

Q00E00
Inmate Grievance Office
Department of Public Safety and Correctional Services

Operating Budget Data

(\$ in Thousands)

	<u>FY 13 Actual</u>	<u>FY 14 Working</u>	<u>FY 15 Allowance</u>	<u>FY 14-15 Change</u>	<u>% Change Prior Year</u>
Special Fund	\$862	\$942	\$1,008	\$65	6.9%
Contingent & Back of Bill Reductions	0	0	-9	-9	
Adjusted Special Fund	\$862	\$942	\$999	\$56	6.0%
 Adjusted Grand Total	 \$862	 \$942	 \$999	 \$56	 6.0%

- The Governor's fiscal 2015 allowance for the Inmate Grievance Office (IGO) reflects a net \$56,000 increase over the fiscal 2014 working appropriation. This increase is attributable to growth in personnel costs and payments to the Office of Administrative Hearings.

Personnel Data

	<u>FY 13 Actual</u>	<u>FY 14 Working</u>	<u>FY 15 Allowance</u>	<u>FY 14-15 Change</u>
Regular Positions	7.00	7.00	7.00	0.00
Contractual FTEs	<u>0.46</u>	<u>0.75</u>	<u>0.75</u>	<u>0.00</u>
Total Personnel	7.46	7.75	7.75	0.00

Vacancy Data: Regular Positions

Turnover and Necessary Vacancies, Excluding New Positions	0.00	0.00%
Positions and Percentage Vacant as of 12/31/13	2.00	28.57%

- The 2 vacancies within IGO are for an office administrator and a secretary position. These positions have each been vacant for less than nine months.

Note: Numbers may not sum to total due to rounding.

For further information contact: Rebecca J. Ruff

Phone: (410) 946-5530

Analysis in Brief

Major Trends

Inmate Grievance Caseloads: Year after year, the majority of grievances are administratively dismissed. In fiscal 2013, the agency had a total of 3,119 inmate grievances to consider – 452 cases were carried over from fiscal 2012; 2,452 cases were new; and 215 cases were reopened. The agency made decisions on 88% of the cases, the majority of which (73%) were administratively dismissed without a hearing. IGO aims to have 98% of grievances reviewed within 60 days of receipt. The agency fell short of this goal in fiscal 2012 and 2013. In fiscal 2013, 95% of grievances were reviewed within the targeted timeframe.

Recommended Actions

1. Concur with Governor's allowance.

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Operating Budget Analysis

Program Description

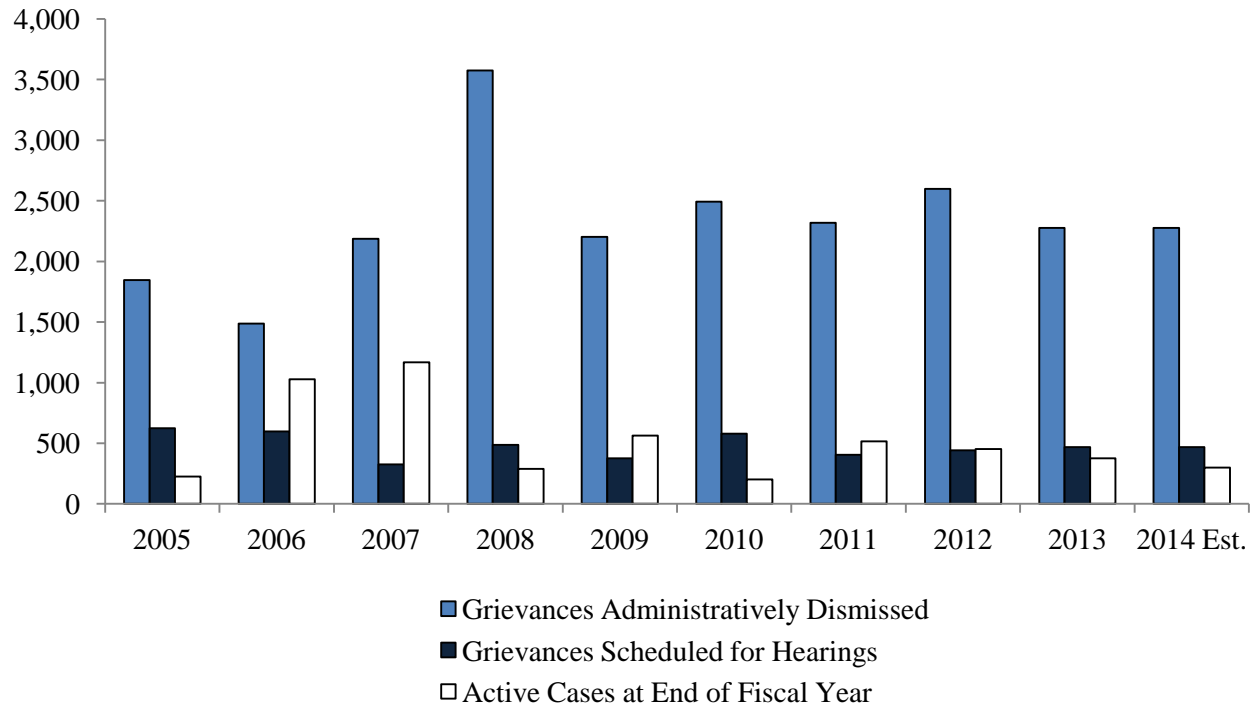
The Inmate Grievance Office (IGO) reviews grievances against officials and employees of the Division of Correction and the Patuxent Institution filed by inmates incarcerated in those institutions. Inmates may appeal to the office after they have exhausted all relevant institutional procedures. The office's executive director, without a hearing, may dismiss grievances without merit. Grievances that are not dismissed by the executive director are scheduled for hearings with the Office of Administrative Hearings (OAH). IGO is funded by inmate welfare funds.

Performance Analysis: Managing for Results

1. Inmate Grievance Caseloads

Exhibit 1 provides caseload data for IGO since fiscal 2005. Year after year, the majority of grievances are administratively dismissed. Since fiscal 2008, nearly three-quarters of grievances fall into this category. In fiscal 2013, the agency had a total of 3,119 inmate grievances to consider – 452 cases were carried over from fiscal 2012; 2,452 cases were new; and 215 cases were reopened. The agency made decisions on 88% of the cases, the majority of which (73%) were administratively dismissed without a hearing. At the end of the fiscal year, 376 cases were carried forward pending a review for either scheduling of a hearing or administrative dismissal.

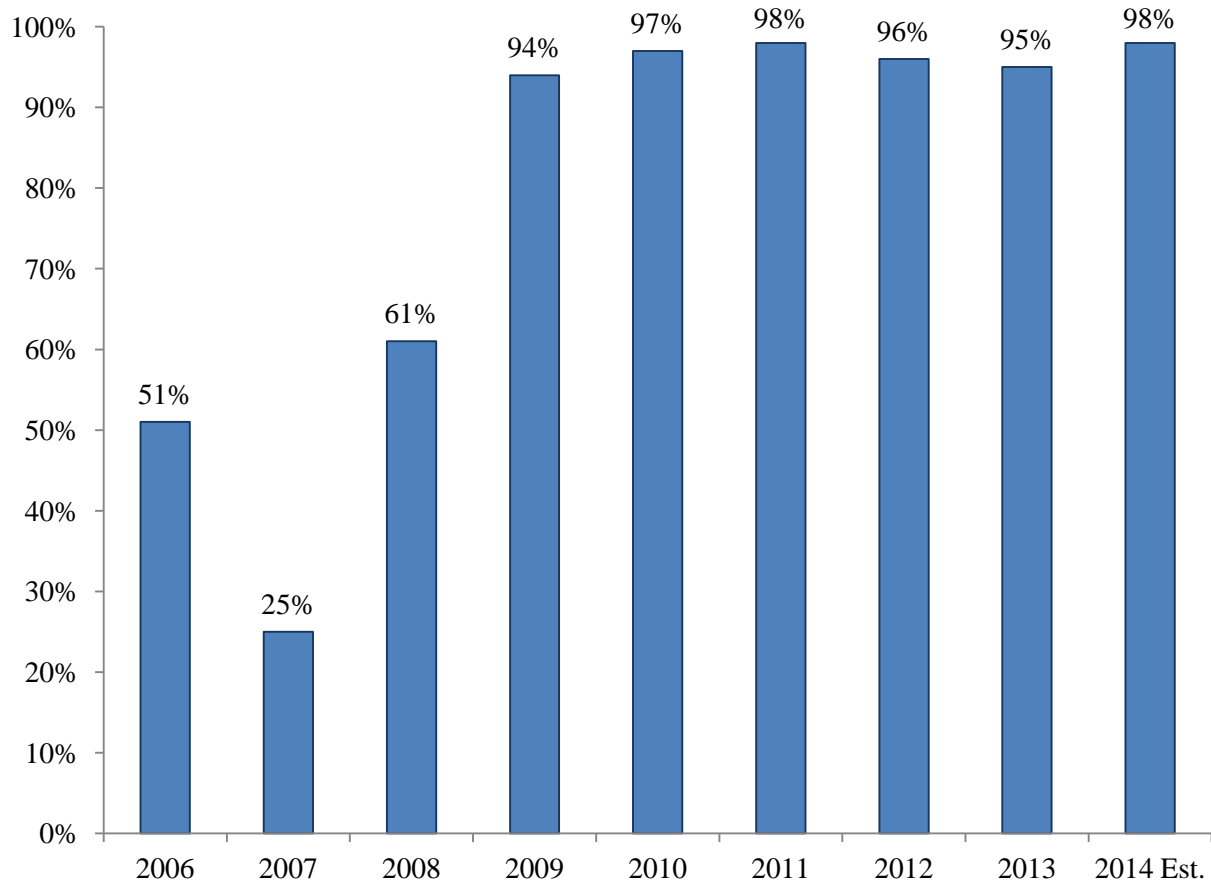
Exhibit 1
Inmate Grievance Cases
Fiscal 2005-2014 Est.



Source: Fiscal 2015 Governor's Budget Books

IGO has set a goal of good management, which the office defines as handling inmate grievances in a timely manner. The measure of this goal is to have 98% of grievances reviewed within 60 days of receipt. As seen in **Exhibit 2**, the agency met this goal in fiscal 2011; however, in both fiscal 2012 and 2013, IGO fell just short of its target. In fiscal 2013, 95% of grievances were reviewed within 60 days of receipt.

Exhibit 2
Preliminary Reviews Conducted within 60 Days of Complaint
Fiscal 2006-2014 Est.



Source: Fiscal 2015 Governor's Budget Books

Proposed Budget

As seen in **Exhibit 3**, the Governor’s fiscal 2015 allowance increases by 6%, or \$56,000, when compared to the fiscal 2014 working appropriation.

Exhibit 3
Proposed Budget
DPSCS – Inmate Grievance Office
(\$ in Thousands)

How Much It Grows:	<u>Special</u> <u>Fund</u>	<u>Total</u>
2014 Working Appropriation	\$942	\$942
2015 Allowance	<u>999</u>	<u>999</u>
Amount Change	\$56	\$56
Percent Change	6.0%	6.0%
Where It Goes:		
Personnel Expenses		
Annualization of fiscal 2014 general salary increase and increments		\$16
Increments and other compensation		9
Employee and retiree health insurance		-3
Employee retirement system.....		-5
Other Changes		
Hearings with the Office of Administrative Hearings		37
Other		2
Total		\$56

Note: The fiscal 2014 working appropriation reflects negative deficiencies and contingent reductions. The fiscal 2015 allowance reflects back of the bill and contingent reductions. Numbers may not sum to total due to rounding.

Personnel expenses increase by approximately \$17,000. The growth is reflective of the fiscal 2014 cost-of-living and merit increases being annualized in fiscal 2015. There is one across-the-board reduction and one contingent reduction reflected in the Governor’s spending plan for the fiscal 2015 allowance, which offset the growth in employee salaries. This affects funding for employee/retiree health insurance and retirement reinvestment. These actions are fully explained in the analyses of the Department of Budget and Management – Personnel and the State Retirement Agency. The net impact to IGO is a \$3,000 decrease in health insurance and a \$5,000 decrease for employee retirement.

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Outside of personnel expenses, growth within the agency's allowance is limited to payments made to OAH. These payments increase by \$37,000 in fiscal 2015, to nearly \$372,000. This is a 10.9% increase over the fiscal 2014 working appropriation. Payments made to OAH are a function of three variables:

- the number of cases “disposed of” by OAH;
- the average time spent by OAH on each IGO case; and
- the workload imposed upon OAH by IGO cases relative to the workload imposed by the cases of other agencies.

OAH estimates the average number of case hours spent per IGO case to be 5.75 hours. In fiscal 2015, OAH estimates it will dispose of 385 cases, requiring 2,214 hours of work time. This represents 2.6% of total case hours for the agency. IGO has little ability to control the number of cases referred to OAH and, therefore, cannot control the cost of payments to OAH. Despite the cost increase in fiscal 2015, OAH payments are significantly lower when compared to prior years, as IGO has eliminated its backlog of grievances.

Recommended Actions

1. Concur with Governor's allowance.

**Object/Fund Difference Report
DPSCS – Inmate Grievance Office**

<u>Object/Fund</u>	<u>FY 13 Actual</u>	<u>FY 14 Working Appropriation</u>	<u>FY 15 Allowance</u>	<u>FY 14 - FY 15 Amount Change</u>	<u>Percent Change</u>
Positions					
01 Regular	7.00	7.00	7.00	0.00	0%
02 Contractual	0.46	0.75	0.75	0.00	0%
Total Positions	7.46	7.75	7.75	0.00	0%
Objects					
01 Salaries and Wages	\$ 495,169	\$ 548,312	\$ 577,139	\$ 28,827	5.3%
02 Technical and Spec. Fees	11,154	14,069	14,281	212	1.5%
03 Communication	3,499	3,500	3,600	100	2.9%
04 Travel	1,415	2,150	1,500	-650	-30.2%
06 Fuel and Utilities	3,077	3,170	3,230	60	1.9%
08 Contractual Services	319,482	342,226	378,755	36,529	10.7%
09 Supplies and Materials	4,301	4,200	4,200	0	0%
11 Equipment – Additional	688	0	0	0	0.0%
13 Fixed Charges	23,142	24,736	24,969	233	0.9%
Total Objects	\$ 861,927	\$ 942,363	\$ 1,007,674	\$ 65,311	6.9%
Funds					
03 Special Fund	\$ 861,927	\$ 942,363	\$ 1,007,674	\$ 65,311	6.9%
Total Funds	\$ 861,927	\$ 942,363	\$ 1,007,674	\$ 65,311	6.9%

Note: The fiscal 2014 appropriation does not include deficiencies. The fiscal 2015 allowance does not include contingent reductions.

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Appendix 1