

**Q00E00**  
**Inmate Grievance Office**  
 Department of Public Safety and Correctional Services

***Operating Budget Data***

(\$ in Thousands)

	<u>FY 08</u> <u>Actual</u>	<u>FY 09</u> <u>Working</u>	<u>FY 10</u> <u>Allowance</u>	<u>FY 09-10</u> <u>Change</u>	<u>% Change</u> <u>Prior Year</u>
Special Fund	\$593	\$587	\$615	\$28	4.8%
Contingent & Back of Bill Reductions	0	0	-2	-2	
<b>Adjusted Special Fund</b>	<b>\$593</b>	<b>\$587</b>	<b>\$613</b>	<b>\$26</b>	<b>4.4%</b>
<b>Adjusted Grand Total</b>	<b>\$593</b>	<b>\$587</b>	<b>\$613</b>	<b>\$26</b>	<b>4.4%</b>

- The adjusted fiscal 2010 allowance increases by \$26,000, or 4.4%. The increase is largely attributable to additional funding needed to provide hearing services through the Office of Administrative Hearings.

***Personnel Data***

	<u>FY 08</u> <u>Actual</u>	<u>FY 09</u> <u>Working</u>	<u>FY 10</u> <u>Allowance</u>	<u>FY 09-10</u> <u>Change</u>
Regular Positions	6.00	6.00	6.00	0.00
Contractual FTEs	<u>0.70</u>	<u>1.00</u>	<u>1.00</u>	<u>0.00</u>
<b>Total Personnel</b>	<b>6.70</b>	<b>7.00</b>	<b>7.00</b>	<b>0.00</b>

***Vacancy Data: Regular Positions***

Turnover and Necessary Vacancies, Excluding New Positions	0.00	0.00%
Positions and Percentage Vacant as of 12/31/08	0.00	0.00%

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

For further information contact: Rebecca J. Moore

Phone: (410) 946-5530

## ***Analysis in Brief***

---

### **Recommended Actions**

	<b><u>Funds</u></b>
1. Reduce funding for out-of-state conference travel.	\$ 2,300
<b>Total Reductions</b>	<b>\$ 2,300</b>

**Q00E00**  
**Inmate Grievance Office**  
**Department of Public Safety and Correctional Services**

***Operating Budget Analysis***

---

**Program Description**

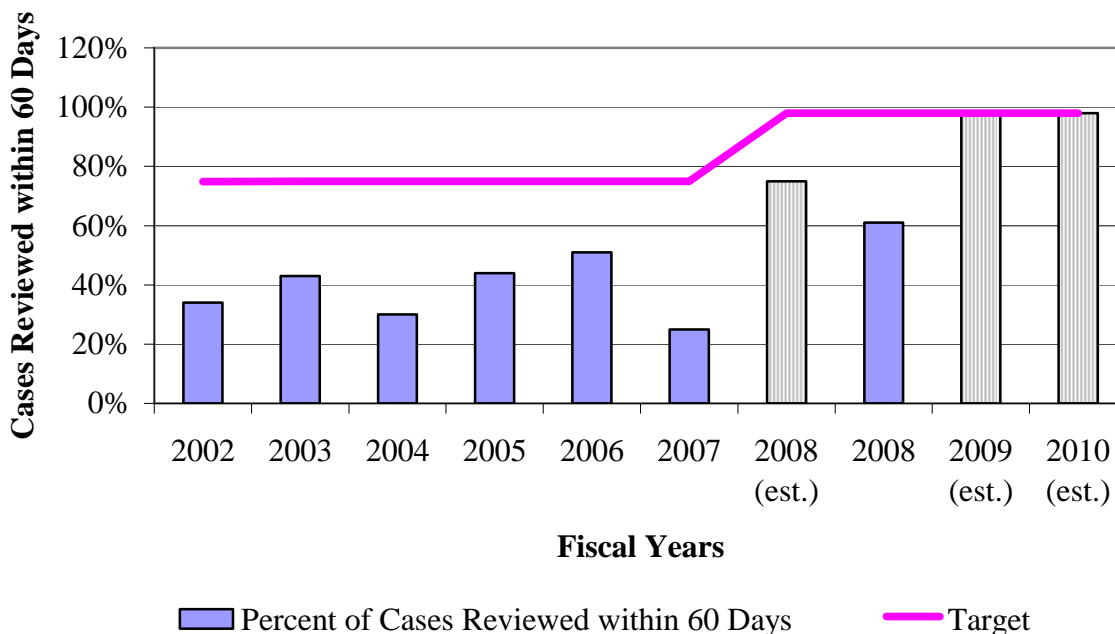
The Inmate Grievance Office (IGO) reviews grievances against officials and employees of the Division of Correction and the Patuxent Institution filed by inmates incarcerated in those institutions. Inmates may appeal to the office after they have exhausted all relevant institutional procedures. The office's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

IGO has set a goal of good management, which the office defines as handling inmate grievances in a timely manner. Previously, the measure of this goal had been that by the end of fiscal 2008, the agency would be providing preliminary review to at least 75% of grievances within 60 days of the receipt of the complaint. IGO increased the target to 98% of grievances reviewed within 60 days of receipt by the end of fiscal 2009. As **Exhibit 1** shows, the office had been unable to achieve the previous target of 75%, with only 25% of cases reviewed on time in fiscal 2007 and 61% in fiscal 2008. **IGO should be prepared to discuss why it has yet to meet the initial target of 75% of grievances reviewed within 60 days. The agency should also comment on why it is increasing the target to 98% when it has yet to meet the previous goal.**

In addition, IGO has been experiencing data reporting errors involving the number of active cases at the start and end of each fiscal year. The number of active cases at the end of fiscal 2007 (1,167 cases) does not match the number of active cases at the start of fiscal 2008 (1,180 cases). The agency cites a computer programming deficiency as the cause of the misreported data; however, this same reporting error was to have been corrected in September 2006. **IGO should comment on the reliability of the data systems and why it continues to experience problems in tracking and reporting the number of active cases.**

**Exhibit 1  
Percentage of Preliminary Reviews  
Conducted within 60 Days of Complaint  
Fiscal 2002-2010 Est.**



Source: Governor’s Budget Books, Fiscal 2010

## Fiscal 2009 Actions

### Impact of Cost Containment

Fiscal 2009 cost containment actions totaled \$2,857 in special funds. The reduction was the result of across-the-board reductions to employee health insurance and Other Post Employment Benefits payments.

### Proposed Budget

As shown in **Exhibit 2**, the Governor’s fiscal 2010 allowance increases by \$26,000, or 4.4%, over the fiscal 2009 working appropriation. Personnel expenses increase a net \$1,253. Across-the-board eliminations of the deferred compensation match and Other Post Employment Benefit payments combine for a total reduction of \$12,000. These actions are offset by slight increases for health insurance, employee increments, retirement, and 0.0% budgeted turnover expectancy. The agency currently has no vacancies.

**Exhibit 2**  
**Proposed Budget**  
**DPSCS – Inmate Grievance Office**  
**(\$ in Thousands)**

<b>How Much It Grows:</b>	<b>Special Fund</b>	<b>Total</b>
2009 Working Appropriation	\$587	\$587
2010 Allowance	<u>615</u>	<u>615</u>
Amount Change	\$28	\$28
Percent Change	4.8%	4.8%
Contingent Reductions	-\$2	-\$2
Adjusted Change	\$26	\$26
Adjusted Percent Change	4.4%	4.4%

**Where It Goes:**

**Personnel Expenses**

Increments and other compensation .....	\$2
Employee and retiree health insurance .....	6
Employees' retirement system.....	3
Other Post Employment Benefits .....	-10
Elimination of the deferred compensation match .....	-2
Turnover adjustments .....	2
Other fringe benefit adjustments .....	1

**Other Changes**

Hearings with the Office of Administrative Hearings .....	21
Out-of-state conference travel .....	2
Other .....	1

<b>Total</b>	<b>\$26</b>
--------------	-------------

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

The majority of the increase, approximately \$21,000, is to fund hearing services provided by OAH. OAH is responsible for administering all hearings that are found to have merit after a review by IGO. Allocations for OAH hearing services are based on a statewide calculation that takes into account the proportion of case time used by each agency.

*Q00E00 – DPSCS – Inmate Grievance Office*

The agency also receives an additional \$2,300 for out-of-state conference travel, in comparison to fiscal 2009. This funding would be used to attend the National Association of Administrative Law Judiciary (NAALJ) annual and mid-year conferences. The fiscal 2010 NAALJ Annual Conference will be in Orlando, Florida.

## ***Recommended Actions***

---

	<b><u>Amount Reduction</u></b>	
1. Reduce funding for out-of-state conference travel to fiscal 2009 level. This reduction still leaves the agency \$700 to attend out-of-state conferences.	\$ 2,300	SF
<b>Total Special Fund Reductions</b>	<b>\$ 2,300</b>	

## *Current and Prior Year Budgets*

---

### **Current and Prior Year Budgets Inmate Grievance Office (\$ in Thousands)**

	<b><u>General Fund</u></b>	<b><u>Special Fund</u></b>	<b><u>Federal Fund</u></b>	<b><u>Reimb. Fund</u></b>	<b><u>Total</u></b>
<b>Fiscal 2008</b>					
Legislative Appropriation	\$0	\$556	\$0	\$0	\$556
Deficiency Appropriation	0	0	0	0	0
Budget Amendments	0	41	0	0	41
Cost Containment	0	0	0	0	0
Reversions and Cancellations	0	-4	0	0	-4
<b>Actual Expenditures</b>	<b>\$0</b>	<b>\$593</b>	<b>\$0</b>	<b>\$0</b>	<b>\$593</b>
<b>Fiscal 2009</b>					
Legislative Appropriation	\$0	\$583	\$0	\$0	\$583
Cost Containment	0	-3	0	0	-3
Budget Amendments	0	7	0	0	7
<b>Working Appropriation</b>	<b>\$0</b>	<b>\$587</b>	<b>\$0</b>	<b>\$0</b>	<b>\$587</b>

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

---

## **Fiscal 2008**

Special fund spending in fiscal 2008 was approximately \$593,000. The cost-of-living adjustment increased the legislative appropriation by \$5,000 and lower than budgeted turnover required a \$35,000 increase from the general realignment of funds throughout the department. These increases were slightly offset by the cancellation of \$4,000 due to higher than anticipated turnover on contractual positions funded with inmate welfare funds.

## **Fiscal 2009**

The fiscal 2009 special fund working appropriation is approximately \$587,000, a net increase of \$4,000 from the legislative appropriation. A \$7,000 increase for the cost-of-living adjustment was slightly offset by a \$3,000 reduction in personnel related expenditures as a result of cost containment actions.

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

<u>Object/Fund</u>	<u>FY08 Actual</u>	<u>FY09 Working Appropriation</u>	<u>FY10 Allowance</u>	<u>FY09 - FY10 Amount Change</u>	<u>Percent Change</u>
<b>Positions</b>					
01 Regular	6.00	6.00	6.00	0	0%
02 Contractual	0.70	1.00	1.00	0	0%
<b>Total Positions</b>	<b>6.70</b>	<b>7.00</b>	<b>7.00</b>	<b>0</b>	<b>0%</b>
<b>Objects</b>					
01 Salaries and Wages	\$ 335,874	\$ 395,652	\$ 399,077	\$ 3,425	0.9%
02 Technical and Spec. Fees	17,135	20,175	19,349	-826	-4.1%
03 Communication	4,155	2,422	3,794	1,372	56.6%
04 Travel	1,857	2,655	4,100	1,445	54.4%
06 Fuel and Utilities	3,883	4,600	4,600	0	0%
08 Contractual Services	198,252	132,406	153,786	21,380	16.1%
09 Supplies and Materials	5,076	2,850	4,000	1,150	40.4%
13 Fixed Charges	26,463	26,021	26,161	140	0.5%
<b>Total Objects</b>	<b>\$ 592,695</b>	<b>\$ 586,781</b>	<b>\$ 614,867</b>	<b>\$ 28,086</b>	<b>4.8%</b>
<b>Funds</b>					
03 Special Fund	\$ 592,695	\$ 586,781	\$ 614,867	\$ 28,086	4.8%
<b>Total Funds</b>	<b>\$ 592,695</b>	<b>\$ 586,781</b>	<b>\$ 614,867</b>	<b>\$ 28,086</b>	<b>4.8%</b>

Note: The fiscal 2009 appropriation does not include deficiencies. The fiscal 2010 allowance does not include contingent reductions.