

Offender Grievance Program

Fiscal Year 2013 Summary Report



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TEXAS DEPARTMENT OF CRIMINAL JUSTICE
OFFENDER GRIEVANCE PROGRAM

Fiscal Year (FY) 2013 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; allegations of 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 installing 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. 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.

During FY13, offenders submitted 162,561 Step 1 grievances and 40,769 Step 2 appeals, representing a 5.83% decrease in Step 1 grievances and a 6.57% decrease in Step 2 grievances when compared to totals for FY12.

The Central Grievance Office Correspondence Section processed 3,600 pieces of correspondence received from offenders during FY 2013.

The Central Grievance Office Litigation Support Section processed 303 legal requests (200 – Litigation; 18 – Spears; 17 – Tort; and 21 – Subpoenas); 47 public information requests (PIR); and copied 47,429 documents for those requests in FY 2013.

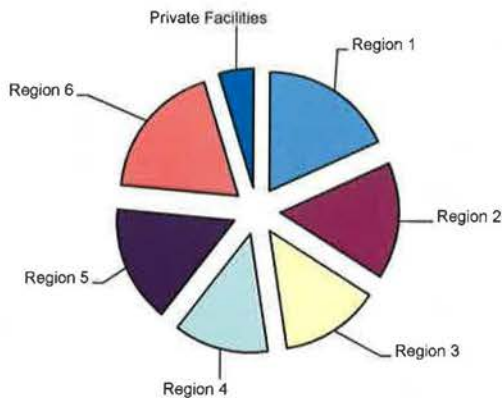
Summary of Offender Grievances by Region and Issue

FY 2013 Step 1 Grievances

REGIONS	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Average	Average	Average	Average
														Grv per Mo. FY 2012	Grv per Mo. FY 2013	Grv / Mo per 100 FY 2012	Grv / Mo per 100 FY 2013
REGION 1	2,269	2,531	2,307	2,063	2,651	2,294	2,458	2,464	2,525	2,485	2,926	2,618	2,618	2,477	2,466	10.0	9.8
REGION 2	2,013	2,528	2,131	1,736	2,187	1,965	2,067	2,130	2,166	2,140	2,463	2,253	2,253	2,371	2,148	10.0	9.0
REGION 3	1,762	2,045	1,831	1,399	1,967	1,568	1,507	1,749	1,969	1,809	2,194	2,177	2,177	2,010	1,831	8.4	7.7
REGION 4	1,555	1,914	1,653	1,412	1,748	1,577	1,906	1,713	1,741	1,593	1,921	2,308	2,308	2,057	1,753	9.0	7.8
REGION 5	2,146	2,303	2,117	1,933	2,373	1,972	2,046	2,118	2,093	1,974	2,381	2,430	2,431	2,334	2,157	10.3	9.9
REGION 6	2,312	2,829	2,501	2,025	2,770	2,344	2,559	2,595	2,513	2,445	2,946	2,742	2,742	2,546	2,548	11.6	11.9
PRIVATE FACILITIES	618	718	664	638	645	649	586	600	743	553	702	588	588	590	642	3.5	4.3
Totals	12,677	14,868	13,204	11,206	14,341	12,369	13,129	13,369	13,750	12,999	15,533	15,116	162,581	14,385	13,547	9.2	8.8

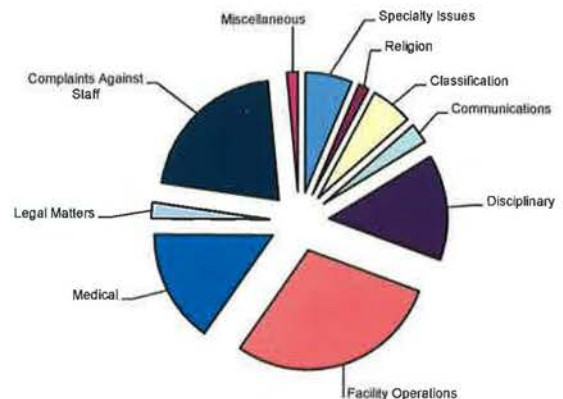
ISSUE CODES	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Average	Average	Average	Average
														Grv per Mo. FY 2012	Grv per Mo. FY 2013	Grv / Mo per 100 FY 2012	Grv / Mo per 100 FY 2013
000 Specialty Issues	863	982	812	731	900	775	903	900	904	813	931	905	10,419	904	868	0.6	0.6
100 Religion	123	167	232	149	228	193	203	179	207	145	343	192	2,361	189	197	0.1	0.1
200 Classification	743	854	793	602	733	719	755	810	830	769	810	892	9,310	830	776	0.5	0.5
300 Communications	324	392	374	327	370	340	452	375	393	324	412	392	4,475	394	373	0.3	0.2
400 Disciplinary	1,798	2,021	1,832	1,506	1,952	1,789	2,036	2,007	2,178	1,772	2,066	2,208	23,165	1,906	1,930	1.2	1.3
500 Facility Operations	3,554	4,425	4,001	3,305	4,507	3,542	3,664	3,595	3,909	4,031	4,653	4,216	47,402	4,283	3,950	2.7	2.6
600 Medical	2,026	2,356	2,067	1,724	2,153	1,875	1,947	2,103	2,062	1,967	2,396	2,336	25,012	2,310	2,084	1.5	1.4
700 Legal Matters	269	365	320	218	307	264	287	332	291	278	332	299	3,562	321	297	0.2	0.2
800 Complaints Against Staff	2,753	3,062	2,607	2,460	2,961	2,701	2,668	2,818	2,802	2,724	3,367	3,417	34,340	3,044	2,862	1.9	1.9
900 Miscellaneous	224	244	166	184	230	171	214	250	174	176	223	259	2,515	204	210	0.1	0.1
Totals	12,677	14,868	13,204	11,206	14,341	12,369	13,129	13,369	13,750	12,999	15,533	15,116	162,581	14,385	13,547	9.2	8.8

Average Grievances per Month by Region



*Note: The number and custody level of offenders varies by region

Average Grievances per Month by Issue



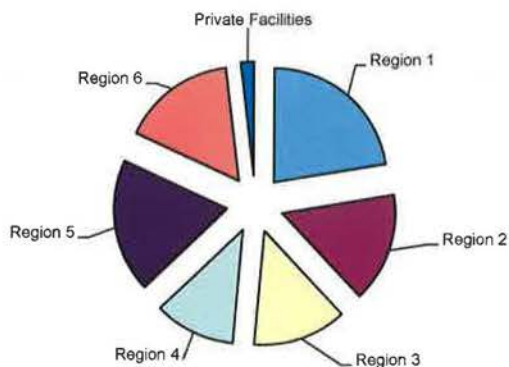
Summary of Offender Grievances by Region and Issue

FY 2013 Step 2 Grievances

REGIONS	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Average Grv per Mo. FY 2012	Average Grv per Mo. FY 2013	Average Grv / Mo per 100 FY 2012	Average Grv / Mo per 100 FY 2013
REGION 1	688	830	777	753	826	670	713	758	729	754	818	830	9,146	755	762	3.0	3.0
REGION 2	437	567	516	462	695	539	445	556	525	495	502	607	6,346	622	529	2.6	2.2
REGION 3	474	546	390	360	459	361	389	429	486	460	461	638	5,453	467	454	1.9	1.9
REGION 4	414	412	401	302	487	407	377	452	416	348	347	335	4,698	460	392	2.0	1.7
REGION 5	645	619	715	664	570	483	663	814	765	575	569	659	7,741	681	645	3.0	3.0
REGION 6	543	662	552	402	480	486	594	669	571	459	585	614	6,617	587	551	2.7	2.6
PRIVATE FACILITIES	55	62	50	52	76	73	77	56	59	75	64	69	768	64	64	0.4	0.4
Totals	3,256	3,698	3,401	2,995	3,593	3,019	3,258	3,734	3,551	3,166	3,346	3,752	40,769	3,636	3,397	2.3	2.2

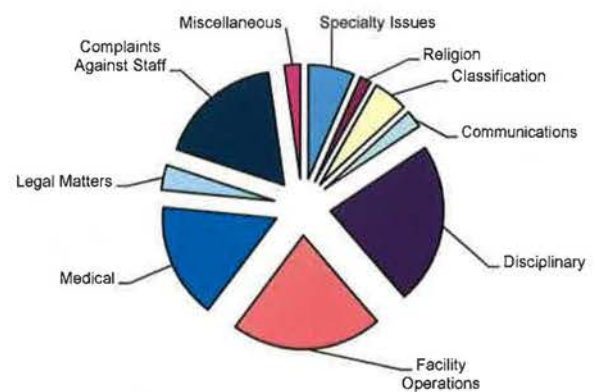
ISSUE CODES	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Average Grv per Mo. FY 2012	Average Grv per Mo. FY 2013	Average Grv / Mo per 100 FY 2012	Average Grv / Mo per 100 FY 2013
000 Specialty Issues	225	280	241	200	216	160	187	245	219	216	251	250	2,690	224	224	0.1	0.1
100 Religion	45	30	37	38	84	42	85	62	74	71	39	58	665	49	55	0.0	0.0
200 Classification	135	174	169	150	205	147	137	197	199	163	152	201	2,029	173	169	0.1	0.1
300 Communications	79	86	69	62	114	71	80	100	111	83	78	92	1,025	91	85	0.1	0.1
400 Disciplinary	761	810	759	651	779	715	775	894	807	719	790	887	9,347	777	779	0.5	0.5
500 Facility Operations	673	775	756	700	819	747	685	769	765	654	675	790	8,808	800	734	0.5	0.5
600 Medical	605	648	547	501	529	473	545	624	524	486	611	563	6,656	668	555	0.4	0.4
700 Legal Matters	117	137	124	120	114	89	123	139	135	127	92	140	1,457	122	121	0.1	0.1
800 Complaints Against Staff	549	678	594	498	643	508	559	630	653	571	601	679	7,163	654	597	0.4	0.4
900 Miscellaneous	67	80	105	75	90	67	82	74	64	76	57	92	929	78	77	0.0	0.1
Totals	3,256	3,698	3,401	2,995	3,593	3,019	3,258	3,734	3,551	3,166	3,346	3,752	40,769	3,636	3,397	2.3	2.2

Average Grievances per Month by Region



*Note: The number and custody level of offenders varies by region

Average Grievances per Month by Issue



Offender Grievances by Custody

FY 2013

Custody Group	Avg. Grv. per Mo.	Population End of Quarter	Percent of Population	Avg. Grv. per Mo. / 100	Percent of Grievances
Admin. Seg.	2,672	7,456	4.86%	35.8	14.68%
D1, D2, D3, DW	45	833	0.54%	5.4	0.25%
G5, P5, J5	1,110	3,548	2.31%	31.3	6.10%
G4, P4, J4	2,896	10,795	7.04%	26.8	15.91%
OT,G1,G2,P2,G3,P3,J1,J2	10,547	117,320	76.47%	9.0	57.93%
Other Custodies	936	13,464	8.78%	6.9	5.14%
Totals	18,207	153,416	100.00%	11.9	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.	2,672	7,456	4.86%	35.8	14.68%
Death Row	45	833	0.54%	5.4	0.25%
G5, P5, J5	1,110	3,548	2.31%	31.3	6.10%
Totals	3,828	11,837	7.72%	32.3	21.02%

Note: Ad-Seg, Death Row, G5, P5 and J5 combined comprise only 7.72% of the population, yet file 21.02% of the total grievances.