

Vermont Department of Corrections
Final Adopted Administrative Rule #06006, Effective March 15, 2006
Offender Grievance System

The Department of Corrections is committed to the use of alternative dispute resolution practices that promote problem resolution at the earliest possible level and that draw upon restorative practices for dispute resolution. Ideally, most grievances can be resolved at the lowest and earliest possible level, as a result of good communication between the offender and local departmental employees. However, because informal solutions to grievances are not always possible, the Department of Corrections has a responsibility to maintain formal procedures designed to resolve offender complaints in a timely and consistent manner.

Definitions

Department - The Department of Corrections, its Commissioner or designee

Chain of Command - Line of reporting authority

Grievance - A grievance is a formal written complaint filed by an offender concerning a departmental action, incident, policy or condition which affects that offender.

Emergency Grievance – A grievance processed by expedited methods to resolve an issue which presents: (1) a threat of death or injury; (2) a threat of disruption of facility operations; or (3) a need for prompt disposition because the time is lapsing when meaningful action or decision is possible.

Informal Complaint - An informal complaint is one that is made orally or in writing to a Department of Corrections staff person whereby an attempt at problem resolution is made prior to the initiation of formal grievance.

Alternative Dispute Resolution - Techniques other than formal appeals or judicial processes that include advanced verbal communication techniques, negotiation, mediation or other practices to resolve a dispute.

Business days - Monday through Friday, excluding weekends and recognized State holidays

Components of the Department of Corrections' Offender Grievance System

1. Education/Orientation: The Department will ensure that employees and offenders are educated and oriented to the practices and expectations regarding informal complaint resolution and the grievance process.

a. Employees

- Training on departmental offender grievance policy, procedures and associated administrative directives will be part of the departmental training curriculum.

- Individual work site managers will ensure that all staff knows how the policy, procedures and administrative directives are implemented at their assigned work site.
- Employees will be notified that they will be disciplined if they retaliate against offenders for using the grievance system.
- Employees will be trained in problem resolution techniques.

b. Offenders

- All offenders will receive notice of the offender grievance system as part of their orientation or at intake, whether facility or field, sentenced or detained. Notice will include a statement that they cannot be retaliated against for filing a grievance and information on what to do if they experience retaliation.
- Offenders will document the receipt of the notice, and the acknowledgment by the offender that they have received notice will be maintained by all work sites.
- Offenders will receive written instruction as well as oral presentation where necessary.
 - Any offender who requests help in filing a grievance will receive assistance as needed.
- Individual Facility Superintendents and Field Managers will ensure that offenders are informed about the grievance system.

2. *Types of Grievances*

- a. Emergency Grievance: A grievance that, if processed through standard grievance procedures and timelines, would result in serious physical or psychological harm to the offender or constitute a threat to the safe, secure operation of an institution, unit or field office.

The Superintendent or Field Manager will regularly review the content of emergency grievances with the relevant Field and Facilities Executives to identify trends in type, staff, location and offender utilization.

- b. Standard Grievances: All grievances that are not emergency grievances.
- c. All grievances are considered part of the inmate's central file.

3. *Grievances that Allege Serious Employee Misconduct*

A grievance alleging serious employee misconduct, where if proven the behavior would likely result in disciplinary action being taken against the employee, will be forwarded to the Superintendent or Field Manager and the Department of Corrections Hearing Administrator, who will forward it to the Agency of Human Services Personnel Administrator for investigation and response.

4. Informal Resolution of Complaints

With the exception of grievances that are emergency in nature (see section 2a above) or that allege serious employee misconduct (see section 3 above), the staff and offender must make an attempt at informal problem resolution prior to the filing of formal grievance. An identifiable solution or plan to resolve the complaint shall be agreed on by the staff and offender within 48 hours of the complaint being identified. If no plan can be agreed on, the complaint will move to a formal grievance if desired by the offender. In these situations the Department will ensure that informal resolutions are agreed on in writing by the offender.

5. Departmental Timeframes

With the exception of grievances that allege staff misconduct or criminal activity (see section 3 above) all grievances investigated by the Department of Corrections will adhere to the following timelines.

- a. Informal Complaints: Offenders must file an informal complaint immediately and not to exceed 10 business days after the event or discovery of the cause of the complaint.
- b. Formal Grievance: If the offender chooses, a grievance may be filed within 14 business days of the outcome of the informal resolution process being communicated to the offender unless it is clearly demonstrated by the offender that it was not feasible to file within such a period.
- c. Emergency Grievances: Emergency grievances will be reviewed by the chain of command immediately and responded to within 8 hours of receipt. The entire timeline for an emergency grievance will not exceed 10 calendar days. (Day 1 of 10 is the day upon which the emergency grievance was received.)
- d. Standard Grievances: The response for a standard grievance will not exceed 20 business days. (Day 1 of 20 is the first full business day after the standard grievance was received by local facility or field office staff.)
- e. Appeals by the Offender: If the offender chooses to appeal a local grievance response, the offender must file an appeal within 10 business days of the receipt of a decision by the local chain of command. Responses to appeals will not exceed the following timeframes:
 - Appeal to the Commissioner will be responded to within 20 business days.
 - Appeals to the Commissioner involving Emergency Grievances will be screened for expedited response as needed.
- f. Continuances
 - With the exception of an Emergency grievance, extensions by the Department of Corrections may be made once at any given step.
 - The grievant must be notified in writing of the continuance, the length of the continuance and the reason for the continuance.
 - The length of the continuance will not exceed 20 business days.

g. Offenders must exhaust administrative remedies provided by the Department of Corrections' grievance system before commencing litigation.

6. *Administrative Dismissal of Grievances that are Inappropriate*

When a grievance is returned to the offender, they will be notified in writing of the reason why the grievance was not accepted and given the opportunity to rewrite and resubmit the grievance if they choose.

a. The Department may reject and return to the offender a grievance that:

- uses profanity; derogatory or obscene statements; or those that were meant simply to harass without mention of any grievable action or event;
- is repetitive or identical to a grievance already in process;
- involves actions and events that have another existing appeals process or are already under formal investigation or appeal;
- involves decisions made by the court that the department has no jurisdiction to overturn;
- involves decisions made by the Parole Board that the department has no jurisdiction to overturn;
- is incomplete in that it does not mention any grievable event or provide information that can be investigated.

b. No grievance that alleges criminal activity or sexual, physical or psychological abuse or assault will be returned to a grievant or otherwise administratively dismissed for any of the reasons listed above in 6. a.

c. All grievances that are administratively dismissed will be reviewed by the Department of Corrections Hearing Administrator or his/her designee.

7. *Assignment of Grievance Duties*

a. The Department will ensure that a person not directly responsible for the condition or actions giving rise to the grievance is appointed to handle the grievance.

b. Each facility and field office, including the Out of State Unit, will have a designated staff person to perform the following duties:

- investigation and assignment of grievances for investigation as needed
- ensuring that all timelines are met
- ensuring data system and related record maintenance
- ensuring coordination between facility and field offices as needed for grievances that involve circumstances or issues from both field and facility
- ensuring coordination between facilities as needed when an inmate is moved from one facility to another prior to the resolution of a grievance.

8. Tracking, Reporting and Trends Analysis

A Department-wide Grievance Data System will be maintained. The system will be capable of accurate recording and tracking of all written grievances and their status.

The Department of Corrections will generate, at a minimum, annual reports for review with the Executive Management Team and the Commissioner or his/her designee. Reports will include a review of the trends and frequency of grievances filed.

A review of departmental directives associated with this rule will be completed with any necessary updates of relevant documents and procedures within one year of this rule taking effect.

Grievances Statistics

Jan/01/2003-Dec/31/2003	CCCC	DSCF	NECF	NESC	NWCF	RCCC	SESC	SHCF	SJCC	SSCF	TECF	WCCC	WCF	Total
AC1-Classification - Points	1		14		1								1	17
AC2-Classification - Need Area	1		4		4									9
AC3-Classification - Case Plan	5	3	34		7				2	1			1	53
AF1-Canteen - Lost/Incomplete	31	1	15		5	8			19	2			5	86
AF2-Canteen - Damaged	9		1		1									11
AF3-Canteen - Late	6		4		4				4	1				19
AH1-Hearing - Disciplinary	3		35		14				2				1	55
AH2-Hearing - Ad Seg	3		6		2									11
AH3-Hearing - Furlough	8		9							1			1	19
AH4-Hearing - Appeal	9		12						2					23
AL1-Law Library - Insufficient	4		6		2									12
AL2-Law Library - Librarian			2		1	1			1					5
AL3-Law Library - Access	7		9		7	2			4				3	32
AP1-Programming - Lack of	4		11		11	1			3					30
AP2-Programming - Inappropriate	15		28	4	3	2				1				53
AR1-Rules - Institutional	59	2	147	15	105	10			41	71			16	466
AR2-Rules - Field					2				5					7
AR3-Rules - Departmental	7		10	1	21	1			3	2				45
AT1-Reduction - ERT	13	2	106		34	19			12	5			3	194
AT2-Reduction - ART	1		3			1			2					7
AT3-Reduction - Work Camp		2		2	1									10
AT4-Reduction - LRT	1		1											2
AV1-Visiting - Lack of	1		4		1				4					10
AV2-Visiting - Denied	16		59		3	5			4					87
AV3-Visiting - Times	1		3		4	1			3	1			1	14
AW1-Work Program - Lost Job	1		27		4					1			2	35
AW2-Work Program - Lack of			5	1	7				1				2	16
AW3-Work Program - Pay	1		9		2	1								13
AX1-Admin Related - Other	54	1	54	3	219	59			33	54			20	497

EF1-Food-Quality	5	1	14	4	9				5	5			6	49
EF2-Food-Quantity	7		78		6	5			2	12			6	116
EF3-Food-Diet	21	1	18		8	5				7				60
EH1-Temperature	3	2	6		2	1			5	1				20
EL1-Lights	5			1	1				1	6				14
EN1-Noise	1		2							1				4
ER1-Rec - Equipment	1		8	1		1								11
ER2-Rec - Yard			4		1				2					7
ER3-Rec - Time	1		15		7				1					24
ES1-Smoking-Living Unit	1		7						2				1	11
ET1-Telephone	11	5	40		7				5	2			3	73
EX1-Environment Related - Other	31	3	45	4	34	11			8	2			1	139
HD1-Dental - Denied	4	2	6	2	1				2					17
HD2-Dental - Time			10		2									12
HH1-Mental Health - Denied	3	1	9						2	1				16
HH2-Mental Health - Time			1			1								2
HM1-Medical - Denied	46	5	57	2	14	8			8	14				154
HM2-Medical - Time	5		43		24	4				1			1	78
HT1-Medication - Denied	60	1	64		24	6			8	1			10	174
HT2-Medication - Time	2		15		10	1								28
HX1-Health Related - Other	52	6	98	6	56	12			4	19			3	256
PC1-Conflict - Staff	73	13	123	32	73	64			77	76			20	551
PC3-Conflict - Inmate	7	10	15	1	7					6			2	48
PD1-Discrimination - Staff	17		18	3	6	2			4				1	51
PD3-Discrimination - Inmate			1		2					1				4
PH1-Harassment - Staff	29		32		20	2			3					86
PH3-Harassment - Inmate	1		2		9				1					16
PM1-Misconduct - Staff	39		132		10	1			12	1				195
PM3-Misconduct - Inmate	2		10						1					13
PS1-Sexual Misconduct - Staff			7		1				1					9
PS3-Sexual Misconduct - Inmate	2		1		1									4
PX1-Interpersonal - Other	51		462	1	2	1			4					521
	744	61	1961	88	802	236	0	0	303	296	0	0	110	4601

Grievances Statistics

Jan/01/2004-Dec/31/2004	CCCC	DSCF	NECF	NESC	NWCF	RCCC	SESC	SHCF	SJCC	SSCF	TECF	WCCC	WCF	Total
AC1-Classification - Points	1	1	17	1	3			3	1					27
AC2-Classification - Need Area	1		3						2					6
AC3-Classification - Case Plan	13	2	40		4			10	39	10			5	123
AF1-Canteen - Lost/Incomplete	40		32		23	4			2	6				107
AF2-Canteen - Damaged								1						1
AF3-Canteen - Late	1		5						2				1	9
AH1-Hearing - Disciplinary	9	1	52	7	14				1	7			1	92
AH2-Hearing - Ad Seg	5		5											10
AH3-Hearing - Furlough	14		11		5				2				1	33
AH4-Hearing - Appeal	15		23		4					2				44
AL1-Law Library - Insufficient			3		3			2	1	1				10
AL2-Law Library - Librarian			1						1	1				3
AL3-Law Library - Access	5		3		2	9		1	4	3			1	28
AP1-Programming - Lack of	5		23		11			2	5				1	47
AP2-Programming - Inappropriate	12		23	2	5	1		3	3	7				56
AR1-Rules - Institutional	18	58	122	78	292	4		16	103	252			40	1013
AR2-Rules - Field		5			5			1	2	2			1	16
AR3-Rules - Departmental	3	1	27	7	7	3		4	9	9			3	73
AT1-Reduction - ERT	16		77	1	39	11		17	5	21			5	192
AT2-Reduction - ART	2		6	1				1		1			1	12
AT3-Reduction - Work Camp				2				1	1				3	7
AV1-Visiting - Lack of			5		1				1	3			2	12
AV2-Visiting - Denied	21	3	65		2	4			7	12			4	118
AV3-Visiting - Times	2		5	6		1		3	4	9				30
AW1-Work Program - Lost Job	1		35		11	5			1	7				60
AW2-Work Program - Lack of			8		8	2		1	2	3			3	27
AW3-Work Program - Pay			6		2	1				2				11
AX1-Admin Related - Other	93	27	52	15	128	90		8	19	374			23	829
EF1-Food-Quality	15		21	6	7	3		1	5	46			3	107

EF2-Food-Quantity	24		6	1	5	1		17	41		5	100		
EF3-Food-Diet	42	1	33	2	15	2		4	34		4	137		
EH1-Temperature	14	2	3		10			1	13			43		
EL1-Lights			1	1	4				1		1	8		
EN1-Noise									2			2		
ER1-Rec - Equipment	5	2	12						28		1	48		
ER2-Rec - Yard	8	1	6				1		10		1	27		
ER3-Rec - Time	13	1	13		5	2		1	5	35		75		
ES1-Smoking-Living Unit			3			1			1		1	6		
ET1-Telephone	27	2	20		5			1	13	16		84		
EX1-Environment Related - Other	32	7	22	6	18			4	4	3	24	120		
HD1-Dental - Denied	14	2	8		1			6	3	9	1	44		
HD2-Dental - Time			6		3	2			3		2	16		
HH1-Mental Health - Denied	5	2	10		1			1	2	8	1	30		
HH2-Mental Health - Time			4		3			1		2		10		
HM1-Medical - Denied	32	14	73	1	15	4		9	8	154	8	318		
HM2-Medical - Time	6		12		34	10		4	5	14	9	94		
HT1-Medication - Denied	54	6	63		18	12		1	9	97	12	272		
HT2-Medication - Time	7		13		35	3			3	39	4	104		
HX1-Health Related - Other	66	11	93	1	70	24		4	13	174	27	483		
PC1-Conflict - Staff	102	102	353	22	104	63		4	140	237	41	1168		
PC2-Conflict - Volunteer		1							1			2		
PC3-Conflict - Inmate	10	37	1		20			3	19		5	95		
PD1-Discrimination - Staff	10	3	17	2	22			2	3		4	63		
PD2-Discrimination - Volunteer									1			1		
PD3-Discrimination - Inmate					1				3			4		
PH1-Harassment - Staff	18		17	1	38	3		5	10	6	1	99		
PH3-Harassment - Inmate	2	1			6				2			11		
PM1-Misconduct - Staff	64		147	10	8				15	6	3	253		
PM3-Misconduct - Inmate	4		2					2				8		
PS1-Sexual Misconduct - Staff	1		4		1			2	2			10		
PX1-Interpersonal - Other	60	3	422	1	5			12	9			512		
	942	296	2034	174	1022	266	0	133	492	1738	0	0	253	7350

Grievances Statistics

Jan/01/2005-Dec/31/2005	CCCC	DSCF	NECF	NESC	NWCF	RCCC	SESC	SHCF	SJCC	SSCF	TECF	WCCC	WCF	Total
AC1-Classification - Points	3	7	8		3			6		4				31
AC2-Classification - Need Area	2	2	1		1				1	7				14
AC3-Classification - Case Plan	12	5	65		14	1		23	23	17			4	164
AF1-Canteen - Lost/Incomplete	51	1	43	3	1	4		1	9	23			1	137
AF2-Canteen - Damaged	1									1				2
AF3-Canteen - Late	4		3						10	4				21
AH1-Hearing - Disciplinary	11	5	43	3	29	5		2	6	53				157
AH2-Hearing - Ad Seg	6		4							1				11
AH3-Hearing - Furlough	12		4		5	1			3	2			2	29
AH4-Hearing - Appeal	33	3	5	1	3				1	1				47
AL1-Law Library - Insufficient	4	1							2					7
AL2-Law Library - Librarian				1	1			1						3
AL3-Law Library - Access	12	1	3		3	1		2	3	4				29
AP1-Programming - Lack of	4	2	13		2			2	1	7			1	32
AP2-Programming - Inappropriate	9	2	4	1	4	2				18				40
AR1-Rules - Institutional	102	4	265	6	105	13		3	47	258			99	902
AR2-Rules - Field	7	2	1						3					13
AR3-Rules - Departmental	10	28	14	5	24			2		89			4	176
AT1-Reduction - ERT	12		27	1	15	17		27	3	49			2	153
AT2-Reduction - ART	2		4		1			4	1	2				14
AT3-Reduction - Work Camp				9					2				3	14
AV1-Visiting - Lack of	3	4	6							4				17
AV2-Visiting - Denied	26	2	30		2	10			8	18			5	101
AV3-Visiting - Times	2		1		1	1			1	9			1	16
AW1-Work Program - Lost Job	2	1	19		4	10		1	4	3				44
AW2-Work Program - Lack of		1	5		5	2			1	8			2	24
AW3-Work Program - Pay	2		7		7	1							2	19
AX1-Admin Related - Other	71	25	15	16	161	130		20	56	381			13	888
EF1-Food-Quality	42	1	20		9	3			12	34			5	126

EF2-Food-Quantity	79	6	10	4	11	1		17	32		29	189		
EF3-Food-Diet	33	2	24	2	6	8		4	68		11	158		
EH1-Temperature	10	12	8		7	1		1	13			52		
EL1-Lights		4	1		2			1				8		
EN1-Noise	1	2			2	1			1			7		
ER1-Rec - Equipment	17	1	13		2		1	1	9			44		
ER2-Rec - Yard	3			9	10				1			23		
ER3-Rec - Time	15	2	7		9	5		4	39		2	83		
ES1-Smoking-Living Unit											1	1		
ET1-Telephone	20	2			11			9	27		5	74		
EX1-Environment Related - Other	45	3	33	15	31	5	2	13	15		69	231		
HD1-Dental - Denied	12	2	19	1	8	3	2	2	15		1	65		
HD2-Dental - Time					1	4		1			2	8		
HH1-Mental Health - Denied	11	5	3	1	2		1	4	22			49		
HH2-Mental Health - Time	2	4	1		1	1			5		1	15		
HH3-Mental Health-Dissatisfied w/Quality			1									1		
HM1-Medical - Denied	45	16	75	2	24	11	4	16	285		8	486		
HM2-Medical - Time	1	1	1	1	26	6	2	1	14		8	66		
HT1-Medication - Denied	75	31	61	3	42	14	3	29	113		30	401		
HT2-Medication - Time	3	7	7		5	2	2	1	53		6	86		
HX1-Health Related - Other	43	25	56	2	76	23	1	41	33		35	335		
PC1-Conflict - Staff	244	130	310	17	66	127	3	208	250		86	1441		
PC2-Conflict - Volunteer		1						1				2		
PC3-Conflict - Inmate	13	28	8	1	6			4	19		14	93		
PD1-Discrimination - Staff	12	16	7		5	5		4	9		2	60		
PD2-Discrimination - Volunteer									1			1		
PD3-Discrimination - Inmate		1			1							2		
PH1-Harassment - Staff	24	25	13	1	20	5	1	4	10		1	104		
PH3-Harassment - Inmate	12	27			3				2			44		
PM1-Misconduct - Staff	106	15	13	13	74	2	2	15	99			339		
PM3-Misconduct - Inmate	3	1			6			1	3			14		
PS1-Sexual Misconduct - Staff	5	1	3		1				2			12		
PS3-Sexual Misconduct - Inmate	5				1				1			7		
PX1-Interpersonal - Other	69	13	426	3	1	1	12	4	125			654		
	1353	483	1712	121	860	426	0	130	583	2263	0	0	455	8386

Grievances Statistics

Jan/01/2006-Dec/31/2006	CCCC	DSCF	NECF	NESC	NWCF	RCCC	SESC	SHCF	SJCC	SSCF	TECF	WCCC	WCF	Total
AC1-Classification - Points	11	4	5		7					3			18	48
AC2-Classification - Need Area	2	3	3		10			1		5			1	25
AC3-Classification - Case Plan	21	11	117		4	2		20	26	14			6	221
AF1-Canteen - Lost/Incomplete	64	3	22	2	10	6		3	2	24			5	141
AF2-Canteen - Damaged	5									1				6
AF3-Canteen - Late	6		9	1	2	1			6	9				34
AH1-Hearing - Disciplinary	20	2	46	1	16	1			13	21				120
AH2-Hearing - Ad Seg	6		1		15			2		2				26
AH3-Hearing - Furlough	10		2						7	1			2	22
AH4-Hearing - Appeal	17		5						7	1				30
AL1-Law Library - Insufficient	2		2						1	2				7
AL2-Law Library - Librarian	2		1							1			1	5
AL3-Law Library - Access	13		8		3	2				11			2	39
AP1-Programming - Lack of	3	1	29		2	1		2	1	2			3	44
AP2-Programming - Inappropriate	13		3	2	6			5	2	1			2	34
AR1-Rules - Institutional	72	26	184	5	112	98		1	71	103			47	719
AR2-Rules - Field	3	1	2		4	10		1	4				1	26
AR3-Rules - Departmental	8	11	17	3	42	9		1	4	13			6	114
AT1-Reduction - ERT	5		5		2			8	2					22
AT2-Reduction - ART	1		10	1	1			2						15
AT3-Reduction - Work Camp				1					2	2				5
AT4-Reduction - LRT				6										6
AV1-Visiting - Lack of	1		11		13	2				3			1	31
AV2-Visiting - Denied	19	2	43		5	7			12	3			6	97
AV3-Visiting - Times			3		1	1			1	2			1	9
AW1-Work Program - Lost Job	9	1	11		13	3			2	10			1	50
AW2-Work Program - Lack of	2		10	1	2	1			1	3			1	21
AW3-Work Program - Pay	1		8		1					5				15
AX1-Admin Related - Other	38	34	292	5	213	11		41	32	306			14	986

EF1-Food-Quality	54	3	21	10	8	3			17	29				145
EF2-Food-Quantity	19	11	16	7	12	4			27	27			3	126
EF3-Food-Diet	19	4	10		11	6			6	35			4	95
EH1-Temperature	17	3	9		9				4	1				43
EL1-Lights		2	4		1								1	8
EN1-Noise			5		4	1				12			4	26
ER1-Rec - Equipment	9		37		3	1			2	3				55
ER2-Rec - Yard	8		3		1					7				19
ER3-Rec - Time	13	4	32	5	1	5			7	40			6	113
ES1-Smoking-Living Unit	2		1							1				4
ET1-Telephone	17	2	11	1	15	11			7	35			1	100
EX1-Environment Related - Other	16	4	44	5	15	20			32	6			29	171
HD1-Dental - Denied	7		9		4	2			1	5			1	29
HD2-Dental - Time	1		3		2				1	2			2	11
HH1-Mental Health - Denied	2	2	5		14	3			4	1	7			38
HH2-Mental Health - Time		1			3					1	7			12
HM1-Medical - Denied	38	39	64	1	40	19			5	27	80		11	324
HM2-Medical - Time		6	9		12	2			2	1	28		11	71
HM3-Medical: Dissatisfied with Quality	1		1										1	3
HT1-Medication - Denied	44	59	43	2	38	14			3	30	91		17	341
HT2-Medication - Time	5	20	4	1	12	1				3	40		12	98
HX1-Health Related - Other	43	50	93	1	37	22				19	124		22	411
PC1-Conflict - Staff	161	154	218	17	99	97			3	169	198		59	1175
PC2-Conflict - Volunteer						1				1	1			3
PC3-Conflict - Inmate	4	31	4		4	7			13	15			12	90
PD1-Discrimination - Staff	9	10	14		20				2	30			8	93
PD3-Discrimination - Inmate	4	2	2										2	10
PH1-Harassment - Staff	5	5	23		15				3	44			5	100
PH3-Harassment - Inmate	1	6	1		4				3					15
PM1-Misconduct - Staff	46	5	25	3	62	1			8	7	125		2	284
PM3-Misconduct - Inmate	4										2		1	7
PS1-Sexual Misconduct - Staff	3	2	3			1			1	7			2	19
PS3-Sexual Misconduct - Inmate	1				1				1					3
PX1-Interpersonal - Other	67	8	220		31	1			1	23			12	363
	974	532	1783	81	962	377	0	114	581	1573	0	0	346	7323

Grievances Statistics

Jan/01/2007-Dec/31/2007	CCCC	DSCF	NECF	NESC	NWCF	RCCC	SESC	SHCF	SJCC	SSCF	TECF	WCCC	WCF	Total
AC1-Classification - Points	2	1	3		4			2		1				13
AC2-Classification - Need Area	1		7							1			2	11
AC3-Classification - Case Plan	7		19		11			6	1	6			1	51
AF1-Canteen - Lost/Incomplete	3		4		1				1	3				12
AF2-Canteen - Damaged	1								1				1	3
AF3-Canteen - Late									1				1	2
AF4-Property Lost/Damaged	14	3	29		7	1		2	3	14			1	74
AF5-Mail Delivery	3		10		3					12				28
AH1-Hearing - Disciplinary	2	2	4		5					7				20
AH2-Hearing - Ad Seg	1				1					5				7
AH3-Hearing - Furlough	1				1	1			3					6
AH4-Hearing - Appeal	1		1		1					2				5
AL1-Law Library - Insufficient			5											5
AL2-Law Library - Librarian	1													1
AL3-Law Library - Access					1					2				3
AP1-Programming - Lack of	1		2		1			1	1	2				8
AP2-Programming - Inappropriate			4					5	1	8				18
AR1-Rules - Institutional	9	1	27		43	6		2	21	56			1	166
AR2-Rules - Field	5	1			1	2				1				10
AR3-Rules - Departmental	2		6		3			2		12				25
AT1-Reduction - ERT	2		3		3	2		1		1				12
AT2-Reduction - ART	3		1						1	1				6
AV2-Visiting - Denied	2		1		6	2				3				14
AW1-Work Program - Lost Job	2		1		4					1			2	10
AW2-Work Program - Lack of					1				1				1	3
AW3-Work Program - Pay			2											2
AX1-Admin Related - Other	16		1	1	8			4	1	8			4	43
EF1-Food-Quality	1		2		3					5				11
EF2-Food-Quantity			1							3				4

EF3-Food-Diet	2		3		5			3	7		2	22
EL1-Lights					4				1			5
EN1-Noise					1						1	2
ER1-Rec - Equipment	1											1
ER2-Rec - Yard									1		1	2
ER3-Rec - Time	2		3						2		1	8
ET1-Telephone	2								4			6
EX1-Environment Related - Other	4		6		12			1	13		1	37
G1C-	6		13									19
G1D-	1		3									4
HD1-Dental - Denied					1				3			4
HD3-Dental-Dissatisfied with Quality	5	1			2				1			9
HH1-Mental Health - Denied	1				2			1				4
HH3-Mental Health-Dissatisfied w/Quality	3		3		1			1	3			11
HM1-Medical - Denied	1		2		6				1			10
HM3-Medical: Dissatisfied with Quality	13	5	24		17	1		2	8	24	2	96
HM4-Medical Request to be Seen	4				1			2	3			10
HM5-Medical Req:Off-Site Specialty Care	2	2										4
HT1-Medication - Denied	13										2	15
HT2-Medication - Time					1							1
HT3-Problems with Medication	9		1		3			1	8			22
HX1-Health Related - Other			1		1							2
HX2-Delay in Healthcare Provided	1	1										2
NAC-	2											2
PC1-Conflict - Staff	18	6	20		29	7		3	13		4	100
PC3-Conflict - Inmate		4	1		2			1			1	9
PD1-Discrimination - Staff	2		1						6			9
PD3-Discrimination - Inmate		1										1
PH1-Harassment - Staff	1		1					2	1			5
PM1-Misconduct - Staff	4		3	1	3	1		1	6		1	20
PM3-Misconduct - Inmate		1										1
PS1-Sexual Misconduct - Staff			1									1
PS3-Sexual Misconduct -												

Inmate			1											1
PX1-Interpersonal - Other			4					2	1				1	8
RL1-Religious Observance - Access							1							1
RL2-Religious Observance - Activity/Svc							2							2
RL3-Religious Observance - Materials							1		1					2
	177	30	223	2	199	23	0	31	62	253	0	0	31	1031

Grievances Statistics

Jan/01/2008-Dec/31/2008	CCCC	DSCF	NECF	NESC	NWCF	RCCC	SESC	SHCF	SJCC	SSCF	TECF	WCCC	WCF	Total
AC1-Classification - Points					1	1				2				4
AC2-Classification - Need Area	1		2		2					1			7	13
AC3-Classification - Case Plan	12	1	57		5			4		11			3	93
AF1-Canteen - Lost/Incomplete			5							1				6
AF3-Canteen - Late										1				1
AF4-Property Lost/Damaged	12	3	41		8	3		2	6	34			3	112
AF5-Mail Delivery	3		19		1			1	1	18				43
AH1-Hearing - Disciplinary	3		6		10	2		1	2	11				35
AH2-Hearing - Ad Seg	3		1			1				7				12
AH3-Hearing - Furlough	5	2							2	2				11
AH4-Hearing - Appeal	3									4				7
AL1-Law Library - Insufficient	1		1		1	1								7
AL2-Law Library - Librarian			1											1
AL3-Law Library - Access	5				3				1	8				17
AP1-Programming - Lack of			2		5				2	3				12
AP2-Programming - Inappropriate			14		1			3	4					22
AR1-Rules - Institutional	1	1	79		36	9			19	63			6	214
AR2-Rules - Field			1		2	1				2			2	8
AR3-Rules - Departmental	2		6		1	3				20				32
AT1-Reduction - ERT	2		2											4
AT2-Reduction - ART	2		2											4
AT3-Reduction - Work Camp													1	1
AT4-Reduction - LRT			1											1
AV1-Visiting - Lack of	1		7											8
AV2-Visiting - Denied			7		3					2				12
AW1-Work Program - Lost Job		1	5		2					4			2	14
AW2-Work Program - Lack of			1							1				2
AW3-Work Program - Pay										3				3
AX1-Admin Related -	17	1	8		7	2		1	4	15			2	57

Other										
EF1-Food-Quality	3		1					10		14
EF2-Food-Quantity	1							26		27
EF3-Food-Diet	1		3				1	6	1	12
EH1-Temperature				1	2					3
EN1-Noise					1					1
ER1-Rec - Equipment								1		1
ER2-Rec - Yard	3									3
ER3-Rec - Time			1		3			6		10
ET1-Telephone	1				2	2		1	2	9
EX1-Environment Related - Other	10		10		6	4		1	16	48
HD1-Dental - Denied					1			1	3	5
HD3-Dental-Dissatisfied with Quality	1		4		1				3	9
HH1-Mental Health - Denied								1		1
HH3-Mental Health-Dissatisfied w/Quality	2		6					2	4	14
HM1-Medical - Denied		1	5						3	10
HM3-Medical: Dissatisfied with Quality	9		34		8			1	28	82
HM4-Medical Request to be Seen	1		9			1		1	15	27
HM5-Medical Req:Off-Site Specialty Care	6	1		1					1	9
HT1-Medication - Denied	8	3	2						2	16
HT3-Problems with Medication	9		2		4			1	14	30
HX1-Health Related - Other										1
HX2-Delay in Healthcare Provided	1				2			1	1	5
PC1-Conflict - Staff	25	1	57		15	4		8	30	147
PC3-Conflict - Inmate	1		1		1			1		4
PD1-Discrimination - Staff	5	2			1				2	10
PH1-Harassment - Staff	2	1			3			1		7
PH2-Harassment - Volunteer								1		1
PH3-Harassment - Inmate			1							1
PM1-Misconduct - Staff	5	1	1						1	8
PS3-Sexual Misconduct - Inmate	1									1
RL1-Religious Observance - Access								1		1

RL2-Religious Observance - Activity/Svc	1			1												2
RL3-Religious Observance - Materials									1							1
RL4-Religious Observance - Diet										8						8
	169	19	405	3	141	35	0	12	65	395	0	0	40	1284		

Grievances Statistics

Jan/01/2009-Dec/31/2009	CCCC	DSCF	NECF	NESC	NWCF	RCCC	SESC	SHCF	SJCC	SSCF	TECF	WCCC	WCF	Total
AC1-Classification - Points			1			2				7				10
AC2-Classification - Need Area			1							2				3
AC3-Classification - Case Plan	2		52		9	1	2	10	3	14				93
AF1-Canteen - Lost/Incomplete	3		2	1										6
AF3-Canteen - Late			1											1
AF4-Property Lost/Damaged	13		33	3	4		2	8	5	40				108
AF5-Mail Delivery	7		7		1	1			1	6				23
AH1-Hearing - Disciplinary	6		3	2	7	2		3	3	1				27
AH2-Hearing - Ad Seg			1		1				1	3				6
AH3-Hearing - Furlough			3			2			1					6
AH4-Hearing - Appeal	1		2					1		4				8
AL1-Law Library - Insufficient	2		3							4				9
AL2-Law Library - Librarian			3							1				4
AL3-Law Library - Access	4				2				1	7				14
AP1-Programming - Lack of			3		1				1	10				15
AP2-Programming - Inappropriate			43		1			1	19	1				65
AR1-Rules - Institutional	2		63	2	28	4			27	82				208
AR2-Rules - Field			10		2	2			1	1				16
AR3-Rules - Departmental	1		2		15	1			12	3				34
AT1-Reduction - ERT	2		1		1			1	1					6
AT2-Reduction - ART	2													2
AT3-Reduction - Work Camp			1		3				2					6
AV1-Visiting - Lack of			2											2
AV2-Visiting - Denied	2		28	2	3	2	2		2	13				54
AV3-Visiting - Times										1				1
AV4-Visiting - Rules			1		1									2
AW1-Work Program - Lost Job	3		3		2				2	1				11
AW2-Work Program - Lack of			1						1	1				3
AW3-Work Program - Pay	2		5		2			2	1	2				14

AX1-Admin Related - Other	23	16	3	4	1	18	6	25	96
EF1-Food-Quality	1							2	3
EF2-Food-Quantity	2	1				1	1	5	10
EF3-Food-Diet	2	5		1	2			5	15
EH1-Temperature				1			1		2
ER1-Rec - Equipment		1							1
ER2-Rec - Yard	1				3			2	6
ER3-Rec - Time		1		1	1		1	4	8
ET1-Telephone	4	1			2				7
EX1-Environment Related - Other	12	13		4	1	1	5	21	57
HD1-Dental - Denied		2							2
HD3-Dental-Dissatisfied with Quality	1	9			1		1	1	14
HH1-Mental Health - Denied								1	1
HH3-Mental Health-Dissatisfied w/Quality	2			4			1	2	9
HM1-Medical - Denied	1	2		6				6	15
HM3-Medical: Dissatisfied with Quality	13	17		9	5		2	26	72
HM4-Medical Request to be Seen	6	22		6	1		2	9	46
HM5-Medical Req:Off-Site Specialty Care	6					1		3	10
HT1-Medication - Denied	8	6		4		1	2	1	8
HT3-Problems with Medication	15	4		8	2		1	16	46
HX2-Delay in Healthcare Provided	1								1
LN1-Laundry - Missing	1			2	1				4
LN3-Laundry - Frequency	1								1
PC1-Conflict - Staff	15	13	7	24	3	1	9	17	89
PC3-Conflict - Inmate	3	1		1					5
PD1-Discrimination - Staff	3		1	2			1		7
PH1-Harassment - Staff		4				2		1	7
PH3-Harassment - Inmate				2					2
PM1-Misconduct - Staff	4	13	1					1	19
PS1-Sexual Misconduct - Staff	2								2
PX1-Interpersonal - Other								6	6
RL1-Religious Observance - Access			1						1
RL2-Religious									

Observance - Activity/Svc			1				2			1				4
RL4-Religious Observance - Diet	1													1
	183	0	407	23	162	40	15	50	113	366	0	0	0	1359

Grievances Statistics

Jan/01/2010-Dec/31/2010	CCCC	DSCF	NECF	NESC	NWCF	RCCC	SESC	SHCF	SJCC	SSCF	TECF	WCCC	WCF	Total
AC1-Classification - Points									1	4				5
AC2-Classification - Need Area									1	2				3
AC3-Classification - Case Plan	1		75		11	2	3	17	8	10				130
AF1-Canteen - Lost/Incomplete	1		2		2				1	2				8
AF3-Canteen - Late										1				1
AF4-Property Lost/Damaged	17		23	1	5		1		1	24				82
AF5-Mail Delivery	1		9		2	1			1	10				24
AH1-Hearing - Disciplinary	2		3		6	2		1	5	1				20
AH2-Hearing - Ad Seg			4		1									5
AH3-Hearing - Furlough	1		5		1				3					10
AH4-Hearing - Appeal			2		1		1					1		5
AL1-Law Library - Insufficient								2		2				4
AL2-Law Library - Librarian									1					1
AL3-Law Library - Access			3					2	2	3				10
AP1-Programming - Lack of									4	10				14
AP2-Programming - Inappropriate			18						16	3				37
AR1-Rules - Institutional	2		57	1	30	5			37	34				166
AR2-Rules - Field			8					2						10
AR3-Rules - Departmental			1		2	1		2		9				15
AT1-Reduction - ERT			1	1		1	1	1		2				7
AT2-Reduction - ART	1			1				1		1				4
AT3-Reduction - Work Camp							1	1	1	1				4
AV1-Visiting - Lack of										1				1
AV2-Visiting - Denied	1		21							5				27
AV3-Visiting - Times	1													1
AV4-Visiting - Rules			1	1					3					5
AW1-Work Program - Lost Job			9		7				3	2				21
AW2-Work Program - Lack of										2				2
AW3-Work Program - Pay	2		6						1	1				10

AX1-Admin Related - Other	23	30	1	2	2	3	19	80	
EF1-Food-Quality		3		1			13	17	
EF2-Food-Quantity	2	1					9	12	
EF3-Food-Diet	5	7		3	1		18	34	
EL1-Lights				2				2	
EN1-Noise	1			1				2	
ER1-Rec - Equipment		3						3	
ER2-Rec - Yard	2							2	
ER3-Rec - Time	2						7	9	
ET1-Telephone	2	4		1	1		6	2	16
EX1-Environment Related - Other	3	11		2			4	35	55
HD1-Dental - Denied	1	2					2	5	
HD3-Dental-Dissatisfied with Quality		3						3	
HH1-Mental Health - Denied		1		2			2	5	
HH3-Mental Health-Dissatisfied w/Quality		2		1			5	8	
HM1-Medical - Denied	3	11		1	1		2	18	
HM3-Medical: Dissatisfied with Quality	7	33		7		1	2	29	79
HM4-Medical Request to be Seen	2	27		1			2	13	45
HM5-Medical Req:Off-Site Specialty Care	3	1		1				5	
HT1-Medication - Denied	11	14			1		2	3	31
HT3-Problems with Medication	2	17		13		1	2	10	45
HX2-Delay in Healthcare Provided							2	2	
LN1-Laundry - Missing	1							1	
LN3-Laundry - Frequency							1	1	
PC1-Conflict - Staff	16	8	1	27	5		9	41	107
PC3-Conflict - Inmate				4			1	2	7
PD1-Discrimination - Staff		2						3	5
PH1-Harassment - Staff		3					1	1	5
PH3-Harassment - Inmate							2	2	4
PM1-Misconduct - Staff	3	17	1			1		3	25
PM3-Misconduct - Inmate	1								1
PS1-Sexual Misconduct - Staff	1								1
PS3-Sexual Misconduct - Inmate	1								1

PX1-Interpersonal - Other									2	1				3
RL1-Religious Observance - Access									3	1				4
RL2-Religious Observance - Activity/Svc										3				3
RL3-Religious Observance - Materials	1		1							2				4
RL4-Religious Observance - Diet										13				13
	126	0	459	8	137	21	8	35	127	374	0	0	0	1295

Grievances Statistics

Jan/01/2011-Dec/31/2011	CCCC	DSCF	NECF	NESC	NWCF	RCCC	SESC	SHCF	SJCC	SSCF	TECF	WCCC	WCF	Total
AC1-Classification - Points	1		1											2
AC2-Classification - Need Area								1						1
AC3-Classification - Case Plan	9		57	1	7		1	6	2	7				90
AF1-Canteen - Lost/Incomplete	2		1		1		1			4				9
AF2-Canteen - Damaged							1							1
AF3-Canteen - Late	1								1					2
AF4-Property Lost/Damaged	13		27	1	6	1	1	5	4	38				96
AF5-Mail Delivery	2		20		3			58	9	12				104
AH1-Hearing - Disciplinary	1		5		7		2		6	9				30
AH2-Hearing - Ad Seg	5				5				2					12
AH3-Hearing - Furlough			3						2	2				7
AH4-Hearing - Appeal			1		1				1	1				4
AL1-Law Library - Insufficient			2							2				4
AL3-Law Library - Access					1			2	5	1				9
AP1-Programming - Lack of	2							1	2	3				8
AP2-Programming - Inappropriate			9	6					7	2				24
AR1-Rules - Institutional	3		44	2	12	1	1	1	44	29				137
AR2-Rules - Field			9						2	3				14
AR3-Rules - Departmental	12					3		4	4	6				29
AT1-Reduction - ERT	1		1		1			2		1				6
AT2-Reduction - ART			1	1				2						4
AV1-Visiting - Lack of										2				2
AV2-Visiting - Denied	1		11						1	6				19
AV3-Visiting - Times									2	1				3
AV4-Visiting - Rules	1		1						1					3
AW1-Work Program - Lost Job			4	1	5	1			4	6				21
AW2-Work Program - Lack of	1		2		2				1	2				8
AW3-Work Program - Pay	4		3						3	2				12
AX1-Admin Related - Other	4		21		1		3	13	11	49				102
EF1-Food-Quality			1		3		1			5				10

EF2-Food-Quantity	4		2	7		6	19
EF3-Food-Diet	2	6			4	9	21
EH1-Temperature	3					2	5
EL1-Lights					1	2	3
ER1-Rec - Equipment	1						1
ER2-Rec - Yard					1		1
ER3-Rec - Time	1				6	6	13
ET1-Telephone					1	2	3
EX1-Environment Related - Other	3	8	17		1	7	32
HD1-Dental - Denied						1	1
HD3-Dental-Dissatisfied with Quality	1	7		1	1		10
HH3-Mental Health-Dissatisfied w/Quality	4	1	3			2	7
HM1-Medical - Denied		5		3	2	3	13
HM3-Medical: Dissatisfied with Quality	15	27	7	2	1	3	61
HM4-Medical Request to be Seen	1	23	3	1		2	7
HM5-Medical Req:Off-Site Specialty Care		2		1	1	1	3
HT1-Medication - Denied	6	6	10	5		1	6
HT3-Problems with Medication	3	16	7	1		2	13
HX2-Delay in Healthcare Provided	6					1	1
PC1-Conflict - Staff	13	5	20	1	2	24	22
PC3-Conflict - Inmate	5					4	6
PD1-Discrimination - Staff			2			1	4
PD3-Discrimination - Inmate	2						5
PH1-Harassment - Staff	1						4
PH3-Harassment - Inmate						1	
PM1-Misconduct - Staff	3	25	1		2	3	13
PM3-Misconduct - Inmate							1
PS1-Sexual Misconduct - Staff	1						
PS3-Sexual Misconduct - Inmate						1	
PX1-Interpersonal - Other						3	
RL1-Religious Observance - Access						1	
RL2-Religious Observance - Activity/Svc	1					2	

RL3-Religious Observance - Materials			1		1		1		2				5	
RL4-Religious Observance - Diet	1							1	3				5	
	131	0	365	14	124	23	23	107	186	415	0	0	0	1388

Grievances Statistics

Jan/01/2012-Dec/31/2012	CCCC	DSCF	NECF	NESC	NWCF	RCCC	SESC	SHCF	SJCC	SSCF	TECF	WCCC	WCF	Total
AC1-Classification - Points			1		2				2	15				20
AC2-Classification - Need Area	1									3				4
AC3-Classification - Case Plan	1		66	3	4	1		6	6	17				104
AF1-Canteen - Lost/Incomplete	1		3	1	1	1			4	12				23
AF3-Canteen - Late			2						1	5				8
AF4-Property Lost/Damaged	6		41	1	7	3		1	2	63				124
AF5-Mail Delivery	6		31		10		1	5	13	45				111
AH1-Hearing - Disciplinary			7		12			2	11	26				58
AH2-Hearing - Ad Seg			3		3					7				13
AH3-Hearing - Furlough			1						3	1				5
AH4-Hearing - Appeal			3							3				6
AL1-Law Library - Insufficient			5		1			1		6				13
AL2-Law Library - Librarian										1				1
AL3-Law Library - Access			4							14				18
AP1-Programming - Lack of							1			3				4
AP2-Programming - Inappropriate			20				1			2				23
AR1-Rules - Institutional	2		61	10	1	2	3	2	40	67				188
AR2-Rules - Field			5		1		4	1	1	2				14
AR3-Rules - Departmental	32		6	2	1	1	1	1		5				49
AT1-Reduction - ERT			2											2
AT2-Reduction - ART			1					1						2
AT3-Reduction - Work Camp			2				2		1					5
AV1-Visiting - Lack of			1											1
AV2-Visiting - Denied			10				1		2	5				18
AV3-Visiting - Times			1						1					2
AV4-Visiting - Rules										1				1
AW1-Work Program - Lost Job			14	1	1			1	4	5				26
AW2-Work Program - Lack of			7	1					1	5				14
AW3-Work Program - Pay					2			1	2	3				8

AX1-Admin Related - Other	11	34	3	3	2	1	6	12	45	117
EF1-Food-Quality		1		1				2	18	23
EF2-Food-Quantity	1	7		1				2	8	19
EF3-Food-Diet		10	1	3				2	13	29
EH1-Temperature	1	2						1	5	9
EL1-Lights									3	3
EN1-Noise									2	2
ER1-Rec - Equipment		5							3	8
ER3-Rec - Time		2						1	5	8
ES1-Smoking-Living Unit			1							1
ET1-Telephone	1		1			1		2	8	13
EX1-Environment Related - Other	1	45	1	16		1		17	61	142
HD1-Dental - Denied									4	4
HD3-Dental-Dissatisfied with Quality		5		1					4	10
HH1-Mental Health - Denied					1				3	4
HH3-Mental Health-Dissatisfied w/Quality		2		1				1	9	13
HM1-Medical - Denied		2		1		2		1	2	8
HM3-Medical: Dissatisfied with Quality	16	33	2	12			4	7	21	95
HM4-Medical Request to be Seen	6	10			2			3	25	46
HM5-Medical Req:Off-Site Specialty Care		1				1		1	3	6
HT1-Medication - Denied	7	6		2	2		2		12	31
HT3-Problems with Medication	4	8		4					5	21
HX2-Delay in Healthcare Provided		1		1						2
LN1-Laundry - Missing		1							3	4
LN3-Laundry - Frequency									1	1
PC1-Conflict - Staff	5	32		17		4		2	26	86
PC3-Conflict - Inmate	3	7		2		1		1	6	20
PD1-Discrimination - Staff	1	1	2						9	13
PD3-Discrimination - Inmate									1	1
PH1-Harassment - Staff		2						2	14	18
PH3-Harassment - Inmate									7	7
PM1-Misconduct - Staff		42	2	3		1	1	3	25	77
PM3-Misconduct - Inmate									1	1

PS1-Sexual Misconduct - Staff			1						2					3
PS3-Sexual Misconduct - Inmate			1											1
PX1-Interpersonal - Other	1		4	2					11					18
RL1-Religious Observance - Access			1				1							2
RL2-Religious Observance - Activity/Svc				1	1									2
RL3-Religious Observance - Materials			2							3				5
RL4-Religious Observance - Diet			1							2				3
	107	0	566	35	115	15	27	35	165	675	0	0	0	1740

Grievances Statistics

Jan/01/2013-Dec/31/2013	CCCC	DSCF	NECF	NESC	NWCF	RCCC	SESC	SHCF	SJCC	SSCF	TECF	WCCC	WCF	Total
AC1-Classification - Points			2		1			2		8				13
AC2-Classification - Need Area			2											2
AC3-Classification - Case Plan			8	1	1		1	2	5	16				112
AF1-Canteen - Lost/Incomplete			6		2		1		1	11				21
AF2-Canteen - Damaged							1	1		3				5
AF3-Canteen - Late			2							6				8
AF4-Property Lost/Damaged	3		19	1	2			3	3	48				79
AF5-Mail Delivery	7		23		6				7	38				81
AH1-Hearing - Disciplinary			18	3	8		3		2	20				54
AH2-Hearing - Ad Seg			12		5			2	3	8				30
AH3-Hearing - Furlough			6						1	3				10
AH4-Hearing - Appeal			5		1					3				9
AL1-Law Library - Insufficient			1		1		1	1						4
AL2-Law Library - Librarian			1							1				2
AL3-Law Library - Access			5				1		1	3				10
AP1-Programming - Lack of			1				1	3		4				9
AP2-Programming - Inappropriate			10				5	1						16
AR1-Rules - Institutional			63	17	3	2	2		38	36				161
AR2-Rules - Field			43		1			4						48
AR3-Rules - Departmental	32		61		2		6	1	15	5				122
AT1-Reduction - ERT			2					1						3
AT2-Reduction - ART			1					1						2
AT3-Reduction - Work Camp			2					1		3				6
AT4-Reduction - LRT			1	1										2
AV2-Visiting - Denied			9					4		8				21
AV3-Visiting - Times			1						1					2
AV4-Visiting - Rules	1		3							1				5
AW1-Work Program - Lost Job			10	1	1	1	1	1	4	4				23
AW2-Work Program - Lack of	1		3		1					6				11
AW3-Work Program -														

Pay	1	2			2		2		2		7
AX1-Admin Related - Other		17	11			3	22	27	36		116
EF1-Food-Quality	1	3		1	1	1		5	8		20
EF2-Food-Quantity		3		1			1		3		8
EF3-Food-Diet		3	4	3			1	3	10		24
EH1-Temperature									2		2
EL1-Lights	2										2
EN1-Noise		1							1		2
ER2-Rec - Yard									1		1
ER3-Rec - Time									3		3
ET1-Telephone		1	1	1	1	1		2	5		12
EX1-Environment Related - Other	1	62		13				3	28		107
HD1-Dental - Denied		3				1			4		8
HD3-Dental-Dissatisfied with Quality		4				4	2	1	2		13
HH1-Mental Health - Denied									2		2
HH3-Mental Health-Dissatisfied w/Quality	1	3		1			1	1	5		12
HM1-Medical - Denied		2		1			2		7		12
HM3-Medical: Dissatisfied with Quality	16	37		3			5	6	20		87
HM4-Medical Request to be Seen	11	55	1	2			3	1	21		94
HM5-Medical Req:Off-Site Specialty Care	1		1			5	1	1	4		13
HT1-Medication - Denied	5	16		14	3		2		6		46
HT3-Problems with Medication	4	20		6		1	4	2	5		42
HX2-Delay in Healthcare Provided						1	1		1		3
LN1-Laundry - Missing	1							1	1		3
LN3-Laundry - Frequency		2							1		3
PC1-Conflict - Staff	11	29		18		1	4	3	25		91
PC3-Conflict - Inmate	4	2			1				6		13
PD1-Discrimination - Staff									5		5
PH1-Harassment - Staff		1							6		7
PH3-Harassment - Inmate									2		2
PM1-Misconduct - Staff		4	3	1			3	1	23		35
PM3-Misconduct - Inmate									1		1
PS1-Sexual Misconduct - Staff							1				1

PX1-Interpersonal - Other			5	2					10						17
RL1-Religious Observance - Access					1				1	1					3
RL2-Religious Observance - Activity/Svc	1		1		1					3					6
RL3-Religious Observance - Materials			2		1			1		3					7
RL4-Religious Observance - Diet								1		6					7
	104	0	671	47	103	9	43	88	149	494	0	0	0		1708

2005

Informal Complaints Statistics (# of ICs with Formal Grievance Attached)

TOTAL ICA Responses	TOTAL ICN Responses			TOTAL IC with No Response Entered										
2	3			0										
Jan/01/2005- Dec/31/2005	CCCC (Grvs)	DSCF (Grvs)	NECF (Grvs)	NESC (Grvs)	NWCF (Grvs)	RCCC (Grvs)	SESC (Grvs)	SHCF (Grvs)	SJCC (Grvs)	SSCF (Grvs)	TECF (Grvs)	WCCC (Grvs)	WCF (Grvs)	TOTALS
AR1-Rules - Institutional										1				1
ER3-Rec - Time										1				1
HM3-Medical: Dissatisfied with Quality										1 (1)				1 (1)
PC1-Conflict - Staff										2 (1)				2 (1)
	0	0	0	0	0	0	0	0	0	5 (2)	0	0	0	5 (2)

2006

Informal Complaints Statistics (# of ICs with Formal Grievance Attached)

TOTAL ICA Responses	TOTAL ICN Responses		TOTAL IC with No Response Entered											
13	7		7											
Jan/01/2006-Dec/31/2006	CCCC (Grvs)	DSCF (Grvs)	NECF (Grvs)	NESC (Grvs)	NWCF (Grvs)	RCCC (Grvs)	SESC (Grvs)	SHCF (Grvs)	SJCC (Grvs)	SSCF (Grvs)	TECF (Grvs)	WCCC (Grvs)	WCF (Grvs)	TOTALS
AC1-Classification - Points				1										1
AC3-Classification - Case Plan			1		1									2
AF1-Canteen - Lost/Incomplete	1		1 (1)											2 (1)
AF2-Canteen - Damaged	1 (1)													1 (1)
AF3-Canteen - Late				1 (1)										1 (1)
AF4-Property Lost/Damaged					1									1
AF5-Mail Delivery									1					1
AH1-Hearing - Disciplinary					1 (1)									1 (1)
AH2-Hearing - Ad Seg					2 (2)									2 (2)
AR1-Rules - Institutional					1 (1)									1 (1)
AV3-Visiting - Times					1 (1)									1 (1)
EF1-Food-Quality				1 (1)										1 (1)
EF2-Food-Quantity		2												2
EH1-Temperature									1 (1)					1 (1)
HM3-Medical: Dissatisfied with Quality		1												1
HX1-Health Related - Other	1 (1)													1 (1)
PC1-Conflict - Staff		2 (2)		2 (1)										4 (3)
PM1-Misconduct - Staff	1				1 (1)					1 (1)				3 (2)
	4 (2)	5 (2)	2 (1)	5 (3)	8 (6)	0	0	0	2 (1)	1 (1)	0	0	0	27 (16)

2007

Informal Complaints Statistics (# of ICs with Formal Grievance Attached)

TOTAL ICA Responses	TOTAL ICN Responses		TOTAL IC with No Response Entered											
2694	2337		81											
Jan/01/2007-Dec/31/2007	CCCC (Grvs)	DSCF (Grvs)	NECF (Grvs)	NESC (Grvs)	NWCF (Grvs)	RCCC (Grvs)	SESC (Grvs)	SHCF (Grvs)	SJCC (Grvs)	SSCF (Grvs)	TECF (Grvs)	WCCC (Grvs)	WCF (Grvs)	TOTALS
AC1-Classification - Points	13	4 (1)	6 (4)		10 (4)	8		6 (1)		5 (1)			14	66 (11)
AC2-Classification - Need Area	1		11 (3)		3								56 (5)	71 (8)
AC3-Classification - Case Plan	29 (3)	1	51 (20)		30 (13)	1		15 (5)	2	28 (5)			16 (1)	173 (47)
AF1-Canteen - Lost/Incomplete	8 (1)	1	21 (5)	1	10 (1)	3		1	4	19 (3)			2	70 (10)
AF3-Canteen - Late	5		3		2	1			6 (1)	3				20 (1)
AF4-Property Lost/Damaged	82 (8)	15 (3)	75 (23)	2	45 (5)	15 (1)		5 (2)	15 (2)	61 (12)			5	320 (56)
AF5-Mail Delivery	16 (1)	3	43 (6)		21 (4)	10		1	3	41 (11)			17	155 (22)
AH1-Hearing - Disciplinary	15 (1)	2 (2)	17		20 (4)	8 (1)		1	2 (1)	13 (2)			1	84 (11)
AH2-Hearing - Ad Seg	6		2							12 (3)				20 (3)
AH3-Hearing - Furlough	7		1		2	1 (1)			4 (1)	1 (1)				16 (3)
AH4-Hearing - Appeal	6		6 (1)		1 (1)					4 (2)				17 (4)
AL1-Law Library - Insufficient	2		12 (3)			1		2		4				21 (3)
AL2-Law Library - Librarian	2 (1)				1					2				5 (1)
AL3-Law Library - Access	10		4		4 (1)				3	10 (2)			1	32 (3)
AP1-Programming - Lack of	2		3 (2)		4				3 (2)	6 (2)			1	19 (6)
AP2-Programming - Inappropriate	1		14 (2)		5			8 (5)	3 (3)	20 (6)				53 (16)
AR1-Rules - Institutional	64 (1)	10 (1)	206 (28)	3	191 (41)	78 (4)		4 (2)	121 (17)	272 (41)			34 (1)	983 (136)
AR2-Rules - Field	8 (2)	1 (1)			4 (2)	21 (3)			1	3 (1)			2	40 (9)

AR3-Rules - Departmental	11	2	17 (6)	2	5 (3)	5	1 (1)	3 (1)	17 (5)	1	64 (16)
AT1-Reduction - ERT	5 (1)		8 (2)		3 (2)	3	4		1 (1)		24 (6)
AT2-Reduction - ART	9 (1)		5 (3)				1		1		16 (4)
AT3-Reduction - Work Camp				1							1
AV1-Visiting - Lack of	6		6		1	1			4	1	19
AV2-Visiting - Denied	22 (1)		6 (1)		7 (4)	4	4	6 (1)		1	50 (7)
AV3-Visiting - Times			1				1			1	6
AW1-Work Program - Lost Job	8	1	11 (1)	1	13 (4)	5	2	7 (1)		4 (1)	52 (7)
AW2-Work Program - Lack of	1		5		7 (1)		3 (1)	6 (1)		3 (1)	25 (4)
AW3-Work Program - Pay	5		5 (1)		1	2	3	1			17 (1)
AX1-Admin Related - Other	59 (9)	1	7 (2)	3 (1)	23 (5)	5	29 (4)	18 (1)	27 (9)	2 (2)	179 (33)
EF1-Food-Quality	13 (1)		7 (2)	2	17 (3)	15		16	28 (1)	4	102 (7)
EF2-Food-Quantity	12		6	10	10	9	12	63 (3)		2	124 (3)
EF3-Food-Diet	23 (2)		12 (2)		17 (3)	4	6 (1)	34 (7)		8 (1)	104 (16)
EH1-Temperature					4	1		2 (1)			7 (1)
EL1-Lights			1 (1)		19 (3)		1	2		1	24 (4)
EN1-Noise			2		2 (1)		9			1 (1)	14 (2)
ER1-Rec - Equipment	3		8			2	5	3		3	24
ER2-Rec - Yard	2					1	3	1			7
ER3-Rec - Time	2	2	11 (1)			2	18	11 (1)		3 (1)	49 (3)
ET1-Telephone	8		2	1	5	16	15	13 (2)		3	63 (2)
EX1-Environment Related - Other	49 (2)	4	44 (7)	5	55 (6)	20	24	52 (8)		18	271 (23)
G1M-	1										1
HD1-Dental - Denied	3	1			6 (1)		4	3	5 (2)		22 (3)
HD3-Dental-Dissatisfied with Quality	3	2	10		6			2	2		25
HH1-Mental Health -					3 (1)			1 (1)	1		5 (2)

Denied													
HH3-Mental Health-Dissatisfied w/Quality	3		13 (3)	1	8 (1)	5		4 (1)	17 (2)		3	54 (7)	
HM1-Medical - Denied	5		9 (1)	1	12 (2)	3	1	1	6		2	40 (3)	
HM2-Medical - Time	1											1	
HM3-Medical: Dissatisfied with Quality	26 (1)	23 (4)	106 (17)	1	70 (10)	17 (1)	6 (1)	15 (3)	85 (15)		15	364 (52)	
HM4-Medical Request to be Seen	16	3	1		25 (2)	2	1	19	9 (3)			76 (5)	
HM5-Medical Req:Off-Site Specialty Care	3	1 (1)	1 (1)	2	1	1		3			3 (2)	15 (4)	
HT1-Medication - Denied	16	1	4		13 (4)	4		8	6 (1)		7 (2)	59 (7)	
HT3-Problems with Medication	18	4 (1)	10 (1)		17 (2)	8	1	5	48 (4)		4	115 (8)	
HX1-Health Related - Other		4 (1)	2		4 (1)	2		2			2	16 (2)	
HX2-Delay in Healthcare Provided	2	3	1		1	1		6 (1)	6 (1)		1	21 (2)	
PC1-Conflict - Staff	152 (6)	44 (5)	110 (15)	24	161 (20)	32 (4)		29 (1)	54 (3)		51 (4)	657 (58)	
PC2-Conflict - Volunteer									2			2	
PC3-Conflict - Inmate	6	19 (4)	7 (1)		11 (2)	1		1	2		6	53 (7)	
PD1-Discrimination - Staff	4		1 (1)			3		1	20 (9)		2	31 (10)	
PD3-Discrimination - Inmate	1	1 (1)	2			1		1				6 (1)	
PH1-Harassment - Staff	1 (1)		1		1	2		6	11 (1)		6	28 (2)	
PH3-Harassment - Inmate	2		1									3	
PM1-Misconduct - Staff	9 (1)		4 (3)	6 (1)	7 (1)	2		3	11 (2)		5	47 (8)	
PM3-Misconduct - Inmate		2 (1)									1	3 (1)	
PS1-Sexual Misconduct - Staff	3		1						1 (1)			5 (1)	
PS3-Sexual Misconduct - Inmate			1									1	
PX1-Interpersonal - Other	3		26 (4)	2		2		5	11 (3)		1	50 (7)	
RL2-Religious Observance													

- Activity/Svc										1				1
RL3-Religious Observance - Materials										1 (1)				1 (1)
RL4-Religious Observance - Diet	2									1				3
	795 (44)	155 (26)	950 (173)	68 (2)	888 (158)	331 (15)	0	91 (21)	432 (38)	1083 (181)	0	0	319 (22)	5112 (680)

2009

Informal Complaints Statistics (# of ICs with Formal Grievance Attached)

TOTAL ICA Responses	TOTAL ICN Responses		TOTAL IC with No Response Entered											
2701	3152		72											
Jan/01/2008-Dec/31/2008	CCCC (Grvs)	DSCF (Grvs)	NECF (Grvs)	NESC (Grvs)	NWCF (Grvs)	RCCC (Grvs)	SESC (Grvs)	SHCF (Grvs)	SJCC (Grvs)	SSCF (Grvs)	TECF (Grvs)	WCCC (Grvs)	WCF (Grvs)	TOTALS
AC1-Classification - Points		1	2		8 (1)	13 (2)		1		4 (2)			8	37 (5)
AC2-Classification - Need Area			9 (4)		7 (2)	2		1		1			41 (2)	61 (8)
AC3-Classification - Case Plan	27 (4)	1 (1)	90 (39)		15 (5)	13 (1)		18 (5)	4 (1)	15 (9)			21 (4)	204 (69)
AF1-Canteen - Lost/Incomplete	5	2	11 (3)		7	2			5	4 (1)				34 (4)
AF2-Canteen - Damaged						1								1
AF3-Canteen - Late	1		8		1	10			1	4 (1)			1	26 (1)
AF4-Property Lost/Damaged	78 (10)	12 (3)	108 (32)	6 (1)	27 (8)	37 (2)		8 (1)	11 (1)	85 (20)			10 (3)	380 (81)
AF5-Mail Delivery	12	2	55 (16)		3	6		3 (1)	7 (1)	36 (11)			5	129 (29)
AH1-Hearing - Disciplinary	25 (3)	3	25 (6)	1	48 (10)	13		3 (2)	5 (3)	21 (4)			1	145 (28)
AH2-Hearing - Ad Seg	8 (1)		2		1			1		5 (3)				17 (4)
AH3-Hearing - Furlough	9 (4)		2			4		1	2	3 (1)				21 (5)
AH4-Hearing - Appeal	9 (2)		2 (1)	1		2		2 (1)		3 (1)			4	23 (5)
AL1-Law Library - Insufficient	2		7 (1)		7 (3)	1 (1)		1	1	1				20 (5)
AL2-Law Library - Librarian			1		2			1		2				6
AL3-Law Library - Access	17 (1)		3 (1)		13 (3)	1		1	9	15 (7)				59 (12)
AP1-Programming - Lack of	1		3 (3)		7 (5)			1	5 (2)	5 (2)				22 (12)
AP2-Programming - Inappropriate	1		26 (12)	1	5 (2)			9 (2)	14 (4)					56 (20)
AR1-Rules - Institutional	40 (2)	23 (1)	364 (64)	2	213 (35)	101 (3)			121 (16)	242 (39)			30 (7)	1136 (167)

AR2-Rules - Field	2	1	7 (4)		4 (3)	12 (1)	1	7 (1)	2	3 (1)	39 (10)
AR3-Rules - Departmental	14 (2)	5	9 (5)			23 (2)	1	3	24 (10)	1	80 (19)
AT1-Reduction - ERT	3 (2)				1	1 (1)	7				12 (3)
AT2-Reduction - ART	3 (2)		6 (3)			1					10 (5)
AT3-Reduction - Work Camp				1				1			2
AT4-Reduction - LRT			1								1
AV1-Visiting - Lack of	2 (1)	1	6 (4)						3	1	13 (5)
AV2-Visiting - Denied	13		20 (6)		4 (3)	5	1	3	13 (1)	4	63 (10)
AV3-Visiting - Times	1				2	1			1	2	7
AW1-Work Program - Lost Job	6	1 (1)	7 (4)	1	5 (2)	12		1	10 (3)	15 (2)	58 (12)
AW2-Work Program - Lack of	3		1		2				2 (1)		8 (1)
AW3-Work Program - Pay	2		2		2	3			3 (1)	1	13 (1)
AX1-Admin Related - Other	156 (7)	2	32 (9)	23	32 (6)	14 (1)	50 (1)	15 (2)	64 (16)	3 (1)	391 (43)
EF1-Food-Quality	24 (1)		4 (1)	1	4	4		19	60 (6)	11	127 (8)
EF2-Food-Quantity	56 (1)		2	3	15 (1)	3		15	52 (27)	6	152 (29)
EF3-Food-Diet	8	2	9 (1)	1	13	3		5 (1)	23 (2)	12 (1)	76 (5)
EH1-Temperature			2	1 (1)	11 (2)	11		2		1	28 (3)
EL1-Lights			1		2	1		1	1		6
EN1-Noise					5 (1)	6		3		3	17 (1)
ER1-Rec - Equipment	1		4 (1)			4		3 (1)		6	18 (2)
ER2-Rec - Yard	9		1	3	1	2					16
ER3-Rec - Time	5		5 (2)		18 (3)	2		12 (1)	42 (3)	1	85 (9)
ET1-Telephone	8 (1)	1		1	9 (2)	33 (2)		13 (1)	9		74 (6)
EX1-Environment Related - Other	72 (7)	10	36 (6)	25	50 (6)	75 (1)		18 (1)	76 (8)	7 (1)	369 (30)
HD1-Dental - Denied	1	1	5			1		2 (1)	5 (3)	2	17 (4)
HD3-Dental-Dissatisfied with Quality	5	1	19 (5)	1	8 (1)		1		4 (1)		39 (7)

HH1-Mental Health - Denied		1		1			3 (1)		5 (1)
HH3-Mental Health-Dissatisfied w/Quality	8 (1)	1	11 (4)	1		7	3	9 (1)	1 41 (6)
HM1-Medical - Denied		6 (2)	12 (4)			1	1 3	7 (2)	4 (1) 34 (9)
HM3-Medical: Dissatisfied with Quality	32 (2)	9	96 (21)	1	34 (7)	16	7	12 (1) 58 (11)	17 282 (42)
HM4-Medical Request to be Seen	16	8 (1)	47 (12)	1	14	12		6 (2) 49 (5)	9 162 (20)
HM5-Medical Req:Off-Site Specialty Care	15 (3)	2		1 (1)	1	14	1	2 (1)	2 38 (5)
HT1-Medication - Denied	16 (2)	11	4 (1)		6	11 (1)		7 13 (1)	5 (1) 73 (6)
HT3-Problems with Medication	30 (1)	7	11 (3)	2	14 (4)	21	1	7 (1) 46 (9)	7 146 (18)
HX2-Delay in Healthcare Provided	5		1		9 (2)			2 4	3 24 (2)
PC1-Conflict - Staff	198 (10)	36	107 (43)	3	122 (13)	79 (3)	1	77 (5) 132 (21)	55 (6) 810 (101)
PC2-Conflict - Volunteer	2							1	3
PC3-Conflict - Inmate	19	6	4 (2)		10 (1)		1	7 (1) 5 (1)	2 54 (5)
PD1-Discrimination - Staff	8 (1)	7 (1)	1	1	3 (1)	2		3 (1) 4 (3)	2 31 (7)
PD3-Discrimination - Inmate	2				2				4
PH1-Harassment - Staff	6 (2)	7 (1)		1	6 (3)	5		7 (2)	1 33 (8)
PH2-Harassment - Volunteer								1 (1)	1 (1)
PH3-Harassment - Inmate					1			1	2
PM1-Misconduct - Staff	12 (2)	10 (1)	1	1	1			4 2	2 33 (3)
PS1-Sexual Misconduct - Staff	1	1	2					1	5
PS3-Sexual Misconduct - Inmate	1	1							2
PX1-Interpersonal - Other	1		5 (1)	1 (1)		4		1	12 (2)
RL1-Religious Observance - Access	1							1 1	3

RL2-Religious Observance - Activity/Svc	3			1 (1)	1				1				6 (1)	
RL3-Religious Observance - Materials	2							1 (1)					3 (1)	
RL4-Religious Observance - Diet	5							1	14 (3)				20 (3)	
	1012 (75)	182 (12)	1199 (324)	87 (5)	776 (135)	595 (21)	0	124 (13)	455 (53)	1185 (241)	0	0	310 (30)	5925 (909)

2009

Informal Complaints Statistics (# of ICs with Formal Grievance Attached)

TOTAL ICA Responses	TOTAL ICN Responses		TOTAL IC with No Response Entered											
2839	3224		76											
Jan/01/2009-Dec/31/2009	CCCC (Grvs)	DSCF (Grvs)	NECF (Grvs)	NESC (Grvs)	NWCF (Grvs)	RCCC (Grvs)	SESC (Grvs)	SHCF (Grvs)	SJCC (Grvs)	SSCF (Grvs)	TECF (Grvs)	WCCC (Grvs)	WCF (Grvs)	TOTALS
AC1-Classification - Points			3 (1)		3	11 (1)		2	1	5 (2)				25 (4)
AC2-Classification - Need Area			1 (1)		3	8	18	2	2	2 (1)				36 (2)
AC3-Classification - Case Plan	8 (1)		110 (45)	1	22 (5)	5 (1)	17 (5)	24 (7)	8 (2)	24 (14)			2 (2)	221 (82)
AF1-Canteen - Lost/Incomplete	10 (1)		18 (1)	4 (1)	7	6	1		3	12 (2)				61 (5)
AF2-Canteen - Damaged			1											1
AF3-Canteen - Late	9		11 (1)			8	2		12	5				47 (1)
AF4-Property Lost/Damaged	38 (6)	1	92 (31)	6 (2)	27 (4)	34	4 (1)	26 (9)	26 (5)	78 (25)				332 (83)
AF5-Mail Delivery	27 (7)		19 (6)	2	7 (2)	7 (1)	1	1	7 (1)	24 (2)				95 (19)
AH1-Hearing - Disciplinary	14 (2)		2 (1)	4 (1)	36 (7)	17 (1)		5 (2)	7 (1)	6 (1)				91 (16)
AH2-Hearing - Ad Seg					1	1			1					3
AH3-Hearing - Furlough	3		3		2	7 (1)			6 (2)					21 (3)
AH4-Hearing - Appeal	2 (1)		3 (2)	1		3	1		1	4 (3)				15 (6)
AL1-Law Library - Insufficient	5 (2)		8 (2)				2	3		7 (3)				25 (7)
AL2-Law Library - Librarian			2 (2)											2 (2)
AL3-Law Library - Access	7 (1)		1		2 (1)	4		4	6 (1)	21 (8)				45 (11)
AP1-Programming - Lack of	1		6 (4)		5 (1)	1			4 (1)	16 (6)				33 (12)
AP2-Programming - Inappropriate			51 (28)		2 (1)	2	2	2 (1)	41 (15)	3 (1)				103 (46)
AR1-Rules - Institutional	37 (1)		380 (63)	23 (2)	202 (29)	45 (5)	24	2	156 (27)	305 (69)				1174 (196)

AR2-Rules - Field	1	18 (9)		17 (3)	14		2	1	5 (2)	58 (14)
AR3-Rules - Departmental	6 (1)	3 (2)	4	35 (15)	8 (1)			21 (9)	7 (2)	84 (30)
AT1-Reduction - ERT	3	1 (1)		2 (1)			3 (1)	1 (1)		10 (4)
AT2-Reduction - ART	2 (1)		1 (1)				2			5 (2)
AT3-Reduction - Work Camp			1	9 (3)				5 (1)		15 (4)
AV1-Visiting - Lack of	1	4 (2)		2				1	1	9 (2)
AV2-Visiting - Denied	14 (1)	48 (25)	2 (1)	5 (2)	8 (1)	6 (2)	1	12 (2)	45 (9)	141 (43)
AV3-Visiting - Times					3			1	3 (1)	7 (1)
AV4-Visiting - Rules	7			2 (1)	3			2	1	15 (1)
AW1-Work Program - Lost Job	5 (1)	14 (4)		9 (2)	20	1	3	3 (2)	7 (1)	62 (10)
AW2-Work Program - Lack of	2	5 (1)		2	4	1		2 (1)	1 (1)	17 (3)
AW3-Work Program - Pay	5	10 (4)		7 (2)	1		3 (2)	1 (1)	3 (2)	30 (11)
AX1-Admin Related - Other	148 (11)	54 (16)	17 (2)	60 (4)	22 (1)	3	71 (19)	46 (6)	79 (13)	500 (72)
EF1-Food-Quality	6	2	1	24	4	3	1	10	23	74
EF2-Food-Quantity	7	10 (1)	5	44	8	35 (1)	2	3 (1)	30 (5)	144 (8)
EF3-Food-Diet	5 (1)	18 (3)	1	23 (1)	8 (2)	8	1	2	25 (3)	91 (10)
EH1-Temperature		1		18 (1)	6			5 (1)	3	33 (2)
EL1-Lights				2	1					3
EN1-Noise				2	1	1		4	1	9
ER1-Rec - Equipment	1	7 (2)	2		3	2		13	1	29 (2)
ER2-Rec - Yard	9 (1)			3	12 (4)			1	1 (1)	26 (6)
ER3-Rec - Time	9			4 (1)	11	3		2 (1)	11 (2)	40 (4)
ET1-Telephone	15	3 (1)		10	45 (2)	1		24	7 (1)	105 (4)
EX1-Environment Related - Other	89 (8)	46 (10)	5	34 (3)	91 (1)	9 (1)	1	34 (5)	89 (18)	2 400 (46)
HD1-Dental - Denied	2	5 (2)	1	1	2	1	2		3	17 (2)
HD3-Dental-Dissatisfied with Quality	7	23 (7)		3	4 (1)		1 (1)	2 (1)	3 (1)	43 (11)

HH1-Mental Health - Denied		1		2				1		4
HH3-Mental Health-Dissatisfied w/Quality	9 (2)	9 (1)		18 (4)	6		2 (1)	2	12 (4)	58 (12)
HM1-Medical - Denied	1	9 (2)		15 (3)	1	3	4	1	14 (3)	48 (8)
HM3-Medical: Dissatisfied with Quality	37 (3)	66 (17)	2	113 (9)	19 (3)	5	13 (2)	4	60 (6)	319 (40)
HM4-Medical Request to be Seen	9	96 (16)		53 (7)	27	3		15 (2)	35 (3)	238 (28)
HM5-Medical Req:Off-Site Specialty Care	3	1	1	1	4	1 (1)		1	5 (3)	17 (4)
HT1-Medication - Denied	11	31 (4)	1	29 (5)	10	4	1 (1)	6 (1)	13 (5)	106 (16)
HT3-Problems with Medication	47 (6)	17 (4)		95 (9)	23 (4)	1	1	16	44 (9)	244 (32)
HX2-Delay in Healthcare Provided				6 (1)	2			2	1	11 (1)
LN1-Laundry - Missing	15 (1)	2		16 (2)	1			1	1	36 (3)
LN2-Laundry - Wet	1									1
LN3-Laundry - Frequency	2 (1)			5	4			3		14 (1)
PC1-Conflict - Staff	92 (8)	45 (12)	10 (3)	147 (21)	38 (2)	37	1	43 (7)	83 (13)	496 (66)
PC2-Conflict - Volunteer								1		1
PC3-Conflict - Inmate	19 (1)	1	2	18 (2)	8	1		6	3	58 (3)
PD1-Discrimination - Staff	2	2		4 (2)	1	2	1		6	18 (2)
PD3-Discrimination - Inmate				3	1			1		5
PH1-Harassment - Staff		12 (4)		1	2	3			2	20 (4)
PH3-Harassment - Inmate	1	2		9 (1)						12 (1)
PM1-Misconduct - Staff	4	10 (6)			2 (1)	2		3	5 (1)	26 (8)
PM3-Misconduct - Inmate									1	1
PS1-Sexual Misconduct - Staff	1									1
PS3-Sexual Misconduct - Inmate				1					1	2
PX1-Interpersonal - Other		6	1	17				9	30 (3)	63 (3)

RL1-Religious Observance - Access		<u>1</u>	<u>1</u> (1)		<u>2</u>	<u>1</u> (1)		<u>2</u>	<u>4</u> (1)				<u>11</u> (3)	
RL2-Religious Observance - Activity/Svc	<u>1</u>		<u>2</u> (1)		<u>1</u>	<u>1</u> (1)			<u>3</u>				<u>8</u> (2)	
RL3-Religious Observance - Materials	<u>1</u>				<u>1</u>	<u>2</u>			<u>2</u> (1)				<u>7</u> (1)	
RL4-Religious Observance - Diet	<u>2</u> (1)								<u>14</u>				<u>17</u> (1)	
	<u>764</u> (70)	<u>1</u> (0)	<u>1296</u> (345)	<u>99</u> (14)	<u>1190</u> (155)	<u>591</u> (33)	<u>212</u> (13)	<u>187</u> (46)	<u>593</u> (97)	<u>1202</u> (251)	<u>0</u>	<u>0</u>	<u>4</u> (2)	<u>6139</u> (1026)

2010
Informal Complaints Statistics (# of ICs with Formal Grievance Attached)

TOTAL ICA Responses	TOTAL ICN Responses	TOTAL IC with No Response Entered												
2645	2552													
Jan/01/2010-Dec/31/2010	CCCC (Grvs)	DSCF (Grvs)	NECF (Grvs)	NESC (Grvs)	NWCF (Grvs)	RCCC (Grvs)	SESC (Grvs)	SHCF (Grvs)	SJCC (Grvs)	SSCF (Grvs)	TECF (Grvs)	WCCC (Grvs)	WCF (Grvs)	TOTALS
AC1-Classification - Points	1					2			1 (1)	7 (1)				11 (2)
AC2-Classification - Need Area					2		4	1	5 (1)	3 (1)				15 (2)
AC3-Classification - Case Plan	16 (3)		138 (67)		20 (6)	4 (1)	3 (1)	38 (20)	19 (7)	12 (6)				250 (111)
AF1-Canteen - Lost/Incomplete	11		2 (3)	1	6 (2)	4	3		5 (1)	7 (1)				46 (7)
AF2-Canteen - Damaged						1								1
AF3-Canteen - Late	8		4		2	3	1		2	1				21
AF4-Property Lost/Damaged	61 (12)		91 (29)	3 (1)	30 (4)	19	3	5	15 (3)	42 (14)				269 (63)
AF5-Mail Delivery	12		30 (7)	1	13 (1)	7 (1)	4		11 (1)	26 (4)				104 (14)
AH1-Hearing - Disciplinary	10		8 (2)	2	42 (8)	6 (2)		1 (1)	21 (4)	11 (2)				101 (19)
AH2-Hearing - Ad Seg			7 (3)		3 (1)	1				1				12 (4)
AH3-Hearing - Furlough	1		7 (4)		3				13 (2)	4				28 (6)
AH4-Hearing - Appeal	1		2 (1)		1				4 (1)	2				10 (2)
AL1-Law Library - Insufficient			2					6 (2)	2	3 (2)				13 (4)
AL2-Law Library - Librarian									1 (1)	2				3 (1)
AL3-Law Library - Access	3		10 (3)		4	1		4 (1)	7 (2)	10 (1)				39 (7)
AP1-Programming - Lack of	1				1	2			10 (3)	20 (6)				34 (9)
AP2-Programming - Inappropriate	1		26 (13)		1		2		46 (14)	9 (2)				85 (29)
AR1-Rules - Institutional	35 (1)		328 (62)	27 (1)	178 (24)	74 (4)	17		140 (33)	118 (23)				917 (148)

AR2-Rules - Field	8 (2)	9 (6)	1 (1)	2	7	1	2 (2)	2	6	38 (11)
AR3-Rules - Departmental	14		1	10 (2)	12 (1)			9	24 (3)	70 (6)
AT1-Reduction - ERT	1	3	1 (1)		1 (1)	2	2		2 (1)	12 (3)
AT2-Reduction - ART	2 (2)	1 (1)				1	1 (1)		1 (1)	6 (5)
AT3-Reduction - Work Camp		1		1		2 (1)	2 (1)	4 (1)	4 (1)	14 (4)
AV1-Visiting - Lack of	1							1		2
AV2-Visiting - Denied	10 (1)	29 (15)		4	3	1	1	4	10 (4)	62 (20)
AV3-Visiting - Times	2			2	3	1		1	2	11
AV4-Visiting - Rules	1	1	1 (1)	3		1		6 (3)	2 (1)	15 (5)
AW1-Work Program - Lost Job	4	21 (9)		28 (5)	7	2		9 (3)	9 (1)	80 (18)
AW2-Work Program - Lack of	3	2		2	1	2		1	6	17
AW3-Work Program - Pay	5 (1)	11 (4)		4	2			2 (1)	1	25 (6)
AX1-Admin Related - Other	126 (16)	63 (17)	5	11 (2)	23	9	20 (2)	32 (2)	60 (11)	349 (50)
EF1-Food-Quality	1	10 (1)		14 (1)	2			7	38 (4)	72 (6)
EF2-Food-Quantity	11 (1)	5 (1)		6	6	4		4	27 (4)	63 (6)
EF3-Food-Diet	7 (5)	23 (6)	1	39 (3)	5 (1)	1		4	53 (9)	133 (24)
EH1-Temperature	1	2		6	5	3		1	4	22
EL1-Lights	1			1 (1)					1	3 (1)
EN1-Noise	1 (1)			4 (1)				1	3	9 (2)
ER1-Rec - Equipment	1	7 (3)						6	1	15 (3)
ER2-Rec - Yard	5 (1)		1	1					2	9 (1)
ER3-Rec - Time	16					2		5	17 (3)	40 (3)
ET1-Telephone	17 (1)	8 (2)	1	3 (1)	32 (1)	5		23 (6)	15 (1)	104 (12)
EX1-Environment Related - Other	27 (1)	84 (8)	3	62 (4)	15	4	1	19 (2)	98 (16)	313 (31)
HD1-Dental - Denied		1 (1)		1	1			1	4 (1)	8 (2)
HD3-Dental-Dissatisfied with Quality	4	14 (4)	1	4	1				4 (1)	28 (5)

HH1-Mental Health - Denied	2	1 (1)	1 (1)	3				4 (1)	11 (3)
HH3-Mental Health-Dissatisfied w/Quality	12 (1)	11 (3)	12 (1)	3			1	17 (2)	56 (7)
HM1-Medical - Denied	7 (1)	18 (8)	16	4 (1)		1 (1)	3	5 (1)	54 (12)
HM3-Medical: Dissatisfied with Quality	68 (2)	78 (26)	62 (4)	11	4	7 (2)	7	76 (24)	313 (58)
HM4-Medical Request to be Seen	10	75 (23)	1	29 (2)	28 (1)	1		11 (2)	45 (11)
HM5-Medical Req:Off-Site Specialty Care	11 (1)	3		1 (1)	4		3	5	26 (2)
HT1-Medication - Denied	27 (4)	47 (13)	45 (1)	21 (1)			6 (2)	32 (4)	178 (25)
HT3-Problems with Medication	29 (2)	36 (13)	63 (12)	3	1	2 (1)	15 (3)	35 (6)	184 (37)
HX2-Delay in Healthcare Provided	3 (1)	2	1	2			5	12 (1)	25 (2)
LN1-Laundry - Missing	6 (1)		12	2			1	2	23 (1)
LN2-Laundry - Wet				1				2	3
LN3-Laundry - Frequency			3		2		8 (1)		13 (1)
PC1-Conflict - Staff	116 (9)	26 (5)	12 (1)	215 (23)	46 (1)	10	47 (6)	23 (8)	495 (53)
PC3-Conflict - Inmate	3		27 (3)	3	1	1	3	9 (1)	47 (4)
PD1-Discrimination - Staff	3	3 (3)		1 (1)		1		7 (3)	15 (7)
PD3-Discrimination - Inmate						2			2
PH1-Harassment - Staff		6 (2)	1			3	2 (1)	18 (3)	30 (6)
PH3-Harassment - Inmate			1				3 (1)	6 (2)	10 (3)
PM1-Misconduct - Staff	3	25 (9)					1	35 (6)	64 (15)
PM3-Misconduct - Inmate	2			1			1		4
PS1-Sexual Misconduct - Staff		1							1
PS3-Sexual Misconduct - Inmate	2						1		3
PX1-Interpersonal - Other		3					26 (2)	13	42 (2)
RL1-Religious Observance									

- Access	1			2		2			7 (3)				12 (3)	
RL2-Religious Observance - Activity/Svc	2		1				1	3	1	5 (2)			13 (2)	
RL3-Religious Observance - Materials	2 (1)		2						1	5 (2)			10 (3)	
RL4-Religious Observance - Diet	8		1						1	26 (8)			36 (8)	
	747 (71)	0	1296 (378)	65 (6)	1003 (114)	385 (17)	103 (2)	101 (34)	595 (113)	1054 (210)	0	0	0	5349 (945)

2011

Informal Complaints Statistics (# of ICs with Formal Grievance Attached)

TOTAL ICA Responses	TOTAL ICN Responses		TOTAL IC with No Response Entered											TOTALS
3043	2919		86											
Jan/01/2011-Dec/31/2011	CCCC (Grvs)	DSCF (Grvs)	NECF (Grvs)	NESC (Grvs)	NWCF (Grvs)	RCCC (Grvs)	SESC (Grvs)	SHCF (Grvs)	SJCC (Grvs)	SSCF (Grvs)	TECF (Grvs)	WCCC (Grvs)	WCF (Grvs)	TOTALS
AC1-Classification - Points			1 (1)			4		1	2	8				16 (1)
AC2-Classification - Need Area	4 (2)							3 (1)	3					10 (3)
AC3-Classification - Case Plan	37 (10)		104 (45)	6 (1)	10 (5)			10 (4)	18 (3)	12 (7)				197 (75)
AF1-Canteen - Lost/Incomplete	12 (4)		8 (1)	1	6 (2)	7	4 (2)	1	3	13 (4)				55 (13)
AF2-Canteen - Damaged						1	1 (1)							2 (1)
AF3-Canteen - Late	6 (1)		6			2	1		1 (1)	2				18 (2)
AF4-Property Lost/Damaged	58 (7)		86 (24)	1 (1)	23 (5)	26 (1)	9 (1)	27 (3)	26 (4)	90 (19)				346 (65)
AF5-Mail Delivery	26 (1)		52 (16)	1	21 (3)	29	3	36 (25)	33 (7)	46 (11)				247 (63)
AH1-Hearing - Disciplinary	19		8 (2)	1	17 (5)	10		1	24 (6)	37 (9)				117 (22)
AH2-Hearing - Ad Seg	22 (2)		2		10 (3)			2	5 (1)					41 (6)
AH3-Hearing - Furlough			4 (4)		4 (1)	1			10 (1)	5 (2)				24 (8)
AH4-Hearing - Appeal	3		4 (3)		1 (1)	1			1	3				13 (4)
AL1-Law Library - Insufficient			2 (1)					2		4 (2)				8 (3)
AL2-Law Library - Librarian			1						2					3
AL3-Law Library - Access			4		1 (1)			4 (2)	15 (5)	7				31 (8)
AP1-Programming - Lack of	9 (1)					2		4 (1)	7 (1)	15 (2)				37 (5)
AP2-Programming - Inappropriate	1		19 (10)	5 (3)			1		17 (5)	3 (1)				46 (19)
AR1-Rules - Institutional	4 (2)		260 (41)	12 (2)	88 (10)	39 (1)	16	10 (2)	184 (40)	75 (14)				688 (112)
AR2-Rules - Field	9		23 (10)			9	1		5 (2)	5 (1)				52 (13)

AR3-Rules - Departmental	271 (17)		2	2	8 (2)		105 (33)	12 (4)	23 (4)	423 (60)
AT1-Reduction - ERT	1 (1)	2 (1)		1 (1)	2	1 (1)	1 (1)		1 (1)	9 (6)
AT2-Reduction - ART		1 (1)					4 (3)			5 (4)
AT3-Reduction - Work Camp					1			2	2	5
AT4-Reduction - LRT			1	1						2
AV1-Visiting - Lack of	3							3	2 (1)	8 (1)
AV2-Visiting - Denied	12 (2)	21 (9)	1	1	4	1		3 (1)	10 (4)	53 (16)
AV3-Visiting - Times	1	1		1 (1)				8 (1)	4 (1)	15 (3)
AV4-Visiting - Rules	5	2 (2)			3		1	2 (1)	3	16 (3)
AW1-Work Program - Lost Job	9	19 (4)	1 (1)	14 (6)	18 (1)	1	1	11 (4)	24 (4)	98 (20)
AW2-Work Program - Lack of	7	8 (2)		4 (1)	1			6 (1)	13 (2)	39 (6)
AW3-Work Program - Pay	7 (4)	7 (3)		5	8		1	6 (3)	5 (1)	39 (11)
AX1-Admin Related - Other	53 (6)	60 (16)	3 (1)	4	64	20 (3)	51 (5)	52 (9)	79 (20)	386 (60)
EF1-Food-Quality	9	8 (2)		18 (2)	4	7		24	26 (4)	96 (8)
EF2-Food-Quantity	1	25 (4)		11	3 (1)	18 (5)		48	42 (4)	148 (14)
EF3-Food-Diet	22 (2)	23 (5)		9 (1)	1			14 (3)	24 (5)	93 (16)
EH1-Temperature	16 (3)			2	7	2			13 (2)	40 (5)
EL1-Lights	3							1 (1)	6 (2)	10 (3)
EN1-Noise	4				1	1		2	4	12
ER1-Rec - Equipment	2	14				1		26	1	44
ER2-Rec - Yard	1	1					5	1	1	9
ER3-Rec - Time	7	3 (1)	2		2	2		27 (7)	9	52 (8)
ET1-Telephone	15			6 (1)	17	1	6 (1)	20 (4)	29 (3)	94 (9)
EX1-Environment Related - Other	49 (3)	31 (4)	4	131 (14)	10	9	3	46 (7)	109 (16)	392 (44)
HD1-Dental - Denied					3		1	1	1 (1)	6 (1)
HD3-Dental-Dissatisfied with Quality	5	19 (7)		2		1 (1)	1 (1)	1	5	34 (9)

HH1-Mental Health - Denied	1		1	1				1		4
HH3-Mental Health-Dissatisfied w/Quality	12 (1)	5	9 (2)	5				5 (1)	21 (3)	57 (7)
HM1-Medical - Denied	6 (1)	6 (5)	3	7 (4)		2 (1)	1		1 (1)	26 (12)
HM3-Medical: Dissatisfied with Quality	110 (10)	62 (16)	1	63 (5)	12 (2)	9	8 (3)	16 (2)	68 (25)	349 (63)
HM4-Medical Request to be Seen	75 (5)	79 (20)		21 (4)	29 (1)	2	1	16 (2)	46 (5)	269 (37)
HM5-Medical Req:Off-Site Specialty Care		1 (1)			8 (1)	1		3	11 (3)	24 (5)
HT1-Medication - Denied	26 (3)	14 (4)		34 (7)	25 (2)	4	2	13 (2)	46 (10)	164 (28)
HT3-Problems with Medication	36 (3)	45 (15)		36 (8)	6 (1)	1	1	17 (2)	46 (10)	188 (39)
HX2-Delay in Healthcare Provided	63 (2)				5	1	1	5 (1)	19	94 (3)
LN1-Laundry - Missing	9		1	5	3			1	2	21
LN2-Laundry - Wet	3								1	4
LN3-Laundry - Frequency	1			2	2			3	1	9
PC1-Conflict - Staff	108 (10)	12 (1)	6	150 (17)	32 (1)	23 (2)	8 (1)	54 (20)	37 (15)	430 (67)
PC2-Conflict - Volunteer				1						1
PC3-Conflict - Inmate	41 (5)			10	2		2	15 (5)	9 (3)	79 (13)
PD1-Discrimination - Staff	2 (2)		2 (2)		3			9 (4)	4 (3)	20 (11)
PD3-Discrimination - Inmate	2							2 (1)		4 (1)
PH1-Harassment - Staff		7 (3)				1			25 (5)	33 (8)
PH3-Harassment - Inmate	3 (1)	1						9 (1)	12	25 (2)
PM1-Misconduct - Staff	2 (1)	42 (17)	1 (1)	3	1		1 (1)	2 (1)	44 (9)	96 (30)
PM3-Misconduct - Inmate	4							2	5 (1)	11 (1)
PS1-Sexual Misconduct - Staff		1 (1)								1 (1)
PS3-Sexual Misconduct - Inmate	1								2 (1)	3 (1)
PX1-Interpersonal - Other	1		1					12 (3)	4	18 (3)

RL1-Religious Observance - Access									2	1 (1)				3 (1)
RL2-Religious Observance - Activity/Svc			1					1 (1)			5 (1)			7 (2)
RL3-Religious Observance - Materials			2 (1)					3	2		6 (1)			13 (2)
RL4-Religious Observance - Diet	1				1					5 (1)	9 (2)			16 (3)
	1220 (112)	0	1107 (303)	51 (12)	728 (106)	432 (18)	150 (17)	309 (88)	864 (168)	1187 (246)	0	0	0	6048 (1070)

2012

Informal Complaints Statistics (# of ICs with Formal Grievance Attached)

TOTAL ICA Responses	TOTAL ICN Responses		TOTAL IC with No Response Entered											
3304	3694		27											
Jan/01/2012-Dec/31/2012	CCCC (Grvs)	DSCF (Grvs)	NECF (Grvs)	NESC (Grvs)	NWCF (Grvs)	RCCC (Grvs)	SESC (Grvs)	SHCF (Grvs)	SJCC (Grvs)	SSCF (Grvs)	TECF (Grvs)	WCCC (Grvs)	WCF (Grvs)	TOTALS
AC1-Classification - Points			4 (1)		4 (3)	2			5 (1)	21 (7)				36 (12)
AC2-Classification - Need Area	1 (1)				2		1	1		7 (2)				12 (3)
AC3-Classification - Case Plan	2 (1)		116 (54)	9 (1)	16 (5)	1 (1)	1	18 (4)	34 (5)	23 (14)				220 (85)
AF1-Canteen - Lost/Incomplete	5		11 (4)	2 (1)	7 (1)	4 (1)			9 (2)	46 (10)				84 (19)
AF2-Canteen - Damaged	2									1				3
AF3-Canteen - Late			11 (2)		3	1	1		5 (1)	29 (5)				50 (8)
AF4-Property Lost/Damaged	30 (4)		99 (37)	5 (1)	22 (6)	18 (3)	5	12	19 (2)	162 (51)				372 (104)
AF5-Mail Delivery	38 (8)		73 (27)	2	22 (6)	12	7 (1)	1 (1)	33 (11)	137 (35)				325 (89)
AH1-Hearing - Disciplinary	1		23 (7)	2	28 (9)	5		2 (1)	26 (11)	71 (25)				158 (53)
AH2-Hearing - Ad Seg	2		10 (4)		4 (1)	1			4	8 (6)				29 (11)
AH3-Hearing - Furlough			3 (1)		2			1	6 (3)	1				13 (4)
AH4-Hearing - Appeal			5 (2)				2		2	3 (2)				12 (4)
AL1-Law Library - Insufficient			7 (3)		1 (1)	1		3 (1)		13 (7)				25 (12)
AL2-Law Library - Librarian			3							2				5
AL3-Law Library - Access	1		6 (3)	1			2 (1)		3	14 (7)				27 (11)
AP1-Programming - Lack of						1	10 (1)	2 (1)		3 (3)				16 (5)
AP2-Programming - Inappropriate			27 (18)				3			5 (2)				35 (20)
AR1-Rules - Institutional	4 (2)		261 (52)	91 (10)	65 (6)	38 (2)	9	2 (1)	237 (36)	142 (54)				849 (163)

AR2-Rules - Field	1	18 (5)		4	6 (2)			9 (3)		38 (10)
AR3-Rules - Departmental	465 (28)	25 (8)	5 (2)	7 (1)	1 (1)	3 (1)	9	9 (4)		524 (45)
AT1-Reduction - ERT		2 (2)	1	2		1				6 (2)
AT2-Reduction - ART						3 (1)				3 (1)
AT3-Reduction - Work Camp	1	1 (1)	5 (1)	1	4 (2)			1		13 (4)
AV1-Visiting - Lack of	3	2 (1)								5 (1)
AV2-Visiting - Denied	2	18 (11)	1	1	3 (1)		5 (2)	6 (4)		36 (18)
AV3-Visiting - Times	1	1 (1)		1			2 (1)	8		13 (2)
AV4-Visiting - Rules	1	1	2	1			4	1		10
AW1-Work Program - Lost Job	1	23 (13)	2 (1)	7	4	2	8 (4)	11 (5)		58 (23)
AW2-Work Program - Lack of	2	14 (6)	2 (1)	1		1	5 (1)	12 (2)		37 (10)
AW3-Work Program - Pay	2	4 (1)	1	1	2	1	1 (1)	10 (1)		22 (3)
AX1-Admin Related - Other	198 (13)	81 (29)	12 (3)	3 (2)	58 (2)	13 (1)	23 (5)	91 (9)	64 (28)	543 (92)
EF1-Food-Quality	13	9 (1)	11	8 (1)		6	64 (2)	49 (11)		160 (15)
EF2-Food-Quantity	7 (1)	22 (6)	54	5 (1)		6	39 (2)	47 (7)		180 (17)
EF3-Food-Diet	7	31 (9)	7 (1)	10 (1)	4	3	2 (1)	9 (2)	42 (12)	115 (26)
EH1-Temperature	17 (1)	2 (1)	3	6	1		6 (1)	27 (4)		62 (7)
EL1-Lights							1	6 (3)		7 (3)
EN1-Noise	1	1		1	1		2	4 (2)		10 (2)
ER1-Rec - Equipment		8 (3)					1	18 (3)		27 (6)
ER2-Rec - Yard			16	1				3		20
ER3-Rec - Time	6	8 (3)		6	1		12	20 (5)		53 (8)
ES1-Smoking-Living Unit	2		1 (1)							3 (1)
ET1-Telephone	4 (1)	1	4 (1)	1	11	7	1	31 (2)	35 (9)	95 (13)
EX1-Environment Related - Other	43 (2)	103 (36)	9 (1)	151 (19)	11	9 (2)		64 (16)	208 (45)	598 (121)
HD1-Dental - Denied					2		1		9 (4)	12 (4)
HD3-Dental-Dissatisfied										

with Quality	2	2 (4)	4				6	8 (2)		29 (6)
HH1-Mental Health - Denied	5			2 (1)				11 (5)		18 (6)
HH3-Mental Health-Dissatisfied w/Quality	27 (1)	2 (2)	1	3 (1)	1		8 (1)	23 (6)		65 (11)
HM1-Medical - Denied	12	2 (1)		2 (1)	3 (2)		1 (1)	5 (2)		25 (7)
HM3-Medical: Dissatisfied with Quality	142 (11)	74 (26)	6 (1)	38 (9)	6	3	3	41 (8)	49 (17)	362 (72)
HM4-Medical Request to be Seen	112 (7)	44 (9)	1	11	13 (1)	3 (1)		27 (1)	64 (21)	275 (40)
HM5-Medical Req:Off-Site Specialty Care				4	2 (1)	2	2 (1)	14 (2)		24 (4)
HT1-Medication - Denied	42 (6)	9 (4)		12 (1)	30 (1)	4 (1)	2 (1)	2	45 (9)	146 (23)
HT3-Problems with Medication	40 (5)	26 (7)	3	29 (2)	6	2		21	35 (3)	162 (17)
HX2-Delay in Healthcare Provided	2	3 (1)		3 (1)	4			1	4	17 (2)
LN1-Laundry - Missing	4	2 (1)		2 (1)				7	9 (3)	24 (5)
LN2-Laundry - Wet		1 (1)						1	1	3 (1)
LN3-Laundry - Frequency	1	2	1	1	1			1	4 (2)	11 (2)
PC1-Conflict - Staff	155 (4)	63 (27)	6	91 (17)	4	23 (4)	1	26 (2)	28 (16)	397 (70)
PC3-Conflict - Inmate	50 (3)	18 (5)		5	10	2 (1)		13	10 (3)	108 (12)
PD1-Discrimination - Staff	1 (1)	1 (1)	2 (1)		1	1		5	16 (6)	27 (9)
PH1-Harassment - Staff		2			1	1	1 (1)	2 (2)	37 (9)	49 (12)
PH3-Harassment - Inmate		1	1		1			1	23 (7)	27 (7)
PM1-Misconduct - Staff		62 (26)	3 (2)	5 (2)			1	4 (2)	91 (19)	166 (51)
PM3-Misconduct - Inmate	2								21 (3)	23 (3)
PS1-Sexual Misconduct - Staff							1		1 (1)	2 (1)
PS3-Sexual Misconduct - Inmate	1	1 (1)						1		3 (1)
PX1-Interpersonal - Other	1 (1)	9 (3)	14 (2)					74 (11)	4 (1)	102 (18)
RL1-Religious Observance - Access	3	4 (1)		2				1		10 (1)

RL2-Religious Observance - Activity/Svc			1	1 (1)	1		1 (1)			1				5 (2)
RL3-Religious Observance - Materials			5 (2)							10 (3)				15 (5)
RL4-Religious Observance - Diet			1	3						5 (2)				9 (2)
	1465 (101)	0	1381 (474)	290 (32)	578 (96)	284 (14)	151 (23)	88 (19)	983 (144)	1805 (524)	0	0	0	7025 (1427)

2013

Informal Complaints Statistics (# of ICs with Formal Grievance Attached)

TOTAL ICA Responses	TOTAL ICN Responses		TOTAL IC with No Response Entered											
2519	3364		28											
Jan/01/2013-Dec/31/2013	CCCC (Grvs)	DSCF (Grvs)	NECF (Grvs)	NESC (Grvs)	NWCF (Grvs)	RCCC (Grvs)	SESC (Grvs)	SHCF (Grvs)	SJCC (Grvs)	SSCF (Grvs)	TECF (Grvs)	WCCC (Grvs)	WCF (Grvs)	TOTALS
AC1-Classification - Points			2 (1)		4			6 (2)		16 (9)				28 (12)
AC2-Classification - Need Area			6 (3)					1		3				10 (3)
AC3-Classification - Case Plan	6		110 (65)	10 (1)	12 (1)	1		14 (1)	13 (5)	10 (6)				176 (79)
AF1-Canteen - Lost/Incomplete	11		9 (5)	3	6 (1)	8 (1)	7 (2)	1	3	16 (9)				64 (18)
AF2-Canteen - Damaged										4 (3)				4 (3)
AF3-Canteen - Late			7 (2)	1	1	1		1		14 (6)				25 (8)
AF4-Property Lost/Damaged	16 (3)		44 (20)	10 (2)	15 (1)	21	4	6 (3)	12 (2)	139 (43)				267 (74)
AF5-Mail Delivery	30 (5)		62 (21)	4	27 (7)	13	1	1 (1)	17 (7)	99 (36)				254 (77)
AH1-Hearing - Disciplinary	2		38 (17)	11 (3)	19 (4)	4	6	3	8 (1)	66 (18)				157 (43)
AH2-Hearing - Ad Seg			19 (12)		7 (3)	2		3 (1)	6 (3)	15 (7)				52 (26)
AH3-Hearing - Furlough			4 (2)		3		1 (1)		1 (1)	6 (3)				15 (7)
AH4-Hearing - Appeal			4 (3)			1	1	2 (1)		2 (1)				10 (5)
AL1-Law Library - Insufficient			3 (1)		2		1 (1)	3 (1)		1				10 (3)
AL2-Law Library - Librarian			2 (1)							2 (1)				4 (2)
AL3-Law Library - Access	1		9 (4)		1	3			5 (1)	4 (2)				23 (7)
AP1-Programming - Lack of			2 (1)				1 (1)	3 (2)		5 (2)				11 (6)
AP2-Programming - Inappropriate			10 (8)			1	5 (3)	1		3 (2)				20 (13)
AR1-Rules - Institutional	5		222 (69)	86 (18)	47 (2)	37 (2)	19	3 (2)	176 (35)	80 (24)				675 (152)
AR2-Rules - Field	1		59 (44)					2		8 (1)				70 (45)

AR3-Rules - Departmental	369 (34)	116 (49)	3	6	9 (6)	3 (1)	38 (15)	7 (2)	551 (107)
AT1-Reduction - ERT		3 (1)				1		1	5 (1)
AT2-Reduction - ART		1 (1)							1 (1)
AT3-Reduction - Work Camp		3 (2)	1			1	1	3 (3)	9 (5)
AT4-Reduction - LRT		1 (1)	1 (1)						2 (2)
AV1-Visiting - Lack of		1					2	1	4
AV2-Visiting - Denied	1	13 (7)	1	1	2		3 (2)		17 (6)
AV3-Visiting - Times		1 (1)						3 (1)	4 (2)
AV4-Visiting - Rules	2 (1)	5 (3)	2		1 (1)		1	2 (1)	13 (6)
AW1-Work Program - Lost Job	5	14 (10)	2 (1)	8 (1)	1	5 (1)		6 (4)	11 (5)
AW2-Work Program - Lack of	2 (1)	5 (1)		5 (1)	1		1	1	14 (7)
AW3-Work Program - Pay	4 (1)	2 (1)	1			6 (2)		2	7 (2)
AX1-Admin Related - Other	8	30 (14)	33 (10)		43	13 (2)	62 (14)	108 (26)	62 (25)
EF1-Food-Quality	7 (1)	9 (3)	12	15 (1)	3	3 (1)	1	15 (5)	31 (7)
EF2-Food-Quantity	3	6 (3)	3	8 (1)	4	4	2 (1)	4	21 (3)
EF3-Food-Diet	16	7 (1)	5 (2)	20 (4)	2	2		6 (2)	24 (9)
EH1-Temperature	8	1	8	2	3			5	8 (1)
EL1-Lights	2 (2)				1				3 (2)
EN1-Noise		3						3 (1)	6 (1)
ER1-Rec - Equipment		5				2 (1)		3	11 (1)
ER2-Rec - Yard	1							8 (1)	9 (1)
ER3-Rec - Time	2				6	3	1	1	18 (3)
ES1-Smoking-Living Unit	1								1
ET1-Telephone	3	2	2 (1)	21 (1)	6	3 (1)		10 (2)	25 (6)
EX1-Environment Related - Other	6 (1)	200 (61)	3	106 (17)	11	3		22 (2)	136 (34)
HD1-Dental - Denied		2 (2)			2	5 (4)	1 (1)		8 (3)
HD3-Dental-Dissatisfied									

with Quality	2	4 (2)	3	2	2 (1)	5	4 (1)	11 (4)	33 (8)
HH1-Mental Health - Denied	2			1				7 (1)	12 (1)
HH3-Mental Health-Dissatisfied w/Quality	12 (1)	11 (4)	9 (2)	1		1	2 (1)	25 (9)	61 (17)
HM1-Medical - Denied	10	7 (2)	1 (1)	1	1	6 (2)	1	7 (3)	34 (8)
HM3-Medical: Dissatisfied with Quality	93 (16)	73 (30)	2	34 (1)	4	9	18 (3)	43 (5)	335 (77)
HM4-Medical Request to be Seen	109 (11)	155 (54)	6 (1)	24 (2)	11	5 (2)	10 (4)	28 (1)	398 (92)
HM5-Medical Req:Off-Site Specialty Care	3 (1)		1 (1)		1	7 (2)	4	2	28 (6)
HT1-Medication - Denied	43 (4)	31 (13)	1	43 (10)	13 (2)	3	7 (2)	9	198 (38)
HT3-Problems with Medication	51 (3)	40 (18)	4	25 (8)	4	5	4 (1)	22 (1)	181 (35)
HX2-Delay in Healthcare Provided	4 (1)				2	3 (2)			10 (3)
LN1-Laundry - Missing	3 (1)	1					3 (1)	7 (2)	14 (4)
LN2-Laundry - Wet				1			3	1	5
LN3-Laundry - Frequency		7 (2)		1			1	7 (1)	16 (3)
PC1-Conflict - Staff	110 (10)	53 (22)	2	68 (17)	8	22 (1)	3 (2)	4 (4)	290 (66)
PC3-Conflict - Inmate	27 (4)	11 (2)	1	2	3 (1)			2	57 (14)
PD1-Discrimination - Staff	2				1	1		2	21 (3)
PD2-Discrimination - Volunteer	1								2
PD3-Discrimination - Inmate			1						1
PH1-Harassment - Staff	11 (1)	1 (1)	1		2			1	39 (8)
PH3-Harassment - Inmate	4	4							12 (3)
PM1-Misconduct - Staff	3	4 (3)	2 (1)	2		1		1 (1)	122 (30)
PM2-Misconduct - Volunteer									1
PM3-Misconduct - Inmate									13 (1)

PS1-Sexual Misconduct - Staff										2				2
PS3-Sexual Misconduct - Inmate	3													3
PX1-Interpersonal - Other			9 (5)	17 (2)						31 (9)	1			58 (16)
RL1-Religious Observance - Access	4		1		1 (1)				1	1 (1)	1 (1)			9 (3)
RL2-Religious Observance - Activity/Svc	1 (1)		1			2	1	1				7 (2)		13 (3)
RL3-Religious Observance - Materials			4 (2)	1					2			8 (3)		15 (5)
RL4-Religious Observance - Diet			3 (1)		1	1		1 (1)				15 (7)		21 (9)
	<u>1010</u> (103)	<u>0</u>	<u>1465</u> (601)	<u>241</u> (44)	<u>545</u> (87)	<u>240</u> (6)	<u>165</u> (35)	<u>189</u> (48)	<u>626</u> (137)	<u>1430</u> (439)	<u>0</u>	<u>0</u>	<u>0</u>	<u>5911</u> (1500)



Grievance Data

Report of Calendar Year 2013 Data and Trends

The following is a report of the calendar year 2013 grievance data. The current grievance directive (321.01) requires the following:

An electronic and Department-wide Grievance Data System will be maintained. The system will be capable of:

- Accurate recording and tracking of all written grievances and their status;
- Recording the principal subjects of the grievances based on a universal and consistent code scheme;
- Producing reports that allow analysis from multiple perspectives, including timeliness of response, accounting for those resolved informally, those rejected, and those proceeding to resolution by type, location, individuals involved and issues.

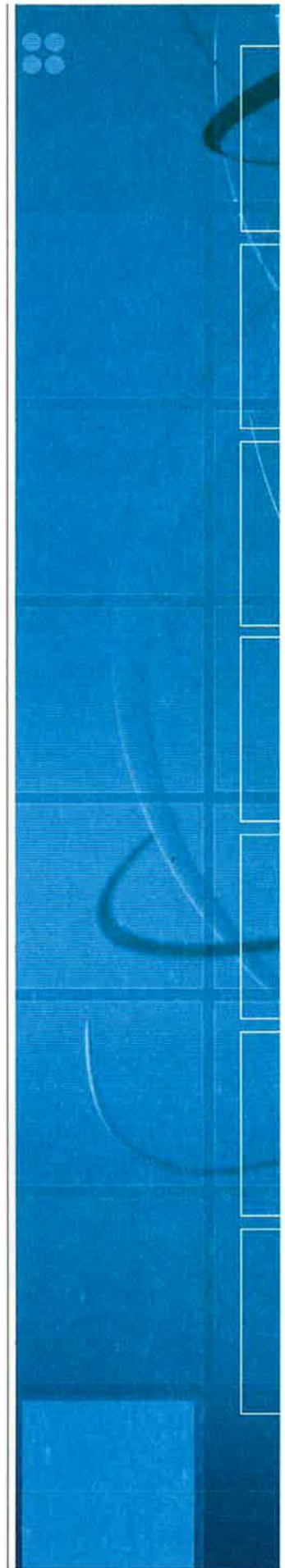
The Superintendent/District Manager/OOS Supplemental Housing Manager will generate a quarterly summary report from the Grievance Data System and complete an analysis of the data for inclusion in the quarterly facility report and review and any other regular required report.

The Department Hearings Administrator will generate reports, no less than quarterly, for review with the Executive Management Team and the Commissioner's Office, including, but not limited to:

- A summary of the facilities or field grievance data by type of grievance and by location of grievance;
- A summary of the filed appeals by type of grievance and by location of grievance

This year-end report focuses specifically on the last two bullet points. I have been providing the Commissioner with a monthly summary of the grievance data. This report summarizes that data for the year and also reports out on some year over year trends.

I will have also included some recommendations to improve system outcomes.



The following charts have been created using the information that is in the Department of Corrections database applications in the Grievance Statistics section. This information is always available to any staff person who has access to the Department's database applications. It should be noted that information in this section of the database is entered by each grievance coordinator (or an assigned admin staff) in each facility and field office. Failure to accurately record or enter grievances at the individual sites will effect the overall validity of the statistics. I have met with the grievance coordinators and I have stressed the importance of accurate grievance entry.

The grievance data is compiled in the following manner.

Section 1 (Formal Grievances)

- All facilities combined
 - 2013
 - 2012/2013 year over year
 - 2009/2013 – 5 year trend
 - 2009/2013 – 5 year trend by facility

Section 2 (Formal Grievances)

- All Facilities combined by major category
 - 2012/2013 year over year
- Individual Facility by major category
 - 2012/2013 year over year

Section 3 (Formal Grievances)

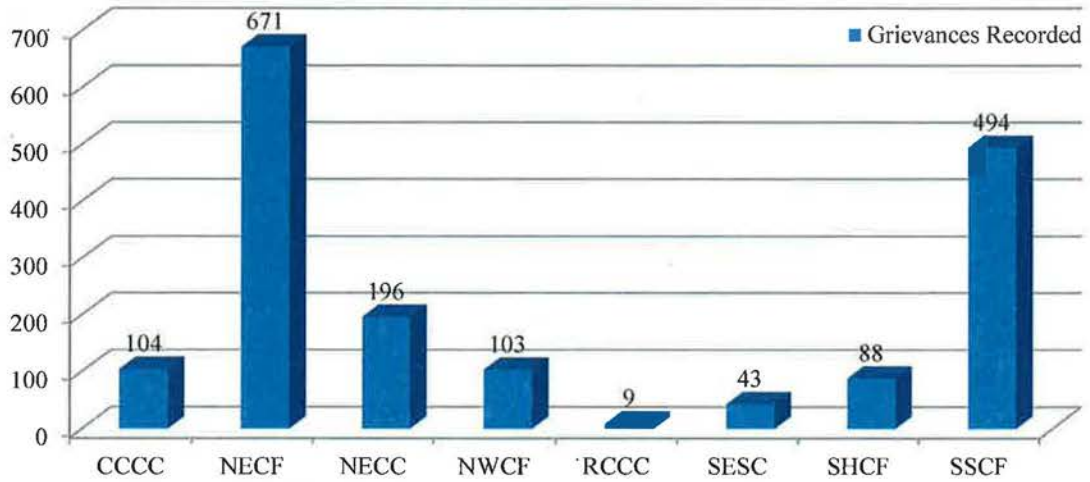
- All Field Sites combined
 - 2013
 - 2012/2013 year over year
 - 2009/2013 – 5 year trend
 - 2009/2013 – 5 year trend by field site

Section 4

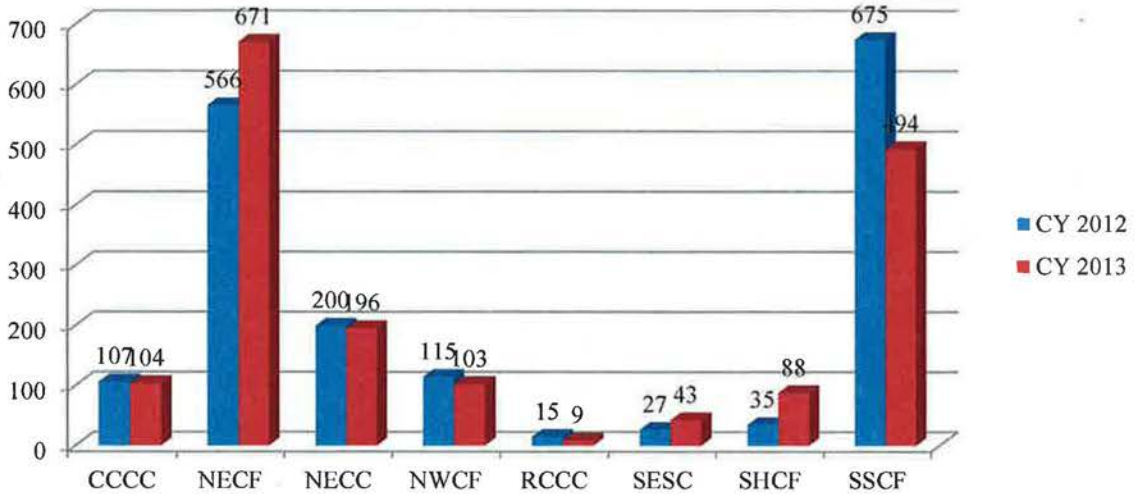
Summary and Recommendations

Section 1

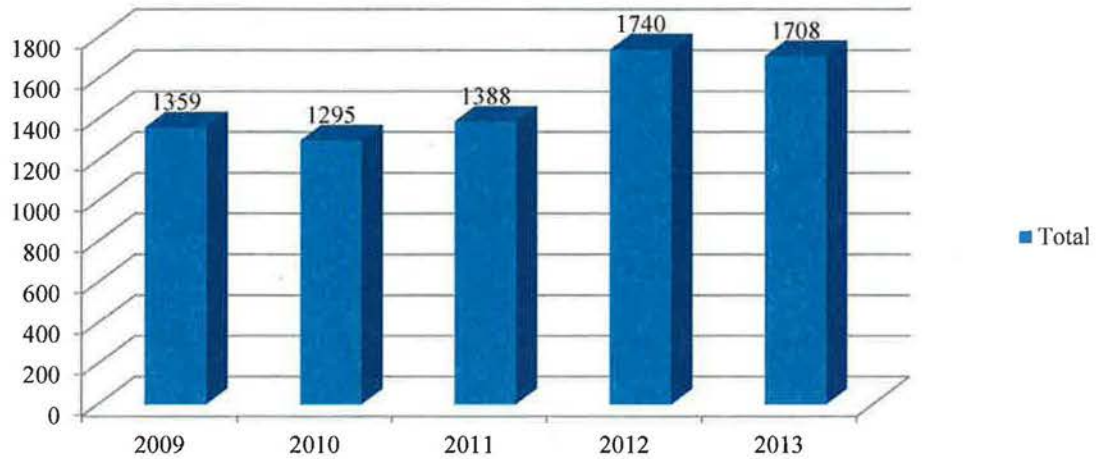
Formal Grievances Total 2013 By Facility



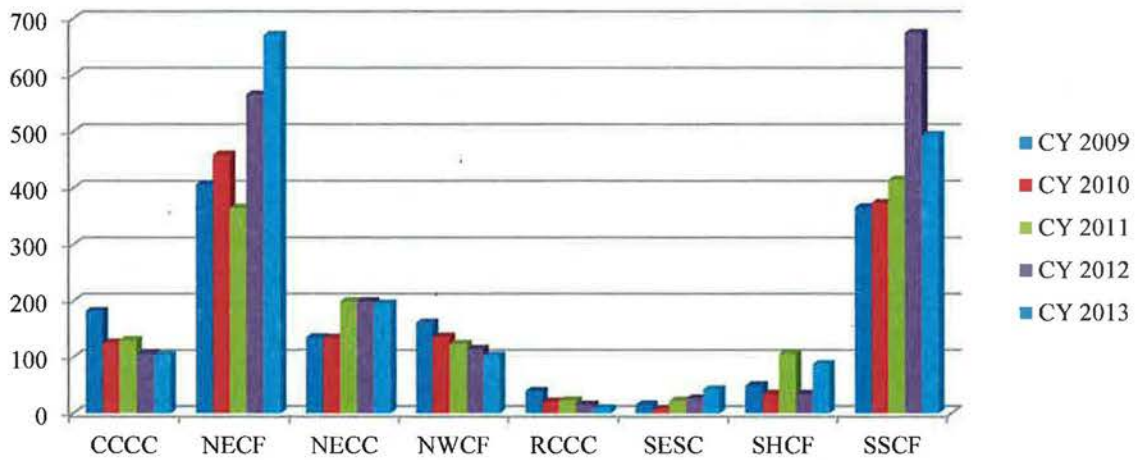
Formal Grievances Year over Year 2012/2013



Formal Grievances 2009 - 2013 All Facilities



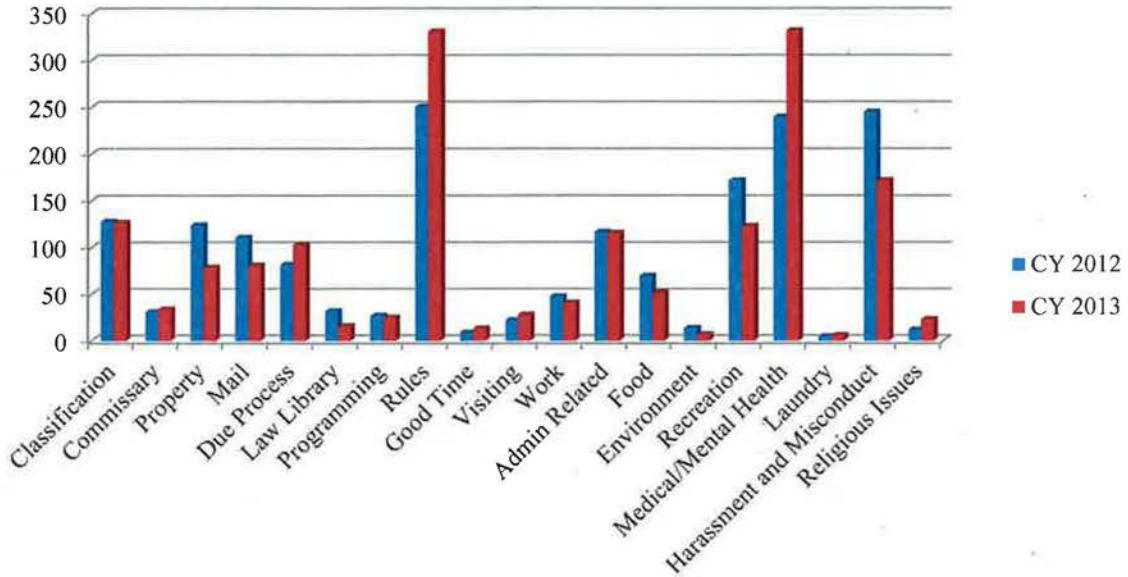
Total Formal Grievances Year Over Year 2009/2013 By Facility



Section 2

Formal Grievance by Major Category Year over Year 2012/2013

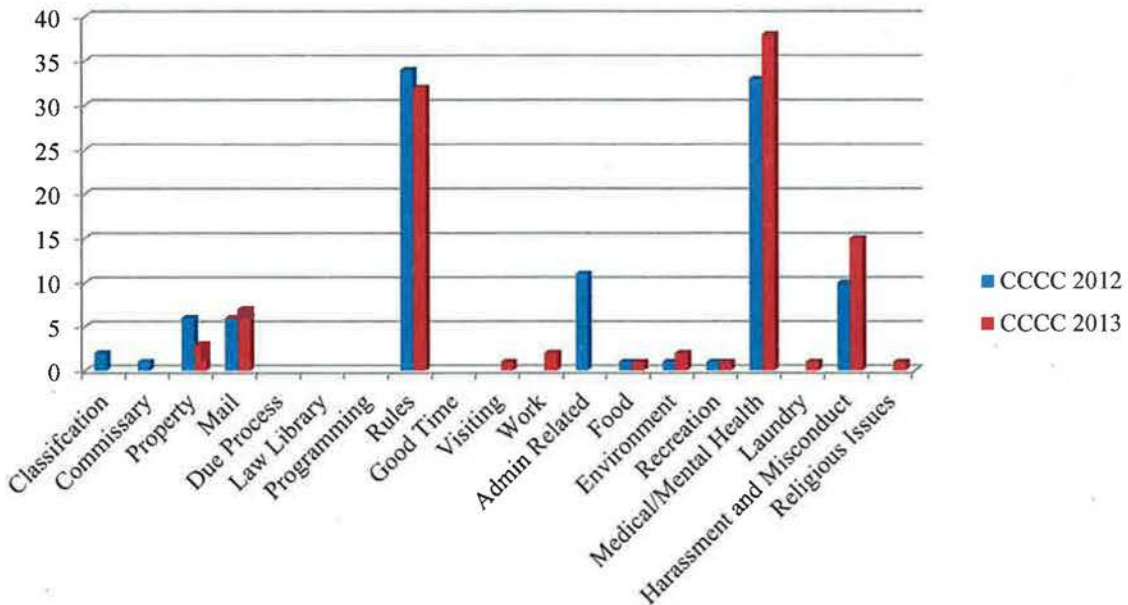
All Facilities



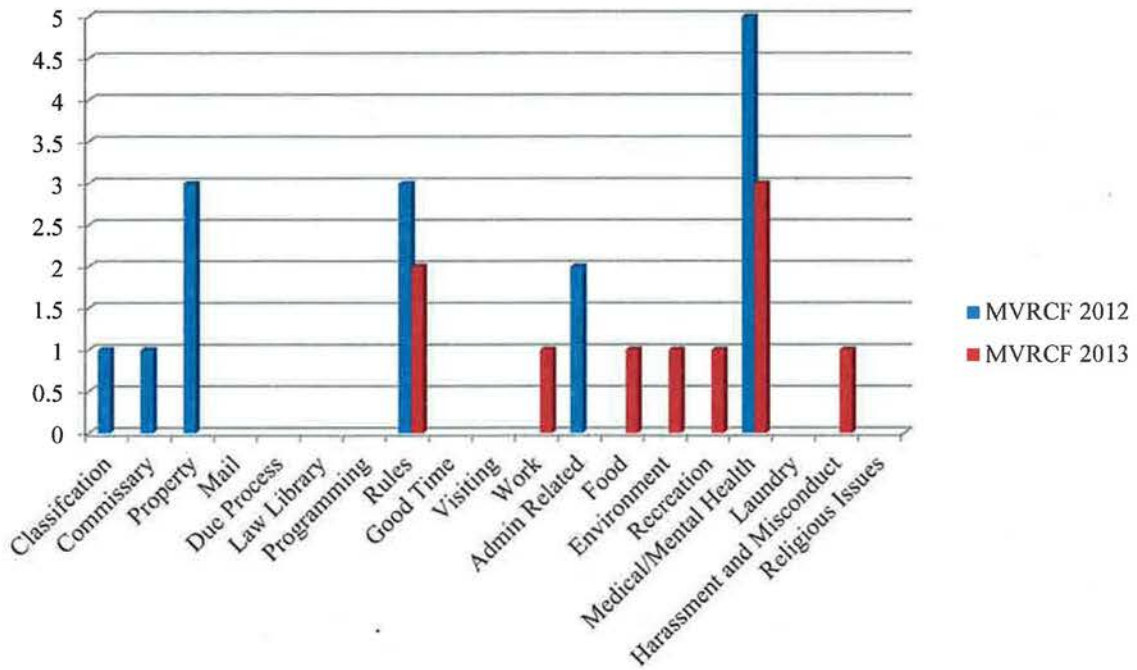
CRCF Formal Grievances

Year over Year

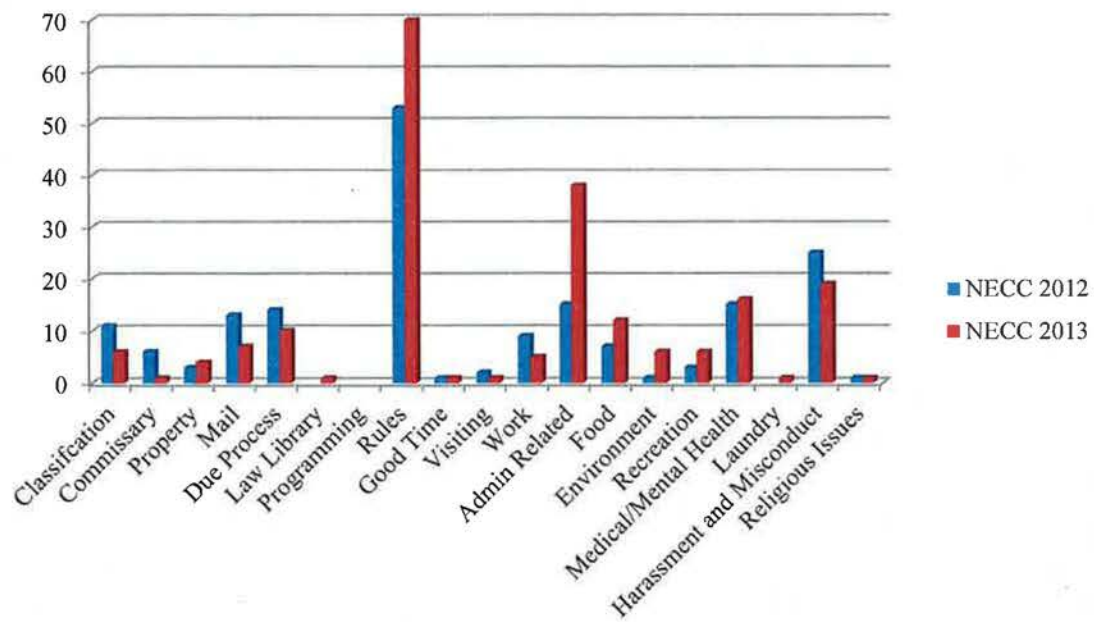
2012/2013



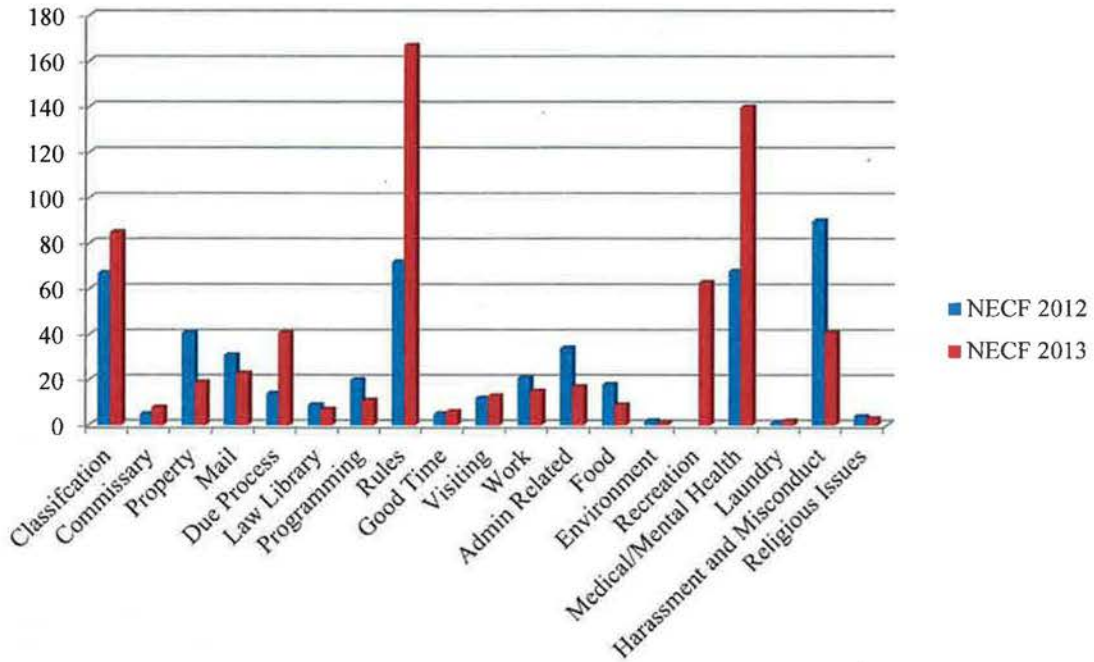
Marble Valley Formal Grievances Year over Year 2012/2013



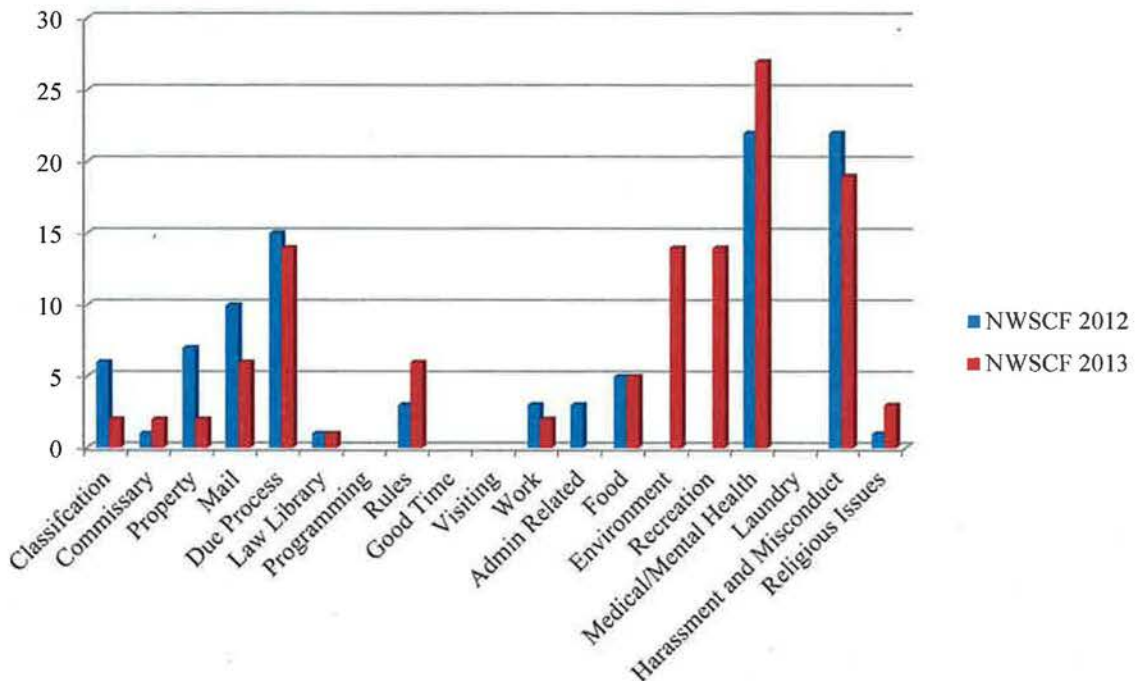
Northeast Correctional Complex Formal Grievances Year over Year 2012/2013



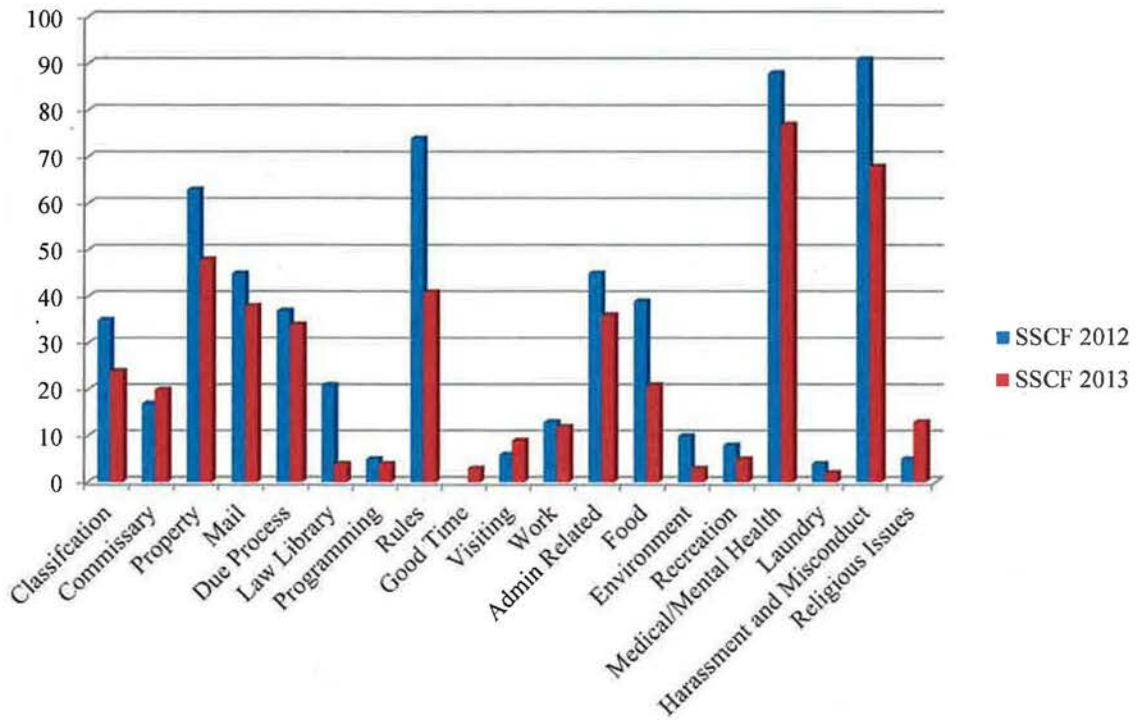
Northern State Formal Grievance Year over Year 2012/2013



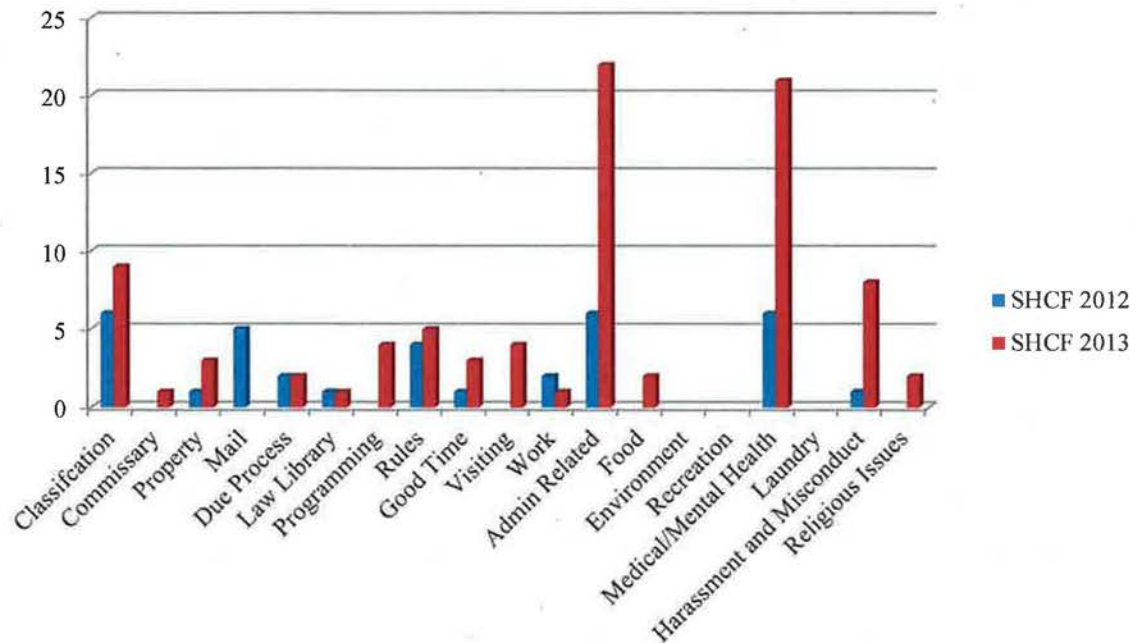
Northwest State Formal Grievances Year over Year 2012/2013



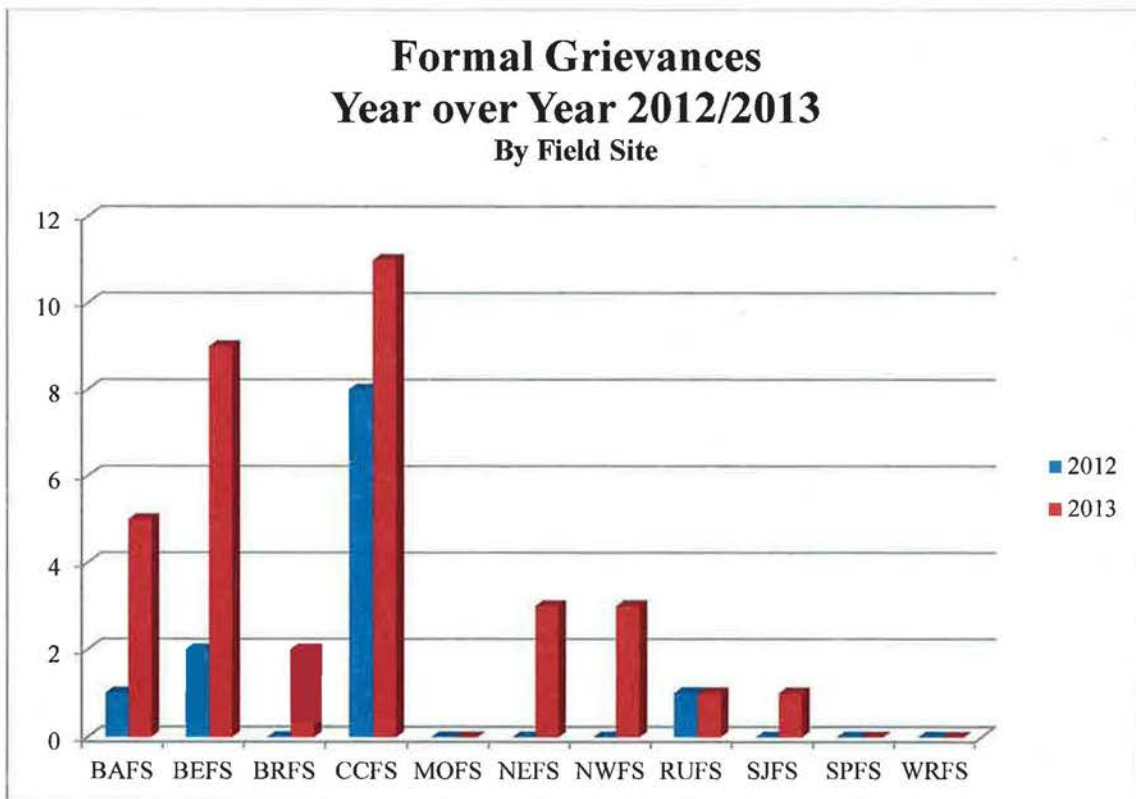
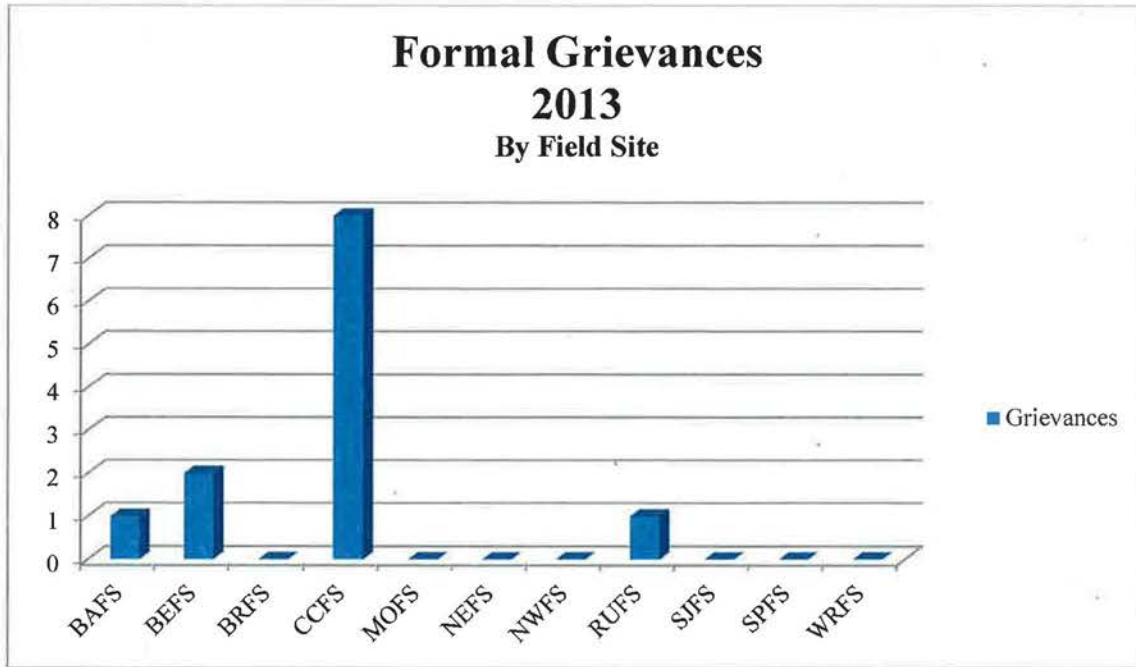
Southern State Formal Grievances Year over Year 2012/2013



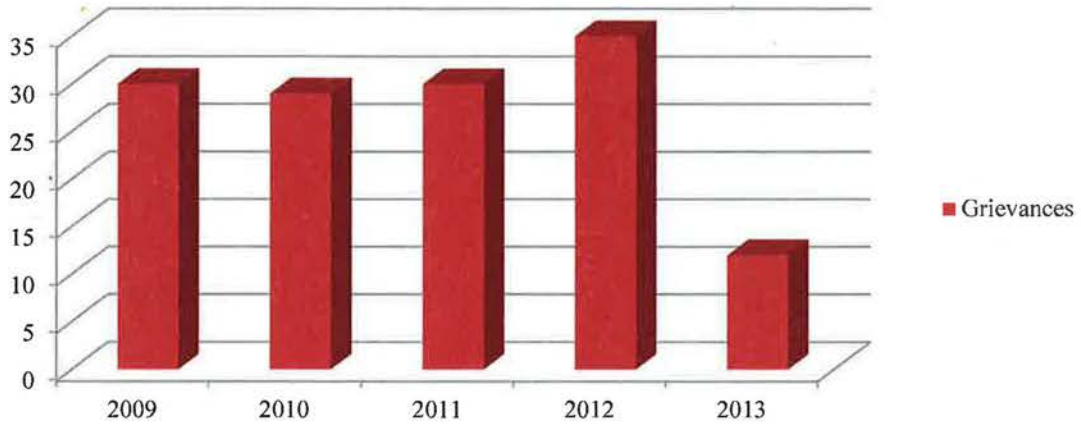
Supplemental Housing Formal Grievances Year over Year 2012/2013 Vermont Grievances



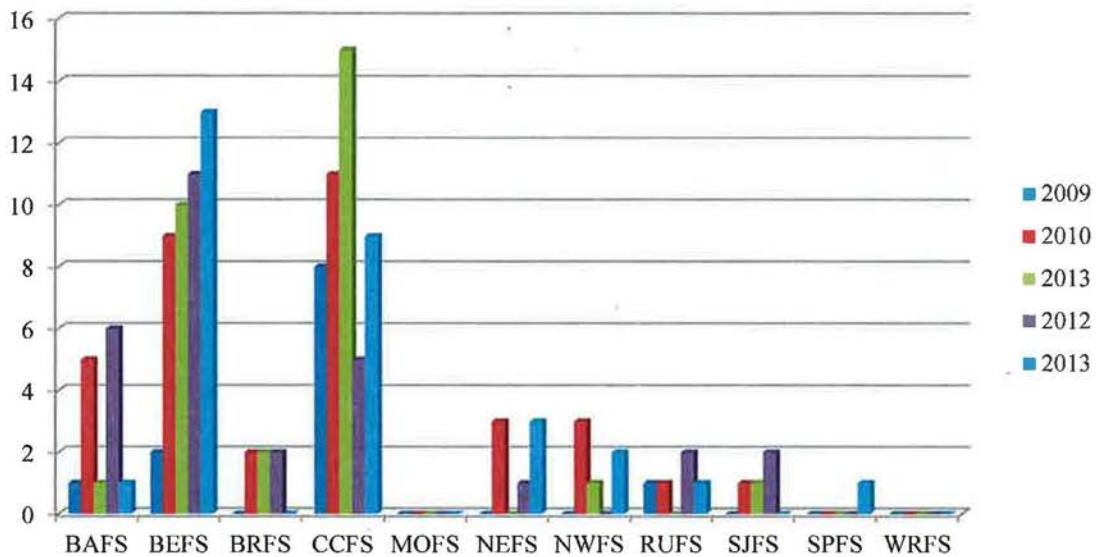
Section 3



Formal Grievances Year over Year 2009/2013 All Field Sites



Formal Grievances Year over Year 2009/2013 By Field Site



Section 4

Summary and Recommendations

The general overall trend looking year over year at facilities from 2012 to 2013 is that formal grievances are going down. However, the percentage is negligible at a 1.8% reduction. Individual categories are as follows:

Classification	-0.781%
Commissary	9.677%
Property	-36.290%
Mail	-27.027%
Due Process	25.610%
Law Library	-50.000%
Programming	-7.407%
Rules	31.873%
Good Time	44.444%
Visiting	27.273%
Work	-14.583%
Admin Related	-0.855%
Food	-25.714%
Environment	-50.000%
Recreation	-28.488%
Medical/Mental Health	38.333%
Laundry	20.000%
Harassment and Misconduct	-29.796%
Religious Issues	91.667%

Religious issues have the most significant increase at 91.7%. This is not surprising given that we have had issues finding religious volunteers to come in a supervise services for Muslim inmates. There have also been some issues with the consistency of religious diets across the state which have increased the number of grievances in this area.

A 38.3% increase in medical and mental health grievances is concerning given that this is a red band issue which can increase problems in other areas if not addressed. I have been communicating with Dr. Dee when issues come up that are concerning and she has done an excellent job at having the facility follow up when necessary.

Property, Mail and Food grievances have reduced by a significant percentage and this is a positive trend as these issues also tend to cross over into other areas which when not addressed tend to cause other unrelated problems.

In meeting with the grievance coordinators to get their perspective on issues regarding the grievance system all of them have voiced concern about the amount of time and energy that goes into dealing with the grievance within the current system the way it is administrated. It is not the actual issue of dealing with the complaint that the inmate bring up as they all believe that this is important. It is the education and tracking piece that takes a lot of administrative attention. They have also voiced concerns about the categories and how they

don't always necessarily capture the flavor of the issue that the inmate is grieving. As you will notice in section 2 the largest number of grievances are placed in the "Rules" category.

To address the first issue I told the coordinators at this time a major rewrite of the grievance directive is not planned. However, there are some changes that need to occur to bring the directive in compliance with the PREA standards so we will likely be putting out an interim revision memo in the next year to address this and it could be possible to add some minor tweaks to this memo. No guarantees as the grievance directive comes out of an APA rule that is quite prescriptive.

The second issue could possibly be addressed when the new OMS is implemented since the current grievance database will be transferred over to the new system and then be archived. I let the coordinators know that the new OMS might provide a lot of functionality that we don't currently have, and I will be asking for their input as the grievance module is built.

As far as field sites goes the number of grievances filed compared to the facilities is minuscule. 1708 in the facilities in 2013 compared to 12 in the field. However, in looking at the field there was a 65.7% reduction in formal grievances logged year over year from 2012 to 2013. This may just be an odd year as the previous four year average was 31 and all years 2009-2012 were within 4 of that average with two years being within one. To date for calendar year 2014 no formal grievances have been logged in the field.

Any analysis that OMT would like to me to do is available upon request.

January 1, 2007 – December 31, 2007

FORMAL GRIEVANCES

Total = 220 (vs. 197 in the 1st qtr)
(1786 in April-June '06)

INFORMAL COMPLAINTS

Total = 1294
(1087 in the 1st qtr '07)

An "Agreed upon Resolution" was reached in 679 of those 1294 Informal Complaints.

This means that **52%** (vs. **58% in the 1st qtr**) of the time staff and inmates were in agreement as to what the complaint was about and what the solution to that complaint would look like.

NUMBER OF INFORMAL COMPLAINTS/GRIEVANCES BY FACILITY

CCCC

Total = 199 Informal Complaints (107 Agreed) 53%
R-87 (42 Agreed Upon Resolution)
B-54 (33 Agreed Upon Resolution)
G-58 (32 Agreed Upon Resolution)

Total = 15 Grievances (231 in 2nd qtr '06)
R- 4 (122 in 2nd qtr '06)
B- 6 (50 in 2nd qtr '06)
G- 5 (59 in 2nd qtr '06)

Note: Informal Complaints at Chittenden rose from 125 in the 1st qtr to 199 in the 2nd qtr. The % of complaints with an agreed upon resolution stayed the same at 53%. Although the increase in the # of IC's seems significant, the fact that inmates are accessing the system in increased numbers and can agree with staff 53% of the time upon the make up of a resolution can be viewed as encouraging news. A review of the Detail Report reveals that the increased number of IC's reside in the BLUE BAND which rose from 25 IC's in the 1st qtr to 54 in the 2nd qtr. and the RED BAND which rose from 48 in the 1st qtr to 87 in the 2nd qtr. The culprit in the BLUE BAND is Health related complaints while the increase in the RED BAND has to do with conflict with staff. The increase in IC's during the 2nd qtr has not yet led to an increase in the number of formal Grievances (17 in the 1st qtr vs. 15 in the 2nd qtr)

DSCF

Total = 39 Informal Complaints (25 Agreed) 64%
R-28 (18 Agreed Upon Resolution)
B-6 (3 Agreed Upon Resolution)
G-5 (4 Agreed Upon Resolution)

Total = 5 Formal Grievances (136 in 2nd qtr '06)
R-3 (62 in 2nd qtr '06)
B-2 (61 in 2nd qtr '06)
G-0 (13 in 2nd qtr '06)

Note: The number of IC's dropped from 52 to 39; Formal grievances also saw a reduction from 13 being filed in the 1st qtr to 5 in the 2nd qtr. I can find no obvious explanation for the drop in IC's and Formal Grievances. The average daily population, while lower by 3 in the 2nd qtr, does not, by itself, explain the drop. It may be a function of the overall low number of inmates in this facility resulting in chaotic data.

2nd qtr

Of special interest, however, is the spike of IC's located in the RED BAND, 28 or 72% of all IC's filed. A look at the "Detail Report" revealed that 18 of those 28 RED BAND IC's fell in the category "Conflict-Staff". The report shows the several staff members have Multiple complaints lodged about them by multiple inmates. One of those staff members is currently the subject of an investigation by the AHS IU. The facility staff and inmates continue to agree upon the composition of the resolution of IC's at a rate (64%) over the statewide 2nd qtr average of 52%.

NSCF

Total= 217 Informal Complaint (87 Agree) **41%**
R-98 (38 Agreed Upon Resolution)
B-69 (30 Agreed Upon Resolution)
G-50 (19 Agreed upon Resolution)

Total = 49 Formal Grievances (**452 in 2nd qtr '06**)
R-15 (**274 in 2nd qtr '06**)
B-10 (**87 in 2nd qtr '06**)
G-12 (**91 in 2nd qtr '06**)

Note: A small increase in the number of IC's (217 from 201 in the 1st qtr) and a noticeable drop in the % of those IC's in which a resolution was agreed upon, from 51% of the time in the 1st qtr to 41% in the 2nd qtr.

Of interest is the increase in the number of IC's in the RED BAND, from 72 to 98 in the 2nd qtr (increase of 26 IC's). A review of the RED BAND reveals that the bulk of the increase occurred in the categories of Institutional Rules, up to 40 from 36 in the 1st qtr, Conflict-Staff, up to 30 from 21 in the 1st qtr and Interpersonal @ 13 up from 3 in the 1st qtr (23 of the 26). One staff member is mentioned in 10 of the 30 IC's in the category Conflict-Staff.

Formal Grievances increased by 12 (49) over the 1st qtr (37) the increase was in the BLUE BAND, up 8 (18) from the 1st qtr (10) and the GREEN BAND, up 4 (16) from the 1st qtr (16).

CCWC

Total = 2 Informal Complaints (2 Agreed) **100%**
R-2 (2 Agreed Upon Resolution)
B-0
G-0

Total = 0 Formal Grievance (**20 in 2nd qtr of '06**)
R-0
B-0
G-0

Note: The extremely light usage of the Grievance system in the 2nd qtr is in line with the usage of the system in the 1st qtr where 3 IC's were filed resulting in 1 Formal grievance.

NWSCF

Total=210 Informal Complaints (137 Agreed) **65%**
R-104 (62 Agreed Upon Resolution)
B-66 (44 Agreed Upon Resolution)
G-40 (31 Agreed Upon Resolution)

Total = 46 Formal Grievances (**269 in 2nd qtr '06**)
R-15 (**112**)
B-19 (**59**)
G-6 (**48**)

Note: An increase of 30 IC's (210) over 1st qtr (180) did not result in a dramatic decrease in the % of times resolution was agreed upon by staff and inmates, 68% of the time in the 1st qtr and 65% of the time in the 2nd qtr.

Of interest in the RED BAND is the increase of 40 IC's (104) over 1st qtr (64). A review of the Detail Report reveals that the category Conflict-Staff has risen from 30 in the 1st qtr to 48 in the 2nd qtr and that Rules-Institution has risen from 18 in the 1st qtr to 41 in the 2nd qtr.

MVRFCF

Total = 67 Informal Complaints (43 Agreed) **64%**
R-51 (33 Agreed Upon Resolution)
B-7 (1 Agreed Upon Resolution)
G-9 (9 Agreed Upon Resolution)

Total = 8 Formal Grievances (**128 in 2nd qtr '06**)
R-6 (**96 in 2nd qtr '06**)
B-1 (**17 in 2nd qtr '06**)
G-1 (**15 in 2nd qtr '06**)

Note: The # of IC's remained fairly constant between 1st qtr (75) and 2nd qtr (67). With both quarters enjoying high % of agreement rates, 61% 1st qtr and 64% 2nd qtr. Of interest is the jump in the # of IC's in the RED BAND, 34 in the 1st qtr to 51 in the 2nd qtr. A review of the Detail Report reveals that the RED BAND category of Rules-Institution contains an almost 100% jump between 1st qtr & 2nd qtr, 16 IC's in the 1st qtr to 31 in the 2nd qtr. Formal grievances rose from 6 in the 1st qtr to 8 in the 2nd qtr. 2nd qtr '07

OOS UNIT

Total = 11 Informal Complaints

R-0

B-6 (2 Agreed Upon Resolution)

G-5 (0 Agreed Upon Resolution)

Total = 7 Formal Grievances (36 in 2nd qtr '06)

R-0 (6 in 2nd qtr '06)

B-5 (16 in 2nd qtr '06)

G-2 (14 in 2nd qtr '06)

NERCF

Total=148 Informal Complaints (102 Agreed) 68%

R-62 (39 Agreed Upon Resolution)

B-35 (27 Agreed Upon Resolution)

G-51 (36 Agreed Upon Resolution)

Total = 17 Formal Grievances (198 in 2nd qtr '06)

R-12 (67 in 2nd qtr '06)

B- 8 (42 in 2nd qtr '06)

G- 3 (22 in 2nd qtr '06)

Note: IC's are up 28 over 1st qtr, however the % of IC's with Agreed Upon Resolutions has grown from 64% to 68% and the # of Formal Grievances has dropped from 23 in the 1st qtr to 17 in the 2nd.

SSCF

Total = 298 Informal Complaints (95 Agreed) 32%

R-157 (48 Agreed Upon Resolution)

B-92 (32 Agreed Upon Resolution)

G-49 (13 Agreed Upon Resolution)

Total = 66 Formal Grievances (315 in 2nd qtr '06)

R-26 (144 in 2nd qtr '06)

B-24 (94 in 2nd qtr '06)

G-16 (77 in 2nd qtr '06)

Note: IC's increased by 43 from 255 1st qtr to 298 2nd qtr. The Agreed Upon Resolution percentage dropped in the 2nd qtr from 44% in the 1st qtr to 32%.

2nd qtr '07

SSCF Continued

Of interest is the 38% increase in RED BAND IC's, from 114 in the 1st qtr to 157 in the 2nd qtr. A review of the Detail Report reveals that the RED BAND category Institutional-Rules rose from 69 IC's in the 1st qtr to 105 in the 2nd qtr accounting for 36 of the 43 additional RED BAND IC's in the 2nd qtr.

The number of Formal Grievances increased 73% from 38 in the 1st qtr to 66 in the 2nd qtr. The increase was across the three GRIEVANCE BANDS with the RED BAND growing the most, from 10 in the 1st qtr to 26 in the 2nd qtr. The majority of the increase was in the category Institutional-Rules, up from 4 IC's in the 1st qtr to 16 IC's in the 2nd qtr.

SESCF

Total = 62 Informal Complaints (53 Agree) **85%**
R-27 (21 Agreed Upon Resolution)
B-28 (25 Agreed Upon Resolution)
G-7 (7 Agreed Upon Resolution)

Total = 6 Formal grievances (**63 in 2nd qtr '06**)
R-5 (**30 in 2nd qtr '06**)
B-3 (**22 in 2nd qtr '06**)
G-4 (**11 in 2nd qtr '06**)

Note: IC's reduced by 31% from 90 in the 1st qtr to 62 in the 2nd qtr. The % of those IC's with an Agreed Upon Resolution rose from 75% to the statewide 2nd qtr high of 85%. Formal Grievances dropped by 1 from 7 in the 1st qtr to 6 in the 2nd qtr.

2ND QTR 2007
HEALTH INFORMAL COMPLAINTS/GRIEVANCES
TOTAL
&
BY CATEGORY

INFORMAL COMPLAINTS

210 Informal Complaints regarding Health Issues were filed in the 2nd Qtr '07 vs. 205
filed in the 1st qtr

In 127 instances an Agreed Upon Resolution to the Informal Complaint was reached in
the 2nd qtr or **60%** of the time vs. 116 instances of Agreement in the 1st qtr (**58%**)

GRIEVANCES

35 **Formal** Grievances regarding Health Issues were filed in the 2nd Qtr '07 vs. 43 in the
1st qtr

Dissatisfied w/Quality of Medical
I/C = 73 (41 Agreed Upon Resolution) **56%**
2nd qtr 100 (62 Agreed Upon Resolution) **62%**

G = 17
2nd qtr 20

Problems with Medication
I/C = 33 (12 Agreed Upon Resolution) **36%**
2nd qtr 31 (16 Agreed Upon Resolution) **52%**

G = 8
2nd qtr 5

Medication Denied
I/C = 8 (4 Agreed Upon Resolution) **50%**
2nd qtr 17(12 Agreed Upon Resolution)**71%**

G = 4
2nd qtr 1

Delay in Healthcare Provided
I/C = 11 (5 Agreed Upon resolution) **45%**
2nd qtr 5 (4 Agreed Upon Resolution)**80%**

G = 1
2nd qtr 0

2nd qtr '07

Medical - Denied

I/C = 15 (7 Agreed Upon resolution) **46%**
2nd qtr 9 (1 Agreed Upon Resolution) **11%**
G = 1
2nd qtr 5

Request for Off-Site Specialty Care

I/C = 2 (2 Agreed Upon resolution) **100%**
2nd qtr 6 (4 Agreed Upon Resolution) **66%**
G = 2
2nd qtr 0

Request to be Seen

I/C = 16 (14 Agreed Upon Resolution) **87%**
2nd qtr 20 (16 Agreed Upon Resolution) **80%**
G = 2
2nd qtr 1

Dental - Denied

I/C = 4 (4 Agreed Upon resolution) **100%**
2nd qtr 5 (4 Agreed Upon Resolution) **80%**
G = 0
2nd qtr 1

Dental - Dissatisfied with Quality

I/C = 4 (3 Agreed Upon Resolution) **75%**
2nd qtr 4 (1 Agreed Upon Resolution) **25%**
G = 0
2nd qtr 0

Mental Health - Dissatisfied w/ Quality

I/C = 17 (11 Agreed Upon Resolution) **65%**
2nd qtr 13 (7 Agreed Upon Resolution) **54%**
G = 4
2nd qtr 2

Mental Health - Denied

I/C = 2 (1 Agreed Upon Resolution) **50%**
2nd qtr 0
G = 2
2nd qtr 0

2nd qtr '07

Health Related – Other
I/C = 16 (12 Agreed upon resolution) **75%**
2nd qtr 0
G = 2
2nd qtr 0

EMPLOYEE CONDUCT

INFORMAL COMPLAINTS

Total = 144
2nd qtr 235
An Agreed Upon Resolution was reached in 130 of those Informal Complaints or **55%** of the time in the 2nd qtr vs. **67%** of the time (97 of 144) in the 1st qtr

FORMAL GRIEVANCES REGARDING EMPLOYEE CONDUCT

Total = 47 (**577 in the 1st qtr of '06**)
2nd qtr 40 (**553 in the 2nd qtr of '06**)

IIINFORMAL COMPLAINTS/GRIEVANCES REGARDING EMPLOYEE CONDUCT
BY WORK SITE

CCCC
I/C'S = 19 (13 Agreed Upon) **68%**
2nd qtr 46 (22 Agreed Upon) **48%**
G's = 5 (**88 in 1st qtr of '06**)
2nd qtr 2

2nd qtr '07

DSCF

I/C'S = 6 (4 Agreed Upon) **66%**
2nd qtr 18 (10 Agreed Upon) **56%**
G's = 3 (**73 in the 1st qtr of '06**)
2nd qtr 2

NSCF

I/C'S = 28 (12 Agreed Upon) **43%**
2nd qtr 44 (21 Agreed Upon) **48%**
G's = 8 (**169 in 1st qtr of '06**)
2nd qtr 6

NWSCF

I/C'S = 34 (28 Agreed Upon) **82%**
2nd qtr 51 (35 Agreed Upon) **69%**
G's = 5 (**50 in the 1st qtr of '06**)
2nd qtr 10

MVRCF

I/C'S = 10 (7 Agreed Upon) **70%**
2nd qtr 15 (7 Agreed Upon) **47%**
G's = 1 (**15 in 1st qtr of '06**)
2nd qtr 4

NERCF

I/C's = 8 (5 Agreed Upon) **62%**
2nd qtr 15 (13 Agreed Upon) **87%**
G's = 2 (**49 in 1st qtr of '06**)
2nd qtr 3

SSCF

I/C's = 18 (6 Agreed Upon) **33%**
2nd qtr 18 (7 agreed Upon) **39%**
G's = 3 (**107 in the 1st qtr of '06**)
2nd qtr 5

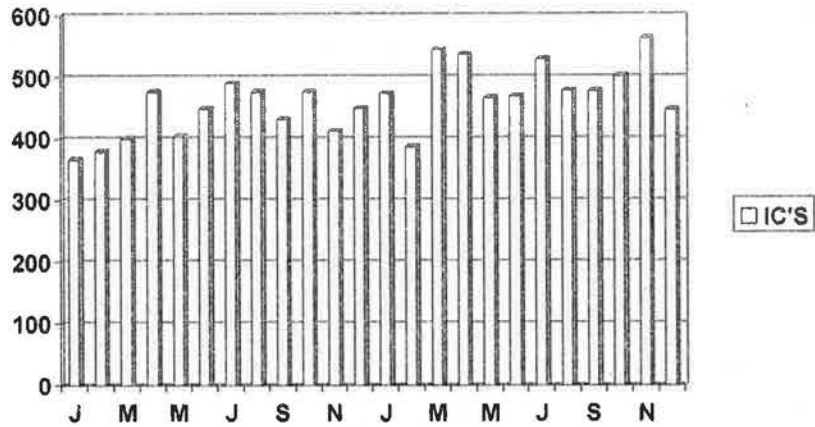
SESCF

	I/C's = 17 (16 Agreed Upon) 94%
2 nd qtr	19 (13 Agreed Upon) 68%
	G's = 0 (12 in 1st qtr of '06)
2 nd qtr	5

CY2008
GRIEVANCE REPORT

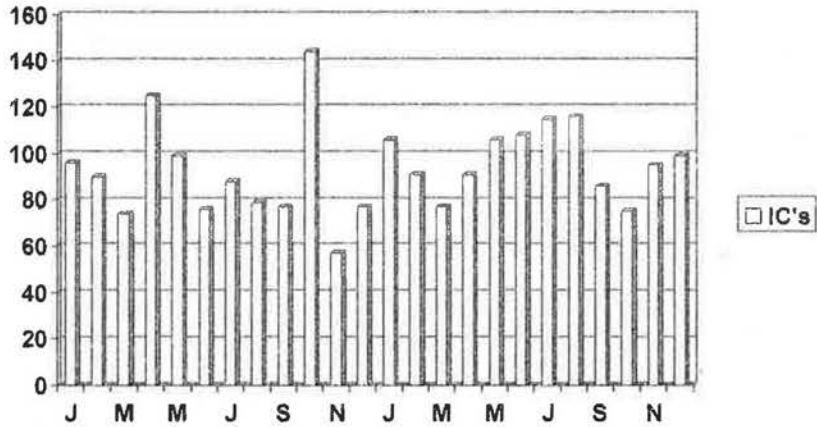
Statewide Perspective

IC'S STATEWIDE 01/01/2007
THRU 12/31/2008

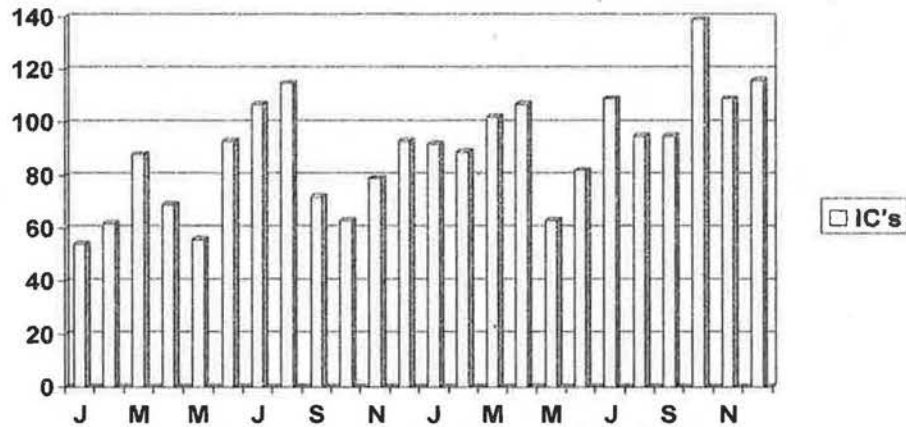


Facilities Perspective

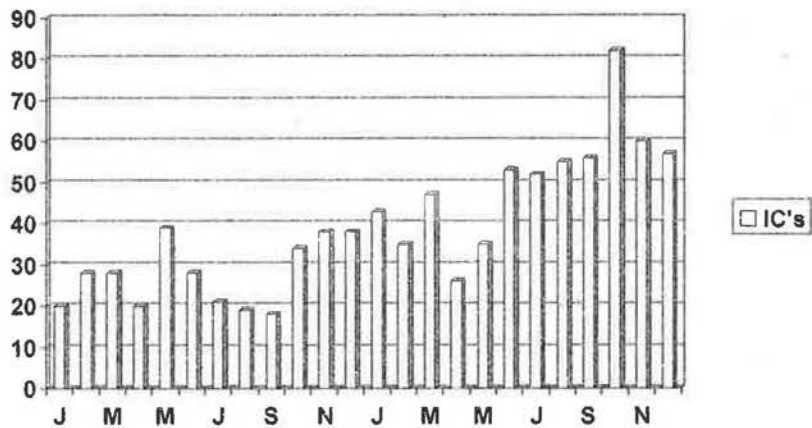
SSCF IC's 01/01/2007 thru
12/31/2008



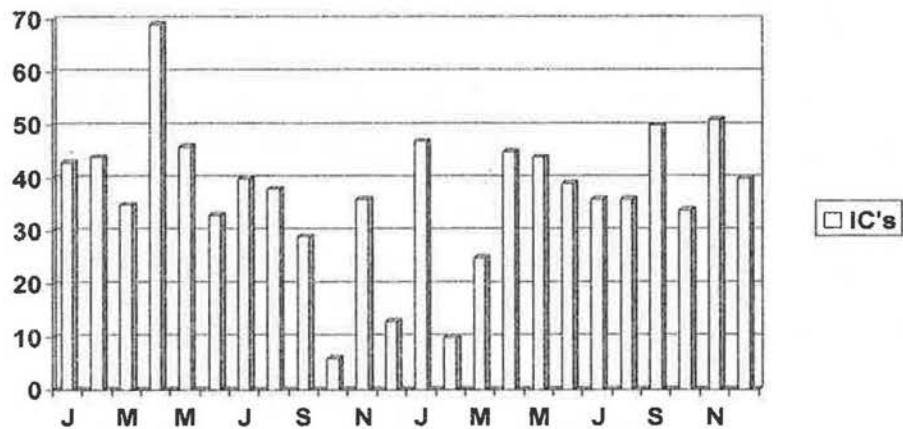
NSCF IC's 01/01/2007 thru
12/31/2008



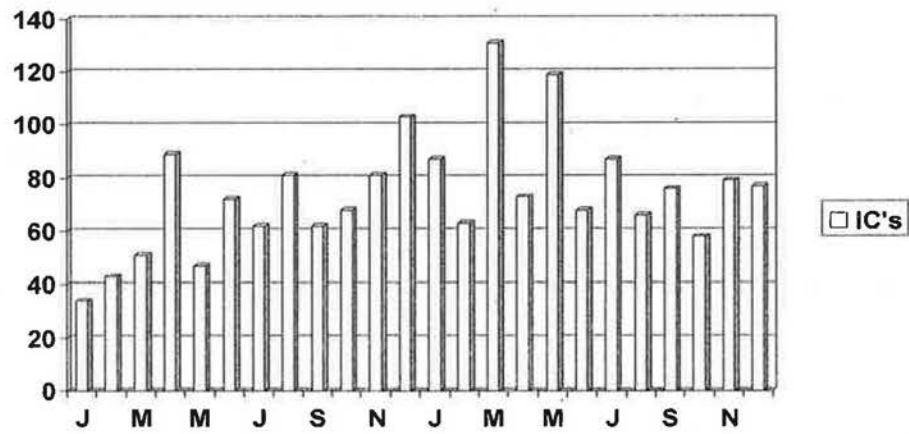
MVRCF IC's 01/01/2007 thru 12/31/2008



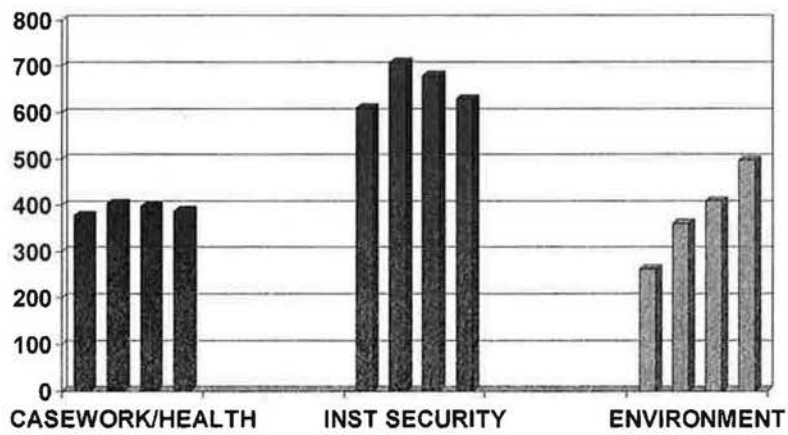
NERCF IC's 01/01/2007 thru 12/31/2008



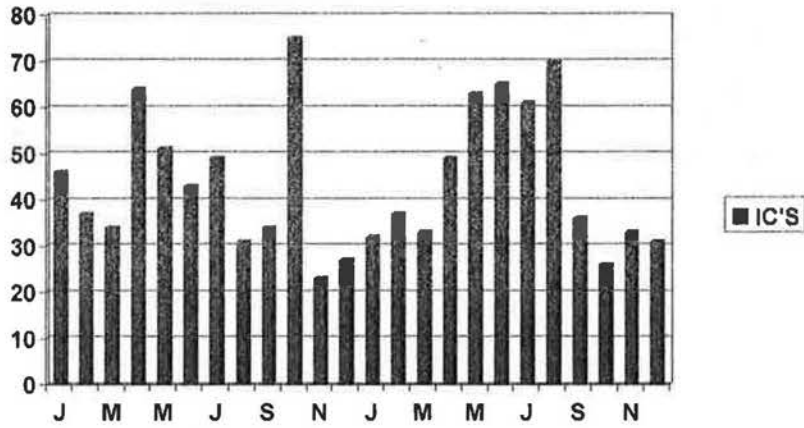
CRCF IC's 01/012007 thru 12/31/2008



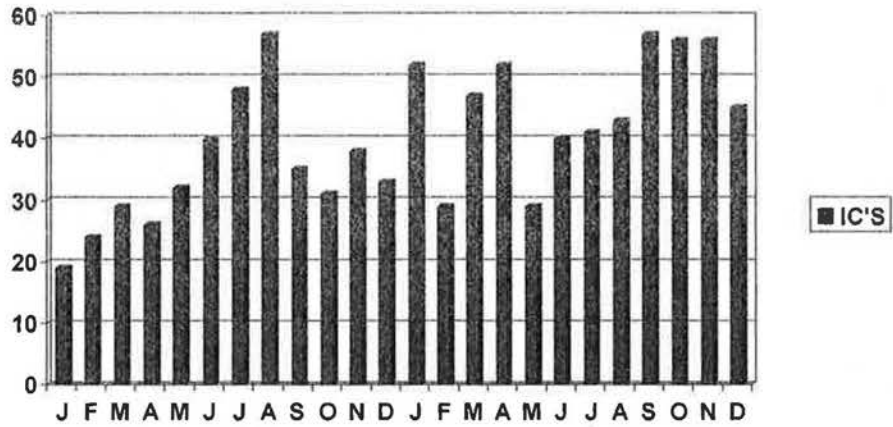
State Wide COMPOSITION OF CY2008 I/C BY BAND



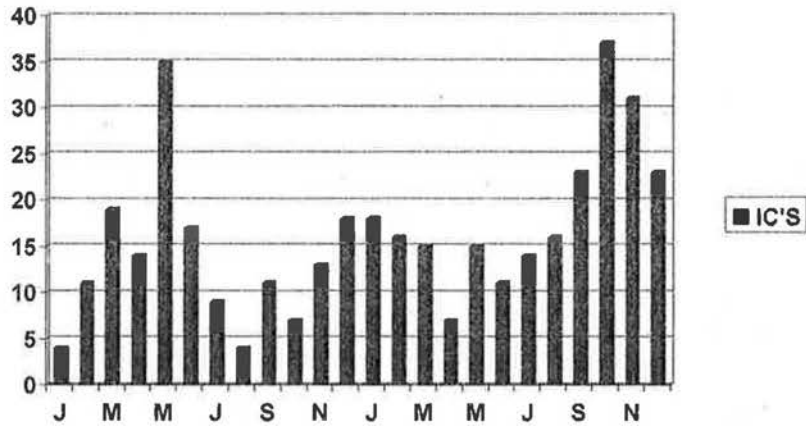
SSCF IC'S RED BAND 01/01/2007 THRU 12/31/2008



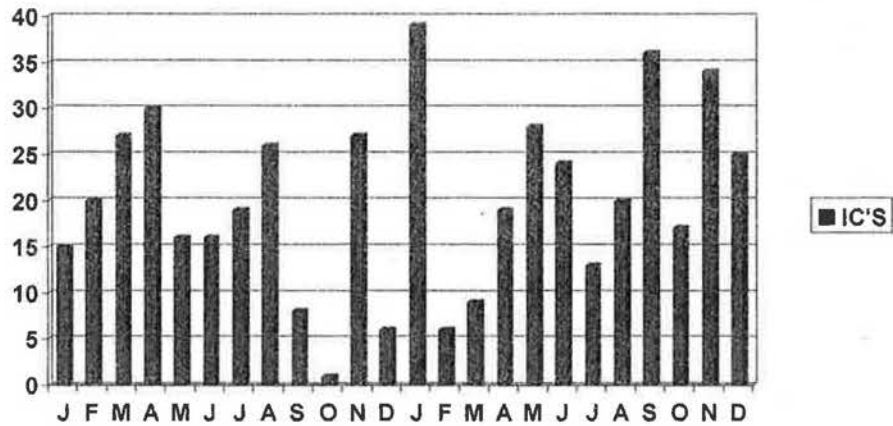
NSCF IC'S RED BAND 01/01/2007 THRU 12/31/2008



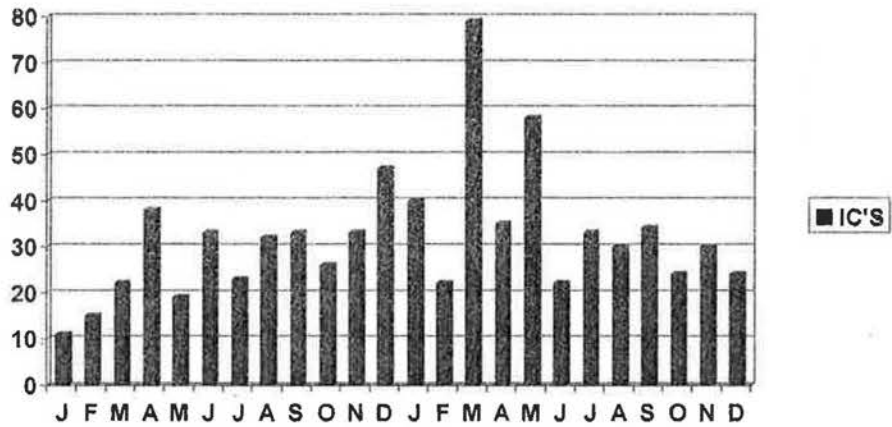
MVRCF IC'S RED BAND 01/01/2007 THRU 12/31/2008



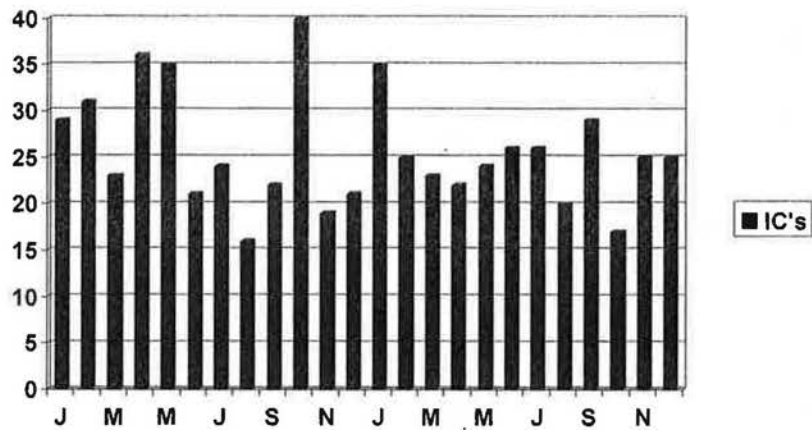
NERCF IC'S RED BAND 01/01/2007 THRU 12/31/2008



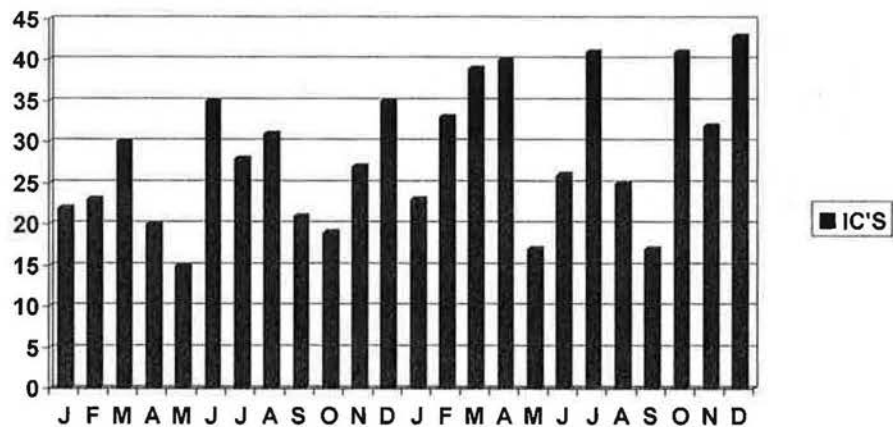
CRCF IC'S RED BAND 01/01/2007 THRU 12/31/2008



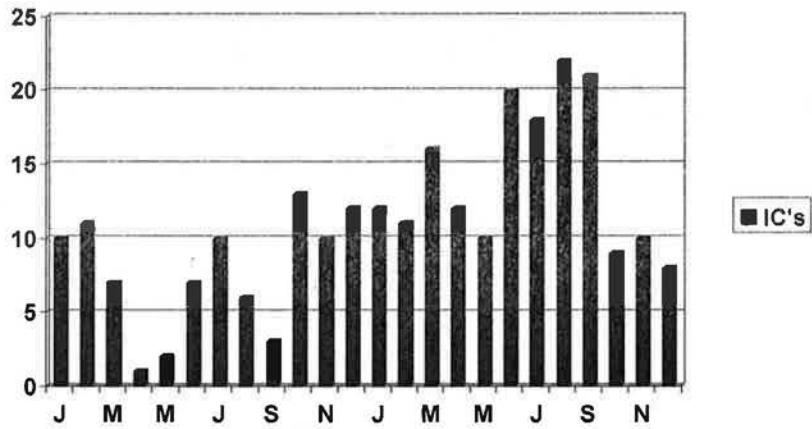
SSCF IC's BLUE BAND 01/01/2007 thru 12/31/2008



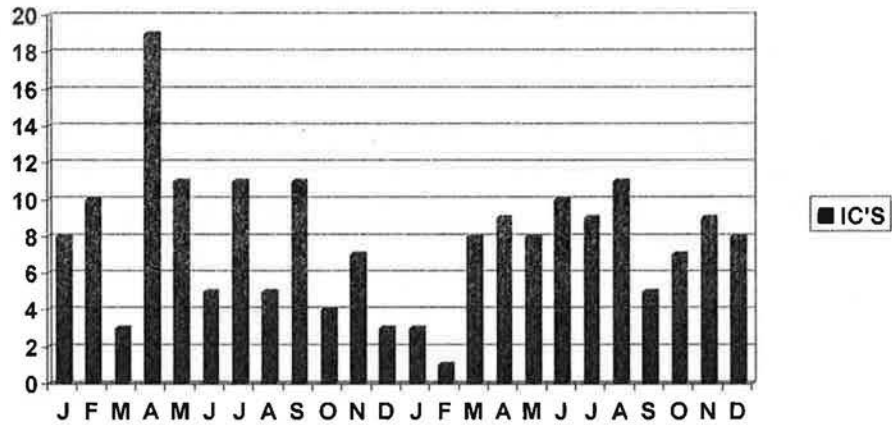
NSCF IC'S BLUE BAND 01/01/2007 THRU 12/31/2008



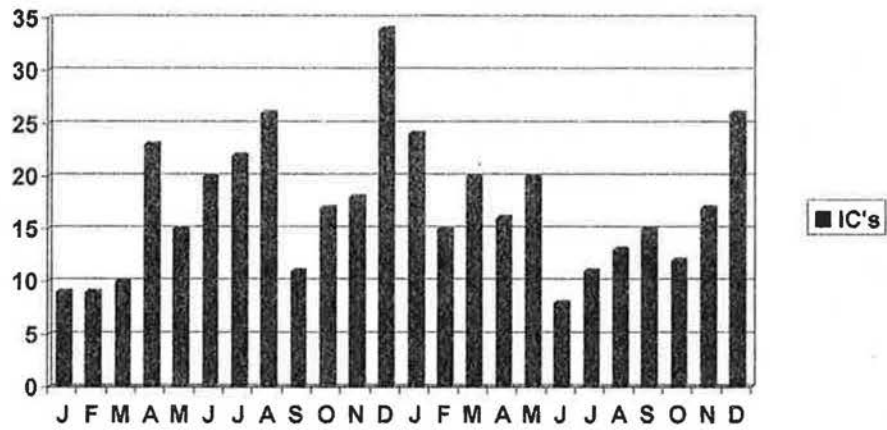
MVRCF IC's BLUE BAND 01/01/2007 thru 12/31/2008



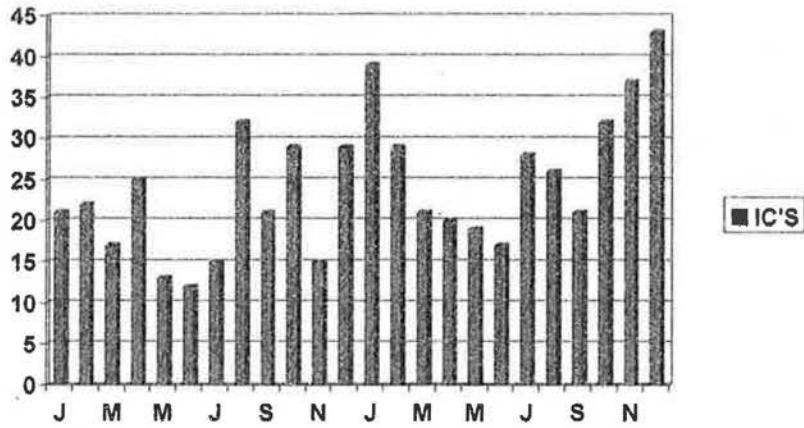
NSCF IC'S BLUE BAND 01/01/2007 THRU 12/31/2008



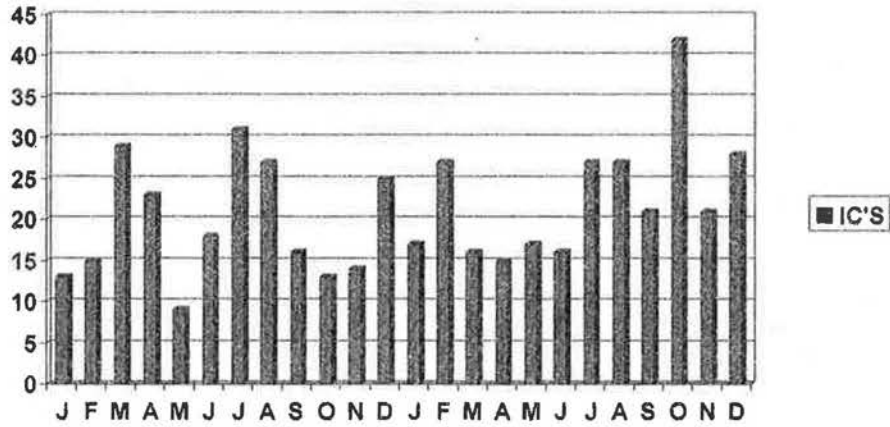
CRCF IC's BLUE BAND 01/01/2007 thru 12/31/2008



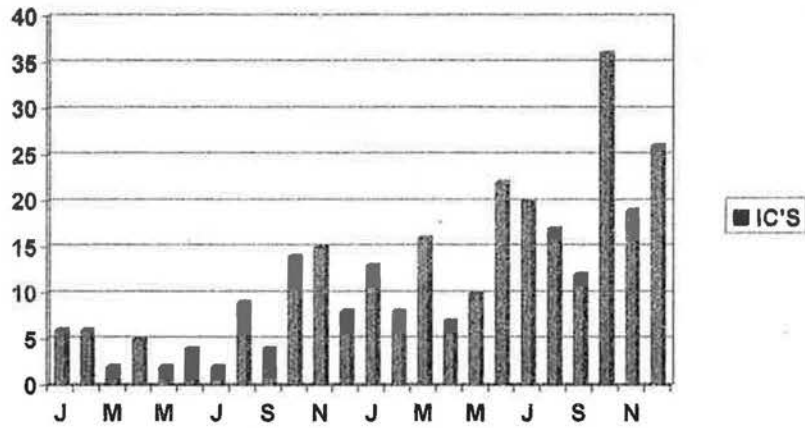
SSCF IC'S GREEN BAND 01/01/2007 THRU 09/30/2008



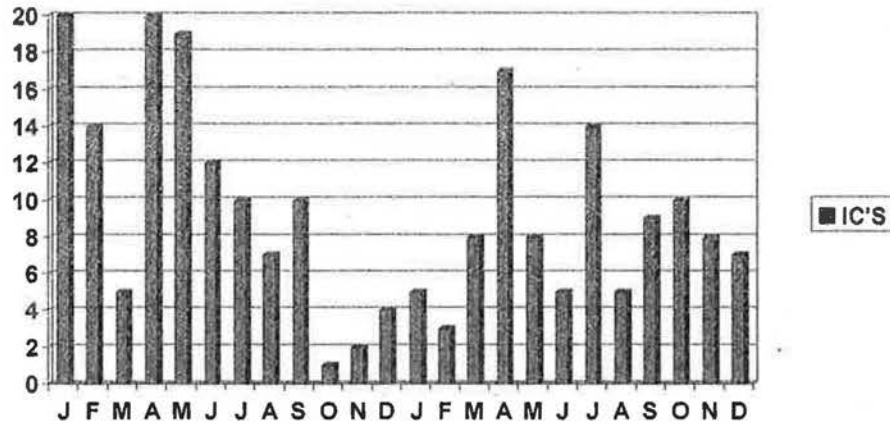
NSCF IC'S GREEN BAND 01/01/2007 THRU 12/31/2008



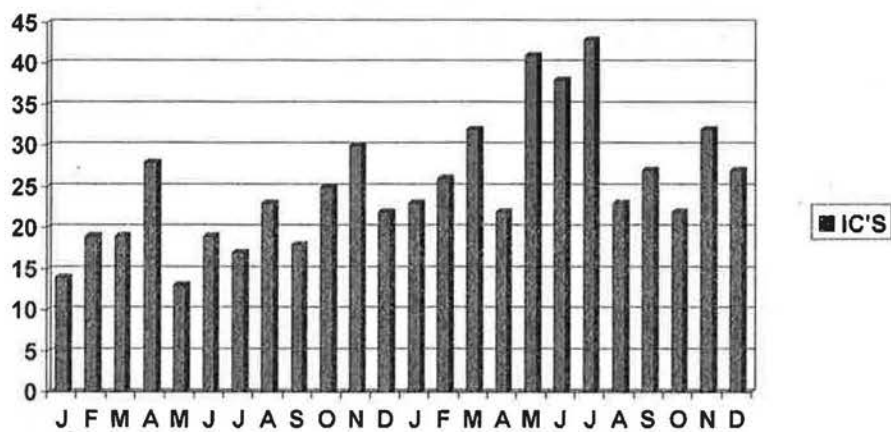
MVRCF IC'S GREEN BAND 01/01/2007 THRU 12/31/2008



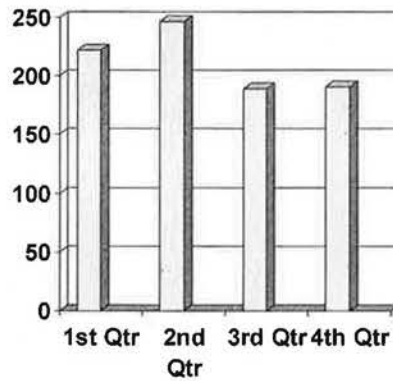
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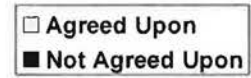
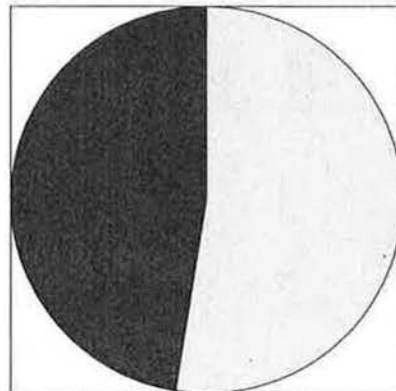
CRCF IC'S GREEN BAND 01/01/2007 THRU 12/31/2008



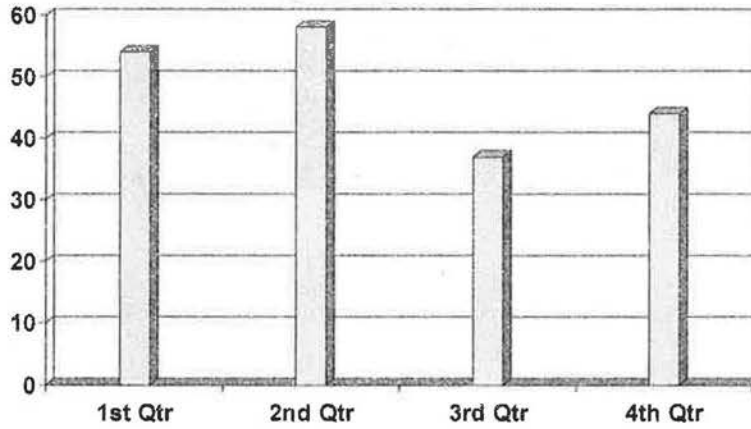
State Wide CY 2008 Health I/C's



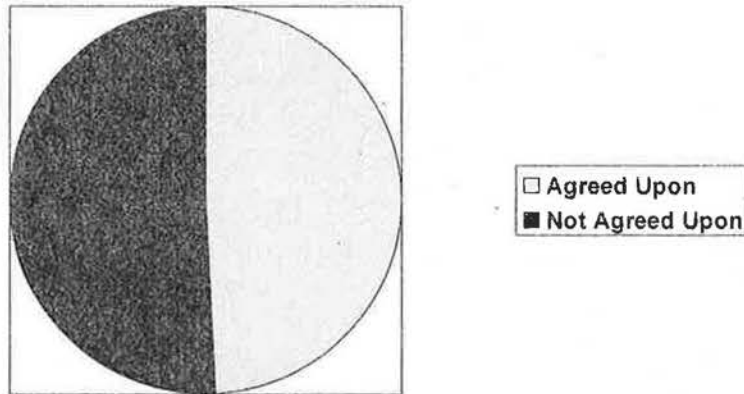
State Wide CY 2008 Health I/C's with an Agreed Upon Resolution



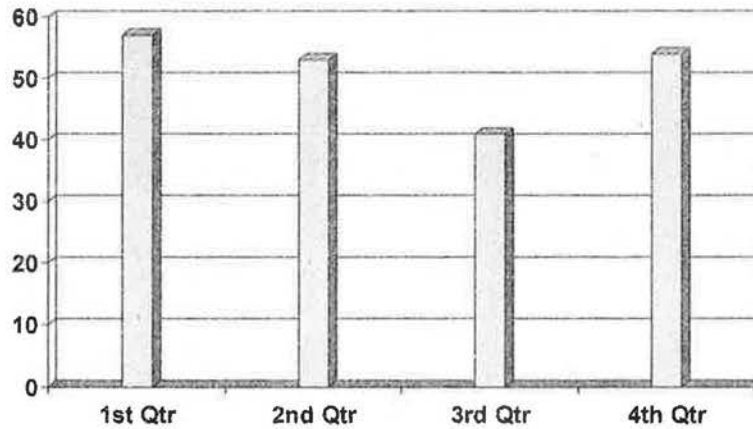
SSCF CY 2008 Health I/C's



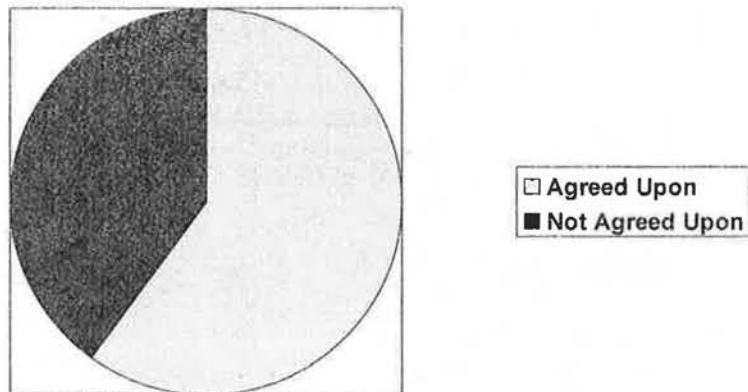
SSCF CY 2008 Health I/C's with an Agreed Upon Resolution



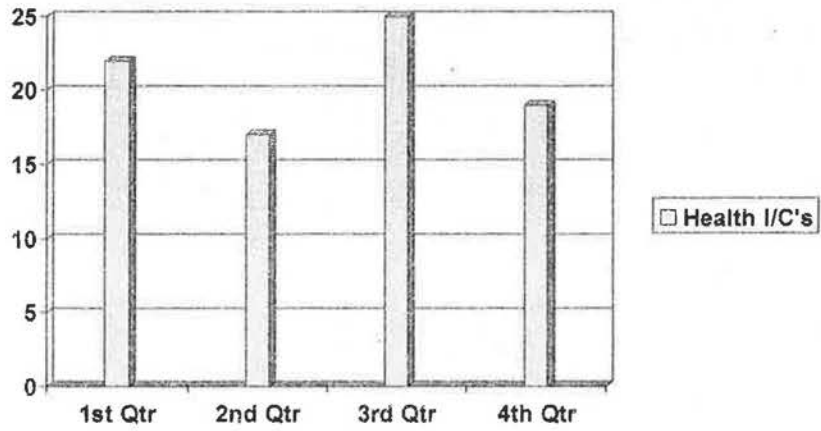
NSCF CY 2008 Health I/C's



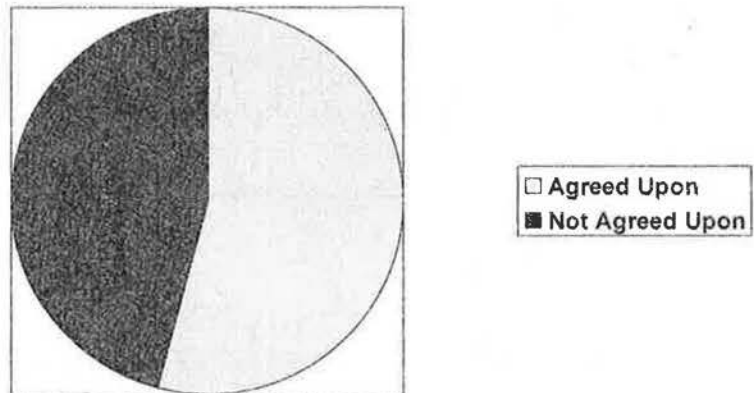
NSCF CY 2008 Health I/C's with an Agreed Upon Resolution



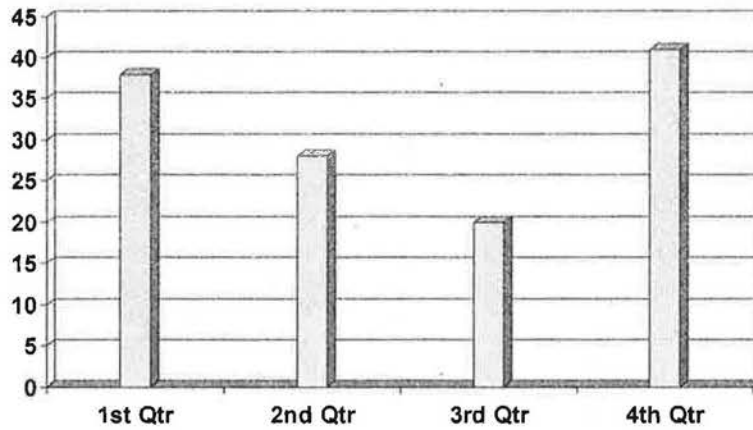
MVRCF CY 2008 Health I/C's



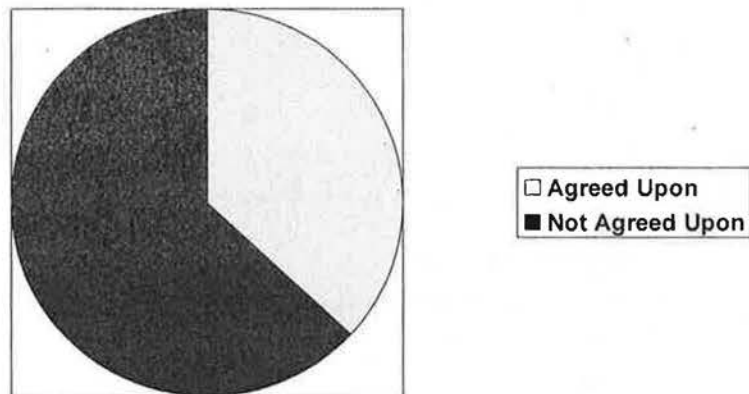
MVRCF CY 2008 Health I/C's with an Agreed Upon Resolution



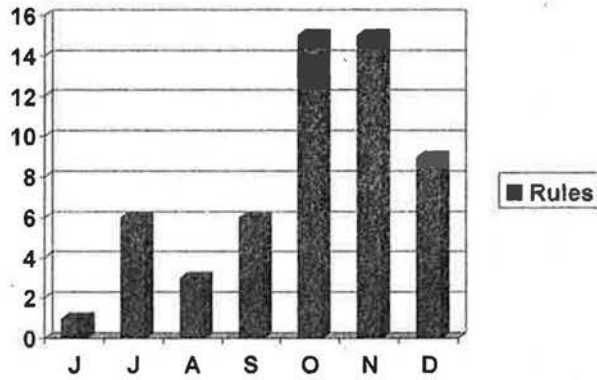
CRCF CY 2008 Health I/C's



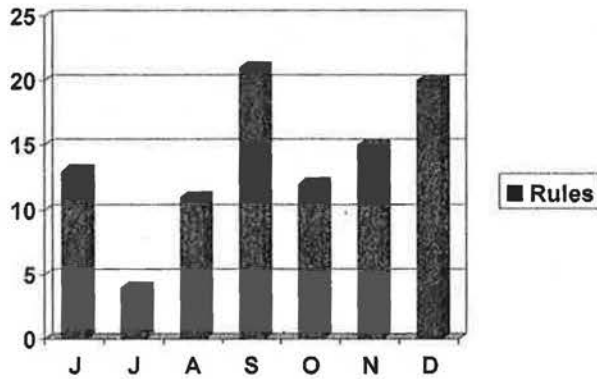
CRCF CY 2008 Health I/C's with an Agreed Upon Resolution



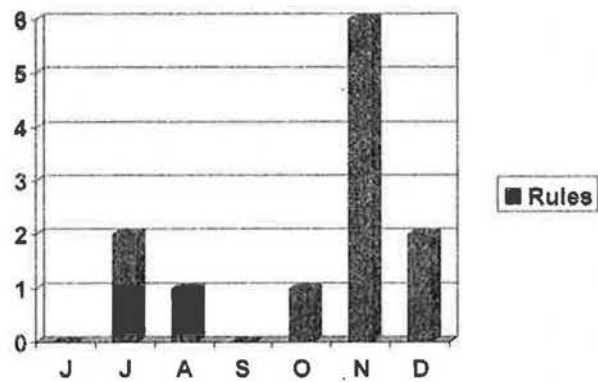
MVRCF Institutional Rules I/C's 06/08 thru 12/08



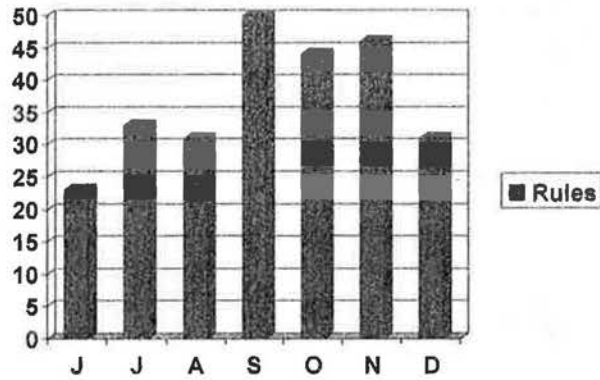
NERCF Institutional Rules I/C's 06/08 thru 12/08



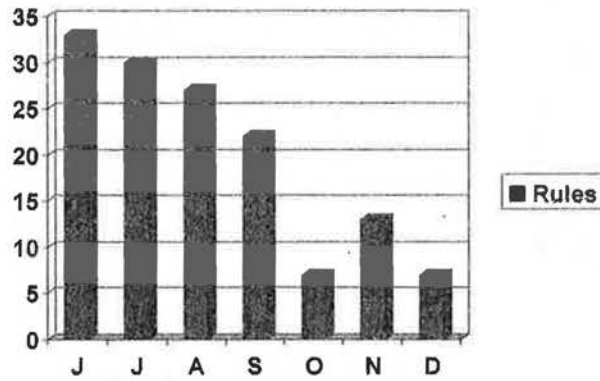
CRCF Institutional Rules I/C's 06/08 thru 12/08



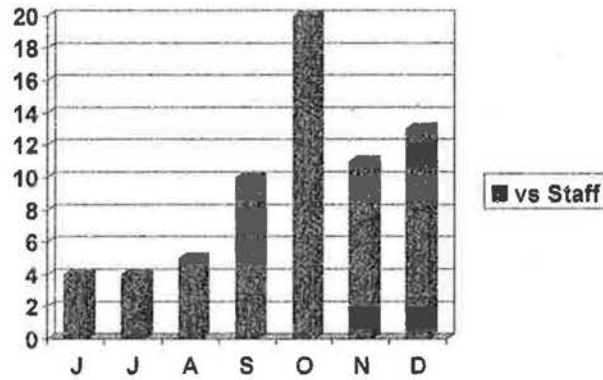
NSCF Institutional Rules I/C's 06/08 thru 12/08



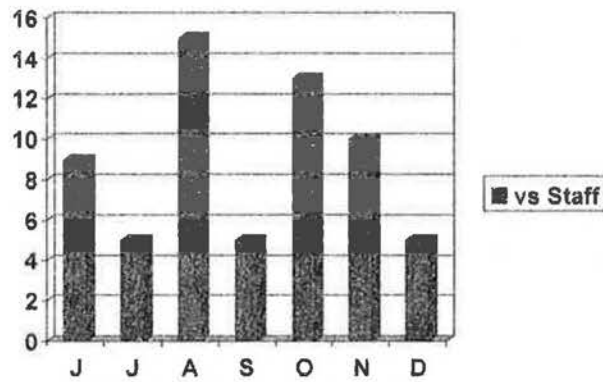
SSCF Institutional Rules I/C's 06/08 thru 12/08



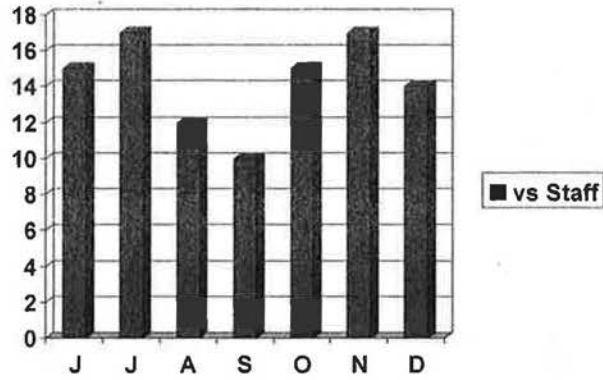
MVRCF I/C's re: STAFF 06/08 thru 12/08



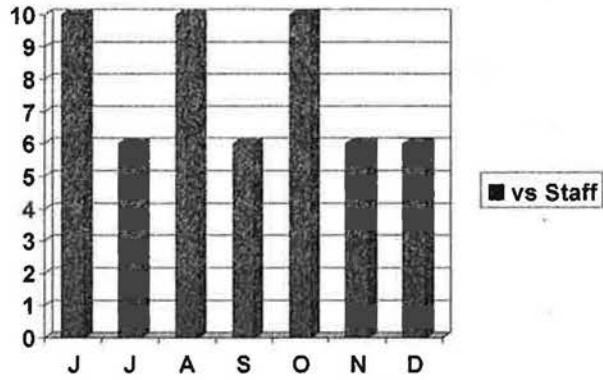
NERCF I/C's re: STAFF 06/08 thru 12/08



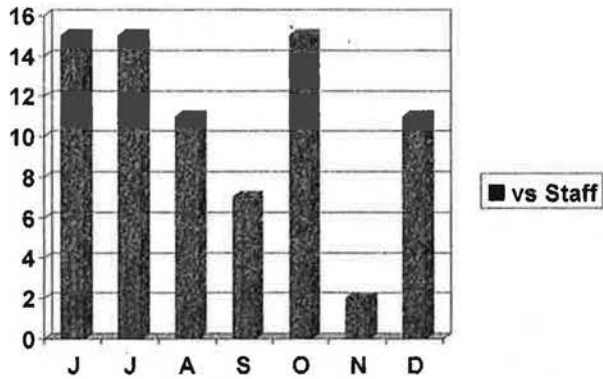
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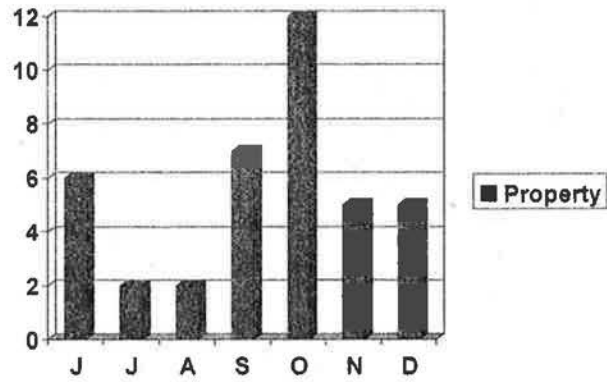
NSCF I/C's re: STAFF 06/08 thru 12/08



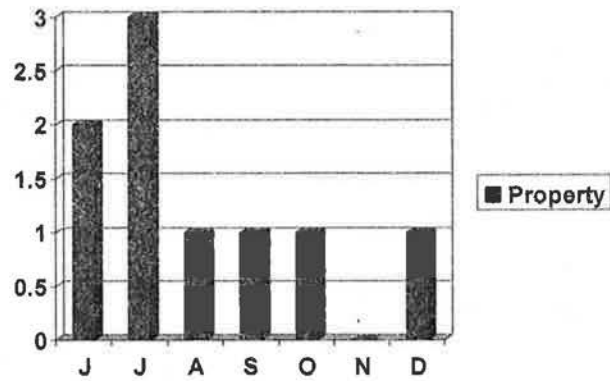
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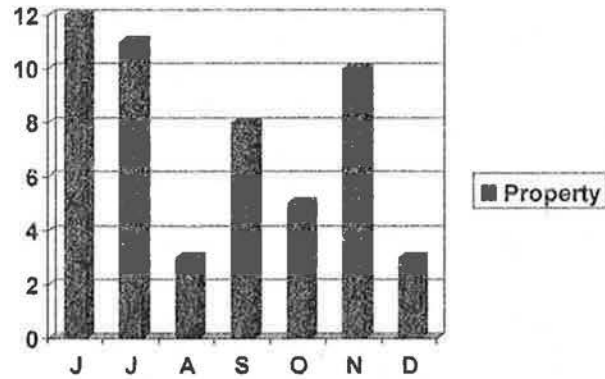
MVRCF I/C's re: Property 06/08 thru 12/08



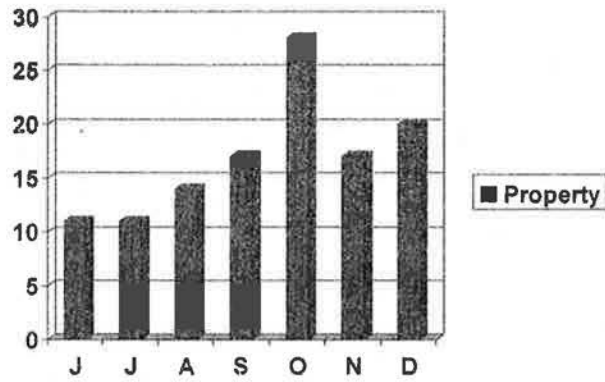
NERCF I/C's re: Property 06/08 thru 12/08



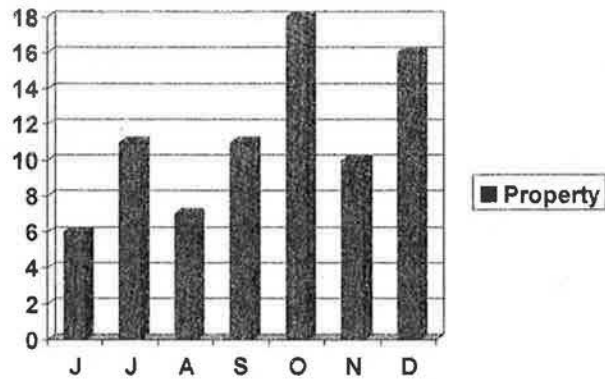
CRCF I/C's re: Property 06/08 thru 12/08



NSCF I/C's re: Property 06/08 thru 12/08



SSCF I/C's re: Property 06/08 thru 12/08



CY 2008

OFFENDER GRIEVANCE REPORT

Executive Summary

State Wide

	2007	2008
I/C's	5219 – 2723A = 52%	5737 – 2611A = 46%
G's	966 = 19%	1171 = 20%

SSCF

I/C's	1082 – 416A = 38%	1176 – 406A = 35%
G's	236 = 22%	299 = 25%

NSCF

I/C's	951 – 452A = 48%	1198 – 597A = 50%
G's	199 = 21%	387 = 32%

MVRCF

I/C's	331 – 226A = 68%	600 – 360A = 60%
G's	23 = 7%	34 = 5%

NERCF

I/C's	432 – 294A = 68%	457 – 199A = 44%
G's	60 = 14%	64 = 14%

CRCF

I/C's	793 – 414A = 52%	1005 – 411A = 41%
G's	120 = 15%	150 = 15%

CY 2008

OFFENDER GRIEVANCE REPORT

Medical Complaints

Executive Summary

State Wide

	2007	2008
I/C's	823 - 470A = 57%	854 - 449A = 53%
G's	176 = 21%	192 = 22%

SSCF

I/C's	185 - 78A = 42%	193 - 95A = 49%
G's	40 = 22%	61 = 32%

NSCF

I/C's	158 - 92A = 58%	205 - 123A = 60%
G's	28 = 18%	60 = 29%

MVRCF

I/C's	43 - 23A = 53%	83 - 45A = 54%
G's	1 = 3%	2 = 2%

NERCF

I/C's	69 - 53A = 77%	45 - 22A = 49%
G's	11 = 16%	8 = 18%

CRCF

I/C's	96 - 52A = 54%	127 - 47A = 37%
G's	45 = 47%	35 = 28%

CY 2009
As of the end of the 4th Quarter
OFFENDER GRIEVANCE REPORT

Executive Summary

State Wide

	2008	2009
I/C's	5737 - 2611A = 46%	6189 - 2869A = 46%
G's	1173 = 20%	1338 = 22%
Unanswered	274 = 23%	297 = 22%

SSCF

I/C's	1176 - 406A = 35%	1226 - 307A = 25%
G's	299 = 25%	356 = 29%
Unanswered	65 = 22%	164 = 46%

NSCF

I/C's	1198 - 597A = 50%	1293 - 625A = 48%
G's	387 = 32%	391 = 30%
Unanswered	2 = .005%	28 = 5%

MVRCF

I/C's	600 - 360A = 60%	601 - 416A = 69%
G's	34 = 5%	40 = 7%
Unanswered	2 = 6%	0

NERCF

I/C's	457 - 199A = 44%	600 - 224A = 37%
G's	64 = 14%	111 = 19%
Unanswered	30 = 46%	27 = 24%

CRCF

I/C's	1005 - 411A = 41%	742 - 268A = 36%
G's	150 = 15%	168 = 23%
Unanswered	113 = 75%	14 = 8%

NWSCF

I/C's	776 - 428A = 56%	1203 - 821A = 68%
G's	139 = 18%	161 = 13%
Unanswered	2 = 1%	20 = 12%

SESCF

I/C'S		205 - 106A = 51%
G'S		15 = 7%
Unanswered		15 = 100%

CCWC

I/C'S		99 - 45A = 45%
G's		20 = 20%
Unanswered		17 = 85%

Medical Complaints

State Wide

	2008	2009
I/C's	854 - 449A = 53%	1114 - 646A = 58%
G's	192 = 22%	243 = 22%

SSCF

I/C's	193 - 95A = 49%	193 - 89A = 46%
G's	61 = 32%	70 = 36%

NSCF

I/C's	205 - 123A = 60%	258 - 153A = 59%
G's	60 = 29%	60 = 23%

MVRCF

I/C's	83 - 45A = 54%	99 - 82A = 82%
G's	2 = 2%	9 = 9%

NERCF

I/C's	45 - 22A = 49%	50 - 25A = 50%
G's	8 = 18%	4 = .08%

CRCF

I/C's	127 - 47A = 37%	126 - 34A = 27%
G's	35 = 28%	53 = 42%

SESCF

I/C's

NWSCF

I/C's	86 - 57A	341 - 244A = 71%
G's	16 = 19%	38 = 11%

CY 2010
OFFENDER GRIEVANCE REPORT

Executive Summary

State Wide

	2009	2010
I/C's	6189 – 2869A = 46%	5421 - 2683A = 49%
G's	1338 = 22%	1178 = 22%
Unanswered	297 = 22%	296 = 25%

SSCF

I/C's	1226 – 307A = 25%	1051 – 231A = 22%
G's	356 = 29%	253 = 24%
Unanswered	164 = 46%	48 = 19%

NSCF

I/C's	1293 – 625A = 48%	1295 – 640A = 49%
G's	391 = 30%	438 = 39%
Unanswered	28 = 5%	58 = 13%

MVRCF

I/C's	601 – 416A = 69%	384 – 276A = 72%
G's	40 = 7%	21 = 5%
Unanswered	0	2 = .09%

NERCF

I/C's	600 – 224A = 37%	595 – 274A = 46%
G's	111 = 19%	124 = 21%
Unanswered	27 = 24%	27 = 22%

CRCF

I/C's	742 - 268A = 36%	744 - 473A = 64%
G's	168 = 23%	121 = 16%
Unanswered	14 = 8%	82 = 68%

NWSCF

I/C's	1203 - 821A = 68%	1003 - 609A = 61%
G's	161 = 13%	137 = 14%
Unanswered	20 = 12%	50 = 36%

SESCF

I/C'S	205 - 106A = 51%	102 - 80A = 78%
G'S	15 = 7%	8 = .08%
Unanswered	15 = 100%	0 = 0%

CCWC

I/C'S	99 - 45A = 45%	65 - 36A = 55%
G's	20 = 20%	8 = 12%
Unanswered	17 = 85%	4 = 50%

Medical Complaints

State Wide

	2009	2010
I/C's	1114 - 646A = 58%	570 - 325A = 57%
G's	243 = 22%	110 = 19%

SSCF

I/C's	193 - 89A = 46%	92- 10A = 11%
G's	70= 36%	21= 23%

NSCF

I/C's	258 - 153A = 59%	181 - 108A = 60%
G's	60 = 23%	58 = 32%

MVRCF

I/C's	99 - 82A = 82%	30 - 23A = 77%
G's	9 = 9%	1 = .03%

NERCF

I/C's	50 - 25A = 50%	35 - 25A = 71%
G's	4 = .08%	2 = .06%

CRCF

I/C's	126 - 34A = 27%	75 - 26A = 35%
G's	53 = 42%	16 = 21%

SESCF

I/C's		4 - 3A = 75%
G's		1 = 25%

NWSCF

I/C's	341 - 244A = 71%	147 - 127A = 87%
G's	38 = 11%	10 = .06%

CY 2010
OFFENDER GRIEVANCE REPORT

Executive Summary

State Wide

	2009	2010
I/C's	6189 - 2869A = 46%	5421 - 2683A = 49%
G's	1338 = 22%	1178 = 22%
Unanswered	297 = 22%	296 = 25%

SSCF

I/C's	1226 - 307A = 25%	1051 - 231A = 22%
G's	356 = 29%	253 = 24%
Unanswered	164 = 46%	48 = 19%

NSCF

I/C's	1293 - 625A = 48%	1295 - 640A = 49%
G's	391 = 30%	438 = 39%
Unanswered	28 = 5%	58 = 13%

MVRCF

I/C's	601 - 416A = 69%	384 - 276A = 72%
G's	40 = 7%	21 = 5%
Unanswered	0	2 = .09%

NERCF

I/C's	600 - 224A = 37%	595 - 274A = 46%
G's	111 = 19%	124 = 21%
Unanswered	27 = 24%	27 = 22%

CRCF

I/C's	742 - 268A = 36%	744 - 473A = 64%
G's	168 = 23%	121 = 16%
Unanswered	14 = 8%	82 = 68%

NWSCF

I/C's	1203 - 821A = 68%	1003 - 609A = 61%
G's	161 = 13%	137 = 14%
Unanswered	20 = 12%	50 = 36%

SESCF

I/C'S	205 - 106A = 51%	102 - 80A = 78%
G'S	15 = 7%	8 = .08%
Unanswered	15 = 100%	0 = 0%

CCWC

I/C'S	99 - 45A = 45%	65 - 36A = 55%
G's	20 = 20%	8 = 12%
Unanswered	17 = 85%	4 = 50%

Medical Complaints

State Wide

	2009	2010
I/C's	1114 - 646A = 58%	1081 - 584A = 54%
G's	243 = 22%	231 = 21%

SSCF

I/C's	193 - 89A = 46%	238 - 16A = 7%
G's	70 = 36%	57 = 23%

NSCF

I/C's	258 - 153A = 59%	285 - 159A = 56%
G's	60 = 23%	106 = 37%

MVRCF

I/C's	99 - 82A = 82%	81 - 58A = 72%
G's	9 = 9%	2 = 2%

NERCF

I/C's	50 - 25A = 50%	49 - 33A = 67%
G's	4 = .08%	6 = .12%

CRCF

I/C's	126 - 34A = 27%	173 - 114A = 65%
G's	53 = 42%	29 = 17%

SESCF

I/C's		4 - 3A = 75%
G's		1 = 25%

NWSCF

I/C's	341 - 244A = 71%	147 - 127A = 87%
G's	38 = 11%	10 = .06%

CY's 2010 – 2011-- 2012 thru June

OFFENDER GRIEVANCE REPORT

Executive Summary

State Wide

	2010	2011	As of 6/30 2012
I/C's	5421 – 2683A = 49%	6176 – 3090A = 50%	3483 – 1716A = 49%
G's	1178 = 22%	1292 = 21%	780 = 22%
Unanswered	296 = 25%	352 = 27%	158 = 20%

SSCF

I/C's	1051 – 231A = 22%	1187 – 418A = 35%	968 – 423 = 44%
G's	253 = 24%	308 = 26%	285 = 29%
Unanswered	48 = 19%	34 = 24%	30 = 11%

NSCF

I/C's	1295 – 640A = 49%	1107 – 447A = 40%	662 – 246A = 37%
G's	438 = 39%	353 = 32%	252 = 38%
Unanswered	58 = 13%	23 = 8%	41 = 16%

MVRFC

I/C's	384 – 276A = 72%	431 - 352A = 82%	144 – 120A = 83%
G's	21 = 5%	23 = 5%	7 = 4%
Unanswered	2 = 9%	4 = 17%	0 = 0%

NERCF

I/C's	595 – 274A = 46%	864 – 410A = 47%	474 – 200A = 42%
G's	124 = 21%	182 = 21%	85 – 18%
Unanswered	27 = 22%	21 = 12%	9 = 11%