

Ohio

Department of Rehabilitation & Correction

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Incarcerated Person Grievance Procedure Annual Report for 2021

July 2022

Authority

The Office of the Chief Inspector, in accordance with Administrative Rule 5120-9-30, has the authority to administer all aspects of the grievance process for the Ohio Department of Rehabilitation and Correction (ODRC). Administrative Rule 5120-9-31 outlines the grievance procedure and the requirements associated with its use.

This report, as required by Administrative Rule 5120-9-30 (12), provides descriptive statistical information related to the grievance procedure primarily during 2021, while also providing some basic descriptive trend comparisons for the last 5 complete calendar years (2017 to 2021).

Incarcerated Person Grievance Procedure Enhancements and Electronic Kites¹

Calendar year 2021 represents the fourth full year of ODRC's automated incarcerated person grievance procedure. 2021 also represents the first full year incarcerated persons have had access to the electronic, automated kite system, which virtually eliminated the reliance on paper communications by providing the population the ability to send kites from a kiosk. The full implementation of automated kites helped to reduce the use of the grievance procedure for two-way communications not related to complaints. The 2021 data demonstrates a large decrease in grievance procedure filings following the implementation of this electronic kite system coupled with a broader incarcerated population decrease across the agency.

Incarcerated Person Grievance Procedure

The grievance procedure is a three-step process that begins with the filing of an Informal Complaint Resolution (ICR) to the supervisor of the area where the incarcerated person has a concern. For example, a complaint would be issued to a Food Service Manager for concerns related to food quality. If an incarcerated person is not satisfied with the response rendered in the ICR, the incarcerated person may file a grievance to the Inspector of Institutional Services.

Once a grievance is filed, the Inspector of Institutional Services conducts a thorough investigation into the matter and will determine if any policy, rule, or procedural guideline was violated. The Inspector renders a decision of denied or granted. In some cases, the complaint may be considered non-grievable for not meeting the requirements of AR 5120-9-31 or the incarcerated person may withdraw the complaint. If an incarcerated person is not satisfied with the decision by the inspector, an appeal may be filed to the Office of the Chief Inspector for review by an assigned Assistant Chief Inspector where the decision is considered final.

Incarcerated persons may also file grievances directly to the Chief Inspector in instances where they believe the Warden or Inspector of Institutional Services was personally and knowingly involved in a violation of law, rule or policy, or condoned such a violation.

Incarcerated Person Grievance Procedure Descriptive Trend Information

Table 1 displays the aggregate agency informal complaint resolutions, grievances, appeals, and direct grievances from 2017 to 2021.

¹ "Kites" refers to a system of two-way communication between staff and the incarcerated population separate and distinct from the Incarcerated Person Grievance Procedure.

Please find Table 1 below on page 3 of this report. All data from 2017 and beyond reflect a combination of both the automated grievance procedure application and the DOTS Portal data warehouse.

Table 1. Informal Complaint Resolutions, Grievances, Direct Grievances, and Appeals Filed, 2017-2021.

Filing Type	2017	2018	2019	2020	2021
Informal Complaint Resolutions	41233	62309	64395	66249	50021
Grievances	8227	17874	20041	20661	15887
Appeals	3538	7772	8750	9734	7133
Direct Grievances	1824	3422	2913	3347	3041

Incarcerated Person Grievance Procedure Descriptive Statistics for Calendar Year 2021

Table 2 provides a graph of informal complaints, grievances, and appeals in 2021 expressed in rates per 1,000 incarcerated persons by institution. The use of rates is a conventional method that is appropriate when comparing groups (i.e., prisons) with different sized populations.

Please find Table 2 below on page 4 of this report.

Table 3 surrounds the grievance subject area. This table also illustrates the percent of grievances granted by each particular subject area for all grievances filed in 2021.

Please find Table 3 below on page 5 of this report.

Table 2. Incarcerated Person Grievance Procedure Rates per 1,000 Incarcerated Persons, 2021.

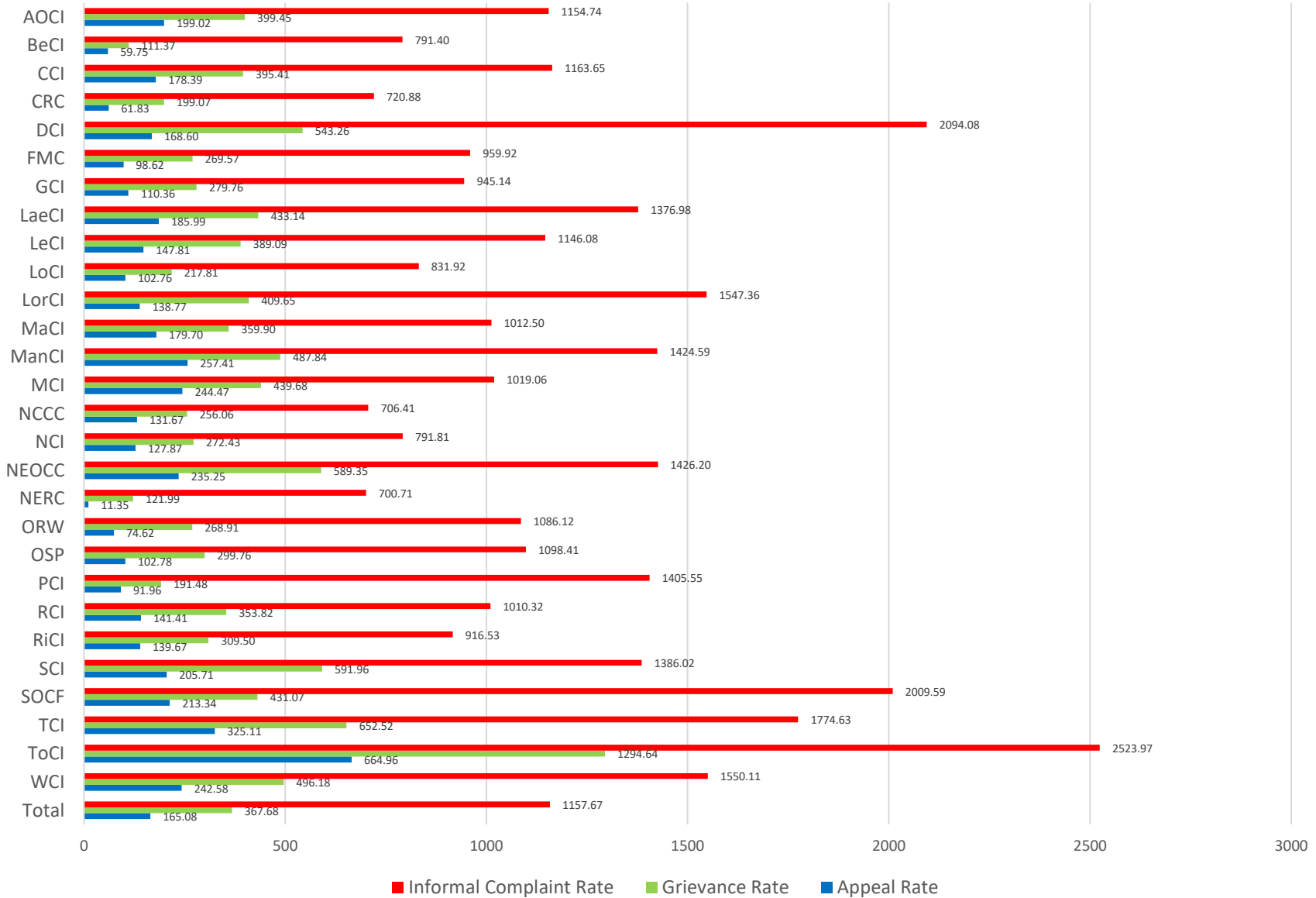


Table 3. Grievance Subject Area by Percent of Grievances Granted, 2021.

Grievance Subject Area	n	Percent Granted
Administration	867	6.5
Business Office	152	10.5
Cashiers Office	628	8.3
Classification	95	5.3
Commissary	431	19.0
Communication	122	5.7
Drug Testing	30	3.3
Education/Vocational	142	4.9
Food Service	617	16.4
Healthcare	1900	5.3
Incarcerated Person Groups	5	20.0
Incarcerated Person Programs	24	8.3
Inspector of Institutional Services	34	.0
Laundry/Quartermaster	151	14.6
Legal Services	2	.0
Library Services	146	3.4
Mail/Package	2150	12.0
Maintenance	79	16.5
Non-Grievable Matters	19	.0
PREA/Sexual Harassment	144	4.2
Property	1205	22.6
Psychological/Psychiatric	275	2.2
Recovery Services	38	.0
Recreation	82	11.0
Religious Services	110	6.4
Safety and Sanitation	78	7.7
Security	1723	8.2
Security Threat Groups	24	.0
Sexual/PREA	1	.0
Special Management Housing	238	10.5
Supervision	736	7.6
Unit Management	2641	7.2
Use of Force	480	3.8
Visitation	91	4.4
Warden	427	3.3
Total	15887	9.3