

Ohio

Department of Rehabilitation & Correction

Mike DeWine, Governor

Annette Chambers-Smith, Director

Office of the Chief Inspector

Chris Lambert, Chief Inspector

Roger Wilson, Deputy Chief Inspector

Antonio Lee, Assistant Chief Inspector

Kelly Riehle, Assistant Chief Inspector

Marc Bratton, Assistant Chief Inspector

Karen Stanforth, Assistant Chief Inspector

Suzanne Evans, Assistant Chief Inspector

Inmate Grievance Procedure Annual Report for 2020
September 2021

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 2020, while also providing some basic descriptive trend comparisons for the last 5 complete calendar years (2016 to 2020).

Inmate Grievance Procedure Transition

Calendar year 2020 represents the third full year of ODRC's automated inmate grievance procedure. The 2020 data demonstrates a continuation of a trend since 2018 with increased use of the grievance procedure following the implementation of the electronic system. When compared to the system when driven by paper, automation has created increased opportunities for the incarcerated population to peacefully, efficiently and productively voice concerns and seek assistance from staff.

Inmate 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.

Inmate Grievance Procedure Descriptive Trend Information

Table 1 displays the aggregate agency informal complaint resolutions, grievances, appeals, and direct grievances from 2016 to 2020.

Please find Table 1 below on page 3 of this report.

The automated grievance procedure application was implemented at different time points at different prisons throughout 2017. All data from 2017 and beyond reflect a combination of both the automated

grievance procedure application and the DOTS Portal data warehouse. All data prior to 2017 is obtained from the DOTS Portal data warehouse.

Table 1. Informal Complaint Resolutions, Grievances, Direct Grievances, and Appeals Filed, 2016-2020

Filing Type	2016	2017	2018	2019	2020
Informal Complaint Resolutions	35799	41233	62309	64395	66249
Grievances	5323	8227	17874	20041	20661
Appeals	2226	3538	7772	8750	9734
Direct Grievances	437	1824	3422	2913	3347

Inmate Grievance Procedure Descriptive Statistics for Calendar Year 2020

Table 2 provides a graph of informal complaints, grievances, and appeals in 2020 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 2020.

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

Table 2. Grievance Procedure Rates per 1,000 Incarcerated Persons, 2020.

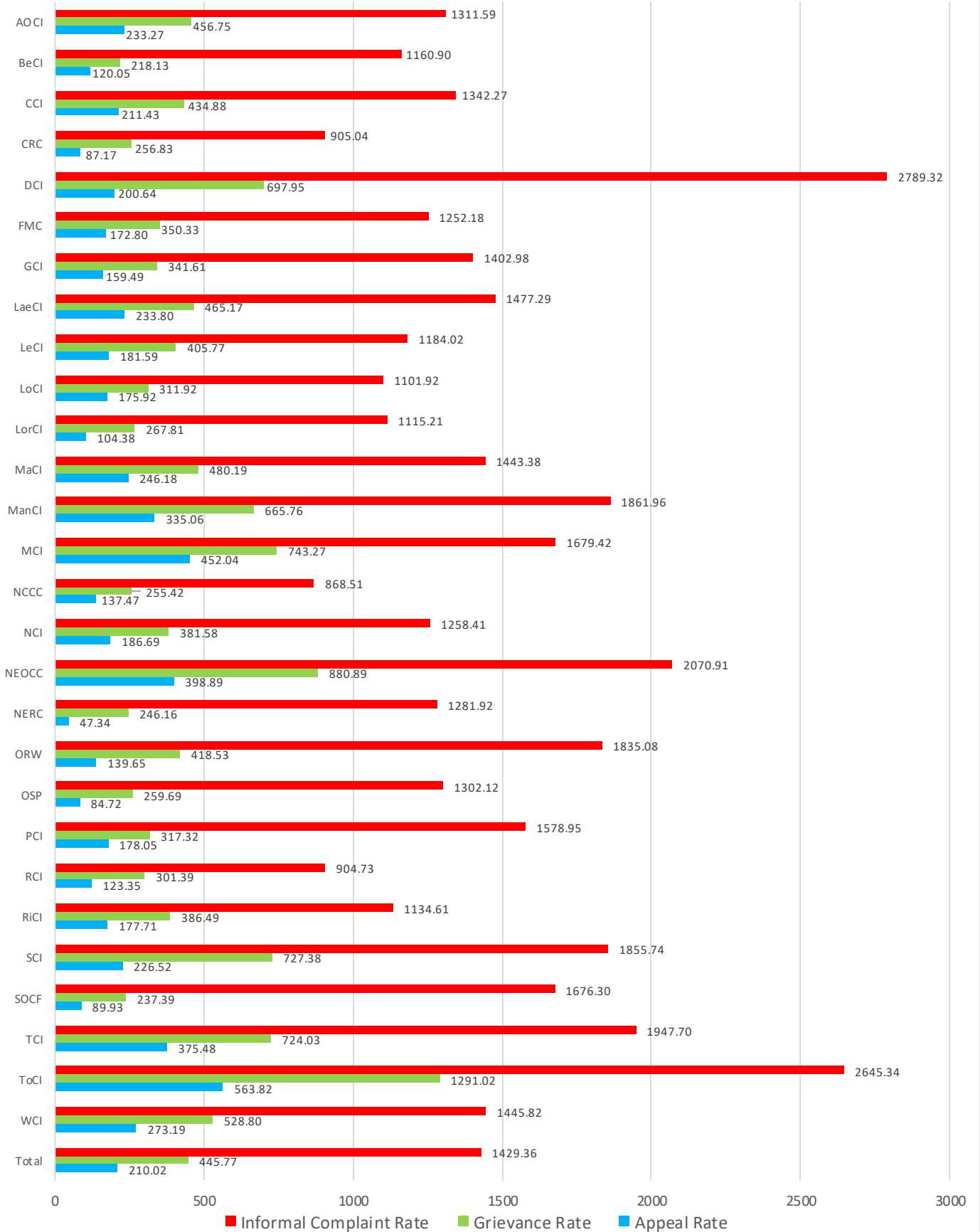


Table 3. Grievance Subject Area by Percent of Grievances Granted, 2020

Grievance Subject Area	n	Percent Granted
Administration	1231	4.7
Business Office	155	6.5
Cashiers Office	616	13.3
Classification	179	4.5
Commissary	671	16.4
Communication	169	2.4
Drug Testing	52	5.8
Education/Vocational	239	4.6
Food Service	1269	12.9
Healthcare	2548	5.5
Inmate Groups	4	0.0
Inmate Programs	17	5.9
Inspector of Institutional Services	13	0.0
Laundry/Quartermaster	216	20.8
Legal Services	1	0.0
Library Services	252	1.6
Mail/Package	2204	9.7
Maintenance	114	13.2
Mental Health Services	289	3.5
Non-Grievable Matters	24	0.0
PREA/Sexual Harassment	169	1.8
Property	1359	19.4
Recovery Services	50	6.0
Recreation	130	13.1
Religious Services	114	12.3
Sanitation	187	7.5
Security	2503	9.3
Security Threat Groups	40	5.0
Special Management Housing	239	4.2
Supervision	792	9.3
Unit Management	3581	8.5
Use of Force	477	3.8
Visitation	115	7.8
Warden	642	3.3
Total	20661	9.0