

Alaska Department of Corrections



2011 Grievance Report

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INTRODUCTION

This annual grievance report provides a comprehensive view of the prisoner grievance process. Historical data is included when relevant to provide better analysis of departmental or institutional trends and patterns.

- The graphic format continues with comparison between 2011 totals and averages from the previous years. Due to unresolved data integrity errors during the conversion to ACOMS no 2010 grievance data is included.
- Data tables continue to be integrated into the report and serve as the best source for reviewing facility specific information.
- Specific terminology continues to be used. 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 approximately 40 grievance topics.

SUMMARY

- **Part One: Overview.** The trend for fewer grievances despite population increased has ended as over 500 more grievances were received than in the previous reporting period. This increase is distributed across most of the facilities. The number of level 2 grievance appeals increased after a decline in 2009. Conversely, the number of level 3 grievances continues to steadily increase.
- **Part Two: Grievance Subjects.** Complaints against staff and medical services continue to be the most common grievance subjects followed by property issues.
- **Part Three: Grievance Screenings.** After the percentage of grievance screenings decreased to: the lowest level in the 7 years these reports have been generated (41.4% of all grievances filed) that milestone was reversed in 2011.
- **Part Four: Grievance Dispositions.** No significant changes occurred in decisions issued at any level. The number of pending grievance is noteworthy where relatively few grievances are still pending dispositions in comparison with reports generated at this time of year.

Part One:

Grievance Processing Overview

Chart 1. Grievance Activity Trends



Chart 2. Grievance Activity by Level

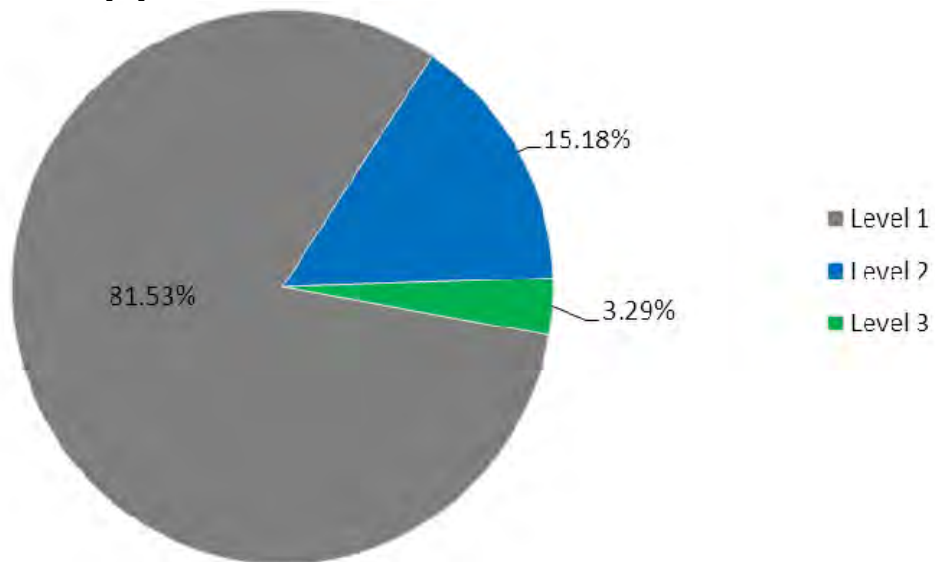


Chart 3. Level 1 Grievances by Category

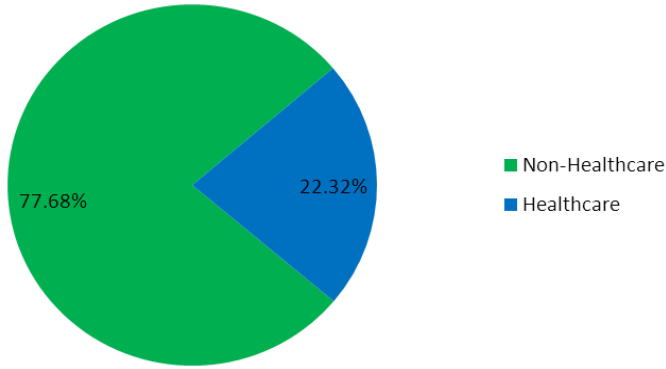


Chart 4. Level 2 Grievances by Category

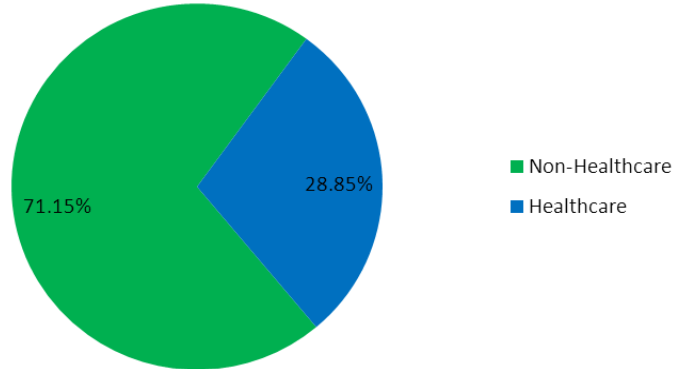


Table 1. All Grievance Activity by Institution

Subject	ACC	AMCC	FCC	HMCC	HCF	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	Grand Total
Level 1	620	6	53	179	782	26	92	88	184	17	771	178	6	3002
Level 2	67	0	3	23	157	8	34	8	26	5	180	48	0	559
Level 3	10	0	2	2	24	0	10	0	1	0	58	14	0	121
Total	697	6	58	204	963	34	136	96	211	22	1009	240	6	3682
Percent of Total Activity	18.9%	0.2%	1.6%	5.5%	26.2%	0.9%	3.7%	2.6%	5.7%	0.6%	27.4%	6.5%	0.2%	100.0%

Chart 5. All Grievance Activity by Institution

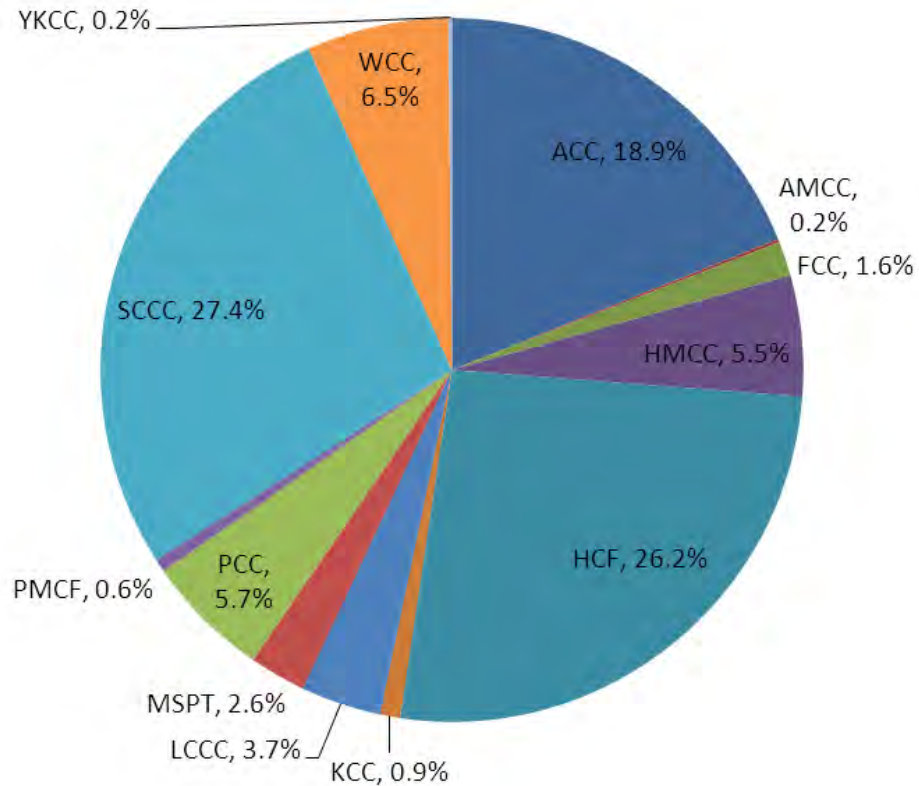


Chart 6. Level 1 Grievance Activity by Institution

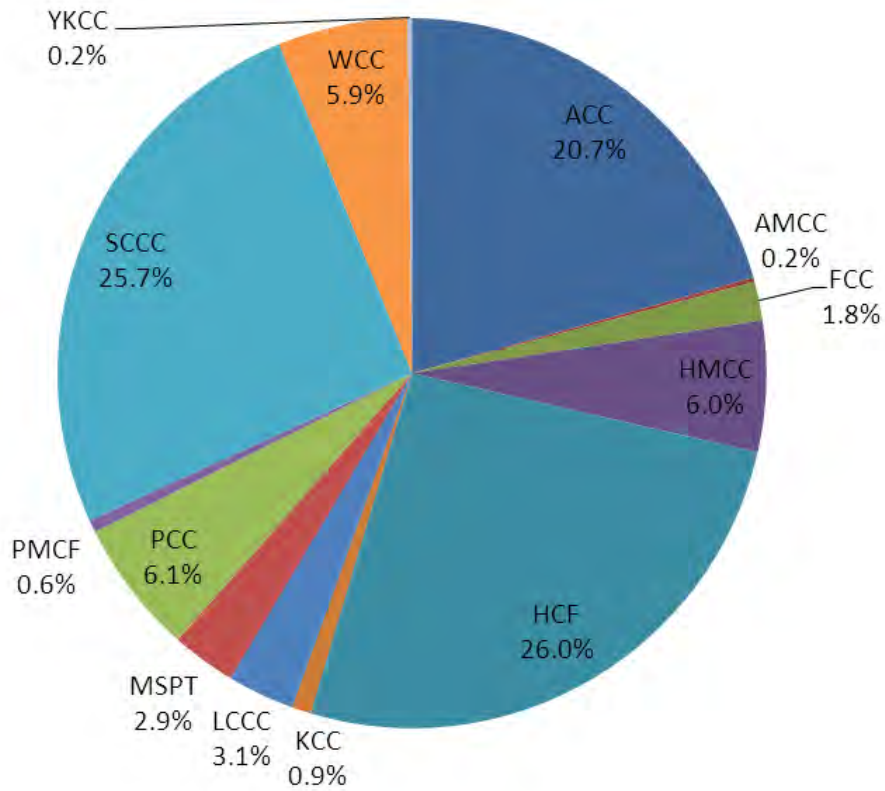


Table 2. Level 1 Grievance Activity by Institution

	ACC	AMCC	FCC	HMCC	HCF	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	Total/ Average
Population avg.	919	122	272	411	1006	66	234	99	499	115	546	405	161	4855
Grievances filed	620	6	53	179	782	26	92	88	184	17	771	178	6	3002
Grievances/inmate	0.67	0.05	0.19	0.44	0.78	0.39	0.39	0.89	0.37	0.15	1.41	0.44	0.04	0.62

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

Inmates Who Filed Grievances			Percent of Inmates who filed grievances			Grievances Filed			Percent of Grievances Filed		
By Grievances Each Inmate Filed	2011	2003-2008 avg.	Percent of Inmates who filed	2011	2003-2008 avg.	By Grievance Filing Frequency	2011	2003-2008 Avg.	By Inmates who filed	2011	2003-2008 avg.
None	3764	3088	None	77.5%	73.6%	None			None	0.0%	0.0%
1	626	657	1	12.9%	15.7%	1	626	657	1	20.9%	22.7%
2 to 5	355	357	2 to 5	7.3%	8.5%	2 to 5	997	966	2 to 5	33.2%	33.4%
6 to 10	73	58	6 to 10	1.5%	1.4%	6 to 10	560	440	6 to 10	18.7%	15.2%
11 to 20	23	22	11 to 20	0.5%	0.5%	11 to 20	315	317	11 to 20	10.5%	10.9%
over 20	14	15	over 20	0.3%	0.4%	over 20	504	517	over 20	16.8%	17.8%

Chart 7. Grievances Filed by Filing Frequency Comparison

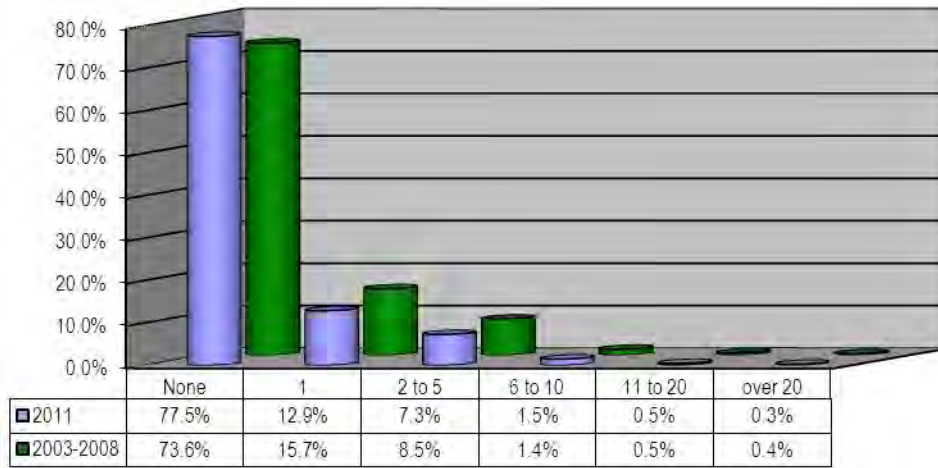
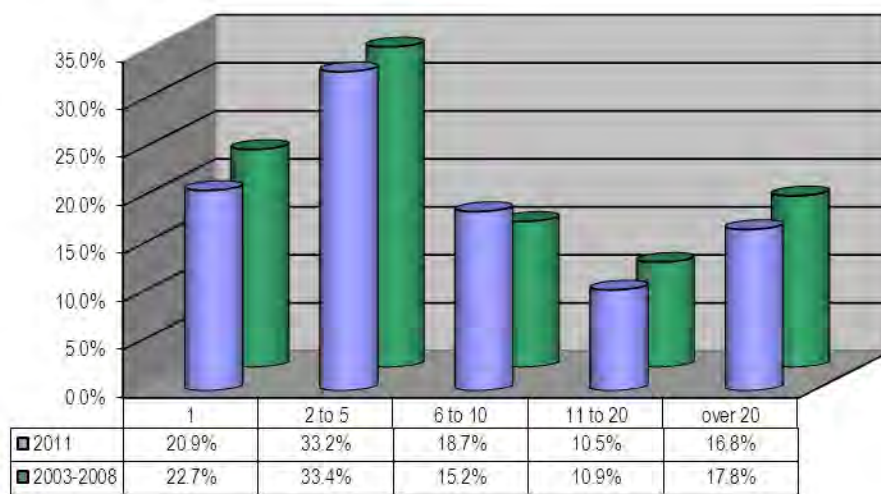


Chart 8. Grievance Activity by Filing Frequency Comparison



Part Two:
Grievance Subjects

Chart 9. Level 1 Grievance Subjects

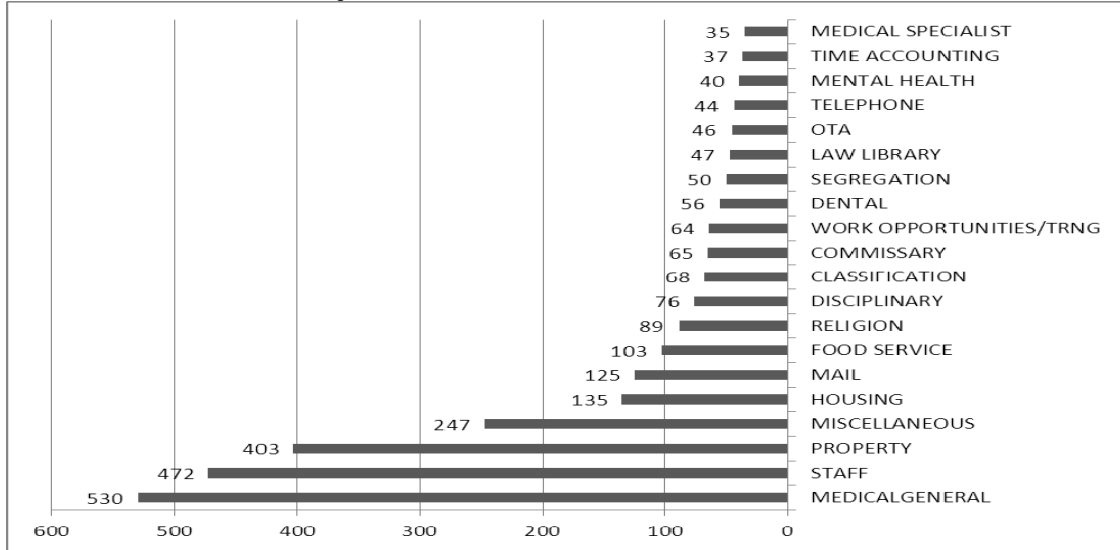


Chart 10. Level 2 Grievance Subjects

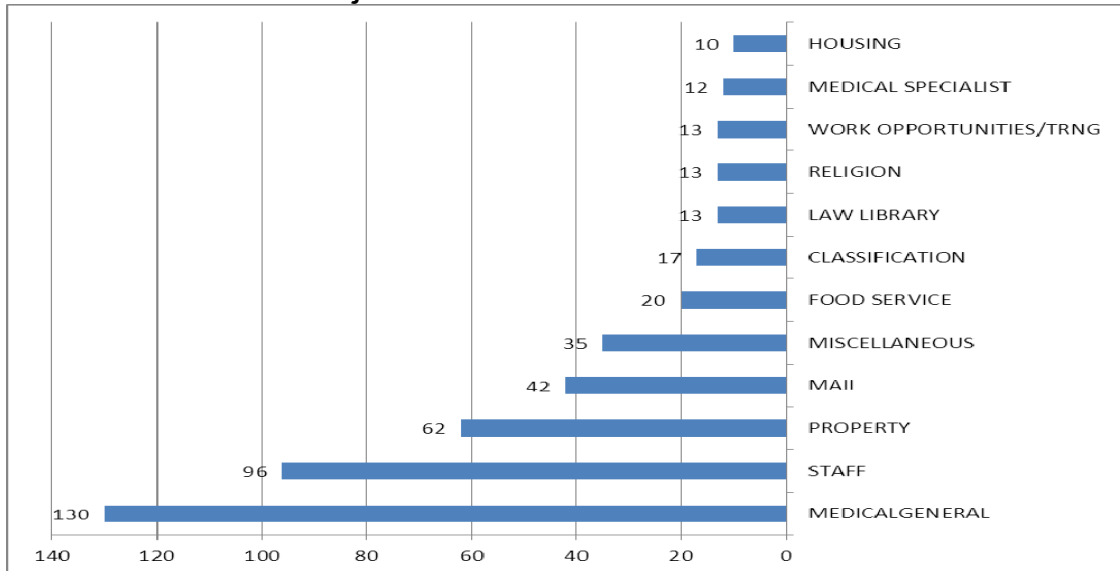


Chart 11. Level 3 Grievance Subjects

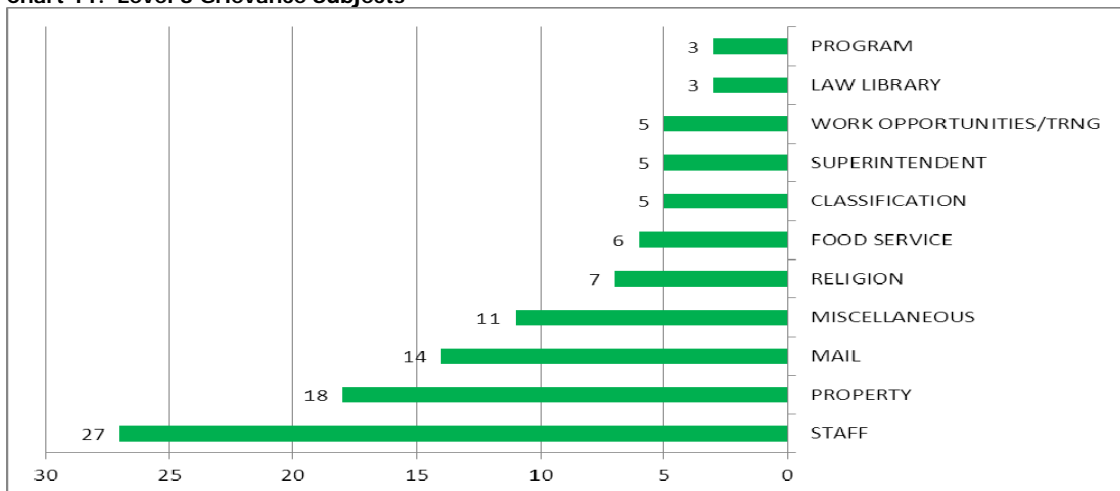


Table 4. Level 1 Grievance Subjects by Institution

Subject/Location	ACC	AMCC	FCC	HCF	HMCC	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	Total	Pct of Total
ACCESS TO COURTS	2			1			1	1			1			6	0.20%
ADA	1								1		1			3	0.10%
BEDDING	2						2							4	0.13%
CLASSIFICATION	5			2	3	1	4	2	1	10	25	14	1	68	2.27%
CLOTHING	11			2	1				1		3	1		19	0.63%
COMMISSARY	27			7	3	1		2	1		23	1		65	2.17%
CRAFT AND CLUB SALES									1		2	2		5	0.17%
DENTAL	11			13	5		2		9		16			56	1.87%
DISCIPLINARY	14	2		15	2		2	4	4		27	6		76	2.53%
EDUCATION	2		1		1		1		2		2			9	0.30%
FOOD SERVICE	26		2	50	1	1	2	1	1	2	16	1		103	3.43%
GATE MONEY												1		1	0.03%
GRIEVANCE PROCESS	4			6			1		1		1	5		18	0.60%
HOUSING	38		1	38	7		5	1	7		25	13		135	4.50%
HYGIENE	2			9	2	1		4			3	3		24	0.80%
IDR	1				2			1			16			20	0.67%
LAW LIBRARY	10		1	15			3	6		1	8	3		47	1.57%
LEGAL SERVICES	1			4	1		1	3	2		11	1		24	0.80%
MAIL	9		4	31	6		3	4	6	1	43	18		125	4.16%
MEDICAL SPECIALIST	21	1	1	10			2							35	1.17%
MEDICAL GENERAL	102		15	127	55	11	18	18	57		81	45	1	530	17.65%
MENTAL HEALTH	15			7	2				5		10	1		40	1.33%
MISCELLANEOUS	50	1	3	84	22	2	5	4	13		60	2	1	247	8.23%
OPTICAL	5						2		1					8	0.27%
OTA	11			9			2		6	1	17			46	1.53%
OVERCROWDING	1								4					5	0.17%
PHARMACY	1													1	0.03%
PHYSICAL PLANT	7				1						6			14	0.47%
PRE REL/PROB/PAR SVCS	3		3	2	9		1		4		1	3		26	0.87%
PROGRAM	2			5			2		2		5	4		20	0.67%
PROPERTY	88		1	125	15	1	9	4	16		133	11		403	13.42%
RECREATION	3		1	1			1				4	2		12	0.40%
RELIGION	10		2	9	1				2		64	1		89	2.96%
SAFETY	2			2	1		2		2			1	1	11	0.37%
SEGREGATION	8			21	2	2	6	1	2		4	4		50	1.67%
STAFF	77		13	146	33	2	9	27	28	1	112	23	1	472	15.72%
SUPERINTENDENT	1			2					1		16			20	0.67%
TELEPHONE	12		2	11	2	3	1				12		1	44	1.47%
TEMPERATURE											6			6	0.20%
TIME ACCOUNTING	16		2	1	1			4	2		5	6		37	1.23%
VISITATION	6				1		3		1		1	2		14	0.47%
WORK/TRAINING	13	2	1	27		1	2	1	1	1	11	4		64	2.13%
Grand Total	620	6	53	782	179	26	92	88	184	17	771	178	6	3002	100.00%

Table 5. Level 2 Grievance Subjects by Institution

Subject/Location	ACC	AMCC	FCC	HCF	HMCC	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	Total	Pct. Of Total
ADA											1			1	0.18%
CLASSIFICATION	1				1		3			4	6	2		17	3.05%
COMMISSARY				1		1			1		5			8	1.43%
CRAFT AND CLUB SALES							1		1		1			3	0.54%
DENTAL	1			2	1	1			1		3			9	1.61%
DISCIPLINARY											2			2	0.36%
EDUCATION					1				1		1			3	0.54%
FOOD SERVICE	1			11		1	1		1		5			20	3.58%
GRIEVANCE PROCESS				1								1		2	0.36%
HOUSING				4			2		1		3			10	1.79%
HYGIENE				1								1		2	0.36%
IDR					1						6			7	1.25%
LAW LIBRARY				5			2				5	1		13	2.33%
LEGAL SERVICES				3					1		2			6	1.08%
MAIL	3		2	4			2		3		20	8		42	7.53%
MEDICAL SPECIALIST	6			5			1							12	2.15%
MEDICALGENERAL	22			42	9	3	8	2	6		23	15		130	23.30%
MENTAL HEALTH	5			2							2			9	1.61%
MISCELLANEOUS	3			13	3		2	1	3		10			35	6.27%
OPTICAL							1							1	0.18%
OTA				1					1		3			5	0.90%
PHYSICAL PLANT											3			3	0.54%
PRE REL/PROB/PAR SVCS	1		1							1		2		5	0.90%
PROGRAM				2			1				2			5	0.90%
PROPERTY	1			12	2		3	1	3		37	3		62	11.11%
RELIGION				4	1				1		7			13	2.33%
SAFETY					1									1	0.18%
SEGREGATION				2			4				1	1		8	1.43%
STAFF	23			31	2	1	2	5	1		23	8		96	17.20%
SUPERINTENDENT									1		1			2	0.36%
TELEPHONE					1	1								2	0.36%
TEMPERATURE											2			2	0.36%
TIME ACCOUNTING				1							2	3		6	1.08%
VISITATION											1	2		3	0.54%
WORK/TRAINING				9							3	1		13	2.33%
Grand Total	67	0	3	156	23	8	33	9	26	5	180	48	0	588	100.00%

Table 6. Level 3 Grievance Subjects by Institution

Subject/Location	ACC	AMCC	FCC	HCF	HMCC	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	Total	Pct. Of Total
CLASSIFICATION	1						2				1	1		5	4.13%
COMMISSARY											2			2	1.65%
EDUCATION											1			1	0.83%
FOOD SERVICE				5							1			6	4.96%
GRIEVANCE PROCESS												1		1	0.83%
HOUSING				1			1							2	1.65%
IDR											2			2	1.65%
LAW LIBRARY							1				1	1		3	2.48%
LEGAL SERVICES											1			1	0.83%
MAIL			1				1				6	6		14	11.57%
MEDICALGENERAL				1								1		2	1.65%
MENTAL HEALTH				1										1	0.83%
MISCELLANEOUS				4	1		1				5			11	9.09%
OTA									1		1			2	1.65%
PROGRAM							1				2			3	2.48%
PROPERTY				3			3				10	2		18	14.88%
RELIGION			1	1							5			7	5.79%
SAFETY					1									1	0.83%
SEGREGATION				1										1	0.83%
STAFF	9			5							12	1		27	22.31%
SUPERINTENDENT											5			5	4.13%
VISITATION											1			1	0.83%
WORK/TRAINING				2							2	1		5	4.13%
Grand Total	10	0	2	24	2	0	10	0	1	0	58	14	0	121	100.00%

Part Three:
Grievance Screenings

Table 7. Grievance Screenings by Subject and Institution

	ACC	AMCC	FCC	HCF	HMCC	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	Total Screened	Total Filed	Percent Screened
ACCESS TO COURTS	1							1			1			3	6	50.0%
ADA	1													1	3	33.3%
BEDDING	1						2							3	4	75.0%
CLASSIFICATION	5			2	1	1		2	1	1	17	10	1	41	68	60.3%
CLOTHING	11								1		1			13	19	68.4%
COMMISSARY	19			2				2			14	1		38	65	58.5%
CRAFT AND CLUB SALES												1		1	5	20.0%
DENTAL	6			3					4		1			14	56	25.0%
DISCIPLINARY	14	1		14	2		1	3	4		22	6		67	76	88.2%
EDUCATION			1						1					2	9	22.2%
FOOD SERVICE	16			21				1			2			40	103	38.8%
GATE MONEY														0	1	0.0%
GRIEVANCE PROCESS	4			3			1		1		1	1		11	18	61.1%
HOUSING	37		1	18	3		2	1	5		17	11		95	135	70.4%
HYGIENE	2			2	1			4			3	2		14	24	58.3%
IDR	1				1			1			8			11	20	55.0%
LAW LIBRARY	7		1	4			1	2			3	1		19	47	40.4%
LEGAL SERVICES								2			4			6	24	25.0%
MAIL	5			5	1		1	3	2		13	7		37	125	29.6%
MEDICAL SPECIALIST	5	1					1							7	35	20.0%
MEDICAL GENERAL	45		2	20	9	2	3	8	29		27	24	1	170	530	32.1%
MENTAL HEALTH	6								4		6			16	40	40.0%
MISCELLANEOUS	44			32	12	1	2	3	6		41	1	1	143	247	57.9%
OPTICAL	3								1					4	8	50.0%
OTA	9			2					1		5			17	46	37.0%
OVERCROWDING	1								4					5	5	100.0%
PHARMACY	1													1	1	100.0%
PHYSICAL PLANT	5										1			6	14	42.9%
PRE REL/PROB/PAR SVCS	2		1	2	6				4		1	3		19	26	73.1%
PROGRAM	2			1			1		2		2	2		10	20	50.0%
PROPERTY	51			37	2		3	3	6		47	5		154	403	38.2%
RECREATION	3										3	2		8	12	66.7%
RELIGION	5			1					1		55	1		63	89	70.8%
SAFETY				1			2		1				1	5	11	45.5%
SEGREGATION	8			7		1	2		2		2	1		23	50	46.0%
STAFF	33		2	50	14	1	4	12	21		66	6	1	210	472	44.5%
SUPERINTENDENT	1			2							8			11	20	55.0%
TELEPHONE	11		1	2	1	1					7		1	24	44	54.5%
TEMPERATURE											1			1	6	16.7%
TIME ACCOUNTING	9											2		11	37	29.7%
VISITATION	2						3				1			6	14	42.9%
WORK/TRAINING	13	2		1		1	2		1		6	2		28	64	43.8%
Total Screened	389	4	9	232	53	8	31	48	102	1	386	89	6	1358	3002	45.2%
Total Filed	620	6	53	782	179	26	92	88	184	17	771	178	6	3002		
Percent Screened	62.7%	66.7%	17.0%	29.7%	29.6%	30.8%	33.7%	54.5%	55.4%	5.9%	50.1%	50.0%	100.0%	45.2%		

Chart 12. Grievance Screenings by All Subjects

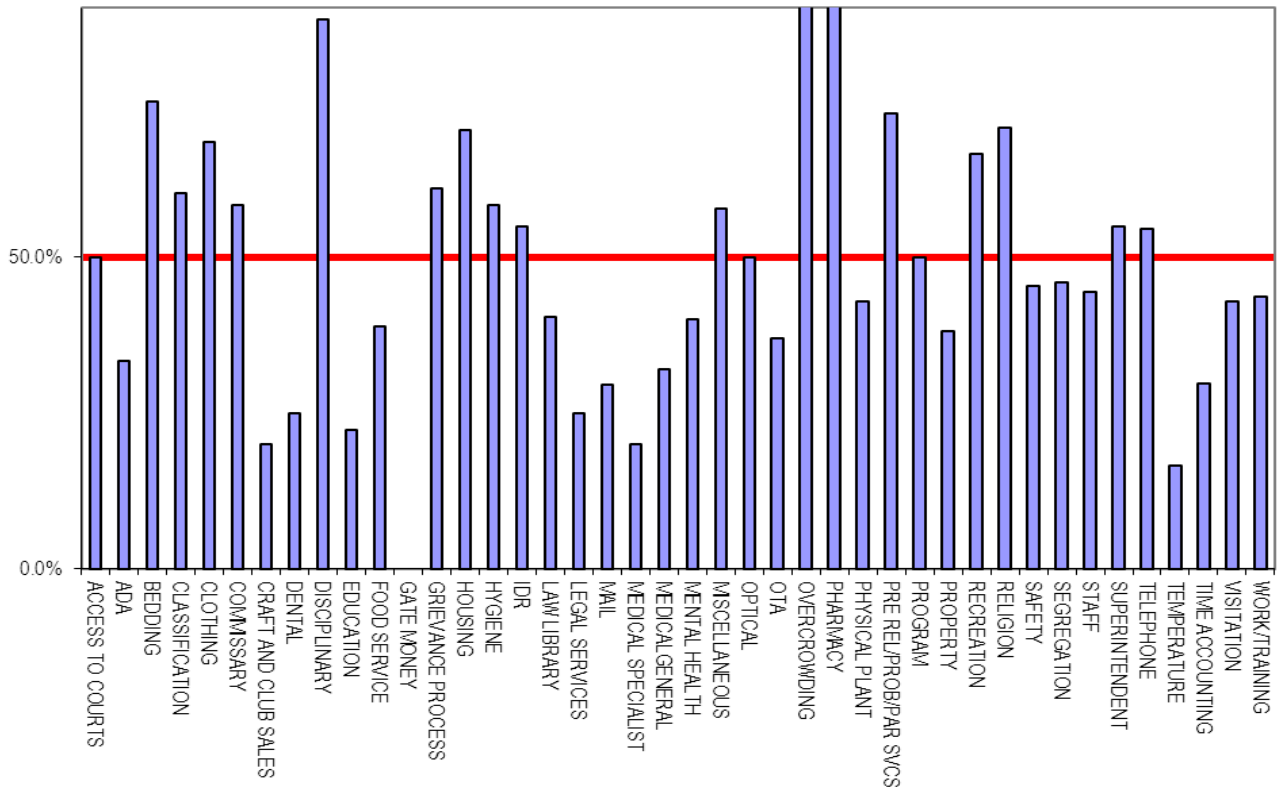


Chart 13. Healthcare and Non-Healthcare Screenings by Facility

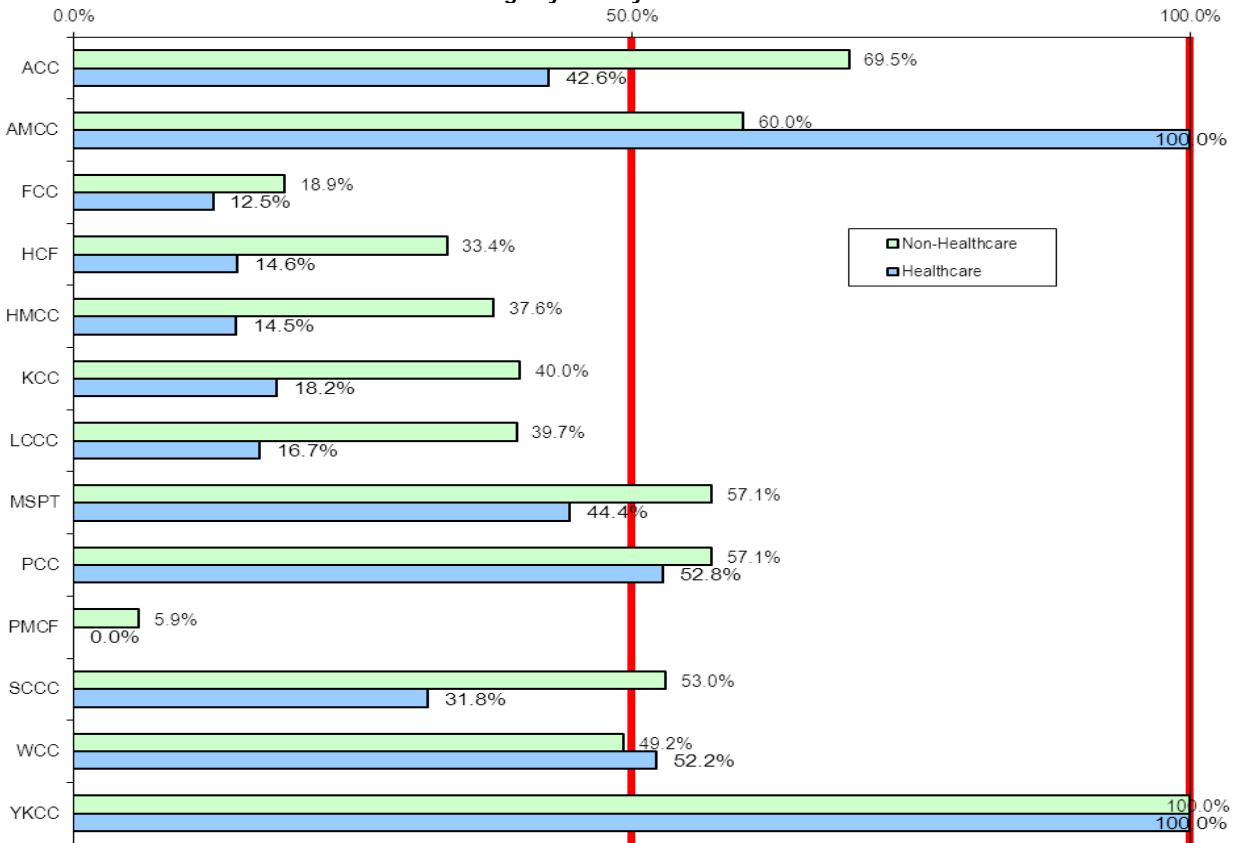


Table 8. Non-Health Care Screenings by Subject and Institution

Subject/Location	ACC	AMCC	FCC	HCF	HMCC	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	Grand Total
ACCESS TO COURTS	1							1			1			3
ADA	1													1
BEDDING	1						2							3
CLASSIFICATION	5			2	1	1		2	1	1	17	10	1	41
CLOTHING	11								1		1			13
COMMISSARY	19			2				2			14	1		38
CRAFT AND CLUB SALES												1		1
DISCIPLINARY	14	1		14	2		1	3	4		22	6		67
EDUCATION			1						1					2
FOOD SERVICE	16			21				1			2			40
GRIEVANCE PROCESS	4			3			1		1		1	1		11
HOUSING	37		1	18	3		2	1	5		17	11		95
HYGIENE	2			2	1			4			3	2		14
IDR	1				1			1			8			11
LAW LIBRARY	7		1	4			1	2			3	1		19
LEGAL SERVICES								2			4			6
MAIL	5			5	1		1	3	2		13	7		37
MISCELLANEOUS	44			32	12	1	2	3	6		41	1	1	143
OTA	9			2					1		5			17
OVERCROWDING	1								4					5
PHYSICAL PLANT	5										1			6
PRE REL/PROB/PAR SVCS	2		1	2	6				4		1	3		19
PROGRAM	2			1			1		2		2	2		10
PROPERTY	51			37	2		3	3	6		47	5		154
RECREATION	3										3	2		8
RELIGION	5			1					1		55	1		63
SAFETY				1			2		1				1	5
SEGREGATION	8			7		1	2		2		2	1		23
STAFF	33		2	50	14	1	4	12	21		66	6	1	210
SUPERINTENDENT	1			2							8			11
TELEPHONE	11		1	2	1	1					7		1	24
TEMPERATURE											1			1
TIME ACCOUNTING	9											2		11
VISITATION	2						3				1			6
WORK/TRAINING	13	2		1		1	2		1		6	2		28
Total Screened	323	3	7	209	44	6	27	40	64	1	352	65	5	1146
Total Filed	465	5	37	625	117	15	68	70	112	17	664	132	5	2332
Percent Screened	69.5%	60.0%	18.9%	33.4%	37.6%	40.0%	39.7%	57.1%	57.1%	5.9%	53.0%	49.2%	100.0%	49.1%

Table 9. Health Care Screenings by Subject and Institution

Subject/Location	ACC	AMCC	FCC	HCF	HMCC	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	Grand Total
DENTAL	6			3					4		1			14
MEDICAL SPECIALIST	5	1					1							7
MEDICAL GENERAL	45		2	20	9	2	3	8	29		27	24	1	170
MENTAL HEALTH	6								4		6			16
OPTICAL	3								1					4
PHARMACY	1													1
Total Screened	66	1	2	23	9	2	4	8	38	0	34	24	1	212
Total Filed	155	1	16	157	62	11	24	18	72	0	107	46	1	670
Percent Screened	42.6%	100.0%	12.5%	14.6%	14.5%	18.2%	16.7%	44.4%	52.8%	0.0%	31.8%	52.2%	100.0%	31.6%

Chart 14. Types of Screenings

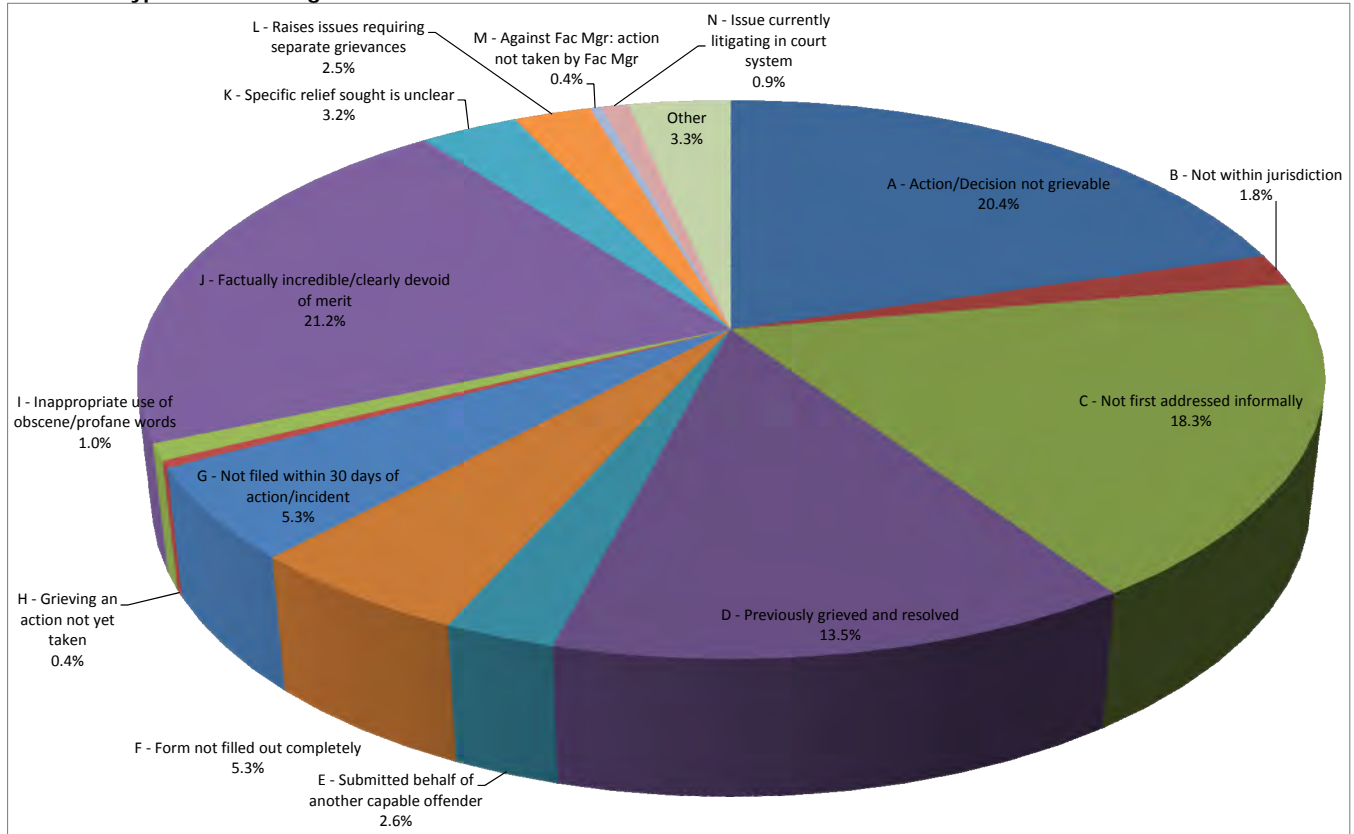


Table 10. Grievance Screenings by Type and Institution

Screening Type/Location	ACC	AMCC	FCC	HCF	HMCC	KCC	LCCC	MSPT	PCC	PMCF	SCCC	WCC	YKCC	Grand Total	Pct. Of Screenings	Pct. Of All Grievances
A - Action/Decision not grievable	75	2	2	31	8	2	12	10	26		72	35	2	277	20.4%	9.2%
B - Not within jurisdiction	10			4		1		1	1		6	1	1	25	1.8%	0.8%
C - Not first addressed informally	45	1	1	21	13	1	2	9	27		100	28	1	249	18.3%	8.3%
D - Previously grieved and resolved	5		1	45	5	2	2	3	6		103	11		183	13.5%	6.1%
E - Submitted behalf of another capable offender	2			23			1	2	3		4			35	2.6%	1.2%
F - Form not filled out completely	4			23	13	2	2	1	8		11	6	2	72	5.3%	2.4%
G - Not filed within 30 days of action/incident	14		2	26			1		4		22	3		72	5.3%	2.4%
H - Grieving an action not yet taken							1		1		3			5	0.4%	0.2%
I - Inappropriate use of obscene/profane words	3			6					1		3			13	1.0%	0.4%
J - Factually incredible/clearly devoid of merit	209		3	10	1		6	13	7		38	1		288	21.2%	9.6%
K - Specific relief sought is unclear	11	1		6	10		1	2	5		3	4		43	3.2%	1.4%
L - Raises issues requiring separate grievances	9			6	2			2	8		7			34	2.5%	1.1%
M - Against Fac Mgr: action not taken by Fac Mgr				4							1			5	0.4%	0.2%
N - Issue currently litigating in court system				3				2			7			12	0.9%	0.4%
Other	2			24	1		1	5	5	1	6			45	3.3%	1.5%
Grand Total	389	4	9	232	53	8	31	48	102	1	386	89	6	1338	100.0%	45.2%

Part Four:
Grievance Dispositions

Chart 15. All Level 1 Decisions

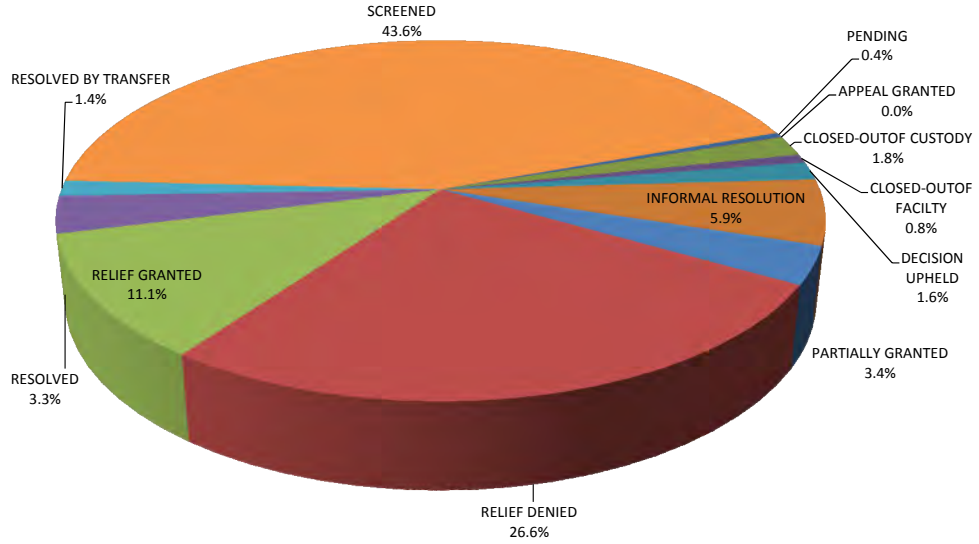


Chart 16. Level 1 Non-Healthcare Decisions

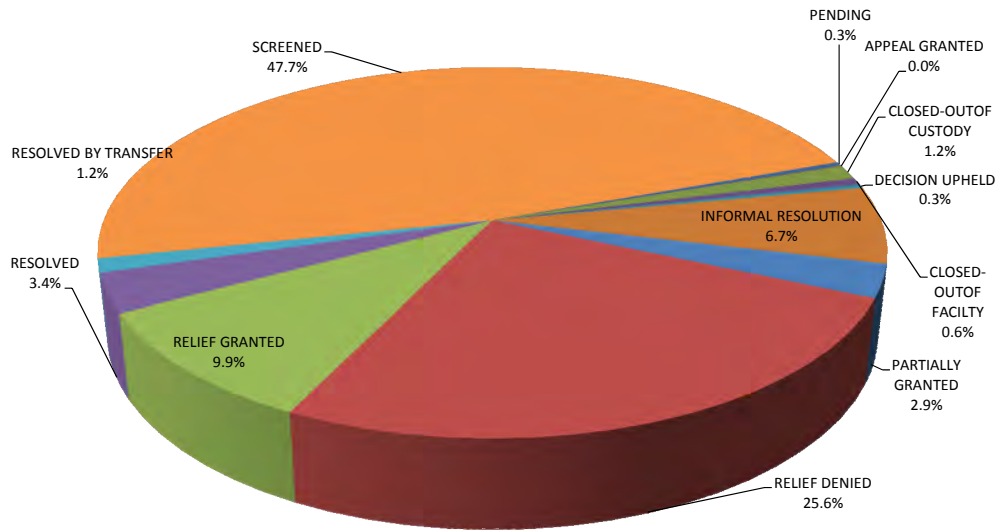


Chart 17. Level 1 Healthcare Decisions

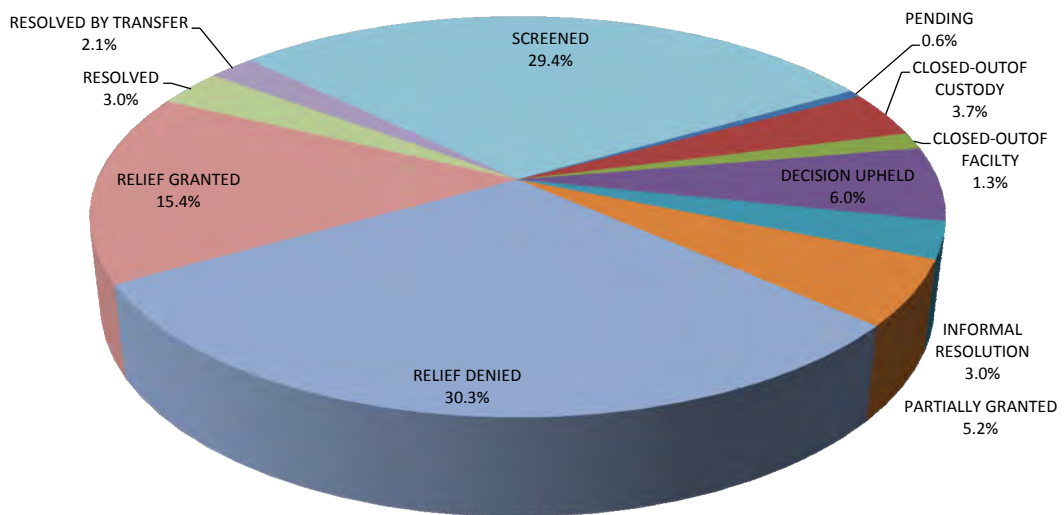


Chart 18. All Level 2 Appeal Decisions

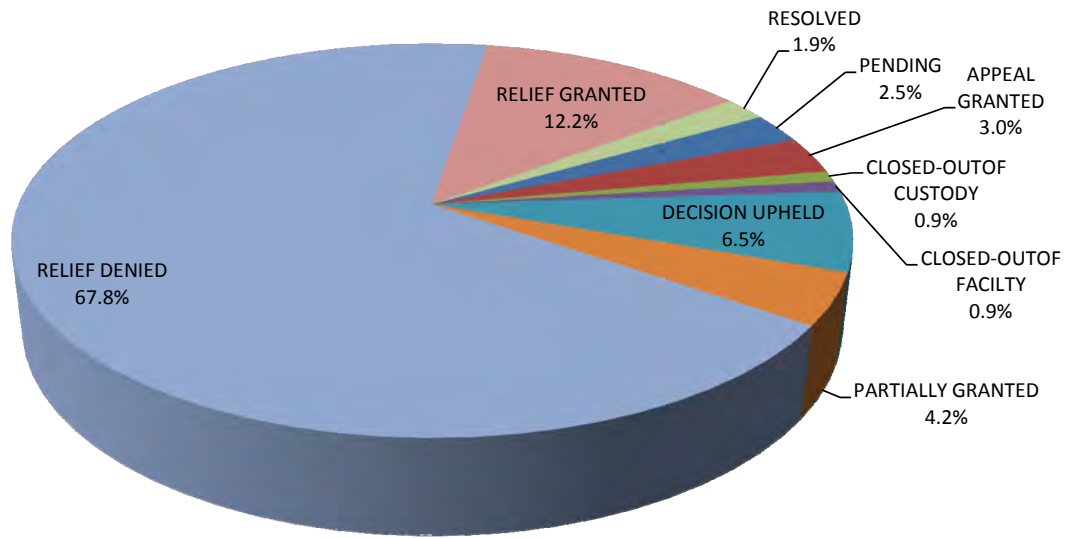


Chart 19. Level 2 Non-Healthcare Appeal Decisions

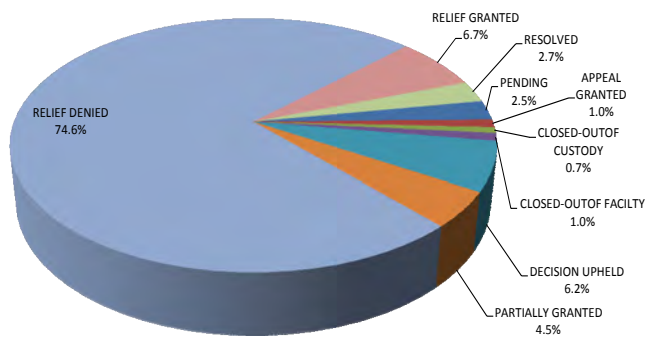


Chart 20. Level 2 Healthcare Decisions

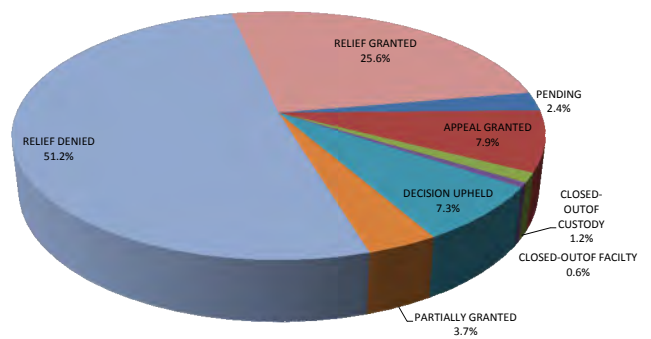


Chart 21. Level 3 All Appeal Decisions

