

Offender Grievance Program

Fiscal Year 2011 Report



Grievance Program Administrator

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TEXAS DEPARTMENT OF CRIMINAL JUSTICE
OFFENDER GRIEVANCE PROGRAM

Fiscal Year (FY) 2011 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.

The quality of the Offender Grievance Program continues to improve by providing training and direction for grievance staff to ensure a comprehensive program that is consistent system-wide. The department is working towards achieving consistency with the installation of thin client equipment by the Information Technology Division. Units in Regions I, II, and III have already been installed and the positive results have already been achieved. Additionally, the enhancements implemented to the GR00 Case Tracking System has improved data entry accuracy, as well as provided the ability to retrieve statistics regarding aspects of the program that were not previously available. Continuous monitoring of the program continues to identify trends and improvement suggestions that are shared with leadership.

Grievances that do not qualify as an emergency, or warrant special consideration may be screened based on the criteria as outlined in AD-03.82, “Offender Grievances.” Screened grievances are returned to the offenders unprocessed, which means an investigation is not completed or a response provided to the offender, other than the reason why the grievance was screened. However, screened grievances represent a large number of grievances receiving an initial assessment by grievance staff that has always been tracked but was not previously reported in the annual report. Grievance staff reviews each screened grievance to ensure an emergency issue does not exist, in addition to entering the data regarding the grievance and its disposition (screened) into the GR00 Case Tracking System. During fiscal year (FY) 2011, grievance staff screened 53,284 Step 1 grievances and 1,392 Step 2 grievances submitted by offenders.

During FY11 offenders submitted 174,525 Step 1 grievances and 43,323 Step 2 appeals, representing a .56% increase in Step 1 grievances and a .68% decrease in Step 2 grievances when compared to the totals for FY10.

The Central Grievance Office Correspondence Section processed 6,537 letters and I-60 Request to Authority forms received from offenders, as well as an additional 2,112 pieces of offender mail previously handled by the former Correctional Institutions Division Ombudsman Office. A total volume of 8,649 pieces of offender mail was processed during FY 2011.

The Central Grievance Office Litigation Support Section processed 543 legal requests (372 – Litigation; 80 – Spears; 45 – Tort; and 46 – Subpoenas); 187 public information requests; and copied 109,066 documents for those requests in FY 2011.

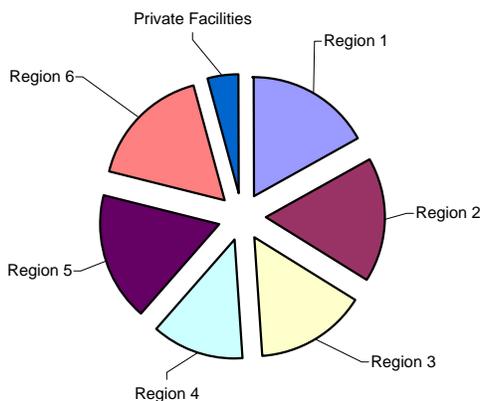
Summary of Offender Grievances by Region and Issue

FY 2011 Step 1 Grievances

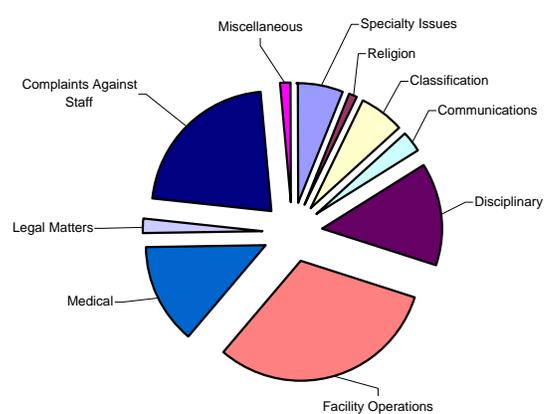
REGIONS	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Average Grv per Mo. FY 2010	Average Grv per Mo. FY 2011	Average Grv / Mo per 100 FY 2010	Average Grv / Mo per 100 FY 2011
REGION 1	2,436	2,235	2,227	2,212	2,393	2,213	2,788	2,563	2,735	2,750	2,497	2,687	29,736	2,656	2,422	10.8	10.1
REGION 2	2,533	2,294	2,545	2,101	2,166	2,157	2,705	2,377	2,638	2,755	2,358	2,861	29,490	2,400	2,391	10.2	10.3
REGION 3	2,194	2,140	2,206	1,920	2,162	1,857	2,322	2,110	2,274	2,182	2,088	2,623	26,078	2,025	2,132	8.2	8.7
REGION 4	1,896	1,687	1,759	1,604	1,700	1,815	1,835	1,635	1,805	2,187	1,883	2,340	22,146	1,783	1,748	7.9	8.0
REGION 5	2,646	2,395	2,601	2,468	2,624	2,240	2,630	2,428	2,370	2,722	2,639	2,770	30,533	2,555	2,489	11.5	11.3
REGION 6	2,165	2,278	2,586	2,270	2,449	2,344	2,733	2,396	2,557	2,530	2,384	2,749	29,441	2,347	2,420	10.8	11.1
PRIVATE FACILITIES	703	673	557	524	609	480	627	552	524	598	588	666	7,101	698	583	4.0	3.4
Totals	14,573	13,702	14,481	13,099	14,103	13,106	15,640	14,061	14,903	15,724	14,437	16,696	174,525	14,463	14,185	9.2	9.2

ISSUE CODES	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Average Grv per Mo. FY 2010	Average Grv per Mo. FY 2011	Average Grv / Mo per 100 FY 2010	Average Grv / Mo per 100 FY 2011
000 Specialty Issues	887	800	870	797	867	776	945	861	1,008	943	927	986	10,667	1,000	868	0.6	0.6
100 Religion	164	98	101	132	160	181	185	196	118	142	120	386	1,983	147	148	0.1	0.1
200 Classification	915	857	874	757	895	780	1,003	823	889	920	777	960	10,450	876	866	0.6	0.6
300 Communications	422	358	364	386	375	435	481	430	435	393	364	429	4,872	407	410	0.3	0.3
400 Disciplinary	1,966	1,886	1,930	1,875	1,971	1,765	2,141	1,954	2,166	2,157	1,955	2,049	23,815	1,958	1,962	1.2	1.3
500 Facility Operations	4,382	4,453	4,683	3,955	4,273	4,151	4,892	4,363	4,557	5,033	4,468	5,003	54,213	4,515	4,412	2.9	2.9
600 Medical	1,980	1,856	1,960	1,844	1,904	1,821	2,154	1,906	1,983	2,200	2,127	2,382	24,117	1,797	1,934	1.1	1.3
700 Legal Matters	287	253	283	264	274	244	303	241	265	311	338	341	3,404	271	268	0.2	0.2
800 Complaints Against Staff	3,376	2,969	3,266	2,920	3,214	2,751	3,317	3,117	3,318	3,392	3,176	3,933	38,749	3,318	3,139	2.1	2.0
900 Miscellaneous	194	172	150	169	170	202	219	170	164	233	185	227	2,255	174	179	0.1	0.1
Totals	14,573	13,702	14,481	13,099	14,103	13,106	15,640	14,061	14,903	15,724	14,437	16,696	174,525	14,463	14,185	9.2	9.2

Average Grievances per Month by Region



Average Grievances per Month by Issue



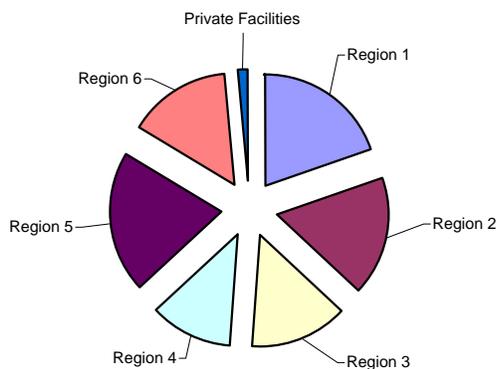
Summary of Offender Grievances by Region and Issue

FY 2011 Step 2 Grievances

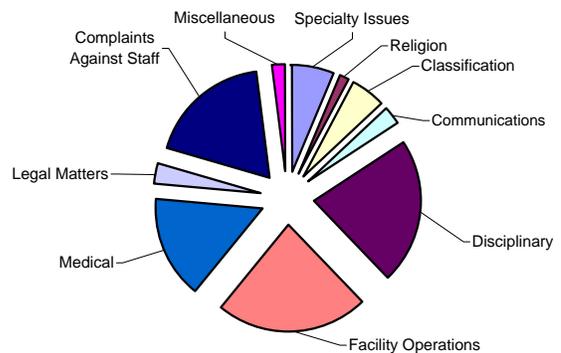
REGIONS	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Average Grv per Mo. FY 2010	Average Grv per Mo. FY 2011	Average Grv / Mo per 100 FY 2010	Average Grv / Mo per 100 FY 2011
REGION 1	718	693	706	711	680	624	756	672	706	824	883	903	8,876	774	696	3.2	3.0
REGION 2	569	640	634	571	680	519	620	556	595	651	677	594	7,306	603	598	2.6	2.6
REGION 3	535	476	530	486	451	484	502	551	502	606	474	531	6,128	479	502	1.9	2.0
REGION 4	460	448	433	338	446	382	551	346	411	373	414	481	5,083	423	424	1.9	1.8
REGION 5	738	731	720	719	741	664	823	633	688	703	619	883	8,662	734	717	3.3	3.2
REGION 6	610	482	531	432	468	469	671	527	536	687	559	631	6,603	541	525	2.5	2.5
PRIVATE FACILITIES	68	57	59	55	42	47	69	41	41	63	60	63	665	81	53	0.5	0.3
Totals	3,698	3,527	3,613	3,312	3,508	3,189	3,992	3,326	3,479	3,907	3,686	4,086	43,323	3,635	3,516	2.3	2.3

ISSUE CODES	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Average Grv per Mo. FY 2010	Average Grv per Mo. FY 2011	Average Grv / Mo per 100 FY 2010	Average Grv / Mo per 100 FY 2011
000 Specialty Issues	258	201	208	197	232	190	241	251	216	265	248	288	2,795	287	222	0.2	0.1
100 Religion	46	63	38	25	42	37	66	56	54	41	26	48	542	36	47	0.0	0.0
200 Classification	217	200	197	176	178	183	188	190	217	213	203	220	2,382	200	194	0.1	0.1
300 Communications	96	98	94	75	113	83	120	99	104	125	115	122	1,244	104	98	0.1	0.1
400 Disciplinary	807	748	799	765	750	758	877	703	728	932	809	852	9,528	802	771	0.5	0.5
500 Facility Operations	849	771	892	789	811	696	946	754	744	846	882	912	9,892	824	806	0.5	0.5
600 Medical	569	571	568	502	556	475	607	504	561	559	539	720	6,731	514	546	0.3	0.4
700 Legal Matters	113	121	103	94	125	92	124	107	95	118	118	139	1,349	108	108	0.1	0.1
800 Complaints Against Staff	677	689	656	629	645	606	752	590	701	748	671	710	8,074	705	661	0.4	0.4
900 Miscellaneous	66	65	58	60	56	69	71	72	59	60	75	75	786	56	64	0.0	0.0
Totals	3,698	3,527	3,613	3,312	3,508	3,189	3,992	3,326	3,479	3,907	3,686	4,086	43,323	3,635	3,516	2.3	2.3

Average Grievances per Month by Region



Average Grievances per Month by Issue



Offender Grievances by Custody

FY 2011

Custody Group	Avg. Grv. per Mo.	Population End of Quarter	Percent of Population	Avg. Grv. per Mo. / 100	Percent of Grievances
Admin. Seg.	3,237	8,804	5.55%	36.8	16.59%
D1, D2, D3, DW	83	797	0.50%	10.5	0.43%
G5, P5, J5	1,042	3,224	2.03%	32.3	5.34%
G4, P4, J4	2,973	11,432	7.20%	26.0	15.24%
OT,G1,G2,P2,G3,P3,J1,J2	11,217	121,615	76.61%	9.2	57.49%
Other Custodies	960	12,867	8.11%	7.5	4.92%
Totals	19,512	158,739	100.00%	12.3	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.	3,237	8,804	5.55%	36.8	16.59%
Death Row	83	797	0.50%	10.5	0.43%
G5, P5, J5	1,042	3,224	2.03%	32.3	5.34%
Totals	4,362	12,825	8.08%	34.0	22.36%

Note: Ad-Seg, Death Row, G5, P5 and J5 combined comprise only 8.08% of the population, but file 22.36% 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).