

Alaska Department of Corrections



2006 Grievance Report

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April 2007

TABLE OF CONTENTS

Title Page.....	1
Table of Contents.....	2
Introduction.....	3
Part 1--Grievance Overview	
Chart 1. Grievance Activity by Level.....	5
Chart 2. Level 1 Grievances by Subject Category.....	5
Chart 3. Level 2 Grievances by Subject Category.....	5
Chart 4. All Grievance Activity by Institution.....	6
Table 1. All Grievance Activity by Institution.....	6
Chart 5. Level 1 Grievance Activity by Institution.....	7
Table 2. Level 1 Grievance Activity by Institution.....	7
Chart 6. Grievances filed per inmate (based on Facility Population).....	8
Chart 7. Percent of Grievances Filed by Filing Frequency.....	9
Chart 8. Percent of Activity by Filing Frequency.....	9
Table 3. Grievance Filing Frequency by Individual Inmate and Filing Frequency.....	9
Part 2--Grievance Subjects	
Chart 9. Level 1 Grievance Subjects.....	11
Chart 10. Level 2 Grievance Subjects.....	11
Chart 11. Grievance Subjects by Process Level.....	11
Table 4. Grievance Subjects by Institution.....	12
Chart 12. Grievance Subjects—All Institutions.....	12
Part 3--Grievance Screenings	
Chart 13. Grievance Screenings by Subject.....	14
Table 5. Grievance Screenings by Subject and Institution.....	14
Chart 14. Healthcare and Non-healthcare Screenings by Facility.....	15
Chart 15. Types of Screenings.....	16
Table 6. Grievance Screenings by Type.....	16
Chart 16. Percent of All Screenings by Screening Type.....	17
Chart 17. Percent of All Grievances by Screening Type.....	17
Part 4--Grievance Dispositions	
Chart 18. Level 1--All Grievance Decisions.....	19
Chart 19. Level 1 Non-Healthcare Decisions.....	19
Chart 20. Level 1 Healthcare Decisions.....	19
Table 7. Grievance Dispositions by Level and Subject Category.....	20
Chart 21. All Screening Appeal Decisions.....	20
Chart 22. Non-Healthcare Screening Decisions.....	20
Chart 23. Healthcare Screening Decisions.....	20
Chart 24. Level 2--All Grievance Decisions.....	21
Chart 25. Level 2 Non-Healthcare Decisions.....	21
Chart 26. Level 2 Healthcare Decisions.....	21
Part 5--Grievance Processing Timelines	
Table 8. Grievance Completion and Processing Time Summary.....	23
Table 9. Processing Times by Institution, Subject Category, Grievance Level.....	23
Chart 27. Level 1 Grievance Processing Time by Institution.....	24
Chart 28. Level 2 Grievance Processing Time by Institution.....	24
Table 10. Level 1 Processing Times by Facility and Type of Decision.....	25
Table 11. Level 1 Processing Times by Subject: All and Closed Dispositions.....	25
Table 12. Closed Dispositions by Facility.....	25
Part 6--Conclusion	
2006 Goals in Review.....	27
Goals for 2007.....	28

INTRODUCTION

This annual grievance report continues to provide a comprehensive view of the prisoner grievance process. Many components of prior reports are incorporated into this account while some new elements have been introduced.

Historical data is incorporated when relevant to provide better analysis of departmental or institutional trends and patterns. The graphical reporting format for better understanding the process has been continued.

Although visual components are used to increase both analysis and comprehension, this data-laden format has not been very easy to read, and steps have been taken to improve its readability. The data tables have been integrated into the report instead of the appendix. This should provide clarity to the charts and make it easier to review institution specific information. In addition, the commentary and interpretative narrative has been changed as much as possible to try to be easier to understand.

Some specific terminology needs to be retained. For example, "categories" is used to group all grievances as either healthcare or non-healthcare. The healthcare category includes the grievance subject areas Medical General, Medical Specialist, Mental Health, Dental, Optical, and Pharmacy. "Subject areas" is used to identify the approximately 40 grievance topics.

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 grievance subjects.
- Part Three examines grievance screenings.
- Part Four examines grievance dispositions.
- Part Five examines processing timelines.
- Part Six provides a summary including program goals and recommendations.

Part One:
Grievance Processing Overview

Chart 1. Grievance Activity by Level

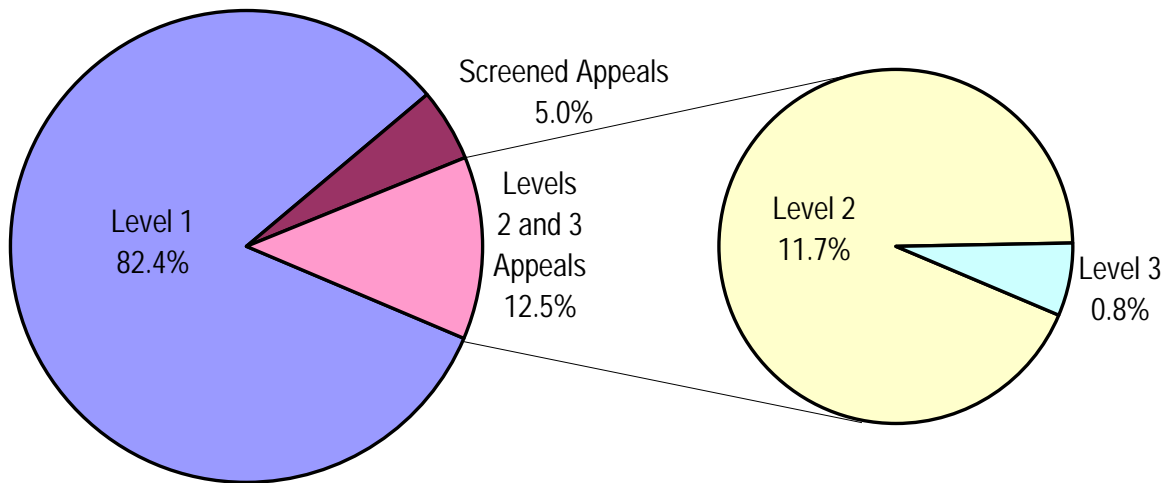


Chart 1 captures all of the grievance activity during 2006. 3908 grievance actions took place in 2006. 3222 level one grievances were filed (up from 3002 in 2005). However, when you take into consideration the increase in prisoner population, these figures closely resemble the values from 2005. The chart shows that the initial filing accounted for a little more than four-fifths of the grievance processing. One out of every four grievance decisions was appealed (25.1%). A little more than one out of every eight screening decisions was appealed (14.1%).

Chart 2. Level 1 Grievances by Category

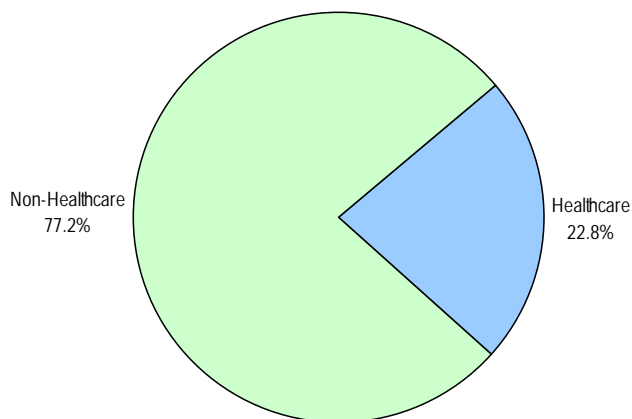
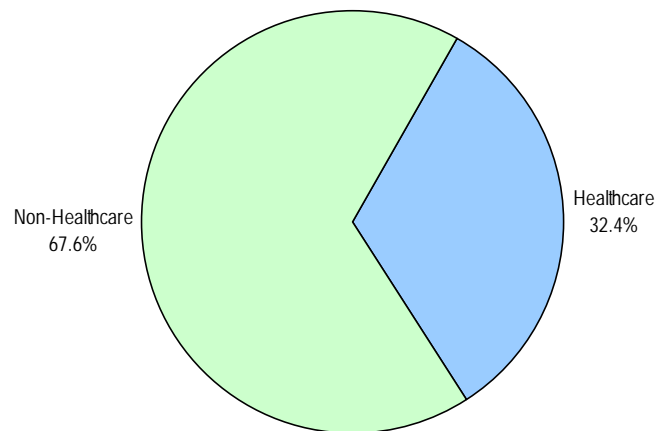
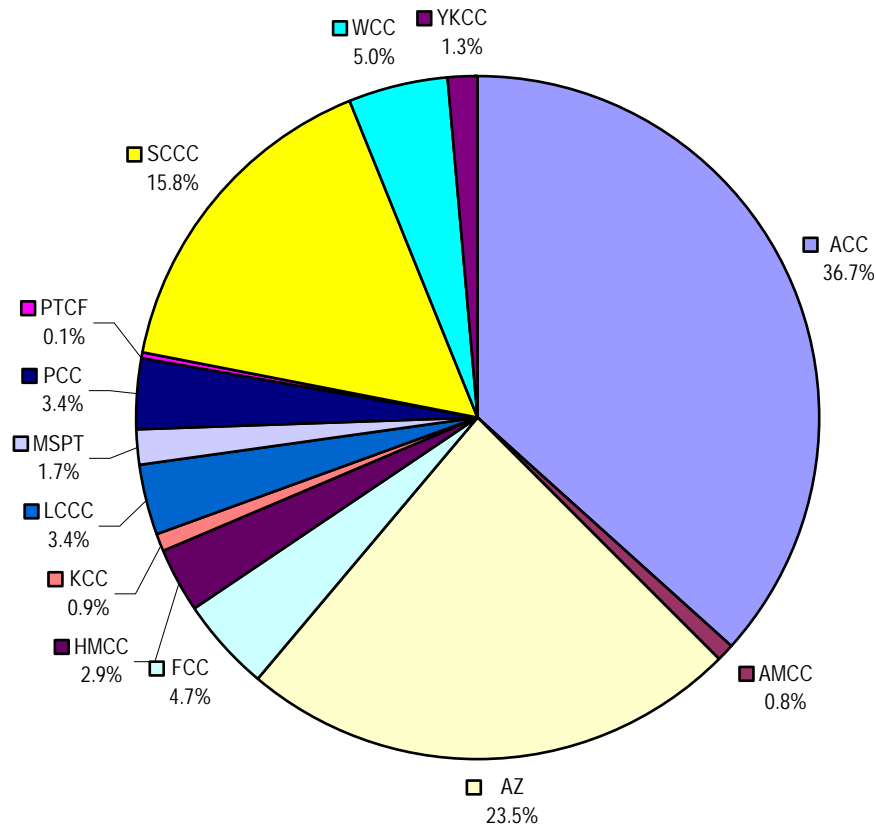


Chart 3. Level 2 Grievances by Category



These charts give a broad overview of the grievance activity according to healthcare and non-healthcare categories. This distribution reflects a steady trend where healthcare grievances tend to be appealed more readily than non-healthcare grievances. However, as the percent of screened grievances continue to drop and more grievances are being investigated, the number of non-healthcare grievances being appealed is slowly increasing.

Chart 4. All Grievance Activity by Institution

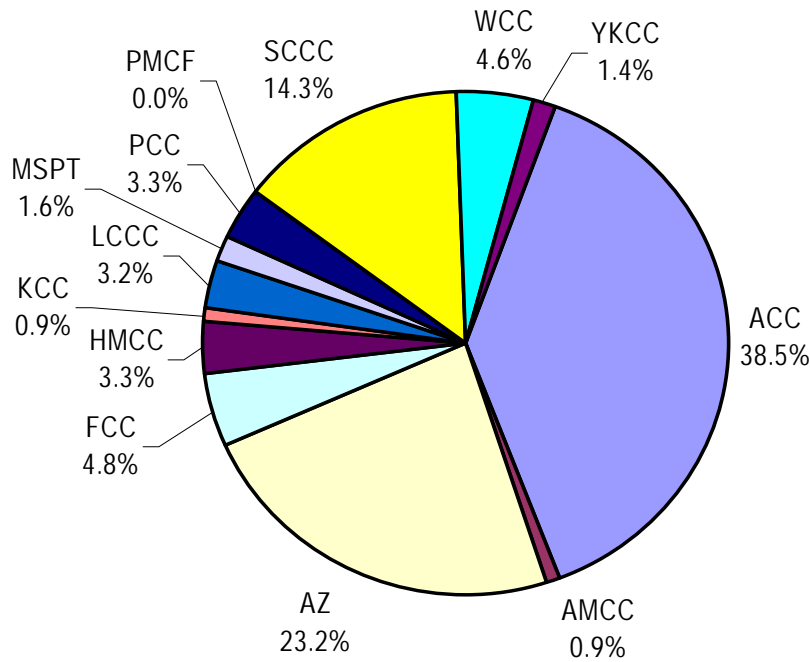


The initial filing of grievances does not accurately reflect all of the grievance activity at an institution. For example, Table 1 below shows nearly one third of the grievance decisions and screenings at Spring Creek have been appealed. Similarly, the Arizona facilities have processed a large number of appeals. Chart 4 above displays the cumulative grievance activity at each institution.

Table 1. All Grievance Activity by Institution

Subject	ACC	AMCC	AZ	FCC	HMCC	KCC	LCCC	MSPT	PCC	PTCF	SCCC	WCC	YKCC	Total
Level 1	1241	30	748	156	106	28	103	51	105	1	460	149	44	3222
Screened Appeals	40		49	2	2		9	7	6		73	4	4	196
Level 2	150		118	22	7	5	17	7	17	1	74	37	2	457
Level 3	4		4	3		1	3		3		11	4		33
Total	1435	30	919	183	115	34	132	65	131	2	618	194	50	3908
Percent of Total Activity	36.7%	0.8%	23.5%	4.7%	2.9%	0.9%	3.4%	1.7%	3.4%	0.1%	15.8%	5.0%	1.3%	100.0%

Chart 5. Level 1 Grievance Activity by Institution

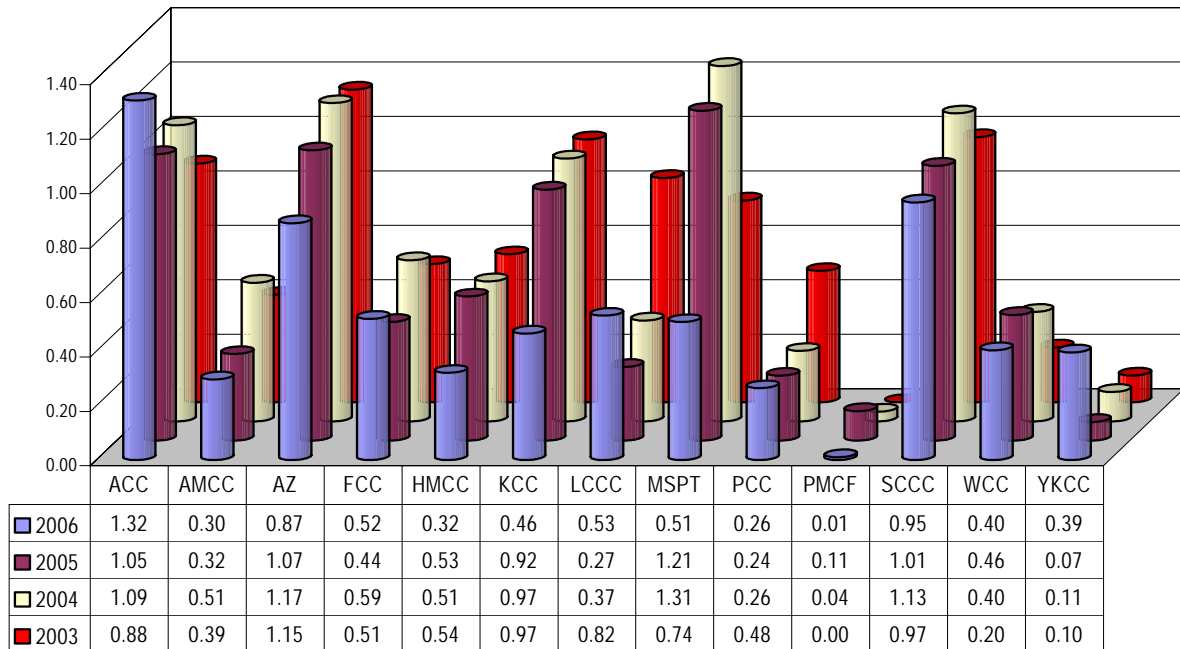


In 2006, the 29% increase in the number of grievances initially filed at the Anchorage Complex represents the one of the most dramatic change in grievance activity. Similarly, facilities such as Fairbanks, Lemon Creek, and Yukon-Kuskokwim experienced large increases in the number of grievances filed (30.1, 52.4, and 81.8 percent respectively). Conversely, over half of the institutions saw a decrease in grievances filed.

Table 2. Level 1 Grievance Activity by Institution

	ACC	AMCC	AZ	FCC	HMCC	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	Total
Population (emergency cap)	819	104	750	211	311	58	170	85	390	112	486	368	92	3956
Population (2006 average)	940	101	860	301	331	60	194	101	398	98	486	370	112	4353
Grievances filed 2006	1241	30	748	156	106	28	103	51	105	1	460	149	44	3222
Grievance per I/M 2006	1.32	0.30	0.87	0.52	0.32	0.46	0.53	0.51	0.26	0.01	0.95	0.40	0.39	0.74
Percent Filed in 2006	38.5%	0.9%	23.2%	4.8%	3.3%	0.9%	3.2%	1.6%	3.3%	0.0%	14.3%	4.6%	1.4%	100.0%
Increase/Decrease from 2005	29.0%	-16.7%	-8.2%	30.1%	-59.4%	-110.7%	52.4%	-135.3%	8.6%	#####	-6.1%	-12.8%	81.8%	6.8%
Grievances filed 2005	881	35	809	109	169	59	49	120	96	11	488	168	8	3002
Grievance per I/M 2005	1.05	0.32	1.07	0.44	0.53	0.92	0.27	1.21	0.24	0.11	1.01	0.46	0.07	0.73
Percent Filed in 2005	29.3%	1.2%	26.9%	3.6%	5.6%	2.0%	1.6%	4.0%	3.2%	0.4%	16.3%	5.6%	0.3%	100.0%
Increase/Decrease from 2004	-1.1%	-51.4%	-8.4%	-14.7%	5.3%	5.1%	-28.6%	7.5%	-5.2%	63.6%	-12.7%	11.9%	-25.0%	-4.9%
Grievances filed 2004	891	53	877	125	160	56	63	111	101	4	550	148	10	3149
Grievance per I/M 2004	1.09	0.51	1.17	0.59	0.51	0.97	0.37	1.31	0.26	0.04	1.13	0.40	0.11	0.80
Percent Filed in 2004	28.3%	1.7%	27.9%	4.0%	5.1%	1.8%	2.0%	3.5%	3.2%	0.1%	17.5%	4.7%	0.3%	100.0%
Increase/Decrease from 2003	19.4%	22.6%	1.8%	14.4%	-5.6%	0.0%	-122.2%	43.2%	-86.1%	100.0%	14.0%	50.0%	10.0%	7.9%
Grievances filed 2003	718	41	861	107	169	56	140	63	188	0	473	74	9	2899
Grievance per I/M 2003	0.88	0.39	1.15	0.51	0.54	0.97	0.82	0.74	0.48	0.00	0.97	0.20	0.10	0.73
Percent Filed in 2003	24.8%	1.4%	29.7%	3.7%	5.8%	1.9%	4.8%	2.2%	6.5%	0.0%	16.3%	2.6%	0.3%	100.0%

Chart 6. Grievances filed per Inmate (based on Facility Population)



The relationship between the inmate population and the number of grievances has been evaluated to determine overall trends in filing and an institutional benchmark upon which all institutions can be more equitably compared (average: .74 grievances filed per inmate).

Chart 6 graphically displays historical values recorded in Table 2 above that are based upon the average population and the grievances filed in each facility. This chart does not identify the impact that specific events or individual inmates have on these values. However, these values provide a foundation at the institutional level for identifying factors influencing these values. For example, significant population changes, staffing shortages, or increases of new staff or special incidents may be some of the institution specific events that are reflected by the changes in filing grievances.

Overall, the increased number of grievances is also associated with the increased population in our facilities. For example, the number of grievances filed increased 6.8% in 2006 (3222 in 2006; 3002 in 2005). Similarly, the monthly population averages increased 6.1% in 2006 (4353 in 2006; 4087 in 2005).

Chart 7. Percent of Grievances Filed by Filing Frequency

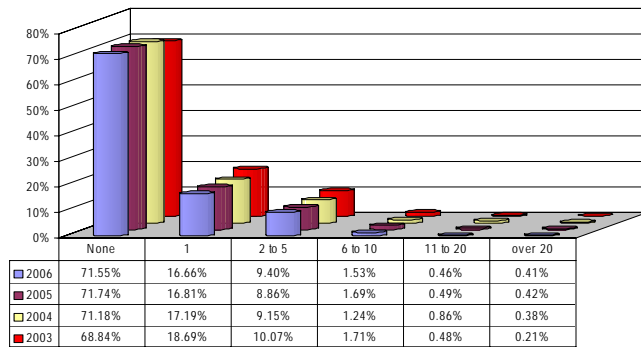
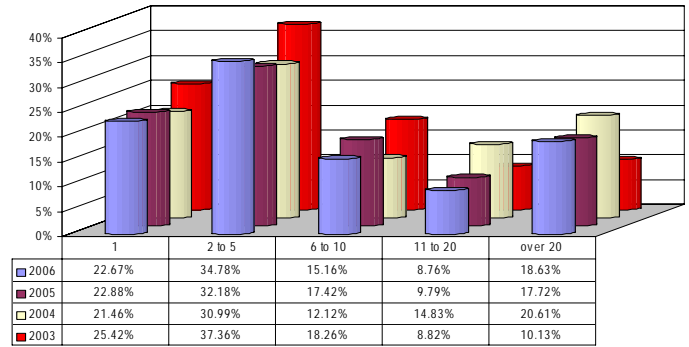


Chart 8. Percent of Activity by Filing Frequency



The previous charts and table identified grievance-filing patterns on a departmental and institutional level. These charts profile the filing habits of individual inmates. Despite more grievances because of more inmates, the percent of grievances inmates file has remained very steady. For example, chart 7 continues to show that over 70% of the inmates do not file a grievance during the year. Additionally, it shows that less than half a percent of the inmates (18 inmates) account for nearly one out of every five grievances filed (18.6%). In other words, 18 inmates generated 18% of all the grievances filed.

It was anticipated that the revised grievance policy that formally authorizes grievance abuse restrictions might target these small numbers of inmates generating numerous grievances. However, since the revision was not implemented until October 2006, this data does not reflect the impact of the policy on prisoners who abuse the grievance process.

Table 3. Grievance Filing Frequency by Individual Inmate and Filing Frequency Groups.

	Number of Grievances filed by Inmates								Grievances filed by grievant groups							
	Number of Grievances				Percent of Grievances				Number of Grievances				Percent of Grievances			
	2006	2005	2004	2003	2006	2005	2004	2003	2006	2005	2004	2003	2006	2005	2004	2003
None	3136	2932	2816	2578	71.55%	71.74%	71.18%	68.84%								
1	730	687	680	700	16.66%	16.81%	17.19%	18.69%	730	687	680	700	22.67%	22.88%	21.46%	25.42%
2 to 5	412	362	362	377	9.40%	8.86%	9.15%	10.07%	1120	966	982	1029	34.78%	32.18%	30.99%	37.36%
6 to 10	67	69	49	64	1.53%	1.69%	1.24%	1.71%	488	523	384	503	15.16%	17.42%	12.12%	18.26%
11 to 20	20	20	34	18	0.46%	0.49%	0.86%	0.48%	282	294	470	243	8.76%	9.79%	14.83%	8.82%
over 20	18	17	15	8	0.41%	0.42%	0.38%	0.21%	600	532	653	279	18.63%	17.72%	20.61%	10.13%

Part Two:
Grievance Subjects

Chart 9. Level 1 Grievance Subjects

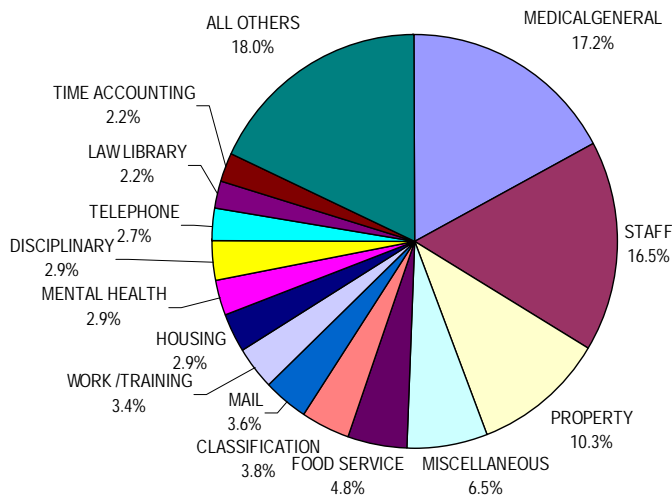
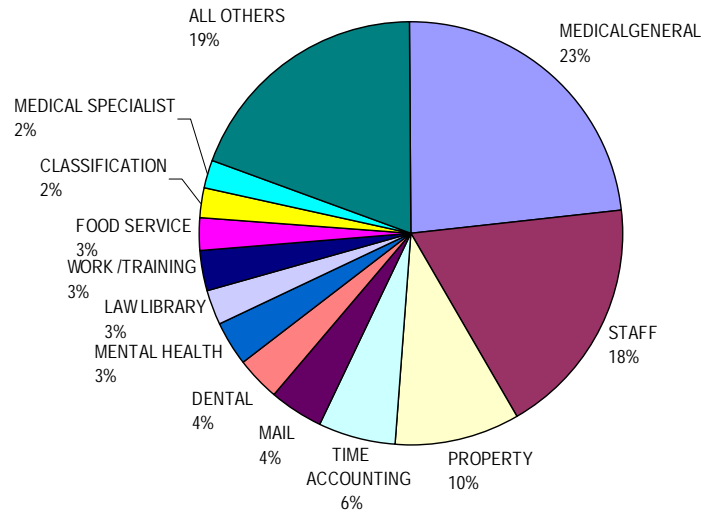


Chart 10. Level 2 Grievance Subjects



These charts illustrate both the most frequent grievance subjects and the kinds of issues in which inmates persist for relief. Medical, staff, and property grievances continue to be the most prevalent issues.

In addition, the historical record of grievances displayed in Table 4 below provides valuable insights. For example, grievances labeled “Miscellaneous” have decreased the second year in a row. This implies that Facility Standards Officers are better identifying more appropriate subject areas in which to classify grievances. On the other hand, grievances against staff have increased in the past two years. Many factors such as staff experience or facility climate can contribute to this pattern. Although detailed examination of this issue is not within the scope of this review, the condition is noteworthy and warrants further consideration.

The data also verifies expectations. As inmates became accustomed to utilizing computer terminals for legal research, I expected the law library grievances to drop. Table 4 below shows that has not yet occurred.

Chart 11. Grievance Subjects by Process Level

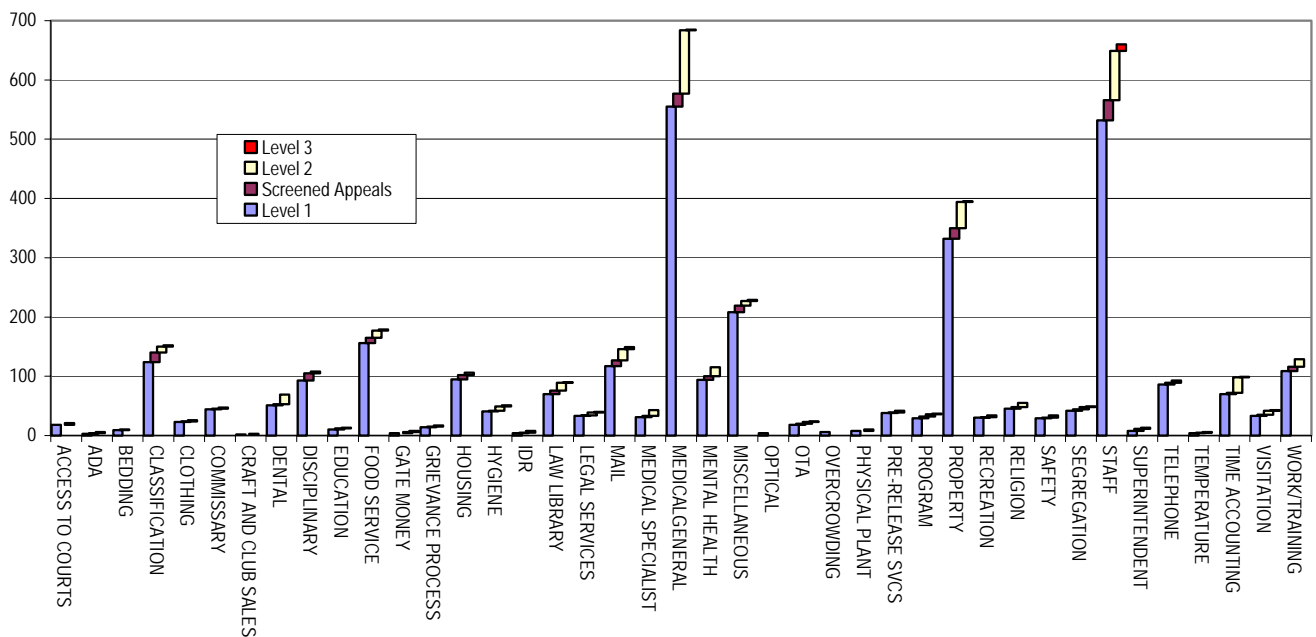
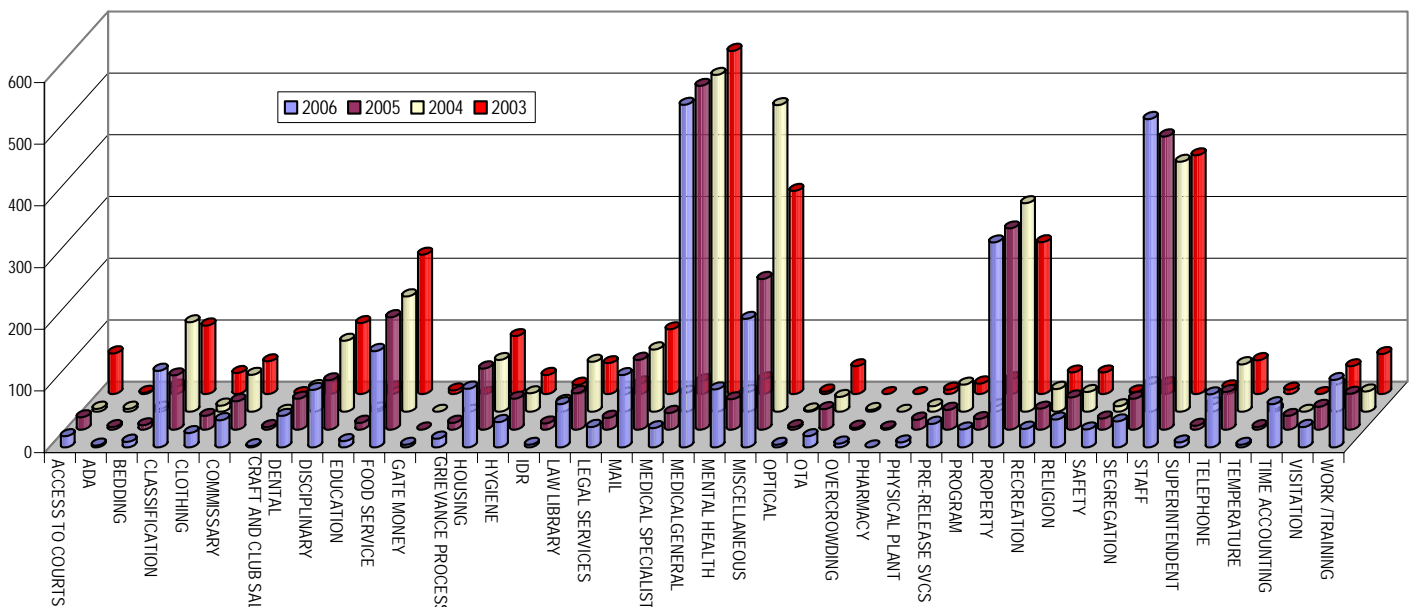


Table 4. Grievance Subjects by Institution

Subject	ACC	AMCC	AZ	FCC	HMCC	KCC	LCCC	MSPT	PCC	PTCF	SCCC	WCC	YKCC	2006		2005		2004		2003	
														TOTAL	PCT OF TOTAL	TOTAL	PCT OF TOTAL	TOTAL	PCT OF TOTAL	TOTAL	PCT OF TOTAL
ACCESS TO COURTS	12			1								5		18	0.6%	20	0.7%	5	0.2%	66	2.3%
ADA	2										1			3	0.1%	4	0.1%	5	0.2%	2	0.1%
BEDDING	3		1			1			1		3			9	0.3%	7	0.2%	5	0.2%	12	0.4%
CLASSIFICATION	54	1	12	1	7		2		4		36	6	1	124	3.8%	88	2.9%	145	4.6%	111	3.8%
CLOTHING	15	1	3	1				1	1		1			23	0.7%	22	0.7%	10	0.3%	34	1.2%
COMMISSARY	19		8	4		1	1	3	1		7			44	1.4%	46	1.5%	60	1.9%	53	1.8%
CRAFT AND CLUB SALES									1			1		2	0.1%	4	0.1%	0	0.0%	0	0.0%
DENTAL	8		14			1	10		2		9	7		51	1.6%	50	1.7%	40	1.3%	20	0.7%
DISCIPLINARY	30	1	14	3		3		2	5		24	5	6	93	2.9%	80	2.7%	115	3.7%	115	4.0%
EDUCATION	1		2	1			1		1		4			10	0.3%	11	0.4%	4	0.1%	9	0.3%
FOOD SERVICE	61		47	13	1	1		5	4		16	7	1	156	4.8%	182	6.1%	187	5.9%	226	7.8%
GATE MONEY			2				2							4	0.1%	0	0.0%	0	0.0%	6	0.2%
GRIEVANCE PROCESS	6		2				1				5			14	0.4%	11	0.4%	0	0.0%	0	0.0%
HOUSING	34	3	37	10	2		1	1	1		3	2	1	95	2.9%	99	3.3%	84	2.7%	94	3.2%
HYGIENE	13		11	8	1	2					5		1	41	1.3%	50	1.7%	30	1.0%	31	1.1%
IDR											4			4	0.1%	10	0.3%	16	0.5%	15	0.5%
LAW LIBRARY	36		16		1		1		1		12	1	2	70	2.2%	59	2.0%	81	2.6%	50	1.7%
LEGAL SERVICES	18		6		1			1			4	3		33	1.0%	19	0.6%	28	0.9%	17	0.6%
MAIL	44		24	3	1	2	6		3		26	6	2	117	3.6%	113	3.8%	101	3.2%	105	3.6%
MEDICAL SPECIALIST	8		6	2	1		1		3		9		1	31	1.0%	27	0.9%	31	1.0%	21	0.7%
MEDICAL GENERAL	217	2	144	37	39	5	16	12	16		32	27	8	555	17.2%	557	18.6%	546	17.3%	556	19.2%
MENTAL HEALTH	42		1	2	11			2	5		27	4		94	2.9%	49	1.6%	32	1.0%	24	0.8%
MISCELLANEOUS	99	6	32	3	2	1	20		7		31	7		208	6.5%	244	8.1%	497	15.8%	329	11.4%
OPTICAL			2	1									1	4	0.1%	4	0.1%	2	0.1%	4	0.1%
OTA	4								2		8	4		18	0.6%	33	1.1%	24	0.8%	45	1.6%
OVERCROWDING	5			1										6	0.2%	3	0.1%	3	0.1%	0	0.0%
PHARMACY														0	0.0%	2	0.1%	0	0.0%	0	0.0%
PHYSICAL PLANT	4							2				2		8	0.2%	16	0.5%	9	0.3%	7	0.2%
PRE-RELEASE SVCS	27			3	3				2		2	1		38	1.2%	32	1.1%	44	1.4%	17	0.6%
PROGRAM	11		8		2		1		1		2	1	3	29	0.9%	17	0.6%	9	0.3%	24	0.8%
PROPERTY	110	1	73	8	12	2	11	5	13		78	19		332	10.3%	326	10.9%	338	10.7%	246	8.5%
RECREATION	8		5	6		3	1		1		3	1	2	30	0.9%	34	1.1%	37	1.2%	35	1.2%
RELIGION	13		23				1		1		6	1		45	1.4%	52	1.7%	32	1.0%	35	1.2%
SAFETY	20		2	1	1						3	2		29	0.9%	18	0.6%	9	0.3%	3	0.1%
SEGREGATION	28	2		1	2		3				2		4	42	1.3%	50	1.7%	45	1.4%	16	0.6%
STAFF	168	10	186	30	7	4	15	9	11		55	28	9	532	16.5%	475	15.8%	405	12.9%	387	13.4%
SUPERINTENDENT	2	1	2				1				2			8	0.2%	6	0.2%	12	0.4%	11	0.4%
TELEPHONE	44	1	13	9	1		1	4	3		5	3	2	86	2.7%	61	2.0%	77	2.4%	55	1.9%
TEMPERATURE	1		1	1							1			4	0.1%	4	0.1%	4	0.1%	7	0.2%
TIME ACCOUNTING	28	1		3			4			10	1	21	2	70	2.2%	22	0.7%	0	0.0%	0	0.0%
VISITATION	10		7			2	2	3	2		2	1		33	1.0%	37	1.2%	44	1.4%	45	1.6%
WORK/TRAINING	36		44	3	7		1	1	3		11	3		109	3.4%	58	1.9%	33	1.0%	65	2.2%
Grand Total	1241	30	748	156	106	28	103	51	105	1	460	149	44	3222	100.0%	3002	100%	3149	100.0%	2898	100.0%

Chart 12. Grievance Subjects—All Institutions



Part Three:
Grievance Screenings

Chart 13. Grievance Screenings by Subject

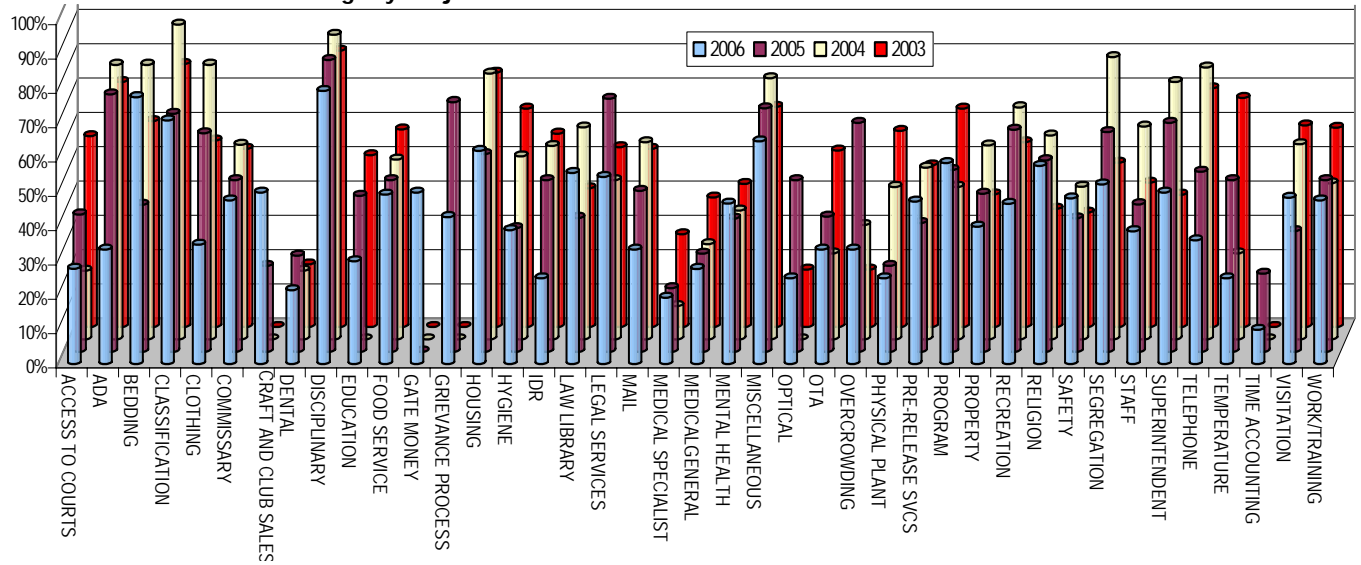


Table 5. Grievance Screenings by Subject and Institution

Subject	ACC	AMCC	FLCC	FCC	HMCC	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	Total Screened	Total Filed	2006	2005	2004	2003
ACCESS TO COURTS	4													5	18	27.8%	40.0%	20.0%	55.6%
ADA												1		1	3	33.3%	75.0%	80.0%	71.4%
BEDDING	2		1			1			1		2			7	9	77.8%	42.9%	80.0%	60.0%
CLASSIFICATION	29	1	9			7	2		3		32	4	1	88	124	71.0%	69.3%	91.7%	76.6%
CLOTHING	5	1							1	1				8	23	34.8%	63.6%	80.0%	54.3%
COMMISSARY	9		7				1		3		1			21	44	47.7%	50.0%	56.7%	51.9%
CRAFT AND CLUB SALES										1				1	2	50.0%	25.0%	0.0%	0.0%
DENTAL	3						1				4	3		11	51	21.6%	28.0%	20.0%	18.2%
DISCIPLINARY	24	1	11	3			1		2	4	18	4	6	74	93	79.6%	85.0%	88.7%	80.5%
EDUCATION							1		1		1			3	10	30.0%	45.5%	0.0%	50.0%
FOOD SERVICE	39		17	1	1				1	1	12	4	1	77	156	49.4%	50.0%	52.4%	57.5%
GATE MONEY			2											2	4	50.0%	0.0%	0.0%	0.0%
GRIEVANCE PROCESS	2										4			6	14	42.9%	72.7%	0.0%	0.0%
HOUSING	23	3	22	3					1	1	3	2	1	59	95	62.1%	57.6%	77.4%	74.1%
HYGIENE	6		4			1	1				3			16	41	39.0%	36.0%	53.3%	63.6%
IDR											1			1	4	25.0%	50.0%	56.3%	56.3%
LAW LIBRARY	20		5		1					1	10		2	39	70	55.7%	39.0%	61.7%	40.4%
LEGAL SERVICES	8		2		1				1		4	2		18	33	54.5%	73.7%	46.4%	52.4%
MAIL	12		9				1			1	13	1	2	39	117	33.3%	46.9%	57.4%	51.9%
MEDICAL SPECIALIST			2							1		3		6	31	19.4%	18.5%	9.7%	27.0%
MEDICALGENERAL	65		16	5	13	1	3	3	7		23	15	3	154	555	27.7%	28.5%	27.7%	37.7%
MENTAL HEALTH	17		1		6				2		17	1		44	94	46.8%	38.8%	37.5%	41.7%
MISCELLANEOUS	60	4	25	1	2	1	8		7		22	5		135	208	64.9%	70.9%	76.1%	64.1%
OPTICAL														1	4	25.0%	50.0%	0.0%	16.7%
OTA											3	3		6	18	33.3%	39.4%	25.0%	51.4%
OVERCROWDING	2													2	6	33.3%	66.7%	33.3%	16.7%
PHYSICAL PLANT								1				1		2	8	25.0%	25.0%	44.4%	57.1%
PRE-RELEASE SVCS	10				3				2		2	1		18	38	47.4%	37.5%	50.0%	47.1%
PROGRAM	7		2		1		1		1		1	1	3	17	29	58.6%	52.9%	44.4%	63.6%
PROPERTY	37	1	44		2	2	1	3	5		34	4		133	332	40.1%	46.0%	56.5%	38.6%
RECREATION	6		2				1			1	1	1	2	14	30	46.7%	64.7%	67.6%	53.8%
RELIGION	8		13					1			3	1		26	45	57.8%	55.8%	59.4%	34.4%
SAFETY	9		1		1						1	2		14	29	48.3%	38.9%	44.4%	33.3%
SEGREGATION	14	2			2						2		2	22	42	52.4%	64.0%	82.2%	47.8%
STAFF	66	6	74	6	5		2	5	5		24	8	5	206	532	38.7%	42.9%	62.0%	42.0%
SUPERINTENDENT		1	1								2			4	8	50.0%	66.7%	75.0%	38.5%
TELEPHONE	20	1	5				1				3	1		31	86	36.0%	52.5%	79.2%	69.5%
TEMPERATURE											1			1	4	25.0%	50.0%	25.0%	66.7%
TIME ACCOUNTING	1	1									4	1		7	70	10.0%	22.7%	0.0%	0.0%
VISITATION	6		1		3				3	2				16	33	48.5%	35.1%	56.8%	58.7%
WORK/TRAINING	19		19		2			1	2		7	2		52	109	47.7%	50.0%	45.5%	58.0%
Total Screened	533	22	295	19	51	9	22	25	50	0	262	69	30	1387	3222	43.0%	46.5%	57.9%	57.2%
Total Filed	1241	30	748	156	106	28	103	51	105	1	460	149	44	3222					
2006	42.9%	73.3%	39.4%	12.2%	48.1%	32.1%	21.4%	49.0%	47.6%	0.0%	57.0%	46.3%	68.2%	43.0%					
2005	38.6%	54.3%	44.1%	35.8%	49.7%	40.7%	34.7%	75.0%	32.3%	54.5%	58.4%	60.7%	37.5%	46.5%					
2004	56.1%	52.8%	60.2%	65.6%	52.5%	53.6%	23.8%	75.7%	52.5%	75.0%	60.2%	54.7%	30.0%	57.9%					
2003	48.7%	58.5%	66.2%	66.4%	84.6%	44.6%	37.1%	77.8%	53.7%	0.0%	42.9%	82.4%	100.0%	57.2%					

Chart 13 provides an overview of departmental grievance screenings by subject area.

Table 5 provides a historical view of both institutional screenings and departmental screening subject areas. At the Department level, a noteworthy observation from this table is the drop in the screening percentages for the three most common subject areas: medical, staff, and property grievances. Historically, the screening of medical grievances has not been a major issue but other grievance subjects are frequently screened.

Screening grievances is a refined practice. It is feasible to screen nearly all grievances on either gross or minute technicalities. However, it has been argued that excessive grievances defeat the purposes of the grievance process to address relevant issues and to appropriately relieve stress and pressures associated with incarceration. The stated goal, hence the art of processing grievances, has been to allow at least 50% of each category of grievances (overall, healthcare, and non-healthcare) to be investigated.

Table 5 shows that at the institutional level most facilities met the overall goal. Only Anvil Mountain, Spring Creek, and Yukon-Kuskokwim screened over 50% of all grievances received (73.3%, 57.0%, and 68.2% respectively). Chart 14 below displays the status of institutions meeting the 50% threshold for both healthcare and non-healthcare grievances. It shows that only Spring Creek exceeds the target for healthcare grievances. Conversely, five facilities screen fell short of the goal set for non-healthcare grievances.

Chart 14. Healthcare and Non-Healthcare Screenings by Facility

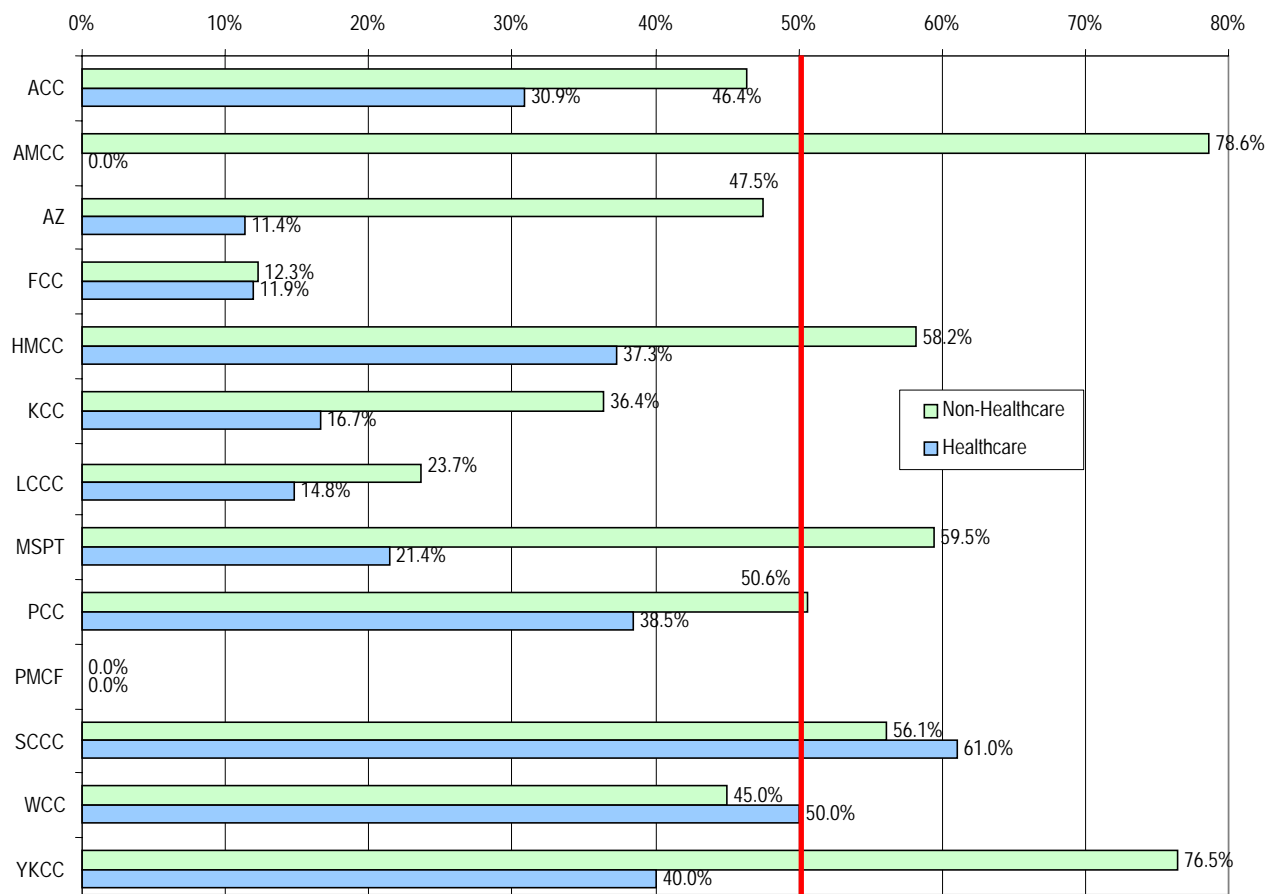
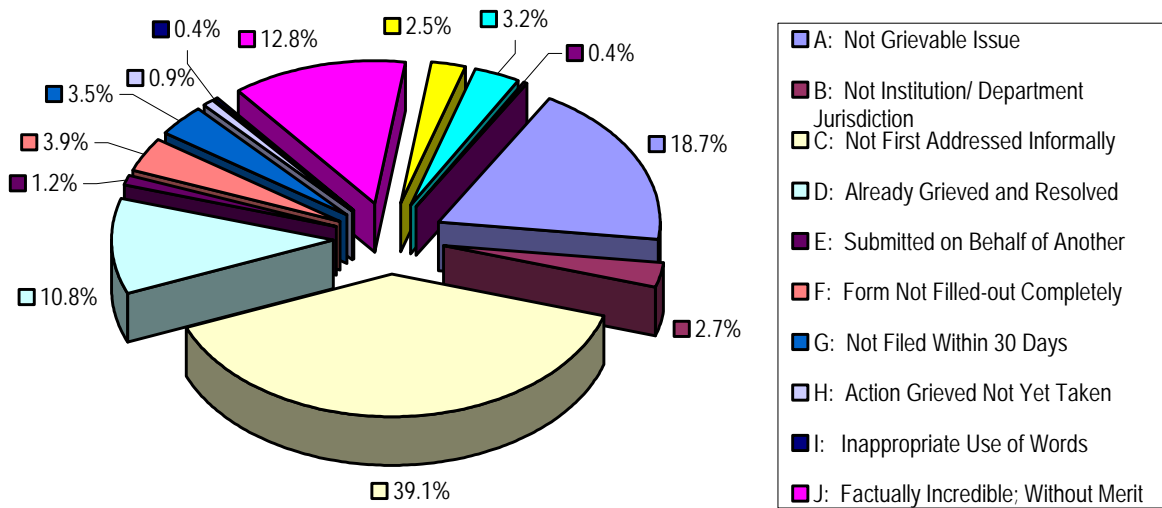


Chart 15. Types of Screenings



The types of screening reasons Facility Standards Officers use has been analyzed the last few years in order to determine what can be done to reduce both the number of grievances filed and the number screened. For example, reducing the number of A and C screenings has been a focus in previous years. Table 6 below shows one out of every four grievances filed result in these screenings.

Strategies such as increasing staff-prisoner interaction have been promoted in the effort to reduce these filings and screenings. Recently, revisions to the grievance form itself were introduced as a passive approach to reduce these kinds of grievances that should ultimately reduce the grievance workload for staff.

Table 6. Grievance Screenings by Type

Screening Type	Pct. of Screenings				Pct. of All Grievances			
	2006	2005	2004	2003	2006	2005	2004	2003
A: Not Grievable Issue	18.7%	17.3%	18.3%	17.7%	8.1%	8.0%	10.6%	10.1%
B: Not Institution/ Department Jurisdiction	2.7%	1.9%	4.0%	2.2%	1.2%	0.9%	2.3%	1.2%
C: Not First Addressed Informally	39.1%	39.4%	34.4%	36.6%	16.8%	18.4%	19.9%	20.9%
D: Already Grieved and Resolved	10.8%	12.8%	8.6%	10.3%	4.7%	6.0%	5.0%	5.9%
E: Submitted on Behalf of Another	1.2%	1.2%	0.5%	0.9%	0.5%	0.6%	0.3%	0.5%
F: Form Not Filled-out Completely	3.9%	2.7%	2.5%	2.2%	1.7%	1.3%	1.5%	1.3%
G: Not Filed Within 30 Days	3.5%	2.4%	1.8%	1.6%	1.5%	1.1%	1.0%	0.9%
H: Action Grieved Not Yet Taken	0.9%	1.4%	1.7%	1.0%	0.4%	0.6%	1.0%	0.6%
I: Inappropriate Use of Words	0.4%	0.3%	0.4%	0.5%	0.2%	0.1%	0.3%	0.3%
J: Factually Incredible; Without Merit	12.8%	16.9%	23.5%	11.1%	5.5%	7.9%	13.6%	6.3%
K: Unclear Relief Sought	2.5%	0.9%	1.6%	1.6%	1.1%	0.4%	0.9%	0.9%
L: Separate, Unrelated Issues Raised	3.2%	2.5%	2.0%	1.4%	1.4%	1.2%	1.1%	0.8%
M: Against Supt.; Not His/Her Action	0.4%	0.4%	0.7%	0.4%	0.2%	0.2%	0.4%	0.2%

Chart 16. Percent of All Screenings by Type

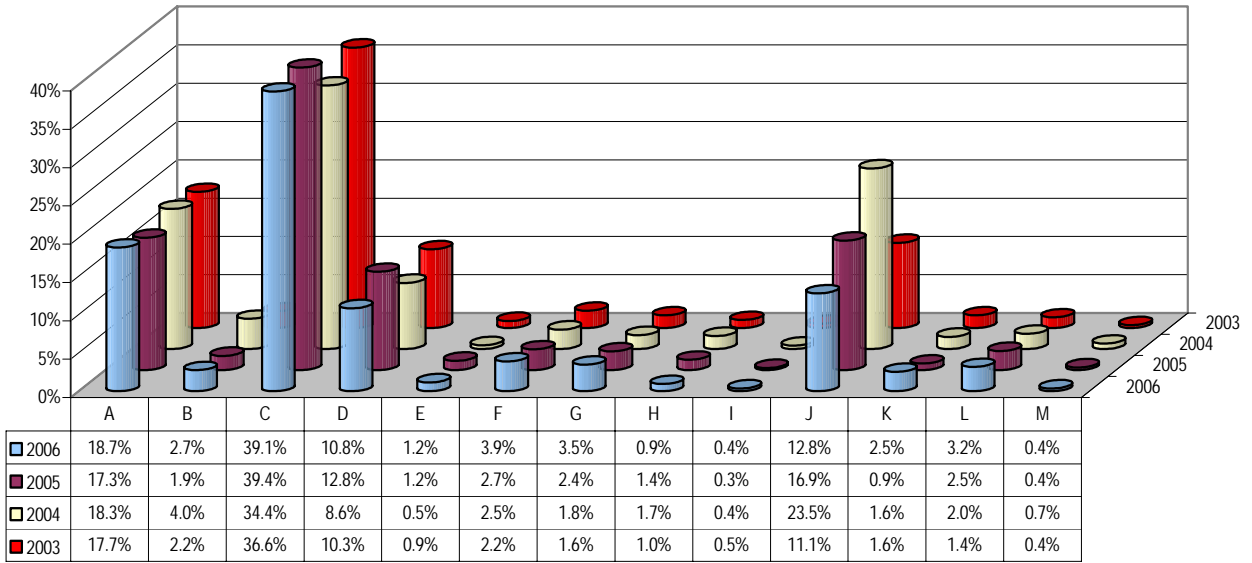
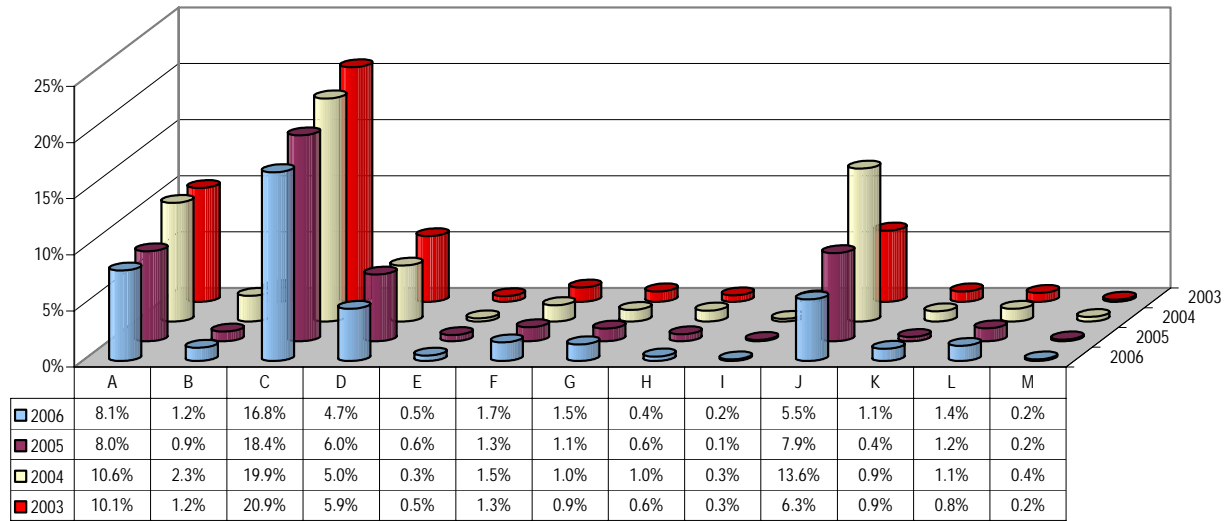
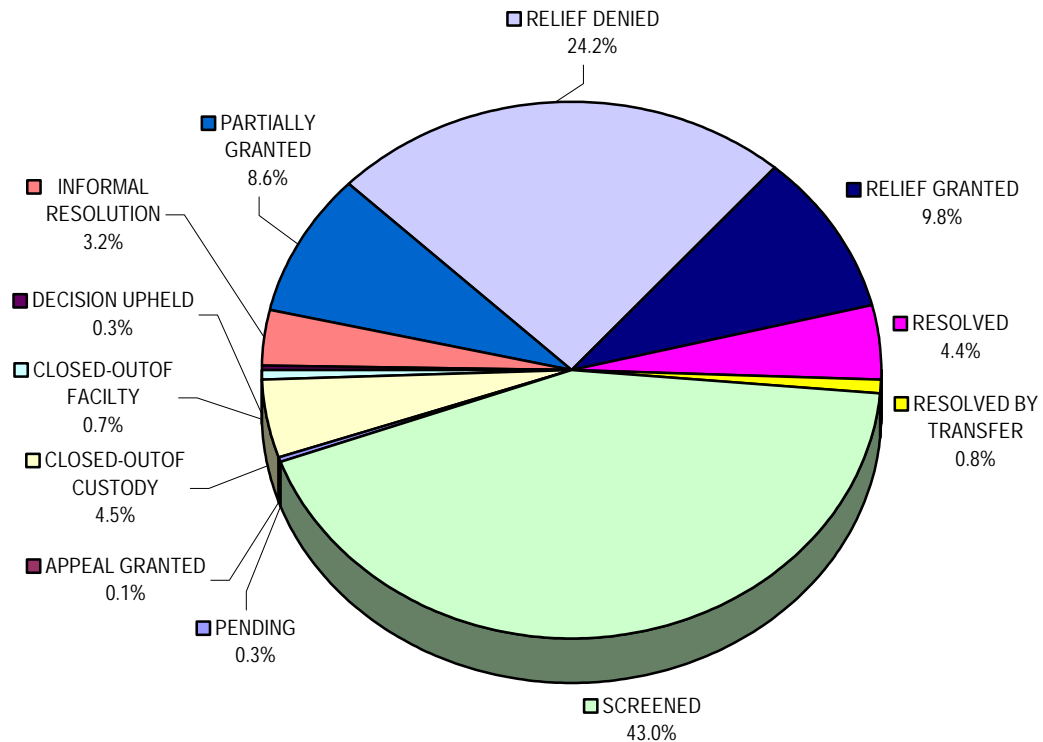


Chart 17. Percent of All Grievances Filed by Screening Type



Part Four:
Grievance Dispositions

Chart 18. All Level 1 Decisions



These charts display the system-wide disposition of grievances filed during 2006. The examination of dispositions bears merit in legitimizing the functionality of the grievance process. In other words, the ability of inmates to obtain a measure of relief sought validates that the process works. In this sense, decisions such as relief granted, partially granted, and informal resolution support the process.

Charts 19 and 20 show that healthcare grievance decisions continue to grant more relief than non-healthcare grievances (28.8% to 15.3% respectively). However, the data also shows that inmate's satisfaction does not correlate with more favorable healthcare dispositions. Although more than one out of four healthcare grievances are determined relief granted or partially granted, inmate appeal more than one out of four of those decisions.

Chart 19. Level 1 Non-Healthcare Decisions

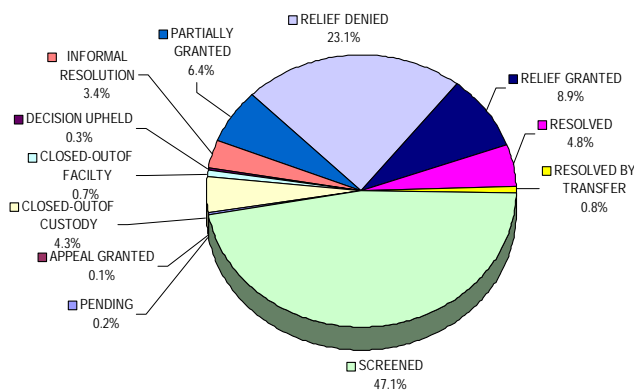


Chart 20. Level 1 Healthcare Decisions

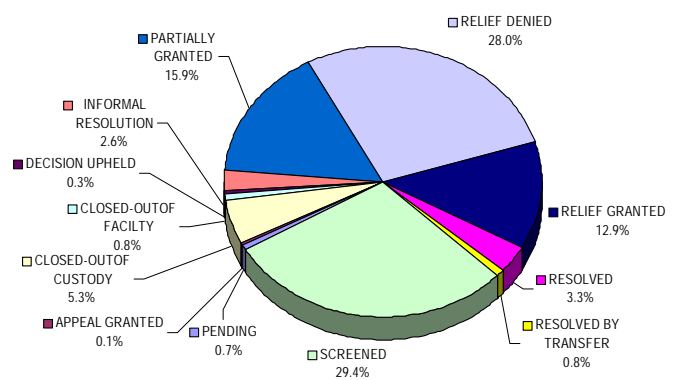
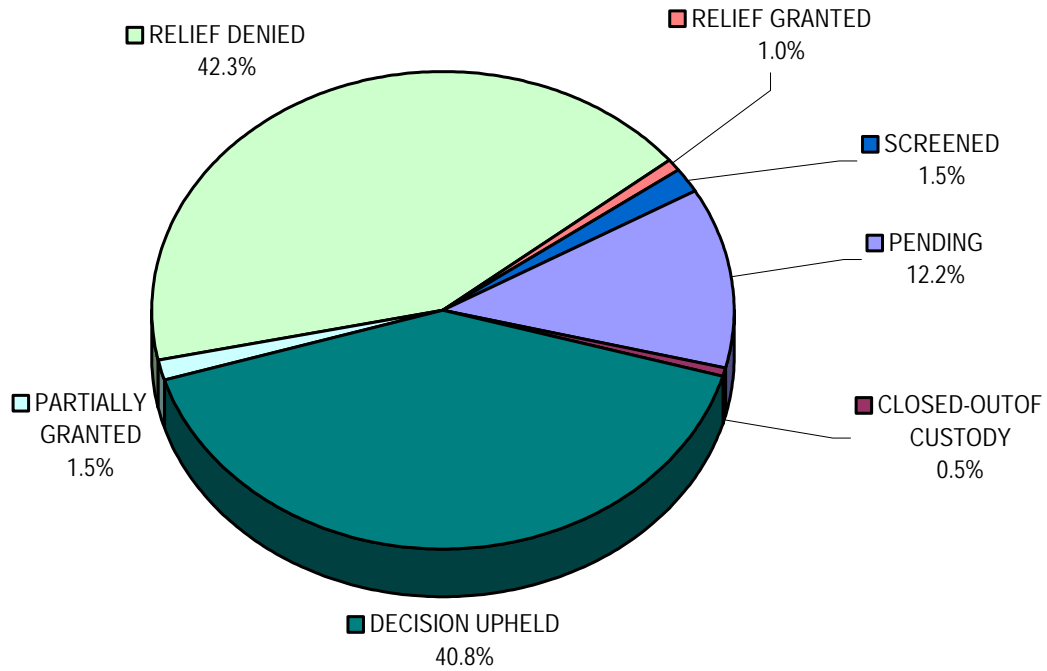


Table 7. Grievance Dispositions by Level and Subject Category

	APPEAL GRANTED	CLOSED-OUT OF CUSTODY	CLOSED-OUT OF FACILITY	DECISION UPHELD	INFORMAL RESOLUTION	PARTIALLY GRANTED	RELIEF DENIED	RELIEF GRANTED	RESOLVED	RESOLVED BY TRANSFER	SCREENED	PENDING	GRAND TOTAL
Level 1 Healthcare	1	39	6	2	19	117	205	95	24	6	217	5	736
Level 1-Nonhealthcare	2	106	17	7	85	159	574	222	119	20	1170	5	2486
Level 1 All	3	145	23	9	104	276	779	317	143	26	1387	10	3222
Screening Appeal--Healthcare		1		13		1	9				1	7	32
Screening Appeal--Nonhealthcare				67		2	74	2			1	17	163
Screening Appeal--All		1		80		3	83	2			3	24	196
Level 2 Healthcare	3	1		14		14	92	19				5	148
Level 2-Nonhealthcare	3	1		87		14	185	10	2			7	309
Level 2 All	6	2		101		28	277	29	2			12	457
Level 3				24		7	2						33

Chart 21. All Screening Appeal Decisions



In contrast to the trend for granting relief in healthcare decisions, favorable screening appeal relief noticeably dropped. In 2006, 3.1% of healthcare screening appeals granted relief or partial relief while 14.8% did so in 2005.

Chart 22. Non-Healthcare Screening Appeal Decisions

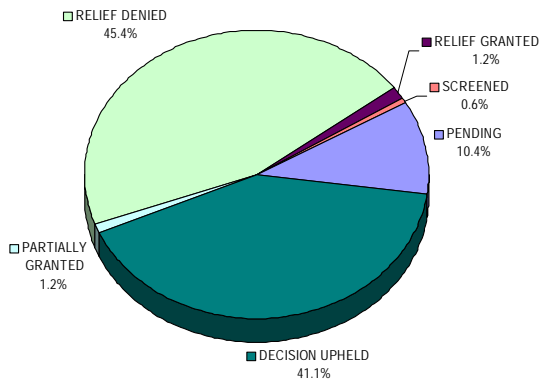


Chart 23. Healthcare Screening Appeal Decisions

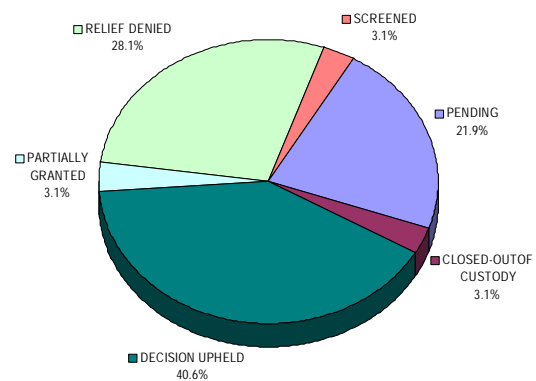
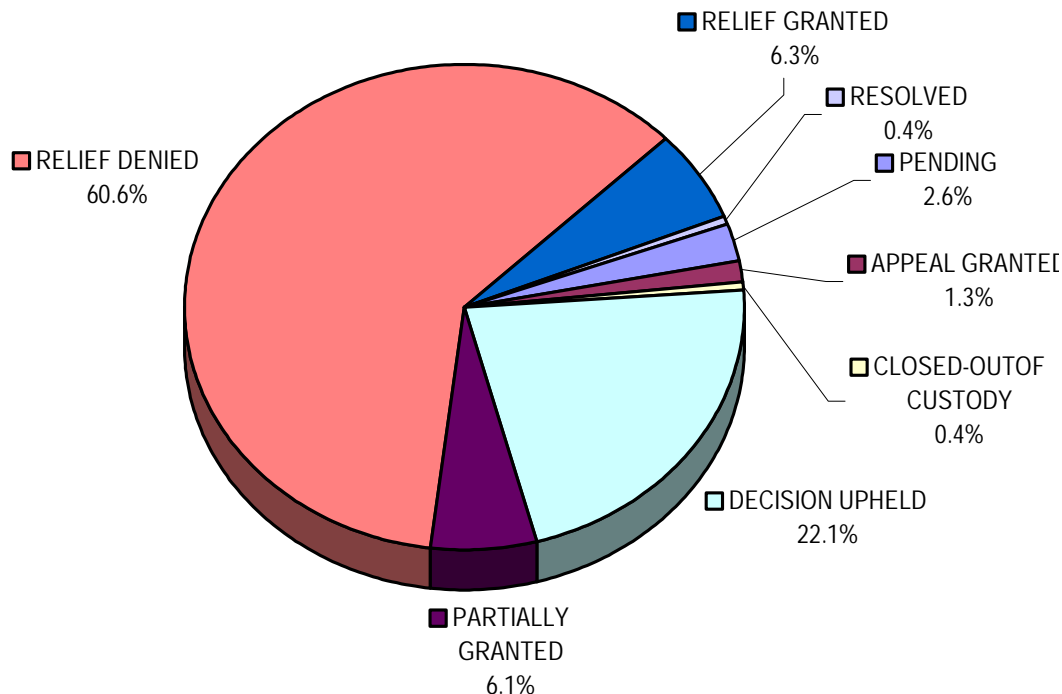


Chart 24. All Level 2 Decisions



The percent of favorable relief stayed relatively the same on level 2 appeals during 2006. Non-healthcare appeals granted and partially granted decisions accounted for 8.3% of the appeals in 2006 (8.7% in 2005). Favorable health-care decisions dropped to 24.3% (down from 27.9% in 2005).

Chart 25. Level 2 Non-Healthcare Decisions

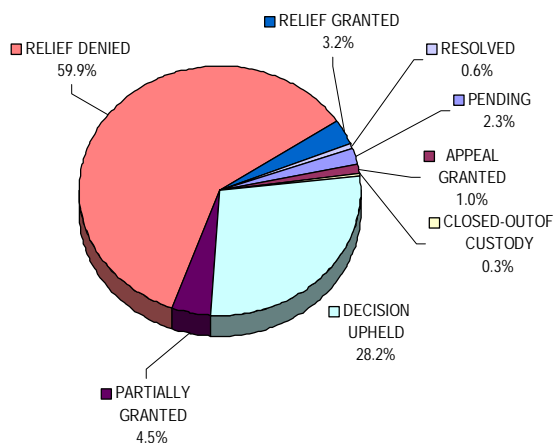
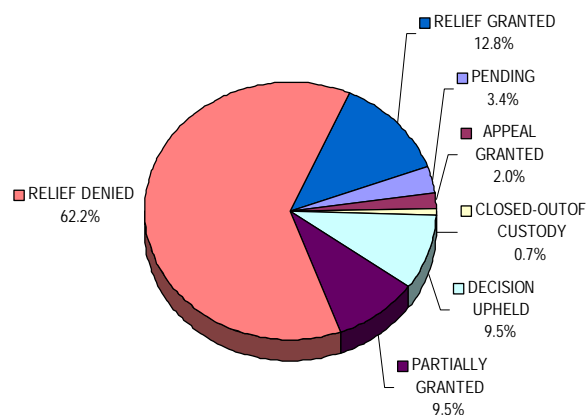


Chart 26. Level 2 Healthcare Decisions



Part Five:
Processing Timeframes

The regulations and policies for administrative procedures such as the grievance process equally establish timeframes for both prisoners and staff to execute their responsibilities. In the past two years, this report has been expanded to provide more focus on this important component of the grievance process. As with last year's report, system wide analysis is made. Then, the different kinds of decisions and types of grievances filed are further analyzed in order to better understand excessive processing times and to identify any common causes.

Table 8. Grievance Completion and Processing Time Summary

Level	Processing	Healthcare	Non-Healthcare	All
Level 1 Screenings and Decisions	Grievances filed	735	2487	3222
	Screened	216	1170	1386
	Pct. Screened	29.4%	47.0%	43.0%
	Needing Decisions	519	1317	1836
	Done	512	1306	1818
	Pending	7	11	18
	Pct. Pending	1.3%	0.8%	1.0%
	2006 Processing Time (workdays)	18.3	18.1	
	2005 Processing Time (workdays)	19.5	14.1	
Level 2 and Screening Appeals	Grievances filed	149	312	461
	Done	143	303	446
	Pending	6	9	15
	Pct Pending	4.0%	2.9%	3.3%
	2006 Processing Time (workdays)	19.8	14.4	
	2005 Processing Time (workdays)	19.18	12.2	

Table 8 displays the processing of all grievances in order to illustrate both completion progress and response timeframes. The data displays how the processing timeframes have increased in three of the four areas. While level 1 healthcare timeframes dropped from 19.5 to 18.3 working days, that value still exceeds the 15 working day threshold. Only level 2 non-healthcare decisions by the director's office meet the standards.

Table 9. Grievance Processing Times by Institution, Subject Category, and Grievance Level

Facilities	Level 1 Decisions				Level 2 Decisions				Level 3 Decisions	
	Healthcare		Non-Healthcare		Healthcare		Non-Healthcare		Number Done	Processing Time
	Number Done	Processing Time	Number Done	Processing Time	Number Done	Processing Time	Number Done	Processing Time		
ACC-E	133	29.9	330	34.4	28	18.6	55	13.0	33	13.7
ACC-W	56	32.3	187	32.2	22	28.9	42	19.7		
AMCC	2	16	6	10.0	0	0.0	0	0.0		
AZ	147	9.1	305	7.1	39	20.6	74	16.6		
FCC	36	3.8	94	6.7	11	11.9	11	15.4		
HMCC	30	13.5	23	10.7	4	13.8	3	10.0		
KCC	5	19.4	13	10.4	0	0.0	4	14.8		
LCCC	23	11.8	58	8.1	9	23.3	8	7.5		
MSPT	11	12.5	15	4.3	4	18.0	3	8.7		
PCC-Med	11	12.6	25	6.1	4	15.0	8	8.4		
PCC-Min	4	10.8	13	9.2	2	16.0	2	8.5		
PMCF	0	0	0	0.0	0	0.0	1	36.0		
SCCC	29	25.6	168	12.9	13	15.2	60	13.9		
WWCC	12	12	27	6.6	5	14.8	12	9.6		
WPTF	7	8.7	34	7.4	2	18.0	18	9.8		
YKCC	6	4.3	8	4.3	0	0.0	2	5.0		

Table 9 above further breaks down the processing of grievances by major subject category and by institution. Charts 27 and 28 illustrate this information on how well each institution meets these timeframe targets. Most facilities are doing well with meeting the processing timeframes on level 1 grievances. They are also doing well with the level 2 non-healthcare grievances. However, level 2 healthcare timeframes continue to be excessive despite progress by central office and institutions to expedite healthcare grievance processing. Increased diligence is necessary to improve processing efficiency.

Chart 27. Level 1 Grievance Processing Timeframes

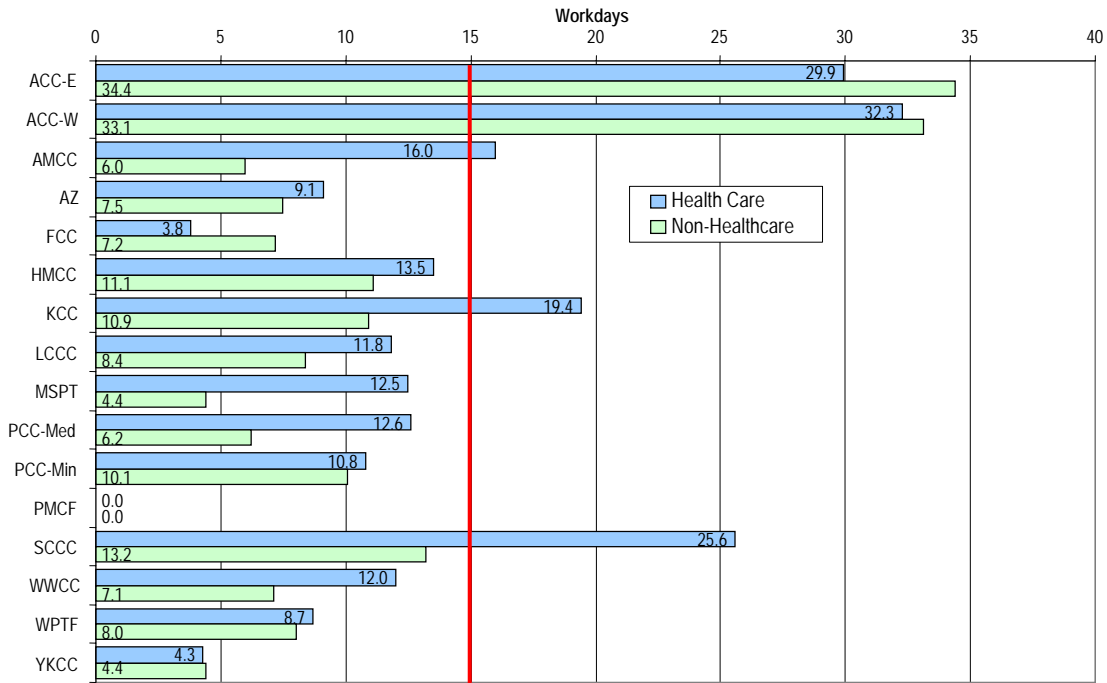


Chart 28. Level 2 Grievance Processing Timeframes

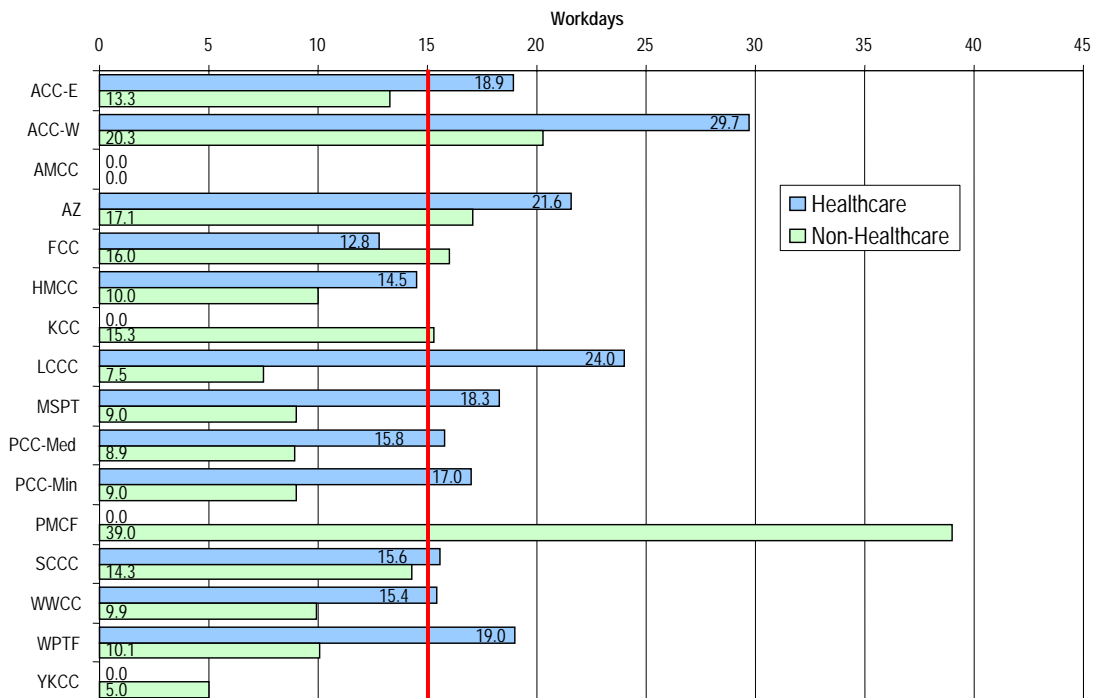


Table 10. Level 1 Processing Times by Facility and Type of Decision

Avg. Workdays	Screened	Investigated Decisions	Closed Out of Facility/Custody
ANCHORAGE JAIL	12.7	32.1	32.6
ANVIL MTN CC	1.9	11.5	0.0
ARIZONA DET CTR	1.2	7.6	0.0
COOK INLET PRET	8.4	31.9	40.2
FAIRBANKS CC	1.9	5.9	4.5
HILAND MTN CC	4.3	12.1	31.0
KETCHIKAN CC	3.7	12.6	1.0
LEMON CREEK CC	3.9	9.0	0.0
MATSU PRETRIAL	2.2	7.6	0.0
PALMER MEDIUM	1.7	7.9	52.0
PALMER MINIMUM	1.2	9.6	1.0
SPRING CREEK CC	1.6	14.6	54.0
WILDWOOD CC	1.8	8.1	0.0
WILDWOOD PRET	3.0	7.6	1.5
YUKON-KUSKOKWIM	1.8	4.2	2.0
Grand Average	5.4	18.0	30.8

Table 11. Level 1 Processing Timeframes by Subject: All Decisions and Closed Dispositions

Subject	All Decisions	"Closed" Decisions	Number "Closed..."
ACCESS TO COURTS	21.0		
ADA	40.5		
BEDDING	8.5		
CLASSIFICATION	27.5	26.5	6
CLOTHING	21.3	22.0	1
COMMISSARY	14.0	15.5	2
CRAFT AND CLUB SALES	4.0		
DENTAL	12.1		
DISCIPLINARY	7.3	11.5	4
EDUCATION	7.6		
FOOD SERVICE	17.4	38.4	8
GATE MONEY	5.0		
GRIEVANCE PROCESS	20.5		
HOUSING	9.6	4.0	3
HYGIENE	14.7	21.3	4
IDR	7.0		
LAW LIBRARY	14.3		
LEGAL SERVICES	16.5	8.0	2
MAIL	19.2	78.5	2
MEDICAL SPECIALIST	9.5	2.0	1
MEDICAL GENERAL	15.6	25.4	40
MENTAL HEALTH	45.0	60.3	4
MISCELLANEOUS	18.3	30.8	17
OPTICAL	6.7		
OTA	32.4		
OVERCROWDING	8.5		
PHYSICAL PLANT	11.0		
PRE-RELEASE SVCS	21.4	24.0	3
PROGRAM	16.7		
PROPERTY	16.4	30.7	11
RECREATION	12.9	11.0	1
RELIGION	17.5		
SAFETY	30.6	38.7	3
SEGREGATION	33.3	64.0	1
STAFF	18.7	49.0	34
SUPERINTENDENT	21.0		
TELEPHONE	19.1	41.4	10
TEMPERATURE	7.3		
TIME ACCOUNTING	22.8	20.7	6
VISITATION	15.2	39.0	2
WORK/TRAINING	15.3	33.3	4
Average	18.0	33.3	169

This part of the report has been expanded this year in order to better identify the reasons for grievance processing timeframes. In particular, the data was examined to see if there was a pattern in the grievances closed out of facility or closed out of custody. Secondly, the data was examined to see if there was a correlation between closed decisions and delays in grievance processing, certain grievance subjects, or facilities processing the grievances.

Table 10 compares the processing times per institution on three kinds of decisions. First, it shows the time to process a screened grievance. Policy specifies no exact time for this step but simply part of the prompt review of all grievances. The data shows that the screening occurs quickly at most institutions. The processing times that do vary might be attributed to Facility Standards Officers tasked with other institutional duties besides processing grievances. However, the excessive screening processing time at the Anchorage Complex indicates other factors are involved.

Previous data in this report examined processing timeframes broken out in the healthcare or non-healthcare categories. Yet, when those level 1 decisions are combined as in Table 10, all facilities except the Anchorage Complex are found to complete these grievances within 15 working days. On the other hand, however, processing time increases for the grievances determined "closed out of facility" or "closed out of custody".

These "closed" dispositions were added as grievance decisions a couple years ago to better identify why grievances were terminated. While no problem exists with institutions using these reasons (e.g., Fairbanks), concerns are raised when processing timeframes on these grievances significantly exceed the thresholds. Tables 10 and Table 12 (below) show that the issue is not system-wide but institution specific.

Table 12. Closed Dispositions by Facility

"CLOSED..." BY FACILITY	Number
ANCHORAGE COMPLEX	143
FAIRBANKS CC	15
HILAND MTN CC	4
KETCHIKAN CC	1
PALMER CC	2
SPRING CREEK CC	1
WILDWOOD CC	2
YUKON-KUSKOKWIM	1
Total	169

Part Six

Conclusion

Summary

Numerous facility standards achievements occurred during 2006. The policy revision was completed along with the facility grievance audits. A number of new Facility Standards Officers across the state were appointed and received training. The efforts of each officer are reflected in the numbers provided in this report. Statistical milestones were met where the percent of screened grievances continued to drop. The number of grievances pending final resolution also lowered, adding to the overall quality of the statistics reported. Further, the system-wide goal of lowering the percent of non-healthcare grievances screenings finally reached its goal. Conversely, as prison populations increased, the number of grievances filed continue to increase. Also, 2006 marked the first time when an institution had over one thousand grievances filed.

2006 Goals in Review

The grievance process goals are again evaluated using the following five values:

- 1) No Measurable Progress;
- 2) Little Progress;
- 3) Moderate Progress;
- 4) Significant Progress;
- 5) Completed.

1. **Goal:** **Reduce the screening of non-healthcare grievances to less than 50%.**
Results: **Completed.** Non-healthcare screenings dropped to 47.1% (down from 66% in 2004). I am very pleased that this goal was met in 2006 and am appreciative of the staff efforts.
2. **Goal:** **Reduce grievances against staff to less than 10% of all grievances.**
Results: **No Measurable Progress.** In 2006, grievances against staff were the highest they have been in the past four years of data collection (16.5% of all grievances filed).
3. **Goal:** **Provide at least one additional training opportunity for facility standards officers.**
Results: **Significant Progress.** Grievance audits at each facility were completed in 2006. In conjunction with these on-site inspections, both formal and informal training was conducted with staff. In addition, in-person training was also held for five new Facility Standards Officer at institutions.
4. **Goal:** **Complete revision of P&P 808.03.**
Results: **Completed.** The grievance policy revision was adopted in October.
5. **Goal:** **Reduce grievance system abuse by 100%.**
Results: **No Measurable Progress.** The elimination of grievance process abuse was forecasted to occur in conjunction with the implementation of the grievance policy revision. Since this did not occur until October, data analyzing the impact of executions of grievance restrictions was not collected.
6. **Goal:** **Recommence and complete annual grievance audits at each institution.**
Results: **Completed.** The grievance audits that began in early 2005 were completed by summer 2006.
7. **Goal:** **Meet Processing Timelines on 100% of all grievances.**
Results: **Moderate Progress.** Although system-wide grievance totals report shortcomings on most of the measures, the influence of grievances filed at the Anchorage Complex overshadows the considerable progress that a number of institutions made.
8. **Goal:** **Increase DIO entry of Screened Grievance Appeals to 100%.**
Results: **Moderate Progress.** Collection tools for this data were not finalized till the end of 2006 and not reported in this review. However, findings from that year-end analysis showed thorough data entry has been occurring.

Goals for 2007

- 1. Goal: Maintain the screening of all grievances categories at less than 50%.**
Keep up the good work!
- 2. Goal: Reduce grievances against staff to less than 10% of all grievances.**
The interpersonal climate and culture within the facilities will continue to have the greatest impact on this goal. However, the ability of each Facility Standards Officer to contribute towards this effort will be further explored and communicated through from this office.
- 3. Goal: Complete an online training course for new and existing facility standards officers.**
Renew the development of an online self-study training module that began in 2005 that was delayed in 2006. This project involves acquisition of a computer capable of editing and compiling the video components of the course.
- 4. Goal: Reduce grievance system abuse by 100%.**
Develop tools to correlate grievance filing and implementation of restrictions on grievance process abusers.
- 5. Goal: Meet Processing Timelines on 100% of all grievances.**
Conduct at least two grievance-processing studies during the year with a focus on improving the timeliness on mental health and other healthcare grievances and the grievance processing at the Anchorage Correctional Complex.
- 6. Goal: Increase DIO entry of Screened Grievance Appeals to 100%.**
Implement monthly reviews of DIO screening appeals.