



# Corrections and Community Supervision

## Inmate Grievance Program

### Annual Report

2014

## Introduction

This report examines the functioning of the Inmate Grievance Program utilized by the Department of Corrections and Community Supervision (DOCCS). Information is presented both on the types of grievances submitted by inmates and the outcomes of grievances. The Inmate Grievance Program (IGP) is designed to assist with complaint resolution; it is intended to provide an orderly, fair, simple, and expeditious way of solving some of the problems that arise from confining large numbers of people in close quarters.

While inmates are still expected to resolve problems on their own, including through informal communication with staff, the IGP provides a formal structure to help inmates peacefully address issues. It also allows the Department to correct problems internally, identify issues in need of administrative attention, and clarify policies and procedures. The IGP is not designed to adjudicate guilt, assign blame, or punish. Rather, it is a non-adversarial process designed to allow staff and inmates the opportunity to mediate resolutions to problems in the facility. In addition to addressing formal grievances, IGP staff also assist inmates through non-calendared contacts. These are informal contacts utilized to help inmates resolve problems without a formal grievance being filed.

Facilities may not impose preconditions for submitting grievances, but if an inmate fails to make any effort to resolve the problem on his or her own, the grievance may be dismissed at hearing. Inmates may only file grievances for matters that directly affect them; grievances may not be filed on anyone else's behalf. Certain matters are not grievable, including decisions and dispositions made by temporary release committees, time allowance committees, family reunion programs, media review committees, disciplinary proceedings, inmate property claims, and central monitoring case review or records review. Individual decisions by the DOCCS Commissioner or his designees on foreign national prisoner applications for international transfer are also not grievable. While the decisions and outcomes of the above mentioned exceptions are not grievable, any policies, procedures, or rules related to those programs are grievable.

The grievance procedure is initiated by the inmate. Inmates are encouraged to resolve their problems informally, but if the problem is not addressed, they may file a written grievance within 21 days of the incident in question (extensions can be granted up to 45 days). At this point, the grievance may still be addressed informally. If an informal resolution is not attained, the Inmate Grievance Resolution Committee (IGRC) will hold a hearing and issue a written recommendation within 16 calendar days. The IGRC is comprised of two voting inmates, two voting staff members, and a non-voting chairperson that can either be an inmate, staff member, or outside volunteer associated with the facility's program. The inmate then has seven calendar days to appeal to the

facility superintendent. Depending on the type of grievance filed, the superintendent has up to 25 calendar days to render a decision.

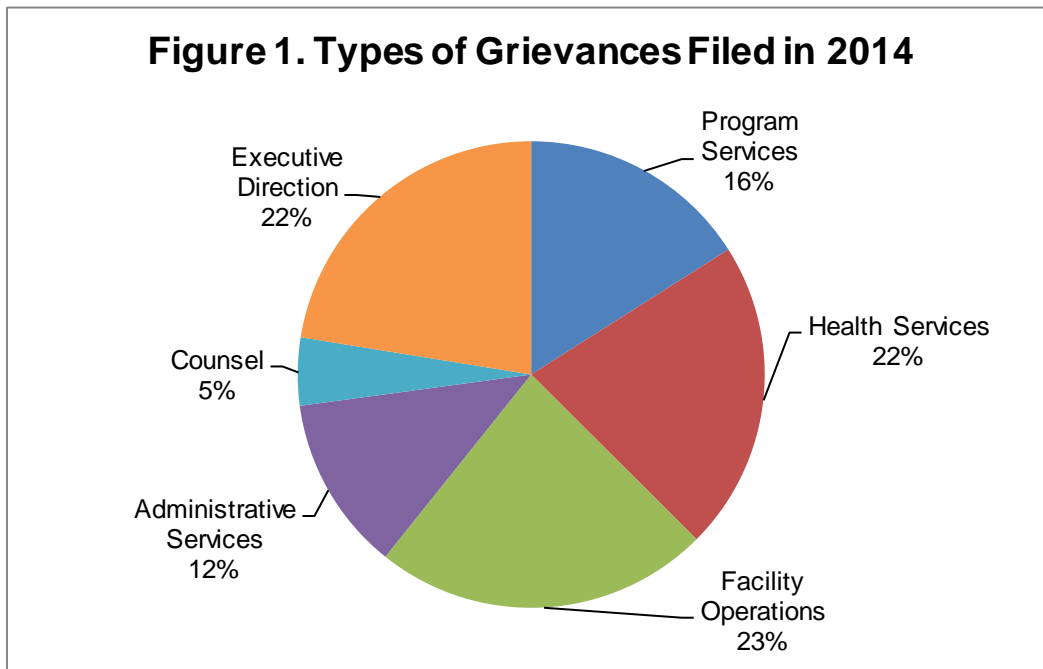
If the inmate wishes to appeal further, he or she has seven calendar days to appeal to the Central Office Review Committee (CORC). CORC is comprised of DOCCS Central Office staff who review grievance appeals on behalf of the DOCCS Commissioner.

Information on facility grievances is maintained by the grievance staff in each DOCCS facility, who provide aggregate data on the types of grievances initiated and grievance outcomes to the DOCCS Central Office Grievance Program on a monthly basis.

## Grievances Filed

In 2014, there were 31,148 grievances filed by inmates. As seen in Figure 1, the grievances submitted in 2014 are divided into six general categories: facility operations, executive direction, health services, program services, administrative services, and counsel.

There are 55 specific grievance types within the six categories; these are detailed in Table 1. Medical grievances comprised the largest single category, with 6,008 (19.3%), followed by 5,194 staff conduct grievances (16.7%).



**Table 1. Grievances by Type, Statewide: 2014**

Grievance Type	#	%
<b>Program Services</b>		
1) Program Committee	516	1.7%
2) Incentive Wage Allowance	370	1.2%
3) Correspondence	950	3.0%
4) Phone Home Program	60	0.2%
5) Visiting	225	0.7%
6) Guidance Unit/Counseling	994	3.2%
7) Recreation (TV, Yard, Movies, Radio, etc.)	253	0.8%
8) Adult Basic Education	37	0.1%
9) GED/College Programs	56	0.2%
10) Language Assistance Program	12	0.0%
11) Vocational Programs	56	0.2%
12) Work Assignments	130	0.4%
13) Hobby Shop/Arts & Crafts	3	0.0%
14) Volunteer Services	0	0.0%
15) Special Events/Inmate Organizations	91	0.3%
16) Religion	634	2.0%
17) Family Reunion Program	163	0.5%
18) Media Review	104	0.3%
19) General Library	97	0.3%
20) Alcohol and Substance Abuse Treatment	233	0.7%
<b>Sub-total</b>	<b>4,984</b>	<b>16.0%</b>
<b>Health Services</b>		
21) Dental	547	1.8%
22) Medical	6,008	19.3%
22.1) HIPAA (Health Information)	136	0.4%
<b>Sub-total</b>	<b>6,691</b>	<b>21.5%</b>
<b>Facility Operations</b>		
23) Housing - Internal Block Affairs	1,793	5.8%
23.1) Smoke-Free Policy	9	0.0%
24) Special Housing Units	1,514	4.9%
25) Search & Seizure/Frisks/Contraband	357	1.1%
25.1) Strip Search	16	0.1%
25.2) Strip Frisk	12	0.0%
25.3) Pat Frisk (Female Inmate)	10	0.0%
26) Keeplock Policy & Procedure	77	0.2%
27) Tier I and II Policy & Procedure	198	0.6%
28) Tier III Policy & Procedure	475	1.5%
29) Inmate Property	872	2.8%
30) Package Room	1,377	4.4%
31) Rules & Regulations	533	1.7%
<b>Sub-total</b>	<b>7,243</b>	<b>23.3%</b>
<b>Administrative Services</b>		
32) Industry	76	0.2%
33) Personal Property Claims	463	1.5%
34) State Issued Clothing and Hygiene Items	381	1.2%
35) Commissary	371	1.2%
36) Inmate Accounts	889	2.9%
37) Mess Hall	974	3.1%
38) Laundry	93	0.3%
39) Facility Maintenance	527	1.7%
<b>Sub-total</b>	<b>3,774</b>	<b>12.1%</b>
<b>Counsel</b>		
40) Law Library	592	1.9%
41) Legal Mail	264	0.8%
42) Inmate Legal Rights	574	1.8%
43) Mandatory Court Surcharge	35	0.1%
<b>Sub-total</b>	<b>1,465</b>	<b>4.7%</b>
<b>Executive Direction</b>		
44) Inmate Grievance Program	610	2.0%
45) Temporary Release Committee	23	0.1%
46) Inter-Facility Transfers	201	0.6%
47) Grooming Standards	53	0.2%
48) Inmate Liaison Committee	46	0.1%
49) Staff Conduct	5,194	16.7%
50) Miscellaneous	864	2.8%
<b>Sub-total</b>	<b>6,991</b>	<b>22.4%</b>
<b>Grand Total</b>	<b>31,148</b>	<b>100.0%</b>

Tables 2-1, 2-2, and 2-3 detail the number of specific grievances filed by inmates by facility. Table 2-1 lists maximum security facilities, which had a total of 22,360 grievances filed in 2014; this comprised 72% of all grievances filed in 2014. Green Haven had the largest number of grievances, with 2,343. The three facilities with the highest number of grievances (Green Haven, Auburn, Upstate) accounted for 30.5% of the grievances filed at maximum security facilities. Table 2-2 lists grievances filed at medium security facilities, which had a total of 8,371 grievances filed in 2014. Marcy had the largest number of grievances, with 1,014. Five facilities accounted for 38.8% of grievances filed at medium security facilities: Marcy, Franklin, Gouverneur, Bare Hill, and Orleans. Table 2-3 lists grievances at shock facilities and minimum security facilities. There were 289 grievances at shock facilities, all of them at Lakeview. Queensboro had the largest number of grievances at a minimum security facility, with 100, and Edgecombe had the lowest, with zero. Willard Drug Treatment Campus (DTC) had 25 grievances.

Tables 3-1, 3-2, and 3-3 list the same information as Tables 2-1, 2-2, and 2-3, only in terms of the rate of grievances filed per 1,000 inmates. For all DOCCS facilities, the grievance rate per 1,000 was 580.9. Overall, maximum security facilities had a rate of 1016.5 grievances filed for every 1,000 inmates (or approximately one for every inmate). Note that while Green Haven had the highest total number of grievances, Southport had the highest grievance rates, with 2,698.4 grievances for every 1,000 inmates, while Upstate had a grievance rate of 1,969.0 per 1,000. Medium security facilities had a grievance rate of 286.1 per 1,000 inmates, with Marcy having the highest rate at 873.4 per 1,000. Shock facilities had a grievance rate of 257.1 per 1,000. Minimum security facilities had a grievance rate of 183.6 per 1,000. Willard DTC had a grievance rate of 36.6 per 1,000.

**Table 2-1. Grievances at Maximum Security Facilities, by Type: 2014**

Grievance Type	Attica	Auburn	Bedford Hills	Clinton	Coxsackie	Downstate	Eastern	Elmira	Five Points	Great Meadow	Green Haven	Shawangunk	Sing Sing	Southport	Sullivan	Upstate	Wende	Total Maximum Security	
<b>Program Services</b>																			
1) Program Committee	18	36	4	21	4	3	17	43	43	53	39	11	33	0	10	2	38	375	
2) Incentive Wage Allowance	25	0	8	45	5	0	10	1	2	38	70	8	12	1	7	3	14	249	
3) Correspondence	43	50	2	93	3	2	10	41	54	38	55	16	85	119	8	64	24	707	
4) Phone Home Program	1	4	0	2	0	0	0	0	5	2	1	1	1	0	1	0	1	19	
5) Visiting	14	6	22	4	2	1	8	17	14	7	24	4	22	4	4	7	4	164	
6) Guidance Unit/Counseling	48	76	2	31	2	7	18	47	30	39	54	28	54	79	5	46	55	621	
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	15	15	25	3	5	2	15	20	10	11	8	9	42	5	13	1	199	
8) Adult Basic Education	0	5	0	4	1	1	0	3	1	2	4	0	1	3	1	1	1	28	
9) GED/College Programs	2	0	1	5	1	0	2	2	4	5	1	1	2	3	0	0	1	30	
10) Language Assistance Program	2	0	0	1	0	0	0	4	2	0	0	0	0	0	0	0	0	9	
11) Vocational Programs	0	1	3	2	1	1	0	10	0	1	9	1	0	0	0	0	1	30	
12) Work Assignments	0	15	9	19	1	0	3	1	1	4	4	1	0	2	7	0	2	69	
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	2	
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
15) Special Events/Inmate Organizations	6	27	3	1	0	0	3	9	3	6	3	0	3	0	3	1	5	73	
16) Religion	21	50	7	40	9	15	22	48	34	57	50	8	19	36	10	24	18	468	
17) Family Reunion Program	5	3	0	15	0	0	7	6	0	5	15	6	27	0	7	0	5	101	
18) Media Review	5	4	1	22	2	0	5	1	1	1	9	6	0	7	2	11	4	81	
19) General Library	2	13	0	4	0	0	0	2	13	5	4	4	1	3	0	10	5	66	
20) Alcohol and Substance Abuse Treatment	1	4	2	13	5	0	0	21	23	9	15	2	0	0	3	2	12	112	
<b>Sub-total</b>	<b>193</b>	<b>309</b>	<b>79</b>	<b>347</b>	<b>39</b>	<b>35</b>	<b>108</b>	<b>271</b>	<b>250</b>	<b>283</b>	<b>368</b>	<b>105</b>	<b>269</b>	<b>299</b>	<b>73</b>	<b>184</b>	<b>191</b>	<b>3,403</b>	
<b>Health Services</b>																			
21) Dental	12	18	5	34	3	1	1	32	25	31	21	14	15	31	2	42	16	303	
22) Medical	324	285	80	288	65	54	60	242	300	461	360	148	200	393	60	546	277	4,143	
22.1) HIPAA (Health Information)	10	9	2	8	0	0	2	10	17	10	13	6	3	16	1	16	0	123	
<b>Sub-total</b>	<b>346</b>	<b>312</b>	<b>87</b>	<b>330</b>	<b>68</b>	<b>55</b>	<b>63</b>	<b>284</b>	<b>342</b>	<b>502</b>	<b>394</b>	<b>168</b>	<b>218</b>	<b>440</b>	<b>63</b>	<b>604</b>	<b>293</b>	<b>4,569</b>	

(continued on next page)

Table 2-1. Grievances at Maximum Security Facilities, by Type: 2014 (Cont.)

Grievance Type	Attica	Auburn	Bedford Hills	Clinton	Coxsackie	Downstate	Eastern	Elmira	Five Points	Great Meadow	Green Haven	Shawangunk	Sing Sing	Southport	Sullivan	Upstate	Wende	Total Maximum Security
<b>Facility Operations</b>																		
23) Housing - Internal Block Affairs	76	91	88	123	17	12	12	158	44	131	247	26	140	130	28	3	103	1,429
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	2	1	0	0	0	0	0	0	0	3
24) Special Housing Units	228	99	23	20	0	4	22	75	81	146	58	23	47	23	15	293	72	1,229
25) Search & Seizure/Frisks/Contraband	24	46	9	10	3	3	18	2	17	5	98	4	18	3	11	3	7	281
25.1) Strip Search	0	2	1	0	0	0	2	0	2	0	0	0	4	0	0	1	1	13
25.2) Strip Frisk	0	1	0	1	0	1	1	0	0	0	1	1	0	1	0	3	0	10
25.3) Pat Frisk (Female Inmate)	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5
26) Keeplock Policy & Procedure	0	32	1	4	0	0	2	0	11	3	3	1	2	0	0	0	4	63
27) Tier I and II Policy & Procedure	11	20	10	26	4	0	1	5	11	3	12	3	12	4	1	2	4	129
28) Tier III Policy & Procedure	60	58	6	23	4	3	5	22	37	9	24	4	12	38	2	54	23	384
29) Inmate Property	116	120	6	73	16	15	3	53	17	10	75	22	19	126	6	27	23	727
30) Package Room	37	105	36	51	37	7	29	68	22	65	236	28	92	24	18	25	34	914
31) Rules & Regulations	2	103	38	29	9	9	23	4	32	8	39	56	1	13	15	0	5	386
<b>Sub-total</b>	<b>554</b>	<b>677</b>	<b>223</b>	<b>360</b>	<b>90</b>	<b>54</b>	<b>118</b>	<b>387</b>	<b>276</b>	<b>381</b>	<b>793</b>	<b>168</b>	<b>347</b>	<b>362</b>	<b>96</b>	<b>411</b>	<b>276</b>	<b>5,573</b>
<b>Administrative Services</b>																		
32) Industry	0	18	0	19	2	0	7	4	6	0	14	0	1	0	0	0	0	71
33) Personal Property/Claims	29	43	4	17	7	1	0	13	48	39	26	7	66	17	0	41	18	376
34) State Issued Clothing and Hygiene Items	31	14	1	13	1	1	4	15	24	28	13	8	15	35	1	12	26	242
35) Commissary	19	29	6	36	5	1	4	23	38	42	31	2	17	12	1	1	30	297
36) Inmate Accounts	52	70	9	110	4	1	6	65	38	45	80	25	69	55	2	18	49	698
37) Mess Hall	57	51	25	22	8	13	9	60	54	77	35	10	44	74	6	92	67	704
38) Laundry	5	5	1	12	0	0	0	3	5	18	8	0	4	13	0	0	11	85
39) Facility Maintenance	10	165	53	18	1	4	7	10	14	68	46	12	8	24	2	5	4	451
<b>Sub-total</b>	<b>203</b>	<b>395</b>	<b>99</b>	<b>247</b>	<b>28</b>	<b>21</b>	<b>37</b>	<b>193</b>	<b>227</b>	<b>317</b>	<b>253</b>	<b>64</b>	<b>224</b>	<b>230</b>	<b>12</b>	<b>169</b>	<b>205</b>	<b>2,924</b>
<b>Counsel</b>																		
40) Law Library	52	40	4	35	11	3	5	28	31	41	30	18	19	57	3	71	36	484
41) Legal Mail	14	27	3	15	1	1	4	4	14	15	17	2	1	56	1	11	27	213
42) Inmate Legal Rights	33	81	3	38	17	7	2	29	38	25	40	5	5	5	3	9	27	367
43) Mandatory Court Surcharge	5	0	0	7	0	0	1	0	3	0	1	0	2	0	0	0	1	20
<b>Sub-total</b>	<b>104</b>	<b>148</b>	<b>10</b>	<b>95</b>	<b>29</b>	<b>11</b>	<b>12</b>	<b>61</b>	<b>86</b>	<b>81</b>	<b>88</b>	<b>25</b>	<b>27</b>	<b>118</b>	<b>7</b>	<b>91</b>	<b>91</b>	<b>1,084</b>
<b>Executive Direction</b>																		
44) Inmate Grievance Program	75	43	5	57	3	3	10	18	23	36	35	10	22	49	7	86	24	506
45) Temporary Release Committee	0	0	0	0	0	1	0	0	1	0	0	1	5	0	0	0	1	9
46) Inter-Facility Transfers	26	10	0	25	3	3	0	6	5	5	8	0	0	19	3	1	10	124
47) Grooming Standards	14	0	2	2	0	1	1	1	5	1	5	0	0	0	1	3	0	36
48) Inmate Liaison Committee	2	2	2	6	0	0	0	4	3	0	1	3	3	0	0	1	1	28
49) Staff Conduct	227	425	55	202	129	99	33	203	234	196	388	80	172	262	68	526	227	3,526
50) Miscellaneous	43	3	40	67	1	10	3	29	34	79	10	3	101	64	6	82	3	578
<b>Sub-total</b>	<b>387</b>	<b>483</b>	<b>104</b>	<b>359</b>	<b>136</b>	<b>117</b>	<b>47</b>	<b>261</b>	<b>305</b>	<b>317</b>	<b>447</b>	<b>97</b>	<b>303</b>	<b>394</b>	<b>85</b>	<b>699</b>	<b>266</b>	<b>4,807</b>
<b>Grand Total</b>	<b>1,787</b>	<b>2,324</b>	<b>602</b>	<b>1,738</b>	<b>390</b>	<b>293</b>	<b>385</b>	<b>1,457</b>	<b>1,486</b>	<b>1,881</b>	<b>2,343</b>	<b>627</b>	<b>1,388</b>	<b>1,843</b>	<b>336</b>	<b>2,158</b>	<b>1,322</b>	<b>22,360</b>



**Table 2-2a. Grievances at Medium Security Facilities, by Type: 2014**

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Butler	Cape Vincent	Cayuga	Chateaugay	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
<b>Program Services</b>																	
1) Program Committee	0	5	3	14	0	7	0	0	6	6	11	1	5	0	3	1	3
2) Incentive Wage Allowance	1	1	2	7	0	5	3	0	2	12	0	5	0	1	5	0	11
3) Correspondence	0	7	3	5	0	18	17	0	8	4	12	12	4	19	5	0	1
4) Phone Home Program	0	0	2	6	0	1	0	0	1	2	0	0	1	0	0	0	0
5) Visiting	0	0	0	5	0	1	3	0	0	2	3	1	1	1	6	0	0
6) Guidance Unit/Counseling	6	6	8	11	0	11	6	0	11	33	24	14	32	10	14	0	3
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	0	1	2	0	1	2	0	0	5	1	2	5	0	0	0	0
8) Adult Basic Education	0	0	0	1	0	0	0	0	1	0	0	2	0	2	0	0	0
9) GED/College Programs	0	1	0	0	0	2	0	0	0	0	0	0	3	0	0	0	0
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11) Vocational Programs	0	0	0	5	0	0	0	0	0	3	4	4	0	1	1	0	0
12) Work Assignments	0	0	2	7	0	1	0	0	0	1	3	3	0	1	2	0	0
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15) Special Events/Inmate Organizations	0	1	0	2	0	1	0	0	1	2	2	1	2	0	1	0	0
16) Religion	1	1	0	19	0	3	5	0	11	2	17	6	1	6	5	1	1
17) Family Reunion Program	0	0	0	0	0	0	0	0	4	7	0	0	0	0	0	0	0
18) Media Review	0	0	1	1	0	1	3	0	0	0	1	2	1	7	0	0	0
19) General Library	0	0	0	1	0	1	1	0	0	0	0	3	1	2	1	0	2
20) Alcohol and Substance Abuse Treatment	0	1	0	2	0	4	7	0	2	3	4	8	0	1	0	3	0
<b>Sub-total</b>	<b>8</b>	<b>23</b>	<b>22</b>	<b>88</b>	<b>0</b>	<b>57</b>	<b>47</b>	<b>0</b>	<b>47</b>	<b>82</b>	<b>82</b>	<b>64</b>	<b>56</b>	<b>51</b>	<b>43</b>	<b>5</b>	<b>21</b>
<b>Health Services</b>																	
21) Dental	1	1	10	17	0	6	4	0	33	8	69	5	0	2	2	4	7
22) Medical	8	40	22	65	0	42	42	0	92	75	258	70	25	61	74	24	10
22.1) HIPAA (Health Information)	0	3	1	2	0	0	0	0	0	2	0	0	0	1	1	0	0
<b>Sub-total</b>	<b>9</b>	<b>44</b>	<b>33</b>	<b>84</b>	<b>0</b>	<b>48</b>	<b>46</b>	<b>0</b>	<b>125</b>	<b>85</b>	<b>327</b>	<b>75</b>	<b>25</b>	<b>64</b>	<b>77</b>	<b>28</b>	<b>17</b>

(continued on next page)

**Table 2-2b. Grievances at Medium Security Facilities, by Type: 2014 (Cont.)**

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Butler	Cape Vincent	Cayuga	Chateaugay	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
<b>Facility Operations</b>																	
23) Housing - Internal Block Affairs	2	10	3	3	0	5	7	0	7	2	27	12	20	11	5	3	1
23.1) Smoke-Free Policy	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
24) Special Housing Units	0	11	0	0	0	3	17	0	44	6	6	38	2	18	6	0	0
25) Search & Seizure/Frisks/Contraband	0	5	1	0	0	3	0	0	1	0	0	5	4	0	1	1	2
25.1) Strip Search	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
25.2) Strip Frisk	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
25.3) Pat Frisk (Female Inmate)	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26) Keeplock Policy & Procedure	0	0	0	0	0	0	0	0	0	0	2	6	0	0	0	0	0
27) Tier I and II Policy & Procedure	0	2	1	7	0	4	1	0	0	2	5	0	1	1	3	0	0
28) Tier III Policy & Procedure	0	2	1	0	0	8	7	0	0	4	9	2	1	1	1	0	1
29) Inmate Property	0	1	0	6	0	3	4	0	1	15	3	22	14	1	8	0	0
30) Package Room	0	11	6	47	0	15	3	0	2	30	48	54	22	25	11	1	4
31) Rules & Regulations	0	1	2	1	0	2	0	0	5	1	14	3	7	7	14	0	0
<b>Sub-total</b>	<b>2</b>	<b>50</b>	<b>14</b>	<b>64</b>	<b>0</b>	<b>43</b>	<b>39</b>	<b>0</b>	<b>60</b>	<b>61</b>	<b>114</b>	<b>143</b>	<b>71</b>	<b>64</b>	<b>49</b>	<b>5</b>	<b>9</b>
<b>Administrative Services</b>																	
32) Industry	0	1	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0
33) Personal Property Claims	1	4	0	3	0	9	9	0	1	1	4	2	1	3	1	0	2
34) State Issued Clothing and Hygiene Items	0	15	4	9	0	6	7	0	10	4	26	11	0	1	0	0	0
35) Commissary	0	4	1	6	0	9	0	0	2	1	7	7	0	0	2	0	1
36) Inmate Accounts	2	2	1	20	0	5	2	0	7	8	21	16	5	6	3	0	0
37) Mess Hall	1	7	6	6	0	5	3	0	19	4	17	19	13	3	2	1	2
38) Laundry	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
39) Facility Maintenance	3	4	0	1	0	1	1	0	2	6	3	0	3	1	1	0	1
<b>Sub-total</b>	<b>7</b>	<b>37</b>	<b>12</b>	<b>46</b>	<b>0</b>	<b>35</b>	<b>22</b>	<b>0</b>	<b>41</b>	<b>25</b>	<b>79</b>	<b>55</b>	<b>22</b>	<b>14</b>	<b>10</b>	<b>1</b>	<b>6</b>
<b>Counsel</b>																	
40) Law Library	0	2	2	9	0	3	3	0	3	4	3	10	2	2	4	0	3
41) Legal Mail	0	1	2	8	0	0	2	0	1	3	2	2	1	3	0	1	0
42) Inmate Legal Rights	1	1	2	10	0	12	1	0	6	24	2	16	18	6	1	0	1
43) Mandatory Court Surcharge	0	0	0	1	0	0	1	0	0	0	0	1	0	1	0	0	0
<b>Sub-total</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>28</b>	<b>0</b>	<b>15</b>	<b>7</b>	<b>0</b>	<b>10</b>	<b>31</b>	<b>7</b>	<b>29</b>	<b>21</b>	<b>12</b>	<b>5</b>	<b>1</b>	<b>4</b>
<b>Executive Direction</b>																	
44) Inmate Grievance Program	1	6	4	0	0	1	1	0	4	6	3	6	5	7	1	0	0
45) Temporary Release Committee	0	1	0	1	0	0	0	0	0	1	1	0	0	0	0	0	3
46) Inter-Facility Transfers	0	0	0	18	0	0	1	0	1	1	10	7	5	0	0	0	0
47) Grooming Standards	0	0	0	2	0	2	0	0	0	0	0	0	3	0	0	0	0
48) Inmate Liaison Committee	0	1	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0
49) Staff Conduct	21	95	26	87	0	62	91	1	76	31	227	86	68	48	59	38	4
50) Miscellaneous	0	15	12	17	0	0	17	0	10	21	53	2	0	9	5	0	5
<b>Sub-total</b>	<b>22</b>	<b>118</b>	<b>42</b>	<b>125</b>	<b>0</b>	<b>65</b>	<b>110</b>	<b>1</b>	<b>91</b>	<b>60</b>	<b>294</b>	<b>103</b>	<b>81</b>	<b>64</b>	<b>65</b>	<b>38</b>	<b>12</b>
<b>Grand Total</b>	<b>49</b>	<b>276</b>	<b>129</b>	<b>435</b>	<b>0</b>	<b>263</b>	<b>271</b>	<b>1</b>	<b>374</b>	<b>344</b>	<b>903</b>	<b>469</b>	<b>276</b>	<b>269</b>	<b>249</b>	<b>78</b>	<b>69</b>

(continued on next page)

**Table 2-2c. Grievances at Medium Security Facilities, by Type: 2014 (Cont.)**

Grievance Type	Livingston	Marcy	Midstate	Mohawk	Mt. McGregor	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
<b>Program Services</b>																	
1) Program Committee	3	13	2	6	0	0	21	9	10	0	0	3	0	0	1	8	141
2) Incentive Wage Allowance	1	18	2	5	0	1	5	9	1	1	0	7	0	0	4	10	119
3) Correspondence	6	12	7	2	0	1	50	10	5	0	1	3	1	3	2	11	229
4) Phone Home Program	9	2	2	0	0	0	6	0	1	0	0	2	0	0	2	1	38
5) Visiting	3	5	0	2	0	0	4	3	1	3	0	1	1	0	1	8	55
6) Guidance Unit/Counseling	5	61	11	2	0	1	14	17	11	5	1	8	2	9	19	4	359
7) Recreation (TV, Yard, Movies, Radio, etc.)	6	10	2	2	0	0	5	1	2	1	1	3	0	0	0	1	53
8) Adult Basic Education	0	0	0	0	0	0	0	0	0	0	0	1	0	0	2	0	9
9) GED/College Programs	4	3	0	0	0	0	1	2	1	0	0	3	0	0	5	1	26
10) Language Assistance Program	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	3
11) Vocational Programs	3	1	2	0	0	0	0	1	0	1	0	0	0	0	0	0	26
12) Work Assignments	10	10	1	0	0	0	0	0	2	3	0	2	5	0	8	0	61
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15) Special Events/Inmate Organizations	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	2	18
16) Religion	11	13	2	7	0	0	9	17	5	0	0	1	2	1	3	3	153
17) Family Reunion Program	0	40	0	0	0	0	0	0	0	0	1	3	0	0	7	0	62
18) Media Review	0	0	0	0	0	0	2	1	1	0	0	2	0	0	0	0	23
19) General Library	0	3	3	4	0	0	2	0	5	0	0	0	0	0	0	1	30
20) Alcohol and Substance Abuse Treatment	3	41	8	4	0	1	3	0	5	3	0	5	2	3	7	1	121
<b>Sub-total</b>	<b>66</b>	<b>232</b>	<b>42</b>	<b>34</b>	<b>0</b>	<b>4</b>	<b>123</b>	<b>71</b>	<b>50</b>	<b>18</b>	<b>4</b>	<b>45</b>	<b>13</b>	<b>16</b>	<b>61</b>	<b>52</b>	<b>1,527</b>
<b>Health Services</b>																	
21) Dental	2	7	3	0	0	3	2	1	18	0	0	1	2	1	15	14	238
22) Medical	39	269	120	57	0	6	75	59	53	14	0	24	18	11	86	50	1,789
22.1) HIPAA (Health Information)	0	0	0	0	0	0	0	1	0	0	0	2	0	0	0	0	13
<b>Sub-total</b>	<b>41</b>	<b>276</b>	<b>123</b>	<b>57</b>	<b>0</b>	<b>9</b>	<b>77</b>	<b>61</b>	<b>71</b>	<b>14</b>	<b>0</b>	<b>27</b>	<b>20</b>	<b>12</b>	<b>101</b>	<b>64</b>	<b>2,040</b>

(continued on next page)

**Table 2-2d. Grievances at Medium Security Facilities, by Type: 2014 (Cont.)**

Grievance Type	Livingston	Marcy	Midstate	Mohawk	Mt. McGregor	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
<b>Facility Operations</b>																	
23) Housing - Internal Block Affairs	33	92	14	12	0	0	13	8	16	14	3	11	1	2	15	3	<b>355</b>
23.1) Smoke-Free Policy	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	<b>5</b>
24) Special Housing Units	3	22	7	0	0	0	28	1	8	0	0	1	1	3	3	0	<b>228</b>
25) Search & Seizure/Frisks/Contraband	2	17	0	1	0	0	4	5	4	0	0	4	1	1	7	2	<b>71</b>
25.1) Strip Search	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	<b>3</b>
25.2) Strip Frisk	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>2</b>
25.3) Pat Frisk (Female Inmate)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>5</b>
26) Keeplock Policy & Procedure	0	0	0	0	0	0	0	0	0	2	0	0	0	0	2	0	<b>12</b>
27) Tier I and II Policy & Procedure	5	15	3	2	0	0	1	2	1	2	0	3	1	0	0	5	<b>67</b>
28) Tier III Policy & Procedure	12	13	8	1	0	0	7	0	3	0	0	2	1	0	1	3	<b>88</b>
29) Inmate Property	5	9	3	2	0	2	4	3	14	0	0	4	0	1	7	2	<b>134</b>
30) Package Room	12	24	1	8	0	4	31	9	27	8	1	5	3	2	28	18	<b>460</b>
31) Rules & Regulations	10	29	0	2	0	0	4	7	2	7	1	6	4	0	3	11	<b>143</b>
<b>Sub-total</b>	<b>84</b>	<b>221</b>	<b>36</b>	<b>30</b>	<b>0</b>	<b>6</b>	<b>92</b>	<b>35</b>	<b>75</b>	<b>33</b>	<b>5</b>	<b>36</b>	<b>12</b>	<b>10</b>	<b>66</b>	<b>44</b>	<b>1,573</b>
<b>Administrative Services</b>																	
32) Industry	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	<b>5</b>
33) Personal Property Claims	0	13	2	2	0	0	7	4	1	0	3	4	1	0	3	3	<b>84</b>
34) State Issued Clothing and Hygiene Items	9	17	0	0	0	1	4	0	5	0	0	2	0	0	2	3	<b>136</b>
35) Commissary	4	7	2	2	0	0	6	3	2	0	0	3	4	0	0	1	<b>74</b>
36) Inmate Accounts	6	32	3	0	0	1	7	1	5	2	3	7	1	3	5	5	<b>179</b>
37) Mess Hall	8	34	7	5	0	0	13	3	11	5	2	6	2	0	16	6	<b>226</b>
38) Laundry	0	2	0	0	0	0	1	0	0	1	0	0	0	0	0	0	<b>6</b>
39) Facility Maintenance	1	9	3	1	0	0	3	3	0	12	2	8	0	0	1	3	<b>73</b>
<b>Sub-total</b>	<b>28</b>	<b>114</b>	<b>17</b>	<b>12</b>	<b>0</b>	<b>2</b>	<b>41</b>	<b>14</b>	<b>24</b>	<b>20</b>	<b>10</b>	<b>30</b>	<b>8</b>	<b>3</b>	<b>27</b>	<b>21</b>	<b>783</b>
<b>Counsel</b>																	
40) Law Library	5	24	5	2	0	0	7	1	3	3	0	0	0	0	4	1	<b>105</b>
41) Legal Mail	3	5	0	0	0	0	2	1	1	0	0	1	1	0	0	2	<b>42</b>
42) Inmate Legal Rights	2	17	1	2	0	1	2	5	6	0	0	7	0	3	51	2	<b>200</b>
43) Mandatory Court Surcharge	0	1	0	2	0	1	5	0	0	0	0	2	0	0	0	0	<b>15</b>
<b>Sub-total</b>	<b>10</b>	<b>47</b>	<b>6</b>	<b>6</b>	<b>0</b>	<b>2</b>	<b>16</b>	<b>7</b>	<b>10</b>	<b>3</b>	<b>0</b>	<b>10</b>	<b>1</b>	<b>3</b>	<b>55</b>	<b>5</b>	<b>362</b>
<b>Executive Direction</b>																	
44) Inmate Grievance Program	8	24	3	6	0	0	4	1	1	0	0	0	0	0	5	0	<b>97</b>
45) Temporary Release Committee	0	3	0	0	0	2	0	0	0	0	0	1	1	0	0	0	<b>14</b>
46) Inter-Facility Transfers	10	5	0	2	0	0	0	1	3	0	0	0	2	0	2	9	<b>77</b>
47) Grooming Standards	2	3	0	1	0	0	0	0	2	0	0	0	0	0	2	0	<b>17</b>
48) Inmate Liaison Committee	1	9	3	1	0	0	0	1	0	0	0	0	0	0	0	0	<b>18</b>
49) Staff Conduct	45	52	85	40	0	7	50	51	45	23	41	10	17	5	59	33	<b>1,583</b>
50) Miscellaneous	22	28	9	1	0	0	22	15	1	0	1	4	1	0	3	7	<b>280</b>
<b>Sub-total</b>	<b>88</b>	<b>124</b>	<b>100</b>	<b>51</b>	<b>0</b>	<b>9</b>	<b>76</b>	<b>69</b>	<b>52</b>	<b>23</b>	<b>42</b>	<b>15</b>	<b>21</b>	<b>5</b>	<b>71</b>	<b>49</b>	<b>2,086</b>
<b>Grand Total</b>	<b>317</b>	<b>1,014</b>	<b>324</b>	<b>190</b>	<b>0</b>	<b>32</b>	<b>425</b>	<b>257</b>	<b>282</b>	<b>111</b>	<b>61</b>	<b>163</b>	<b>75</b>	<b>49</b>	<b>381</b>	<b>235</b>	<b>8,371</b>

**Table 2-3. Grievances at Shock and Minimum Security Facilities, by Type: 2014**

Grievance Type	Lakeview Shock	Monterey Shock	Moriah Shock	Total Shock	Edgecombe	Lincoln	Queensboro	Rochester	Total Minimum	Willard DTC	DOCCS Total
<b>Program Services</b>											
1) Program Committee	0	0	0	0	0	0	0	0	0	0	516
2) Incentive Wage Allowance	0	0	0	0	0	0	2	0	2	0	370
3) Correspondence	15	0	0	15	0	0	0	0	0	1	952
4) Phone Home Program	0	0	0	0	0	0	1	0	1	0	58
5) Visiting	5	0	0	5	0	0	1	0	1	0	225
6) Guidance Unit/Counseling	8	0	0	8	0	0	5	0	5	1	994
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	0	0	0	0	0	1	0	1	0	253
8) Adult Basic Education	0	0	0	0	0	0	0	0	0	0	37
9) GED/College Programs	0	0	0	0	0	0	0	0	0	0	56
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	12
11) Vocational Programs	0	0	0	0	0	0	0	0	0	0	56
12) Work Assignments	0	0	0	0	0	0	0	0	0	0	130
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	0	0	3
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	0
15) Special Events/Inmate Organizations	0	0	0	0	0	0	0	0	0	0	91
16) Religion	8	0	0	8	0	0	1	0	1	4	634
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	0	163
18) Media Review	0	0	0	0	0	0	0	0	0	0	104
19) General Library	1	0	0	1	0	0	0	0	0	0	97
20) Alcohol and Substance Abuse Treatment	0	0	0	0	0	0	0	0	0	0	233
<b>Sub-total</b>	<b>37</b>	<b>0</b>	<b>0</b>	<b>37</b>	<b>0</b>	<b>0</b>	<b>11</b>	<b>0</b>	<b>11</b>	<b>6</b>	<b>4,984</b>
<b>Health Services</b>											<b>0</b>
21) Dental	5	0	0	5	0	0	1	0	1	0	547
22) Medical	54	0	0	54	0	2	8	0	10	12	6,008
22.1) HIPAA (Health Information)	0	0	0	0	0	0	0	0	0	0	136
<b>Sub-total</b>	<b>59</b>	<b>0</b>	<b>0</b>	<b>59</b>	<b>0</b>	<b>2</b>	<b>9</b>	<b>0</b>	<b>11</b>	<b>12</b>	<b>6,668</b>

(continued on next page)

**Table 2-3. Grievances at Shock and Minimum Security Facilities, by Type: 2014 (Cont.)**

Grievance Type	Lakeview Shock	Monterey Shock	Moriah Shock	Total Shock	Edgecombe	Lincoln	Queensboro	Rochester	Total Minimum	Willard DTC	DOCCS Total
<b>Facility Operations</b>											<b>0</b>
23) Housing - Internal Block Affairs	3	0	0	3	0	0	6	0	6	0	1,793
23.1) Smoke-Free Policy	0	0	0	0	0	0	1	0	1	0	9
24) Special Housing Units	57	0	0	57	0	0	0	0	0	0	1,514
25) Search & Seizure/Frisks/Contraband	4	0	0	4	0	0	1	0	1	0	357
25.1) Strip Search	0	0	0	0	0	0	0	0	0	0	16
25.2) Strip Frisk	0	0	0	0	0	0	0	0	0	0	12
25.3) Pat Frisk (Female Inmate)	0	0	0	0	0	0	0	0	0	0	10
26) Keeplock Policy & Procedure	0	0	0	0	0	0	2	0	2	0	77
27) Tier I and II Policy & Procedure	1	0	0	1	0	0	1	0	1	0	198
28) Tier III Policy & Procedure	3	0	0	3	0	0	0	0	0	0	475
29) Inmate Property	7	0	0	7	0	0	4	0	4	0	872
30) Package Room	0	0	0	0	0	0	3	0	3	0	1,377
31) Rules & Regulations	0	0	0	0	0	0	4	0	4	0	533
<b>Sub-total</b>	<b>75</b>	<b>0</b>	<b>0</b>	<b>75</b>	<b>0</b>	<b>0</b>	<b>22</b>	<b>0</b>	<b>22</b>	<b>0</b>	<b>7,221</b>
<b>Administrative Services</b>											<b>0</b>
32) Industry	0	0	0	0	0	0	0	0	0	0	76
33) Personal Property Claims	0	0	0	0	0	0	3	0	3	0	463
34) State Issued Clothing and Hygiene Items	3	0	0	3	0	0	0	0	0	0	381
35) Commissary	0	0	0	0	0	0	0	0	0	0	371
36) Inmate Accounts	7	0	0	7	0	0	5	0	5	0	889
37) Mess Hall	41	0	0	41	0	0	3	0	3	0	974
38) Laundry	2	0	0	2	0	0	0	0	0	0	93
39) Facility Maintenance	0	0	0	0	0	0	3	0	3	0	527
<b>Sub-total</b>	<b>53</b>	<b>0</b>	<b>0</b>	<b>53</b>	<b>0</b>	<b>0</b>	<b>14</b>	<b>0</b>	<b>14</b>	<b>0</b>	<b>3,760</b>
<b>Counsel</b>											<b>0</b>
40) Law Library	3	0	0	3	0	0	0	0	0	0	592
41) Legal Mail	8	0	0	8	0	0	0	0	0	1	264
42) Inmate Legal Rights	1	0	0	1	0	0	6	0	6	0	574
43) Mandatory Court Surcharge	0	0	0	0	0	0	0	0	0	0	35
<b>Sub-total</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>6</b>	<b>1</b>	<b>1,458</b>
<b>Executive Direction</b>											<b>0</b>
44) Inmate Grievance Program	5	0	0	5	0	0	2	0	2	0	610
45) Temporary Release Committee	0	0	0	0	0	0	0	0	0	0	23
46) Inter-Facility Transfers	0	0	0	0	0	0	0	0	0	0	201
47) Grooming Standards	0	0	0	0	0	0	0	0	0	0	53
48) Inmate Liaison Committee	0	0	0	0	0	0	0	0	0	0	46
49) Staff Conduct	48	0	0	48	0	0	30	1	31	6	5,194
50) Miscellaneous	0	0	0	0	0	0	6	0	6	0	864
<b>Sub-total</b>	<b>53</b>	<b>0</b>	<b>0</b>	<b>53</b>	<b>0</b>	<b>0</b>	<b>38</b>	<b>1</b>	<b>39</b>	<b>6</b>	<b>6,946</b>
<b>Grand Total</b>	<b>289</b>	<b>0</b>	<b>0</b>	<b>289</b>	<b>0</b>	<b>2</b>	<b>100</b>	<b>1</b>	<b>103</b>	<b>25</b>	<b>31,148</b>

**Table 3-1. Grievances per 1,000 Inmates at Maximum Security Facilities, by Type: 2014**

Grievance Type	Attica	Auburn	Bedford Hills	Clinton	Coxsackie	Downstate	Eastern	Elmira	Five Points	Great Meadow	Green Haven	Shawangunk	Sing Sing	Southport	Sullivan	Upstate	Wende	Total Maximum Security
<b>Program Services</b>																		
1) Program Committee	8.6	21.7	5.2	7.7	4.3	2.5	18.7	25.7	31.9	34.8	20.0	22.0	20.5	0.0	21.0	1.8	43.4	17.0
2) Incentive Wage Allowance	11.9	0.0	10.4	16.6	5.4	0.0	11.0	0.6	1.5	24.9	35.9	16.0	7.4	1.5	14.7	2.7	16.0	11.3
3) Correspondence	20.4	30.1	2.6	34.3	3.3	1.7	11.0	24.5	40.0	24.9	28.2	31.9	52.7	174.2	16.8	58.4	27.4	32.1
4) Phone Home Program	0.5	2.4	0.0	0.7	0.0	0.0	0.0	0.0	3.7	1.3	0.5	2.0	0.6	0.0	2.1	0.0	1.1	0.9
5) Visiting	6.7	3.6	28.6	1.5	2.2	0.8	8.8	10.2	10.4	4.6	12.3	8.0	13.6	5.9	8.4	6.4	4.6	7.5
6) Guidance Unit/Counseling	22.8	45.8	2.6	11.4	2.2	5.9	19.8	28.1	22.2	25.6	27.7	55.9	33.5	115.7	10.5	42.0	62.8	28.2
7) Recreation (TV, Yard, Movies, Radio, etc.)	0.0	9.0	19.5	9.2	3.3	4.2	2.2	9.0	14.8	6.6	5.6	16.0	5.6	61.5	10.5	11.9	1.1	9.0
8) Adult Basic Education	0.0	3.0	0.0	1.5	1.1	0.8	0.0	1.8	0.7	1.3	2.1	0.0	0.6	4.4	2.1	0.9	1.1	1.3
9) GED/College Programs	1.0	0.0	1.3	1.8	1.1	0.0	2.2	1.2	3.0	3.3	0.5	2.0	1.2	4.4	0.0	0.0	1.1	1.4
10) Language Assistance Program	1.0	0.0	0.0	0.4	0.0	0.0	0.0	2.4	1.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.4
11) Vocational Programs	0.0	0.6	3.9	0.7	1.1	0.8	0.0	6.0	0.0	0.7	4.6	2.0	0.0	0.0	0.0	0.0	1.1	1.4
12) Work Assignments	0.0	9.0	11.7	7.0	1.1	0.0	3.3	0.6	0.7	2.6	2.1	2.0	0.0	2.9	14.7	0.0	2.3	3.1
13) Hobby Shop/Arts & Crafts	0.0	0.0	0.0	0.0	0.0	0.0	1.1	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1
14) Volunteer Services	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
15) Special Events/Inmate Organizations	2.9	16.3	3.9	0.4	0.0	0.0	3.3	5.4	2.2	3.9	1.5	0.0	1.9	0.0	6.3	0.9	5.7	3.3
16) Religion	10.0	30.1	9.1	14.7	9.8	12.7	24.3	28.7	25.2	37.4	25.7	16.0	11.8	52.7	21.0	21.9	20.5	21.3
17) Family Reunion Program	2.4	1.8	0.0	5.5	0.0	0.0	7.7	3.6	0.0	3.3	7.7	12.0	16.7	0.0	14.7	0.0	5.7	4.6
18) Media Review	2.4	2.4	1.3	8.1	2.2	0.0	5.5	0.6	0.7	0.7	4.6	12.0	0.0	10.2	4.2	10.0	4.6	3.7
19) General Library	1.0	7.8	0.0	1.5	0.0	0.0	0.0	1.2	9.6	3.3	2.1	8.0	0.6	4.4	0.0	9.1	5.7	3.0
20) Alcohol and Substance Abuse Treatment	0.5	2.4	2.6	4.8	5.4	0.0	0.0	12.6	17.0	5.9	7.7	4.0	0.0	0.0	6.3	1.8	13.7	5.1
<b>Sub-total</b>	<b>91.7</b>	<b>186.3</b>	<b>102.7</b>	<b>127.9</b>	<b>42.3</b>	<b>29.6</b>	<b>119.1</b>	<b>162.2</b>	<b>185.2</b>	<b>185.7</b>	<b>188.9</b>	<b>209.6</b>	<b>166.8</b>	<b>437.8</b>	<b>153.4</b>	<b>167.9</b>	<b>218.0</b>	<b>154.7</b>
<b>Health Services</b>																		
21) Dental	5.7	10.8	6.5	12.5	3.3	0.8	1.1	19.2	18.5	20.3	10.8	27.9	9.3	45.4	4.2	38.3	18.3	13.8
22) Medical	153.9	171.8	104.0	106.2	70.5	45.6	66.2	144.8	222.2	302.5	184.8	295.4	124.0	575.4	126.1	498.2	316.2	188.4
22.1) HIPAA (Health Information)	4.8	5.4	2.6	2.9	0.0	0.0	2.2	6.0	12.6	6.6	6.7	12.0	1.9	23.4	2.1	14.6	0.0	5.6
<b>Sub-total</b>	<b>164.4</b>	<b>188.1</b>	<b>113.1</b>	<b>121.6</b>	<b>73.8</b>	<b>46.5</b>	<b>69.5</b>	<b>170.0</b>	<b>253.3</b>	<b>329.4</b>	<b>202.3</b>	<b>335.3</b>	<b>135.2</b>	<b>644.2</b>	<b>132.4</b>	<b>551.1</b>	<b>334.5</b>	<b>207.7</b>

(continued on next page)

Table 3-1. Grievances per 1,000 Inmates at Maximum Security Facilities, by Type: 2014 (Cont.)

Grievance Type	Attica	Auburn	Bedford Hills	Clinton	Cossackie	Downstate	Eastern	Elmira	Five Points	Great Meadow	Green Haven	Shawangunk	Sing Sing	Southport	Sullivan	Upstate	Wende	Total Maximum Security
<b>Facility Operations</b>																		
23) Housing - Internal Block Affairs	36.1	54.9	114.4	45.3	18.4	10.1	13.2	94.6	32.6	86.0	126.8	51.9	86.8	190.3	58.8	2.7	117.6	65.0
23.1) Smoke-Free Policy	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.5	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1
24) Special Housing Units	108.3	59.7	29.9	7.4	0.0	3.4	24.3	44.9	60.0	95.8	29.8	45.9	29.1	33.7	31.5	267.3	82.2	55.9
25) Search & Seizure/Frisks/Contraband	11.4	27.7	11.7	3.7	3.3	2.5	19.8	1.2	12.6	3.3	50.3	8.0	11.2	4.4	23.1	2.7	8.0	12.8
25.1) Strip Search	0.0	1.2	1.3	0.0	0.0	0.0	2.2	0.0	1.5	0.0	0.0	0.0	2.5	0.0	0.0	0.9	1.1	0.6
25.2) Strip Frisk	0.0	0.6	0.0	0.4	0.0	0.8	1.1	0.0	0.0	0.0	0.5	2.0	0.0	1.5	0.0	2.7	0.0	0.5
25.3) Pat Frisk (Female Inmate)	0.0	0.0	6.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
26) Keeplock Policy & Procedure	0.0	19.3	1.3	1.5	0.0	0.0	2.2	0.0	8.1	2.0	1.5	2.0	1.2	0.0	0.0	4.6	2.9	0.2
27) Tier I and II Policy & Procedure	5.2	12.1	13.0	9.6	4.3	0.0	1.1	3.0	8.1	2.0	6.2	6.0	7.4	5.9	2.1	1.8	4.6	5.9
28) Tier III Policy & Procedure	28.5	35.0	7.8	8.5	4.3	2.5	5.5	13.2	27.4	5.9	12.3	8.0	7.4	55.6	4.2	49.3	26.3	17.5
29) Inmate Property	55.1	72.3	7.8	26.9	17.4	12.7	3.3	31.7	12.6	6.6	38.5	43.9	11.8	184.5	12.6	24.6	26.3	33.1
30) Package Room	17.6	63.3	46.8	18.8	40.1	5.9	32.0	40.7	16.3	42.7	121.1	55.9	57.0	35.1	37.8	22.8	38.8	41.6
31) Rules & Regulations	1.0	62.1	49.4	10.7	9.8	7.6	25.4	2.4	23.7	5.2	20.0	111.8	0.6	19.0	31.5	0.0	5.7	17.5
<b>Sub-total</b>	<b>263.2</b>	<b>408.1</b>	<b>290.0</b>	<b>132.7</b>	<b>97.6</b>	<b>45.6</b>	<b>130.1</b>	<b>231.6</b>	<b>204.4</b>	<b>250.0</b>	<b>407.1</b>	<b>335.3</b>	<b>215.1</b>	<b>530.0</b>	<b>201.7</b>	<b>375.0</b>	<b>315.1</b>	<b>253.4</b>
<b>Administrative Services</b>																		
32) Industry	0.0	10.8	0.0	7.0	2.2	0.0	7.7	2.4	4.4	0.0	7.2	0.0	0.6	0.0	0.0	0.0	0.0	3.2
33) Personal Property/Claims	13.8	25.9	5.2	6.3	7.6	0.8	0.0	7.8	35.6	25.6	13.3	14.0	40.9	24.9	0.0	37.4	20.5	17.1
34) State Issued Clothing and Hygiene Items	14.7	8.4	1.3	4.8	1.1	0.8	4.4	9.0	17.8	18.4	6.7	16.0	9.3	51.2	2.1	10.9	29.7	11.0
35) Commissary	9.0	17.5	7.8	13.3	5.4	0.8	4.4	13.8	28.1	27.6	15.9	4.0	10.5	17.6	2.1	0.9	34.2	13.5
36) Inmate Accounts	24.7	42.2	11.7	40.5	4.3	0.8	6.6	38.9	28.1	29.5	41.1	49.9	42.8	80.5	4.2	16.4	55.9	31.7
37) Mess Hall	27.1	30.7	32.5	8.1	8.7	11.0	9.9	35.9	40.0	50.5	18.0	20.0	27.3	108.3	12.6	83.9	76.5	32.0
38) Laundry	2.4	3.0	1.3	4.4	0.0	0.0	0.0	1.8	3.7	11.8	4.1	0.0	2.5	19.0	0.0	0.0	12.6	3.9
39) Facility Maintenance	4.8	99.5	68.9	6.6	1.1	3.4	7.7	6.0	10.4	44.6	23.6	24.0	5.0	35.1	4.2	4.6	4.6	20.5
<b>Sub-total</b>	<b>96.4</b>	<b>238.1</b>	<b>128.7</b>	<b>91.0</b>	<b>30.4</b>	<b>17.8</b>	<b>40.8</b>	<b>115.5</b>	<b>168.1</b>	<b>208.0</b>	<b>129.9</b>	<b>127.7</b>	<b>138.9</b>	<b>336.7</b>	<b>25.2</b>	<b>154.2</b>	<b>234.0</b>	<b>132.9</b>
<b>Counsel</b>																		
40) Law Library	24.7	24.1	5.2	12.9	11.9	2.5	5.5	16.8	23.0	26.9	15.4	35.9	11.8	83.5	6.3	64.8	41.1	22.0
41) Legal Mail	6.7	16.3	3.9	5.5	1.1	0.8	4.4	2.4	10.4	9.8	8.7	4.0	0.6	82.0	2.1	10.0	30.8	9.7
42) Inmate Legal Rights	15.7	48.8	3.9	14.0	18.4	5.9	2.2	17.4	28.1	16.4	20.5	10.0	3.1	7.3	6.3	8.2	30.8	16.7
43) Mandatory Court Surcharge	2.4	0.0	0.0	2.6	0.0	0.0	1.1	0.0	2.2	0.0	0.5	0.0	1.2	0.0	0.0	0.0	1.1	0.9
<b>Sub-total</b>	<b>49.4</b>	<b>89.2</b>	<b>13.0</b>	<b>35.0</b>	<b>31.5</b>	<b>9.3</b>	<b>13.2</b>	<b>36.5</b>	<b>63.7</b>	<b>53.1</b>	<b>45.2</b>	<b>49.9</b>	<b>16.7</b>	<b>172.8</b>	<b>14.7</b>	<b>83.0</b>	<b>103.9</b>	<b>49.3</b>
<b>Executive Direction</b>																		
44) Inmate Grievance Program	35.6	25.9	6.5	21.0	3.3	2.5	11.0	10.8	17.0	23.6	18.0	20.0	13.6	71.7	14.7	78.5	27.4	23.0
45) Temporary Release Committee	0.0	0.0	0.0	0.0	0.0	0.8	0.0	0.0	0.7	0.0	0.0	2.0	3.1	0.0	0.0	0.0	1.1	0.4
46) Inter-Facility Transfers	12.4	6.0	0.0	9.2	3.3	2.5	0.0	3.6	3.7	3.3	4.1	0.0	0.0	27.8	6.3	0.9	11.4	5.6
47) Grooming Standards	6.7	0.0	2.6	0.7	0.0	0.8	1.1	0.6	3.7	0.7	2.6	0.0	0.0	0.0	2.1	2.7	0.0	1.6
48) Inmate Liaison Committee	1.0	1.2	2.6	2.2	0.0	0.0	0.0	2.4	2.2	0.0	0.5	6.0	1.9	0.0	0.0	0.9	1.1	1.3
49) Staff Conduct	107.8	256.2	71.5	74.5	139.9	83.7	36.4	121.5	173.3	128.6	199.2	159.7	106.6	383.6	142.9	479.9	259.1	160.3
50) Miscellaneous	20.4	1.8	52.0	24.7	1.1	8.5	3.3	17.4	25.2	51.8	5.1	6.0	62.6	93.7	12.6	74.8	3.4	26.3
<b>Sub-total</b>	<b>183.8</b>	<b>291.1</b>	<b>135.2</b>	<b>132.3</b>	<b>147.5</b>	<b>98.9</b>	<b>51.8</b>	<b>156.2</b>	<b>225.9</b>	<b>208.0</b>	<b>229.5</b>	<b>193.6</b>	<b>187.8</b>	<b>576.9</b>	<b>178.6</b>	<b>637.8</b>	<b>303.7</b>	<b>218.5</b>
<b>Grand Total</b>	<b>848.9</b>	<b>1,400.8</b>	<b>782.8</b>	<b>640.6</b>	<b>423.0</b>	<b>247.7</b>	<b>424.5</b>	<b>871.9</b>	<b>1,100.7</b>	<b>1,234.3</b>	<b>1,202.8</b>	<b>1,251.5</b>	<b>860.5</b>	<b>2,698.4</b>	<b>705.9</b>	<b>1,969.0</b>	<b>1,509.1</b>	<b>1,016.5</b>



**Table 3-2a. Grievances per 1,000 Inmates at Medium Security Facilities, by Type: 2014 (Cont.)**

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Butler	Cape Vincent	Cayuga	Chateaugay	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
<b>Program Services</b>																	
1) Program Committee	0.0	4.5	6.3	8.4	0.0	8.1	0.0	0.0	5.7	3.7	6.7	1.0	3.3	0.0	2.8	3.5	8.2
2) Incentive Wage Allowance	2.5	0.9	4.2	4.2	0.0	5.8	3.0	0.0	1.9	7.4	0.0	4.8	0.0	0.6	4.6	0.0	30.1
3) Correspondence	0.0	6.4	6.3	3.0	0.0	20.9	17.0	0.0	7.6	2.5	7.3	11.6	2.6	10.9	4.6	0.0	2.7
4) Phone Home Program	0.0	0.0	4.2	3.6	0.0	1.2	0.0	0.0	0.9	1.2	0.0	0.0	0.7	0.0	0.0	0.0	0.0
5) Visiting	0.0	0.0	0.0	3.0	0.0	1.2	3.0	0.0	0.0	1.2	1.8	1.0	0.7	0.6	5.6	0.0	0.0
6) Guidance Unit/Counseling	15.3	5.4	16.9	6.6	0.0	12.7	6.0	0.0	10.4	20.3	14.6	13.5	20.8	5.8	13.0	0.0	8.2
7) Recreation (TV, Yard, Movies, Radio, etc.)	0.0	0.0	2.1	1.2	0.0	1.2	2.0	0.0	0.0	3.1	0.6	1.9	3.3	0.0	0.0	0.0	0.0
8) Adult Basic Education	0.0	0.0	0.0	0.6	0.0	0.0	0.0	0.0	0.9	0.0	0.0	1.9	0.0	1.2	0.0	0.0	0.0
9) GED/College Programs	0.0	0.9	0.0	0.0	0.0	2.3	0.0	0.0	0.0	0.0	0.0	0.0	2.0	0.0	0.0	0.0	0.0
10) Language Assistance Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
11) Vocational Programs	0.0	0.0	0.0	3.0	0.0	0.0	0.0	0.0	0.0	1.8	2.4	3.9	0.0	0.6	0.9	0.0	0.0
12) Work Assignments	0.0	0.0	4.2	4.2	0.0	1.2	0.0	0.0	0.0	0.6	1.8	2.9	0.0	0.6	1.9	0.0	0.0
13) Hobby Shop/Arts & Crafts	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
14) Volunteer Services	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
15) Special Events/Inmate Organizations	0.0	0.9	0.0	1.2	0.0	1.2	0.0	0.0	0.9	1.2	1.2	1.0	1.3	0.0	0.9	0.0	0.0
16) Religion	2.5	0.9	0.0	11.4	0.0	3.5	5.0	0.0	10.4	1.2	10.3	5.8	0.7	3.5	4.6	3.5	2.7
17) Family Reunion Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.8	4.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0
18) Media Review	0.0	0.0	2.1	0.6	0.0	1.2	3.0	0.0	0.0	0.0	0.6	1.9	0.7	4.0	0.0	0.0	0.0
19) General Library	0.0	0.0	0.0	0.6	0.0	1.2	1.0	0.0	0.0	0.0	0.0	2.9	0.7	1.2	0.9	0.0	5.5
20) Alcohol and Substance Abuse Treatment	0.0	0.9	0.0	1.2	0.0	4.6	7.0	0.0	1.9	1.8	2.4	7.7	0.0	0.6	0.0	10.4	0.0
<b>Sub-total</b>	<b>20.4</b>	<b>20.9</b>	<b>46.5</b>	<b>52.9</b>	<b>0.0</b>	<b>66.0</b>	<b>47.0</b>	<b>0.0</b>	<b>44.6</b>	<b>50.4</b>	<b>49.8</b>	<b>61.7</b>	<b>36.5</b>	<b>29.3</b>	<b>40.0</b>	<b>17.4</b>	<b>57.4</b>
<b>Health Services</b>																	
21) Dental	2.5	0.9	21.1	10.2	0.0	7.0	4.0	0.0	31.3	4.9	41.9	4.8	0.0	1.2	1.9	13.9	19.1
22) Medical	20.4	36.3	46.5	39.1	0.0	48.7	42.0	0.0	87.4	46.1	156.8	67.5	16.3	35.1	68.8	83.3	27.3
22.1) HIPAA (Health Information)	0.0	2.7	2.1	1.2	0.0	0.0	0.0	0.0	0.0	1.2	0.0	0.0	0.0	0.6	0.9	0.0	0.0
<b>Sub-total</b>	<b>22.9</b>	<b>40.0</b>	<b>69.8</b>	<b>50.5</b>	<b>0.0</b>	<b>55.6</b>	<b>46.0</b>	<b>0.0</b>	<b>118.7</b>	<b>52.3</b>	<b>198.8</b>	<b>72.3</b>	<b>16.3</b>	<b>36.8</b>	<b>71.6</b>	<b>97.2</b>	<b>46.4</b>

(continued on next page)

Table 3-2b. Grievances per 1,000 Inmates at Medium Security Facilities, by Type: 2014 (Cont.)

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Butler	Cape Vincent	Cayuga	Chateaugay	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
<b>Facility Operations</b>																	
23) Housing - Internal Block Affairs	5.1	9.1	6.3	1.8	0.0	5.8	7.0	0.0	6.6	1.2	16.4	11.6	13.0	6.3	4.6	10.4	2.7
23.1) Smoke-Free Policy	0.0	0.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.7
24) Special Housing Units	0.0	10.0	0.0	0.0	0.0	3.5	17.0	0.0	41.8	3.7	3.6	36.6	1.3	10.4	5.6	0.0	0.0
25) Search & Seizure/Frisks/Contraband	0.0	4.5	2.1	0.0	0.0	3.5	0.0	0.0	0.9	0.0	0.0	4.8	2.6	0.0	0.9	3.5	5.5
25.1) Strip Search	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0
25.2) Strip Frisk	0.0	0.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0
25.3) Pat Frisk (Female Inmate)	0.0	4.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
26) Keeplock Policy & Procedure	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.2	5.8	0.0	0.0	0.0	0.0	0.0
27) Tier I and II Policy & Procedure	0.0	1.8	2.1	4.2	0.0	4.6	1.0	0.0	0.0	1.2	3.0	0.0	0.7	0.6	2.8	0.0	0.0
28) Tier III Policy & Procedure	0.0	1.8	2.1	0.0	0.0	9.3	7.0	0.0	0.0	2.5	5.5	1.9	0.7	0.6	0.9	0.0	2.7
29) Inmate Property	0.0	0.9	0.0	3.6	0.0	3.5	4.0	0.0	0.9	9.2	1.8	21.2	9.1	0.6	7.4	0.0	0.0
30) Package Room	0.0	10.0	12.7	28.3	0.0	17.4	3.0	0.0	1.9	18.5	29.2	52.1	14.3	14.4	10.2	3.5	10.9
31) Rules & Regulations	0.0	0.9	4.2	0.6	0.0	2.3	0.0	0.0	4.7	0.6	8.5	2.9	4.6	4.0	13.0	0.0	0.0
<b>Sub-total</b>	<b>5.1</b>	<b>45.4</b>	<b>29.6</b>	<b>38.5</b>	<b>0.0</b>	<b>49.8</b>	<b>39.0</b>	<b>0.0</b>	<b>57.0</b>	<b>37.5</b>	<b>69.3</b>	<b>137.9</b>	<b>46.3</b>	<b>36.8</b>	<b>45.5</b>	<b>17.4</b>	<b>24.6</b>
<b>Administrative Services</b>																	
32) Industry	0.0	0.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.6	0.0	0.0	0.0	0.0	0.0	0.0
33) Personal Property Claims	2.5	3.6	0.0	1.8	0.0	10.4	9.0	0.0	0.9	0.6	2.4	1.9	0.7	1.7	0.9	0.0	5.5
34) State Issued Clothing and Hygiene Items	0.0	13.6	8.5	5.4	0.0	7.0	7.0	0.0	9.5	2.5	15.8	10.6	0.0	0.6	0.0	0.0	0.0
35) Commissary	0.0	3.6	2.1	3.6	0.0	10.4	0.0	0.0	1.9	0.6	4.3	6.8	0.0	0.0	1.9	0.0	2.7
36) Inmate Accounts	5.1	1.8	2.1	12.0	0.0	5.8	2.0	0.0	6.6	4.9	12.8	15.4	3.3	3.5	2.8	0.0	0.0
37) Mess Hall	2.5	6.4	12.7	3.6	0.0	5.8	3.0	0.0	18.0	2.5	10.3	18.3	8.5	1.7	1.9	3.5	5.5
38) Laundry	0.0	0.0	0.0	0.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.9	0.0	0.0
39) Facility Maintenance	7.6	3.6	0.0	0.6	0.0	1.2	1.0	0.0	1.9	3.7	1.8	0.0	2.0	0.6	0.9	0.0	2.7
<b>Sub-total</b>	<b>17.8</b>	<b>33.6</b>	<b>25.4</b>	<b>27.7</b>	<b>0.0</b>	<b>40.6</b>	<b>22.0</b>	<b>0.0</b>	<b>38.9</b>	<b>15.4</b>	<b>48.0</b>	<b>53.0</b>	<b>14.3</b>	<b>8.1</b>	<b>9.3</b>	<b>3.5</b>	<b>16.4</b>
<b>Counsel</b>																	
40) Law Library	0.0	1.8	4.2	5.4	0.0	3.5	3.0	0.0	2.8	2.5	1.8	9.6	1.3	1.2	3.7	0.0	8.2
41) Legal Mail	0.0	0.9	4.2	4.8	0.0	0.0	2.0	0.0	0.9	1.8	1.2	1.9	0.7	1.7	0.0	3.5	0.0
42) Inmate Legal Rights	2.5	0.9	4.2	6.0	0.0	13.9	1.0	0.0	5.7	14.8	1.2	15.4	11.7	3.5	0.9	0.0	2.7
43) Mandatory Court Surcharge	0.0	0.0	0.0	0.6	0.0	0.0	1.0	0.0	0.0	0.0	0.0	1.0	0.0	0.6	0.0	0.0	0.0
<b>Sub-total</b>	<b>2.5</b>	<b>3.6</b>	<b>12.7</b>	<b>16.8</b>	<b>0.0</b>	<b>17.4</b>	<b>7.0</b>	<b>0.0</b>	<b>9.5</b>	<b>19.1</b>	<b>4.3</b>	<b>28.0</b>	<b>13.7</b>	<b>6.9</b>	<b>4.6</b>	<b>3.5</b>	<b>10.9</b>
<b>Executive Direction</b>																	
44) Inmate Grievance Program	2.5	5.4	8.5	0.0	0.0	1.2	1.0	0.0	3.8	3.7	1.8	5.8	3.3	4.0	0.9	0.0	0.0
45) Temporary Release Committee	0.0	0.9	0.0	0.6	0.0	0.0	0.0	0.0	0.6	0.6	0.6	0.0	0.0	0.0	0.0	0.0	8.2
46) Inter-Facility Transfers	0.0	0.0	0.0	10.8	0.0	0.0	1.0	0.0	0.9	0.6	6.1	6.8	3.3	0.0	0.0	0.0	0.0
47) Grooming Standards	0.0	0.0	0.0	1.2	0.0	2.3	0.0	0.0	0.0	0.0	0.0	0.0	2.0	0.0	0.0	0.0	0.0
48) Inmate Liaison Committee	0.0	0.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.9	0.0	0.0	0.0	0.0	0.0
49) Staff Conduct	53.4	86.3	55.0	52.3	0.0	71.8	91.1	90.9	72.2	19.1	138.0	82.9	44.3	27.6	54.8	131.9	10.9
50) Miscellaneous	0.0	13.6	25.4	10.2	0.0	0.0	17.0	0.0	9.5	12.9	32.2	1.9	0.0	5.2	4.6	0.0	13.7
<b>Sub-total</b>	<b>56.0</b>	<b>107.2</b>	<b>88.8</b>	<b>75.2</b>	<b>0.0</b>	<b>75.3</b>	<b>110.1</b>	<b>90.9</b>	<b>86.4</b>	<b>36.9</b>	<b>178.7</b>	<b>99.3</b>	<b>52.8</b>	<b>36.8</b>	<b>60.4</b>	<b>131.9</b>	<b>32.8</b>
<b>Grand Total</b>	<b>124.7</b>	<b>250.7</b>	<b>272.7</b>	<b>261.6</b>	<b>0.0</b>	<b>304.8</b>	<b>271.3</b>	<b>90.9</b>	<b>355.2</b>	<b>211.6</b>	<b>548.9</b>	<b>452.3</b>	<b>179.8</b>	<b>154.8</b>	<b>231.4</b>	<b>270.8</b>	<b>188.5</b>

(continued on next page)

**Table 3-2c. Grievances per 1,000 Inmates at Medium Security Facilities, by Type: 2014 (Cont.)**

Grievance Type	Livingston	Marcy	Midstate	Mohawk	Mt. McGregor	Ogdensburg	Orleans	Ottsville	Riverview	Taconic	Ulster	Walkkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
<b>Program Services</b>																	
1) Program Committee	3.5	11.2	1.3	4.3	0.0	0.0	22.6	15.6	11.7	0.0	0.0	5.2	0.0	0.0	1.2	4.8	4.8
2) Incentive Wage Allowance	1.2	15.5	1.3	3.6	0.0	2.5	5.4	15.6	1.2	2.8	0.0	12.2	0.0	0.0	4.8	5.9	4.1
3) Correspondence	7.0	10.3	4.4	1.4	0.0	2.5	53.7	17.3	5.9	0.0	1.3	5.2	1.2	5.6	2.4	6.5	7.8
4) Phone Home Program	10.5	1.7	1.3	0.0	0.0	0.0	6.4	0.0	1.2	0.0	0.0	3.5	0.0	0.0	2.4	0.6	1.3
5) Visiting	3.5	4.3	0.0	1.4	0.0	0.0	4.3	5.2	1.2	8.5	0.0	1.7	1.2	0.0	1.2	4.8	1.9
6) Guidance Unit/Counseling	5.8	52.5	6.9	1.4	0.0	2.5	15.0	29.5	12.9	14.1	1.3	13.9	2.4	16.9	22.9	2.4	12.3
7) Recreation (TV, Yard, Movies, Radio, etc.)	7.0	8.6	1.3	1.4	0.0	0.0	5.4	1.7	2.3	2.8	1.3	5.2	0.0	0.0	0.0	0.6	1.8
8) Adult Basic Education	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.7	0.0	0.0	2.4	0.0	0.3
9) GED/College Programs	4.7	2.6	0.0	0.0	0.0	0.0	1.1	3.5	1.2	0.0	0.0	5.2	0.0	0.0	6.0	0.6	0.9
10) Language Assistance Program	1.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.7	0.0	0.0	0.0	0.6	0.1
11) Vocational Programs	3.5	0.9	1.3	0.0	0.0	0.0	0.0	1.7	0.0	2.8	0.0	0.0	0.0	0.0	0.0	0.0	0.9
12) Work Assignments	11.7	8.6	0.6	0.0	0.0	0.0	0.0	0.0	2.3	8.5	0.0	3.5	6.1	0.0	9.7	0.0	2.1
13) Hobby Shop/Arts & Crafts	0.0	0.0	0.0	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
14) Volunteer Services	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
15) Special Events/Inmate Organizations	1.2	0.0	0.0	0.0	0.0	0.0	0.0	1.7	0.0	2.8	0.0	0.0	0.0	0.0	0.0	1.2	0.6
16) Religion	12.8	11.2	1.3	5.0	0.0	0.0	9.7	29.5	5.9	0.0	0.0	1.7	2.4	1.9	3.6	1.8	5.2
17) Family Reunion Program	0.0	34.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.3	5.2	0.0	0.0	8.5	0.0	2.1
18) Media Review	0.0	0.0	0.0	0.0	0.0	0.0	2.1	1.7	1.2	0.0	0.0	3.5	0.0	0.0	0.0	0.0	0.8
19) General Library	0.0	2.6	1.9	2.9	0.0	0.0	2.1	0.0	5.9	0.0	0.0	0.0	0.0	0.0	0.0	0.6	1.0
20) Alcohol and Substance Abuse Treatment	3.5	35.3	5.1	2.9	0.0	2.5	3.2	0.0	5.9	8.5	0.0	8.7	2.4	5.6	8.5	0.6	4.1
<b>Sub-total</b>	<b>77.0</b>	<b>199.8</b>	<b>26.5</b>	<b>24.3</b>	<b>0.0</b>	<b>10.0</b>	<b>132.1</b>	<b>123.1</b>	<b>58.6</b>	<b>50.8</b>	<b>5.0</b>	<b>78.1</b>	<b>15.8</b>	<b>30.1</b>	<b>73.7</b>	<b>30.9</b>	<b>52.2</b>
<b>Health Services</b>																	
21) Dental	2.3	6.0	1.9	0.0	0.0	7.5	2.1	1.7	21.1	0.0	0.0	1.7	2.4	1.9	18.1	8.3	8.1
22) Medical	45.5	231.7	75.8	40.7	0.0	15.0	80.6	102.3	62.1	39.5	0.0	41.7	21.8	20.7	103.9	29.7	61.1
22.1) HIPAA (Health Information)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.7	0.0	0.0	0.0	3.5	0.0	0.0	0.0	0.0	0.4
<b>Sub-total</b>	<b>47.8</b>	<b>237.7</b>	<b>77.7</b>	<b>40.7</b>	<b>0.0</b>	<b>22.5</b>	<b>82.7</b>	<b>105.7</b>	<b>83.2</b>	<b>39.5</b>	<b>0.0</b>	<b>46.9</b>	<b>24.2</b>	<b>22.6</b>	<b>122.0</b>	<b>38.0</b>	<b>69.7</b>

(continued on next page)

Table 3-2d. Grievances per 1,000 Inmates at Medium Security Facilities, by Type: 2014 (Cont.)

Grievance Type	Livingston	Marcy	Midstate	Mohawk	Mt. McGregor	Ogdensburg	Orleans	Ottisville	Riverview	Taconic	Ulster	Wallkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
<b>Facility Operations</b>																	
23) Housing - Internal Block Affairs	38.5	79.2	8.8	8.6	0.0	0.0	14.0	13.9	18.8	39.5	3.8	19.1	1.2	3.8	18.1	1.8	12.1
23.1) Smoke-Free Policy	2.3	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
24) Special Housing Units	3.5	18.9	4.4	0.0	0.0	0.0	30.1	1.7	9.4	0.0	0.0	1.7	1.2	5.6	3.6	0.0	7.8
25) Search & Seizure/Frisks/Contraband	2.3	14.6	0.0	0.7	0.0	0.0	4.3	8.7	4.7	0.0	0.0	6.9	1.2	1.9	8.5	1.2	2.4
25.1) Strip Search	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.9	0.0	0.0	0.1
25.2) Strip Frisk	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1
25.3) Pat Frisk (Female Inmate)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
26) Kepplock Policy & Procedure	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	5.6	0.0	0.0	0.0	0.0	2.4	0.0	0.4
27) Tier I and II Policy & Procedure	5.8	12.9	1.9	1.4	0.0	0.0	1.1	3.5	1.2	5.6	0.0	5.2	1.2	0.0	0.0	3.0	2.3
28) Tier III Policy & Procedure	14.0	11.2	5.1	0.7	0.0	0.0	7.5	0.0	3.5	0.0	0.0	3.5	1.2	0.0	1.2	1.8	3.0
29) Inmate Property	5.8	7.8	1.9	1.4	0.0	5.0	4.3	5.2	16.4	0.0	0.0	6.9	0.0	1.9	8.5	1.2	4.6
30) Package Room	14.0	20.7	0.6	5.7	0.0	10.0	33.3	15.6	31.7	22.6	1.3	8.7	3.6	3.8	33.8	10.7	15.7
31) Rules & Regulations	11.7	25.0	0.0	1.4	0.0	0.0	4.3	12.1	2.3	19.8	1.3	10.4	4.8	0.0	3.6	6.5	4.9
<b>Sub-total</b>	<b>98.0</b>	<b>190.4</b>	<b>22.7</b>	<b>21.4</b>	<b>0.0</b>	<b>15.0</b>	<b>98.8</b>	<b>60.7</b>	<b>87.9</b>	<b>93.2</b>	<b>6.3</b>	<b>62.5</b>	<b>14.5</b>	<b>18.8</b>	<b>79.7</b>	<b>26.2</b>	<b>53.8</b>
<b>Administrative Services</b>																	
32) Industry	0.0	0.0	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
33) Personal Property Claims	0.0	11.2	1.3	1.4	0.0	0.0	7.5	6.9	1.2	0.0	3.8	6.9	1.2	0.0	3.6	1.8	2.9
34) State Issued Clothing and Hygiene Items	10.5	14.6	0.0	0.0	0.0	2.5	4.3	0.0	5.9	0.0	0.0	3.5	0.0	0.0	2.4	1.8	4.6
35) Commissary	4.7	6.0	1.3	1.4	0.0	0.0	6.4	5.2	2.3	0.0	0.0	5.2	4.8	0.0	0.0	0.6	2.5
36) Inmate Accounts	7.0	27.6	1.9	0.0	0.0	2.5	7.5	1.7	5.9	5.6	3.8	12.2	1.2	5.6	6.0	3.0	6.1
37) Mess Hall	9.3	29.3	4.4	3.6	0.0	0.0	14.0	5.2	12.9	14.1	2.5	10.4	2.4	0.0	19.3	3.6	7.7
38) Laundry	0.0	1.7	0.0	0.0	0.0	0.0	1.1	0.0	0.0	2.8	0.0	0.0	0.0	0.0	0.0	0.0	0.2
39) Facility Maintenance	1.2	7.8	1.9	0.7	0.0	0.0	3.2	5.2	0.0	33.9	2.5	13.9	0.0	0.0	1.2	1.8	2.5
<b>Sub-total</b>	<b>32.7</b>	<b>98.2</b>	<b>10.7</b>	<b>8.6</b>	<b>0.0</b>	<b>5.0</b>	<b>44.0</b>	<b>24.3</b>	<b>28.1</b>	<b>56.5</b>	<b>12.5</b>	<b>52.1</b>	<b>9.7</b>	<b>5.6</b>	<b>32.6</b>	<b>12.5</b>	<b>26.8</b>
<b>Counsel</b>																	
40) Law Library	5.8	20.7	3.2	1.4	0.0	0.0	7.5	1.7	3.5	8.5	0.0	0.0	0.0	0.0	4.8	0.6	3.6
41) Legal Mail	3.5	4.3	0.0	0.0	0.0	0.0	2.1	1.7	1.2	0.0	0.0	1.7	1.2	0.0	0.0	1.2	1.4
42) Inmate Legal Rights	2.3	14.6	0.6	1.4	0.0	2.5	2.1	8.7	7.0	0.0	0.0	12.2	0.0	5.6	61.6	1.2	6.8
43) Mandatory Court Surcharge	0.0	0.9	0.0	1.4	0.0	2.5	5.4	0.0	0.0	0.0	0.0	3.5	0.0	0.0	0.0	0.0	0.5
<b>Sub-total</b>	<b>11.7</b>	<b>40.5</b>	<b>3.8</b>	<b>4.3</b>	<b>0.0</b>	<b>5.0</b>	<b>17.2</b>	<b>12.1</b>	<b>11.7</b>	<b>8.5</b>	<b>0.0</b>	<b>17.4</b>	<b>1.2</b>	<b>5.6</b>	<b>66.4</b>	<b>3.0</b>	<b>12.4</b>
<b>Executive Direction</b>																	
44) Inmate Grievance Program	9.3	20.7	1.9	4.3	0.0	0.0	4.3	1.7	1.2	0.0	0.0	0.0	0.0	0.0	6.0	0.0	3.3
45) Temporary Release Committee	0.0	2.6	0.0	0.0	0.0	5.0	0.0	0.0	0.0	0.0	0.0	1.7	1.2	0.0	0.0	0.0	0.5
46) Inter-Facility Transfers	11.7	4.3	0.0	1.4	0.0	0.0	0.0	1.7	3.5	0.0	0.0	0.0	2.4	0.0	2.4	5.4	2.6
47) Grooming Standards	2.3	2.6	0.0	0.7	0.0	0.0	0.0	0.0	2.3	0.0	0.0	0.0	0.0	0.0	2.4	0.0	0.6
48) Inmate Liaison Committee	1.2	7.8	1.9	0.7	0.0	0.0	0.0	1.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6
49) Staff Conduct	52.5	44.8	53.7	28.6	0.0	17.5	53.7	88.4	52.8	65.0	51.4	17.4	20.6	9.4	71.3	19.6	54.1
50) Miscellaneous	25.7	24.1	5.7	0.7	0.0	0.0	23.6	26.0	1.2	0.0	1.3	6.9	1.2	0.0	3.6	4.2	9.6
<b>Sub-total</b>	<b>102.7</b>	<b>106.8</b>	<b>63.1</b>	<b>36.5</b>	<b>0.0</b>	<b>22.5</b>	<b>81.6</b>	<b>119.6</b>	<b>61.0</b>	<b>65.0</b>	<b>52.6</b>	<b>26.0</b>	<b>25.5</b>	<b>9.4</b>	<b>85.7</b>	<b>29.1</b>	<b>71.3</b>
<b>Grand Total</b>	<b>369.9</b>	<b>873.4</b>	<b>204.5</b>	<b>135.8</b>	<b>0.0</b>	<b>80.0</b>	<b>456.5</b>	<b>445.4</b>	<b>330.6</b>	<b>313.6</b>	<b>76.4</b>	<b>283.0</b>	<b>90.9</b>	<b>92.1</b>	<b>460.1</b>	<b>139.7</b>	<b>286.1</b>

**Table 3-3. Grievances per 1,000 Inmates at Shock and Minimum Security Facilities, by Type: 2014**

Grievance Type	Lakeview Shock	Monterey Shock	Moriah Shock	Total Shock	Edgecombe	Lincoln	Queensboro	Rochester	Total Minimum	Willard DTC	DOCCS Total
<b>Program Services</b>											
1) Program Committee	0.0	0.0	0.0	<b>0.0</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>9.6</b>
2) Incentive Wage Allowance	0.0	0.0	0.0	<b>0.0</b>	0.0	0.0	5.6	0.0	<b>3.6</b>	0.0	<b>6.9</b>
3) Correspondence	17.2	0.0	0.0	<b>13.3</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	1.5	<b>17.8</b>
4) Phone Home Program	0.0	0.0	0.0	<b>0.0</b>	0.0	0.0	2.8	0.0	<b>1.8</b>	0.0	<b>1.1</b>
5) Visiting	5.7	0.0	0.0	<b>4.4</b>	0.0	0.0	2.8	0.0	<b>1.8</b>	0.0	<b>4.2</b>
6) Guidance Unit/Counseling	9.2	0.0	0.0	<b>7.1</b>	0.0	0.0	14.0	0.0	<b>8.9</b>	1.5	<b>18.5</b>
7) Recreation (TV, Yard, Movies, Radio, etc.)	0.0	0.0	0.0	<b>0.0</b>	0.0	0.0	2.8	0.0	<b>1.8</b>	0.0	<b>4.7</b>
8) Adult Basic Education	0.0	0.0	0.0	<b>0.0</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>0.7</b>
9) GED/College Programs	0.0	0.0	0.0	<b>0.0</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>1.0</b>
10) Language Assistance Program	0.0	0.0	0.0	<b>0.0</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>0.2</b>
11) Vocational Programs	0.0	0.0	0.0	<b>0.0</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>1.0</b>
12) Work Assignments	0.0	0.0	0.0	<b>0.0</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>2.4</b>
13) Hobby Shop/Arts & Crafts	0.0	0.0	0.0	<b>0.0</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>0.1</b>
14) Volunteer Services	0.0	0.0	0.0	<b>0.0</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>0.0</b>
15) Special Events/Inmate Organizations	0.0	0.0	0.0	<b>0.0</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>1.7</b>
16) Religion	9.2	0.0	0.0	<b>7.1</b>	0.0	0.0	2.8	0.0	<b>1.8</b>	5.9	<b>11.8</b>
17) Family Reunion Program	0.0	0.0	0.0	<b>0.0</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>3.0</b>
18) Media Review	0.0	0.0	0.0	<b>0.0</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>1.9</b>
19) General Library	1.1	0.0	0.0	<b>0.9</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>1.8</b>
20) Alcohol and Substance Abuse Treatment	0.0	0.0	0.0	<b>0.0</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>4.3</b>
<b>Sub-total</b>	<b>42.3</b>	<b>0.0</b>	<b>0.0</b>	<b>32.9</b>	<b>0.0</b>	<b>0.0</b>	<b>30.9</b>	<b>0.0</b>	<b>19.6</b>	<b>8.8</b>	<b>92.9</b>
<b>Health Services</b>											
21) Dental	5.7	0.0	0.0	<b>4.4</b>	0.0	0.0	2.8	0.0	<b>1.8</b>	0.0	<b>10.2</b>
22) Medical	61.8	0.0	0.0	<b>48.0</b>	0.0	19.4	22.5	0.0	<b>17.8</b>	17.6	<b>112.0</b>
22.1) HIPAA (Health Information)	0.0	0.0	0.0	<b>0.0</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>2.5</b>
<b>Sub-total</b>	<b>67.5</b>	<b>0.0</b>	<b>0.0</b>	<b>52.5</b>	<b>0.0</b>	<b>19.4</b>	<b>25.3</b>	<b>0.0</b>	<b>19.6</b>	<b>17.6</b>	<b>124.4</b>

(continued on next page)

**Table 3-3. Grievances per 1,000 Inmates at Shock and Minimum Security Facilities, by Type: 2014 (Cont.)**

Grievance Type	Lakeview Shock	Monterey Shock	Moriah Shock	Total Shock	Edgecombe	Lincoln	Queensboro	Rochester	Total Minimum	Willard DTC	DOCCS Total
<b>Facility Operations</b>											
23) Housing - Internal Block Affairs	3.4	0.0	0.0	2.7	0.0	0.0	16.9	0.0	10.7	0.0	33.4
23.1) Smoke-Free Policy	0.0	0.0	0.0	0.0	0.0	0.0	2.8	0.0	1.8	0.0	0.2
24) Special Housing Units	65.2	0.0	0.0	50.7	0.0	0.0	0.0	0.0	0.0	0.0	28.2
25) Search & Seizure/Frisks/Contraband	4.6	0.0	0.0	3.6	0.0	0.0	2.8	0.0	1.8	0.0	6.7
25.1) Strip Search	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3
25.2) Strip Frisk	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
25.3) Pat Frisk (Female Inmate)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
26) Keeplock Policy & Procedure	0.0	0.0	0.0	0.0	0.0	0.0	5.6	0.0	3.6	0.0	1.4
27) Tier I and II Policy & Procedure	1.1	0.0	0.0	0.9	0.0	0.0	2.8	0.0	1.8	0.0	3.7
28) Tier III Policy & Procedure	3.4	0.0	0.0	2.7	0.0	0.0	0.0	0.0	0.0	0.0	8.9
29) Inmate Property	8.0	0.0	0.0	6.2	0.0	0.0	11.2	0.0	7.1	0.0	16.3
30) Package Room	0.0	0.0	0.0	0.0	0.0	0.0	8.4	0.0	5.3	0.0	25.7
31) Rules & Regulations	0.0	0.0	0.0	0.0	0.0	0.0	11.2	0.0	7.1	0.0	9.9
<b>Sub-total</b>	<b>85.8</b>	<b>0.0</b>	<b>0.0</b>	<b>66.7</b>	<b>0.0</b>	<b>0.0</b>	<b>61.8</b>	<b>0.0</b>	<b>39.2</b>	<b>0.0</b>	<b>134.7</b>
<b>Administrative Services</b>											
32) Industry	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.4
33) Personal Property Claims	0.0	0.0	0.0	0.0	0.0	0.0	8.4	0.0	5.3	0.0	8.6
34) State Issued Clothing and Hygiene Items	3.4	0.0	0.0	2.7	0.0	0.0	0.0	0.0	0.0	0.0	7.1
35) Commissary	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.9
36) Inmate Accounts	8.0	0.0	0.0	6.2	0.0	0.0	14.0	0.0	8.9	0.0	16.6
37) Mess Hall	46.9	0.0	0.0	36.5	0.0	0.0	8.4	0.0	5.3	0.0	18.2
38) Laundry	2.3	0.0	0.0	1.8	0.0	0.0	0.0	0.0	0.0	0.0	1.7
39) Facility Maintenance	0.0	0.0	0.0	0.0	0.0	0.0	8.4	0.0	5.3	0.0	9.8
<b>Sub-total</b>	<b>60.6</b>	<b>0.0</b>	<b>0.0</b>	<b>47.2</b>	<b>0.0</b>	<b>0.0</b>	<b>39.3</b>	<b>0.0</b>	<b>25.0</b>	<b>0.0</b>	<b>70.1</b>
<b>Counsel</b>											
40) Law Library	3.4	0.0	0.0	2.7	0.0	0.0	0.0	0.0	0.0	0.0	11.0
41) Legal Mail	9.2	0.0	0.0	7.1	0.0	0.0	0.0	0.0	0.0	1.5	4.9
42) Inmate Legal Rights	1.1	0.0	0.0	0.9	0.0	0.0	16.9	0.0	10.7	0.0	10.7
43) Mandatory Court Surcharge	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7
<b>Sub-total</b>	<b>13.7</b>	<b>0.0</b>	<b>0.0</b>	<b>10.7</b>	<b>0.0</b>	<b>0.0</b>	<b>16.9</b>	<b>0.0</b>	<b>10.7</b>	<b>1.5</b>	<b>27.2</b>
<b>Executive Direction</b>											
44) Inmate Grievance Program	5.7	0.0	0.0	4.4	0.0	0.0	5.6	0.0	3.6	0.0	11.4
45) Temporary Release Committee	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.4
46) Inter-Facility Transfers	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.7
47) Grooming Standards	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0
48) Inmate Liaison Committee	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.9
49) Staff Conduct	54.9	0.0	0.0	42.7	0.0	0.0	84.3	15.6	55.3	8.8	96.9
50) Miscellaneous	0.0	0.0	0.0	0.0	0.0	0.0	16.9	0.0	10.7	0.0	16.1
<b>Sub-total</b>	<b>60.6</b>	<b>0.0</b>	<b>0.0</b>	<b>47.2</b>	<b>0.0</b>	<b>0.0</b>	<b>106.7</b>	<b>15.6</b>	<b>69.5</b>	<b>8.8</b>	<b>129.5</b>
<b>Grand Total</b>	<b>330.7</b>	<b>0.0</b>	<b>0.0</b>	<b>257.1</b>	<b>0.0</b>	<b>19.4</b>	<b>280.9</b>	<b>15.6</b>	<b>183.6</b>	<b>36.6</b>	<b>580.9</b>

Table 4 compares the number of grievances at facilities in 2013 and 2014; grievances are categorized according to the six general categories of program services, health services, facility operations, administrative services, counsel, and executive direction. There were 31,148 grievances filed in 2014, a decrease of 490 (or 1.5%) from the 31,638 filed in 2013.

Maximum security facilities saw a net decrease of 251 (or 1.1%) grievances, decreasing from 22,611 in 2013 to 22,360 in 2014. The facility with the highest numerical increase was Auburn, which increased by 452 grievances (24.1%) from 1,872 grievances in 2013 to 2,324 grievances in 2014. Most of this increase occurred in facility operations grievances, which increased from 521 to 677 (29.9%) and administrative services grievances, which increased from 296 to 395 (33.4%). The facility with the largest percentage increase in grievances was Downstate, which increased 37.6% from 213 to 293, an increase of 80 grievances. Most of this increase occurred in executive direction grievances, which increased from 77 to 117 (or 52%). Southport saw the largest numerical decrease, going from 2,216 in 2013 to 1,843 in 2014, a decrease of 373 (or 16.8%); the largest portion of this decrease occurred with health services grievances, which decreased from 652 to 440 (or 32.5%). The facility with the largest percentage decrease in grievances was Eastern, which decreased 24.7% from 511 to 385 (a decline of 126). Most of this decrease occurred with program services grievances, which decreased from 165 to 108 (or 34.5%), and facility operations grievances, which decreased from 154 to 118 (or 23.4%).

Medium security facilities saw a net decrease of 224 grievances (or 2.6%), decreasing from 8,595 in 2013 to 8,371 in 2014. Franklin had both the highest numerical increase and the highest percentage increase in grievances filed, increasing from 462 grievances in 2013 to 903 in 2014, an increase of 441 (or 95.5%). The largest increases were found for health services, which increased from 172 to 327 (or 90.1%); facility operations, which increased from 38 to 114 (or 200%); administrative services, which increased from 32 to 79 (or 147%); and executive direction, which increased from 160 to 294 (or 83.7%). Fishkill saw the largest numerical decrease in grievances filed, increasing from 603 to 344, a decrease of 259 (or 43%). The categories with the largest decreases were health services, which decreased from, 122 to 85 (30.3%); facility operations, which decreased from 145 to 61 (57.9%); administrative services, which decreased from 85 to 25 (or 70.6%); and executive direction, which decreased from 143 to 60 (or 58.0%). Due to its closure in the beginning of 2014, Chateaugay had the largest percentage decrease in grievances filed, decreasing 94.1% from 17 in 2013 to 1 grievance in 2014.

Shock facilities saw a net decrease of 36 grievances, decreasing from 325 to 289 (or 12.5%). Minimum security facilities increased from 99 grievances in 2013 to 103 in 2014, a net increase of 4 grievances (or 4.0%). Willard DTC increased from 8 grievances in 2013 to 25 in 2014, an increase of 17 grievances (or 213%).

**Table 4. Grievances at Facilities in 2013 & 2014, by Security Level**

Correctional Facility	Program Services		Health Services		Facility Operations		Administrative Services		Counsel		Executive Direction		Total Grievances			
	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	Chg	% Chg
<b>Maximum Security</b>																
Attica	234	193	363	346	432	554	253	203	160	104	398	387	1,840	1,787	-53	-2.9%
Auburn	303	309	265	312	521	677	296	395	116	148	371	483	1,872	2,324	452	24.1%
Bedford Hills	71	79	61	87	270	223	89	99	14	10	124	104	629	602	-27	-4.3%
Clinton	357	347	383	330	389	360	187	247	76	95	445	359	1,837	1,738	-99	-5.4%
Coxsackie	49	39	77	68	133	90	49	28	47	29	133	136	488	390	-98	-20.1%
Downstate	16	35	42	55	53	54	11	21	14	11	77	117	213	293	80	37.6%
Eastern	165	108	87	63	154	118	43	37	21	12	41	47	511	385	-126	-24.7%
Elmira	316	271	275	284	455	387	251	193	98	61	223	261	1,618	1,457	-161	-10.0%
Five Points	220	250	281	342	272	276	208	227	87	86	267	305	1,335	1,486	151	11.3%
Great Meadow	378	283	545	502	499	381	305	317	63	81	436	317	2,226	1,881	-345	-15.5%
Green Haven	319	368	334	394	662	793	185	253	70	88	389	447	1,959	2,343	384	19.6%
Shawangunk	107	105	180	168	184	168	64	64	21	25	107	97	663	627	-36	-5.4%
Sing Sing	331	269	295	218	396	347	187	224	28	27	341	303	1,578	1,388	-190	-12.0%
Southport	304	299	652	440	425	362	245	230	147	118	443	394	2,216	1,843	-373	-16.8%
Sullivan	53	73	73	63	82	96	19	12	11	7	85	85	323	336	13	4.0%
Upstate	138	184	591	604	487	411	145	169	86	91	635	699	2,082	2,158	76	3.7%
Wende	274	191	230	293	240	276	198	205	70	91	209	266	1,221	1,322	101	8.3%
<b>Total Maximum Security</b>	<b>3,635</b>	<b>3,403</b>	<b>4,734</b>	<b>4,569</b>	<b>5,654</b>	<b>5,573</b>	<b>2,735</b>	<b>2,924</b>	<b>1,129</b>	<b>1,084</b>	<b>4,724</b>	<b>4,807</b>	<b>22,611</b>	<b>22,360</b>	<b>-251</b>	<b>-1.1%</b>

(continued on next page)



**Table 4. Grievances at Facilities in 2013 & 2014, by Security Level (Cont.)**

Correctional Facility	Program Services		Health Services		Facility Operations		Administrative Services		Counsel		Executive Direction		Total Grievances			
	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	Chg	% Chg
<b>Medium Security</b>																
Adirondack	5	8	22	9	3	2	0	7	2	1	26	22	58	49	-9	-15.5%
Albion	24	23	41	44	44	50	19	37	10	4	66	118	204	276	72	35.3%
Altona	13	22	22	33	36	14	12	12	8	6	42	42	133	129	-4	-3.0%
Bare Hill	95	88	108	84	86	64	23	46	28	28	194	125	534	435	-99	-18.5%
Bayview	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0	-
Butler	2	0	5	0	3	0	2	0	0	0	8	0	20	0	-20	-
Cape Vincent	75	57	53	48	40	43	30	35	17	15	85	65	300	263	-37	-12.3%
Cayuga	55	47	49	46	46	39	21	22	8	7	89	110	268	271	3	1.1%
Chateaugay	4	0	2	0	1	0	2	0	0	0	8	1	17	1	-16	-94.1%
Collins	121	47	171	125	75	60	101	41	26	10	124	91	618	374	-244	-39.5%
Fishkill	64	82	122	85	145	61	85	25	44	31	143	60	603	344	-259	-43.0%
Franklin	56	82	172	327	38	114	32	79	4	7	160	294	462	903	441	95.5%
Gouverneur	42	64	71	75	121	143	49	55	22	29	85	103	390	469	79	20.3%
Gowanda	67	56	46	25	77	71	26	22	3	21	104	81	323	276	-47	-14.6%
Greene	39	51	39	64	61	64	18	14	26	12	66	64	249	269	20	8.0%
Groveland	33	43	81	77	43	49	18	10	8	5	60	65	243	249	6	2.5%
Hale Creek	15	5	42	28	5	5	7	1	1	1	40	38	110	78	-32	-41.0%
Hudson	31	21	15	17	14	9	11	6	4	4	31	12	106	69	-37	-53.6%
Livingston	61	66	31	41	96	84	21	28	11	10	96	88	316	317	1	0.3%
Marcy	177	232	255	276	102	221	77	114	34	47	202	124	847	1,014	167	16.5%
Midstate	53	42	136	123	70	36	25	17	17	6	126	100	427	324	-103	-31.8%
Mohawk	26	34	43	57	32	30	13	12	10	6	43	51	167	190	23	12.1%
Mt. McGregor	5	0	3	0	8	0	5	0	3	0	14	0	38	0	-38	-
Ogdensburg	2	4	8	9	5	6	1	2	5	2	2	9	23	32	9	39.1%
Orleans	73	123	81	77	88	92	61	41	11	16	73	76	387	425	38	9.8%
Otisville	84	71	60	61	31	35	24	14	4	7	72	69	275	257	-18	-6.5%
Riverview	55	50	62	71	56	75	27	24	13	10	68	52	281	282	1	0.4%
Taconic	14	18	14	14	24	33	19	20	3	3	26	23	100	111	11	11.0%
Ulster	21	4	30	0	23	5	22	10	5	0	53	42	154	61	-93	-60.4%
Wallkill	46	45	31	27	28	36	26	30	9	10	22	15	162	163	1	0.6%
Washington	15	13	12	20	16	12	11	8	5	1	39	21	98	75	-23	-23.5%
Watertown	14	16	34	12	12	10	4	3	2	3	28	5	94	49	-45	-47.9%
Woodbourne	71	61	97	101	66	66	18	27	44	55	27	71	323	381	58	18.0%
Wyoming	55	52	73	64	48	44	32	21	16	5	41	49	265	235	-30	-11.3%
<b>Total Medium Security</b>	<b>1,513</b>	<b>1,527</b>	<b>2,031</b>	<b>2,040</b>	<b>1,543</b>	<b>1,573</b>	<b>842</b>	<b>783</b>	<b>403</b>	<b>362</b>	<b>2,263</b>	<b>2,086</b>	<b>8,595</b>	<b>8,371</b>	<b>-224</b>	<b>-2.6%</b>
<b>Shock</b>																
Lakeview Shock	36	37	86	59	83	75	33	53	5	12	82	53	325	289	-36	-12.5%
Monterey Shock	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-
Moriah Shock	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-
<b>Total Shock</b>	<b>36</b>	<b>37</b>	<b>86</b>	<b>59</b>	<b>83</b>	<b>75</b>	<b>33</b>	<b>53</b>	<b>5</b>	<b>12</b>	<b>82</b>	<b>53</b>	<b>325</b>	<b>289</b>	<b>-36</b>	<b>-12.5%</b>
<b>Minimum Security</b>																
Beacon	1	N/A	1	N/A	3	N/A	2	N/A	0	N/A	3	N/A	10	N/A	N/A	-
Buffalo	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	N/A	-
Edgecombe	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-
Lincoln	0	0	0	2	0	0	0	0	0	0	0	0	0	2	2	-
Queensboro	8	11	13	9	8	22	8	14	2	6	49	38	88	100	12	13.6%
Rochester	0	0	0	0	0	0	1	0	0	0	0	1	1	1	0	0.0%
<b>Total Minimum Security</b>	<b>9</b>	<b>11</b>	<b>14</b>	<b>11</b>	<b>11</b>	<b>22</b>	<b>11</b>	<b>14</b>	<b>2</b>	<b>6</b>	<b>52</b>	<b>39</b>	<b>99</b>	<b>103</b>	<b>4</b>	<b>4.0%</b>
Willard DTC	0	6	3	12	0	0	1	0	0	1	4	6	8	25	17	212.5%
<b>DOCCS Total</b>	<b>5,193</b>	<b>4,984</b>	<b>6,868</b>	<b>6,668</b>	<b>7,291</b>	<b>7,221</b>	<b>3,622</b>	<b>3,760</b>	<b>1,539</b>	<b>1,458</b>	<b>7,125</b>	<b>6,946</b>	<b>31,638</b>	<b>31,148</b>	<b>-490</b>	<b>-1.5%</b>

## Grievance Outcomes

The outcomes of grievances are detailed below in Tables 5-1, 5-2, and 5-3. Of the 31,148 grievances filed in 2014, 345 were withdrawn and 4,052 were informally resolved, while another 19,041 inmates had non-calendared contacts with the grievance staff to help resolve problems without a formal grievance being filed.

Of the grievance cases heard only by the IGRC, 1,280 were dismissed, 3,486 had an outcome favorable to the inmate, and 5,022 were found unfavorable to the inmate. There were 16,963 cases that were reviewed by facility superintendents. Of these, 5,591 cases involved harassment or unlawful discrimination and went directly to the superintendent, bypassing the IGRC, while 7,882 cases were appealed to the superintendent, 1,317 cases went to the superintendent because the IGRC was deadlocked and could not reach an agreement on the outcome, and 2,173 cases were referred to the superintendent. An appeal occurs when the grievant disagrees with the outcome of the IGRC, while a referral occurs when the grievant requests the superintendent's review even though the grievant agreed with the IGRC recommendation.

Of the cases that were either heard directly by the superintendent or were appealed, 2,215 were found favorable to the inmate, while 12,575 were found unfavorable. Of the cases referred to the superintendent, 906 were found favorable and 1,267 were found unfavorable. Of the total superintendent outcomes, 3,121 cases (18.4%) were found favorable to the inmate while 13,842 were found unfavorable.

Of the total grievance outcomes, 10,659 (34.6%) were favorable to the inmate, whether by an informal resolution, by the IGRC, or by the superintendent. There were 20,144 cases that were either found unfavorable to the inmate by the IGRC or the superintendent or were dismissed. There were 8,770 cases that were appealed to CORC during 2014; this comprised 28% of the total grievances filed in 2014.

Table 5-1 details the outcomes at maximum security facilities. Overall, 36.1% of grievances (8,003) had an outcome that was at least partially favorable to the inmate, while 20.6% (2,448) had a favorable outcome from the superintendent. It should be noted that the individual grievance offices in each facility do not necessarily categorize grievance outcomes in the same way. Generally, an outcome is considered to be favorable to the inmate when the inmate is granted part of his or her request. In the tables, there appear to be disparities in the grievance outcomes by facility, however, given that facilities may have inconsistent interpretations of what is considered favorable, it cannot be determined to what degree disparities in grievance outcomes actually occur. Auburn had the highest

proportion of cases that were favorable to the inmate, with 63.2% (1,448) being favorable overall and 47.8% (688) of cases reviewed by the superintendent had a favorable outcome. Other facilities where at least half of grievances were favorable to the inmate were Bedford Hills (50.8%), Green Haven (53.6%), and Southport (51.3%).

Table 5-2 details the grievance outcomes at medium security facilities. Overall, 30.6% (2,511) of cases had an outcome favorable to the inmate, while 13.2% (640) of cases reviewed by the superintendent had a favorable outcome. At Taconic, 54.1% (60) of cases were found favorable, with 37.9% of grievances reviewed by the superintendent were favorable. At Wallkill, 53.4% (87) of cases were found favorable, with 30.0% (30) of grievances reviewed by the superintendent were favorable.

Several facilities had a percentage of favorable grievance outcomes that was below ten percent, including Adirondack with 4.3% (0% of grievances reviewed by the superintendent), Bare Hill with 4.4% (4.5% of grievances reviewed by the superintendent), Cape Vincent with 0.5% (0.7% by the superintendent), Franklin with 0%, Hale Creek with 1.3% (0% of grievances reviewed by the superintendent), and Ogdensburg with 3.3% (0% of grievances reviewed by the superintendent).

Table 5-3 details the grievance outcomes at shock and minimum security facilities. At shock facilities, 41.9% (121) of grievance outcomes were favorable to the inmate, while 24.4% (32) of cases reviewed by the superintendent had a favorable outcome. Overall, 20.4% (21) of cases at minimum security facilities had an outcome favorable to the inmate, while one case had a favorable outcome from the superintendent (1.4%). At Willard DTC, 12% (3) of grievances were found favorable to the inmate, while none of the cases reviewed by the superintendent had a favorable outcome.

**Table 5-1. Grievance Outcomes at Maximum Security Facilities: 2014**

Outcome Type	Attica	Auburn	Bedford Hills	Clinton	Coxsackie	Downstate	Eastern	Elmira	Five Points	Great Meadow	Green Haven	Shawangunk	Sing Sing	Southport	Sullivan	Upstate	Wende	Total Maximum Security
Total Grievances	1,787	2,324	602	1,738	390	293	385	1,457	1,486	1,881	2,343	627	1,388	1,843	336	2,158	1,322	22,360
Withdrawn	1	32	5	0	0	1	0	0	0	0	0	0	142	7	0	0	0	188
Informally Resolved	185	192	112	305	72	23	44	212	179	471	486	135	107	10	14	18	150	2,715
<b>Heard by IGRC Only</b>																		
Favorable (No Appeal)	0	568	111	50	5	13	0	320	125	295	424	75	108	572	14	4	156	2,840
Unfavorable (No Appeal)	982	67	51	451	70	51	3	181	391	191	0	2	200	238	18	716	181	3,793
Dismissed	30	26	28	36	3	25	2	15	64	46	90	60	174	187	3	82	46	917
<b>Reviewed by Supt.</b>																		
Direct- Not Heard by IGRC	221	456	61	220	130	108	34	227	243	217	422	88	215	267	69	547	234	3,759
Heard by IGRC, Appealed to Superintendent	368	630	71	599	87	54	156	452	360	479	233	49	220	553	72	785	349	5,517
Heard by IGRC, No Agreement	0	274	6	9	4	3	31	19	0	122	203	130	88	8	85	6	21	1,009
Heard by IGRC, Referred to Superintendent	0	79	157	68	19	15	115	31	124	60	485	88	134	1	61	0	185	1,622
<b>Superintendent Outcomes</b>																		
<i>Direct, Appeal, or No Agreement</i>																		
Favorable	1	652	34	67	24	15	0	222	15	118	124	52	22	359	63	1	44	1,813
Unfavorable	588	708	104	761	197	150	221	476	588	700	734	215	501	469	163	1,337	560	8,472
<i>Referred to Superintendent</i>																		
Favorable	0	36	46	6	11	9	0	8	40	20	221	40	50	1	50	0	97	635
Unfavorable	0	43	111	62	8	6	115	23	84	40	264	48	84	0	11	0	88	987
<b>Total Superintendent Outcomes</b>																		
Favorable	1	688	80	73	35	24	0	230	55	138	345	92	72	360	113	1	141	2,448
Unfavorable	588	751	215	823	205	156	336	499	672	740	998	263	585	469	174	1,337	648	9,459
Percent Favorable	0.2%	47.8%	27.1%	8.1%	14.6%	13.3%	0.0%	31.6%	7.6%	15.7%	25.7%	25.9%	11.0%	43.4%	39.4%	0.1%	17.9%	20.6%
<b>All Grievance Outcomes (Excludes Withdrawn)</b>																		
Favorable (includes informal resolutions)	186	1,448	303	428	112	60	44	762	359	904	1,255	302	287	942	141	23	447	8,003
Unfavorable (includes dismissed)	1,600	844	294	1,310	278	232	341	695	1,127	977	1,088	325	959	894	195	2,135	875	14,169
Percent Favorable	10.4%	63.2%	50.8%	24.6%	28.7%	20.5%	11.4%	52.3%	24.2%	48.1%	53.6%	48.2%	23.0%	51.3%	42.0%	1.1%	33.8%	36.1%
Non-Calendared Contacts	337	252	654	566	368	529	294	213	215	214	236	38	111	2,957	45	627	509	8,165

**Table 5-2. Grievance Outcomes at Medium Security Facilities: 2014**

Outcome Type	Adirondack	Albion	Altona	Bare Hill	Butler	Cape Vincent	Cayuga	Chateaugay	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
Total Grievances	49	276	129	435	0	263	271	1	374	344	903	469	276	269	249	78	69
Withdrawn	0	8	0	0	0	0	0	0	0	3	0	55	2	0	4	0	10
Informally Resolved	2	8	20	51	0	45	31	0	26	41	218	78	51	89	20	2	9
<b>Heard by IGRC Only</b>																	
Favorable (No Appeal)	2	2	5	5	0	0	27	0	53	97	0	11	23	8	35	1	10
Unfavorable (No Appeal)	8	22	19	103	0	74	19	0	60	45	34	54	44	34	33	20	9
Dismissed	2	4	0	8	0	0	25	0	0	9	4	5	7	8	11	0	6
<b>Reviewed by Supt.</b>																	
Direct- Not Heard by IGRC	21	139	27	101	0	61	92	1	82	34	230	90	66	58	62	38	6
Heard by IGRC, Appealed to Superintendent	14	61	38	159	0	79	76	0	116	103	391	155	81	65	41	16	8
Heard by IGRC, No Agreement	0	5	0	8	0	0	1	0	1	8	26	17	1	0	1	0	1
Heard by IGRC, Referred to Superintendent	0	27	20	0	0	4	0	0	36	4	0	4	1	7	42	1	10
<b>Superintendent Outcomes</b>																	
<i>Direct, Appeal, or No Agreement</i>																	
Favorable	0	30	1	12	0	0	32	1	36	40	0	14	11	4	14	0	4
Unfavorable	35	175	64	256	0	140	137	0	163	105	647	248	137	119	90	54	11
<i>Referred to Superintendent</i>																	
Favorable	0	3	11	0	0	1	0	0	21	3	0	3	1	7	36	0	5
Unfavorable	0	24	9	0	0	3	0	0	15	1	0	1	0	0	6	1	5
<b>Total Superintendent Outcomes</b>																	
Favorable	0	33	12	12	0	1	32	1	57	43	0	17	12	11	50	0	9
Unfavorable	35	199	73	256	0	143	137	0	178	106	647	249	137	119	96	55	16
Percent Favorable	0.0%	14.2%	14.1%	4.5%	-	0.7%	18.9%	100.0%	24.3%	28.9%	0.0%	6.4%	8.1%	8.5%	34.2%	0.0%	36.0%
<b>All Grievance Outcomes (Excludes Withdrawn)</b>																	
Favorable (includes informal resolutions)	4	43	37	68	0	46	90	1	136	181	218	106	86	108	105	3	28
Unfavorable (includes dismissed)	45	225	92	367	0	217	181	0	238	160	685	308	188	161	140	75	31
Percent Favorable	8.2%	16.0%	28.7%	15.6%	-	17.5%	33.2%	100.0%	36.4%	53.1%	24.1%	25.6%	31.4%	40.1%	42.9%	3.8%	47.5%
Non-Calendared Contacts	32	759	25	222	0	173	187	0	368	278	509	210	94	320	891	35	82

(continued on next page)

Table 5-2. Grievance Outcomes at Medium Security Facilities: 2014 (Cont.)

Outcome Type	Livingston	Marcy	Midstate	Mohawk	Mt. McGregor	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Uster	Walkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Total Grievances	317	1,014	324	190	0	32	425	257	282	111	61	163	75	49	381	235	8,371
Withdrawn	31	36	0	0	0	2	2	1	0	0	0	0	2	1	0	0	157
Informally Resolved	27	200	0	22	0	0	29	32	58	23	6	52	11	17	66	51	1,285
<b>Heard by IGRC Only</b>																	
Favorable (No Appeal)	13	109	39	25	0	1	52	3	35	12	1	5	0	3	8	1	586
Unfavorable (No Appeal)	76	200	40	37	0	6	127	4	0	7	4	1	0	11	0	54	1,145
Dismissed	56	89	0	16	0	5	63	9	0	3	0	5	1	0	0	22	358
<b>Reviewed by Supt.</b>																	
Direct- Not Heard by IGRC	45	81	92	43	0	7	54	60	45	23	41	10	18	6	68	36	1,737
Heard by IGRC, Appealed to Superintendent	62	185	75	21	0	11	79	29	75	12	7	25	24	11	159	71	2,249
Heard by IGRC, No Agreement	6	84	0	1	0	0	7	93	16	10	2	9	8	0	0	0	305
Heard by IGRC, Referred to Superintendent	1	30	78	25	0	0	12	26	53	21	0	56	11	0	80	0	549
<b>Superintendent Outcomes</b>																	
<i>Direct, Appeal, or No Agreement</i>																	
Favorable	6	11	19	6	0	0	8	46	7	10	3	4	6	0	44	1	370
Unfavorable	107	339	148	59	0	18	132	136	129	35	47	40	44	17	183	106	3,921
<i>Referred to Superintendent</i>																	
Favorable	1	12	48	15	0	0	2	12	12	15	0	26	9	0	27	0	270
Unfavorable	0	18	30	10	0	0	10	14	41	6	0	30	2	0	53	0	279
<b>Total Superintendent Outcomes</b>																	
Favorable	7	23	67	21	0	0	10	58	19	25	3	30	15	0	71	1	640
Unfavorable	107	357	178	69	0	18	142	150	170	41	47	70	46	17	236	106	4,200
Percent Favorable	6.1%	6.1%	27.3%	23.3%	-	0.0%	6.6%	27.9%	10.1%	37.9%	6.0%	30.0%	24.6%	0.0%	23.1%	0.9%	13.2%
<b>All Grievance Outcomes (Excludes Withdrawn)</b>																	
Favorable (includes informal resolutions)	47	332	106	68	0	1	91	93	112	60	10	87	26	20	145	53	2,511
Unfavorable (includes dismissed)	239	646	218	122	0	29	332	163	170	51	51	76	47	28	236	182	5,703
Percent Favorable	16.4%	33.9%	32.7%	35.8%	-	3.3%	21.5%	36.3%	39.7%	54.1%	16.4%	53.4%	35.6%	41.7%	38.1%	22.6%	30.6%
Non-Calendared Contacts	94	231	1,966	1,151	0	27	413	144	361	598	174	98	115	54	672	278	10,561

**Table 5-3. Grievance Outcomes at Shock and Minimum Security Facilities: 2014**

Outcome Type	Lakeview Shock	Monterey Shock	Moriah Shock	Total Shock	Edgecombe	Lincoln	Queensboro	Rochester	Total Minimum Security	Willard DTC	DOCCS Total
Total Grievances	289	0	0	289	0	2	100	1	103	25	31,148
Withdrawn	0	0	0	0	0	0	0	0	0	0	345
Informally Resolved	30	0	0	30	0	2	17	0	19	3	4,052
<b>Heard by IGRC Only</b>											
Favorable (No Appeal)	59	0	0	59	0	0	1	0	1	0	3,486
Unfavorable (No Appeal)	69	0	0	69	0	0	7	0	7	8	5,022
Dismissed	0	0	0	0	0	0	5	0	5	0	1,280
<b>Reviewed by Supt.</b>											
Direct- Not Heard by IGRC	55	0	0	55	0	0	33	0	33	7	5,591
Heard by IGRC, Appealed to Superintendent	76	0	0	76	0	0	33	0	33	7	7,882
Heard by IGRC, No Agreement	0	0	0	0	0	0	2	1	3	0	1,317
Heard by IGRC, Referred to Superintendent	0	0	0	0	0	0	2	0	2	0	2,173
<b>Superintendent Outcomes</b>											
<i>Direct, Appeal, or No Agreement</i>											
Favorable	32	0	0	32	0	0	0	0	0	0	2,215
Unfavorable	99	0	0	99	0	0	68	1	69	14	12,575
<i>Referred to Superintendent</i>											
Favorable	0	0	0	0	0	0	1	0	1	0	906
Unfavorable	0	0	0	0	0	0	1	0	1	0	1,267
<b>Total Superintendent Outcomes</b>											
Favorable	32	0	0	32	0	0	1	0	1	0	3,121
Unfavorable	99	0	0	99	0	0	69	1	70	14	13,842
Percent Favorable	24.4%	-	-	24.4%	-	-	1.4%	0.0%	1.4%	0.0%	18.4%
<b>All Grievance Outcomes (Excludes Withdrawn)</b>											
Favorable (Includes informal resolutions)	121	0	0	121	0	2	19	0	21	3	10,659
Unfavorable (includes dismissed)	168	0	0	168	0	0	81	1	82	22	20,144
Percent Favorable	41.9%	-	-	41.9%	-	100.0%	19.0%	0.0%	20.4%	12.0%	34.6%
Appealed or Passed to CORC	50	0	0	50	0	0	46	0	46	5	8,770
Non-Calendar contacts	118	0	0	118	0	0	197	0	197	0	19,041

Table 6 examines grievance outcomes by facility for 2013 and 2014. The first column, favorable outcomes, includes those outcomes found favorable to the inmate by either the IGRC or the superintendent; the second column, unfavorable outcomes, includes grievances found unfavorable to the inmate by the IGRC or the superintendent and cases that were dismissed. The percent of grievances with a favorable or informal resolution matches the numbers from Tables 6-1, 6-2, and 6-3; added here is the percent change from 2013 to 2014. In 2013, 33.5% of grievances had a favorable outcome, while in 2014, 34.6% of grievances had a favorable outcome, an increase of 3.2%. Since non-calendared contacts are situations where the grievance staff are able to help resolve inmate problems without formal grievances being filed, the final columns examine percentage of outcomes (divided from the total number of grievances and non-calendared contacts) that had a favorable outcome, an informal resolution, or was the result of a non-calendared contact. When including non-calendared contacts, the percentage of outcomes favorable to inmates, informally resolved, or the result of a non-calendared contact is 59.6%; this was an increase of 1.9% over the 58.5% of outcomes favorable, informally resolved, or the result of a non-calendared contact in 2013.

For maximum security facilities, 53.3% of outcomes were favorable, informally resolved, or the result of a non-calendared contact, which was similar to the 53.0% for 2013. Southport had the largest percentage of outcomes favorable, informally resolved, or the result of non-calendared contacts (81.3%), mostly due to that facility having a substantially larger number of non-calendared contacts (2,957).

**Table 6. Grievance Outcomes by Facility: 2013 - 2014**

Correctional Facility	Favorable		Unfavorable or Dismissed		Withdrawn		Informally Resolved		Percent Favorable/ Informal Resolution			Non-Calendared		% Favorable, Informal or Non-Calendared		
	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	% Chg	2013	2014	2013	2014	% Chg
<b>Maximum Security</b>																
Attica	0	1	1,655	1,600	0	1	185	185	10.1%	10.4%	3.6%	563	337	31.1%	24.6%	-20.9%
Auburn	955	1,256	730	844	25	32	162	192	60.5%	63.2%	4.5%	232	252	64.9%	66.8%	3.0%
Bedford Hills	204	191	233	294	8	5	184	112	62.5%	50.8%	-18.8%	413	654	77.5%	76.5%	-1.2%
Clinton	100	123	1,511	1,310	1	0	225	305	17.7%	24.6%	39.1%	698	566	40.4%	43.1%	6.9%
Coxsackie	21	40	387	278	0	0	80	72	20.7%	28.7%	38.8%	456	368	59.0%	63.3%	7.3%
Downstate	28	37	159	232	0	1	26	23	25.4%	20.5%	-18.9%	408	529	74.4%	71.7%	-3.6%
Eastern	0	0	378	341	0	0	133	44	26.0%	11.4%	-56.1%	263	294	51.2%	49.8%	-2.7%
Elmira	506	550	827	695	1	0	284	212	48.9%	52.3%	7.0%	97	213	51.8%	58.4%	12.8%
Five Points	231	180	945	1,127	0	0	159	179	29.2%	24.2%	-17.3%	262	215	40.8%	33.7%	-17.3%
Great Meadow	567	433	1,097	977	0	0	562	471	50.7%	48.1%	-5.2%	348	214	57.4%	53.4%	-7.0%
Green Haven	404	769	1,163	1,088	0	0	392	486	40.6%	53.6%	31.8%	104	236	43.6%	57.8%	32.5%
Shawangunk	181	167	370	325	0	0	112	135	44.2%	48.2%	9.0%	74	38	49.8%	51.1%	2.7%
Sing Sing	234	180	1,077	959	121	142	146	107	26.1%	23.0%	-11.7%	25	111	27.3%	29.3%	7.3%
Southport	1,147	932	1,042	894	18	7	9	10	52.6%	51.3%	-2.4%	3,757	2,957	82.5%	81.3%	-1.4%
Sullivan	80	127	215	195	0	0	28	14	33.4%	42.0%	25.5%	92	45	48.2%	48.8%	1.3%
Upstate	13	5	2,062	2,135	0	0	7	18	1.0%	1.1%	10.9%	502	627	20.2%	23.3%	15.5%
Wende	280	297	741	875	0	0	200	150	39.3%	33.8%	-14.0%	342	509	52.6%	52.2%	-0.7%
<b>Total Maximum Security</b>	<b>4,951</b>	<b>5,288</b>	<b>14,592</b>	<b>14,169</b>	<b>174</b>	<b>188</b>	<b>2,894</b>	<b>2,715</b>	<b>35.0%</b>	<b>36.1%</b>	<b>3.2%</b>	<b>8,636</b>	<b>8,165</b>	<b>53.0%</b>	<b>53.3%</b>	<b>0.5%</b>

(continued on next page)



For 2014, both medium security and minimum security facilities had more non-calendared contacts than grievances (10,561 vs. 8,371 and 197 vs. 103; see Table 4). Among medium security facilities, 69.4% of outcomes were favorable, informally resolved, or the result of a non-calendared contact. For shock facilities, 58.7% of outcomes were favorable, informally resolved, or the result of a non-calendared contact. Among minimum security facilities, 72.7% of outcomes were favorable, informally resolved, or the result of a non-calendared contact.

**Table 6. Grievance Outcomes by Facility: 2013 - 2014 (Cont.)**

Correctional Facility	Favorable		Unfavorable or Dismissed		Withdrawn		Informally Resolved		Percent Favorable/ Informal Resolution			Non-Calendared		% Favorable, Informal or Non-Calendared			
	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	% Chg	2013	2014	2013	2014	% Chg	
<b>Medium Security</b>																	
Adirondack	7	2	50	45	0	0	1	2	13.8%	8.2%	-40.8%	54	32	55.4%	44.4%	-19.7%	
Albion	30	35	166	225	5	8	3	8	16.6%	16.0%	-3.2%	637	759	80.1%	78.1%	-2.6%	
Altona	18	17	87	92	0	0	28	20	34.6%	28.7%	-17.1%	27	25	45.6%	40.3%	-11.8%	
Bare Hill	29	17	447	367	0	0	58	51	16.3%	15.6%	-4.1%	463	222	55.2%	44.1%	-20.0%	
Bayview	0	N/A	0	N/A	0	N/A	0	N/A	-	N/A	N/A	0	N/A	-	N/A	N/A	
Butler	0	0	17	0	0	0	3	0	15.0%	-	N/A	0	0	15.0%	-	N/A	
Cape Vincent	0	1	246	217	0	0	54	45	18.0%	17.5%	-2.8%	150	173	45.3%	50.2%	10.8%	
Cayuga	54	59	189	181	0	0	25	31	29.5%	33.2%	12.7%	212	187	60.6%	60.5%	-0.2%	
Chateaugay	1	1	13	0	1	0	2	0	18.8%	100.0%	433.3%	1	0	23.5%	100.0%	325.0%	
Collins	200	110	382	238	0	0	36	26	38.2%	36.4%	-4.8%	373	368	61.5%	67.9%	10.5%	
Fishkill	299	140	249	160	5	3	50	41	58.4%	53.1%	-9.1%	0	278	58.4%	74.2%	27.1%	
Franklin	6	0	410	685	0	0	46	218	11.3%	24.1%	114.5%	489	509	56.9%	51.5%	-9.5%	
Greene	2	28	179	308	0	55	68	78	28.1%	25.6%	-8.9%	517	210	76.6%	50.6%	-33.9%	
Gouverneur	35	35	254	188	37	2	64	51	28.0%	31.4%	11.9%	235	94	56.8%	48.9%	-13.9%	
Gowanda	34	19	220	161	0	0	69	89	31.9%	40.1%	25.9%	107	320	48.8%	72.7%	48.8%	
Groveland	78	85	142	140	6	4	17	20	40.1%	42.9%	6.9%	747	891	85.6%	87.7%	2.5%	
Hale Creek	17	1	51	75	6	0	32	2	49.0%	3.8%	-92.2%	111	35	75.8%	33.6%	-55.7%	
Hudson	4	19	103	31	0	10	3	9	6.4%	47.5%	645.8%	24	82	23.1%	78.0%	237.2%	
Livingston	27	20	253	239	21	31	15	27	14.2%	16.4%	15.4%	58	94	28.3%	37.1%	31.0%	
Marcy	146	132	632	646	63	36	6	200	19.4%	33.9%	75.1%	462	231	49.3%	46.6%	-5.5%	
Midstate	137	106	290	218	0	0	0	0	32.1%	32.7%	2.0%	1,566	1,966	85.4%	90.5%	5.9%	
Mohawk	34	46	115	122	0	0	18	22	31.1%	35.8%	14.9%	1,111	1,151	91.0%	90.9%	-0.1%	
Mt. McGregor	8	0	26	0	0	0	4	0	31.6%	-	N/A	20	0	55.2%	-	N/A	
Ogdensburg	0	1	19	29	2	2	2	0	9.5%	3.3%	-65.0%	43	27	70.3%	49.1%	-30.1%	
Orleans	80	62	291	332	6	2	10	29	23.6%	21.5%	-8.9%	273	413	55.5%	60.3%	8.6%	
Otisville	69	61	156	163	1	1	49	32	43.1%	36.3%	-15.6%	133	144	61.7%	59.3%	-3.9%	
Riverview	47	54	183	170	3	0	48	58	34.2%	39.7%	16.2%	261	361	66.0%	73.6%	11.4%	
Taconic	33	37	45	51	1	0	21	23	54.5%	54.1%	-0.9%	578	598	93.4%	92.8%	-0.6%	
Ulster	18	4	94	51	0	0	42	6	39.0%	16.4%	-57.9%	186	174	72.4%	78.3%	8.2%	
Walkkill	29	35	87	76	1	0	45	52	46.0%	53.4%	16.1%	117	98	68.7%	70.9%	3.2%	
Washington	8	15	73	47	3	2	14	11	23.2%	35.6%	53.8%	137	115	68.5%	75.0%	9.4%	
Watertown	5	3	63	28	0	1	26	17	33.0%	41.7%	26.3%	58	54	58.6%	72.5%	23.9%	
Woodbourne	55	79	190	236	0	0	78	66	41.2%	38.1%	-7.6%	383	672	73.1%	77.6%	6.2%	
Wyoming	5	2	194	182	0	0	66	51	26.8%	22.6%	-15.8%	285	278	64.7%	64.5%	-0.3%	
<b>Total Medium Security</b>	<b>1,515</b>	<b>1,226</b>	<b>5,916</b>	<b>5,703</b>	<b>161</b>	<b>157</b>	<b>1,003</b>	<b>1,285</b>	<b>29.3%</b>	<b>30.0%</b>	<b>2.4%</b>	<b>9,818</b>	<b>10,561</b>	<b>67.6%</b>	<b>69.6%</b>	<b>3.0%</b>	
<b>Shock</b>																	
Lakeview Shock	64	91	214	168	0	0	47	30	34.2%	41.9%	22.6%	158	118	55.7%	58.7%	5.4%	
Monterey Shock	0	0	0	0	0	0	0	0	-	-	N/A	0	0	-	-	N/A	
Moriah Shock	0	0	0	0	0	0	0	0	-	-	N/A	0	0	-	-	N/A	
<b>Total Shock</b>	<b>64</b>	<b>91</b>	<b>214</b>	<b>168</b>	<b>0</b>	<b>0</b>	<b>47</b>	<b>30</b>	<b>34.2%</b>	<b>41.9%</b>	<b>0.2259</b>	<b>158</b>	<b>118</b>	<b>55.7%</b>	<b>58.7%</b>	<b>0.0544</b>	
<b>Minimum Security</b>																	
Beacon	1	N/A	5	N/A	0	N/A	4	N/A	50.0%	N/A	N/A	21	N/A	83.9%	N/A	N/A	
Buffalo	0	N/A	0	N/A	0	N/A	0	N/A	N/A	N/A	N/A	0	N/A	-	N/A	N/A	
Edgecombe	0	0	0	0	0	0	0	0	-	-	N/A	0	0	-	-	N/A	
Lincoln	0	0	0	0	0	0	0	2	-	100.0%	N/A	0	0	-	100.0%	N/A	
Queensboro	3	2	75	81	1	0	9	17	13.8%	19.0%	37.8%	171	197	70.9%	72.7%	2.5%	
Rochester	0	0	0	1	0	0	1	0	100.0%	0.0%	-100.0%	0	0	100.0%	0.0%	-100.0%	
<b>Total Minimum Security</b>	<b>4</b>	<b>2</b>	<b>80</b>	<b>82</b>	<b>1</b>	<b>0</b>	<b>14</b>	<b>19</b>	<b>18.4%</b>	<b>20.4%</b>	<b>11.0%</b>	<b>192</b>	<b>197</b>	<b>72.4%</b>	<b>72.7%</b>	<b>0.3%</b>	
Willard DTC	0	0	5	22	0	0	3	3	37.5%	12.0%	-68.0%	0	0	0	37.5%	12.0%	-68.0%
<b>DOCCS Total</b>	<b>6,534</b>	<b>6,607</b>	<b>20,807</b>	<b>20,144</b>	<b>336</b>	<b>345</b>	<b>3,961</b>	<b>4,052</b>	<b>33.5%</b>	<b>34.6%</b>	<b>3.2%</b>	<b>18,804</b>	<b>19,041</b>	<b>58.5%</b>	<b>59.6%</b>	<b>1.9%</b>	

Table 7 compares the outcomes of CORC hearings that were heard during 2013 and 2014. It should be noted that the year of a CORC hearing outcome may not have necessarily occurred during the same year that the grievance was originally filed. In 2014, 11,887 grievances were reviewed by CORC, an increase of 19.7% from the 9,934 grievances reviewed in 2013. The single largest grievance type reviewed by CORC in 2014 was staff conduct, which had 2,867 grievances reviewed by CORC, an increase of 19.0% from the 2,409 grievances reviewed in 2013. Medical grievances were the second largest category of grievances reviewed by CORC, with 2,555 grievances reviewed in 2014, an increase of 14.6% from the 2,229 grievances reviewed in 2013.

Of the 11,887 grievances reviewed by CORC in 2014, 7,363 (61.9%) had an outcome favorable to the inmate and 4,524 (38.1%) were unfavorable.

Table 7. CORC Hearings by Grievance Type: 2013 - 2014

Grievance Type	2013		2014		% Chg
	#	%	#	%	
<b>Program Services</b>					
1) Program Committee	125	1.3%	147	1.2%	17.6%
2) Incentive Wage Allowance	68	0.7%	87	0.7%	27.9%
3) Correspondence	250	2.5%	353	3.0%	41.2%
4) Phone Home Program	11	0.1%	30	0.3%	172.7%
5) Visiting	64	0.6%	70	0.6%	9.4%
6) Guidance Unit/Counseling	298	3.0%	414	3.5%	38.9%
7) Recreation (TV, Yard, Movies, Radio, etc.)	68	0.7%	72	0.6%	5.9%
8) Adult Basic Education	15	0.2%	5	0.0%	-66.7%
9) GED/College Programs	8	0.1%	15	0.1%	87.5%
10) Language Assistance Program	3	0.0%	6	0.1%	100.0%
11) Vocational Programs	11	0.1%	15	0.1%	36.4%
12) Work Assignments	39	0.4%	47	0.4%	20.5%
13) Hobby Shop/Arts & Crafts	0	0.0%	2	0.0%	-
14) Volunteer Services	0	0.0%	0	0.0%	-
15) Special Events/Inmate Organizations	21	0.2%	26	0.2%	23.8%
16) Religion	250	2.5%	289	2.4%	15.6%
17) Family Reunion Program	31	0.3%	72	0.6%	132.3%
18) Media Review	48	0.5%	45	0.4%	-6.3%
19) General Library	20	0.2%	31	0.3%	55.0%
20) Alcohol and Substance Abuse Treatment	77	0.8%	101	0.8%	31.2%
<b>Sub-total</b>	<b>1,407</b>	<b>14.2%</b>	<b>1,827</b>	<b>15.4%</b>	<b>29.9%</b>
<b>Health Services</b>					
21) Dental	203	2.0%	179	1.5%	-11.8%
22) Medical	2,229	22.4%	2,555	21.5%	14.6%
22.1) HIPAA (Health Information)	65	0.7%	85	0.7%	30.8%
<b>Sub-total</b>	<b>2,497</b>	<b>25.1%</b>	<b>2,819</b>	<b>23.7%</b>	<b>12.9%</b>
<b>Facility Operations</b>					
23) Housing - Internal Block Affairs	390	3.9%	475	4.0%	21.8%
23.1) Smoke-Free Policy	9	0.1%	21	0.2%	133.3%
24) Special Housing Units	453	4.6%	488	4.1%	7.7%
25) Search & Seizure/Frisks/Contraband	57	0.6%	106	0.9%	86.0%
25.1) Strip Search	2	0.0%	5	0.0%	150.0%
25.2) Strip Frisk	17	0.2%	29	0.2%	70.6%
25.3) Pat Frisk (Female Inmate)	1	0.0%	3	0.0%	200.0%
26) Keeplock Policy & Procedure	21	0.2%	27	0.2%	28.6%
27) Tier I and II Policy & Procedure	35	0.4%	55	0.5%	57.1%
28) Tier III Policy & Procedure	113	1.1%	136	1.1%	20.4%
29) Inmate Property	197	2.0%	223	1.9%	13.2%
30) Package Room	246	2.5%	322	2.7%	30.9%
31) Rules & Regulations	168	1.7%	171	1.4%	1.8%
<b>Sub-total</b>	<b>1,709</b>	<b>17.2%</b>	<b>2,061</b>	<b>17.3%</b>	<b>20.6%</b>
<b>Administrative Services</b>					
32) Industry	20	0.2%	31	0.3%	55.0%
33) Personal Property Claims	56	0.6%	83	0.7%	48.2%
34) State Issued Clothing and Hygiene Items	61	0.6%	81	0.7%	32.8%
35) Commissary	50	0.5%	80	0.7%	60.0%
36) Inmate Accounts	152	1.5%	155	1.3%	2.0%
37) Mess Hall	319	3.2%	329	2.8%	3.1%
38) Laundry	14	0.1%	15	0.1%	7.1%
39) Facility Maintenance	97	1.0%	131	1.1%	35.1%
<b>Sub-total</b>	<b>769</b>	<b>7.7%</b>	<b>905</b>	<b>7.6%</b>	<b>17.7%</b>
<b>Counsel</b>					
40) Law Library	219	2.2%	272	2.3%	24.2%
41) Legal Mail	144	1.4%	144	1.2%	0.0%
42) Inmate Legal Rights	206	2.1%	251	2.1%	21.8%
43) Mandatory Court Surcharge	10	0.1%	14	0.1%	40.0%
<b>Sub-total</b>	<b>579</b>	<b>5.8%</b>	<b>681</b>	<b>5.7%</b>	<b>17.6%</b>
<b>Executive Direction</b>					
44) Inmate Grievance Program	286	2.9%	354	3.0%	23.8%
45) Temporary Release Committee	9	0.1%	10	0.1%	11.1%
46) Inter-Facility Transfers	60	0.6%	114	1.0%	90.0%
47) Grooming Standards	8	0.1%	22	0.2%	175.0%
48) Inmate Liaison Committee	20	0.2%	12	0.1%	-40.0%
49) Staff Conduct	2,409	24.3%	2,867	24.1%	19.0%
50) Miscellaneous	181	1.8%	215	1.8%	18.8%
<b>Sub-total</b>	<b>2,973</b>	<b>29.9%</b>	<b>3,594</b>	<b>30.2%</b>	<b>20.9%</b>
<b>Grand Total</b>	<b>9,934</b>	<b>100.0%</b>	<b>11,887</b>	<b>100.0%</b>	<b>19.7%</b>