

Q00E00
Inmate Grievance Office
Department of Public Safety and Correctional Services

Operating Budget Data

(\$ in Thousands)

	<u>FY 15 Actual</u>	<u>FY 16 Working</u>	<u>FY 17 Allowance</u>	<u>FY 16-17 Change</u>	<u>% Change Prior Year</u>
Special Fund	\$960	\$1,082	\$1,164	\$82	7.6%
Deficiencies and Reductions	0	0	-2	-2	
Adjusted Special Fund	\$960	\$1,082	\$1,162	\$80	7.4%
 Adjusted Grand Total	 \$960	 \$1,082	 \$1,162	 \$80	 7.4%

- The Governor's fiscal 2017 allowance for the Inmate Grievance Office (IGO) reflects a net \$80,000 increase over the fiscal 2016 working appropriation. This increase is attributable primarily to growth in payments to the Office of Administrative Hearings.

Personnel Data

	<u>FY 15 Actual</u>	<u>FY 16 Working</u>	<u>FY 17 Allowance</u>	<u>FY 16-17 Change</u>
Regular Positions	7.00	7.00	7.00	0.00
Contractual FTEs	<u>0.53</u>	<u>1.64</u>	<u>0.75</u>	<u>-0.89</u>
Total Personnel	7.53	8.64	7.75	-0.89

Vacancy Data: Regular Positions

Turnover and Necessary Vacancies, Excluding New Positions	0.00	0.00%
Positions and Percentage Vacant as of 12/31/15	3.00	42.86%

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

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- At the close of calendar 2015, IGO had 3 vacant positions for the executive director, an office administrator, and a secretary. The executive director position has been filled, and the remaining positions have each been vacant for under six months.

Analysis in Brief

Major Trends

Inmate Grievance Caseloads: Year after year, the majority of grievances are administratively dismissed. Since fiscal 2008, at least three-quarters of grievances typically fall into this category.

Recommended Actions

1. Concur with Governor's allowance.

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Operating Budget Analysis

Program Description

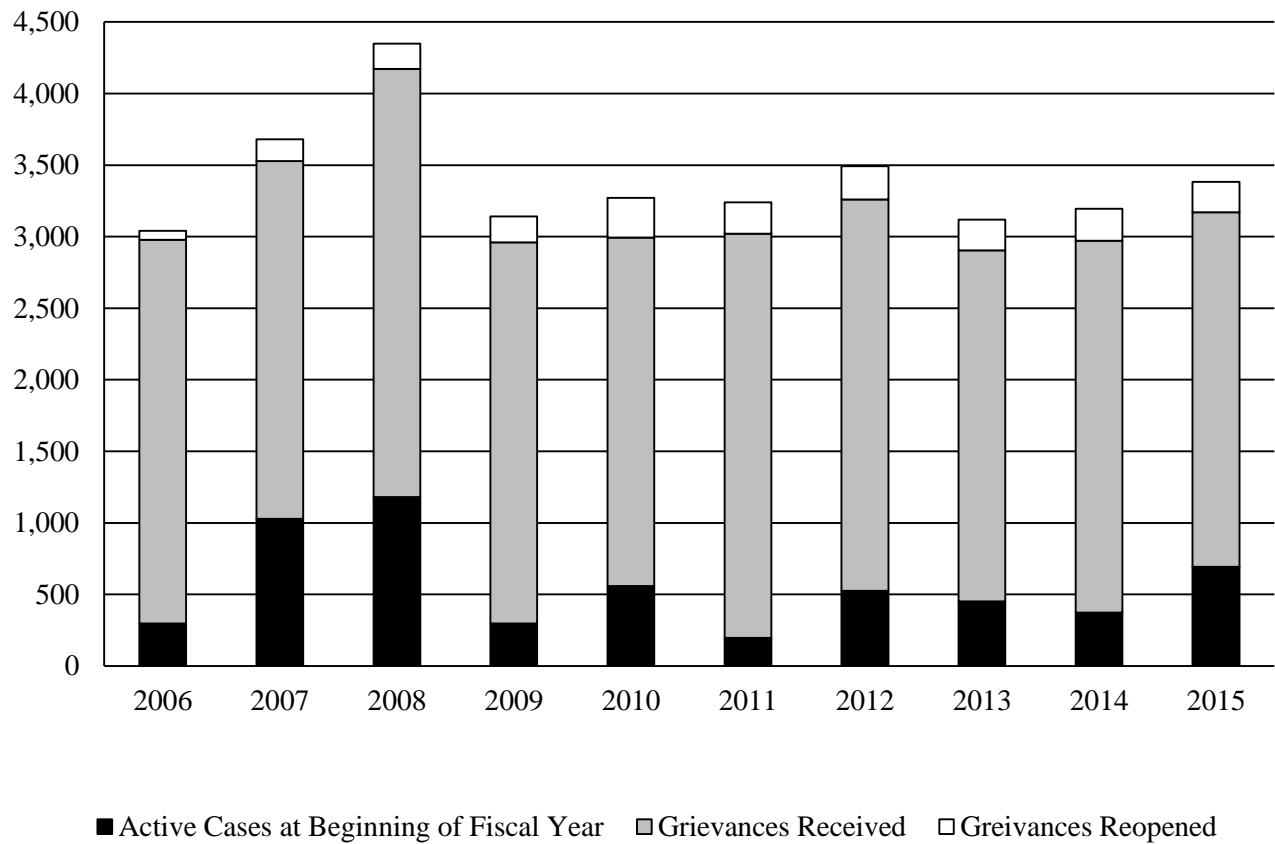
The Inmate Grievance Office (IGO) reviews grievances against officials and employees of the Division of Correction and the Patuxent Institution filed by inmates incarcerated in those institutions. Inmates may appeal to the office after they have exhausted all relevant institutional procedures. The office's 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

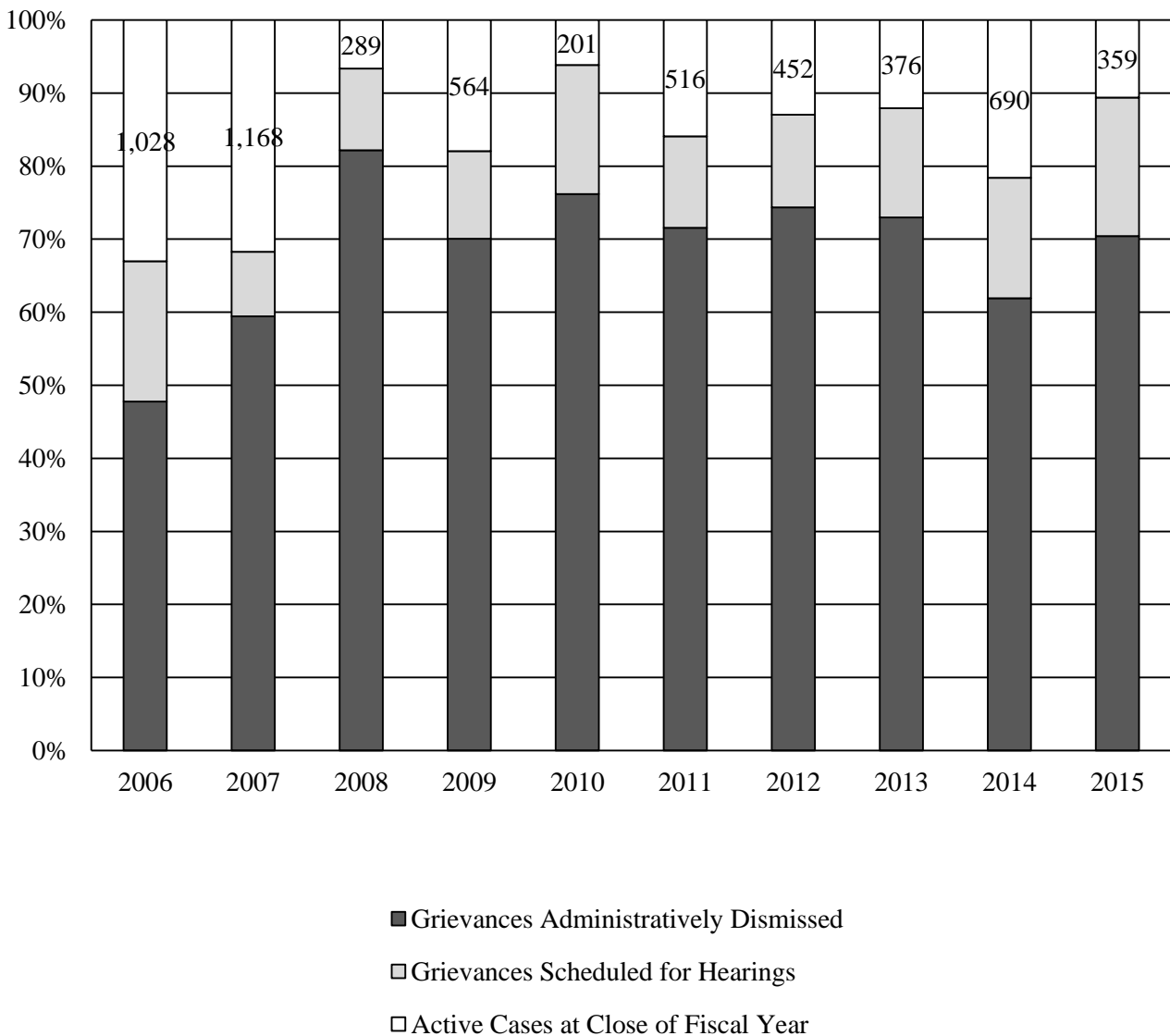
Exhibit 1 provides caseload data for IGO since fiscal 2006. Year after year, the majority of grievances are administratively dismissed. **Exhibit 2** shows that since 2008, at least three-quarters of grievances typically fall into this category. In fiscal 2015, the agency had a total of 3,383 inmate grievances to consider – 693 cases were carried over from fiscal 2014, 2,473 cases were new, and 212 cases were reopened. The agency made decisions on 89.0% of the cases, the majority of which (70.4%) were administratively dismissed without a hearing. At the end of fiscal 2015, 359 cases were carried forward pending a review for either scheduling of a hearing or administrative dismissal.

Exhibit 1
Inmate Grievance Caseload
Fiscal 2006-2015



Source: Governor's Budget Books, Fiscal 2006-2015

Exhibit 2
Inmate Grievance Outcomes
Fiscal 2006-2015



Source: Governor's Budget Books, Fiscal 2006-2015

Proposed Budget

As seen in **Exhibit 3**, the Governor’s fiscal 2017 allowance (adjusted for the across-the-board decrease for health insurance) increases by 7.4%, or \$80,000, when compared to the fiscal 2016 working appropriation.

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

How Much It Grows:	<u>Special Fund</u>	<u>Total</u>
Fiscal 2015 Actual	\$960	\$960
Fiscal 2016 Working Appropriation	1,082	1,082
Fiscal 2017 Allowance	<u>1,162</u>	<u>1,162</u>
Fiscal 2016-2017 Amount Change	\$80	\$80
Fiscal 2016-2017 Percent Change	7.4%	7.4%
Where It Goes:		
Personnel Expenses		
Employee retirement system		\$11
Employee and retiree health insurance		1
Turnover adjustments.....		-8
Other Changes		
Hearings with the Office of Administrative Hearings		73
Contractual full-time equivalents.....		3
Total		\$80

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

Personnel expenses increase by approximately \$4,000. The growth is largely due to an increase in the rate for the employee retirement system, partially offset by a decrease for turnover. The allowance for the Department of Budget and Management also includes funding for employee increments. A special fund amount of \$6,220 will be transferred by budget amendment to IGO to allocate funding for increments.

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Outside of personnel expenses, growth within the agency's allowance is primarily attributable to payments made to OAH. These payments increase by about \$73,500 in fiscal 2017, to nearly \$511,500. 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 2017, OAH estimates that it will dispose of 511 cases, requiring 2,938 hours of work time. This represents 3.43% 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 2017, OAH payments are significantly lower compared to years before IGO was able to eliminate its backlog of grievances.

Across-the-board Reductions

The fiscal 2017 budget bill includes an across-the-board reduction for employee health insurance, based on a revised estimate of the amount of funding needed. This agency's share of these reductions is \$1,781 in special funds. There is an additional across-the-board reduction to abolish positions statewide, but the amounts have not been allocated by agency.

Recommended Actions

1. Concur with Governor's allowance.

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

<u>Object/Fund</u>	<u>FY 15 Actual</u>	<u>FY 16 Working Appropriation</u>	<u>FY 17 Allowance</u>	<u>FY 16 - FY 17 Amount Change</u>	<u>Percent Change</u>
Positions					
01 Regular	7.00	7.00	7.00	0.00	0%
02 Contractual	0.53	1.64	0.75	-0.89	-54.3%
Total Positions	7.53	8.64	7.75	-0.89	-10.3%
Objects					
01 Salaries and Wages	\$ 530,514	\$ 581,655	\$ 587,322	\$ 5,667	1.0%
02 Technical and Spec. Fees	13,229	14,956	17,472	2,516	16.8%
03 Communication	3,291	3,600	3,700	100	2.8%
04 Travel	2,887	2,900	2,900	0	0%
06 Fuel and Utilities	2,964	3,400	3,100	-300	-8.8%
08 Contractual Services	378,096	445,209	520,207	74,998	16.8%
09 Supplies and Materials	4,738	4,100	4,800	700	17.1%
13 Fixed Charges	23,885	26,049	24,629	-1,420	-5.5%
Total Objects	\$ 959,604	\$ 1,081,869	\$ 1,164,130	\$ 82,261	7.6%
Funds					
03 Special Fund	\$ 959,604	\$ 1,081,869	\$ 1,164,130	\$ 82,261	7.6%
Total Funds	\$ 959,604	\$ 1,081,869	\$ 1,164,130	\$ 82,261	7.6%

Note: The fiscal 2016 working appropriation does not include deficiencies or reversions. The fiscal 2017 allowance does not include contingent reductions.