

TEXAS DEPARTMENT OF CRIMINAL JUSTICE
Inter-Office Communication

TO:	Distribution	DATE:	October 4, 2010
FROM:	Karen Hall Executive Support	SUBJECT:	4 th Quarter FY 2010 Grievance & Ombudsman Reports

Enclosed you will find the 4th Quarter FY 2010 reports from the Offender Grievance Program and the Office of the Ombudsman.

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Offender Grievance Program

4th Quarter FY 2010 Report



Grievance Program Administrator

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10/04/10

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TEXAS DEPARTMENT OF CRIMINAL JUSTICE
OFFENDER GRIEVANCE PROGRAM

FY 10 Annual Report
Foreword

The mission of the Texas Department of Criminal Justice (TDCJ) Offender Grievance Program is “to promote awareness and positive intervention between staff and offenders to identify and resolve issues at the lowest possible level, and to facilitate the flow of information between the Units and Agency leaders.” Offenders are required to attempt to resolve their concerns informally before filing a formal grievance and are encouraged to use the program responsibly. However, if informal resolution is not successful, offenders may utilize the grievance procedure to address: the interpretation and application of TDCJ policies, rules, regulations, and procedures; offender or employee action; reprisals against offenders for submitting a complaint; the loss or damage of authorized offender property; or any other matter within the authority of TDCJ. Instructions on how to utilize the grievance procedure can be found posted on bulletin boards in offender housing areas, located in the Law Library, or the offender can request assistance from the Unit Grievance Investigator. The Offender Grievance Operations Manual (OGOM) is also available in the Law Library for offenders to review.

Reengineering of the Offender Grievance Program continues in order to improve the quality of the program. Training and direction for grievance staff is constantly presented to ensure a comprehensive program that is consistent system-wide. New enhancements recently implemented to the GR00 Case Tracking system will reduce data entry errors, as well as provide the ability to retrieve stats regarding aspects of the program that were not previously available. Continuous monitoring of the program is proving to be successful and leading to positive change.

During FY10, offenders submitted 173,559 Step 1 grievances and 43,618 Step 2 appeals, representing a 3% and 5% increase, respectively, when compared to the totals for FY09. Even though the total number of grievances is higher at both Step 1 and Step 2 than the numbers reported in FY09, the percentage of increase is lower than the increase for the previous year.

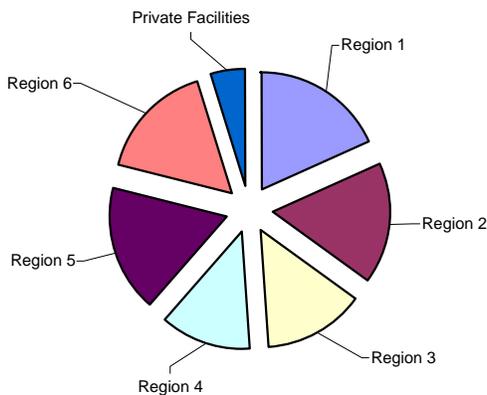
Summary of Offender Grievances by Region and Issue

FY 2010 Step 1 Grievances

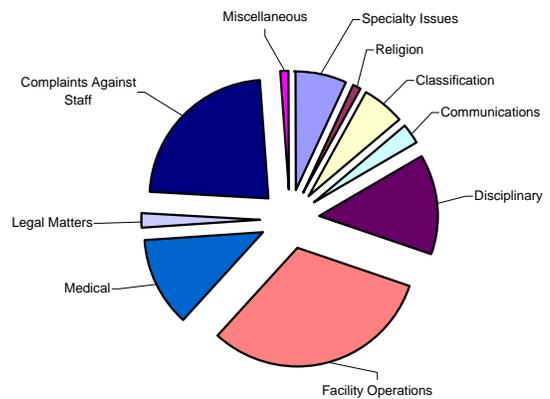
REGIONS	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Average Grv	Average Grv	Average Grv / Mo	Average Grv / Mo
														per Mo.	per Mo.	per 100	per 100
														FY 2009	FY 2010	FY 2009	FY 2010
REGION 1	2,721	2,521	2,311	2,429	2,537	2,418	2,965	2,621	2,593	3,101	2,703	2,949	31,869	2,499	2,656	10.2	10.8
REGION 2	2,388	2,349	2,072	2,495	2,274	2,182	2,693	2,342	2,190	2,618	2,513	2,681	28,797	2,215	2,400	9.3	10.2
REGION 3	1,997	1,961	1,926	2,027	1,690	1,711	2,117	2,048	1,888	2,333	2,248	2,357	24,303	2,017	2,025	8.2	8.2
REGION 4	1,819	1,764	1,648	1,683	1,743	1,571	1,908	1,652	1,584	2,027	1,953	2,048	21,400	1,805	1,783	8.1	7.9
REGION 5	2,753	2,283	2,342	2,338	2,296	2,321	2,803	2,513	2,408	2,986	2,685	2,931	30,659	2,537	2,555	11.5	11.5
REGION 6	2,325	2,324	2,299	2,288	2,255	2,086	2,451	2,120	2,062	2,653	2,596	2,702	28,161	2,222	2,347	10.3	10.8
PRIVATE FACILITIES	664	776	697	662	695	605	770	650	556	897	652	746	8,370	747	698	4.4	4.0
Totals	14,667	13,978	13,295	13,922	13,490	12,894	15,707	13,946	13,281	16,615	15,350	16,414	173,559	14,042	14,463	9.0	9.2

ISSUE CODES	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Average Grv	Average Grv	Average Grv / Mo	Average Grv / Mo
														per Mo.	per Mo.	per 100	per 100
														FY 2009	FY 2010	FY 2009	FY 2010
000 Specialty Issues	940	934	933	979	928	963	1,120	1,057	886	1,114	1,064	1,080	11,998	952	1,000	0.6	0.6
100 Religion	183	81	136	117	129	77	143	133	115	199	214	240	1,767	145	147	0.1	0.1
200 Classification	912	866	768	752	715	804	1,033	949	870	949	886	1,007	10,511	912	876	0.6	0.6
300 Communications	433	450	408	384	366	376	499	406	392	408	340	421	4,883	400	407	0.3	0.3
400 Disciplinary	2,046	1,906	1,928	1,748	1,696	1,694	2,158	2,104	1,981	2,200	2,049	1,988	23,498	1,867	1,958	1.2	1.2
500 Facility Operations	4,356	4,286	3,991	4,684	4,564	4,019	4,975	3,915	3,856	5,522	4,891	5,120	54,179	4,233	4,515	2.7	2.9
600 Medical	1,798	1,752	1,613	1,681	1,674	1,595	1,850	1,742	1,704	2,011	2,033	2,108	21,561	1,727	1,797	1.1	1.1
700 Legal Matters	275	320	273	242	230	240	279	274	280	232	309	302	3,256	268	271	0.2	0.2
800 Complaints Against Staff	3,541	3,214	3,057	3,187	3,049	2,964	3,458	3,198	3,038	3,806	3,375	3,931	39,818	3,343	3,318	2.1	2.1
900 Miscellaneous	183	169	188	148	139	162	192	168	159	174	189	217	2,088	196	174	0.1	0.1
Totals	14,667	13,978	13,295	13,922	13,490	12,894	15,707	13,946	13,281	16,615	15,350	16,414	173,559	14,042	14,463	9.0	9.2

Average Grievances per Month by Region



Average Grievances per Month by Issue



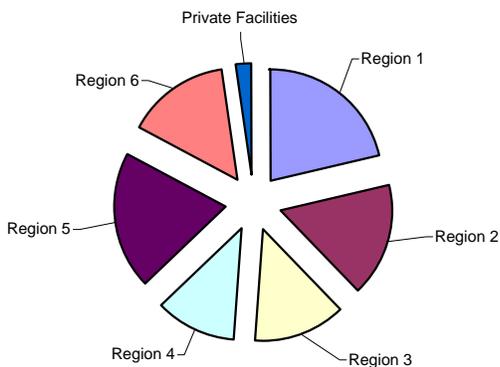
Summary of Offender Grievances by Region and Issue

FY 2010 Step 2 Grievances

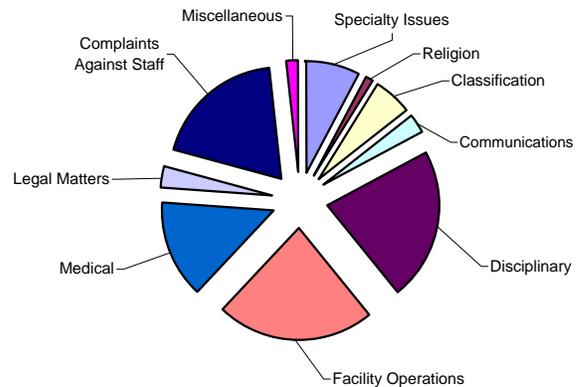
REGIONS	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Average Grv per Mo. FY 2009	Average Grv per Mo. FY 2010	Average Grv / Mo per 100 FY 2009	Average Grv / Mo per 100 FY 2010
REGION 1	808	766	671	703	710	739	812	858	806	840	790	785	9,288	733	774	3.0	3.2
REGION 2	604	639	511	663	572	551	611	597	583	600	722	580	7,233	534	603	2.2	2.6
REGION 3	454	439	505	471	434	438	451	467	410	507	503	663	5,742	434	479	1.8	1.9
REGION 4	430	469	359	465	389	434	474	415	349	438	422	436	5,080	441	423	2.0	1.9
REGION 5	776	786	598	793	552	650	874	682	756	766	776	801	8,810	703	734	3.2	3.3
REGION 6	552	446	441	606	537	482	618	574	539	549	552	593	6,489	537	541	2.5	2.5
PRIVATE FACILITIES	78	95	78	91	57	73	98	88	80	70	76	92	976	91	81	0.5	0.5
Totals	3,702	3,640	3,163	3,792	3,251	3,367	3,938	3,681	3,523	3,770	3,841	3,950	43,618	3,474	3,635	2.2	2.3

ISSUE CODES	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Average Grv per Mo. FY 2009	Average Grv per Mo. FY 2010	Average Grv / Mo per 100 FY 2009	Average Grv / Mo per 100 FY 2010
000 Specialty Issues	306	256	238	253	247	268	319	328	299	324	290	310	3,438	258	287	0.2	0.2
100 Religion	44	32	27	31	40	21	31	29	35	49	25	70	434	32	36	0.0	0.0
200 Classification	198	219	176	186	179	178	203	225	224	200	198	215	2,401	207	200	0.1	0.1
300 Communications	98	103	88	124	96	93	103	97	113	132	90	108	1,245	101	104	0.1	0.1
400 Disciplinary	791	813	701	849	701	647	971	789	812	829	833	885	9,621	764	802	0.5	0.5
500 Facility Operations	840	726	674	866	806	836	910	868	740	810	927	889	9,892	751	824	0.5	0.5
600 Medical	479	531	459	582	399	466	496	560	506	531	627	533	6,169	475	514	0.3	0.3
700 Legal Matters	93	123	101	130	85	93	127	111	88	118	110	112	1,291	104	108	0.1	0.1
800 Complaints Against Staff	786	793	646	710	649	707	715	613	654	727	694	760	8,454	718	705	0.5	0.4
900 Miscellaneous	67	44	53	61	49	58	63	61	52	50	47	68	673	64	56	0.0	0.0
Totals	3,702	3,640	3,163	3,792	3,251	3,367	3,938	3,681	3,523	3,770	3,841	3,950	43,618	3,474	3,635	2.2	2.3

Average Grievances per Month by Region



Average Grievances per Month by Issue



Offender Grievances by Custody

FY 2010

Custody Group	Avg. Grv. per Mo.	Population End of Quarter	Percent of Population	Avg. Grv. per Mo. / 100	Percent of Grievances
Admin. Seg.	3,028	8,701	5.52%	34.8	15.16%
D1, D2, D3, DW	92	293	0.19%	31.4	0.46%
G5, P5, J5	1,027	3,104	1.97%	33.1	5.14%
G4, P4, J4	2,960	11,249	7.13%	26.3	14.81%
OT,G1,G2,P2,G3,P3,J1,J2	11,661	118,969	75.41%	9.8	58.36%
Other Custodies	1,213	15,444	9.79%	7.9	6.07%
Totals	19,980	157,760	100.00%	12.7	100.00%

Custody Group	Avg. Grv. per Mo.	Population End of Quarter	Percent of Population	Avg. Grv. per Mo. / 100	Percent of Grievances
Admin. Seg.	3,028	8,701	5.52%	34.8	15.16%
Death Row	92	293	0.19%	31.4	0.46%
G5, P5, J5	1,027	3,104	1.97%	33.1	5.14%
Totals	4,147	12,098	7.67%	34.3	20.76%

Note: Ad-Seg, Death Row, G5, P5 and J5 combined comprise only 7.67% of the population, but file 20.76% of the total grievances.

- Death Row is based on custody. Death Row offenders in medical or mental health status are not included.
- Ad-Seg includes state jail offenders classified as segregation (SR).
- The end of quarter population does not include offenders on bench warrant.
- Population includes all secure facilities (Intermediate Sanction Facilities and Pre-Parole Transfer Facilities).