

TEXAS DEPARTMENT OF CRIMINAL JUSTICE
Inter-Office Communication

TO:	Distribution	DATE:	October 26, 2009
FROM:	Karen Hall, Manager III Executive Support	SUBJECT:	FY 2009 Annual Grievance & Ombudsman Reports

Enclosed you will find the FY 2009 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 2009 Annual Report



Grievance Program Administrator

Sandra Murphy

10/26/09

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TEXAS DEPARTMENT OF CRIMINAL JUSTICE
OFFENDER GRIEVANCE PROGRAM

FY 09 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 FY09, offenders submitted 168,501 Step 1 grievances and 41,682 Step 2 appeals, representing a 9% and 7% increase, respectively, when compared to the totals for FY08.

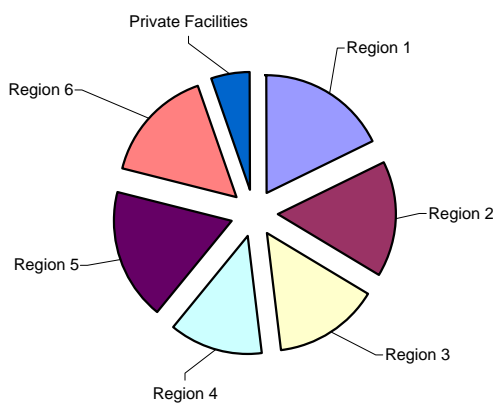
Summary of Offender Grievances by Region and Issue

FY 2009 Step 1 Grievances

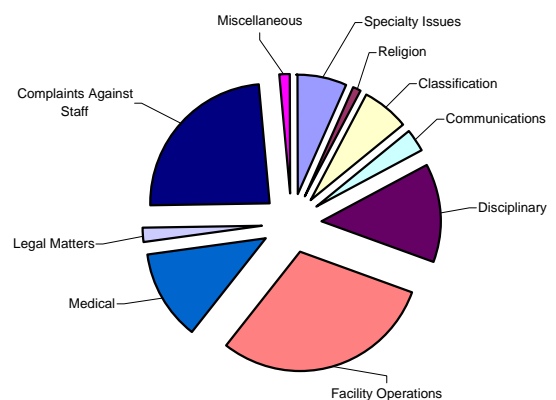
REGIONS	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Average Grv per Mo. FY 2008	Average Grv per Mo. FY 2009	Average Grv / Mo per 100 FY 2008	Average Grv / Mo per 100 FY 2009
REGION 1	2,327	2,468	2,246	2,504	2,324	2,227	2,540	2,411	2,483	2,677	2,978	2,807	29,992	2,289	2,499	9.2	10.2
REGION 2	2,104	2,082	2,011	2,124	2,090	2,056	2,127	2,143	2,061	2,758	2,651	2,376	26,583	1,940	2,215	8.1	9.3
REGION 3	1,822	2,270	2,060	2,193	1,944	1,658	1,865	2,047	1,910	2,163	2,151	2,117	24,200	1,897	2,017	7.6	8.2
REGION 4	1,812	1,812	1,664	1,950	1,557	1,602	1,731	1,773	1,835	1,955	2,149	1,821	21,661	1,635	1,805	7.1	8.1
REGION 5	2,456	2,521	2,219	2,659	2,332	2,226	2,607	2,480	2,513	2,848	2,868	2,709	30,438	2,440	2,537	11.0	11.5
REGION 6	2,184	2,234	1,919	2,202	2,098	2,011	2,252	2,126	2,136	2,520	2,523	2,458	26,663	2,028	2,222	9.6	10.3
PRIVATE FACILITIES	816	792	942	637	703	760	712	717	635	821	811	618	8,964	687	747	4.3	4.4
Totals	13,521	14,179	13,061	14,269	13,048	12,540	13,834	13,697	13,573	15,742	16,131	14,906	168,501	12,915	14,042	8.3	9.0

ISSUE CODES	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Average Grv per Mo. FY 2008	Average Grv per Mo. FY 2009	Average Grv / Mo per 100 FY 2008	Average Grv / Mo per 100 FY 2009
000 Specialty Issues	958	853	739	999	831	842	1,009	1,080	940	1,059	1,150	961	11,421	807	952	0.5	0.6
100 Religion	164	97	135	213	79	133	136	114	113	197	138	218	1,737	116	145	0.1	0.1
200 Classification	918	889	786	873	871	836	908	939	907	939	1,074	1,002	10,942	846	912	0.5	0.6
300 Communications	324	359	367	391	368	383	439	425	478	425	419	416	4,794	381	400	0.2	0.3
400 Disciplinary	1,829	2,013	1,610	1,749	1,752	1,663	1,902	1,850	1,751	2,099	2,215	1,976	22,409	1,826	1,867	1.2	1.2
500 Facility Operations	3,682	4,593	4,833	4,437	4,043	3,565	3,901	3,755	4,094	4,845	4,841	4,201	50,790	3,622	4,233	2.3	2.7
600 Medical	1,680	1,733	1,388	1,662	1,545	1,619	1,761	1,738	1,720	1,970	2,098	1,807	20,721	1,582	1,727	1.0	1.1
700 Legal Matters	242	312	260	278	234	219	278	286	265	288	295	262	3,219	258	268	0.2	0.2
800 Complaints Against Staff	3,361	3,163	2,808	3,501	3,159	3,089	3,316	3,340	3,107	3,691	3,705	3,881	40,121	3,313	3,343	2.1	2.1
900 Miscellaneous	363	167	135	166	166	191	184	170	198	229	196	182	2,347	165	196	0.1	0.1
Totals	13,521	14,179	13,061	14,269	13,048	12,540	13,834	13,697	13,573	15,742	16,131	14,906	168,501	12,915	14,042	8.3	9.0

Average Grievances per Month by Region



Average Grievances per Month by Issue



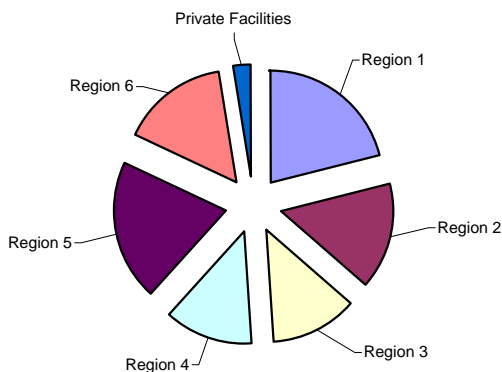
Summary of Offender Grievances by Region and Issue

FY 2009 Step 2 Grievances

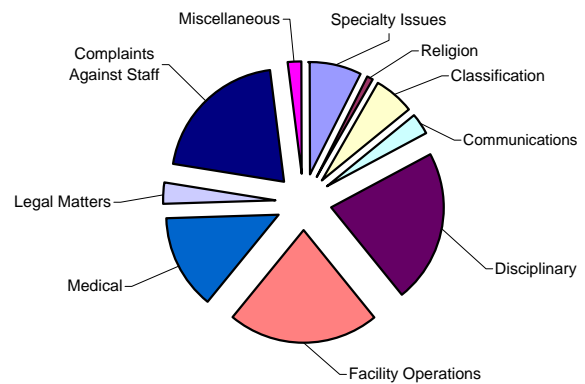
REGIONS	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Average Grv per Mo. FY 2008	Average Grv per Mo. FY 2009	Average Grv / Mo per 100 FY 2008	Average Grv / Mo per 100 FY 2009
REGION 1	623	733	581	667	741	691	748	804	716	783	836	876	8,799	669	733	2.7	3.0
REGION 2	498	570	356	554	534	498	601	519	445	542	727	569	6,413	499	534	2.1	2.2
REGION 3	344	433	437	459	528	385	443	394	370	471	482	466	5,212	407	434	1.6	1.8
REGION 4	458	487	335	422	454	524	448	305	373	604	453	434	5,297	397	441	1.7	2.0
REGION 5	820	683	489	700	610	661	657	719	733	838	780	743	8,433	685	703	3.1	3.2
REGION 6	647	557	425	525	504	533	567	473	482	576	566	587	6,442	502	537	2.4	2.5
PRIVATE FACILITIES	95	112	76	139	86	58	126	71	78	92	75	78	1,086	88	91	0.5	0.5
Totals	3,485	3,575	2,699	3,466	3,457	3,350	3,590	3,285	3,197	3,906	3,919	3,753	41,682	3,246	3,474	2.1	2.2

ISSUE CODES	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Average Grv per Mo. FY 2008	Average Grv per Mo. FY 2009	Average Grv / Mo per 100 FY 2008	Average Grv / Mo per 100 FY 2009
000 Specialty Issues	274	270	189	239	251	257	254	251	223	319	265	305	3,097	219	258	0.1	0.2
100 Religion	26	36	35	25	40	31	46	20	21	26	35	40	381	34	32	0.0	0.0
200 Classification	188	219	160	211	186	191	239	194	171	223	254	245	2,481	199	207	0.1	0.1
300 Communications	78	97	57	100	111	87	107	108	110	138	103	115	1,211	103	101	0.1	0.1
400 Disciplinary	794	823	659	714	733	775	780	739	716	790	842	800	9,165	709	764	0.5	0.5
500 Facility Operations	743	721	543	933	810	731	723	619	639	910	807	832	9,011	668	751	0.4	0.5
600 Medical	481	486	347	377	487	404	505	464	487	518	639	506	5,701	457	475	0.3	0.3
700 Legal Matters	97	96	84	109	109	95	110	94	107	122	121	103	1,247	106	104	0.1	0.1
800 Complaints Against Staff	743	759	525	703	680	710	749	750	670	796	790	741	8,616	692	718	0.4	0.5
900 Miscellaneous	61	68	100	55	50	69	77	46	53	64	63	66	772	59	64	0.0	0.0
Totals	3,485	3,575	2,699	3,466	3,457	3,350	3,590	3,285	3,197	3,906	3,919	3,753	41,682	3,246	3,474	2.1	2.2

Average Grievances per Month by Region



Average Grievances per Month by Issue



Offender Grievances by Custody

FY 2009

Custody Group	Avg. Grv. per Mo.	Population End of Quarter	Percent of Population	Avg. Grv. per Mo. / 100	Percent of Grievances
Admin. Seg.	3,639	8,639	5.49%	42.1	15.00%
D1, D2, D3, DW	54	315	0.20%	17.0	0.22%
G5, P5, J5	1,185	2,980	1.89%	39.8	4.88%
G4, P4, J4	3,753	11,112	7.06%	33.8	15.47%
OT, G1, G2, P2, G3, P3, J1, J2	14,093	118,885	75.53%	11.9	58.07%
Other Custodies	1,543	15,469	9.83%	10.0	6.36%
Totals	24,267	157,400	100.00%	15.4	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.	3,639	8,639	5.49%	42.1	15.00%
Death Row	54	315	0.20%	17.0	0.22%
G5, P5, J5	1,185	2,980	1.89%	39.8	4.88%
Totals	4,878	11,934	7.58%	40.9	20.10%

Note: Ad-Seg, Death Row, G5, P5 and J5 combined comprise only 7.58% of the population, but file 20.10% 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.