

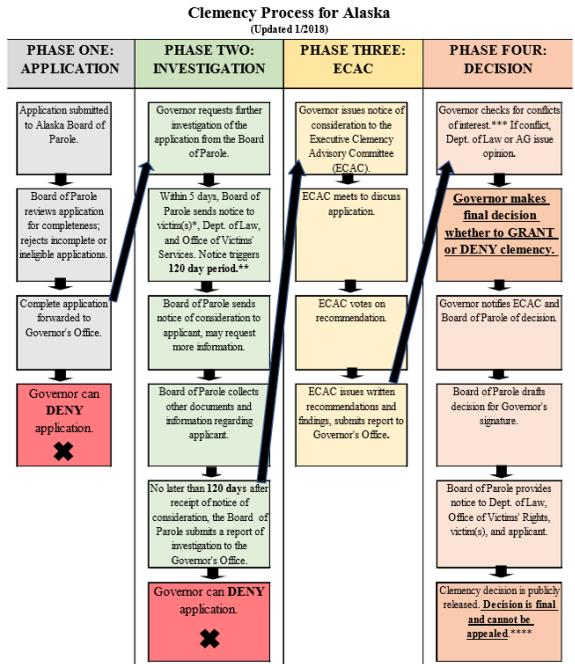
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Alaska Parole Board Implements New Clemency Process

The Ombudsman released a report in August, 2017 about the investigation of a complaint about the process for requesting a pardon or clemency from the Governor. Our investigation found that, when inmates sent requests to the Parole Board seeking a pardon or clemency, there was no real process for getting those requests to the Governor for consideration. This was due in part to statutory changes made to the clemency process in 2007. In consultation with the Parole Board, the Ombudsman recommended that it prepare a summary of each application for clemency it had received, including all information provided that favors the application, and forward that to the Governor with a memo advising that the applicant's complete file is available for review and that, in accordance with AS 33.20.080, the Parole Board will be taking no further action on the application until the Board receives formal notice that the Governor is considering granting clemency to the applicant. The Parole Board concurred with the Ombudsman's finding and accepted the recommendation to improve the process.

In January, Governor Walker and the Parole Board announced that a new process for applying for clemency had been implemented. Any inmate who has requested clemency or a pardon since 2006 will have to reapply under the new process. The Ombudsman's office confirmed that all of these applicants will be receiving notice and a paper application packet by mail from the Parole Board so that they can reapply.



Flowchart prepared by the Alaska Parole Board, revised 1/2018, available [here](#).

2017 Annual Report

Each year the Ombudsman publishes a summary of the complaints received and the investigations conducted. This report provides legislators, executive branch leadership, and the public an overview of the data and trends in citizens' complaints about state agencies. Highlights include:



- ♦ 2,362 requests for information or assistance received;
- ♦ 1,607 jurisdictional complaints about state agencies received;
- ♦ 406 complaints were investigated and resolved;
- ♦ complaints about Department of Administration increased 22%;
- ♦ complaints about Department of Corrections decreased by 28%;
- ♦ complaints about Department of Health and Social Services increased by 8%.

We receive all sorts of request for help or information. These range from help preventing eviction to a dispute with a local business to a problem with a neighbor. While the Ombudsman doesn't have jurisdiction in these matters, our staff connect the person to a resource that can help them.

About half of the jurisdictional complaints are declined for investigation because the person has not first tried to resolve their complaint with the agency. We encourage people to try to solve their problem first, and to come back to the Ombudsman if they are unsuccessful. Our team completed over 400 investigations in 2017, resolving 95% of complaints informally with the agency and complainant.

The Ombudsman is required by AS 24.55.230 to provide a public annual report of activities. The 2017 Annual Report is now available at ombud.alaska.gov.

New Intake Hours

Due to an increase in complex investigations and a temporary decrease in our intake staffing, we are making some changes to how we accept and review new complaints. Beginning February 16, our intake staff will be available to take new complaints by phone from 9:00 a.m. to 1:00 p.m. daily. You can still make a complaint anytime using our [online complaint form](#) or by sending your complaint by mail to 333 W. Fourth Avenue, Suite 305, Anchorage, Alaska 99501.

February Events

- ♦ Our offices will be closed February 19, 2018 for Presidents Day. To celebrate, here's a bit of presidential trivia:

Warren Harding was the president with the largest shoe size — size 14!

(Source: Smithsonian Book of Presidential Trivia)