



Corrections and Community Supervision

Inmate Grievance Program Annual Report

2016

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 2016 (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 2016, there were 36,173 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.

Tables 2-1, 2-2 (a-d) and 2-3 detail the number of grievances filed by type and by facility in 2016. Tables 3-1, 3-2 (a-d) and 3-3 list the rate of grievances filed in 2016 by type and by facility per 1,000 inmates.

Figure 1. Categories of Grievances Filed in 2016

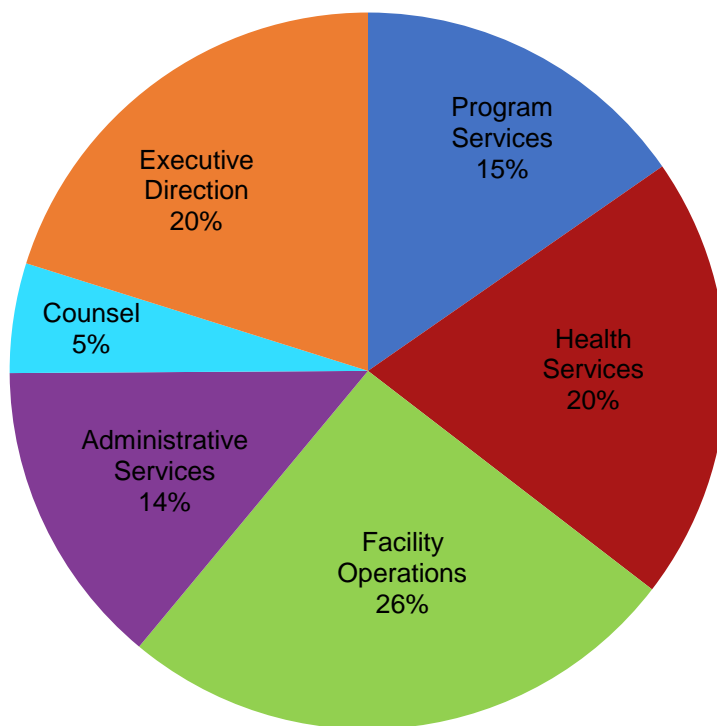


Table 1. Grievances Filed Statewide in 2016, by Type

Grievance Type	#	%
Program Services		
1) Program Committee	641	1.8%
2) Incentive Wage Allowance	330	0.9%
3) Correspondence	1,172	3.2%
4) Phone Home Program	76	0.2%
5) Visiting	275	0.8%
6) Guidance Unit/Counseling	1,093	3.0%
7) Recreation (TV, Yard, Movies, Radio, etc.)	309	0.9%
8) Adult Basic Education	46	0.1%
9) GED/College Programs	59	0.2%
10) Language Assistance Program	6	0.0%
11) Vocational Programs	46	0.1%
12) Work Assignments	168	0.5%
13) Hobby Shop/Arts & Crafts	16	0.0%
14) Volunteer Services	5	0.0%
15) Special Events/Inmate Organizations	117	0.3%
16) Religion	626	1.7%
17) Family Reunion Program	115	0.3%
18) Media Review	88	0.2%
19) General Library	125	0.3%
20) Alcohol and Substance Abuse Treatment	234	0.6%
Sub-total	5,547	15.3%
Health Services		
21) Dental	652	1.8%
22) Medical	6,441	17.8%
22.1) HIPAA (Health Information)	178	0.5%
Sub-total	7,271	20.1%
Facility Operations		
23) Housing - Internal Block Affairs	2,632	7.3%
23.1) Smoke-Free Policy	19	0.1%
24) Special Housing Units	1,611	4.5%
25) Search & Seizure/Frisks/Contraband	526	1.5%
25.1) Strip Search	20	0.1%
25.2) Strip Frisk	19	0.1%
25.3) Pat Frisk (Female Inmate)	3	0.0%
26) Keeplock Policy & Procedure	138	0.4%
27) Tier I and II Policy & Procedure	290	0.8%
28) Tier III Policy & Procedure	533	1.5%
29) Inmate Property	1,008	2.8%
30) Package Room	1,827	5.1%
31) Rules & Regulations	631	1.7%
Sub-total	9,257	25.6%
Administrative Services		
32) Industry	75	0.2%
33) Personal Property Claims	611	1.7%
34) State Issued Clothing and Hygiene Items	454	1.3%
35) Commissary	642	1.8%
36) Inmate Accounts	1,319	3.6%
37) Mess Hall	1,125	3.1%
38) Laundry	87	0.2%
39) Facility Maintenance	706	2.0%
Sub-total	5,019	13.9%
Counsel		
40) Law Library	658	1.8%
41) Legal Mail	395	1.1%
42) Inmate Legal Rights	703	1.9%
43) Mandatory Court Surcharge	35	0.1%
Sub-total	1,791	5.0%
Executive Direction		
44) Inmate Grievance Program	652	1.8%
45) Temporary Release Committee	20	0.1%
46) Inter-Facility Transfers	156	0.4%
47) Grooming Standards	26	0.1%
48) Inmate Liaison Committee	41	0.1%
49) Staff Conduct	5,371	14.8%
50) Miscellaneous	1,022	2.8%
Sub-total	7,288	20.1%
Grand Total	36,173	100.0%

Table 2-1. Grievances Filed at Maximum Security Facilities in 2016, 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	57	36	5	45	9	2	14	33	29	34	104	8	30	1	16	6	57	486
2) Incentive Wage Allowance	46	3	1	43	1	4	9	8	6	15	72	10	12	0	8	2	1	241
3) Correspondence	59	63	4	119	30	7	20	44	69	30	96	22	46	127	15	74	44	869
4) Phone Home Program	9	1	0	4	7	0	0	5	3	1	2	0	3	0	2	0	5	42
5) Visiting	24	10	13	9	1	6	17	24	7	1	25	3	26	9	8	3	17	203
6) Guidance Unit/Counseling	46	67	5	56	13	10	15	25	80	41	63	24	62	44	26	21	40	638
7) Recreation (TV, Yard, Movies, Radio, etc.)	1	8	7	57	18	1	5	35	8	12	2	5	10	37	8	13	16	243
8) Adult Basic Education	2	4	1	8	0	0	0	5	2	1	0	0	1	5	1	0	0	30
9) GED/College Programs	5	7	2	10	1	0	1	1	1	1	2	1	3	1	1	0	2	39
10) Language Assistance Program	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	3
11) Vocational Programs	1	3	2	2	0	0	0	0	2	0	1	0	1	0	1	0	0	13
12) Work Assignments	4	19	3	51	7	3	4	7	0	3	0	1	8	2	1	0	5	118
13) Hobby Shop/Arts & Crafts	2	0	0	0	0	0	0	0	0	0	2	1	9	0	0	0	1	15
14) Volunteer Services	1	1	0	0	1	0	2	0	0	0	0	0	0	0	0	0	0	5
15) Special Events/Inmate Organizations	10	20	0	5	5	1	4	6	2	4	15	4	7	1	6	0	6	96
16) Religion	32	52	9	35	34	7	5	46	24	55	38	14	12	22	9	14	20	428
17) Family Reunion Program	14	8	0	7	2	0	17	3	1	1	10	10	13	0	3	8	0	97
18) Media Review	2	3	0	6	9	1	3	1	1	0	10	5	1	5	1	1	5	54
19) General Library	7	6	0	7	2	0	0	10	7	0	4	1	1	11	5	5	22	88
20) Alcohol and Substance Abuse Treatment	22	6	1	30	0	0	3	7	1	2	13	0	0	0	4	0	8	97
Sub-total	345	317	53	494	140	42	119	260	243	201	460	109	245	265	116	147	249	3,805
Health Services																		
21) Dental	24	19	7	110	1	1	6	57	43	19	27	4	16	37	0	33	18	422
22) Medical	317	256	106	347	97	76	78	208	314	209	451	98	232	469	96	709	247	4,310
22.1) HIPAA (Health Information)	6	14	1	11	0	0	0	11	20	4	19	23	23	14	3	9	1	159
Sub-total	347	289	114	468	98	77	84	276	377	232	497	125	271	520	99	751	266	4,891

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Table 2-1. Grievances Filed at Maximum Security Facilities in 2016, 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	296	79	74	115	25	34	22	104	153	55	472	19	184	240	42	7	161	2,082
23.1) Smoke-Free Policy	0	1	0	0	0	0	0	1	0	0	2	0	0	0	2	1	0	7
24) Special Housing Units	158	97	36	40	12	3	36	39	8	95	103	22	24	51	68	333	72	1,197
25) Search & Seizure/Frisky/Contraband	28	50	22	34	15	11	25	21	20	15	52	9	29	17	9	4	35	396
25.1) Strip Search	1	2	0	1	2	0	2	2	3	0	1	0	0	1	0	0	0	15
25.2) Strip Frisk	1	1	0	0	0	0	0	1	0	1	2	1	4	1	0	3	0	15
25.3) Pat Frisk (Female Inmate)	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
26) Keeplock Policy & Procedure	5	15	13	6	5	6	2	7	12	10	20	3	4	0	2	1	6	117
27) Tier I and II Policy & Procedure	22	20	4	58	4	5	5	0	8	0	62	4	19	1	2	1	2	217
28) Tier III Policy & Procedure	34	68	7	38	2	3	12	5	27	13	73	8	14	47	3	50	23	427
29) Inmate Property	100	118	1	143	15	8	4	40	25	16	87	5	61	124	31	46	14	838
30) Package Room	95	95	23	118	13	50	44	83	49	52	313	19	52	40	42	39	43	1,170
31) Rules & Regulations	4	99	48	50	13	6	10	27	30	17	19	35	0	27	59	0	0	444
Sub-total	744	645	229	603	106	126	162	330	335	274	1,206	125	391	549	260	485	356	6,926
Administrative Services																		
32) Industry	0	12	0	27	2	0	4	6	0	1	12	0	0	0	0	0	0	64
33) Personal Property Claims	11	10	6	42	11	2	4	75	52	34	25	22	20	37	9	87	18	465
34) State Issued Clothing and Hygiene Items	64	30	10	33	1	0	3	16	10	5	55	8	19	33	4	19	14	324
35) Commissary	30	49	13	118	11	2	13	30	21	72	58	4	33	30	4	8	45	541
36) Inmate Accounts	45	76	4	152	24	6	5	32	55	61	260	15	158	100	15	34	44	1,086
37) Mess Hall	85	50	13	42	29	17	5	47	41	43	105	7	39	115	21	106	50	815
38) Laundry	22	7	0	11	0	0	1	0	0	2	12	1	2	3	3	2	2	68
39) Facility Maintenance	11	210	33	28	11	15	6	19	5	65	76	17	6	40	22	3	22	589
Sub-total	268	444	79	453	89	42	41	225	184	283	603	74	277	358	78	259	195	3,952
Counsel																		
40) Law Library	61	38	3	47	33	2	4	38	26	18	50	8	15	53	12	69	52	529
41) Legal Mail	31	27	4	25	7	2	6	9	7	6	57	0	8	75	4	17	10	295
42) Inmate Legal Rights	28	56	5	48	18	2	10	43	19	14	53	5	8	10	21	11	122	473
43) Mandatory Court Surcharge	6	0	0	9	1	2	0	2	0	2	2	0	3	0	0	3	0	30
Sub-total	126	121	12	129	59	8	20	92	52	40	162	13	34	138	37	100	184	1,327
Executive Direction																		
44) Inmate Grievance Program	31	20	2	60	9	1	15	20	29	26	72	7	18	102	11	86	27	536
45) Temporary Release Committee	0	0	0	1	0	0	0	1	1	0	0	0	0	2	0	0	0	5
46) Inter-Facility Transfers	15	19	0	22	0	2	6	3	2	3	5	3	2	5	1	1	0	89
47) Grooming Standards	2	1	1	4	3	2	1	0	1	0	0	0	1	0	0	0	1	17
48) Inmate Liaison Committee	2	2	0	5	3	1	2	8	0	3	1	0	1	0	0	1	1	30
49) Staff Conduct	130	356	51	284	126	84	87	109	231	76	358	71	160	345	157	628	198	3,451
50) Miscellaneous	83	1	22	93	17	35	1	18	32	9	23	0	57	80	29	182	14	696
Sub-total	263	399	76	469	158	125	112	159	296	117	459	81	239	534	198	898	241	4,824
Grand Total	2,093	2,215	563	2,616	650	420	538	1,342	1,487	1,147	3,387	527	1,457	2,364	788	2,640	1,491	25,725

Table 2-2a. Grievances Filed at Medium Security Facilities in 2016, 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	9	3	2	8	16	1	3	4	7	6	4	8	0	5
2) Incentive Wage Allowance	1	3	4	3	17	1	3	4	1	5	3	1	1	1	1
3) Correspondence	1	5	3	13	35	11	10	6	14	10	13	20	1	1	0
4) Phone Home Program	0	0	0	3	0	0	2	3	3	0	11	0	0	2	1
5) Visiting	0	4	2	1	1	3	3	3	6	0	2	4	4	0	1
6) Guidance Unit/Counseling	3	1	0	9	28	9	13	84	18	0	24	10	8	4	1
7) Recreation (TV, Yard, Movies, Radio, etc.)	1	0	1	2	2	1	0	13	6	2	5	0	0	0	0
8) Adult Basic Education	0	1	2	0	0	0	0	2	1	0	1	1	1	0	0
9) GED/College Programs	0	0	0	1	0	2	2	1	0	0	0	3	1	0	0
10) Language Assistance Program	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
11) Vocational Programs	0	1	1	1	0	0	1	0	1	0	2	0	1	0	0
12) Work Assignments	0	0	3	1	1	0	1	0	8	0	2	2	4	0	0
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	1	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	5	0	0	0	0	2	0	1	0	0	0
16) Religion	2	2	1	11	2	5	15	12	23	14	7	4	2	1	0
17) Family Reunion Program	1	2	0	0	0	0	0	6	1	0	0	0	0	0	0
18) Media Review	0	0	0	1	0	2	0	0	4	0	0	3	0	0	0
19) General Library	0	1	0	0	3	3	4	1	4	4	1	1	0	0	0
20) Alcohol and Substance Abuse Treatment	1	2	2	3	4	3	3	3	4	14	2	3	7	0	0
Sub-total	10	32	22	51	106	56	59	141	99	58	79	57	38	9	9
Health Services															
21) Dental	1	10	3	16	9	12	15	6	29	9	4	9	3	0	5
22) Medical	11	46	16	58	55	53	187	106	182	83	37	93	152	17	2
22.1) HIPAA (Health Information)	0	4	0	2	1	0	2	1	0	0	0	1	1	0	0
Sub-total	12	60	19	76	65	65	204	113	211	92	41	103	156	17	7

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Table 2-2b. Grievances Filed at Medium Security Facilities in 2016, 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	4	10	9	13	10	6	7	6	18	19	27	23	16	0	0
23.1) Smoke-Free Policy	0	2	0	1	1	0	0	0	0	0	0	4	0	0	0
24) Special Housing Units	0	28	0	0	2	14	26	19	3	85	1	15	4	0	0
25) Search & Seizure/Frisks/Contraband	0	1	0	1	4	0	4	6	10	5	8	2	10	0	2
25.1) Strip Search	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0
25.2) Strip Frisk	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0
25.3) Pat Frisk (Female Inmate)	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
26) Keeplock Policy & Procedure	0	2	0	0	0	0	10	5	0	1	0	0	3	0	0
27) Tier I and II Policy & Procedure	1	3	2	0	2	0	2	5	3	2	0	1	10	0	0
28) Tier III Policy & Procedure	0	6	1	4	3	3	4	4	3	6	0	3	2	0	0
29) Inmate Property	0	2	5	1	6	4	0	11	0	26	29	10	9	0	1
30) Package Room	5	13	3	21	25	21	12	19	56	22	127	41	26	0	3
31) Rules & Regulations	1	1	5	6	0	0	10	4	5	4	10	19	27	0	0
Sub-total	11	71	25	47	54	48	75	81	98	170	202	118	108	0	6
Administrative Services															
32) Industry	0	3	0	0	0	0	0	5	0	0	0	0	0	0	0
33) Personal Property Claims	0	2	0	8	7	10	20	2	21	4	1	1	2	1	1
34) State Issued Clothing and Hygiene Items	0	3	5	3	3	1	8	3	7	11	1	2	5	0	0
35) Commissary	0	9	1	1	2	2	14	1	4	8	1	3	1	0	0
36) Inmate Accounts	1	9	3	4	24	4	13	16	8	12	15	6	4	1	0
37) Mess Hall	2	5	3	4	7	8	29	2	8	33	9	9	9	0	1
38) Laundry	0	1	0	0	0	0	0	1	1	0	0	0	4	0	0
39) Facility Maintenance	1	11	0	1	3	2	1	4	8	0	22	9	2	0	0
Sub-total	4	43	12	21	46	27	85	34	57	68	49	30	27	2	2
Counsel															
40) Law Library	0	2	0	1	1	4	4	6	3	14	4	7	8	0	0
41) Legal Mail	0	3	1	6	1	0	0	5	5	3	2	15	2	0	0
42) Inmate Legal Rights	0	2	6	5	4	0	21	16	2	18	14	18	8	2	1
43) Mandatory Court Surcharge	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sub-total	1	7	7	12	6	4	25	27	10	35	20	40	18	2	1
Executive Direction															
44) Inmate Grievance Program	1	7	1	1	4	0	6	8	3	7	1	8	5	0	1
45) Temporary Release Committee	0	1	0	0	0	1	0	0	0	0	4	1	0	0	0
46) Inter-Facility Transfers	0	0	2	3	1	0	3	2	11	2	4	9	1	0	0
47) Grooming Standards	0	1	1	1	0	0	0	0	1	0	1	0	0	0	0
48) Inmate Liaison Committee	0	0	0	0	0	0	0	0	0	2	0	2	0	0	0
49) Staff Conduct	32	103	16	74	60	55	66	82	288	129	105	89	97	14	0
50) Miscellaneous	2	14	2	11	2	3	16	17	60	1	4	18	7	2	1
Sub-total	35	126	22	90	67	59	91	109	363	141	119	127	110	16	2
Grand Total	73	339	107	297	344	259	539	505	838	564	510	475	457	46	27

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Table 2-2c. Grievances Filed at Medium Security Facilities in 2016, 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	5	25	7	0	0	2	7	5	1	1	8	2	2	7	6	154
2) Incentive Wage Allowance	8	6	4	4	0	1	5	1	1	2	2	0	0	0	3	86
3) Correspondence	13	29	9	1	0	22	15	12	1	2	6	3	2	6	7	271
4) Phone Home Program	3	0	0	1	0	0	0	0	1	0	1	0	1	2	0	34
5) Visiting	2	7	4	1	0	6	4	1	0	0	3	1	0	5	2	70
6) Guidance Unit/Counseling	9	74	21	2	0	12	17	24	1	0	10	2	13	17	5	419
7) Recreation (TV, Yard, Movies, Radio, etc.)	2	9	3	1	0	5	0	4	2	0	2	1	0	1	2	65
8) Adult Basic Education	1	2	0	0	0	0	0	1	1	0	0	0	0	2	0	16
9) GED/College Programs	0	2	4	0	0	0	0	1	0	0	2	1	0	0	0	20
10) Language Assistance Program	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3
11) Vocational Programs	6	2	1	1	0	0	2	4	0	0	1	0	1	2	4	32
12) Work Assignments	10	0	0	5	0	1	3	2	0	3	3	0	0	0	0	49
13) Hobby Shop/Arts & Crafts	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
15) Special Events/Inmate Organizations	1	0	0	0	0	2	3	0	0	0	3	0	0	0	2	20
16) Religion	6	34	4	9	0	10	4	5	0	1	3	4	2	2	4	189
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	2	2	0	0	4	0	18
18) Media Review	1	6	1	0	0	1	1	3	0	1	0	1	2	3	1	31
19) General Library	0	9	1	0	0	1	0	1	0	0	0	0	0	1	0	35
20) Alcohol and Substance Abuse Treatment	8	24	7	9	0	0	3	27	0	0	1	1	1	3	2	137
Sub-total	76	230	66	34	0	63	64	91	8	12	47	16	24	55	38	1,650
Health Services																
21) Dental	2	33	6	3	1	5	5	10	2	0	1	2	2	9	3	215
22) Medical	29	292	117	106	8	53	42	37	30	22	23	12	15	95	62	2,041
22.1) HIPAA (Health Information)	2	0	0	0	0	2	0	0	0	1	1	0	0	0	1	19
Sub-total	33	325	123	109	9	60	47	47	32	23	25	14	17	104	66	2,275

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Table 2-2d. Grievances Filed at Medium Security Facilities in 2016, 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	29	196	28	6	0	12	16	17	13	0	10	5	6	31	7	544
23.1) Smoke-Free Policy	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	12
24) Special Housing Units	3	8	20	0	0	68	0	2	0	0	0	0	2	0	3	303
25) Search & Seizure/Frisks/Contraband	8	12	0	0	1	16	9	9	1	3	4	0	1	2	1	120
25.1) Strip Search	0	0	0	0	0	0	0	0	1	2	0	0	0	0	0	5
25.2) Strip Frisk	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	4
25.3) Pat Frisk (Female Inmate)	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	21
27) Tier I and II Policy & Procedure	13	3	1	0	0	0	3	6	0	0	1	0	0	2	8	68
28) Tier III Policy & Procedure	16	8	9	2	0	8	0	5	0	1	1	3	0	0	3	95
29) Inmate Property	21	1	4	4	1	7	2	13	2	1	1	0	0	3	3	167
30) Package Room	28	66	12	9	2	18	9	19	6	8	6	7	9	41	22	656
31) Rules & Regulations	18	13	0	2	4	5	19	0	8	4	5	0	3	4	3	180
Sub-total	138	307	74	25	8	135	58	71	31	19	28	15	21	83	50	2,177
Administrative Services																
32) Industry	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	11
33) Personal Property Claims	6	35	1	1	0	2	6	0	1	1	1	2	0	1	6	143
34) State Issued Clothing and Hygiene Items	7	35	3	1	0	9	8	2	0	2	0	1	0	6	1	127
35) Commissary	3	17	4	1	0	4	5	7	0	1	2	0	2	1	6	100
36) Inmate Accounts	7	55	10	1	1	1	6	1	0	7	0	2	3	6	11	231
37) Mess Hall	7	51	7	2	0	25	3	6	1	7	5	5	5	9	3	265
38) Laundry	0	3	0	1	0	0	0	0	1	0	0	1	0	0	0	13
39) Facility Maintenance	3	34	1	0	0	1	2	0	4	1	3	0	0	1	3	117
Sub-total	33	230	26	7	1	42	30	16	7	19	14	11	10	24	30	1,007
Counsel																
40) Law Library	2	32	16	3	0	4	3	3	0	1	0	1	0	3	1	123
41) Legal Mail	2	30	3	0	0	8	2	3	0	0	0	0	0	2	0	93
42) Inmate Legal Rights	1	9	6	8	0	7	3	17	2	0	9	1	12	31	7	230
43) Mandatory Court Surcharge	0	3	0	1	0	0	0	0	0	0	0	0	0	0	0	5
Sub-total	5	74	25	12	0	19	8	23	2	1	9	2	12	36	8	451
Executive Direction																
44) Inmate Grievance Program	10	15	7	4	0	3	2	2	0	0	2	0	3	3	2	106
45) Temporary Release Committee	1	0	0	0	0	0	0	0	0	0	0	0	0	5	1	14
46) Inter-Facility Transfers	6	1	1	1	0	2	1	8	0	0	0	1	2	1	5	67
47) Grooming Standards	1	0	0	0	0	0	0	1	0	1	0	0	0	1	0	9
48) Inmate Liaison Committee	0	0	1	1	0	0	0	1	0	0	0	0	3	1	0	11
49) Staff Conduct	49	104	122	27	11	47	57	77	7	39	14	10	21	43	40	1,878
50) Miscellaneous	22	39	33	0	1	4	13	1	0	8	3	7	5	11	10	317
Sub-total	89	159	164	33	12	56	73	90	7	48	19	18	34	65	58	2,402
Grand Total	374	1,325	478	220	30	375	280	338	87	122	142	76	118	367	250	9,962

Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities in 2016, 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	1	0	1	0	1	641
2) Incentive Wage Allowance	0	0	0	0	0	3	0	3	0	3	330
3) Correspondence	32	0	32	0	0	0	0	0	0	32	1,172
4) Phone Home Program	0	0	0	0	0	0	0	0	0	0	76
5) Visiting	2	0	2	0	0	0	0	0	0	2	275
6) Guidance Unit/Counseling	24	0	24	0	5	6	0	11	1	36	1,093
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	0	0	0	0	1	0	1	0	1	309
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	59
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	6
11) Vocational Programs	1	0	1	0	0	0	0	0	0	1	46
12) Work Assignments	0	0	0	0	0	1	0	1	0	1	168
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	0	0	16
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	5
15) Special Events/Inmate Organizations	1	0	1	0	0	0	0	0	0	1	117
16) Religion	6	0	6	0	1	2	0	3	0	9	626
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	0	115
18) Media Review	3	0	3	0	0	0	0	0	0	3	88
19) General Library	2	0	2	0	0	0	0	0	0	2	125
20) Alcohol and Substance Abuse Treatment	0	0	0	0	0	0	0	0	0	0	234
Sub-total	71	0	71	0	6	14	0	20	1	92	5,547
Health Services											
21) Dental	15	0	15	0	0	0	0	0	0	15	652
22) Medical	82	0	82	0	1	4	0	5	3	90	6,441
22.1) HIPAA (Health Information)	0	0	0	0	0	0	0	0	0	0	178
Sub-total	97	0	97	0	1	4	0	5	3	105	7,271

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Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities in 2016, by Type (Cont'd)

Grievance Type	Lakeview Shock	Moriah Shock	Total Shock	Edgecombe	L. Lincoln	Queensboro	Rochester	Total Minimum	Willard DTC	Total Shock, Minimum & DTC	DOCCS Total
Facility Operations											
23) Housing - Internal Block Affairs	4	0	4	0	0	2	0	2	0	6	2,632
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	0	0	19
24) Special Housing Units	111	0	111	0	0	0	0	0	0	111	1,611
25) Search & Seizure/Frisks/Contraband	9	0	9	0	0	1	0	1	0	10	526
25.1) Strip Search	0	0	0	0	0	0	0	0	0	0	20
25.2) Strip Frisk	0	0	0	0	0	0	0	0	0	0	19
25.3) Pat Frisk (Female Inmate)	0	0	0	0	0	0	0	0	0	0	3
26) Keeplock Policy & Procedure	0	0	0	0	0	0	0	0	0	0	138
27) Tier I and II Policy & Procedure	4	0	4	0	0	1	0	1	0	5	290
28) Tier III Policy & Procedure	11	0	11	0	0	0	0	0	0	11	533
29) Inmate Property	2	0	2	0	0	1	0	1	0	3	1,008
30) Package Room	0	0	0	0	0	1	0	1	0	1	1,827
31) Rules & Regulations	4	0	4	0	0	3	0	3	0	7	631
Sub-total	145	0	145	0	0	9	0	9	0	154	9,257
Administrative Services											
32) Industry	0	0	0	0	0	0	0	0	0	0	75
33) Personal Property Claims	0	0	0	0	0	3	0	3	0	3	611
34) State Issued Clothing and Hygiene Items	0	0	0	0	0	3	0	3	0	3	454
35) Commissary	1	0	1	0	0	0	0	0	0	1	642
36) Inmate Accounts	1	0	1	0	0	1	0	1	0	2	1,319
37) Mess Hall	43	0	43	0	0	1	0	1	1	45	1,125
38) Laundry	6	0	6	0	0	0	0	0	0	6	87
39) Facility Maintenance	0	0	0	0	0	0	0	0	0	0	706
Sub-total	51	0	51	0	0	8	0	8	1	60	5,019
Counsel											
40) Law Library	6	0	6	0	0	0	0	0	0	6	658
41) Legal Mail	7	0	7	0	0	0	0	0	0	7	395
42) Inmate Legal Rights	0	0	0	0	0	0	0	0	0	0	703
43) Mandatory Court Surcharge	0	0	0	0	0	0	0	0	0	0	35
Sub-total	13	0	13	0	0	0	0	0	0	13	1,791
Executive Direction											
44) Inmate Grievance Program	10	0	10	0	0	0	0	0	0	10	652
45) Temporary Release Committee	0	0	0	0	0	0	1	1	0	1	20
46) Inter-Facility Transfers	0	0	0	0	0	0	0	0	0	0	156
47) Grooming Standards	0	0	0	0	0	0	0	0	0	0	26
48) Inmate Liaison Committee	0	0	0	0	0	0	0	0	0	0	41
49) Staff Conduct	30	0	30	0	0	10	0	10	2	42	5,371
50) Miscellaneous	0	0	0	0	1	8	0	9	0	9	1,022
Sub-total	40	0	40	0	1	18	1	20	2	62	7,288
Grand Total	417	0	417	0	8	53	1	62	7	486	36,173

Table 3-1. Grievances Filed per 1,000 Inmates at Maximum Security Facilities in 2016, 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	28.6	23.1	6.5	17.0	9.8	1.7	15.5	20.7	21.9	22.9	53.2	15.9	19.0	1.6	33.7	5.3	67.9	22.7
2) Incentive Wage Allowance	23.1	1.9	1.3	16.3	1.1	3.5	9.9	5.0	4.5	10.1	36.8	19.9	7.6	0.0	16.8	1.8	1.2	11.2
3) Correspondence	29.6	40.4	5.2	45.0	32.6	6.1	22.1	27.6	52.1	20.2	49.1	43.8	29.1	205.8	31.6	65.3	52.4	40.5
4) Phone Home Program	4.5	0.6	0.0	1.5	7.6	0.0	0.0	3.1	2.3	0.7	1.0	0.0	1.9	0.0	4.2	0.0	6.0	2.0
5) Visiting	12.0	6.4	17.0	3.4	1.1	5.2	18.8	15.1	5.3	0.7	12.8	6.0	16.5	14.6	16.8	2.6	20.3	9.5
6) Guidance Unit/Counseling	23.1	42.9	6.5	21.2	14.1	8.7	16.6	15.7	60.4	27.6	32.2	47.8	39.2	71.3	54.7	18.5	47.7	29.8
7) Recreation (TV, Yard, Movies, Radio, etc.)	0.5	5.1	9.1	21.6	19.6	0.9	5.5	22.0	6.0	8.1	1.0	10.0	6.3	60.0	16.8	11.5	19.1	11.3
8) Adult Basic Education	1.0	2.6	1.3	3.0	0.0	0.0	0.0	3.1	1.5	0.7	0.0	0.0	0.6	8.1	2.1	0.0	0.0	1.4
9) GED/College Programs	2.5	4.5	2.6	3.8	1.1	0.0	1.1	0.6	0.8	0.7	1.0	2.0	1.9	1.6	2.1	0.0	2.4	1.8
10) Language Assistance Program	0.5	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	2.1	0.0	0.0	0.1
11) Vocational Programs	0.5	1.9	2.6	0.8	0.0	0.0	0.0	0.0	1.5	0.0	0.5	0.0	0.6	0.0	2.1	0.0	0.0	0.6
12) Work Assignments	2.0	12.2	3.9	19.3	7.6	2.6	4.4	4.4	0.0	2.0	0.0	2.0	5.1	3.2	2.1	0.0	6.0	5.5
13) Hobby Shop/Arts & Crafts	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	2.0	5.7	0.0	0.0	0.0	1.2	0.7
14) Volunteer Services	0.5	0.6	0.0	0.0	1.1	0.0	2.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
15) Special Events/Inmate Organizations	5.0	12.8	0.0	1.9	5.4	0.9	4.4	3.8	1.5	2.7	7.7	8.0	4.4	1.6	12.6	0.0	7.2	4.5
16) Religion	16.1	33.3	11.7	13.2	37.0	6.1	5.5	28.9	18.1	37.1	19.4	27.9	7.6	35.7	18.9	12.3	23.8	20.0
17) Family Reunion Program	7.0	5.1	0.0	2.6	2.2	0.0	18.8	1.9	0.8	0.7	5.1	19.9	8.2	0.0	6.3	7.1	0.0	4.5
18) Media Review	1.0	1.9	0.0	2.3	9.8	0.9	3.3	0.6	0.8	0.0	5.1	10.0	0.6	8.1	2.1	0.9	6.0	2.5
19) General Library	3.5	3.8	0.0	2.6	2.2	0.0	0.0	6.3	5.3	0.0	2.0	2.0	0.6	17.8	10.5	4.4	26.2	4.1
20) Alcohol and Substance Abuse Treatment	11.0	3.8	1.3	11.4	0.0	0.0	3.3	4.4	0.8	1.3	6.6	0.0	0.0	0.0	8.4	0.0	9.5	4.5
Sub-total	173.2	203.2	69.2	186.9	152.3	36.3	131.5	163.1	183.5	135.4	235.3	217.1	155.1	429.5	244.2	129.6	296.8	177.4
Health Services																		
21) Dental	12.0	12.2	9.1	41.6	1.1	0.9	6.6	35.8	32.5	12.8	13.8	8.0	10.1	60.0	0.0	29.1	21.5	19.7
22) Medical	159.1	164.1	138.4	131.3	105.5	65.7	86.2	130.5	237.2	140.8	230.7	195.2	146.8	760.1	202.1	625.2	294.4	201.0
22.1) HIPAA (Health Information)	3.0	9.0	1.3	4.2	0.0	0.0	0.0	6.9	15.1	2.7	9.7	45.8	14.6	22.7	6.3	7.9	1.2	7.4
Sub-total	174.2	185.3	148.8	177.1	106.6	66.6	92.8	173.1	284.7	156.3	254.2	249.0	171.5	842.8	208.4	662.3	317.0	228.1

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Table 3-1. Grievances Filed per 1,000 Inmates at Maximum Security Facilities in 2016, 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	148.6	50.6	96.6	43.5	27.2	29.4	24.3	65.2	115.6	37.1	241.4	37.8	116.5	389.0	88.4	6.2	191.9	97.1
23.1) Smoke-Free Policy	0.0	0.6	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.0	1.0	0.0	0.0	0.0	4.2	0.9	0.0	0.3
24) Special Housing Units	79.3	62.2	47.0	15.1	13.1	2.6	39.8	24.5	6.0	64.0	52.7	43.8	15.2	82.7	143.2	293.7	85.8	55.8
25) Search & Seizure/Frisks/Contraband	14.1	32.1	28.7	12.9	16.3	9.5	27.6	13.2	15.1	10.1	26.6	17.9	18.4	27.6	18.9	3.5	41.7	18.5
25.1) Strip Search	0.5	1.3	0.0	0.4	2.2	0.0	2.2	1.3	2.3	0.0	0.5	0.0	0.0	1.6	0.0	0.0	0.0	0.7
25.2) Strip Frisk	0.5	0.6	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.7	1.0	2.0	2.5	1.6	0.0	2.6	0.0	0.7
25.3) Pat Frisk (Female Inmate)	0.0	0.0	1.3	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	2.5	9.6	17.0	2.3	5.4	5.2	2.2	4.4	9.1	6.7	10.2	6.0	2.5	0.0	4.2	0.9	7.2	5.5
27) Tier I and II Policy & Procedure	11.0	12.8	5.2	21.9	4.4	4.3	5.5	0.0	6.0	0.0	31.7	8.0	12.0	1.6	4.2	0.9	2.4	10.1
28) Tier III Policy & Procedure	17.1	43.6	9.1	14.4	2.2	2.6	13.3	3.1	20.4	8.8	37.3	15.9	8.9	76.2	6.3	44.1	27.4	19.9
29) Inmate Property	50.2	75.6	1.3	54.1	16.3	6.9	4.4	25.1	18.9	10.8	44.5	10.0	38.6	201.0	65.3	40.6	16.7	39.1
30) Package Room	47.7	60.9	30.0	44.6	14.1	43.3	48.6	52.1	37.0	35.0	160.1	37.8	32.9	64.8	88.4	34.4	51.3	54.6
31) Rules & Regulations	2.0	63.5	62.7	18.9	14.1	5.2	11.0	16.9	22.7	11.5	9.7	69.7	0.0	43.8	124.2	0.0	0.0	20.7
Sub-total	373.5	413.5	299.0	228.1	115.3	109.0	179.0	207.0	253.0	184.6	616.9	249.0	247.5	889.8	547.4	427.7	424.3	323.0
Administrative Services																		
32) Industry	0.0	7.7	0.0	10.2	2.2	0.0	4.4	3.8	0.0	0.7	6.1	0.0	0.0	0.0	0.0	0.0	0.0	3.0
33) Personal Property Claims	5.5	6.4	7.8	15.9	12.0	1.7	4.4	47.1	39.3	22.9	12.8	43.8	12.7	60.0	18.9	76.7	21.5	21.7
34) State Issued Clothing and Hygiene Items	32.1	19.2	13.1	12.5	1.1	0.0	3.3	10.0	7.6	3.4	28.1	15.9	12.0	53.5	8.4	16.8	16.7	15.1
35) Commissary	15.1	31.4	17.0	44.6	12.0	1.7	14.4	18.8	15.9	48.5	29.7	8.0	20.9	48.6	8.4	7.1	53.6	25.2
36) Inmate Accounts	22.6	48.7	5.2	57.5	26.1	5.2	5.5	20.1	41.5	41.1	133.0	29.9	100.0	162.1	31.6	30.0	52.4	50.6
37) Mess Hall	42.7	32.1	17.0	15.9	31.6	14.7	5.5	29.5	31.0	29.0	53.7	13.9	24.7	186.4	44.2	93.5	59.6	38.0
38) Laundry	11.0	4.5	0.0	4.2	0.0	0.0	1.1	0.0	0.0	1.3	6.1	2.0	1.3	4.9	6.3	1.8	2.4	3.2
39) Facility Maintenance	5.5	134.6	43.1	10.6	12.0	13.0	6.6	11.9	3.8	43.8	38.9	33.9	3.8	64.8	46.3	2.6	26.2	27.5
Sub-total	134.5	284.6	103.1	171.4	96.8	36.3	45.3	141.2	139.0	190.7	308.4	147.4	175.3	580.2	164.2	228.4	232.4	184.3
Counsel																		
40) Law Library	30.6	24.4	3.9	17.8	35.9	1.7	4.4	23.8	19.6	12.1	25.6	15.9	9.5	85.9	25.3	60.8	62.0	24.7
41) Legal Mail	15.6	17.3	5.2	9.5	7.6	1.7	6.6	5.6	5.3	4.0	29.2	0.0	5.1	121.6	8.4	15.0	11.9	13.8
42) Inmate Legal Rights	14.1	35.9	6.5	18.2	19.6	1.7	11.0	27.0	14.4	9.4	27.1	10.0	5.1	16.2	44.2	9.7	145.4	22.1
43) Mandatory Court Surcharge	3.0	0.0	0.0	3.4	1.1	1.7	0.0	1.3	0.0	1.3	1.0	0.0	1.9	0.0	0.0	2.6	0.0	1.4
Sub-total	63.3	77.6	15.7	48.8	64.2	6.9	22.1	57.7	39.3	27.0	82.9	25.9	21.5	223.7	77.9	88.2	219.3	61.9
Executive Direction																		
44) Inmate Grievance Program	15.6	12.8	2.6	22.7	9.8	0.9	16.6	12.5	21.9	17.5	36.8	13.9	11.4	165.3	23.2	75.8	32.2	25.0
45) Temporary Release Committee	0.0	0.0	0.0	0.4	0.0	0.0	0.0	0.6	0.8	0.0	0.0	0.0	0.0	3.2	0.0	0.0	0.0	0.2
46) Inter-Facility Transfers	7.5	12.2	0.0	8.3	0.0	1.7	6.6	1.9	1.5	2.0	2.6	6.0	1.3	8.1	2.1	0.9	0.0	4.2
47) Grooming Standards	1.0	0.6	1.3	1.5	3.3	1.7	1.1	0.0	0.8	0.0	0.0	0.0	0.6	0.0	0.0	0.0	1.2	0.8
48) Inmate Liaison Committee	1.0	1.3	0.0	1.9	3.3	0.9	2.2	5.0	0.0	2.0	0.5	0.0	0.6	0.0	0.0	0.9	1.2	1.4
49) Staff Conduct	65.3	228.2	66.6	107.5	137.1	72.7	96.1	68.4	174.5	51.2	183.1	141.4	101.3	559.2	330.5	553.8	236.0	160.9
50) Miscellaneous	41.7	0.6	28.7	35.2	18.5	30.3	1.1	11.3	24.2	6.1	11.8	0.0	36.1	129.7	61.1	160.5	16.7	32.5
Sub-total	132.0	255.8	99.2	177.4	171.9	108.1	123.8	99.7	223.6	78.8	234.8	161.4	151.3	865.5	416.8	791.9	287.2	224.9
Grand Total	1,050.7	1,419.9	735.0	989.8	707.3	363.3	594.5	841.9	1,123.1	772.9	1,732.5	1,049.8	922.2	3,831.4	1,658.9	2,328.0	1,777.1	1,199.6

Table 3-2a. Grievances Filed per 1,000 Inmates at Medium Security Facilities in 2016, 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	8.5	6.6	1.4	9.4	16.5	1.0	1.8	2.8	6.9	3.9	2.4	7.7	0.0	27.5
2) Incentive Wage Allowance	2.6	2.8	8.8	2.0	20.0	1.0	2.9	2.5	0.7	4.9	2.0	0.6	1.0	2.9	5.5
3) Correspondence	2.6	4.7	6.6	8.8	41.2	11.4	9.6	3.7	9.8	9.8	8.5	12.1	1.0	2.9	0.0
4) Phone Home Program	0.0	0.0	0.0	2.0	0.0	0.0	1.9	1.8	2.1	0.0	7.2	0.0	0.0	5.7	5.5
5) Visiting	0.0	3.8	4.4	0.7	1.2	3.1	2.9	1.8	4.2	0.0	1.3	2.4	3.8	0.0	5.5
6) Guidance Unit/Counseling	7.8	0.9	0.0	6.1	33.0	9.3	12.5	51.6	12.6	0.0	15.7	6.0	7.7	11.5	5.5
7) Recreation (TV, Yard, Movies, Radio, etc.)	2.6	0.0	2.2	1.4	2.4	1.0	0.0	8.0	4.2	2.0	3.3	0.0	0.0	0.0	0.0
8) Adult Basic Education	0.0	0.9	4.4	0.0	0.0	0.0	0.0	1.2	0.7	0.0	0.7	0.6	1.0	0.0	0.0
9) GED/College Programs	0.0	0.0	0.0	0.7	0.0	2.1	1.9	0.6	0.0	0.0	0.0	1.8	1.0	0.0	0.0
10) Language Assistance Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0
11) Vocational Programs	0.0	0.9	2.2	0.7	0.0	0.0	1.0	0.0	0.7	0.0	1.3	0.0	1.0	0.0	0.0
12) Work Assignments	0.0	0.0	6.6	0.7	1.2	0.0	1.0	0.0	5.6	0.0	1.3	1.2	3.8	0.0	0.0
13) Hobby Shop/Arts & Crafts	0.0	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
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	5.9	0.0	0.0	0.0	0.0	2.0	0.0	0.6	0.0	0.0	0.0
16) Religion	5.2	1.9	2.2	7.4	2.4	5.2	14.5	7.4	16.1	13.8	4.6	2.4	1.9	2.9	0.0
17) Family Reunion Program	2.6	1.9	0.0	0.0	0.0	0.0	0.0	3.7	0.7	0.0	0.0	0.0	0.0	0.0	0.0
18) Media Review	0.0	0.0	0.0	0.7	0.0	2.1	0.0	0.0	2.8	0.0	0.0	1.8	0.0	0.0	0.0
19) General Library	0.0	0.9	0.0	0.0	3.5	3.1	3.9	0.6	2.8	3.9	0.7	0.6	0.0	0.0	0.0
20) Alcohol and Substance Abuse Treatment	2.6	1.9	4.4	2.0	4.7	3.1	2.9	1.8	2.8	13.8	1.3	1.8	6.7	0.0	0.0
Sub-total	26.1	30.0	48.4	34.4	124.9	57.8	56.9	86.7	69.2	57.0	51.6	34.5	36.5	25.8	49.5
Health Services															
21) Dental	2.6	9.4	6.6	10.8	10.6	12.4	14.5	3.7	20.3	8.8	2.6	5.4	2.9	0.0	27.5
22) Medical	28.7	43.2	35.2	39.2	64.8	54.7	180.3	65.2	127.3	81.6	24.2	56.3	146.0	48.7	11.0
22.1) HIPAA (Health Information)	0.0	3.8	0.0	1.4	1.2	0.0	1.9	0.6	0.0	0.0	0.0	0.6	1.0	0.0	0.0
Sub-total	31.3	56.3	41.8	51.3	76.6	67.1	196.7	69.5	147.6	90.5	26.8	62.3	149.9	48.7	38.5

Table 3-2b. Grievances Filed per 1,000 Inmates at Medium Security Facilities in 2016, 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	10.4	9.4	19.8	8.8	11.8	6.2	6.8	3.7	12.6	18.7	17.6	13.9	15.4	0.0	0.0
23.1) Smoke-Free Policy	0.0	1.9	0.0	0.7	1.2	0.0	0.0	0.0	0.0	0.0	0.0	2.4	0.0	0.0	0.0
24) Special Housing Units	0.0	26.3	0.0	0.0	2.4	14.4	25.1	11.7	2.1	83.6	0.7	9.1	3.8	0.0	0.0
25) Search & Seizure/Frisks/Contraband	0.0	0.9	0.0	0.7	4.7	0.0	3.9	3.7	7.0	4.9	5.2	1.2	9.6	0.0	11.0
25.1) Strip Search	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.0	0.0	0.0	1.0	0.0	0.0
25.2) Strip Frisk	0.0	0.9	0.0	0.0	1.2	0.0	0.0	0.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0
25.3) Pat Frisk (Female Inmate)	0.0	1.9	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
26) Keeplock Policy & Procedure	0.0	1.9	0.0	0.0	0.0	0.0	9.6	3.1	0.0	1.0	0.0	0.0	2.9	0.0	0.0
27) Tier I and II Policy & Procedure	2.6	2.8	4.4	0.0	2.4	0.0	1.9	3.1	2.1	2.0	0.0	0.6	9.6	0.0	0.0
28) Tier III Policy & Procedure	0.0	5.6	2.2	2.7	3.5	3.1	3.9	2.5	2.1	5.9	0.0	1.8	1.9	0.0	0.0
29) Inmate Property	0.0	1.9	11.0	0.7	7.1	4.1	0.0	6.8	0.0	25.6	18.9	6.0	8.6	0.0	5.5
30) Package Room	13.1	12.2	6.6	14.2	29.4	21.7	11.6	11.7	39.2	21.6	83.0	24.8	25.0	0.0	16.5
31) Rules & Regulations	2.6	0.9	11.0	4.1	0.0	0.0	9.6	2.5	3.5	3.9	6.5	11.5	25.9	0.0	0.0
Sub-total	28.7	66.7	54.9	31.7	63.6	49.5	72.3	49.8	68.5	167.2	131.9	71.4	103.7	0.0	33.0
Administrative Services															
32) Industry	0.0	2.8	0.0	0.0	0.0	0.0	0.0	3.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0
33) Personal Property Claims	0.0	1.9	0.0	5.4	8.2	10.3	19.3	1.2	14.7	3.9	0.7	0.6	1.9	2.9	5.5
34) State Issued Clothing and Hygiene Items	0.0	2.8	11.0	2.0	3.5	1.0	7.7	1.8	4.9	10.8	0.7	1.2	4.8	0.0	0.0
35) Commissary	0.0	8.5	2.2	0.7	2.4	2.1	13.5	0.6	2.8	7.9	0.7	1.8	1.0	0.0	0.0
36) Inmate Accounts	2.6	8.5	6.6	2.7	28.3	4.1	12.5	9.8	5.6	11.8	9.8	3.6	3.8	2.9	0.0
37) Mess Hall	5.2	4.7	6.6	2.7	8.2	8.3	28.0	1.2	5.6	32.4	5.9	5.4	8.6	0.0	5.5
38) Laundry	0.0	0.9	0.0	0.0	0.0	0.0	0.0	0.6	0.7	0.0	0.0	0.0	3.8	0.0	0.0
39) Facility Maintenance	2.6	10.3	0.0	0.7	3.5	2.1	1.0	2.5	5.6	0.0	14.4	5.4	1.9	0.0	0.0
Sub-total	10.4	40.4	26.4	14.2	54.2	27.9	82.0	20.9	39.9	66.9	32.0	18.1	25.9	5.7	11.0
Counsel															
40) Law Library	0.0	1.9	0.0	0.7	1.2	4.1	3.9	3.7	2.1	13.8	2.6	4.2	7.7	0.0	0.0
41) Legal Mail	0.0	2.8	2.2	4.1	1.2	0.0	0.0	3.1	3.5	2.9	1.3	9.1	1.9	0.0	0.0
42) Inmate Legal Rights	0.0	1.9	13.2	3.4	4.7	0.0	20.3	9.8	1.4	17.7	9.1	10.9	7.7	5.7	5.5
43) Mandatory Court Surcharge	2.6	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	0.0
Sub-total	2.6	6.6	15.4	8.1	7.1	4.1	24.1	16.6	7.0	34.4	13.1	24.2	17.3	5.7	5.5
Executive Direction															
44) Inmate Grievance Program	2.6	6.6	2.2	0.7	4.7	0.0	5.8	4.9	2.1	6.9	0.7	4.8	4.8	0.0	5.5
45) Temporary Release Committee	0.0	0.9	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	2.6	0.6	0.0	0.0	0.0
46) Inter-Facility Transfers	0.0	0.0	4.4	2.0	1.2	0.0	2.9	1.2	7.7	2.0	2.6	5.4	1.0	0.0	0.0
47) Grooming Standards	0.0	0.9	2.2	0.7	0.0	0.0	0.0	0.0	0.7	0.0	0.7	0.0	0.0	0.0	0.0
48) Inmate Liaison Committee	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.0	0.0	1.2	0.0	0.0	0.0
49) Staff Conduct	83.6	96.7	35.2	50.0	70.7	56.8	63.6	50.4	201.4	126.8	68.6	53.8	93.2	40.1	0.0
50) Miscellaneous	5.2	13.1	4.4	7.4	2.4	3.1	15.4	10.4	42.0	1.0	2.6	10.9	6.7	5.7	5.5
Sub-total	91.4	118.3	48.4	60.8	78.9	60.9	87.8	67.0	253.8	138.6	77.7	76.8	105.7	45.8	11.0
Grand Total	190.6	318.3	235.2	200.5	405.2	267.3	519.8	310.4	586.0	554.6	333.1	287.4	439.0	131.8	148.4

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Table 3-2c. Grievances Filed per 1,000 Inmates at Medium Security Facilities in 2016, 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	5.9	22.1	4.5	0.0	0.0	2.5	12.2	5.9	2.9	1.3	15.1	2.4	3.8	8.8	3.8	5.5
2) Incentive Wage Allowance	9.5	5.3	2.6	3.1	0.0	1.2	8.7	1.2	2.9	2.6	3.8	0.0	0.0	0.0	1.9	3.1
3) Correspondence	15.4	25.6	5.8	0.8	0.0	27.1	26.1	14.1	2.9	2.6	11.3	3.6	3.8	7.5	4.5	9.7
4) Phone Home Program	3.6	0.0	0.0	0.8	0.0	0.0	0.0	0.0	2.9	0.0	1.9	0.0	1.9	2.5	0.0	1.2
5) Visiting	2.4	6.2	2.6	0.8	0.0	7.4	7.0	1.2	0.0	0.0	5.7	1.2	0.0	6.3	1.3	2.5
6) Guidance Unit/Counseling	10.7	65.4	13.5	1.6	0.0	14.8	29.6	28.2	2.9	0.0	18.9	2.4	24.6	21.3	3.2	15.0
7) Recreation (TV, Yard, Movies, Radio, etc.)	2.4	8.0	1.9	0.8	0.0	6.2	0.0	4.7	5.9	0.0	3.8	1.2	0.0	1.3	1.3	2.3
8) Adult Basic Education	1.2	1.8	0.0	0.0	0.0	0.0	0.0	1.2	2.9	0.0	0.0	0.0	0.0	2.5	0.0	0.6
9) GED/College Programs	0.0	1.8	2.6	0.0	0.0	0.0	0.0	1.2	0.0	0.0	3.8	1.2	0.0	0.0	0.0	0.7
10) Language Assistance Program	1.2	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	0.1
11) Vocational Programs	7.1	1.8	0.6	0.8	0.0	0.0	3.5	4.7	0.0	0.0	1.9	0.0	1.9	2.5	2.5	1.1
12) Work Assignments	11.9	0.0	0.0	3.9	0.0	1.2	5.2	2.3	0.0	3.9	5.7	0.0	0.0	0.0	0.0	1.8
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	0.0	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	2.5	5.2	0.0	0.0	0.0	5.7	0.0	0.0	0.0	1.3	0.7
16) Religion	7.1	30.0	2.6	7.0	0.0	12.3	7.0	5.9	0.0	1.3	5.7	4.8	3.8	2.5	2.5	6.8
17) Family Reunion Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.6	3.8	0.0	0.0	5.0	0.0	0.6
18) Media Review	1.2	5.3	0.6	0.0	0.0	1.2	1.7	3.5	0.0	1.3	0.0	1.2	3.8	3.8	0.6	1.1
19) General Library	0.0	8.0	0.6	0.0	0.0	1.2	0.0	1.2	0.0	0.0	0.0	0.0	0.0	1.3	0.0	1.3
20) Alcohol and Substance Abuse Treatment	9.5	21.2	4.5	7.0	0.0	0.0	5.2	31.7	0.0	0.0	1.9	1.2	1.9	3.8	1.3	4.9
Sub-total	90.3	203.2	42.4	26.5	0.0	77.7	111.5	106.8	23.5	15.5	88.7	19.0	45.4	68.8	24.2	59.1
Health Services																
21) Dental	2.4	29.2	3.9	2.3	2.4	6.2	8.7	11.7	5.9	0.0	1.9	2.4	3.8	11.3	1.9	7.7
22) Medical	34.4	258.0	75.1	82.6	19.5	65.4	73.2	43.4	88.0	28.4	43.4	14.3	28.4	118.8	39.5	73.1
22.1) HIPAA (Health Information)	2.4	0.0	0.0	0.0	0.0	2.5	0.0	0.0	0.0	1.3	1.9	0.0	0.0	0.0	0.6	0.7
Sub-total	39.2	287.1	78.9	85.0	21.9	74.0	81.9	55.2	93.8	29.6	47.2	16.7	32.1	130.0	42.0	81.5

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Table 3-2d. Grievances Filed per 1,000 Inmates at Medium Security Facilities in 2016, 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	34.4	173.1	18.0	4.7	0.0	14.8	27.9	20.0	38.1	0.0	18.9	6.0	11.3	38.8	4.5	19.5
23.1) Smoke-Free Policy	2.4	0.0	0.0	1.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.4
24) Special Housing Units	3.6	7.1	12.8	0.0	0.0	83.8	0.0	2.3	0.0	0.0	0.0	0.0	3.8	0.0	1.9	10.9
25) Search & Seizure/Frisks/Contraband	9.5	10.6	0.0	0.0	2.4	19.7	15.7	10.6	2.9	3.9	7.5	0.0	1.9	2.5	0.6	4.3
25.1) Strip Search	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.9	2.6	0.0	0.0	0.0	0.0	0.0	0.2
25.2) Strip Frisk	0.0	0.0	0.0	0.0	0.0	1.2	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	0.1
26) Keeplock Policy & Procedure	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.8
27) Tier I and II Policy & Procedure	15.4	2.7	0.6	0.0	0.0	0.0	5.2	7.0	0.0	0.0	1.9	0.0	0.0	2.5	5.1	2.4
28) Tier III Policy & Procedure	19.0	7.1	5.8	1.6	0.0	9.9	0.0	5.9	0.0	1.3	1.9	3.6	0.0	0.0	1.9	3.4
29) Inmate Property	24.9	0.9	2.6	3.1	2.4	8.6	3.5	15.3	5.9	1.3	1.9	0.0	0.0	3.8	1.9	6.0
30) Package Room	33.3	58.3	7.7	7.0	4.9	22.2	15.7	22.3	17.6	10.3	11.3	8.3	17.0	51.3	14.0	23.5
31) Rules & Regulations	21.4	11.5	0.0	1.6	9.7	6.2	33.1	0.0	23.5	5.2	9.4	0.0	5.7	5.0	1.9	6.4
Sub-total	163.9	271.2	47.5	19.5	19.5	166.5	101.0	83.3	90.9	24.5	52.8	17.9	39.7	103.8	31.8	78.0
Administrative Services																
32) Industry	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	5.7	0.0	0.0	0.0	0.0	0.4
33) Personal Property Claims	7.1	30.9	0.6	0.8	0.0	2.5	10.5	0.0	2.9	1.3	1.9	2.4	0.0	1.3	3.8	5.1
34) State Issued Clothing and Hygiene Items	8.3	30.9	1.9	0.8	0.0	11.1	13.9	2.3	0.0	2.6	0.0	1.2	0.0	7.5	0.6	4.5
35) Commissary	3.6	15.0	2.6	0.8	0.0	4.9	8.7	8.2	0.0	1.3	3.8	0.0	3.8	1.3	3.8	3.6
36) Inmate Accounts	8.3	48.6	6.4	0.8	2.4	1.2	10.5	1.2	0.0	9.0	0.0	2.4	5.7	7.5	7.0	8.3
37) Mess Hall	8.3	45.1	4.5	1.6	0.0	30.8	5.2	7.0	2.9	9.0	9.4	6.0	9.5	11.3	1.9	9.5
38) Laundry	0.0	2.7	0.0	0.8	0.0	0.0	0.0	0.0	2.9	0.0	0.0	1.2	0.0	0.0	0.0	0.5
39) Facility Maintenance	3.6	30.0	0.6	0.0	0.0	1.2	3.5	0.0	11.7	1.3	5.7	0.0	0.0	1.3	1.9	4.2
Sub-total	39.2	203.2	16.7	5.5	2.4	51.8	52.3	18.8	20.5	24.5	26.4	13.1	18.9	30.0	19.1	36.1
Counsel																
40) Law Library	2.4	28.3	10.3	2.3	0.0	4.9	5.2	3.5	0.0	1.3	0.0	1.2	0.0	3.8	0.6	4.4
41) Legal Mail	2.4	26.5	1.9	0.0	0.0	9.9	3.5	3.5	0.0	0.0	0.0	0.0	0.0	2.5	0.0	3.3
42) Inmate Legal Rights	1.2	8.0	3.9	6.2	0.0	8.6	5.2	20.0	5.9	0.0	17.0	1.2	22.7	38.8	4.5	8.2
43) Mandatory Court Surcharge	0.0	2.7	0.0	0.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
Sub-total	5.9	65.4	16.0	9.4	0.0	23.4	13.9	27.0	5.9	1.3	17.0	2.4	22.7	45.0	5.1	16.2
Executive Direction																
44) Inmate Grievance Program	11.9	13.3	4.5	3.1	0.0	3.7	3.5	2.3	0.0	0.0	3.8	0.0	5.7	3.8	1.3	3.8
45) Temporary Release Committee	1.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.3	0.6	0.5
46) Inter-Facility Transfers	7.1	0.9	0.6	0.8	0.0	2.5	1.7	9.4	0.0	0.0	0.0	1.2	3.8	1.3	3.2	2.4
47) Grooming Standards	1.2	0.0	0.0	0.0	0.0	0.0	0.0	1.2	0.0	1.3	0.0	0.0	0.0	1.3	0.0	0.3
48) Inmate Liaison Committee	0.0	0.0	0.6	0.8	0.0	0.0	0.0	1.2	0.0	0.0	0.0	0.0	5.7	1.3	0.0	0.4
49) Staff Conduct	58.2	91.9	78.3	21.0	26.8	58.0	99.3	90.4	20.5	50.3	26.4	11.9	39.7	53.8	25.5	67.3
50) Miscellaneous	26.1	34.5	21.2	0.0	2.4	4.9	22.6	1.2	0.0	10.3	5.7	8.3	9.5	13.8	6.4	11.4
Sub-total	105.7	140.5	105.3	25.7	29.2	69.1	127.2	105.6	20.5	61.9	35.8	21.4	64.3	81.3	36.9	86.0
Grand Total	444.2	1,170.5	306.8	171.5	73.0	462.4	487.8	396.7	255.1	157.2	267.9	90.5	223.1	458.8	159.2	356.8

Table 3-3. Grievances Filed per 1,000 Inmates at Shock, Minimum Security and Drug Treatment Facilities in 2016, 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	3.8	0.0	1.9	0.0	0.4	12.4
2) Incentive Wage Allowance	0.0	0.0	0.0	0.0	0.0	11.4	0.0	5.6	0.0	1.3	6.4
3) Correspondence	41.6	0.0	33.3	0.0	0.0	0.0	0.0	0.0	0.0	14.2	22.7
4) Phone Home Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.5
5) Visiting	2.6	0.0	2.1	0.0	0.0	0.0	0.0	0.0	0.0	0.9	5.3
6) Guidance Unit/Counseling	31.2	0.0	25.0	0.0	36.5	22.7	0.0	20.7	1.3	15.9	21.2
7) Recreation (TV, Yard, Movies, Radio, etc.)	0.0	0.0	0.0	0.0	0.0	3.8	0.0	1.9	0.0	0.4	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	1.1
10) Language Assistance Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1
11) Vocational Programs	1.3	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.4	0.9
12) Work Assignments	0.0	0.0	0.0	0.0	0.0	3.8	0.0	1.9	0.0	0.4	3.3
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	0.3
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	1.3	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.4	2.3
16) Religion	7.8	0.0	6.3	0.0	7.3	7.6	0.0	5.6	0.0	4.0	12.1
17) Family Reunion Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.2
18) Media Review	3.9	0.0	3.1	0.0	0.0	0.0	0.0	0.0	0.0	1.3	1.7
19) General Library	2.6	0.0	2.1	0.0	0.0	0.0	0.0	0.0	0.0	0.9	2.4
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	4.5
Sub-total	92.2	0.0	74.0	0.0	43.8	53.0	0.0	37.7	1.3	40.7	107.5
Health Services											
21) Dental	19.5	0.0	15.6	0.0	0.0	0.0	0.0	0.0	0.0	6.6	12.6
22) Medical	106.5	0.0	85.4	0.0	7.3	15.2	0.0	9.4	3.9	39.8	124.8
22.1) HIPAA (Health Information)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.4
Sub-total	126.0	0.0	101.0	0.0	7.3	15.2	0.0	9.4	3.9	46.5	140.8

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Table 3-3. Grievances Filed per 1,000 Inmates at Shock, Minimum Security and Drug Treatment Facilities in 2016, 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	5.2	0.0	4.2	0.0	0.0	7.6	0.0	3.8	0.0	2.7	51.0
23.1) Smoke-Free Policy	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.4
24) Special Housing Units	144.2	0.0	115.6	0.0	0.0	0.0	0.0	0.0	0.0	49.1	31.2
25) Search & Seizure/Frisks/Contraband	11.7	0.0	9.4	0.0	0.0	3.8	0.0	1.9	0.0	4.4	10.2
25.1) Strip Search	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.4
25.2) Strip Frisk	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.4
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	2.7
27) Tier I and II Policy & Procedure	5.2	0.0	4.2	0.0	0.0	3.8	0.0	1.9	0.0	2.2	5.6
28) Tier III Policy & Procedure	14.3	0.0	11.5	0.0	0.0	0.0	0.0	0.0	0.0	4.9	10.3
29) Inmate Property	2.6	0.0	2.1	0.0	0.0	3.8	0.0	1.9	0.0	1.3	19.5
30) Package Room	0.0	0.0	0.0	0.0	0.0	3.8	0.0	1.9	0.0	0.4	35.4
31) Rules & Regulations	5.2	0.0	4.2	0.0	0.0	11.4	0.0	5.6	0.0	3.1	12.2
Sub-total	188.3	0.0	151.0	0.0	0.0	34.1	0.0	16.9	0.0	68.1	179.3
Administrative Services											
32) Industry	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.5
33) Personal Property Claims	0.0	0.0	0.0	0.0	0.0	11.4	0.0	5.6	0.0	1.3	11.8
34) State Issued Clothing and Hygiene Items	0.0	0.0	0.0	0.0	0.0	11.4	0.0	5.6	0.0	1.3	8.8
35) Commissary	1.3	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.4	12.4
36) Inmate Accounts	1.3	0.0	1.0	0.0	0.0	3.8	0.0	1.9	0.0	0.9	25.6
37) Mess Hall	55.8	0.0	44.8	0.0	0.0	3.8	0.0	1.9	1.3	19.9	21.8
38) Laundry	7.8	0.0	6.3	0.0	0.0	0.0	0.0	0.0	0.0	2.7	1.7
39) Facility Maintenance	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	13.7
Sub-total	66.2	0.0	53.1	0.0	0.0	30.3	0.0	15.1	1.3	26.5	97.2
Counsel											
40) Law Library	7.8	0.0	6.3	0.0	0.0	0.0	0.0	0.0	0.0	2.7	12.7
41) Legal Mail	9.1	0.0	7.3	0.0	0.0	0.0	0.0	0.0	0.0	3.1	7.7
42) Inmate Legal Rights	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	13.6
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
Sub-total	16.9	0.0	13.5	0.0	0.0	0.0	0.0	0.0	0.0	5.8	34.7
Executive Direction											
44) Inmate Grievance Program	13.0	0.0	10.4	0.0	0.0	0.0	0.0	0.0	0.0	4.4	12.6
45) Temporary Release Committee	0.0	0.0	0.0	0.0	0.0	0.0	14.7	1.9	0.0	0.4	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	3.0
47) Grooming Standards	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.5
48) Inmate Liaison Committee	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.8
49) Staff Conduct	39.0	0.0	31.3	0.0	0.0	37.9	0.0	18.8	2.6	18.6	104.0
50) Miscellaneous	0.0	0.0	0.0	0.0	7.3	30.3	0.0	16.9	0.0	4.0	19.8
Sub-total	51.9	0.0	41.7	0.0	7.3	68.2	14.7	37.7	2.6	27.4	141.2
Grand Total	541.6	0.0	434.4	0.0	58.4	200.8	14.7	116.8	9.1	215.0	700.7

Table 4 compares the number of grievances filed at facilities in 2015 and 2016. There were 36,173 grievances filed in 2016, an increase of 1,117 (or +3.2%) from the 35,056 filed in 2015. Maximum security facilities saw a net increase of 1,054 grievances (or +4.3%), increasing from 24,671 in 2015 to 25,725 in 2016. Medium security facilities saw a net increase of 43 grievances (or +0.4%), increasing from 9,919 in 2015 to 9,962 in 2016. Shock facilities saw a net increase of 74 grievances (or +21.6%), increasing from 343 to 417; minimum security facilities decreased from 87 in 2015 to 62 in 2016, a net decrease of 25 grievances (or -28.7%); and drug treatment facilities decreased from 36 in 2015 to 7 in 2016, a net decrease of 29 grievances (or -80.6%).

Table 4. Grievances Filed at Facilities in 2015 & 2016, by Category and Security Level

Correctional Facility	Program Services		Health Services		Facility Operations		Administrative Services		Counsel		Executive Direction		Total Grievances			
	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	Chg	% Chg
Maximum Security																
Attica	237	345	291	347	555	744	283	268	125	126	341	263	1,832	2,093	261	14.2%
Auburn	285	317	366	289	593	645	328	444	117	121	358	399	2,047	2,215	168	8.2%
Bedford Hills	95	53	136	114	280	229	90	79	24	12	95	76	720	563	-157	-21.8%
Clinton	389	494	438	468	547	603	370	453	96	129	423	469	2,263	2,616	353	15.6%
Coxsackie	60	140	54	98	94	106	22	89	30	59	109	158	369	650	281	76.2%
Downstate	39	42	66	77	71	126	38	42	17	8	112	125	343	420	77	22.4%
Eastern	93	119	87	84	163	162	25	41	15	20	98	112	481	538	57	11.9%
Elmira	295	260	343	276	590	330	377	225	112	92	284	159	2,001	1,342	-659	-32.9%
Five Points	215	243	333	377	307	335	216	184	81	52	263	296	1,415	1,487	72	5.1%
Great Meadow	278	201	349	232	393	274	256	283	62	40	230	117	1,568	1,147	-421	-26.8%
Green Haven	432	460	501	497	1,233	1,206	424	603	119	162	453	459	3,162	3,387	225	7.1%
Shawangunk	106	109	157	125	144	125	77	74	20	13	88	81	592	527	-65	-11.0%
Sing Sing	271	245	295	271	388	391	235	277	28	34	218	239	1,435	1,457	22	1.5%
Southport	224	265	436	520	452	549	270	358	125	138	337	534	1,844	2,364	520	28.2%
Sullivan	100	116	113	99	186	260	80	78	48	37	331	198	858	788	-70	-8.2%
Upstate	169	147	582	751	397	485	190	259	81	100	641	898	2,060	2,640	580	28.2%
Wende	366	249	251	266	323	356	357	195	166	184	218	241	1,681	1,491	-190	-11.3%
Total Maximum Security	3,654	3,805	4,798	4,891	6,716	6,926	3,638	3,952	1,266	1,327	4,599	4,824	24,671	25,725	1,054	4.3%

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Table 4. Grievances Filed at Facilities in 2015 & 2016, by Category and Security Level (Cont'd)

Correctional Facility	Program Services		Health Services		Facility Operations		Administrative Services		Counsel		Executive Direction		Total Grievances			
	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	Chg	% Chg
Medium Security																
Adirondack	4	10	4	12	5	11	3	4	3	1	11	35	30	73	43	143.3%
Albion	36	32	75	60	74	71	48	43	6	7	128	126	367	339	-28	-7.6%
Altona	29	22	14	19	25	25	6	12	1	7	15	22	90	107	17	18.9%
Bare Hill	44	51	85	76	44	47	34	21	16	12	116	90	339	297	-42	-12.4%
Cape Vincent	101	106	47	65	67	54	39	46	15	6	55	67	324	344	20	6.2%
Cayuga	42	56	66	65	49	48	20	27	5	4	98	59	280	259	-21	-7.5%
Collins	58	59	162	204	107	75	104	85	20	25	106	91	557	539	-18	-3.2%
Fishkill	56	141	116	113	63	81	48	34	31	27	179	109	493	505	12	2.4%
Franklin	94	99	328	211	107	98	58	57	11	10	353	363	951	838	-113	-11.9%
Gouverneur	47	58	68	92	122	170	50	68	33	35	111	141	431	564	133	30.9%
Gowanda	72	79	54	41	189	202	27	49	24	20	128	119	494	510	16	3.2%
Greene	80	57	76	103	100	118	40	30	40	40	75	127	411	475	64	15.6%
Groveland	28	38	66	156	34	108	15	27	4	18	66	110	213	457	244	114.6%
Hale Creek	11	9	29	17	6	0	9	2	0	2	31	16	86	46	-40	-46.5%
Hudson	36	9	27	7	10	6	6	2	1	1	14	2	94	27	-67	-71.3%
Livingston	88	76	41	33	128	138	45	33	8	5	80	89	390	374	-16	-4.1%
Marcy	222	230	297	325	288	307	158	230	56	74	136	159	1,157	1,325	168	14.5%
Midstate	54	66	110	123	51	74	19	26	28	25	147	164	409	478	69	16.9%
Mohawk	52	34	87	109	34	25	14	7	17	12	53	33	257	220	-37	-14.4%
Ogdensburg	12	0	19	9	6	8	3	1	1	0	21	12	62	30	-32	-51.6%
Orleans	83	63	100	60	127	135	64	42	22	19	68	56	464	375	-89	-19.2%
Otisville	115	64	68	47	71	58	49	30	15	8	71	73	389	280	-109	-28.0%
Riverview	65	91	72	47	61	71	16	16	14	23	81	90	309	338	29	9.4%
Taconic	15	8	19	32	23	31	5	7	2	2	24	7	88	87	-1	-1.1%
Ulster	23	12	27	23	28	19	22	19	2	1	64	48	166	122	-44	-26.5%
Walkill	62	47	35	25	37	28	28	14	9	9	24	19	195	142	-53	-27.2%
Washington	21	16	13	14	5	15	3	11	3	2	21	18	66	76	10	15.2%
Watertown	14	24	14	17	10	21	2	10	3	12	19	34	62	118	56	90.3%
Woodbourne	86	55	148	104	92	83	51	24	59	36	105	65	541	367	-174	-32.2%
Wyoming	39	38	58	66	35	50	22	30	8	8	42	58	204	250	46	22.5%
Total Medium Security	1,689	1,650	2,325	2,275	1,998	2,177	1,008	1,007	457	451	2,442	2,402	9,919	9,962	43	0.4%
Shock																
Lakeview Shock	45	71	95	97	95	145	50	51	12	13	46	40	343	417	74	21.6%
Moriah Shock	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-
Total Shock	45	71	95	97	95	145	50	51	12	13	46	40	343	417	74	21.6%
Minimum Security																
Edgecombe	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-
Lincoln	1	6	0	1	0	0	0	0	0	0	4	1	5	8	3	60.0%
Queensboro	20	14	10	4	22	9	10	8	3	0	17	18	82	53	-29	-35.4%
Rochester	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1	-
Total Minimum Security	21	20	10	5	22	9	10	8	3	0	21	20	87	62	-25	-28.7%
Willard DTC	10	1	12	3	2	0	0	1	1	0	6	2	36	7	-29	-80.6%
DOCCS Total	5,419	5,547	7,240	7,271	8,833	9,257	4,706	5,019	1,739	1,791	7,114	7,288	35,056	36,173	1,117	3.2%

Grievance Outcomes

Tables 5-1, 5-2 and 5-3 below detail the outcomes of grievances in 2016 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 9,099 grievances (35.4%) that were found favorable to the inmate. Table 5-2 details the grievance outcomes at medium security facilities, which had an overall total of 3,431 grievances (34.4%) 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 36,173 grievances filed statewide in 2016, 380 were withdrawn; 4,864 were informally resolved. In addition, 19,745 complaints were resolved by facility grievance staff through non-calendared contacts with inmates without a formal grievance being filed.

Of the 12,387 grievances heard at the IGRC level only, 1,464 were dismissed and closed; 4,414 had a favorable outcome to the inmate; and 6,509 had an unfavorable outcome to the inmate. Of the 18,542 grievances reviewed by facility Superintendents, 6,418 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, 8,523 were appealed to the Superintendent subsequent to the IGRC hearing; 2,396 were referred to the Superintendent following an IGRC hearing; and 1,205 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 18,542 total grievances reviewed by Superintendents statewide, 3,094 (16.7%) were found favorable to the inmate while 15,448 were found unfavorable. Of the 16,146 grievances that were passed through, appealed or deadlocked, 2,222 had a favorable outcome to the inmate and 13,924 had an unfavorable outcome to the inmate. Likewise, of the 2,396 grievances that were referred to the Superintendent, 872 had a favorable outcome while 1,524 had an unfavorable outcome.

Overall, 12,752 (35.3%) grievances filed statewide in 2016 had favorable outcomes to the inmate while 23,421 had unfavorable outcomes.

Table 5-1. Grievance Outcomes at Maximum Security Facilities in 2016

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	2,093	2,215	563	2,616	650	420	538	1,342	1,487	1,147	3,387	527	1,457	2,364	788	2,640	1,491	25,725
Withdrawn	19	22	0	0	0	0	8	0	0	0	0	0	127	0	22	0	0	198
Informally Resolved	471	111	144	388	101	21	102	238	154	308	601	83	94	17	100	44	122	3,099
Heard by IGRC Only	1,362	893	182	825	168	134	40	539	529	372	1,062	63	478	1,310	129	860	678	9,624
Favorable (No Appeal)	13	724	63	64	87	63	2	171	28	158	1,018	46	136	679	48	14	247	3,561
Unfavorable (No Appeal)	1,298	137	58	719	55	49	3	291	361	200	0	0	163	343	38	844	425	4,984
Dismissed	51	32	61	42	26	22	35	77	140	14	44	17	179	288	43	2	6	1,079
Reviewed by Superintendent	241	1,189	237	1,403	381	265	388	565	804	467	1,724	381	758	1,037	537	1,736	691	12,804
Passed Through- Not Heard by IGRC	121	391	54	315	141	154	104	173	269	93	415	73	434	383	199	650	194	4,163
Heard by IGRC, Appealed to Superintendent	120	653	94	923	203	68	123	95	500	309	357	83	140	643	118	1,075	457	5,961
Heard by IGRC, Referred to Superintendent	0	41	89	37	0	43	145	70	35	46	751	111	166	5	145	7	0	1,691
Heard by IGRC, Deadlocked	0	104	0	128	37	0	16	227	0	19	201	114	18	6	75	4	40	989
Superintendent Outcomes																		
<i>Passed Through, Appealed, or Deadlocked</i>	241	1,148	148	1,366	381	222	243	495	769	421	973	270	592	1,032	392	1,729	691	11,113
Favorable	0	539	40	124	45	94	22	30	22	66	107	63	63	376	20	10	77	1,698
Unfavorable	241	609	108	1,242	336	128	221	465	747	355	866	207	529	656	372	1,719	614	9,415
<i>Referred to Superintendent</i>	0	41	89	37	0	43	145	70	35	46	751	111	166	5	145	7	0	1,691
Favorable	0	18	20	1	0	41	40	12	8	35	200	45	50	5	65	3	0	543
Unfavorable	0	23	69	36	0	2	105	58	27	11	551	66	116	0	80	4	0	1,148
Total Superintendent Outcomes	241	1,189	237	1,403	381	265	388	565	804	467	1,724	381	758	1,037	537	1,736	691	12,804
Favorable	0	557	60	125	45	135	62	42	30	101	307	108	113	381	85	13	77	2,241
Unfavorable	241	632	177	1,278	336	130	326	523	774	366	1,417	273	645	656	452	1,723	614	10,563
Percent Favorable	0.0%	46.8%	25.3%	8.9%	11.8%	50.9%	16.0%	7.4%	3.7%	21.6%	17.8%	28.3%	14.9%	36.7%	15.8%	0.7%	11.1%	17.5%
All Grievance Outcomes																		
Favorable (includes withdrawn & informally resolved)	503	1,414	267	577	233	219	174	451	212	567	1,926	237	470	1,077	255	71	446	9,099
Unfavorable (includes dismissed)	1,590	801	296	2,039	417	201	364	891	1,275	580	1,461	290	987	1,287	533	2,569	1,045	16,626
Percent Favorable	24.0%	63.8%	47.4%	22.1%	35.8%	52.1%	32.3%	33.6%	14.3%	49.4%	56.9%	45.0%	32.3%	45.6%	32.4%	2.7%	29.9%	35.4%
Appealed or Passed Through to CORC	532	605	124	776	245	67	163	442	554	282	1,080	203	366	884	307	1,036	652	8,318
Non-Calendared Contacts	172	246	1,305	709	201	350	148	498	213	213	619	0	191	2,111	34	555	259	7,824

Table 5-2. Grievance Outcomes at Medium Security Facilities in 2016

Outcome Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
Total Grievances	73	339	107	297	344	259	539	505	838	564	510	475	457	46	27
Withdrawn	0	29	0	3	0	0	0	8	4	61	1	0	9	2	4
Informally Resolved	4	41	33	33	80	42	26	32	181	118	160	83	58	3	10
Heard by IGRC Only	15	44	15	56	63	55	242	177	66	99	123	119	162	15	6
Favorable (No Appeal)	5	6	4	1	0	42	158	74	1	2	32	38	68	2	2
Unfavorable (No Appeal)	10	36	11	46	63	13	84	82	50	93	85	43	56	10	3
Dismissed	0	2	0	9	0	0	0	21	15	4	6	38	38	3	1
Reviewed by Superintendent	54	225	59	205	201	162	271	288	587	286	226	273	228	26	7
Passed Through- Not Heard by IGRC	32	101	16	75	61	55	102	87	302	131	103	110	97	14	0
Heard by IGRC, Appealed to Superintendent	22	73	18	122	108	107	121	123	277	140	118	148	67	11	3
Heard by IGRC, Referred to Superintendent	0	49	21	2	32	0	48	59	2	7	1	15	63	1	2
Heard by IGRC, Deadlocked	0	2	4	6	0	0	0	19	6	8	4	0	1	0	2
Superintendent Outcomes															
<i>Passed Through, Appealed, or Deadlocked</i>	54	176	38	203	169	162	223	229	585	279	225	258	165	25	5
Favorable	0	20	0	3	3	32	60	23	5	2	35	87	10	0	2
Unfavorable	54	156	38	200	166	130	163	206	580	277	190	171	155	25	3
<i>Referred to Superintendent</i>	0	49	21	2	32	0	48	59	2	7	1	15	63	1	2
Favorable	0	28	5	1	1	0	27	16	2	5	1	14	58	0	0
Unfavorable	0	21	16	1	31	0	21	43	0	2	0	1	5	1	2
Total Superintendent Outcomes	54	225	59	205	201	162	271	288	587	286	226	273	228	26	7
Favorable	0	48	5	4	4	32	87	39	7	7	36	101	68	0	2
Unfavorable	54	177	54	201	197	130	184	249	580	279	190	172	160	26	5
Percent Favorable	0.0%	21.3%	8.5%	2.0%	2.0%	19.8%	32.1%	13.5%	1.2%	2.4%	15.9%	37.0%	29.8%	0.0%	28.6%
All Grievance Outcomes															
Favorable (includes withdrawn and informally resolved)	9	124	42	41	84	116	271	153	193	188	229	222	203	7	18
Unfavorable (includes dismissed)	64	215	65	256	260	143	268	352	645	376	281	253	254	39	9
Percent Favorable	12.3%	36.6%	39.3%	13.8%	24.4%	44.8%	50.3%	30.3%	23.0%	33.3%	44.9%	46.7%	44.4%	15.2%	66.7%
Appealed or Passed Through to CORC	32	108	31	114	121	59	95	192	252	130	98	167	136	10	2
Non-Calendared Contacts	49	420	35	219	201	217	438	560	580	260	68	467	1,168	55	12

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Table 5-2. Grievance Outcomes at Medium Security Facilities in 2016 (Cont'd)

Outcome Type	Livingston	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Total Grievances	374	1,325	478	220	30	375	280	338	87	122	142	76	118	367	250	9,962
Withdrawn	40	7	0	0	2	0	2	5	2	0	0	0	0	1	2	182
Informally Resolved	41	301	0	22	8	32	59	55	22	25	37	6	43	66	65	1,686
Heard by IGRC Only	172	432	165	85	4	171	30	36	19	31	6	11	15	17	79	2,530
Favorable (No Appeal)	12	138	63	11	0	29	15	30	3	1	4	4	4	3	2	754
Unfavorable (No Appeal)	98	195	102	58	2	128	15	0	11	27	0	7	11	1	57	1,397
Dismissed	62	99	0	16	2	14	0	6	5	3	2	0	0	13	20	379
Reviewed by Superintendent	121	585	313	113	16	172	189	242	44	66	99	59	60	283	104	5,564
Passed Through- Not Heard by IGRC	51	331	123	30	11	50	59	77	8	42	14	11	24	44	38	2,199
Heard by IGRC, Appealed to Superintendent	66	166	111	70	4	109	58	75	23	19	36	12	22	150	66	2,445
Heard by IGRC, Referred to Superintendent	0	46	79	13	0	13	45	75	13	3	26	0	7	82	0	704
Heard by IGRC, Deadlocked	4	42	0	0	1	0	27	15	0	2	23	36	7	7	0	216
Superintendent Outcomes																
<i>Passed Through, Appealed, or Deadlocked</i>	121	539	234	100	16	159	144	167	31	63	73	59	53	201	104	4,860
Favorable	20	73	23	15	0	4	22	4	3	2	7	0	1	23	2	481
Unfavorable	101	466	211	85	16	155	122	163	28	61	66	59	52	178	102	4,379
<i>Referred to Superintendent</i>	0	46	79	13	0	13	45	75	13	3	26	0	7	82	0	704
Favorable	0	26	58	2	0	10	23	14	10	0	2	0	1	24	0	328
Unfavorable	0	20	21	11	0	3	22	61	3	3	24	0	6	58	0	376
Total Superintendent Outcomes	121	585	313	113	16	172	189	242	44	66	99	59	60	283	104	5,564
Favorable	20	99	81	17	0	14	45	18	13	2	9	0	2	47	2	809
Unfavorable	101	486	232	96	16	158	144	224	31	64	90	59	58	236	102	4,755
Percent Favorable	16.5%	16.9%	25.9%	15.0%	0.0%	8.1%	23.8%	7.4%	29.5%	3.0%	9.1%	0.0%	3.3%	16.6%	1.9%	14.5%
All Grievance Outcomes																
Favorable (includes withdrawn and informally resolved)	113	545	144	50	10	75	121	108	40	28	50	10	49	117	71	3,431
Unfavorable (includes dismissed)	261	780	334	170	20	300	159	230	47	94	92	66	69	250	179	6,531
Percent Favorable	30.2%	41.1%	30.1%	22.7%	33.3%	20.0%	43.2%	32.0%	46.0%	23.0%	35.2%	13.2%	41.5%	31.9%	28.4%	34.4%
Appealed or Passed Through to CORC	78	348	125	81	2	95	103	84	25	28	53	27	43	163	67	2,869
Non-Calendared Contacts	103	80	1,341	1,225	21	583	167	220	369	224	260	120	29	1,212	403	11,106

Table 5-3. Grievance Outcomes at Shock, Minimum Security and Drug Treatment Facilities in 2016

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	417	0	417	0	8	53	1	62	7	486	36,173
Withdrawn	0	0	0	0	0	0	0	0	0	0	380
Informally Resolved	53	0	53	0	7	18	0	25	1	79	4,864
Heard by IGRC Only	220	0	220	0	0	11	0	11	2	233	12,387
Favorable (No Appeal)	99	0	99	0	0	0	0	0	0	99	4,414
Unfavorable (No Appeal)	119	0	119	0	0	8	0	8	1	128	6,509
Dismissed	2	0	2	0	0	3	0	3	1	6	1,464
Reviewed by Superintendent	144	0	144	0	1	24	1	26	4	174	18,542
Passed Through- Not Heard by IGRC	43	0	43	0	0	13	0	13	0	56	6,418
Heard by IGRC, Appealed to Superintendent	101	0	101	0	1	10	1	12	4	117	8,523
Heard by IGRC, Referred to Superintendent	0	0	0	0	0	1	0	1	0	1	2,396
Heard by IGRC, Deadlocked	0	0	0	0	0	0	0	0	0	0	1,205
Superintendent Outcomes											
<i>Passed Through, Appealed, or Deadlocked</i>	144	0	144	0	1	23	1	25	4	173	16,146
Favorable	42	0	42	0	0	1	0	1	0	43	2,222
Unfavorable	102	0	102	0	1	22	1	24	4	130	13,924
<i>Referred to Superintendent</i>	0	0	0	0	0	1	0	1	0	1	2,396
Favorable	0	0	0	0	0	1	0	1	0	1	872
Unfavorable	0	0	0	0	0	0	0	0	0	0	1,524
Total Superintendent Outcomes	144	0	144	0	1	24	1	26	4	174	18,542
Favorable	42	0	42	0	0	2	0	2	0	44	3,094
Unfavorable	102	0	102	0	1	22	1	24	4	130	15,448
Percent Favorable	29.2%	-	29.2%	-	0.0%	8.3%	-	7.7%	0.0%	25.3%	16.7%
All Grievance Outcomes											
Favorable (includes withdrawn and informally resolved)	194	0	194	0	7	20	0	27	1	222	12,752
Unfavorable (includes dismissed)	223	0	223	0	1	33	1	35	6	264	23,421
Percent Favorable	46.5%	-	46.5%	-	87.5%	37.7%	-	43.5%	14.3%	45.7%	35.3%
Appealed or Passed Through to CORC	71	0	71	0	0	13	1	14	1	86	11,273
Non-Calendared Contacts	131	0	131	0	0	655	0	655	29	815	19,745

Table 6 examines grievance outcomes by facility for 2015 and 2016. 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 2016, 35.3% of grievances had an outcome favorable to the inmate, a decrease from 37.2% of grievances that were favorable in 2015.

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 2015 and 2016.

Table 6. Grievance Outcomes at Facilities, by Security Level: 2015 - 2016

Correctional Facility	Total Grievances		Favorable, Informally Resolved or Withdrawn		Unfavorable or Dismissed		% of Total Grievances Favorable, Informally Resolved or Withdrawn		Non-Calendar	
	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Maximum Security										
Attica	1,832	2,093	347	503	1,485	1,590	18.9%	24.0%	172	172
Auburn	2,047	2,215	1,308	1,414	739	801	63.9%	63.8%	218	246
Bedford Hills	720	563	430	267	290	296	59.7%	47.4%	797	1,305
Clinton/Clinton Annex	2,263	2,616	549	577	1,714	2,039	24.3%	22.1%	572	709
Coxsackie	369	650	98	233	271	417	26.6%	35.8%	237	201
Downstate/Downstate Rec.	343	420	79	219	264	201	23.0%	52.1%	502	350
Eastern	481	538	126	174	355	364	26.2%	32.3%	439	148
Elmira	2,001	1,342	930	451	1,071	891	46.5%	33.6%	102	498
Five Points	1,415	1,487	312	212	1,103	1,275	22.0%	14.3%	140	213
Great Meadow	1,568	1,147	622	567	946	580	39.7%	49.4%	290	213
Green Haven	3,162	3,387	1,921	1,926	1,241	1,461	60.8%	56.9%	384	619
Shawangunk	592	527	268	237	324	290	45.3%	45.0%	1	0
Sing Sing	1,435	1,457	386	470	1,049	987	26.9%	32.3%	163	191
Southport	1,844	2,364	914	1,077	930	1,287	49.6%	45.6%	2,303	2,111
Sullivan	858	788	307	255	551	533	35.8%	32.4%	19	34
Upstate	2,060	2,640	43	71	2,017	2,569	2.1%	2.7%	656	555
Wende	1,681	1,491	699	446	982	1,045	41.6%	29.9%	357	259
Total Maximum Security	24,671	25,725	9,339	9,099	15,332	16,626	37.9%	35.4%	7,352	7,824

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Table 6. Grievance Outcomes at Facilities, by Security Level: 2015 - 2016 (Cont'd)

Correctional Facility	Total Grievances		Favorable, Informally Resolved or Withdrawn		Unfavorable or Dismissed		% of Total Grievances Favorable, Informally Resolved or Withdrawn		Non-Calendared	
	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Medium Security										
Adirondack	30	73	8	9	22	64	26.7%	12.3%	39	49
Albion	367	339	135	124	232	215	36.8%	36.6%	500	420
Altona	90	107	40	42	50	65	44.4%	39.3%	33	35
Bare Hill	339	297	60	41	279	256	17.7%	13.8%	99	219
Cape Vincent	324	344	66	84	258	260	20.4%	24.4%	149	201
Cayuga	280	259	115	116	165	143	41.1%	44.8%	234	217
Collins	557	539	254	271	303	268	45.6%	50.3%	472	438
Fishkill	493	505	177	153	316	352	35.9%	30.3%	522	560
Franklin	951	838	206	193	745	645	21.7%	23.0%	437	580
Gouverneur	431	564	118	188	313	376	27.4%	33.3%	64	260
Gowanda	494	510	208	229	286	281	42.1%	44.9%	279	68
Greene	411	475	199	222	212	253	48.4%	46.7%	191	467
Groveland	213	457	108	203	105	254	50.7%	44.4%	940	1,168
Hale Creek	86	46	15	7	71	39	17.4%	15.2%	71	55
Hudson	94	27	48	18	46	9	51.1%	66.7%	115	12
Livingston	390	374	125	113	265	261	32.1%	30.2%	128	103
Marcy	1,157	1,325	400	545	757	780	34.6%	41.1%	59	80
Midstate	409	478	114	144	295	334	27.9%	30.1%	1,410	1,341
Mohawk	257	220	110	50	147	170	42.8%	22.7%	1,271	1,225
Ogdensburg	62	30	13	10	49	20	21.0%	33.3%	36	21
Orleans	464	375	156	75	308	300	33.6%	20.0%	439	583
Otisville	389	280	188	121	201	159	48.3%	43.2%	62	167
Riverview	309	338	113	108	196	230	36.6%	32.0%	289	220
Taconic	88	87	48	40	40	47	54.5%	46.0%	524	369
Ulster	166	122	66	28	100	94	39.8%	23.0%	130	224
Walkkill	195	142	99	50	96	92	50.8%	35.2%	197	260
Washington	66	76	21	10	45	66	31.8%	13.2%	82	120
Watertown	62	118	25	49	37	69	40.3%	41.5%	54	29
Woodbourne	541	367	246	117	295	250	45.5%	31.9%	1,639	1,212
Wyoming	204	250	50	71	154	179	24.5%	28.4%	365	403
Total Medium Security	9,919	9,962	3,531	3,431	6,388	6,531	35.6%	34.4%	10,830	11,106
Shock										
Lakeview Shock	343	417	140	194	203	223	40.8%	46.5%	184	131
Moriah Shock	0	0	0	0	0	0	-	-	0	0
Total Shock	343	417	140	194	203	223	40.8%	46.5%	184	131
Minimum Security										
Edgecombe	0	0	0	0	0	0	-	-	0	0
Lincoln	5	8	5	7	0	1	100.0%	87.5%	0	0
Queensboro	82	53	30	20	52	33	36.6%	37.7%	451	655
Rochester	0	1	0	0	0	1	-	0.0%	0	0
Total Minimum Security	87	62	35	27	52	35	40.2%	43.5%	451	655
Willard DTC	36	7	9	1	27	6	25.0%	14.3%	9	29
DOCCS Total	35,056	36,173	13,054	12,752	22,002	23,421	37.2%	35.3%	18,826	19,745

Table 7 compares the types of grievances heard by CORC in 2015 and 2016. 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 2016, 8,828 grievances were reviewed by CORC as compared to 10,538 grievances reviewed in 2015, a decrease of 16.2%.

Table 7. CORC Hearings by Grievance Type: 2015 - 2016

Grievance Type	2015		2016		% Chg
	#	%	#	%	
Program Services					
1) Program Committee	171	1.6%	90	1.0%	-47.4%
2) Incentive Wage Allowance	68	0.6%	52	0.6%	-23.5%
3) Correspondence	304	2.9%	252	2.9%	-17.1%
4) Phone Home Program	11	0.1%	20	0.2%	81.8%
5) Visiting	54	0.5%	84	1.0%	55.6%
6) Guidance Unit/Counseling	332	3.2%	264	3.0%	-20.5%
7) Recreation (TV, Yard, Movies, Radio, etc.)	82	0.8%	59	0.7%	-28.0%
8) Adult Basic Education	10	0.1%	10	0.1%	0.0%
9) GED/College Programs	13	0.1%	9	0.1%	-30.8%
10) Language Assistance Program	5	0.0%	3	0.0%	-40.0%
11) Vocational Programs	19	0.2%	8	0.1%	-57.9%
12) Work Assignments	29	0.3%	29	0.3%	0.0%
13) Hobby Shop/Arts & Crafts	3	0.0%	2	0.0%	-33.3%
14) Volunteer Services	1	0.0%	0	0.0%	-
15) Special Events/Inmate Organizations	14	0.1%	20	0.2%	42.9%
16) Religion	257	2.4%	194	2.2%	-24.5%
17) Family Reunion Program	35	0.3%	28	0.3%	-20.0%
18) Media Review	19	0.2%	20	0.2%	5.3%
19) General Library	27	0.3%	25	0.3%	-7.4%
20) Alcohol and Substance Abuse Treatment	64	0.6%	54	0.6%	-15.6%
Sub-total	1,518	14.4%	1,223	13.9%	-19.4%
Health Services					
21) Dental	182	1.7%	165	1.9%	-9.3%
22) Medical	2,140	20.3%	1,833	20.8%	-14.3%
22.1) HIPAA (Health Information)	76	0.7%	67	0.8%	-11.8%
Sub-total	2,398	22.8%	2,065	23.4%	-13.9%
Facility Operations					
23) Housing - Internal Block Affairs	436	4.1%	409	4.6%	-6.2%
23.1) Smoke-Free Policy	14	0.1%	7	0.1%	-50.0%
24) Special Housing Units	490	4.6%	345	3.9%	-29.6%
25) Search & Seizure/Frisks/Contraband	114	1.1%	150	1.7%	31.6%
25.1) Strip Search	5	0.0%	1	0.0%	-80.0%
25.2) Strip Frisk	14	0.1%	14	0.2%	0.0%
25.3) Pat Frisk (Female Inmate)	5	0.0%	0	0.0%	-100.0%
26) Keeplock Policy & Procedure	24	0.2%	14	0.2%	-41.7%
27) Tier I and II Policy & Procedure	46	0.4%	54	0.6%	17.4%
28) Tier III Policy & Procedure	124	1.2%	106	1.2%	-14.5%
29) Inmate Property	214	2.0%	217	2.5%	1.4%
30) Package Room	349	3.3%	318	3.6%	-8.9%
31) Rules & Regulations	207	2.0%	167	1.9%	-19.3%
Sub-total	2,042	19.4%	1,802	20.4%	-11.8%
Administrative Services					
32) Industry	18	0.2%	16	0.2%	-11.1%
33) Personal Property Claims	98	0.9%	99	1.1%	1.0%
34) State Issued Clothing and Hygiene Items	72	0.7%	60	0.7%	-16.7%
35) Commissary	64	0.6%	82	0.9%	28.1%
36) Inmate Accounts	167	1.6%	166	1.9%	-0.6%
37) Mess Hall	358	3.4%	235	2.7%	-34.4%
38) Laundry	14	0.1%	11	0.1%	-21.4%
39) Facility Maintenance	120	1.1%	144	1.6%	20.0%
Sub-total	911	8.6%	813	9.2%	-10.8%
Counsel					
40) Law Library	209	2.0%	190	2.2%	-9.1%
41) Legal Mail	132	1.3%	157	1.8%	18.9%
42) Inmate Legal Rights	282	2.7%	196	2.2%	-30.5%
43) Mandatory Court Surcharge	7	0.1%	12	0.1%	71.4%
Sub-total	630	6.0%	555	6.3%	-11.9%
Executive Direction					
44) Inmate Grievance Program	242	2.3%	290	3.3%	19.8%
45) Temporary Release Committee	9	0.1%	4	0.0%	-55.6%
46) Inter-Facility Transfers	99	0.9%	61	0.7%	-38.4%
47) Grooming Standards	13	0.1%	8	0.1%	-38.5%
48) Inmate Liaison Committee	12	0.1%	7	0.1%	-41.7%
49) Staff Conduct	2,457	23.3%	1,849	20.9%	-24.7%
50) Miscellaneous	207	2.0%	151	1.7%	-27.1%
Sub-total	3,039	28.8%	2,370	26.8%	-22.0%
Grand Total	10,538	100.0%	8,828	100.0%	-16.2%