

APPENDIX 5

**Controlled Correspondence Unit
Executive Summary Report
September 2009***

1. **Focus:** The following analysis represents the number of correspondence (including those received from the California Out-of-State Correctional Facility [COCF], Sacramento Central Office [SACCO], Western Interstate Compact [WIC]), litigation issues, Inmate Health Care Inquiry Line (Hotline) calls, and California Prison Health Care Receivership Corporation (CPR) website emails received, processed, and were overdue for September 2009 compared to August 2009.
2. **Source Data:** The statistics are derived from the Controlled Correspondence Unit (CCU) monthly reports.
3. **Correspondence:** The following is a breakdown of the total number of correspondence received, completed, and overdue. (Note: Beginning June 2008, CCU began responding to correspondence sent to the CPR web-site email, COCF, SACCO, and WIC.)

	September 2009	August 2009
Correspondence Received	316	326
Correspondence Completed	324	328
Correspondence Overdue	153	188

4. **Hotline:**
 - a. The following is a breakdown of the total number of Hotline calls received, completed and overdue.

	September 2009	August 2009
Hotline Calls Received	119	112
Hotline Calls Completed	93	110
Hotline Calls Overdue ¹	0	0

- b. The following is a breakdown of the Hotline call inquiries by issue and caller.

Top 5 Issues:	Number	Percent	Inquiry By:	Number	Percent
Medication	23	19%	Family/Friends	109	91%
Chronic Diseases	16	13%	Advocate/ Advocacy Group	5	4%
Access to Care	15	12.5%	Attorney	2	2%
Surgery	13	11%	Other	2	2%
Medical Records	8	7%	Parolee/Inmate	1	1%

5. **Litigation:** The following is a breakdown of the total number of litigation issues received, completed and overdue.

	September 2009	August 2009
Litigation Received	105	97
Litigation Completed	109	107
Litigation Overdue ¹	0	0

¹This is a date in time snapshot report, which means there are no overdue Hotline or Litigation items on September 30, 2009.

*One CCU analyst was on sick leave for the month of September and there were three (3) directed furlough days in September 2009. On September 4, 11 and 18, 2009, the CCU was closed.

**Controlled Correspondence Unit
Executive Summary Report
October 2009***

1. **Focus:** The following analysis represents the number of correspondence (including those received from the California Out-of-State Correctional Facility [COCF], Sacramento Central Office [SACCO], Western Interstate Compact [WIC]), litigation issues, Inmate Health Care Inquiry Line (Hotline) calls, and California Prison Health Care Receivership Corporation (CPR) website emails received, processed, and were overdue for October 2009 compared to September 2009.
2. **Source Data:** The statistics are derived from the Controlled Correspondence Unit (CCU) monthly reports.
3. **Correspondence:** The following is a breakdown of the total number of correspondence received, completed, and overdue. (Note: Beginning June 2008, CCU began responding to correspondence sent to the CPR web-site email, COCF, SACCO, and WIC.)

	October 2009	September 2009
Correspondence Received	345	316
Correspondence Completed	406	324
Correspondence Overdue	93	153

4. **Hotline:**
 - a. The following is a breakdown of the total number of Hotline calls received, completed and overdue.

	October 2009	September 2009
Hotline Calls Received	99	119
Hotline Calls Completed	113	93
Hotline Calls Overdue ¹	0	0

- b. The following is a breakdown of the Hotline call inquiries by issue and caller.

Top 5 Issues:	Number	Percent	Inquiry By:	Number	Percent
Medication	22	22%	Family	82	82%
Access to Care	21	21%	Other	7	7%
Chronic Care	13	13%	Friends	4	4%
Dental	7	7%	Advocate	2	2%
Surgery	6	6%	Attorney	2	2%

5. **Litigation:** The following is a breakdown of the total number of litigation issues received, completed and overdue.

	October 2009	September 2009
Litigation Received	129	105
Litigation Completed	124	109
Litigation Overdue ¹	0	0

¹This is a date in time snapshot report, which means there are no overdue Hotline or Litigation items on October 31, 2009.

*There were three (3) directed furlough days in October 2009. On October 2, 9 and 16, 2009, the CCU was closed.

**Controlled Correspondence Unit
Executive Summary Report
November 2009***

1. **Focus:** The following analysis represents the number of correspondence (including those received from the California Out-of-State Correctional Facility [COCF], Sacramento Central Office [SACCO], Western Interstate Compact [WIC]), litigation issues, Inmate Health Care Inquiry Line (Hotline) calls, and California Prison Health Care Receivership Corporation (CPR) website emails received, processed, and were overdue for November 2009 compared to October 2009.
2. **Source Data:** The statistics are derived from the Controlled Correspondence Unit (CCU) monthly reports.
3. **Correspondence:** The following is a breakdown of the total number of correspondence received, completed, and overdue. (Note: Beginning June 2008, CCU began responding to correspondence sent to the CPR web-site email, COCF, SACCO, and WIC.)

	November 2009	October 2009
Correspondence Received		345
Correspondence Completed	289	406
Correspondence Overdue	61	93

4. **Hotline:**
 - a. The following is a breakdown of the total number of Hotline calls received, completed and overdue.

	November 2009	October 2009
Hotline Calls Received	78	99
Hotline Calls Completed	86	113
Hotline Calls Overdue ¹	0	0

- b. The following is a breakdown of the Hotline call inquiries by issue and caller.

Top 5 Issues:	Number	Percent	Inquiry By:	Number	Percent
Medication	17	22%	Family	56	72%
Access to Care	12	15%	Other	13	17%
Non-Medical	7	9%	Friends	6	8%
Injuries	7	9%	Advocate	2	2%
Chronic Diseases	6	8%	Attorney	1	1%

5. **Litigation:** The following is a breakdown of the total number of litigation issues received, completed and overdue.

	November 2009	October 2009
Litigation Received	64	129
Litigation Completed	72	124
Litigation Overdue ¹	0	0

¹This is a date in time snapshot report, which means there are no overdue Hotline or Litigation items on November 31, 2009.

*There were three (3) directed furlough days in November 2009. On November 6, 13 and 20, 2009, the CCU was closed.