



Corrections and Community Supervision

Inmate Grievance Program Annual Report

2015

Introduction

This report examines the functioning of the Inmate Grievance Program utilized by the Department of Corrections and Community Supervision (DOCCS) during the calendar year 2015 (January-December). Information is presented 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 and is intended to provide an orderly, fair, simple and expeditious way of resolving problems that may arise within a correctional facility setting.

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 DOCCS the opportunity to correct problems internally, identify issues in need of administrative attention, and clarify policies and procedures. The IGP 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 interact with inmates through non-calendared contacts which assists them in resolving problems without a formal grievance being filed.

The grievance procedure is initiated by the inmate. If an inmate is unable to resolve his or her problem through informal channels, he or she may file a written grievance within 21 calendar days of the incident in question (exceptions may be granted up to 45 days). The Inmate Grievance Resolution Committee (IGRC) has 16 calendar days in which to attempt to informally resolve the complaint or hold a hearing. 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 has 7 calendar days from the receipt of the IGRC's written response to appeal to the facility Superintendent. The Superintendent has up to 20 calendar days (25 calendar days for staff conduct complaints) to render a decision. If the inmate wishes to appeal further, he or she has 7 calendar days from the receipt of the Superintendent's decision 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. CORC is the final level of administrative review for grievances filed through the IGP mechanism.

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 an IGRC hearing. Grievances must be personal in nature and may not be filed on another inmate's behalf. Decisions and dispositions of certain programs or procedures that have a written appeal mechanism which extends review outside of the facility are considered non-grievable, such as: temporary release committees, time allowance committees, family reunion programs, media review committees, disciplinary proceedings, inmate property claims, central monitoring case reviews, or Freedom of Information Law (FOIL) requests. While the decisions and outcomes of the above-mentioned programs are non-grievable, any policies, procedures or rules related to them may be grieved.

Grievance records are maintained by IGP staff, in each DOCCS facility, who report on the types of grievances initiated and their outcomes to the Central Office IGP on a monthly basis.

Grievances Filed

In 2015, there were 35,056 grievances filed by inmates. As seen in Figure 1, the grievances submitted are divided into six general categories: program services, health services, facility operations, administrative services, counsel, and executive direction.

There are 55 specific grievance types within the six categories; these are detailed in Table 1.

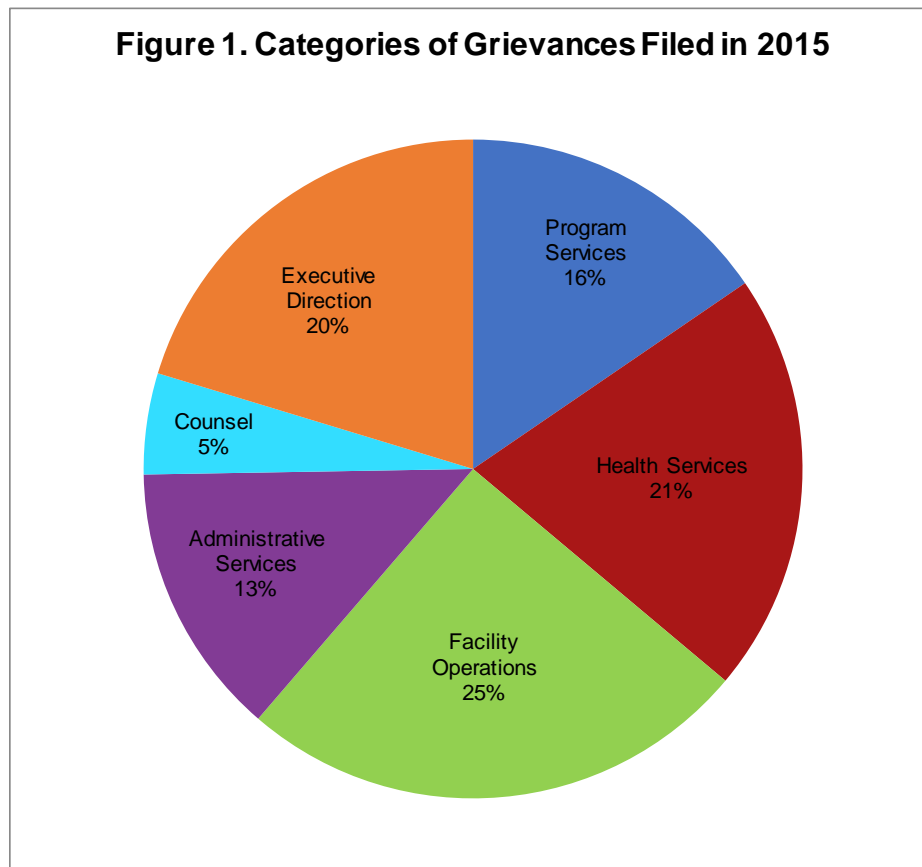


Table 1. Grievances Filed Statewide in 2015, by Type

Grievance Type	#	%
Program Services		
1) Program Committee	692	2.0%
2) Incentive Wage Allowance	376	1.1%
3) Correspondence	1,099	3.1%
4) Phone Home Program	70	0.2%
5) Visiting	252	0.7%
6) Guidance Unit/Counseling	949	2.7%
7) Recreation (TV, Yard, Movies, Radio, etc.)	311	0.9%
8) Adult Basic Education	46	0.1%
9) GED/College Programs	47	0.1%
10) Language Assistance Program	10	0.0%
11) Vocational Programs	42	0.1%
12) Work Assignments	148	0.4%
13) Hobby Shop/Arts & Crafts	12	0.0%
14) Volunteer Services	3	0.0%
15) Special Events/Inmate Organizations	118	0.3%
16) Religion	706	2.0%
17) Family Reunion Program	86	0.2%
18) Media Review	98	0.3%
19) General Library	115	0.3%
20) Alcohol and Substance Abuse Treatment	239	0.7%
Sub-total	5,419	15.5%
Health Services		
21) Dental	660	1.9%
22) Medical	6,412	18.3%
22.1) HIPAA (Health Information)	168	0.5%
Sub-total	7,240	20.7%
Facility Operations		
23) Housing - Internal Block Affairs	2,359	6.7%
23.1) Smoke-Free Policy	10	0.0%
24) Special Housing Units	1,623	4.6%
25) Search & Seizure/Frisky/Contraband	621	1.8%
25.1) Strip Search	16	0.0%
25.2) Strip Frisk	27	0.1%
25.3) Pat Frisk (Female Inmate)	7	0.0%
26) Keeplock Policy & Procedure	98	0.3%
27) Tier I and II Policy & Procedure	237	0.7%
28) Tier III Policy & Procedure	494	1.4%
29) Inmate Property	1,055	3.0%
30) Package Room	1,656	4.7%
31) Rules & Regulations	630	1.8%
Sub-total	8,833	25.2%
Administrative Services		
32) Industry	63	0.2%
33) Personal Property Claims	630	1.8%
34) State Issued Clothing and Hygiene Items	503	1.4%
35) Commissary	550	1.6%
36) Inmate Accounts	1,125	3.2%
37) Mess Hall	1,213	3.5%
38) Laundry	85	0.2%
39) Facility Maintenance	537	1.5%
Sub-total	4,706	13.4%
Counsel		
40) Law Library	668	1.9%
41) Legal Mail	340	1.0%
42) Inmate Legal Rights	689	2.0%
43) Mandatory Court Surcharge	42	0.1%
Sub-total	1,739	5.0%
Executive Direction		
44) Inmate Grievance Program	559	1.6%
45) Temporary Release Committee	25	0.1%
46) Inter-Facility Transfers	166	0.5%
47) Grooming Standards	42	0.1%
48) Inmate Liaison Committee	37	0.1%
49) Staff Conduct	5,427	15.5%
50) Miscellaneous	863	2.5%
Sub-total	7,119	20.3%
Grand Total	35,056	100.0%

Table 2-1. Grievances Filed at Maximum Security Facilities in 2015, by Type

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
Program Services																		
1) Program Committee	28	26	1	31	5	1	11	67	37	54	97	9	33	0	15	1	122	538
2) Incentive Wage Allowance	27	1	8	43	2	8	3	2	11	56	62	3	9	1	7	2	2	247
3) Correspondence	53	57	12	82	11	4	22	61	47	31	69	20	44	105	16	86	58	778
4) Phone Home Program	8	2	0	6	3	3	0	0	6	0	6	5	0	0	1	0	5	45
5) Visiting	10	14	16	13	4	4	10	15	8	7	26	1	18	9	5	2	14	176
6) Guidance Unit/Counseling	50	69	5	45	6	4	10	28	45	18	41	25	75	50	16	19	77	583
7) Recreation (TV, Yard, Movies, Radio, etc.)	4	17	22	53	8	2	3	33	10	11	5	5	22	17	5	11	28	256
8) Adult Basic Education	1	4	0	1	0	0	1	8	1	1	1	0	1	7	1	2	0	29
9) GED/College Programs	2	2	1	4	1	0	3	2	3	0	1	0	1	0	0	2	0	22
10) Language Assistance Program	0	1	1	3	0	0	0	0	0	0	0	0	1	0	0	0	2	8
11) Vocational Programs	1	1	2	0	0	0	0	2	1	3	4	1	0	0	0	0	1	16
12) Work Assignments	0	16	10	29	0	0	3	1	0	1	1	0	7	2	3	4	0	77
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	3	1	0	0	4	0	4	0	0	0	0	12
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
15) Special Events/Inmate Organizations	2	18	1	10	0	1	2	12	0	6	15	2	1	0	9	4	9	92
16) Religion	38	34	8	31	18	11	12	34	35	68	63	28	27	24	14	14	17	476
17) Family Reunion Program	1	2	7	2	0	0	3	6	0	5	12	3	24	0	2	0	5	72
18) Media Review	3	3	0	11	1	0	6	0	2	0	13	3	0	7	0	9	9	67
19) General Library	8	7	0	6	1	0	1	9	4	7	1	0	2	2	6	10	7	71
20) Alcohol and Substance Abuse Treatment	1	11	1	19	0	1	0	14	5	10	10	1	2	0	0	3	10	88
Sub-total	237	285	95	389	60	39	93	295	215	278	432	106	271	224	100	169	366	3,654
Health Services																		
21) Dental	16	14	11	96	0	0	2	58	35	26	19	4	26	35	0	39	20	401
22) Medical	264	330	123	331	53	62	84	278	294	315	473	147	249	389	112	523	226	4,253
22.1) HIPAA (Health Information)	11	22	2	11	1	4	1	7	4	8	9	6	20	12	1	20	5	144
Sub-total	291	366	136	438	54	66	87	343	333	349	501	157	295	436	113	582	251	4,798

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Table 2-1. Grievances Filed at Maximum Security Facilities in 2015, by Type (Cont'd)

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
Facility Operations																		
23) Housing - Internal Block Affairs	108	84	115	130	22	11	31	162	107	74	443	23	200	171	50	6	147	1,884
23.1) Smoke-Free Policy	2	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3
24) Special Housing Units	221	54	21	29	0	4	26	148	27	224	120	13	12	36	38	256	31	1,260
25) Search & Seizure/Frisks/Contraband	27	43	17	49	1	9	19	16	28	8	205	10	19	14	15	4	22	506
25.1) Strip Search	0	3	2	1	0	0	3	0	0	0	2	0	1	0	1	1	0	14
25.2) Strip Frisk	0	6	1	1	0	0	2	0	1	0	1	0	8	0	0	0	1	21
25.3) Pat Frisk (Female Inmate)	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
26) Keeplock Policy & Procedure	0	24	9	11	1	3	2	3	14	3	1	1	0	0	4	0	4	80
27) Tier I and II Policy & Procedure	6	17	12	41	1	2	11	16	3	0	26	5	25	0	3	3	3	174
28) Tier III Policy & Procedure	48	39	5	24	0	3	10	32	19	33	53	6	7	44	4	36	18	381
29) Inmate Property	97	105	0	109	13	4	14	94	53	12	95	7	46	134	25	64	34	906
30) Package Room	41	109	49	94	43	17	24	102	25	34	244	35	70	21	30	27	59	1,024
31) Rules & Regulations	5	109	46	58	13	18	21	17	30	5	43	43	0	32	16	0	4	460
Sub-total	555	593	280	547	94	71	163	590	307	393	1,233	144	388	452	186	397	323	6,716
Administrative Services																		
32) Industry	0	10	1	20	1	0	4	4	0	6	12	0	0	0	0	0	0	58
33) Personal Property Claims	37	31	5	24	2	0	0	37	67	51	33	35	28	28	11	27	55	471
34) State Issued Clothing and Hygiene Items	61	17	7	47	1	4	5	25	13	23	46	4	11	36	7	9	17	333
35) Commissary	41	23	18	102	4	2	3	52	34	32	38	3	13	34	5	11	61	476
36) Inmate Accounts	52	43	4	98	8	8	7	113	50	12	153	14	129	52	26	28	123	920
37) Mess Hall	73	70	15	40	6	11	3	139	40	76	81	12	49	95	9	95	57	871
38) Laundry	3	6	1	12	0	0	0	3	3	10	1	0	3	5	0	4	12	63
39) Facility Maintenance	16	128	39	27	0	13	3	4	9	46	60	9	2	20	22	16	32	446
Sub-total	283	328	90	370	22	38	25	377	216	256	424	77	235	270	80	190	357	3,638
Counsel																		
40) Law Library	62	27	14	28	13	6	2	45	39	39	40	8	21	53	12	42	73	524
41) Legal Mail	27	29	6	26	10	4	2	13	11	6	24	2	5	56	4	11	18	254
42) Inmate Legal Rights	31	61	4	34	7	4	10	49	30	16	53	10	1	16	29	28	71	454
43) Mandatory Court Surcharge	5	0	0	8	0	3	1	5	1	1	2	0	1	0	3	0	4	34
Sub-total	125	117	24	96	30	17	15	112	81	62	119	20	28	125	48	81	166	1,266
Executive Direction																		
44) Inmate Grievance Program	73	26	3	48	2	4	3	24	19	38	58	3	24	45	16	49	24	459
45) Temporary Release Committee	0	0	0	0	0	0	0	0	1	0	0	1	1	1	0	0	0	4
46) Inter-Facility Transfers	22	10	0	23	3	2	0	3	4	7	9	2	0	6	3	2	0	96
47) Grooming Standards	8	0	0	5	1	0	2	2	2	0	0	0	1	0	0	0	0	21
48) Inmate Liaison Committee	0	2	1	5	2	0	0	4	1	2	5	1	4	0	0	1	0	28
49) Staff Conduct	214	320	70	273	101	85	84	208	212	130	369	81	121	245	266	514	189	3,482
50) Miscellaneous	24	0	21	69	0	21	9	43	24	53	12	0	67	40	46	75	5	509
Sub-total	341	358	95	423	109	112	98	284	263	230	453	88	218	337	331	641	218	4,599
Grand Total	1,832	2,047	720	2,263	369	343	481	2,001	1,415	1,568	3,162	592	1,435	1,844	858	2,060	1,681	24,671

Table 2-2a. Grievances Filed at Medium Security Facilities in 2015, by Type

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
Program Services															
1) Program Committee	0	3	1	7	5	6	5	7	7	7	6	2	9	0	8
2) Incentive Wage Allowance	1	2	8	3	10	0	2	3	6	4	2	0	2	1	5
3) Correspondence	0	16	3	3	30	7	7	7	19	6	14	35	0	0	1
4) Phone Home Program	0	0	0	0	3	1	1	1	1	0	0	1	1	0	1
5) Visiting	0	1	0	5	1	2	3	6	3	2	1	4	1	0	1
6) Guidance Unit/Counseling	0	2	8	10	27	4	12	12	13	4	34	7	4	10	5
7) Recreation (TV, Yard, Movies, Radio, etc.)	1	2	1	2	4	1	0	4	2	1	3	0	2	0	1
8) Adult Basic Education	0	0	0	2	1	3	2	1	0	0	3	0	0	0	0
9) GED/College Programs	0	1	0	3	0	0	1	1	0	0	0	1	0	0	1
10) Language Assistance Program	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
11) Vocational Programs	0	1	0	0	2	0	2	1	5	1	0	0	0	0	0
12) Work Assignments	1	0	2	0	0	0	0	3	6	2	0	8	1	0	1
13) Hobby Shop/Arts & Crafts	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
15) Special Events/Inmate Organizations	0	1	0	0	2	1	1	1	2	2	0	0	0	0	2
16) Religion	0	4	4	7	10	7	15	6	20	7	5	13	4	0	3
17) Family Reunion Program	0	0	0	0	0	0	2	2	1	0	0	0	0	0	0
18) Media Review	0	0	0	0	1	0	0	0	0	0	0	2	0	0	0
19) General Library	0	0	0	1	3	4	0	0	1	4	2	4	0	0	0
20) Alcohol and Substance Abuse Treatment	1	3	2	0	2	6	5	1	8	7	2	3	4	0	7
Sub-total	4	36	29	44	101	42	58	56	94	47	72	80	28	11	36
Health Services															
21) Dental	0	4	8	18	4	5	33	10	50	11	2	1	4	0	6
22) Medical	3	66	5	65	43	61	129	106	278	57	50	71	61	29	21
22.1) HIPAA (Health Information)	1	5	1	2	0	0	0	0	0	0	2	4	1	0	0
Sub-total	4	75	14	85	47	66	162	116	328	68	54	76	66	29	27

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Table 2-2b. Grievances Filed at Medium Security Facilities in 2015, by Type (Cont'd)

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
Facility Operations															
23) Housing - Internal Block Affairs	1	13	2	16	14	10	7	4	27	15	28	14	6	0	4
23.1) Smoke-Free Policy	0	1	0	0	0	0	0	0	1	0	0	0	1	0	0
24) Special Housing Units	0	23	1	1	5	16	52	15	4	52	6	9	1	0	0
25) Search & Seizure/Frisks/Contraband	0	2	0	0	3	0	6	2	7	2	7	5	0	1	4
25.1) Strip Search	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0
25.2) Strip Frisk	0	0	0	0	0	0	0	2	0	0	1	0	0	0	0
25.3) Pat Frisk (Female Inmate)	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0
26) Keeplock Policy & Procedure	0	4	0	0	0	0	4	1	0	1	0	0	1	0	0
27) Tier I and II Policy & Procedure	0	1	2	2	2	1	0	2	4	2	0	1	4	0	0
28) Tier III Policy & Procedure	0	0	0	0	14	12	2	8	3	8	0	1	0	0	0
29) Inmate Property	0	0	9	5	5	4	0	8	3	19	18	5	3	0	0
30) Package Room	3	20	7	20	23	6	22	19	55	16	117	51	12	2	2
31) Rules & Regulations	1	6	4	0	1	0	13	2	3	7	12	13	6	3	0
Sub-total	5	74	25	44	67	49	107	63	107	122	189	100	34	6	10
Administrative Services															
32) Industry	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
33) Personal Property Claims	1	1	0	11	10	9	19	0	17	3	2	12	2	0	1
34) State Issued Clothing and Hygiene Items	0	21	0	1	5	0	15	8	5	5	2	3	0	1	2
35) Commissary	1	5	0	3	1	2	5	3	4	4	2	2	1	1	0
36) Inmate Accounts	1	4	3	14	12	3	6	9	23	8	3	13	0	1	3
37) Mess Hall	0	11	3	5	11	5	45	12	7	27	7	8	10	4	0
38) Laundry	0	2	0	0	0	0	5	2	0	3	0	0	0	0	0
39) Facility Maintenance	0	3	0	0	0	1	9	14	2	0	11	2	2	2	0
Sub-total	3	48	6	34	39	20	104	48	58	50	27	40	15	9	6
Counsel															
40) Law Library	1	2	0	2	3	4	3	11	9	8	4	10	2	0	0
41) Legal Mail	1	3	0	6	2	0	0	8	1	1	1	9	2	0	0
42) Inmate Legal Rights	1	1	1	8	10	1	17	12	0	24	19	21	0	0	1
43) Mandatory Court Surcharge	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
Sub-total	3	6	1	16	15	5	20	31	11	33	24	40	4	0	1
Executive Direction															
44) Inmate Grievance Program	0	8	1	2	5	1	16	4	9	4	2	1	0	0	0
45) Temporary Release Committee	0	0	1	1	0	0	0	0	0	0	3	1	0	0	0
46) Inter-Facility Transfers	0	2	0	2	1	1	6	2	9	2	8	7	0	0	0
47) Grooming Standards	1	1	0	2	1	0	1	1	1	0	1	0	0	0	0
48) Inmate Liaison Committee	0	2	0	0	0	0	1	0	0	1	0	0	0	0	0
49) Staff Conduct	8	98	12	96	46	85	71	89	291	104	109	54	66	31	11
50) Miscellaneous	2	17	1	13	2	11	11	83	43	0	5	12	0	0	3
Sub-total	11	128	15	116	55	98	106	179	353	111	128	75	66	31	14
Grand Total	30	367	90	339	324	280	557	493	951	431	494	411	213	86	94

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Table 2-2c. Grievances Filed at Medium Security Facilities in 2015, by Type (Cont'd)

Grievance Type	Livingston	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Wallkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Program Services																
1) Program Committee	0	13	6	2	3	7	15	5	0	7	5	0	0	10	7	153
2) Incentive Wage Allowance	12	15	1	8	2	7	1	2	2	3	9	1	0	9	2	123
3) Correspondence	19	19	7	4	2	26	41	4	0	1	12	2	3	10	7	305
4) Phone Home Program	1	5	0	0	0	3	0	0	1	0	1	2	0	1	1	25
5) Visiting	6	8	2	1	0	7	1	0	2	1	3	0	2	4	2	69
6) Guidance Unit/Counseling	11	37	18	6	1	9	29	18	1	2	14	6	6	20	6	336
7) Recreation (TV, Yard, Movies, Radio, etc.)	2	7	3	6	0	3	1	1	3	0	3	0	0	2	0	55
8) Adult Basic Education	3	1	0	0	0	0	0	0	0	0	0	0	0	1	0	17
9) GED/College Programs	4	3	1	1	0	0	2	0	1	0	3	1	0	0	1	25
10) Language Assistance Program	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2
11) Vocational Programs	2	4	1	0	0	0	2	0	0	0	1	0	1	0	3	26
12) Work Assignments	17	4	0	5	2	1	3	2	0	3	4	1	0	3	0	69
13) Hobby Shop/Arts & Crafts	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	1	0	0	0	0	0	0	1	0	2
15) Special Events/Inmate Organizations	1	2	0	0	0	1	4	1	0	0	2	0	0	1	2	26
16) Religion	2	43	5	9	1	11	11	7	1	5	1	6	2	7	5	221
17) Family Reunion Program	0	0	0	0	0	0	0	0	1	0	1	1	0	5	1	14
18) Media Review	0	11	0	1	0	0	3	1	0	1	0	0	0	9	0	29
19) General Library	0	8	1	2	0	5	0	5	0	0	0	0	0	1	0	41
20) Alcohol and Substance Abuse Treatment	8	42	9	7	1	3	0	19	3	0	3	1	0	2	2	151
Sub-total	88	222	54	52	12	83	115	65	15	23	62	21	14	86	39	1,689
Health Services																
21) Dental	1	15	2	2	7	8	5	18	0	0	3	0	0	16	10	243
22) Medical	40	282	108	85	12	91	60	54	18	27	32	13	14	130	48	2,059
22.1) HIPAA (Health Information)	0	0	0	0	0	1	3	0	1	0	0	0	0	2	0	23
Sub-total	41	297	110	87	19	100	68	72	19	27	35	13	14	148	58	2,325

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Table 2-2d. Grievances Filed at Medium Security Facilities in 2015, by Type (Cont'd)

Grievance Type	Livingston	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Facility Operations																
23) Housing - Internal Block Affairs	37	144	22	11	2	19	21	9	3	3	12	0	0	23	6	473
23.1) Smoke-Free Policy	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	5
24) Special Housing Units	8	7	9	0	0	58	0	7	0	2	0	0	2	6	2	286
25) Search & Seizure/Frisks/Contraband	7	15	0	2	1	5	19	4	2	1	2	0	1	7	6	111
25.1) Strip Search	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
25.2) Strip Frisk	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5
25.3) Pat Frisk (Female Inmate)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
26) Keeplock Policy & Procedure	0	0	0	1	0	0	2	2	0	0	0	0	1	1	0	18
27) Tier I and II Policy & Procedure	12	12	4	3	0	0	1	2	1	0	2	0	0	0	0	58
28) Tier III Policy & Procedure	17	16	8	0	0	10	0	2	0	1	0	0	0	1	2	105
29) Inmate Property	8	8	3	3	0	6	4	8	0	6	3	1	1	6	5	141
30) Package Room	27	50	5	10	3	24	20	24	10	11	12	3	5	37	10	626
31) Rules & Regulations	10	36	0	4	0	4	3	3	7	4	6	1	0	11	4	164
Sub-total	128	288	51	34	6	127	71	61	23	28	37	5	10	92	35	1,998
Administrative Services																
32) Industry	0	0	0	0	0	0	2	0	0	0	2	0	0	0	0	5
33) Personal Property Claims	1	45	2	0	2	5	5	0	0	4	0	0	0	4	1	157
34) State Issued Clothing and Hygiene Items	14	24	1	2	0	16	7	3	0	5	1	1	0	23	3	168
35) Commissary	6	3	0	1	0	7	2	2	0	4	2	0	1	4	3	69
36) Inmate Accounts	5	32	3	0	0	2	26	1	1	4	7	1	1	5	8	199
37) Mess Hall	18	39	9	8	1	34	0	10	1	2	8	1	0	13	4	303
38) Laundry	0	0	1	1	0	0	1	0	0	0	5	0	0	0	0	20
39) Facility Maintenance	1	15	3	2	0	6	0	3	3	3	3	0	0	2	3	87
Sub-total	45	158	19	14	3	64	49	16	5	22	28	3	2	51	22	1,008
Counsel																
40) Law Library	2	16	23	5	0	9	3	10	1	0	2	2	1	1	1	135
41) Legal Mail	2	24	3	0	1	4	1	0	0	0	5	1	0	4	1	80
42) Inmate Legal Rights	4	14	2	10	0	8	11	4	1	1	1	0	2	54	6	234
43) Mandatory Court Surcharge	0	2	0	2	0	1	0	0	0	1	1	0	0	0	0	8
Sub-total	8	56	28	17	1	22	15	14	2	2	9	3	3	59	8	457
Executive Direction																
44) Inmate Grievance Program	8	12	4	3	1	5	5	0	0	0	0	0	1	1	3	96
45) Temporary Release Committee	0	2	0	0	1	0	1	0	0	0	1	0	6	1	3	21
46) Inter-Facility Transfers	4	5	0	2	1	5	1	2	0	1	0	0	0	1	8	70
47) Grooming Standards	1	2	0	3	0	2	0	1	0	0	0	1	0	0	1	20
48) Inmate Liaison Committee	1	1	0	0	0	1	0	0	0	1	0	1	0	0	0	9
49) Staff Conduct	42	62	129	43	18	53	54	77	23	52	18	11	11	94	21	1,879
50) Miscellaneous	24	52	14	2	0	2	10	1	1	10	5	8	1	8	6	347
Sub-total	80	136	147	53	21	68	71	81	24	64	24	21	19	105	42	2,442
Grand Total	390	1,157	409	257	62	464	389	309	88	166	195	66	62	541	204	9,919

Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities in 2015, by Type

Grievance Type	Lakeview Shock	Moriah Shock	Total Shock	Edgecombe	Lincoln	Queensboro	Rochester	Total Minimum	Willard DTC	Total Shock, Minimum & DTC	DOCCS Total
Program Services											
1) Program Committee	0	0	0	0	0	0	0	0	1	1	692
2) Incentive Wage Allowance	0	0	0	0	0	6	0	6	0	6	376
3) Correspondence	14	0	14	0	0	1	0	1	1	16	1,099
4) Phone Home Program	0	0	0	0	0	0	0	0	0	0	70
5) Visiting	6	0	6	0	0	1	0	1	0	7	252
6) Guidance Unit/Counseling	19	0	19	0	0	11	0	11	0	30	949
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	0	0	0	0	0	0	0	0	0	311
8) Adult Basic Education	0	0	0	0	0	0	0	0	0	0	46
9) GED/College Programs	0	0	0	0	0	0	0	0	0	0	47
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	10
11) Vocational Programs	0	0	0	0	0	0	0	0	0	0	42
12) Work Assignments	0	0	0	0	1	1	0	2	0	2	148
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	0	0	12
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	3
15) Special Events/Inmate Organizations	0	0	0	0	0	0	0	0	0	0	118
16) Religion	1	0	1	0	0	0	0	0	8	9	706
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	0	86
18) Media Review	2	0	2	0	0	0	0	0	0	2	98
19) General Library	3	0	3	0	0	0	0	0	0	3	115
20) Alcohol and Substance Abuse Treatment	0	0	0	0	0	0	0	0	0	0	239
Sub-total	45	0	45	0	1	20	0	21	10	76	5,419
Health Services											
21) Dental	16	0	16	0	0	0	0	0	0	16	660
22) Medical	79	0	79	0	0	9	0	9	12	100	6,412
22.1) HIPAA (Health Information)	0	0	0	0	0	1	0	1	0	1	168
Sub-total	95	0	95	0	0	10	0	10	12	117	7,240

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Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities in 2015, by Type (Cont'd)

Grievance Type	Lakeview Shock	Moriah Shock	Total Shock	Edgecombe	Lincoln	Queensboro	Rochester	Total Minimum	Willard DTC	Total Shock, Minimum & DTC	DOCCS Total
Facility Operations											
23) Housing - Internal Block Affairs	0	0	0	0	0	2	0	2	0	2	2,359
23.1) Smoke-Free Policy	0	0	0	0	0	2	0	2	0	2	10
24) Special Housing Units	77	0	77	0	0	0	0	0	0	77	1,623
25) Search & Seizure/Frisks/Contraband	2	0	2	0	0	1	0	1	1	4	621
25.1) Strip Search	0	0	0	0	0	0	0	0	0	0	16
25.2) Strip Frisk	1	0	1	0	0	0	0	0	0	1	27
25.3) Pat Frisk (Female Inmate)	0	0	0	0	0	0	0	0	0	0	7
26) Keeplock Policy & Procedure	0	0	0	0	0	0	0	0	0	0	98
27) Tier I and II Policy & Procedure	2	0	2	0	0	3	0	3	0	5	237
28) Tier III Policy & Procedure	5	0	5	0	0	2	0	2	1	8	494
29) Inmate Property	8	0	8	0	0	0	0	0	0	8	1,055
30) Package Room	0	0	0	0	0	6	0	6	0	6	1,656
31) Rules & Regulations	0	0	0	0	0	6	0	6	0	6	630
Sub-total	95	0	95	0	0	22	0	22	2	119	8,833
Administrative Services											
32) Industry	0	0	0	0	0	0	0	0	0	0	63
33) Personal Property Claims	1	0	1	0	0	1	0	1	0	2	630
34) State Issued Clothing and Hygiene Items	1	0	1	0	0	1	0	1	0	2	503
35) Commissary	5	0	5	0	0	0	0	0	0	5	550
36) Inmate Accounts	2	0	2	0	0	4	0	4	0	6	1,125
37) Mess Hall	39	0	39	0	0	0	0	0	0	39	1,213
38) Laundry	2	0	2	0	0	0	0	0	0	2	85
39) Facility Maintenance	0	0	0	0	0	4	0	4	0	4	537
Sub-total	50	0	50	0	0	10	0	10	0	60	4,706
Counsel											
40) Law Library	8	0	8	0	0	1	0	1	0	9	668
41) Legal Mail	4	0	4	0	0	1	0	1	1	6	340
42) Inmate Legal Rights	0	0	0	0	0	1	0	1	0	1	689
43) Mandatory Court Surcharge	0	0	0	0	0	0	0	0	0	0	42
Sub-total	12	0	12	0	0	3	0	3	1	16	1,739
Executive Direction											
44) Inmate Grievance Program	4	0	4	0	0	0	0	0	0	4	559
45) Temporary Release Committee	0	0	0	0	0	0	0	0	0	0	25
46) Inter-Facility Transfers	0	0	0	0	0	0	0	0	0	0	166
47) Grooming Standards	0	0	0	0	0	1	0	1	0	1	42
48) Inmate Liaison Committee	0	0	0	0	0	0	0	0	0	0	37
49) Staff Conduct	42	0	42	0	2	14	0	16	8	66	5,427
50) Miscellaneous	0	0	0	0	2	2	0	4	3	7	863
Sub-total	46	0	46	0	4	17	0	21	11	78	7,119
Grand Total	343	0	343	0	5	82	0	87	36	466	35,056

Table 3-1. Grievances Filed per 1,000 Inmates at Maximum Security Facilities in 2015, by Type

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
Program Services																		
1) Program Committee	13.6	15.9	1.3	11.8	5.7	0.9	12.1	41.9	29.0	35.5	49.6	17.9	20.5	0.0	30.2	0.9	145.9	24.9
2) Incentive Wage Allowance	13.1	0.6	10.3	16.4	2.3	6.9	3.3	1.3	8.6	36.8	31.7	6.0	5.6	1.5	14.1	1.8	2.4	11.4
3) Correspondence	25.8	34.8	15.5	31.3	12.6	3.5	24.2	38.1	36.9	20.4	35.3	39.8	27.4	154.6	32.3	75.3	69.4	35.9
4) Phone Home Program	3.9	1.2	0.0	2.3	3.4	2.6	0.0	0.0	4.7	0.0	3.1	9.9	0.0	0.0	2.0	0.0	6.0	2.1
5) Visiting	4.9	8.5	20.6	5.0	4.6	3.5	11.0	9.4	6.3	4.6	13.3	2.0	11.2	13.3	10.1	1.8	16.7	8.1
6) Guidance Unit/Counseling	24.3	42.1	6.5	17.1	6.9	3.5	11.0	17.5	35.3	11.8	21.0	49.7	46.7	73.6	32.3	16.6	92.1	26.9
7) Recreation (TV, Yard, Movies, Radio, etc.)	1.9	10.4	28.4	20.2	9.2	1.7	3.3	20.6	7.8	7.2	2.6	9.9	13.7	25.0	10.1	9.6	33.5	11.8
8) Adult Basic Education	0.5	2.4	0.0	0.4	0.0	0.0	1.1	5.0	0.8	0.7	0.5	0.0	0.6	10.3	2.0	1.8	0.0	1.3
9) GED/College Programs	1.0	1.2	1.3	1.5	1.1	0.0	3.3	1.3	2.4	0.0	0.5	0.0	0.6	0.0	0.0	1.8	0.0	1.0
10) Language Assistance Program	0.0	0.6	1.3	1.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.0	0.0	2.4	0.4
11) Vocational Programs	0.5	0.6	2.6	0.0	0.0	0.0	0.0	1.3	0.8	2.0	2.0	2.0	0.0	0.0	0.0	0.0	1.2	0.7
12) Work Assignments	0.0	9.8	12.9	11.1	0.0	0.0	3.3	0.6	0.0	0.7	0.5	0.0	4.4	2.9	6.0	3.5	0.0	3.6
13) Hobby Shop/Arts & Crafts	0.0	0.0	0.0	0.0	0.0	0.0	3.3	0.6	0.0	0.0	2.0	0.0	2.5	0.0	0.0	0.0	0.0	0.6
14) Volunteer Services	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0
15) Special Events/Inmate Organizations	1.0	11.0	1.3	3.8	0.0	0.9	2.2	7.5	0.0	3.9	7.7	4.0	0.6	0.0	18.1	3.5	10.8	4.3
16) Religion	18.5	20.8	10.3	11.8	20.7	9.5	13.2	21.3	27.5	44.7	32.2	55.7	16.8	35.3	28.2	12.3	20.3	22.0
17) Family Reunion Program	0.5	1.2	9.0	0.8	0.0	0.0	3.3	3.8	0.0	3.3	6.1	6.0	14.9	0.0	4.0	0.0	6.0	3.3
18) Media Review	1.5	1.8	0.0	4.2	1.1	0.0	6.6	0.0	1.6	0.0	6.6	6.0	0.0	10.3	0.0	7.9	10.8	3.1
19) General Library	3.9	4.3	0.0	2.3	1.1	0.0	1.1	5.6	3.1	4.6	0.5	0.0	1.2	2.9	12.1	8.8	8.4	3.3
20) Alcohol and Substance Abuse Treatment	0.5	6.7	1.3	7.2	0.0	0.9	0.0	8.8	3.9	6.6	5.1	2.0	1.2	0.0	0.0	2.6	12.0	4.1
Sub-total	115.2	174.0	122.6	148.2	69.0	33.8	102.3	184.5	168.6	182.8	220.7	210.7	168.7	329.9	201.6	148.0	437.8	168.8
Health Services																		
21) Dental	7.8	8.5	14.2	36.6	0.0	0.0	2.2	36.3	27.5	17.1	9.7	8.0	16.2	51.5	0.0	34.2	23.9	18.5
22) Medical	128.3	201.5	158.7	126.1	60.9	53.7	92.4	173.9	230.6	207.1	241.7	292.2	155.0	572.9	225.8	458.0	270.3	196.5
22.1) HIPAA (Health Information)	5.3	13.4	2.6	4.2	1.1	3.5	1.1	4.4	3.1	5.3	4.6	11.9	12.5	17.7	2.0	17.5	6.0	6.7
Sub-total	141.4	223.4	175.5	166.9	62.1	57.1	95.7	214.5	261.2	229.5	256.0	312.1	183.7	642.1	227.8	509.6	300.2	221.7

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Table 3-1. Grievances Filed per 1,000 Inmates at Maximum Security Facilities in 2015, by Type (Cont'd)

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
Facility Operations																		
23) Housing - Internal Block Affairs	52.5	51.3	148.4	49.5	25.3	9.5	34.1	101.3	83.9	48.7	226.4	45.7	124.5	251.8	100.8	5.3	175.8	87.0
23.1) Smoke-Free Policy	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.0	0.0	0.0	0.0	0.0	0.0	0.1
24) Special Housing Units	107.4	33.0	27.1	11.1	0.0	3.5	28.6	92.6	21.2	147.3	61.3	25.8	7.5	53.0	76.6	224.2	37.1	58.2
25) Search & Seizure/Frisks/Contraband	13.1	26.3	21.9	18.7	1.1	7.8	20.9	10.0	22.0	5.3	104.8	19.9	11.8	20.6	30.2	3.5	26.3	23.4
25.1) Strip Search	0.0	1.8	2.6	0.4	0.0	0.0	3.3	0.0	0.0	0.0	1.0	0.0	0.6	0.0	2.0	0.9	0.0	0.6
25.2) Strip Frisk	0.0	3.7	1.3	0.4	0.0	0.0	2.2	0.0	0.8	0.0	0.5	0.0	5.0	0.0	0.0	0.0	1.2	1.0
25.3) Pat Frisk (Female Inmate)	0.0	0.0	3.9	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	0.1
26) Keeplock Policy & Procedure	0.0	14.7	11.6	4.2	1.1	2.6	2.2	1.9	11.0	2.0	0.5	2.0	0.0	0.0	8.1	0.0	4.8	3.7
27) Tier I and II Policy & Procedure	2.9	10.4	15.5	15.6	1.1	1.7	12.1	10.0	2.4	0.0	13.3	9.9	15.6	0.0	6.0	2.6	3.6	8.0
28) Tier III Policy & Procedure	23.3	23.8	6.5	9.1	0.0	2.6	11.0	20.0	14.9	21.7	27.1	11.9	4.4	64.8	8.1	31.5	21.5	17.6
29) Inmate Property	47.1	64.1	0.0	41.5	14.9	3.5	15.4	58.8	41.6	7.9	48.5	13.9	28.6	197.3	50.4	56.0	40.7	41.9
30) Package Room	19.9	66.5	63.2	35.8	49.4	14.7	26.4	63.8	19.6	22.4	124.7	69.6	43.6	30.9	60.5	23.6	70.6	47.3
31) Rules & Regulations	2.4	66.5	59.4	22.1	14.9	15.6	23.1	10.6	23.5	3.3	22.0	85.5	0.0	47.1	32.3	0.0	4.8	21.3
Sub-total	269.7	362.0	361.3	208.5	108.0	61.5	179.3	369.0	240.8	258.4	630.0	286.3	241.6	665.7	375.0	347.6	386.4	310.3
Administrative Services																		
32) Industry	0.0	6.1	1.3	7.6	1.1	0.0	4.4	2.5	0.0	3.9	6.1	0.0	0.0	0.0	0.0	0.0	0.0	2.7
33) Personal Property Claims	18.0	18.9	6.5	9.1	2.3	0.0	0.0	23.1	52.5	33.5	16.9	69.6	17.4	41.2	22.2	23.6	65.8	21.8
34) State Issued Clothing and Hygiene Items	29.6	10.4	9.0	17.9	1.1	3.5	5.5	15.6	10.2	15.1	23.5	8.0	6.8	53.0	14.1	7.9	20.3	15.4
35) Commissary	19.9	14.0	23.2	38.9	4.6	1.7	3.3	32.5	26.7	21.0	19.4	6.0	8.1	50.1	10.1	9.6	73.0	22.0
36) Inmate Accounts	25.3	26.3	5.2	37.3	9.2	6.9	7.7	70.7	39.2	7.9	78.2	27.8	80.3	76.6	52.4	24.5	147.1	42.5
37) Mess Hall	35.5	42.7	19.4	15.2	6.9	9.5	3.3	86.9	31.4	50.0	41.4	23.9	30.5	139.9	18.1	83.2	68.2	40.2
38) Laundry	1.5	3.7	1.3	4.6	0.0	0.0	0.0	1.9	2.4	6.6	0.5	0.0	1.9	7.4	0.0	3.5	14.4	2.9
39) Facility Maintenance	7.8	78.1	50.3	10.3	0.0	11.3	3.3	2.5	7.1	30.2	30.7	17.9	1.2	29.5	44.4	14.0	38.3	20.6
Sub-total	137.5	200.2	116.1	141.0	25.3	32.9	27.5	235.8	169.4	168.3	216.7	153.1	146.3	397.6	161.3	166.4	427.0	168.1
Counsel																		
40) Law Library	30.1	16.5	18.1	10.7	14.9	5.2	2.2	28.1	30.6	25.6	20.4	15.9	13.1	78.1	24.2	36.8	87.3	24.2
41) Legal Mail	13.1	17.7	7.7	9.9	11.5	3.5	2.2	8.1	8.6	3.9	12.3	4.0	3.1	82.5	8.1	9.6	21.5	11.7
42) Inmate Legal Rights	15.1	37.2	5.2	13.0	8.0	3.5	11.0	30.6	23.5	10.5	27.1	19.9	0.6	23.6	58.5	24.5	84.9	21.0
43) Mandatory Court Surcharge	2.4	0.0	0.0	3.0	0.0	2.6	1.1	3.1	0.8	0.7	1.0	0.0	0.6	0.0	6.0	0.0	4.8	1.6
Sub-total	60.7	71.4	31.0	36.6	34.5	14.7	16.5	70.0	63.5	40.8	60.8	39.8	17.4	184.1	96.8	70.9	198.6	58.5
Executive Direction																		
44) Inmate Grievance Program	35.5	15.9	3.9	18.3	2.3	3.5	3.3	15.0	14.9	25.0	29.6	6.0	14.9	66.3	32.3	42.9	28.7	21.2
45) Temporary Release Committee	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.8	0.0	0.0	2.0	0.6	1.5	0.0	0.0	0.0	0.2
46) Inter-Facility Transfers	10.7	6.1	0.0	8.8	3.4	1.7	0.0	1.9	3.1	4.6	4.6	4.0	0.0	8.8	6.0	1.8	0.0	4.4
47) Grooming Standards	3.9	0.0	0.0	1.9	1.1	0.0	2.2	1.3	1.6	0.0	0.0	0.0	0.6	0.0	0.0	0.0	0.0	1.0
48) Inmate Liaison Committee	0.0	1.2	1.3	1.9	2.3	0.0	0.0	2.5	0.8	1.3	2.6	2.0	2.5	0.0	0.0	0.9	0.0	1.3
49) Staff Conduct	104.0	195.4	90.3	104.0	116.1	73.6	92.4	130.1	166.3	85.5	188.6	161.0	75.3	360.8	536.3	450.1	226.1	160.9
50) Miscellaneous	11.7	0.0	27.1	26.3	0.0	18.2	9.9	26.9	18.8	34.8	6.1	0.0	41.7	58.9	92.7	65.7	6.0	23.5
Sub-total	165.7	218.6	122.6	161.2	125.3	97.0	107.8	177.6	206.3	151.2	231.5	175.0	135.7	496.3	667.3	561.3	260.8	212.5
Grand Total	890.2	1,249.7	929.0	862.4	424.1	297.0	529.2	1,251.4	1,109.8	1,030.9	1,615.7	1,176.9	893.5	2,715.8	1,729.8	1,803.9	2,010.8	1,139.9

Table 3-2a. Grievances Filed per 1,000 Inmates at Medium Security Facilities in 2015, by Type

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
Program Services															
1) Program Committee	0.0	2.7	2.2	4.3	5.9	6.1	4.8	4.9	4.3	6.8	3.9	1.2	8.5	0.0	21.3
2) Incentive Wage Allowance	2.6	1.8	17.7	1.9	11.8	0.0	1.9	2.1	3.7	3.9	1.3	0.0	1.9	2.8	13.3
3) Correspondence	0.0	14.5	6.7	1.9	35.3	7.1	6.7	4.9	11.6	5.8	9.1	20.8	0.0	0.0	2.7
4) Phone Home Program	0.0	0.0	0.0	0.0	3.5	1.0	1.0	0.7	0.6	0.0	0.0	0.6	0.9	0.0	2.7
5) Visiting	0.0	0.9	0.0	3.1	1.2	2.0	2.9	4.2	1.8	1.9	0.6	2.4	0.9	0.0	2.7
6) Guidance Unit/Counseling	0.0	1.8	17.7	6.2	31.7	4.0	11.5	8.5	8.0	3.9	22.0	4.2	3.8	27.9	13.3
7) Recreation (TV, Yard, Movies, Radio, etc.)	2.6	1.8	2.2	1.2	4.7	1.0	0.0	2.8	1.2	1.0	1.9	0.0	1.9	0.0	2.7
8) Adult Basic Education	0.0	0.0	0.0	1.2	1.2	3.0	1.9	0.7	0.0	0.0	1.9	0.0	0.0	0.0	0.0
9) GED/College Programs	0.0	0.9	0.0	1.9	0.0	0.0	1.0	0.7	0.0	0.0	0.0	0.6	0.0	0.0	2.7
10) Language Assistance Program	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	0.0
11) Vocational Programs	0.0	0.9	0.0	0.0	2.4	0.0	1.9	0.7	3.1	1.0	0.0	0.0	0.0	0.0	0.0
12) Work Assignments	2.6	0.0	4.4	0.0	0.0	0.0	0.0	2.1	3.7	1.9	0.0	4.8	0.9	0.0	2.7
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
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
15) Special Events/Inmate Organizations	0.0	0.9	0.0	0.0	2.4	1.0	1.0	0.7	1.2	1.9	0.0	0.0	0.0	0.0	5.3
16) Religion	0.0	3.6	8.9	4.3	11.8	7.1	14.4	4.2	12.3	6.8	3.2	7.7	3.8	0.0	8.0
17) Family Reunion Program	0.0	0.0	0.0	0.0	0.0	0.0	1.9	1.4	0.6	0.0	0.0	0.0	0.0	0.0	0.0
18) Media Review	0.0	0.0	0.0	0.0	1.2	0.0	0.0	0.0	0.0	0.0	0.0	1.2	0.0	0.0	0.0
19) General Library	0.0	0.0	0.0	0.6	3.5	4.0	0.0	0.0	0.6	3.9	1.3	2.4	0.0	0.0	0.0
20) Alcohol and Substance Abuse Treatment	2.6	2.7	4.4	0.0	2.4	6.1	4.8	0.7	4.9	6.8	1.3	1.8	3.8	0.0	18.6
Sub-total	10.6	32.7	64.3	27.3	118.7	42.4	55.7	39.5	57.6	45.4	46.7	47.5	26.5	30.6	95.7
Health Services															
21) Dental	0.0	3.6	17.7	11.2	4.7	5.1	31.7	7.1	30.7	10.6	1.3	0.6	3.8	0.0	16.0
22) Medical	7.9	59.9	11.1	40.3	50.5	61.6	123.9	74.9	170.4	55.1	32.4	42.2	57.7	80.8	55.9
22.1) HIPAA (Health Information)	2.6	4.5	2.2	1.2	0.0	0.0	0.0	0.0	0.0	0.0	1.3	2.4	0.9	0.0	0.0
Sub-total	10.6	68.1	31.0	52.7	55.2	66.7	155.6	81.9	201.1	65.7	35.0	45.2	62.4	80.8	71.8

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Table 3-2b. Grievances Filed per 1,000 Inmates at Medium Security Facilities in 2015, by Type (Cont'd)

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
Facility Operations															
23) Housing - Internal Block Affairs	2.6	11.8	4.4	9.9	16.5	10.1	6.7	2.8	16.6	14.5	18.2	8.3	5.7	0.0	10.6
23.1) Smoke-Free Policy	0.0	0.9	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.0	0.0	0.9	0.0	0.0
24) Special Housing Units	0.0	20.9	2.2	0.6	5.9	16.2	50.0	10.6	2.5	50.2	3.9	5.3	0.9	0.0	0.0
25) Search & Seizure/Frisks/Contraband	0.0	1.8	0.0	0.0	3.5	0.0	5.8	1.4	4.3	1.9	4.5	3.0	0.0	2.8	10.6
25.1) Strip Search	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	0.6	0.0	0.0	0.0
25.2) Strip Frisk	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.0	0.0	0.6	0.0	0.0	0.0	0.0
25.3) Pat Frisk (Female Inmate)	0.0	3.6	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	3.6	0.0	0.0	0.0	0.0	3.8	0.7	0.0	1.0	0.0	0.0	0.9	0.0	0.0
27) Tier I and II Policy & Procedure	0.0	0.9	4.4	1.2	2.4	1.0	0.0	1.4	2.5	1.9	0.0	0.6	3.8	0.0	0.0
28) Tier III Policy & Procedure	0.0	0.0	0.0	0.0	16.5	12.1	1.9	5.6	1.8	7.7	0.0	0.6	0.0	0.0	0.0
29) Inmate Property	0.0	0.0	20.0	3.1	5.9	4.0	0.0	5.6	1.8	18.4	11.7	3.0	2.8	0.0	0.0
30) Package Room	7.9	18.2	15.5	12.4	27.0	6.1	21.1	13.4	33.7	15.5	75.9	30.3	11.3	5.6	5.3
31) Rules & Regulations	2.6	5.4	8.9	0.0	1.2	0.0	12.5	1.4	1.8	6.8	7.8	7.7	5.7	8.4	0.0
Sub-total	13.2	67.2	55.4	27.3	78.7	49.5	102.8	44.5	65.6	117.9	122.6	59.4	32.1	16.7	26.6
Administrative Services															
32) Industry	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
33) Personal Property Claims	2.6	0.9	0.0	6.8	11.8	9.1	18.3	0.0	10.4	2.9	1.3	7.1	1.9	0.0	2.7
34) State Issued Clothing and Hygiene Items	0.0	19.1	0.0	0.6	5.9	0.0	14.4	5.6	3.1	4.8	1.3	1.8	0.0	2.8	5.3
35) Commissary	2.6	4.5	0.0	1.9	1.2	2.0	4.8	2.1	2.5	3.9	1.3	1.2	0.9	2.8	0.0
36) Inmate Accounts	2.6	3.6	6.7	8.7	14.1	3.0	5.8	6.4	14.1	7.7	1.9	7.7	0.0	2.8	8.0
37) Mess Hall	0.0	10.0	6.7	3.1	12.9	5.1	43.2	8.5	4.3	26.1	4.5	4.8	9.5	11.1	0.0
38) Laundry	0.0	1.8	0.0	0.0	0.0	0.0	4.8	1.4	0.0	2.9	0.0	0.0	0.0	0.0	0.0
39) Facility Maintenance	0.0	2.7	0.0	0.0	0.0	1.0	8.6	9.9	1.2	0.0	7.1	1.2	1.9	5.6	0.0
Sub-total	7.9	43.6	13.3	21.1	45.8	20.2	99.9	33.9	35.6	48.3	17.5	23.8	14.2	25.1	16.0
Counsel															
40) Law Library	2.6	1.8	0.0	1.2	3.5	4.0	2.9	7.8	5.5	7.7	2.6	5.9	1.9	0.0	0.0
41) Legal Mail	2.6	2.7	0.0	3.7	2.4	0.0	0.0	5.6	0.6	1.0	0.6	5.3	1.9	0.0	0.0
42) Inmate Legal Rights	2.6	0.9	2.2	5.0	11.8	1.0	16.3	8.5	0.0	23.2	12.3	12.5	0.0	0.0	2.7
43) Mandatory Court Surcharge	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
Sub-total	7.9	5.4	2.2	9.9	17.6	5.1	19.2	21.9	6.7	31.9	15.6	23.8	3.8	0.0	2.7
Executive Direction															
44) Inmate Grievance Program	0.0	7.3	2.2	1.2	5.9	1.0	15.4	2.8	5.5	3.9	1.3	0.6	0.0	0.0	0.0
45) Temporary Release Committee	0.0	0.0	2.2	0.6	0.0	0.0	0.0	0.0	0.0	0.0	1.9	0.6	0.0	0.0	0.0
46) Inter-Facility Transfers	0.0	1.8	0.0	1.2	1.2	1.0	5.8	1.4	5.5	1.9	5.2	4.2	0.0	0.0	0.0
47) Grooming Standards	2.6	0.9	0.0	1.2	1.2	0.0	1.0	0.7	0.6	0.0	0.6	0.0	0.0	0.0	0.0
48) Inmate Liaison Committee	0.0	1.8	0.0	0.0	0.0	0.0	1.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0
49) Staff Conduct	21.2	89.0	26.6	59.6	54.1	85.9	68.2	62.9	178.4	100.5	70.7	32.1	62.4	86.4	29.3
50) Miscellaneous	5.3	15.4	2.2	8.1	2.4	11.1	10.6	58.6	26.4	0.0	3.2	7.1	0.0	0.0	8.0
Sub-total	29.1	116.3	33.3	72.0	64.6	99.0	101.8	126.4	216.4	107.2	83.0	44.6	62.4	86.4	37.2
Grand Total	79.4	333.3	199.6	210.3	380.7	282.8	535.1	348.2	583.1	416.4	320.4	244.2	201.3	239.6	250.0

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Table 3-2c. Grievances Filed per 1,000 Inmates at Medium Security Facilities in 2015, by Type (Cont'd)

Grievance Type	Livingston	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Program Services																
1) Program Committee	3.5	11.4	1.3	4.3	0.0	21.5	15.9	11.8	0.0	0.0	5.4	0.0	0.0	1.2	4.8	4.9
2) Incentive Wage Allowance	1.2	15.7	1.3	3.6	2.5	5.1	15.9	1.2	2.8	0.0	12.7	0.0	0.0	5.0	6.0	4.1
3) Correspondence	7.1	10.5	4.5	1.4	2.5	51.3	17.6	5.9	0.0	1.4	5.4	1.2	5.7	2.5	6.6	8.5
4) Phone Home Program	10.6	1.7	1.3	0.0	0.0	6.2	0.0	1.2	0.0	0.0	3.6	0.0	0.0	2.5	0.6	1.3
5) Visiting	3.5	4.4	0.0	1.4	0.0	4.1	5.3	1.2	8.5	0.0	1.8	1.2	0.0	1.2	4.8	2.1
6) Guidance Unit/Counseling	5.9	53.3	7.0	1.4	2.5	14.4	30.0	13.0	14.1	1.4	14.5	2.4	17.0	23.7	2.4	12.8
7) Recreation (TV, Yard, Movies, Radio, etc.)	7.1	8.7	1.3	1.4	0.0	5.1	1.8	2.4	2.8	1.4	5.4	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	1.8	0.0	0.0	2.5	0.0	0.3
9) GED/College Programs	4.7	2.6	0.0	0.0	0.0	1.0	3.5	1.2	0.0	0.0	5.4	0.0	0.0	6.2	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	1.8	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	1.8	0.0	2.8	0.0	0.0	0.0	0.0	0.0	0.0	0.9
12) Work Assignments	11.8	8.7	0.6	0.0	0.0	0.0	0.0	2.4	8.5	0.0	3.6	6.0	0.0	10.0	0.0	2.1
13) Hobby Shop/Arts & Crafts	0.0	0.0	0.0	0.0	0.0	1.0	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
15) Special Events/Inmate Organizations	1.2	0.0	0.0	0.0	0.0	0.0	1.8	0.0	2.8	0.0	0.0	0.0	0.0	0.0	1.2	0.6
16) Religion	13.0	11.4	1.3	5.0	0.0	9.2	30.0	5.9	0.0	0.0	1.8	2.4	1.9	3.7	1.8	5.6
17) Family Reunion Program	0.0	35.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.4	5.4	0.0	0.0	8.7	0.0	2.2
18) Media Review	0.0	0.0	0.0	0.0	0.0	2.1	1.8	1.2	0.0	0.0	3.6	0.0	0.0	0.0	0.0	0.8
19) General Library	0.0	2.6	1.9	2.9	0.0	2.1	0.0	5.9	0.0	0.0	0.0	0.0	0.0	0.0	0.6	1.1
20) Alcohol and Substance Abuse Treatment	3.5	35.8	5.1	2.9	2.5	3.1	0.0	5.9	8.5	0.0	9.1	2.4	5.7	8.7	0.6	4.2
Sub-total	78.0	202.8	26.9	24.4	10.1	126.2	125.2	59.0	50.8	5.7	81.5	15.5	30.3	76.0	31.1	54.5
Health Services																
21) Dental	2.4	6.1	1.9	0.0	7.5	2.1	1.8	21.3	0.0	0.0	1.8	2.4	1.9	18.7	8.4	8.5
22) Medical	46.1	235.1	76.9	40.8	15.1	76.9	104.1	62.6	39.5	0.0	43.5	21.5	20.8	107.1	29.9	64.2
22.1) HIPAA (Health Information)	0.0	0.0	0.0	0.0	0.0	0.0	1.8	0.0	0.0	0.0	3.6	0.0	0.0	0.0	0.0	0.5
Sub-total	48.5	241.3	78.8	40.8	22.6	79.0	107.6	83.8	39.5	0.0	48.9	23.9	22.7	125.8	38.2	73.1

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Table 3-2d. Grievances Filed per 1,000 Inmates at Medium Security Facilities in 2015, by Type (Cont'd)

Grievance Type	Livingston	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Wallkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Facility Operations																
23) Housing - Internal Block Affairs	39.0	80.4	9.0	8.6	0.0	13.3	14.1	18.9	39.5	4.3	19.9	1.2	3.8	18.7	1.8	12.5
23.1) Smoke-Free Policy	2.4	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	0.2
24) Special Housing Units	3.5	19.2	4.5	0.0	0.0	28.7	1.8	9.4	0.0	0.0	1.8	1.2	5.7	3.7	0.0	9.9
25) Search & Seizure/Frisks/Contraband	2.4	14.9	0.0	0.7	0.0	4.1	8.8	4.7	0.0	0.0	7.2	1.2	1.9	8.7	1.2	2.6
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	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	0.1
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	0.2
26) Keeplock Policy & Procedure	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	2.5	0.0	0.4
27) Tier I and II Policy & Procedure	5.9	13.1	1.9	1.4	0.0	1.0	3.5	1.2	5.6	0.0	5.4	1.2	0.0	0.0	3.0	2.4
28) Tier III Policy & Procedure	14.2	11.4	5.1	0.7	0.0	7.2	0.0	3.5	0.0	0.0	3.6	1.2	0.0	1.2	1.8	3.2
29) Inmate Property	5.9	7.9	1.9	1.4	5.0	4.1	5.3	16.5	0.0	0.0	7.2	0.0	1.9	8.7	1.2	4.9
30) Package Room	14.2	21.0	0.6	5.7	10.1	31.8	15.9	31.9	22.6	1.4	9.1	3.6	3.8	34.9	10.8	16.0
31) Rules & Regulations	11.8	25.3	0.0	1.4	0.0	4.1	12.3	2.4	19.8	1.4	10.9	4.8	0.0	3.7	6.6	5.0
Sub-total	99.3	193.2	23.1	21.5	15.1	94.4	61.7	88.5	93.2	7.1	65.2	14.3	18.9	82.2	26.3	57.4
Administrative Services																
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	0.2
33) Personal Property Claims	0.0	11.4	1.3	1.4	0.0	7.2	7.1	1.2	0.0	4.3	7.2	1.2	0.0	3.7	1.8	2.9
34) State Issued Clothing and Hygiene Items	10.6	14.9	0.0	0.0	2.5	4.1	0.0	5.9	0.0	0.0	3.6	0.0	0.0	2.5	1.8	4.8
35) Commissary	4.7	6.1	1.3	1.4	0.0	6.2	5.3	2.4	0.0	0.0	5.4	4.8	0.0	0.0	0.6	2.6
36) Inmate Accounts	7.1	28.0	1.9	0.0	2.5	7.2	1.8	5.9	5.6	4.3	12.7	1.2	5.7	6.2	3.0	6.5
37) Mess Hall	9.5	29.7	4.5	3.6	0.0	13.3	5.3	13.0	14.1	2.8	10.9	2.4	0.0	19.9	3.6	9.3
38) Laundry	0.0	1.7	0.0	0.0	0.0	1.0	0.0	0.0	2.8	0.0	0.0	0.0	0.0	0.0	0.0	0.3
39) Facility Maintenance	1.2	7.9	1.9	0.7	0.0	3.1	5.3	0.0	33.9	2.8	14.5	0.0	0.0	1.2	1.8	2.5
Sub-total	33.1	99.7	10.9	8.6	5.0	42.1	24.7	28.3	56.5	14.2	54.3	9.6	5.7	33.6	12.5	29.1
Counsel																
40) Law Library	5.9	21.0	3.2	1.4	0.0	7.2	1.8	3.5	8.5	0.0	0.0	0.0	0.0	5.0	0.6	3.8
41) Legal Mail	3.5	4.4	0.0	0.0	0.0	2.1	1.8	1.2	0.0	0.0	1.8	1.2	0.0	0.0	1.2	1.7
42) Inmate Legal Rights	2.4	14.9	0.6	1.4	2.5	2.1	8.8	7.1	0.0	0.0	12.7	0.0	5.7	63.5	1.2	7.0
43) Mandatory Court Surcharge	0.0	0.9	0.0	1.4	2.5	5.1	0.0	0.0	0.0	0.0	3.6	0.0	0.0	0.0	0.0	0.5
Sub-total	11.8	41.1	3.8	4.3	5.0	16.4	12.3	11.8	8.5	0.0	18.1	1.2	5.7	68.5	3.0	13.0
Executive Direction																
44) Inmate Grievance Program	9.5	21.0	1.9	4.3	0.0	4.1	1.8	1.2	0.0	0.0	0.0	0.0	0.0	6.2	0.0	3.6
45) Temporary Release Committee	0.0	2.6	0.0	0.0	5.0	0.0	0.0	0.0	0.0	0.0	1.8	1.2	0.0	0.0	0.0	0.5
46) Inter-Facility Transfers	11.8	4.4	0.0	1.4	0.0	0.0	1.8	3.5	0.0	0.0	0.0	2.4	0.0	2.5	5.4	2.7
47) Grooming Standards	2.4	2.6	0.0	0.7	0.0	0.0	0.0	2.4	0.0	0.0	0.0	0.0	0.0	2.5	0.0	0.6
48) Inmate Liaison Committee	1.2	7.9	1.9	0.7	0.0	0.0	1.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6
49) Staff Conduct	53.2	45.5	54.5	28.7	17.6	51.3	89.9	53.1	65.0	58.2	18.1	20.3	9.5	73.5	19.7	56.8
50) Miscellaneous	26.0	24.5	5.8	0.7	0.0	22.6	26.5	1.2	0.0	1.4	7.2	1.2	0.0	3.7	4.2	9.8
Sub-total	104.0	108.4	64.1	36.5	22.6	77.9	121.7	61.4	65.0	59.7	27.2	25.1	9.5	88.4	29.3	74.5
Grand Total	374.7	886.4	207.6	136.1	80.4	435.9	453.3	332.9	313.6	86.6	295.3	89.6	92.8	474.5	140.4	301.6

Table 3-3. Grievances Filed per 1,000 Inmates at Shock, Minimum Security and Drug Treatment Facilities in 2015, by Type

Grievance Type	Lakeview Shock	Moriah Shock	Total Shock	Edgecombe	Lincoln	Queensboro	Rochester	Total Minimum	Willard DTC	Total Shock, Minimum & DTC	DOCCS Total
Program Services											
1) Program Committee	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.6	13.3
2) Incentive Wage Allowance	0.0	0.0	0.0	0.0	0.0	20.2	0.0	10.7	0.0	3.8	7.2
3) Correspondence	16.8	0.0	13.6	0.0	0.0	3.4	0.0	1.8	1.4	10.0	21.2
4) Phone Home Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.3
5) Visiting	7.2	0.0	5.8	0.0	0.0	3.4	0.0	1.8	0.0	4.4	4.9
6) Guidance Unit/Counseling	22.9	0.0	18.4	0.0	0.0	37.0	0.0	19.6	0.0	18.8	18.3
7) Recreation (TV, Yard, Movies, Radio, etc.)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.0
8) Adult Basic Education	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.9
9) GED/College Programs	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.9
10) Language Assistance Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
11) Vocational Programs	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.8
12) Work Assignments	0.0	0.0	0.0	0.0	8.9	3.4	0.0	3.6	0.0	1.3	2.8
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	0.2
14) Volunteer Services	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1
15) Special Events/Inmate Organizations	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.3
16) Religion	1.2	0.0	1.0	0.0	0.0	0.0	0.0	0.0	11.1	5.6	13.6
17) Family Reunion Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.7
18) Media Review	2.4	0.0	1.9	0.0	0.0	0.0	0.0	0.0	0.0	1.3	1.9
19) General Library	3.6	0.0	2.9	0.0	0.0	0.0	0.0	0.0	0.0	1.9	2.2
20) Alcohol and Substance Abuse Treatment	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.6
Sub-total	54.2	0.0	43.6	0.0	8.9	67.3	0.0	37.4	13.9	47.7	104.3
Health Services											
21) Dental	19.3	0.0	15.5	0.0	0.0	0.0	0.0	0.0	0.0	10.0	12.7
22) Medical	95.1	0.0	76.5	0.0	0.0	30.3	0.0	16.0	16.7	62.7	123.4
22.1) HIPAA (Health Information)	0.0	0.0	0.0	0.0	0.0	3.4	0.0	1.8	0.0	0.6	3.2
Sub-total	114.3	0.0	92.0	0.0	0.0	33.7	0.0	17.8	16.7	73.4	139.4

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Table 3-3. Grievances Filed per 1,000 Inmates at Shock, Minimum Security and Drug Treatment Facilities in 2015, by Type (Cont'd)

Grievance Type	Lakeview Shock	Morlah Shock	Total Shock	Edgecombe	Lincoln	Queensboro	Rochester	Total Minimum	Willard DTC	Total Shock, Minimum & DTC	DOCCS Total
Facility Operations											
23) Housing - Internal Block Affairs	0.0	0.0	0.0	0.0	0.0	6.7	0.0	3.6	0.0	1.3	45.4
23.1) Smoke-Free Policy	0.0	0.0	0.0	0.0	0.0	6.7	0.0	3.6	0.0	1.3	0.2
24) Special Housing Units	92.7	0.0	74.5	0.0	0.0	0.0	0.0	0.0	0.0	48.3	31.2
25) Search & Seizure/Frisks/Contraband	2.4	0.0	1.9	0.0	0.0	3.4	0.0	1.8	1.4	2.5	12.0
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	1.2	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.5
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	0.1
26) Keeplock Policy & Procedure	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.9
27) Tier I and II Policy & Procedure	2.4	0.0	1.9	0.0	0.0	10.1	0.0	5.3	0.0	3.1	4.6
28) Tier III Policy & Procedure	6.0	0.0	4.8	0.0	0.0	6.7	0.0	3.6	1.4	5.0	9.5
29) Inmate Property	9.6	0.0	7.7	0.0	0.0	0.0	0.0	0.0	0.0	5.0	20.3
30) Package Room	0.0	0.0	0.0	0.0	0.0	20.2	0.0	10.7	0.0	3.8	31.9
31) Rules & Regulations	0.0	0.0	0.0	0.0	0.0	20.2	0.0	10.7	0.0	3.8	12.1
Sub-total	114.3	0.0	92.0	0.0	0.0	74.1	0.0	39.2	2.8	74.7	170.0
Administrative Services											
32) Industry	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.2
33) Personal Property Claims	1.2	0.0	1.0	0.0	0.0	3.4	0.0	1.8	0.0	1.3	12.1
34) State Issued Clothing and Hygiene Items	1.2	0.0	1.0	0.0	0.0	3.4	0.0	1.8	0.0	1.3	9.7
35) Commissary	6.0	0.0	4.8	0.0	0.0	0.0	0.0	0.0	0.0	3.1	10.6
36) Inmate Accounts	2.4	0.0	1.9	0.0	0.0	13.5	0.0	7.1	0.0	3.8	21.7
37) Mess Hall	46.9	0.0	37.8	0.0	0.0	0.0	0.0	0.0	0.0	24.5	23.4
38) Laundry	2.4	0.0	1.9	0.0	0.0	0.0	0.0	0.0	0.0	1.3	1.6
39) Facility Maintenance	0.0	0.0	0.0	0.0	0.0	13.5	0.0	7.1	0.0	2.5	10.3
Sub-total	60.2	0.0	48.4	0.0	0.0	33.7	0.0	17.8	0.0	37.6	90.6
Counsel											
40) Law Library	9.6	0.0	7.7	0.0	0.0	3.4	0.0	1.8	0.0	5.6	12.9
41) Legal Mail	4.8	0.0	3.9	0.0	0.0	3.4	0.0	1.8	1.4	3.8	6.5
42) Inmate Legal Rights	0.0	0.0	0.0	0.0	0.0	3.4	0.0	1.8	0.0	0.6	13.3
43) Mandatory Court Surcharge	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.8
Sub-total	14.4	0.0	11.6	0.0	0.0	10.1	0.0	5.3	1.4	10.0	33.5
Executive Direction											
44) Inmate Grievance Program	4.8	0.0	3.9	0.0	0.0	0.0	0.0	0.0	0.0	2.5	10.8
45) Temporary Release Committee	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.5
46) Inter-Facility Transfers	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.2
47) Grooming Standards	0.0	0.0	0.0	0.0	0.0	3.4	0.0	1.8	0.0	0.6	0.8
48) Inmate Liaison Committee	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7
49) Staff Conduct	50.5	0.0	40.7	0.0	17.9	47.1	0.0	28.5	11.1	41.4	104.5
50) Miscellaneous	0.0	0.0	0.0	0.0	17.9	6.7	0.0	7.1	4.2	4.4	16.6
Sub-total	55.4	0.0	44.5	0.0	35.7	57.2	0.0	37.4	15.3	48.9	137.0
Grand Total	412.8	0.0	332.0	0.0	44.6	276.1	0.0	155.1	50.1	292.3	674.8

Table 4 compares the number of grievances filed at facilities in 2014 and 2015. There were 35,056 grievances filed in 2015, an increase of 3,908 (or +12.5%) from the 31,148 filed in 2014. Maximum security facilities saw a net increase of 2,311 grievances (or +10.3%), increasing from 22,360 in 2014 to 24,671 in 2015. Medium security facilities saw a net increase of 1,548 grievances (or +18.5%), increasing from 8,371 in 2014 to 9,919 in 2015. Shock facilities saw a net increase of 54 grievances (or +15.7%), increasing from 289 to 343; minimum security facilities decreased from 103 in 2014 to 87 in 2015, a net decrease of 16 grievances (or -15.5%); and drug treatment facilities increased from 25 in 2014 to 36 in 2015, a net increase of 11 grievances (or +44%).

Table 4. Grievances Filed at Facilities in 2014 & 2015, by Category and Security Level

Correctional Facility	Program Services		Health Services		Facility Operations		Administrative Services		Counsel		Executive Direction		Total Grievances			
	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015	Chg	% Chg
Maximum Security																
Attica	193	237	346	291	554	555	203	283	104	125	387	341	1,787	1,832	45	2.5%
Auburn	309	285	312	366	677	593	395	328	148	117	483	358	2,324	2,047	-277	-11.9%
Bedford Hills	79	95	87	136	223	280	99	90	10	24	104	95	602	720	118	19.6%
Clinton	347	389	330	438	360	547	247	370	95	96	359	423	1,738	2,263	525	30.2%
Coxsackie	39	60	68	54	90	94	28	22	29	30	136	109	390	369	-21	-5.4%
Downstate	35	39	55	66	54	71	21	38	11	17	117	112	293	343	50	17.1%
Eastern	108	93	63	87	118	163	37	25	12	15	47	98	385	481	96	24.9%
Elmira	271	295	284	343	387	590	193	377	61	112	261	284	1,457	2,001	544	37.3%
Five Points	250	215	342	333	276	307	227	216	86	81	305	263	1,486	1,415	-71	-4.8%
Great Meadow	283	278	502	349	381	393	317	256	81	62	317	230	1,881	1,568	-313	-16.6%
Green Haven	368	432	394	501	793	1,233	253	424	88	119	447	453	2,343	3,162	819	35.0%
Shawangunk	105	106	168	157	168	144	64	77	25	20	97	88	627	592	-35	-5.6%
Sing Sing	269	271	218	295	347	388	224	235	27	28	303	218	1,388	1,435	47	3.4%
Southport	299	224	440	436	362	452	230	270	118	125	394	337	1,843	1,844	1	0.1%
Sullivan	73	100	63	113	96	186	12	80	7	48	85	331	336	858	522	155.4%
Upstate	184	169	604	582	411	397	169	190	91	81	699	641	2,158	2,060	-98	-4.5%
Wende	191	366	293	251	276	323	205	357	91	166	266	218	1,322	1,681	359	27.2%
Total Maximum Security	3,403	3,654	4,569	4,798	5,573	6,716	2,924	3,638	1,084	1,266	4,807	4,599	22,360	24,671	2,311	10.3%

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Table 4. Grievances Filed at Facilities in 2014 & 2015, by Category and Security Level (Cont'd)

Correctional Facility	Program Services		Health Services		Facility Operations		Administrative Services		Counsel		Executive Direction		Total Grievances			
	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015	Chg	% Chg
Medium Security																
Adirondack	8	4	9	4	2	5	7	3	1	3	22	11	49	30	-19	-38.8%
Albion	23	36	44	75	50	74	37	48	4	6	118	128	276	367	91	33.0%
Altona	22	29	33	14	14	25	12	6	6	1	42	15	129	90	-39	-30.2%
Bare Hill	88	44	84	85	64	44	46	34	28	16	125	116	435	339	-96	-22.1%
Cape Vincent	57	101	48	47	43	67	35	39	15	15	65	55	263	324	61	23.2%
Cayuga	47	42	46	66	39	49	22	20	7	5	110	98	271	280	9	3.3%
Collins	47	58	125	162	60	107	41	104	10	20	91	106	374	557	183	48.9%
Fishkill	82	56	85	116	61	63	25	48	31	31	60	179	344	493	149	43.3%
Franklin	82	94	327	328	114	107	79	58	7	11	294	353	903	951	48	5.3%
Gouverneur	64	47	75	68	143	122	55	50	29	33	103	111	469	431	-38	-8.1%
Gowanda	56	72	25	54	71	189	22	27	21	24	81	128	276	494	218	79.0%
Greene	51	80	64	76	64	100	14	40	12	40	64	75	269	411	142	52.8%
Groveland	43	28	77	66	49	34	10	15	5	4	65	66	249	213	-36	-14.5%
Hale Creek	5	11	28	29	5	6	1	9	1	0	38	31	78	86	8	9.3%
Hudson	21	36	17	27	9	10	6	6	4	1	12	14	69	94	25	26.6%
Livingston	66	88	41	41	84	128	28	45	10	8	88	80	317	390	73	18.7%
Marcy	232	222	276	297	221	288	114	158	47	56	124	136	1,014	1,157	143	12.4%
Midstate	42	54	123	110	36	51	17	19	6	28	100	147	324	409	85	20.8%
Mohawk	34	52	57	87	30	34	12	14	6	17	51	53	190	257	67	26.1%
Ogdensburg	4	12	9	19	6	6	2	3	2	1	9	21	32	62	30	93.8%
Orleans	123	83	77	100	92	127	41	64	16	22	76	68	425	464	39	9.2%
Otisville	71	115	61	68	35	71	14	49	7	15	69	71	257	389	132	51.4%
Riverview	50	65	71	72	75	61	24	16	10	14	52	81	282	309	27	9.6%
Taconic	18	15	14	19	33	23	20	5	3	2	23	24	111	88	-23	-20.7%
Ulster	4	23	0	27	5	28	10	22	0	2	42	64	61	166	105	172.1%
Walkkill	45	62	27	35	36	37	30	28	10	9	15	24	163	195	32	19.6%
Washington	13	21	20	13	12	5	8	3	1	3	21	21	75	66	-9	-12.0%
Watertown	16	14	12	14	10	10	3	2	3	3	5	19	49	62	13	26.5%
Woodbourne	61	86	101	148	66	92	27	51	55	59	71	105	381	541	160	42.0%
Wyoming	52	39	64	58	44	35	21	22	5	8	49	42	235	204	-31	-13.2%
Total Medium Security	1,527	1,689	2,040	2,325	1,573	1,998	783	1,008	362	457	2,086	2,442	8,371	9,919	1,548	18.5%
Shock																
Lakeview Shock	37	45	59	95	75	95	53	50	12	12	53	46	289	343	54	15.7%
Moriah Shock	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-
Total Shock	37	45	59	95	75	95	53	50	12	12	53	46	289	343	54	15.7%
Minimum Security																
Edgecombe	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-
Lincoln	0	1	2	0	0	0	0	0	0	0	0	4	2	5	3	150.0%
Queensboro	11	20	9	10	22	22	14	10	6	3	38	17	100	82	-18	-18.0%
Rochester	0	0	0	0	0	0	0	0	0	0	1	0	1	0	-1	-100.0%
Total Minimum Security	11	21	11	10	22	22	14	10	6	3	39	21	103	87	-16	-15.5%
Willard DTC	6	10	12	12	0	2	0	0	1	1	11	6	25	36	11	44.0%
DOCCS Total	4,984	5,419	6,668	7,240	7,221	8,833	3,760	4,706	1,458	1,739	6,946	7,114	31,148	35,056	3,908	12.5%

Grievance Outcomes

Tables 5-1, 5-2 and 5-3 below detail the outcomes of grievances in 2015 by facility. Generally, an outcome is considered to be favorable to the inmate if the grievance is withdrawn, informally resolved, or the inmate is granted at least part of his or her action requested.

Table 5-1 details the outcomes at maximum security facilities, which had an overall total of 9,339 grievances (37.9%) that were found favorable to the inmate. Table 5-2 details the grievance outcomes at medium security facilities, which had an overall total of 3,531 grievances (35.6%) that were found favorable to the inmate, and Table 5-3 details the grievance outcomes at shock, minimum security and drug treatment facilities, along with the statewide totals.

Overall, of the 35,056 grievances filed statewide in 2015, 378 were withdrawn and 5,159 were informally resolved. In addition, 18,826 complaints were resolved by facility grievance staff through non-calendared contacts with inmates without a formal grievance being filed.

Of the 11,239 grievances heard at the IGRC level only, 1,415 were dismissed and closed; 4,220 had a favorable outcome to the inmate; and 5,604 had an unfavorable outcome to the inmate. Of the 18,280 grievances reviewed by facility Superintendents, 6,100 were not heard by the IGRC because they either alleged harassment, unlawful discrimination or staff misconduct, or exceeded the time frame for an IGRC hearing. In addition, 8,328 were appealed to the Superintendent subsequent to the IGRC hearing; 2,481 were referred to the Superintendent following an IGRC hearing; and 1,371 were automatically forwarded to the Superintendent because the IGRC was deadlocked and could not reach a majority agreement. A grievance is considered "appealed" to the Superintendent when the inmate disagrees with the IGRC recommendation. Further, a grievance is considered "referred" when the inmate requests a Superintendent's review even though he or she agreed with the IGRC recommendation.

Of the 18,280 total grievances reviewed by Superintendents statewide, 3,297 (18.0%) were found favorable to the inmate while 14,983 were found unfavorable. Of those 15,799 grievances that were passed through, appealed or deadlocked, 2,098 had a favorable outcome to the inmate and 13,701 had an unfavorable outcome to the inmate. Likewise, of the 2,481 grievances that were referred to the Superintendent, 1,199 had a favorable outcome while 1,282 had an unfavorable outcome.

Overall, 13,054 (37.2%) grievances filed statewide in 2015 had favorable outcomes to the inmate while 22,002 had unfavorable outcomes.

Table 5-1. Grievance Outcomes at Maximum Security Facilities in 2015

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	1,832	2,047	720	2,263	369	343	481	2,001	1,415	1,568	3,162	592	1,435	1,844	858	2,060	1,681	24,671
Withdrawn	16	15	1	1	0	1	0	2	0	0	0	0	134	11	42	0	0	223
Informally Resolved	305	83	211	412	72	21	76	283	193	310	632	137	97	16	64	23	289	3,224
Heard by IGRC Only	957	770	206	668	88	128	45	864	438	605	782	96	502	1,095	93	709	619	8,665
Favorable (No Appeal)	17	633	117	52	21	29	15	512	87	236	668	33	97	637	42	12	271	3,479
Unfavorable (No Appeal)	899	114	63	568	58	73	6	320	260	308	0	3	192	307	17	665	307	4,160
Dismissed	41	23	26	48	9	26	24	32	91	61	114	60	213	151	34	32	41	1,026
Reviewed by Superintendent	554	1,179	302	1,182	209	193	360	852	784	653	1,748	359	702	722	659	1,328	773	12,559
Passed Through- Not Heard by IGRC	198	363	75	294	108	91	96	244	248	145	409	100	269	259	342	532	191	3,964
Heard by IGRC, Appealed to Superintendent	356	497	82	808	85	90	168	513	413	384	376	72	205	461	125	789	350	5,774
Heard by IGRC, Referred to Superintendent	0	55	141	40	4	12	64	13	123	71	656	85	159	0	134	0	211	1,768
Heard by IGRC, Deadlocked	0	264	4	40	12	0	32	82	0	53	307	102	69	2	58	7	21	1,053
Superintendent Outcomes																		
<i>Passed Through, Appealed, or Deadlocked</i>	554	1,124	161	1,142	205	181	296	839	661	582	1,092	274	543	722	525	1,328	562	10,791
Favorable	9	549	54	79	4	20	0	130	13	57	272	55	4	250	74	8	31	1,609
Unfavorable	545	575	107	1,063	201	161	296	709	648	525	820	219	539	472	451	1,320	531	9,182
<i>Referred to Superintendent</i>	0	55	141	40	4	12	64	13	123	71	656	85	159	0	134	0	211	1,768
Favorable	0	28	47	5	1	8	35	3	19	19	349	43	54	0	85	0	108	804
Unfavorable	0	27	94	35	3	4	29	10	104	52	307	42	105	0	49	0	103	964
Total Superintendent Outcomes	554	1,179	302	1,182	209	193	360	852	784	653	1,748	359	702	722	659	1,328	773	12,559
Favorable	9	577	101	84	5	28	35	133	32	76	621	98	58	250	159	8	139	2,413
Unfavorable	545	602	201	1,098	204	165	325	719	752	577	1,127	261	644	472	500	1,320	634	10,146
Percent Favorable	1.6%	48.9%	33.4%	7.1%	2.4%	14.5%	9.7%	15.6%	4.1%	11.6%	35.5%	27.3%	8.3%	34.6%	24.1%	0.6%	18.0%	19.2%
All Grievance Outcomes																		
Favorable (includes withdrawn & informally resolved)	347	1,308	430	549	98	79	126	930	312	622	1,921	268	386	914	307	43	699	9,339
Unfavorable (includes dismissed)	1,485	739	290	1,714	271	264	355	1,071	1,103	946	1,241	324	1,049	930	551	2,017	982	15,332
Percent Favorable	18.9%	63.9%	59.7%	24.3%	26.6%	23.0%	26.2%	46.5%	22.0%	39.7%	60.8%	45.3%	26.9%	49.6%	35.8%	2.1%	41.6%	37.9%
Appealed or Passed Through to CORC	635	535	137	640	130	71	202	602	529	367	937	201	400	602	233	694	569	7,484
Non-Calendared Contacts	172	218	797	572	237	502	439	102	140	290	384	1	163	2,303	19	656	357	7,352

Table 5-2. Grievance Outcomes at Medium Security Facilities in 2015

Outcome Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
Total Grievances	30	367	90	339	324	280	557	493	951	431	494	411	213	86	94
Withdrawn	0	48	0	0	0	0	1	2	3	43	2	2	2	0	4
Informally Resolved	3	34	26	56	64	50	34	42	203	61	137	134	25	10	23
Heard by IGRC Only	11	42	12	53	68	62	211	195	46	81	107	99	45	34	17
Favorable (No Appeal)	4	4	6	0	0	36	130	102	0	7	26	31	26	5	9
Unfavorable (No Appeal)	7	37	6	48	68	14	81	75	40	72	75	58	15	24	5
Dismissed	0	1	0	5	0	12	0	18	6	2	6	10	4	5	3
Reviewed by Superintendent	16	243	52	230	192	168	311	254	699	246	248	176	141	42	50
Passed Through- Not Heard by IGRC	8	106	12	100	47	86	84	94	327	104	107	76	69	32	13
Heard by IGRC, Appealed to Superintendent	8	72	12	118	143	81	157	141	352	134	139	79	22	10	17
Heard by IGRC, Referred to Superintendent	0	48	21	0	2	0	70	14	0	4	2	21	50	0	11
Heard by IGRC, Deadlocked	0	17	7	12	0	1	0	5	20	4	0	0	0	0	9
Superintendent Outcomes															
<i>Passed Through, Appealed, or Deadlocked</i>	16	195	31	230	190	168	241	240	699	242	246	155	91	42	39
Favorable	1	25	0	4	1	29	47	28	0	6	42	13	7	0	7
Unfavorable	15	170	31	226	189	139	194	212	699	236	204	142	84	42	32
<i>Referred to Superintendent</i>	0	48	21	0	2	0	70	14	0	4	2	21	50	0	11
Favorable	0	24	8	0	1	0	42	3	0	1	1	19	48	0	5
Unfavorable	0	24	13	0	1	0	28	11	0	3	1	2	2	0	6
Total Superintendent Outcomes	16	243	52	230	192	168	311	254	699	246	248	176	141	42	50
Favorable	1	49	8	4	2	29	89	31	0	7	43	32	55	0	12
Unfavorable	15	194	44	226	190	139	222	223	699	239	205	144	86	42	38
Percent Favorable	6.3%	20.2%	15.4%	1.7%	1.0%	17.3%	28.6%	12.2%	0.0%	2.8%	17.3%	18.2%	39.0%	0.0%	24.0%
All Grievance Outcomes															
Favorable (includes withdrawn and informally resolved)	8	135	40	60	66	115	254	177	206	118	208	199	108	15	48
Unfavorable (includes dismissed)	22	232	50	279	258	165	303	316	745	313	286	212	105	71	46
Percent Favorable	26.7%	36.8%	44.4%	17.7%	20.4%	41.1%	45.6%	35.9%	21.7%	27.4%	42.1%	48.4%	50.7%	17.4%	51.1%
Appealed or Passed Through to CORC	13	106	29	113	126	61	128	172	308	117	129	107	63	9	19
Non-Calendared Contacts	39	500	33	99	149	234	472	522	437	191	64	279	940	71	115

(continued on next page)

Table 5-2. Grievance Outcomes at Medium Security Facilities in 2015 (Cont'd)

Outcome Type	Livingston	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Total Grievances	390	1,157	409	257	62	464	389	309	88	166	195	66	62	541	204	9,919
Withdrawn	31	7	0	0	5	0	0	1	0	0	0	0	0	3	0	154
Informally Resolved	45	275	0	35	4	84	107	41	21	49	60	14	20	138	47	1,842
Heard by IGRC Only	191	462	106	114	17	183	16	49	12	44	21	2	6	19	70	2,395
Favorable (No Appeal)	35	49	39	45	3	39	4	46	5	7	16	0	2	1	2	679
Unfavorable (No Appeal)	96	235	67	53	11	127	3	1	4	36	1	1	4	5	58	1,327
Dismissed	60	178	0	16	3	17	9	2	3	1	4	1	0	13	10	389
Reviewed by Superintendent	123	413	303	108	36	197	266	218	55	73	114	50	36	381	87	5,528
Passed Through- Not Heard by IGRC	45	117	135	45	19	60	66	77	23	51	18	13	11	94	24	2,063
Heard by IGRC, Appealed to Superintendent	75	182	94	31	16	107	64	70	14	10	31	10	24	159	63	2,435
Heard by IGRC, Referred to Superintendent	0	24	74	32	1	29	44	49	18	8	58	13	0	120	0	713
Heard by IGRC, Deadlocked	3	90	0	0	0	1	92	22	0	4	7	14	1	8	0	317
Superintendent Outcomes																
<i>Passed Through, Appealed, or Deadlocked</i>	123	389	229	76	35	168	222	169	37	65	56	37	36	261	87	4,815
Favorable	14	54	20	6	0	13	53	9	8	4	5	2	3	59	1	461
Unfavorable	109	335	209	70	35	155	169	160	29	61	51	35	33	202	86	4,354
<i>Referred to Superintendent</i>	0	24	74	32	1	29	44	49	18	8	58	13	0	120	0	713
Favorable	0	15	55	24	1	20	24	16	14	6	18	5	0	45	0	395
Unfavorable	0	9	19	8	0	9	20	33	4	2	40	8	0	75	0	318
Total Superintendent Outcomes	123	413	303	108	36	197	266	218	55	73	114	50	36	381	87	5,528
Favorable	14	69	75	30	1	33	77	25	22	10	23	7	3	104	1	856
Unfavorable	109	344	228	78	35	164	189	193	33	63	91	43	33	277	86	4,672
Percent Favorable	11.4%	16.7%	24.8%	27.8%	2.8%	16.8%	28.9%	11.5%	40.0%	13.7%	20.2%	14.0%	8.3%	27.3%	1.1%	15.5%
All Grievance Outcomes																
Favorable (includes withdrawn and informally resolved)	125	400	114	110	13	156	188	113	48	66	99	21	25	246	50	3,531
Unfavorable (includes dismissed)	265	757	295	147	49	308	201	196	40	100	96	45	37	295	154	6,388
Percent Favorable	32.1%	34.6%	27.9%	42.8%	21.0%	33.6%	48.3%	36.6%	54.5%	39.8%	50.8%	31.8%	40.3%	45.5%	24.5%	35.6%
Appealed or Passed Through to CORC	83	247	133	54	15	108	130	65	30	17	41	19	30	204	62	2,738
Non-Calendared Contacts	128	59	1,410	1,271	36	439	62	289	524	130	197	82	54	1,639	365	10,830

Table 5-3. Grievance Outcomes at Shock, Minimum Security and Drug Treatment Facilities in 2015

Outcome Type	Lakeview Shock	Moriah Shock	Total Shock	Edgecombe	Lincoln	Queensboro	Rochester	Total Minimum Security	Willard DTC	Total Shock, Minimum & DTC	DOCCS Total
Total Grievances	343	0	343	0	5	82	0	87	36	466	35,056
Withdrawn	0	0	0	0	0	1	0	1	0	1	378
Informally Resolved	61	0	61	0	3	21	0	24	8	93	5,159
Heard by IGRC Only	155	0	155	0	0	15	0	15	9	179	11,239
Favorable (No Appeal)	55	0	55	0	0	7	0	7	0	62	4,220
Unfavorable (No Appeal)	100	0	100	0	0	8	0	8	9	117	5,604
Dismissed	0	0	0	0	0	0	0	0	0	0	1,415
Reviewed by Superintendent	127	0	127	0	2	45	0	47	19	193	18,280
Passed Through- Not Heard by IGRC	46	0	46	0	2	17	0	19	8	73	6,100
Heard by IGRC, Appealed to Superintendent	81	0	81	0	0	27	0	27	11	119	8,328
Heard by IGRC, Referred to Superintendent	0	0	0	0	0	0	0	0	0	0	2,481
Heard by IGRC, Deadlocked	0	0	0	0	0	1	0	1	0	1	1,371
Superintendent Outcomes											
<i>Passed Through, Appealed, or Deadlocked</i>	127	0	127	0	2	45	0	47	19	193	15,799
Favorable	24	0	24	0	2	1	0	3	1	28	2,098
Unfavorable	103	0	103	0	0	44	0	44	18	165	13,701
<i>Referred to Superintendent</i>	0	0	0	0	0	0	0	0	0	0	2,481
Favorable	0	0	0	0	0	0	0	0	0	0	1,199
Unfavorable	0	0	0	0	0	0	0	0	0	0	1,282
Total Superintendent Outcomes	127	0	127	0	2	45	0	47	19	193	18,280
Favorable	24	0	24	0	2	1	0	3	1	28	3,297
Unfavorable	103	0	103	0	0	44	0	44	18	165	14,983
Percent Favorable	18.9%	-	18.9%	-	100.0%	2.2%	-	6.4%	5.3%	14.5%	18.0%
All Grievance Outcomes											
Favorable (includes withdrawn and informally resolved)	140	0	140	0	5	30	0	35	9	184	13,054
Unfavorable (includes dismissed)	203	0	203	0	0	52	0	52	27	282	22,002
Percent Favorable	40.8%	-	40.8%	-	100.0%	36.6%	-	40.2%	25.0%	39.5%	37.2%
Appealed or Passed Through to CORC	54	0	54	0	0	37	0	37	10	101	10,323
Non-Calendared Contacts	184	0	184	0	0	451	0	451	9	644	18,826

Table 6 examines grievance outcomes by facility for 2014 and 2015. The first set of columns present the total grievances at each facility. The second set of columns, “Favorable, Informally Resolved, or Withdrawn,” includes those grievances that were either withdrawn, informally resolved, or found favorable to the inmate by the IGRC or Superintendent. The third set of columns, “Unfavorable or Dismissed,” includes those grievances that were dismissed and closed by the IGRC, or found unfavorable to the inmate by the IGRC or Superintendent. The fourth set of columns presents the percent of grievance outcomes that were favorable, informally resolved, or withdrawn among the total annual grievances. In 2015, 37.2% of grievances had an outcome favorable to the inmate, an increase from 35.3% of grievances that were favorable in 2014.

Non-calendared contacts are situations in which facility grievance staff are able to resolve an inmate’s problem without a formal grievance being filed. The final columns examine the total number of non-calendared contacts in 2014 and 2015.

Table 6. Grievance Outcomes at Facilities, by Security Level: 2014 - 2015

Correctional Facility	Total Grievances		Favorable, Informally Resolved or Withdrawn		Unfavorable or Dismissed		% of Total Grievances Favorable, Informally Resolved or Withdrawn		Non-Calendar	
	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015
Maximum Security										
Attica	1,787	1,832	187	347	1,600	1,485	10.5%	18.9%	337	172
Auburn	2,324	2,047	1,480	1,308	844	739	63.7%	63.9%	252	218
Bedford Hills	602	720	308	430	294	290	51.2%	59.7%	654	797
Clinton/Clinton Annex	1,738	2,263	428	549	1,310	1,714	24.6%	24.3%	566	572
Coxsackie	390	369	112	98	278	271	28.7%	26.6%	368	237
Downstate/Downstate Rec.	293	343	61	79	232	264	20.8%	23.0%	529	502
Eastern	385	481	44	126	341	355	11.4%	26.2%	294	439
Elmira	1,457	2,001	762	930	695	1,071	52.3%	46.5%	213	102
Five Points	1,486	1,415	359	312	1,127	1,103	24.2%	22.0%	215	140
Great Meadow	1,881	1,568	904	622	977	946	48.1%	39.7%	214	290
Green Haven	2,343	3,162	1,255	1,921	1,088	1,241	53.6%	60.8%	236	384
Shawangunk	627	592	302	268	325	324	48.2%	45.3%	38	1
Sing Sing	1,388	1,435	429	386	959	1,049	30.9%	26.9%	111	163
Southport	1,843	1,844	949	914	894	930	51.5%	49.6%	2,957	2,303
Sullivan	336	858	141	307	195	551	42.0%	35.8%	45	19
Upstate	2,158	2,060	23	43	2,135	2,017	1.1%	2.1%	627	656
Wende	1,322	1,681	447	699	875	982	33.8%	41.6%	509	357
Total Maximum Security	22,360	24,671	8,191	9,339	14,169	15,332	36.6%	37.9%	8,165	7,352

Table 6. Grievance Outcomes at Facilities, by Security Level: 2014 - 2015 (Cont'd)

Correctional Facility	Total Grievances		Favorable, Informally Resolved or Withdrawn		Unfavorable or Dismissed		% of Total Grievances Favorable, Informally Resolved or Withdrawn		Non-Calendared	
	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015
Medium Security										
Adirondack	49	30	4	8	45	22	8.2%	26.7%	32	39
Albion	276	367	51	135	225	232	18.5%	36.8%	759	500
Altona	129	90	37	40	92	50	28.7%	44.4%	25	33
Bare Hill	435	339	68	60	367	279	15.6%	17.7%	222	99
Cape Vincent	263	324	46	66	217	258	17.5%	20.4%	173	149
Cayuga	271	280	90	115	181	165	33.2%	41.1%	187	234
Collins	374	557	136	254	238	303	36.4%	45.6%	368	472
Fishkill	344	493	184	177	160	316	53.5%	35.9%	278	522
Franklin	903	951	218	206	685	745	24.1%	21.7%	509	437
Gouverneur	469	431	161	118	308	313	34.3%	27.4%	210	64
Gowanda	276	494	88	208	188	286	31.9%	42.1%	94	279
Greene	269	411	108	199	161	212	40.1%	48.4%	320	191
Groveland	249	213	109	108	140	105	43.8%	50.7%	891	940
Hale Creek	78	86	3	15	75	71	3.8%	17.4%	35	71
Hudson	69	94	38	48	31	46	55.1%	51.1%	82	115
Livingston	317	390	78	125	239	265	24.6%	32.1%	94	128
Marcy	1,014	1,157	368	400	646	757	36.3%	34.6%	231	59
Midstate	324	409	106	114	218	295	32.7%	27.9%	1,966	1,410
Mohawk	190	257	68	110	122	147	35.8%	42.8%	1,151	1,271
Ogdensburg	32	62	3	13	29	49	9.4%	21.0%	27	36
Orleans	425	464	93	156	332	308	21.9%	33.6%	413	439
Otisville	257	389	94	188	163	201	36.6%	48.3%	144	62
Riverview	282	309	112	113	170	196	39.7%	36.6%	361	289
Taconic	111	88	60	48	51	40	54.1%	54.5%	598	524
Ulster	61	166	10	66	51	100	16.4%	39.8%	174	130
Wallkill	163	195	87	99	76	96	53.4%	50.8%	98	197
Washington	75	66	28	21	47	45	37.3%	31.8%	115	82
Watertown	49	62	21	25	28	37	42.9%	40.3%	54	54
Woodbourne	381	541	145	246	236	295	38.1%	45.5%	672	1,639
Wyoming	235	204	53	50	182	154	22.6%	24.5%	278	365
Total Medium Security	8,370	9,919	2,667	3,531	5,703	6,388	31.9%	35.6%	10,561	10,830
Shock										
Lakeview Shock	289	343	121	140	168	203	31.9%	40.8%	118	184
Moriah Shock	0	0	0	0	0	0	-	-	0	0
Total Shock	289	343	121	140	168	203	31.9%	40.8%	118	184
Minimum Security										
Edgecombe	0	0	0	0	0	0	-	-	0	0
Lincoln	2	5	2	5	0	0	100.0%	100.0%	0	0
Queensboro	100	82	19	30	81	52	19.0%	36.6%	197	451
Rochester	1	0	0	0	1	0	0.0%	-	0	0
Total Minimum Security	103	87	21	35	82	52	20.4%	40.2%	197	451
Willard DTC	25	36	3	9	22	27	12.0%	25.0%	0	9
DOCCS Total	31,147	35,056	11,003	13,054	20,144	22,002	35.3%	37.2%	19,041	18,826

Table 7 compares the types of grievances heard by CORC in 2014 and 2015. It should be noted that the calendar year in which a grievance is reviewed by CORC may not necessarily be the same year it was initially filed at the facility level. In 2015, 10,538 grievances were reviewed by CORC as compared to 11,887 grievances reviewed in 2014, a decrease of 11.3%.

Table 7. CORC Hearings by Grievance Type: 2014 - 2015

Grievance Type	2014		2015		% Chg
	#	%	#	%	
Program Services					
1) Program Committee	147	1.2%	171	1.6%	16.3%
2) Incentive Wage Allowance	87	0.7%	68	0.6%	-21.8%
3) Correspondence	353	3.0%	304	2.9%	-13.9%
4) Phone Home Program	30	0.3%	11	0.1%	-63.3%
5) Visiting	70	0.6%	54	0.5%	-22.9%
6) Guidance Unit/Counseling	414	3.5%	332	3.2%	-19.8%
7) Recreation (TV, Yard, Movies, Radio, etc.)	72	0.6%	82	0.8%	13.9%
8) Adult Basic Education	5	0.0%	10	0.1%	100.0%
9) GED/College Programs	15	0.1%	13	0.1%	-13.3%
10) Language Assistance Program	6	0.1%	5	0.0%	-16.7%
11) Vocational Programs	15	0.1%	19	0.2%	26.7%
12) Work Assignments	47	0.4%	29	0.3%	-38.3%
13) Hobby Shop/Arts & Crafts	2	0.0%	3	0.0%	50.0%
14) Volunteer Services	0	0.0%	1	0.0%	-
15) Special Events/Inmate Organizations	26	0.2%	14	0.1%	-46.2%
16) Religion	289	2.4%	257	2.4%	-11.1%
17) Family Reunion Program	72	0.6%	35	0.3%	-51.4%
18) Media Review	45	0.4%	19	0.2%	-57.8%
19) General Library	31	0.3%	27	0.3%	-12.9%
20) Alcohol and Substance Abuse Treatment	101	0.8%	64	0.6%	-36.6%
Sub-total	1,827	15.4%	1,518	14.4%	-16.9%
Health Services					
21) Dental	179	1.5%	182	1.7%	1.7%
22) Medical	2,555	21.5%	2,140	20.3%	-16.2%
22.1) HIPAA (Health Information)	85	0.7%	76	0.7%	-10.6%
Sub-total	2,819	23.7%	2,398	22.8%	-14.9%
Facility Operations					
23) Housing - Internal Block Affairs	475	4.0%	436	4.1%	-8.2%
23.1) Smoke-Free Policy	21	0.2%	14	0.1%	-33.3%
24) Special Housing Units	488	4.1%	490	4.6%	0.4%
25) Search & Seizure/Frisks/Contraband	106	0.9%	114	1.1%	7.5%
25.1) Strip Search	5	0.0%	5	0.0%	0.0%
25.2) Strip Frisk	29	0.2%	14	0.1%	-51.7%
25.3) Pat Frisk (Female Inmate)	3	0.0%	5	0.0%	66.7%
26) Keeplock Policy & Procedure	27	0.2%	24	0.2%	-11.1%
27) Tier I and II Policy & Procedure	55	0.5%	46	0.4%	-16.4%
28) Tier III Policy & Procedure	136	1.1%	124	1.2%	-8.8%
29) Inmate Property	223	1.9%	214	2.0%	-4.0%
30) Package Room	322	2.7%	349	3.3%	8.4%
31) Rules & Regulations	171	1.4%	207	2.0%	21.1%
Sub-total	2,061	17.3%	2,042	19.4%	-0.9%
Administrative Services					
32) Industry	31	0.3%	18	0.2%	-41.9%
33) Personal Property Claims	83	0.7%	98	0.9%	18.1%
34) State Issued Clothing and Hygiene Items	81	0.7%	72	0.7%	-11.1%
35) Commissary	80	0.7%	64	0.6%	-20.0%
36) Inmate Accounts	155	1.3%	167	1.6%	7.7%
37) Mess Hall	329	2.8%	358	3.4%	8.8%
38) Laundry	15	0.1%	14	0.1%	-6.7%
39) Facility Maintenance	131	1.1%	120	1.1%	-8.4%
Sub-total	905	7.6%	911	8.6%	0.7%
Counsel					
40) Law Library	272	2.3%	209	2.0%	-23.2%
41) Legal Mail	144	1.2%	132	1.3%	-8.3%
42) Inmate Legal Rights	251	2.1%	282	2.7%	12.4%
43) Mandatory Court Surcharge	14	0.1%	7	0.1%	-50.0%
Sub-total	681	5.7%	630	6.0%	-7.5%
Executive Direction					
44) Inmate Grievance Program	354	3.0%	242	2.3%	-31.6%
45) Temporary Release Committee	10	0.1%	9	0.1%	-10.0%
46) Inter-Facility Transfers	114	1.0%	99	0.9%	-13.2%
47) Grooming Standards	22	0.2%	13	0.1%	-40.9%
48) Inmate Liaison Committee	12	0.1%	12	0.1%	0.0%
49) Staff Conduct	2,867	24.1%	2,457	23.3%	-14.3%
50) Miscellaneous	215	1.8%	207	2.0%	-3.7%
Sub-total	3,594	30.2%	3,039	28.8%	-15.4%
Grand Total	11,887	100.0%	10,538	100.0%	-11.3%