

TEXAS DEPARTMENT OF CRIMINAL JUSTICE
Inter-Office Communication

TO:	Distribution	DATE:	October 31, 2008
FROM:	Karen Hall, Manager II Executive Support	SUBJECT:	FY 2008 Annual Grievance & Ombudsman Reports

Enclosed you will find the FY 2008 Annual Reports from the Offender Grievance Program and the Office of the Ombudsman.

If you have any questions, please contact:

Riley Tilley
Executive Services
P.O. Box 99
Huntsville, TX 77342
(936) 437-6510
Fax (936) 437-2125
riley.tilley@tdcj.state.tx.us

Offender Grievance Program

FY 2008 Annual Report



Grievance Program Administrator

Sandra Murphy

10/31/08

TABLE of CONTENTS

Topic	Page
Foreword	1
Step 1 Grievances by Region and Issue	2
Step 2 Grievances by Region and Issue	3
Offender Grievances by Custody	4

TEXAS DEPARTMENT OF CRIMINAL JUSTICE
OFFENDER GRIEVANCE PROGRAM

FY 08 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.

During FY08, offenders submitted 154,981 Step 1 grievances and 38,957 Step 2 appeals, representing a 6% decrease, respectively, when compared to the totals for FY07.

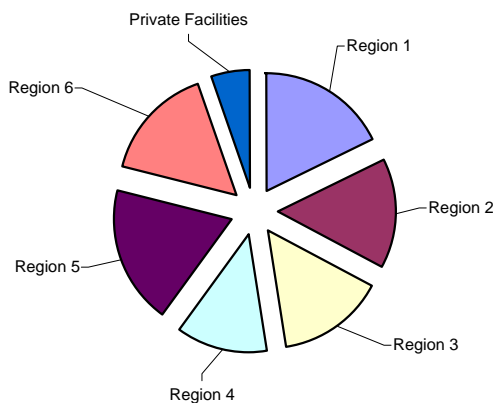
Summary of Offender Grievances by Region and Issue

FY 2008 Step 1 Grievances

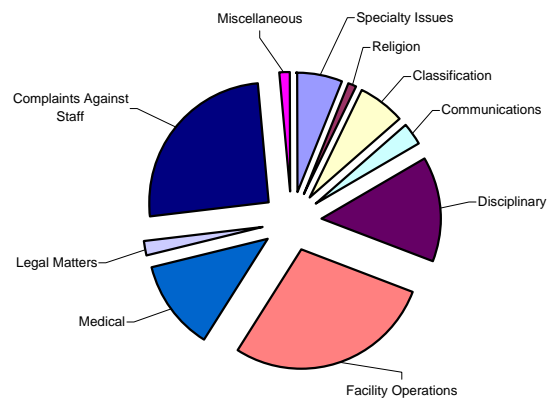
REGIONS	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Average Grv per Mo. FY 2007	Average Grv per Mo. FY 2008	Average Grv / Mo per 100 FY 2007	Average Grv / Mo per 100 FY 2008
REGION 1	2,363	2,631	2,216	1,957	2,132	2,073	2,109	2,442	2,359	2,261	2,576	2,351	27,470	2,509	2,289	10.1	9.2
REGION 2	1,854	2,209	1,913	1,626	1,896	1,697	2,036	1,932	1,832	2,280	2,029	1,971	23,275	2,209	1,940	9.2	8.1
REGION 3	1,695	1,856	1,658	1,678	2,026	1,836	2,015	1,974	2,233	2,165	2,000	1,629	22,765	1,974	1,897	8.1	7.6
REGION 4	1,567	1,706	1,474	1,379	1,533	1,396	1,373	1,459	1,554	2,228	2,052	1,896	19,617	1,737	1,635	7.6	7.1
REGION 5	2,338	2,883	2,470	2,278	2,393	2,016	2,308	2,511	2,326	2,614	2,633	2,507	29,277	2,610	2,440	11.6	11.0
REGION 6	2,028	2,157	1,847	1,924	1,936	1,873	2,058	1,963	1,915	2,142	2,374	2,119	24,336	2,070	2,028	9.8	9.6
PRIVATE FACILITIES	576	729	643	640	747	614	560	672	703	774	870	713	8,241	574	687	3.7	4.3
Totals	12,421	14,171	12,221	11,482	12,663	11,505	12,459	12,953	12,922	14,464	14,534	13,186	154,981	13,682	12,915	8.8	8.3

ISSUE CODES	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Average Grv per Mo. FY 2007	Average Grv per Mo. FY 2008	Average Grv / Mo per 100 FY 2007	Average Grv / Mo per 100 FY 2008
000 Specialty Issues	759	812	684	647	808	757	799	842	802	926	927	915	9,678	807	807	0.5	0.5
100 Religion	434	126	81	91	70	61	60	114	72	91	93	93	1,386	133	116	0.1	0.1
200 Classification	796	949	761	748	765	871	807	970	845	931	889	825	10,157	925	846	0.6	0.5
300 Communications	401	435	368	335	416	399	398	359	363	370	372	351	4,567	441	381	0.3	0.2
400 Disciplinary	1,809	2,113	1,739	1,559	1,730	1,636	1,767	1,873	1,734	1,928	2,022	2,006	21,916	2,005	1,826	1.3	1.2
500 Facility Operations	3,099	3,834	3,574	3,370	3,765	3,211	3,433	3,550	3,893	4,119	4,136	3,482	43,466	3,790	3,622	2.4	2.3
600 Medical	1,564	1,714	1,473	1,326	1,505	1,433	1,618	1,584	1,558	1,749	1,813	1,645	18,982	1,733	1,582	1.1	1.0
700 Legal Matters	261	343	246	237	231	244	192	230	249	309	272	281	3,095	303	258	0.2	0.2
800 Complaints Against Staff	3,143	3,657	3,117	3,020	3,193	2,749	3,231	3,260	3,261	3,858	3,839	3,428	39,756	3,374	3,313	2.2	2.1
900 Miscellaneous	155	188	178	149	180	144	154	171	145	183	171	160	1,978	172	165	0.1	0.1
Totals	12,421	14,171	12,221	11,482	12,663	11,505	12,459	12,953	12,922	14,464	14,534	13,186	154,981	13,682	12,915	8.8	8.3

Average Grievances per Month by Region



Average Grievances per Month by Issue



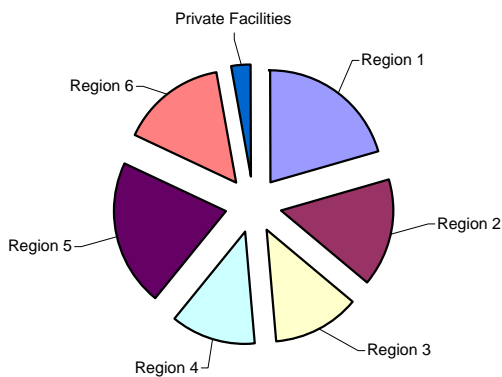
Summary of Offender Grievances by Region and Issue

FY 2008 Step 2 Grievances

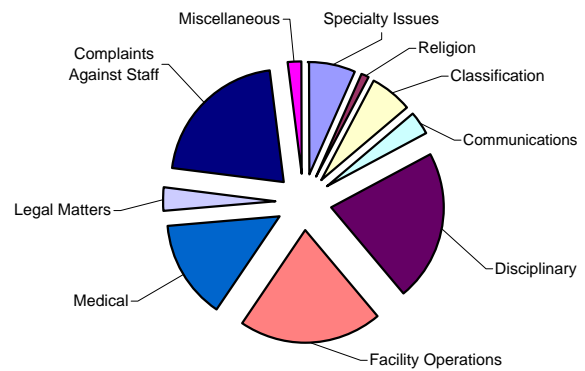
REGIONS	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Average Grv per Mo. FY 2007	Average Grv per Mo. FY 2008	Average Grv / Mo per 100 FY 2007	Average Grv / Mo per 100 FY 2008
REGION 1	649	822	777	586	586	711	603	658	566	640	783	650	8,031	770	669	3.1	2.7
REGION 2	545	528	466	510	504	420	496	475	580	476	560	430	5,990	511	499	2.1	2.1
REGION 3	431	354	349	284	458	374	365	471	429	504	469	391	4,879	459	407	1.9	1.6
REGION 4	342	473	420	260	398	317	378	344	250	474	548	559	4,763	388	397	1.7	1.7
REGION 5	720	778	693	728	826	531	591	681	630	684	726	635	8,223	750	685	3.3	3.1
REGION 6	399	516	496	529	430	525	529	554	451	482	536	572	6,019	512	502	2.4	2.4
PRIVATE FACILITIES	79	127	96	65	104	65	91	72	78	76	86	113	1,052	74	88	0.5	0.5
Totals	3,165	3,598	3,297	2,962	3,306	2,943	3,053	3,255	2,984	3,336	3,708	3,350	38,957	3,465	3,246	2.2	2.1

ISSUE CODES	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Average Grv per Mo. FY 2007	Average Grv per Mo. FY 2008	Average Grv / Mo per 100 FY 2007	Average Grv / Mo per 100 FY 2008
000 Specialty Issues	239	250	192	152	197	206	222	226	212	229	255	245	2,625	226	219	0.1	0.1
100 Religion	53	49	63	36	19	22	24	26	41	30	28	22	413	39	34	0.0	0.0
200 Classification	192	213	186	186	204	172	188	197	207	218	220	208	2,391	214	199	0.1	0.1
300 Communications	109	103	110	115	112	99	104	97	87	108	109	82	1,235	124	103	0.1	0.1
400 Disciplinary	695	818	771	605	717	613	701	695	660	687	783	762	8,507	766	709	0.5	0.5
500 Facility Operations	670	676	639	615	729	661	590	652	607	717	731	729	8,016	698	668	0.4	0.4
600 Medical	438	510	460	454	447	428	435	446	426	506	491	443	5,484	500	457	0.3	0.3
700 Legal Matters	94	144	120	104	108	91	99	95	77	114	120	109	1,275	113	106	0.1	0.1
800 Complaints Against Staff	629	769	697	627	713	595	630	750	607	673	920	696	8,306	729	692	0.5	0.4
900 Miscellaneous	46	66	59	68	60	56	60	71	60	54	51	54	705	55	59	0.0	0.0
Totals	3,165	3,598	3,297	2,962	3,306	2,943	3,053	3,255	2,984	3,336	3,708	3,350	38,957	3,465	3,246	2.2	2.1

Average Grievances per Month by Region



Average Grievances per Month by Issue



Offender Grievances by Custody

FY 2008

Custody Group	Avg. Grv. per Mo.	Population End of Quarter	Percent of Population	Avg. Grv. per Mo. / 100	Percent of Grievances
Admin. Seg.	2,666	8,953	5.73%	29.8	15.21%
D1, D2, D3, DW	37	338	0.22%	10.9	0.21%
G5, P5, J5	932	3,099	1.98%	30.1	5.32%
G4, P4, J4	2,756	11,210	7.17%	24.6	15.72%
OT, G1, G2, P2, G3, P3, J1, J2	10,211	117,961	75.48%	8.7	58.26%
Other Custodies	923	14,714	9.42%	6.3	5.27%
Totals	17,526	156,275	100.00%	11.2	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.	2,666	8,953	5.73%	29.8	15.21%
Death Row	37	338	0.22%	10.9	0.21%
G5, P5, J5	932	3,099	1.98%	30.1	5.32%
Totals	3,636	12,390	7.93%	29.3	20.74%

Note: Ad-Seg, Death Row, G5, P5 and J5 combined comprise only 7.93% of the population, but file 20.74% 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 or offenders at facilities with leased beds.
- Population includes all secure facilities (Intermediate Sanction Facilities and Pre-Parole Transfer Facilities) but excludes offenders in leased beds.