for the year appearing in this report next year.
- 9. Increase DIO entry of Screened Grievance Appeals to 100%.**  
The entry of Screened Grievance Appeals on the Level 2 grievance screens will be promoted throughout the rest of the 2005. In conjunction with this effort, communications with IT staff has been resurrected for the modification of the Level 1 grievance screen for more accurate entry of this activity in the future.

## Part 6--Appendix

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

	2004																	2003		
	ACC-E	AMCC	ACC-W	FCC	FLOCC	HMCC	KCC	LOCC	MSPT	PCC-MED	PCC-MIN	PMRF	SCCC	WCC	WPTF	YKCC	TOTAL	Percent of Total	TOTAL	Percent of Total
ACCESS TO COURTS	1		3						1								5	0.2%	66	2.3%
ADA			1	2									1		1		5	0.2%	2	0.1%
BEDDING					2	2							1				5	0.2%	12	0.4%
CLASSIFICATION	44	10	24	8	4	8	2	3	1	4	4		29	2	2		145	4.6%	111	3.8%
CLOTHING		1	4	1	2	1							1				10	0.3%	34	1.2%
COMMISSARY	8	1	6	2	16	5	3	1	1	2			13	1	1		60	1.9%	53	1.8%
DENTAL	8		5		7	2	1	4		1	2	1	4	1	2	2	40	1.3%	20	0.7%
DISCIPLINARY	25	2	10	3	20	5	1	5	12	3	1	3	24		1		115	3.7%	115	4.0%
EDUCATION													3		1		4	0.1%	9	0.3%
FOOD SERVICE	29	3	8		100	4			4	3			32		4		187	5.9%	226	7.8%
GATE MONEY																			6	0.2%
HOUSING	12	5	1	1	39	8				3			5	1	8	1	84	2.7%	94	3.2%
HYGIENE	3		3		11		4		2	1			5		1		30	1.0%	31	1.1%
IDR	2								1				13				16	0.5%	15	0.5%
LAW/LIBRARY	8		21	1	24	1	2	1	5	2			10	2	4		81	2.6%	50	1.7%
LEGAL SERVICES	9	2	4		3					3			7				28	0.9%	17	0.6%
MAIL	12	1	8	2	26	2	4	1	5	4			25	1	10		101	3.2%	105	3.6%
MEDICAL SPECIALIST	5		3	5	4	3		1	3				6		1		31	1.0%	21	0.7%
MEDICAL GENERAL	132	7	66	27	133	51	5	14	19	10	6		46	15	15		546	17.3%	556	19.2%
MENTAL HEALTH	7		6	1		5		1		4			7		1		32	1.0%	24	0.8%
MISCELLANEOUS	81	3	49	25	190	16	6	8	20	8	1		85	2	3		497	15.8%	329	11.4%
OPTICAL				1		1											2	0.1%	4	0.1%
OTA	6		5							2			9		2		24	0.8%	45	1.6%
OVERCROWDING	1						2										3	0.1%	0	0.0%
PHYSICAL PLANT	2		2			1	3						1				9	0.3%	7	0.2%
PRE REL/PROB/PAR SVCS	19		10		1					1			11	2			44	1.4%	17	0.6%
PROGRAM			1		3	2	1									2	9	0.3%	24	0.8%
PROPERTY	47		41	9	94	15	6	2	3	13	3		81	6	16	2	338	10.7%	246	8.5%
RECREATION	4	1	3		10			1	3	1			12		2		37	1.2%	35	1.2%
RELIGION	3		4		18				2				5				32	1.0%	35	1.2%
SAFETY	1	1	1		2		1	2							1		9	0.3%	3	0.1%
SEGREGATION	20	2	9	1			1		4	2			6				45	1.4%	16	0.6%
STAFF	36	3	21	24	152	21	6	16	18	8	3		71	8	16	2	405	12.9%	387	13.4%
SUPERINTENDENT		3		7					1				1				12	0.4%	11	0.4%
TELEPHONE	19	1	9	5	15	3	3	1	2	1			12		5	1	77	2.4%	55	1.9%
TEMPERATURE		1					1						2				4	0.1%	7	0.2%
VISITATION	4		10		1	2	3	2	4				10	2	6		44	1.4%	45	1.6%
WORK/TRAINING	1	6	4			2	1			3	2		12	2			33	1.0%	65	2.2%
<b>Grand Total</b>	<b>549</b>	<b>53</b>	<b>342</b>	<b>125</b>	<b>877</b>	<b>160</b>	<b>56</b>	<b>63</b>	<b>111</b>	<b>79</b>	<b>22</b>	<b>4</b>	<b>550</b>	<b>45</b>	<b>103</b>	<b>10</b>	<b>3149</b>	<b>100.0%</b>	<b>2898</b>	<b>100.0%</b>

**Table 2. Grievances Filed by Institution**

	ACC	AMCC	FCC	FLOCC	HMCC	KCC	LOCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	Total	Avg.
Population (emergency cap)	819	104	211	750	311	58	170	85	390	112	486	368	92	3956	
Grievances filed 2004	891	53	125	877	160	56	63	111	101	4	550	148	10	3149	
Grievance per I/M 2004	1.09	0.51	0.59	1.17	0.51	0.97	0.37	1.31	0.26	0.04	1.13	0.40	0.11	0.80	0.65
Percent of Grievances Filed in 2004	28.3%	1.7%	4.0%	27.9%	5.1%	1.8%	2.0%	3.5%	3.2%	0.1%	17.5%	4.7%	0.3%	100.0%	
Grievances filed 2003	718	41	107	861	169	56	140	63	188	0	473	74	9	2899	
Grievance per I/M 2003	0.88	0.39	0.51	1.15	0.54	0.97	0.82	0.74	0.48	0.00	0.97	0.20	0.10	0.73	0.77
Percent of Grievances Filed in 2003	24.8%	1.4%	3.7%	29.7%	5.8%	1.9%	4.8%	2.2%	6.5%	0.0%	16.3%	2.6%	0.3%	100.0%	
Increase/Decrease in 2004	19.4%	22.6%	14.4%	1.8%	-5.6%	0.0%	-122.2%	43.2%	-86.1%	100.0%	14.0%	50.0%	10.0%	7.9%	

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

	Inmates filing # of Grievances				Grievances filed by grievant groups			
	2004	2003	2004	2003	2004	2003	2004	2003
None	2816	2578	71.18%	68.84%				
1	680	700	17.19%	18.69%	680	700	21.5%	25.4%
2 to 5	362	377	9.15%	10.07%	982	1029	31.0%	37.4%
6 to 10	49	64	1.24%	1.71%	384	503	12.1%	18.3%
11 to 20	34	18	0.86%	0.48%	470	243	14.8%	8.8%
over 20	15	8	0.38%	0.21%	653	279	20.6%	10.1%

**Table 4. Grievance Subjects by CRC.**

	Aulla	Cordova	Glacier Manor	Glenwood	Midtown	Northstar	Parkview	Seaside	Tundra	2004	2003
ACCESS TO COURTS										0	0
ADA										0	0
BEDDING										0	0
CLASSIFICATION										0	2
CLOTHING										0	1
COMMISSARY										0	8
DENTAL										0	0
DISCIPLINARY			3	14						17	0
EDUCATION										0	0
FOOD SERVICE				1						1	0
GATE MONEY										0	0
HOUSING				1						1	0
HYGIENE				2						2	0
IDR										0	0
LAW LIBRARY										0	0
LEGAL SERVICES										0	0
MAIL										0	0
MEDICAL SPECIALIST										0	0
MEDICALGENERAL			1	9						10	18
MENTAL HEALTH										0	0
MISCELLANEOUS				10						10	3
OPTICAL										0	0
OTA										0	1
OVERCROWDING										0	0
PHYSICAL PLANT										0	3
PRE REL/PROB/PAR SVCS										0	0
PROGRAM				12						12	2
PROPERTY				1						1	3
RECREATION										0	0
RELIGION										0	1
SAFETY										0	0
SEGREGATION										0	0
STAFF				16					1	17	13
SUPERINTENDENT										0	0
TELEPHONE				5						5	0
TEMPERATURE										0	0
VISITATION										0	3
WORK /TRAINING										0	2
2004	0	0	4	71	0	0	0	0	1	76	
2003	2	8	3	41	0	0	6	0	0		60

**Table 5. Healthcare Grievances by Institution.**

	ACC	AMCC	FCC	FLCC	HMCC	KCC	LCCC	MSPT	PCC	PMRF	SCCC	WCC	YKCC	Grand Total
DENTAL	13			7	2	1	4		3	1	4	3	2	40
MEDICAL SPECIALIST	8		5	4	3		1	3			6	1		31
MEDICALGENERAL	198	7	27	133	51	5	14	19	16		46	30		546
MENTAL HEALTH	13		1		5		1		4		7	1		32
OPTICAL			1		1									2
Grand Total	232	7	34	144	62	6	20	22	23	1	63	35	2	651

**Table 6. Non-Healthcare Grievances by Institution.**

	ACC	AMCC	FCC	FLCC	HMCC	KCC	LCCC	MSPT	PCC	PMRF	SCCC	WCC	YKCC	Grand Total
ACCESS TO COURTS	4							1						5
ADA	1		2								1	1		5
BEDDING				2	2						1			5
CLASSIFICATION	68	10	8	4	8	2	3	1	8		29	4		145
CLOTHING	4	1	1	2	1						1			10
COMMISSARY	14	1	2	16	5	3	1	1	2		13	2		60
DISCIPLINARY	35	2	3	20	5	1	5	12	4	3	24	1		115
EDUCATION											3	1		4
FOOD SERVICE	37	3		100	4			4	3		32	4		187
HOUSING	13	5	1	39	8				3		5	9	1	84
HYGIENE	6			11		4		2	1		5	1		30
IDR	2							1			13			16
LAW LIBRARY	29		1	24	1	2	1	5	2		10	6		81
LEGAL SERVICES	13	2		3					3		7			28
MAIL	20	1	2	26	2	4	1	5	4		25	11		101
MISCELLANEOUS	130	3	25	190	16	6	8	20	9		85	5		497
OTA	11								2		9	2		24
OVERCROWDING	1					2								3
PHYSICAL PLANT	4				1	3					1			9
PRE REL/PROB/PAR SVCS	29			1					1		11	2		44
PROGRAM	1			3	2	1							2	9
PROPERTY	88		9	94	15	6	2	3	16		81	22	2	338
RECREATION	7	1		10			1	3	1		12	2		37
RELIGION	7			18				2			5			32
SAFETY	2	1		2		1	2					1		9
SEGREGATION	29	2	1			1		4	2		6			45
STAFF	57	3	24	152	21	6	16	18	11		71	24	2	405
SUPERINTENDENT		3	7					1			1			12
TELEPHONE	28	1	5	15	3	3	1	2	1		12	5	1	77
TEMPERATURE		1				1					2			4
VISITATION	14			1	2	3	2	4			10	8		44
WORK OPPORTUNITIES/TRNG	5	6			2	1			5		12	2		33
<b>Grand Total</b>	<b>659</b>	<b>46</b>	<b>91</b>	<b>733</b>	<b>98</b>	<b>50</b>	<b>43</b>	<b>89</b>	<b>78</b>	<b>3</b>	<b>487</b>	<b>113</b>	<b>8</b>	<b>2498</b>

**Table 7. Grievance Screening by Type.**

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

**Table 8. All Grievance Screenings by Subject by Institution**

	ACC	AMCC	FCC	FLCC	HMCC	KCC	LCCC	MSPT	PCC	PMRF	SCCC	WCC	YKCC	Total Screened	Total Filed	2004	2003
ACCESS TO COURTS								1						1	5	20.0%	55.6%
ADA			2								1	1		4	5	80.0%	71.4%
BEDDING				2	1						1			4	5	80.0%	60.0%
CLASSIFICATION	64	9	8	4	7	2	3	1	8		23	4		133	145	91.1%	76.6%
CLOTHING	2	1	1	2	1						1			8	10	80.0%	54.3%
COMMISSARY	8		2	12	2	3			2		5			34	60	56.7%	51.9%
DENTAL	2				1								3	8	40	20.0%	18.2%
DISCIPLINARY	35	2	3	14	5	1	5	11	4	3	18	1		102	115	88.7%	80.5%
EDUCATION														0	4	0.0%	50.0%
FOOD SERVICE	9	2		57	2			4	1		19	4		98	187	52.4%	57.5%
HOUSING	13	3	1	27	5				3		5	8		65	84	77.4%	74.1%
HYGIENE	2			7		2		1			3	1		16	30	53.3%	63.6%
IDR								1						9	16	56.3%	56.3%
LAW LIBRARY	16			18	1	1	1	4	1		4	4		50	81	61.7%	40.4%
LEGAL SERVICES	6	2		1					1		3			13	28	46.4%	52.4%
MAIL	10	1		13	1	2		5	2		14	10		58	101	57.4%	51.9%
MEDICAL SPECIALIST	1		1					1						3	31	9.7%	27.0%
MEDICAL GENERAL	33	1	11	34	17	2	1	10	8		23	11		151	546	27.1%	37.7%
MENTAL HEALTH	1				3				3		4	1		12	32	37.5%	41.7%
MISCELLANEOUS	109	2	18	142	10	5	1	17	5		68	1		378	497	76.1%	64.1%
OPTICAL														0	2	0.0%	16.7%
OTA	1							1			3	1		6	24	25.0%	51.4%
OVERCROWDING	1													1	3	33.3%	16.7%
PHYSICAL PLANT	1				1	2								4	9	44.4%	57.1%
PRE REL/PROB/PAR SVCS	15			1	1	1			1		4	1		22	44	50.0%	47.1%
PROGRAM	1			1	1	1								4	9	44.4%	63.6%
PROPERTY	47		5	76	6	2		2	4		41	8		191	338	56.5%	38.6%
RECREATION	5			5				3	1		10	1		25	37	67.6%	53.8%
RELIGION	5			9				2			3			19	32	59.4%	34.4%
SAFETY	1			2								1		4	9	44.4%	33.3%
SEGREGATION	27	1	1					3	1		4			37	45	82.2%	47.8%
STAFF	44		18	88	17	2	4	12	4		49	13		251	405	62.0%	42.0%
SUPERINTENDENT		1	7					1						9	12	75.0%	38.5%
TELEPHONE	25		4	11	2	3		2	1		8	4	1	61	77	79.2%	69.5%
TEMPERATURE		1												1	4	25.0%	66.7%
VISITATION	13			1	1	1		3			3	3		25	44	56.8%	58.7%
WORK/TRAINING	3	2			1	1			2		6			15	33	45.5%	58.0%
<b>Total Screened</b>	<b>500</b>	<b>28</b>	<b>82</b>	<b>528</b>	<b>84</b>	<b>30</b>	<b>15</b>	<b>84</b>	<b>53</b>	<b>3</b>	<b>331</b>	<b>81</b>	<b>3</b>	<b>1822</b>			
<b>Total Filed</b>	<b>891</b>	<b>53</b>	<b>125</b>	<b>877</b>	<b>160</b>	<b>56</b>	<b>63</b>	<b>111</b>	<b>101</b>	<b>4</b>	<b>550</b>	<b>148</b>	<b>10</b>	<b>3149</b>			
<b>Percent Screened</b>	<b>56.1%</b>	<b>52.8%</b>	<b>65.6%</b>	<b>60.2%</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>			

**Table 9. Healthcare Screenings by Subject by Institution**

	ACC	AMCC	FCC	FLCC	HMCC	KCC	LCCC	MSPT	PCC	PMRF	SCCC	WCC	YKCC	Grand Total
DENTAL	2			1								3	2	8
MEDICAL SPECIALIST	1		1					1						3
MEDICAL GENERAL	33	1	11	34	17	2	1	10	8		23	11		151
MENTAL HEALTH	1				3				3		4	1		12
OPTICAL														0
<b>Total Screened</b>	<b>37</b>	<b>1</b>	<b>12</b>	<b>35</b>	<b>20</b>	<b>2</b>	<b>1</b>	<b>11</b>	<b>11</b>	<b>0</b>	<b>27</b>	<b>15</b>	<b>2</b>	<b>174</b>
<b>Total Filed</b>	<b>232</b>	<b>7</b>	<b>34</b>	<b>144</b>	<b>62</b>	<b>6</b>	<b>20</b>	<b>22</b>	<b>23</b>	<b>1</b>	<b>63</b>	<b>35</b>	<b>2</b>	<b>651</b>
<b>Percent Screened</b>	<b>15.9%</b>	<b>14.3%</b>	<b>35.3%</b>	<b>24.3%</b>	<b>32.3%</b>	<b>33.3%</b>	<b>5.0%</b>	<b>50.0%</b>	<b>47.8%</b>	<b>0.0%</b>	<b>42.9%</b>	<b>42.9%</b>	<b>100.0%</b>	<b>26.7%</b>

**Table 10. Non-Healthcare Screenings by Subject by Institution.**

	ACC	AMCC	FCC	FLCC	HMCC	KCC	LCCC	MSPT	PCC	PMRF	SCCC	WCC	YKCC	Grand Total
ACCESS TO COURTS								1						1
ADA			2								1	1		4
BEDDING				2	1						1			4
CLASSIFICATION	64	9	8	4	7	2	3	1	8		23	4		133
CLOTHING	2	1	1	2	1						1			8
COMMISSARY	8		2	12	2	3			2		5			34
DISCIPLINARY	35	2	3	14	5	1	5	11	4	3	18	1		102
FOOD SERVICE	9	2		57	2			4	1		19	4		98
HOUSING	13	3	1	27	5				3		5	8		65
HYGIENE	2			7		2		1			3	1		16
IDR								1			8			9
LAW LIBRARY	16			18	1	1	1	4	1		4	4		50
LEGAL SERVICES	6	2		1					1		3			13
MAIL	10	1		13	1	2		5	2		14	10		58
MISCELLANEOUS	109	2	18	142	10	5	1	17	5		68	1		378
OTA	1								1		3	1		6
OVERCROWDING	1													1
PHYSICAL PLANT	1				1	2								4
PRE REL/PROB/PAR SVCS PROGRAM	15			1					1		4	1		22
PROGRAM	1			1	1	1								4
PROPERTY	47		5	76	6	2		2	4		41	8		191
RECREATION	5			5				3	1		10	1		25
RELIGION	5			9				2			3			19
SAFETY	1			2								1		4
SEGREGATION	27	1	1					3	1		4			37
STAFF	44		18	88	17	2	4	12	4		49	13		251
SUPERINTENDENT		1	7					1						9
TELEPHONE	25		4	11	2	3		2	1		8	4	1	61
TEMPERATURE		1												1
VISITATION	13			1	1	1		3			3	3		25
WORK OPPORTUNITIES/TRNG	3	2			1	1			2		6			15
<b>Total Screened</b>	<b>463</b>	<b>27</b>	<b>70</b>	<b>493</b>	<b>64</b>	<b>28</b>	<b>14</b>	<b>73</b>	<b>42</b>	<b>3</b>	<b>304</b>	<b>66</b>	<b>1</b>	<b>1648</b>
<b>Total Filed</b>	<b>659</b>	<b>46</b>	<b>91</b>	<b>733</b>	<b>98</b>	<b>50</b>	<b>43</b>	<b>89</b>	<b>78</b>	<b>3</b>	<b>487</b>	<b>113</b>	<b>8</b>	<b>2498</b>
<b>Percent Screened</b>	<b>70.3%</b>	<b>58.7%</b>	<b>76.9%</b>	<b>67.3%</b>	<b>65.3%</b>	<b>56.0%</b>	<b>32.6%</b>	<b>82.0%</b>	<b>53.8%</b>	<b>100.0%</b>	<b>62.4%</b>	<b>58.4%</b>	<b>12.5%</b>	<b>66.0%</b>
	ACC	AMCC	FCC	FLCC	HMCC	KCC	LCCC	MSPT	PCC	PMRF	SCCC	WCC	YKCC	Grand Total

**Table 11. Level 1 Grievance Dispositions by Subject Category.**

	APPEAL GRANTED	DECISION UPHELD	INFORMAL RESOLUTION	PARTIALLY GRANTED	PENDING	RELIEF DENIED	RELIEF GRANTED	RESOLVED	SCREENED	Grand Total
All Grievances	1	8	51	147	12	578	327	203	1822	3149
Non Health Care		7	40	103	8	376	181	135	1648	2498
Health Care	1	1	11	44	4	202	146	68	174	651

**Table 12. Level 2 Grievance Dispositions by Subject Category.**

	APPEAL GRANTED	DECISION UPHELD	PARTIALLY GRANTED	PENDING	RELIEF DENIED	RELIEF GRANTED	RESOLVED	Grand Total
All Grievances	10	124	21	7	112	27	2	303
Non Health Care	5	83	16	3	72	14	1	194
Health Care	5	41	5	4	40	13	1	109