

Offender Grievance Program

Fiscal Year 2012 Report



Grievance Program Administrator

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TEXAS DEPARTMENT OF CRIMINAL JUSTICE
OFFENDER GRIEVANCE PROGRAM

Fiscal Year (FY) 2012 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. Thin client equipment has been installed at units in Regions I, II, III, and 75% of Region IV. The positive results are evident. Additionally, the enhancements implemented to the GR00 Case Tracking System has improved data entry accuracy, as well as provided the ability to retrieve statistical data regarding aspects of the program that were not previously available. Continuous monitoring of the program identifies 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) 2012, grievance staff screened 53,064 Step 1 grievances and 1,473 Step 2 grievances submitted by offenders.

During FY12 offenders submitted 172,624 Step 1 grievances and 43,634 Step 2 appeals, representing a 1.09% decrease in Step 1 grievances and a .72% increase in Step 2 grievances when compared to the totals for FY11.

The Central Grievance Office Correspondence Section processed 7,097 letters and I-60 Request to Authority forms received from offenders during FY 2012.

The Central Grievance Office Litigation Support Section processed 552 legal requests (392 – Litigation; 99 – Spears; 36 – Tort; and 25 – Subpoenas); 122 public information requests (PIR); and copied 133,779 documents for those requests in FY 2012.

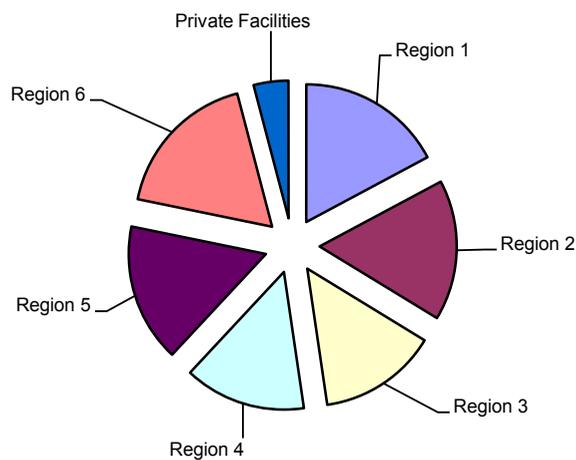
Summary of Offender Grievances by Region and Issue

FY 2012 Step 1 Grievances

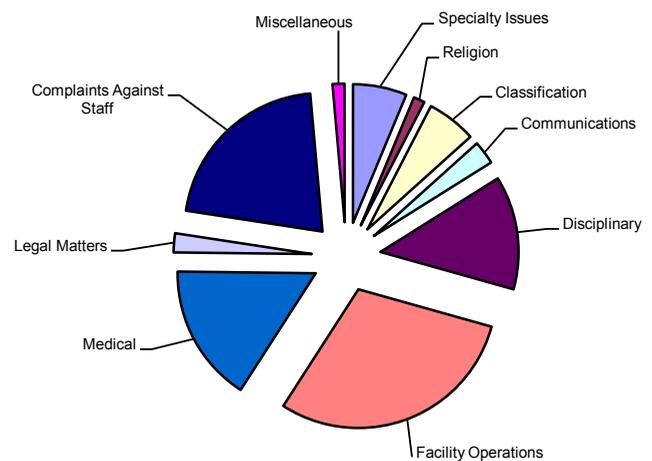
REGIONS														Average Grv per Mo. FY 2011	Average Grv per Mo. FY 2012	Average Grv / Mo per 100 FY 2011	Average Grv / Mo per 100 FY 2012
	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL				
REGION 1	2,400	2,414	2,588	2,426	2,644	2,390	2,578	2,443	2,431	2,257	2,524	2,633	29,728	2,478	2,477	10.1	10.0
REGION 2	2,267	2,173	2,436	2,401	2,433	2,316	2,643	2,284	2,478	2,219	2,356	2,440	28,446	2,458	2,371	10.3	10.0
REGION 3	1,975	1,763	2,000	2,294	2,115	1,772	2,050	2,030	2,050	1,907	2,067	2,096	24,119	2,173	2,010	8.7	8.3
REGION 4	1,939	1,941	2,342	1,798	2,024	2,323	2,215	2,205	2,027	1,888	2,080	1,907	24,689	1,846	2,057	8.0	8.9
REGION 5	2,418	2,498	2,490	2,378	2,325	2,419	2,587	2,263	2,203	1,814	2,077	2,540	28,012	2,544	2,334	11.3	10.3
REGION 6	2,308	2,537	2,587	2,526	2,559	2,388	2,406	2,576	2,619	2,511	2,632	2,897	30,546	2,453	2,546	11.1	11.5
PRIVATE FACILITIES	506	571	529	584	630	486	575	641	714	548	575	725	7,084	592	590	3.4	3.5
Totals	13,813	13,897	14,972	14,407	14,730	14,094	15,054	14,442	14,522	13,144	14,311	15,238	172,624	14,544	14,385	9.2	9.1

ISSUE CODES														Average Grv per Mo. FY 2011	Average Grv per Mo. FY 2012	Average Grv / Mo per 100 FY 2011	Average Grv / Mo per 100 FY 2012
	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL				
000 Specialty Issues	868	823	810	809	869	913	926	910	969	858	982	1,116	10,853	889	904	0.6	0.6
100 Religion	144	146	238	160	190	190	164	252	136	114	272	265	2,271	165	189	0.1	0.1
200 Classification	874	908	861	745	852	780	801	823	923	792	760	837	9,956	871	830	0.6	0.5
300 Communications	341	375	389	368	440	412	443	393	383	345	411	423	4,723	406	394	0.3	0.3
400 Disciplinary	1,882	1,974	2,009	1,896	1,842	1,882	1,892	1,913	1,962	1,692	1,862	2,065	22,871	1,985	1,906	1.3	1.2
500 Facility Operations	4,068	4,036	4,784	4,783	4,673	4,198	4,384	4,165	4,207	3,890	4,030	4,181	51,399	4,518	4,283	2.9	2.7
600 Medical	2,128	1,992	2,212	2,188	2,307	2,281	2,759	2,482	2,378	2,075	2,460	2,453	27,715	2,010	2,310	1.3	1.5
700 Legal Matters	309	309	294	309	286	329	340	338	323	328	336	353	3,854	284	321	0.2	0.2
800 Complaints Against Staff	3,015	3,104	3,208	2,978	3,066	2,889	3,119	2,946	3,059	2,871	2,940	3,334	36,529	3,229	3,044	2.0	1.9
900 Miscellaneous	184	230	167	171	205	220	226	220	182	179	258	211	2,453	188	204	0.1	0.1
Totals	13,813	13,897	14,972	14,407	14,730	14,094	15,054	14,442	14,522	13,144	14,311	15,238	172,624	14,544	14,385	9.2	9.1

Average Grievances per Month by Region



Average Grievances per Month by Issue



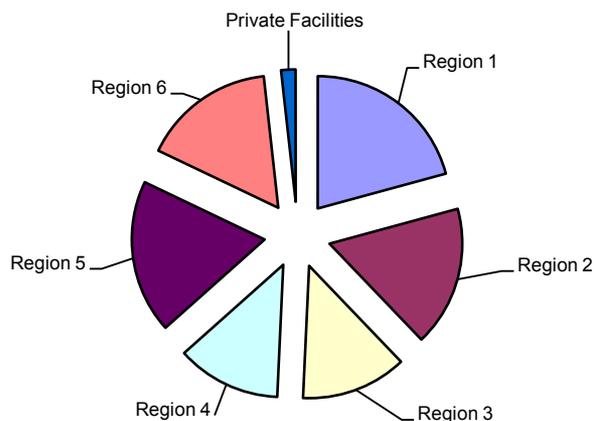
Summary of Offender Grievances by Region and Issue

FY 2012 Step 2 Grievances

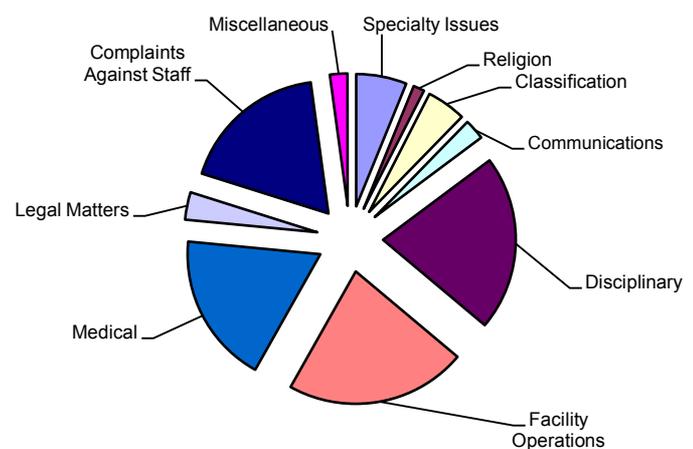
REGIONS	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Average Grv per Mo. FY 2011	Average Grv per Mo. FY 2012	Average Grv / Mo per 100 FY 2011	Average Grv / Mo per 100 FY 2012
REGION 1	732	757	679	887	741	720	674	752	853	752	697	817	9,061	740	755	3.0	3.0
REGION 2	629	547	640	687	696	653	613	651	606	454	669	621	7,466	609	622	2.6	2.6
REGION 3	550	463	397	539	417	507	429	448	454	460	440	504	5,608	511	467	2.0	1.9
REGION 4	434	396	443	551	402	407	469	541	572	417	423	469	5,524	424	460	1.8	2.0
REGION 5	745	712	645	789	663	475	765	749	645	688	635	656	8,167	722	681	3.2	3.0
REGION 6	489	593	568	617	621	600	663	603	559	588	559	580	7,040	550	587	2.5	2.7
PRIVATE FACILITIES	73	36	54	79	49	46	75	59	84	81	69	63	768	55	64	0.3	0.4
Totals	3,652	3,504	3,426	4,149	3,589	3,408	3,688	3,803	3,773	3,440	3,492	3,710	43,634	3,610	3,636	2.3	2.3

ISSUE CODES	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Average Grv per Mo. FY 2011	Average Grv per Mo. FY 2012	Average Grv / Mo per 100 FY 2011	Average Grv / Mo per 100 FY 2012
000 Specialty Issues	221	208	227	283	222	191	208	232	252	206	185	249	2,684	233	224	0.1	0.1
100 Religion	43	48	32	88	66	41	39	39	48	45	39	62	590	45	49	0.0	0.0
200 Classification	179	161	213	197	157	153	168	156	194	155	185	162	2,080	199	173	0.1	0.1
300 Communications	91	98	97	99	83	85	97	93	93	83	93	82	1,094	104	91	0.1	0.1
400 Disciplinary	787	764	709	870	816	758	756	843	783	782	672	778	9,318	794	777	0.5	0.5
500 Facility Operations	726	695	703	889	771	833	920	845	837	791	804	791	9,605	824	800	0.5	0.5
600 Medical	699	651	662	749	628	630	654	694	690	606	651	705	8,019	561	668	0.4	0.4
700 Legal Matters	128	124	128	150	99	75	139	106	143	117	138	120	1,467	112	122	0.1	0.1
800 Complaints Against Staff	720	659	591	740	693	569	633	692	637	598	644	669	7,845	673	654	0.4	0.4
900 Miscellaneous	58	96	64	84	54	73	74	103	96	57	81	92	932	66	78	0.0	0.0
Totals	3,652	3,504	3,426	4,149	3,589	3,408	3,688	3,803	3,773	3,440	3,492	3,710	43,634	3,610	3,636	2.3	2.3

Average Grievances per Month by Region



Average Grievances per Month by Issue



Offender Grievances by Custody

FY 2012

Custody Group	Avg. Grv. per Mo.	Population End of Quarter	Percent of Population	Avg. Grv. per Mo. / 100	Percent of Grievances
Admin. Seg.	8,073	8,258	5.34%	97.8	15.14%
D1, D2, D3, DW	174	820	0.53%	21.2	0.33%
G5, P5, J5	3,016	3,465	2.24%	87.0	5.65%
G4, P4, J4	8,140	11,143	7.20%	73.1	15.26%
OT,G1,G2,P2,G3,P3,J1,J2	31,478	118,130	76.36%	26.6	59.02%
Other Custodies	2,454	12,880	8.33%	19.1	4.60%
Totals	53,335	154,696	100.00%	34.5	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.	8,073	8,258	5.34%	97.8	15.14%
Death Row	174	820	0.53%	21.2	0.33%
G5, P5, J5	3,016	3,465	2.24%	87.0	5.65%
Totals	11,263	12,543	8.11%	89.8	21.12%

Note: Ad-Seg, Death Row, G5, P5 and J5 combined comprise only 8.11% of the population, but file 21.12% 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).