



# Corrections and Community Supervision

## Inmate Grievance Program Annual Report

2017

## **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 2017 (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.

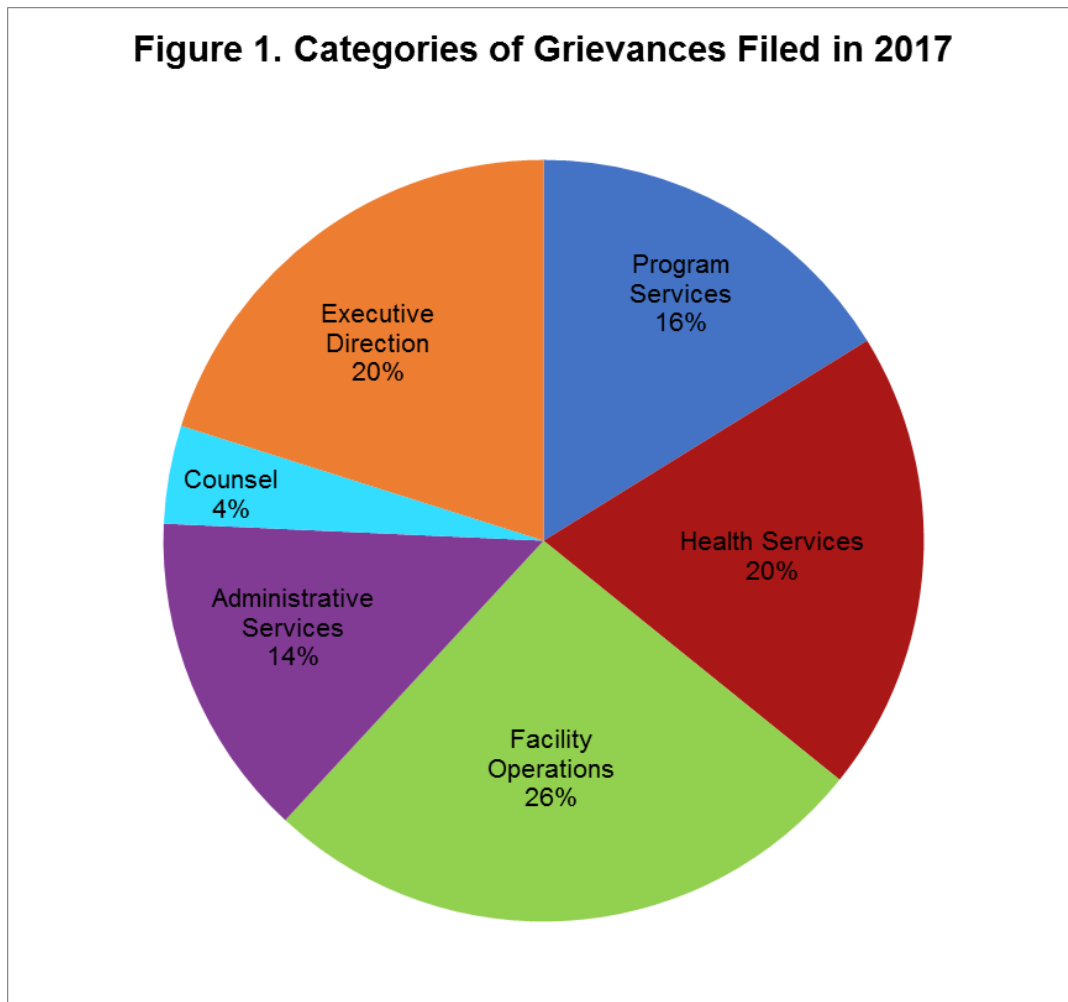
Grievance records are maintained by IGP staff, in each DOCCS facility, who report on the types of grievances initiated and their outcomes to the Central Office IGP on a monthly basis.

## Grievances Filed

In 2017, there were 35,868 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 2017. Tables 3-1, 3-2 (a-d) and 3-3 list the rate of grievances filed in 2017 by type and by facility per 1,000 inmates.



**Table 1. Grievances Filed Statewide in 2017, by Type**

Grievance Type	#	%
<b>Program Services</b>		
1) Program Committee	634	1.8%
2) Incentive Wage Allowance	341	1.0%
3) Correspondence	1,204	3.4%
4) Phone Home Program	144	0.4%
5) Visiting	384	1.1%
6) Guidance Unit/Counseling	1,156	3.2%
7) Recreation (TV, Yard, Movies, Radio, etc.)	280	0.8%
8) Adult Basic Education	75	0.2%
9) GED/College Programs	47	0.1%
10) Language Assistance Program	5	0.0%
11) Vocational Programs	61	0.2%
12) Work Assignments	197	0.5%
13) Hobby Shop/Arts & Crafts	7	0.0%
14) Volunteer Services	4	0.0%
15) Special Events/Inmate Organizations	113	0.3%
16) Religion	596	1.7%
17) Family Reunion Program	106	0.3%
18) Media Review	74	0.2%
19) General Library	140	0.4%
20) Alcohol and Substance Abuse Treatment	241	0.7%
<b>Sub-total</b>	<b>5,809</b>	<b>16.2%</b>
<b>Health Services</b>		
21) Dental	567	1.6%
22) Medical	6,342	17.7%
22.1) HIPAA (Health Information)	122	0.3%
<b>Sub-total</b>	<b>7,031</b>	<b>19.6%</b>
<b>Facility Operations</b>		
23) Housing - Internal Block Affairs	2,574	7.2%
23.1) Smoke-Free Policy	6	0.0%
24) Special Housing Units	1,566	4.4%
25) Search & Seizure/Frisks/Contraband	509	1.4%
25.1) Strip Search	20	0.1%
25.2) Strip Frisk	18	0.1%
25.3) Pat Frisk (Female Inmate)	0	0.0%
26) Keeplock Policy & Procedure	186	0.5%
27) Tier I and II Policy & Procedure	307	0.9%
28) Tier III Policy & Procedure	528	1.5%
29) Inmate Property	1,127	3.1%
30) Package Room	1,902	5.3%
31) Rules & Regulations	615	1.7%
<b>Sub-total</b>	<b>9,358</b>	<b>26.1%</b>
<b>Administrative Services</b>		
32) Industry	67	0.2%
33) Personal Property Claims	651	1.8%
34) State Issued Clothing and Hygiene Items	505	1.4%
35) Commissary	571	1.6%
36) Inmate Accounts	1,381	3.9%
37) Mess Hall	1,001	2.8%
38) Laundry	107	0.3%
39) Facility Maintenance	677	1.9%
<b>Sub-total</b>	<b>4,960</b>	<b>13.8%</b>
<b>Counsel</b>		
40) Law Library	643	1.8%
41) Legal Mail	280	0.8%
42) Inmate Legal Rights	518	1.4%
43) Mandatory Court Surcharge	52	0.1%
<b>Sub-total</b>	<b>1,493</b>	<b>4.2%</b>
<b>Executive Direction</b>		
44) Inmate Grievance Program	590	1.6%
45) Temporary Release Committee	28	0.1%
46) Inter-Facility Transfers	160	0.4%
47) Grooming Standards	51	0.1%
48) Inmate Liaison Committee	53	0.1%
49) Staff Conduct	4,979	13.9%
50) Miscellaneous	1,356	3.8%
<b>Sub-total</b>	<b>7,217</b>	<b>20.1%</b>
<b>Grand Total</b>	<b>35,868</b>	<b>100.0%</b>

**Table 2-1. Grievances Filed at Maximum Security Facilities in 2017, 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
<b>Program Services</b>																		
1) Program Committee	88	66	0	44	6	4	15	54	36	14	100	7	27	0	5	0	49	<b>515</b>
2) Incentive Wage Allowance	39	0	4	41	3	6	7	19	1	23	49	9	43	1	5	0	0	<b>250</b>
3) Correspondence	83	97	9	128	15	4	29	30	62	42	95	11	38	125	13	66	78	<b>925</b>
4) Phone Home Program	11	13	2	4	1	6	3	4	0	1	4	3	8	35	0	0	2	<b>97</b>
5) Visiting	51	18	5	23	5	18	8	28	13	6	26	5	36	5	6	6	6	<b>265</b>
6) Guidance Unit/Counseling	65	89	6	60	22	12	35	17	84	23	71	27	42	45	22	90	40	<b>750</b>
7) Recreation (TV, Yard, Movies, Radio, etc.)	4	6	9	43	16	2	3	16	11	9	8	7	14	39	5	16	7	<b>215</b>
8) Adult Basic Education	8	4	1	2	0	0	0	7	5	2	0	1	3	5	1	6	3	<b>48</b>
9) GED/College Programs	2	2	1	3	1	1	3	1	2	0	1	1	0	1	0	1	2	<b>22</b>
10) Language Assistance Program	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>3</b>
11) Vocational Programs	6	3	2	4	1	0	4	2	1	1	2	0	0	0	1	0	1	<b>28</b>
12) Work Assignments	26	21	20	25	1	1	16	5	0	2	0	1	11	2	1	1	2	<b>135</b>
13) Hobby Shop/Arts & Crafts	1	0	1	0	0	2	0	0	1	0	0	0	1	0	0	0	0	<b>6</b>
14) Volunteer Services	0	2	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	<b>4</b>
15) Special Events/Inmate Organizations	6	30	1	5	2	1	0	2	1	2	11	3	6	0	1	0	5	<b>76</b>
16) Religion	53	58	7	47	18	10	6	33	13	39	30	6	11	35	3	25	32	<b>426</b>
17) Family Reunion Program	3	2	1	9	0	0	35	12	1	1	1	7	21	0	3	0	3	<b>99</b>
18) Media Review	2	3	0	8	5	0	5	2	1	0	14	3	0	2	0	8	6	<b>59</b>
19) General Library	5	7	2	3	0	0	3	10	7	11	4	0	1	32	4	14	9	<b>112</b>
20) Alcohol and Substance Abuse Treatment	31	8	2	14	4	0	0	14	9	1	12	0	2	0	2	0	5	<b>104</b>
<b>Sub-total</b>	<b>484</b>	<b>429</b>	<b>73</b>	<b>466</b>	<b>100</b>	<b>67</b>	<b>172</b>	<b>256</b>	<b>248</b>	<b>178</b>	<b>429</b>	<b>91</b>	<b>264</b>	<b>327</b>	<b>72</b>	<b>233</b>	<b>250</b>	<b>4,139</b>
<b>Health Services</b>																		
21) Dental	32	11	10	62	6	5	4	54	35	24	24	4	26	38	6	36	12	<b>389</b>
22) Medical	433	311	66	331	92	88	79	203	272	204	515	109	215	367	114	661	244	<b>4,304</b>
22.1) HIPAA (Health Information)	7	7	5	6	1	1	1	8	10	14	14	4	8	10	3	0	3	<b>102</b>
<b>Sub-total</b>	<b>472</b>	<b>329</b>	<b>81</b>	<b>399</b>	<b>99</b>	<b>94</b>	<b>84</b>	<b>265</b>	<b>317</b>	<b>242</b>	<b>553</b>	<b>117</b>	<b>249</b>	<b>415</b>	<b>123</b>	<b>697</b>	<b>259</b>	<b>4,795</b>

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**Table 2-1. Grievances Filed at Maximum Security Facilities in 2017, 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
<b>Facility Operations</b>																		
23) Housing - Internal Block Affairs	442	77	73	123	27	26	15	49	191	43	434	32	137	193	47	15	100	2,024
23.1) Smoke-Free Policy	0	0	0	1	0	0	0	0	0	2	0	1	0	0	0	0	0	4
24) Special Housing Units	207	133	19	50	12	11	43	49	3	129	86	31	44	104	70	212	23	1,226
25) Search & Seizure/Frisks/Contraband	52	34	9	24	6	17	34	12	29	24	63	12	29	4	18	3	18	388
25.1) Strip Search	0	6	1	0	0	0	3	0	1	1	1	0	1	2	1	0	0	17
25.2) Strip Frisk	0	2	1	0	0	0	1	0	0	0	2	0	1	4	1	2	0	14
25.3) Pat Frisk (Female Inmate)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26) Keeplock Policy & Procedure	24	28	21	5	5	2	1	9	13	8	38	1	8	0	4	0	0	167
27) Tier I and II Policy & Procedure	16	22	11	40	3	4	13	2	7	4	40	11	21	6	10	6	1	217
28) Tier III Policy & Procedure	35	62	6	41	5	2	12	14	27	19	33	14	29	36	6	67	13	421
29) Inmate Property	150	195	5	108	5	17	13	43	32	23	99	16	81	137	30	0	1	955
30) Package Room	54	124	22	164	25	53	47	60	55	40	381	24	48	35	44	44	49	1,269
31) Rules & Regulations	10	86	36	38	7	6	23	31	42	22	34	44	2	12	27	0	0	420
<b>Sub-total</b>	<b>990</b>	<b>769</b>	<b>204</b>	<b>594</b>	<b>95</b>	<b>138</b>	<b>205</b>	<b>269</b>	<b>400</b>	<b>315</b>	<b>1,211</b>	<b>186</b>	<b>401</b>	<b>533</b>	<b>258</b>	<b>349</b>	<b>205</b>	<b>7,122</b>
<b>Administrative Services</b>																		
32) Industry	0	18	0	20	0	0	0	5	0	1	15	0	0	0	0	0	0	59
33) Personal Property Claims	12	37	2	19	4	6	11	72	37	20	33	35	16	58	4	122	24	512
34) State Issued Clothing and Hygiene Items	51	28	5	26	3	1	5	26	15	10	56	10	35	36	7	40	12	366
35) Commissary	55	47	11	55	9	5	17	30	23	26	78	7	29	55	7	23	19	496
36) Inmate Accounts	57	169	0	112	16	18	24	151	51	23	220	14	148	65	6	38	44	1,156
37) Mess Hall	103	77	13	46	8	30	7	31	63	53	74	9	37	62	14	95	19	741
38) Laundry	19	8	4	10	2	2	3	2	0	4	15	1	1	4	4	6	4	89
39) Facility Maintenance	18	132	31	20	2	12	10	43	14	70	84	18	17	45	22	0	8	546
<b>Sub-total</b>	<b>315</b>	<b>516</b>	<b>66</b>	<b>308</b>	<b>44</b>	<b>74</b>	<b>77</b>	<b>360</b>	<b>203</b>	<b>207</b>	<b>575</b>	<b>94</b>	<b>283</b>	<b>325</b>	<b>64</b>	<b>324</b>	<b>130</b>	<b>3,965</b>
<b>Counsel</b>																		
40) Law Library	79	26	5	47	15	6	11	60	28	33	49	11	12	31	13	60	26	512
41) Legal Mail	28	28	0	20	0	3	14	8	7	9	45	3	7	34	11	1	11	229
42) Inmate Legal Rights	24	55	2	46	6	1	10	6	7	19	78	8	14	6	12	15	25	334
43) Mandatory Court Surcharge	9	0	0	12	0	3	0	6	1	3	0	0	0	3	3	0	3	43
<b>Sub-total</b>	<b>140</b>	<b>109</b>	<b>7</b>	<b>125</b>	<b>21</b>	<b>13</b>	<b>35</b>	<b>80</b>	<b>43</b>	<b>64</b>	<b>172</b>	<b>22</b>	<b>33</b>	<b>74</b>	<b>39</b>	<b>76</b>	<b>65</b>	<b>1,118</b>
<b>Executive Direction</b>																		
44) Inmate Grievance Program	60	24	6	58	4	3	21	16	26	25	38	4	24	49	14	58	20	450
45) Temporary Release Committee	0	0	0	0	1	0	0	3	0	0	0	0	2	3	0	1	0	10
46) Inter-Facility Transfers	8	17	0	21	0	5	5	1	2	2	0	2	3	11	2	0	0	79
47) Grooming Standards	3	0	3	8	0	1	0	2	0	1	4	0	0	0	0	0	3	25
48) Inmate Liaison Committee	8	4	4	4	3	0	0	15	1	1	0	1	1	0	0	0	2	44
49) Staff Conduct	155	380	15	349	180	89	60	90	226	123	322	73	137	232	123	540	131	3,225
50) Miscellaneous	157	30	25	107	13	51	26	82	49	29	22	4	116	52	33	116	12	924
<b>Sub-total</b>	<b>391</b>	<b>455</b>	<b>53</b>	<b>547</b>	<b>201</b>	<b>149</b>	<b>112</b>	<b>209</b>	<b>304</b>	<b>181</b>	<b>386</b>	<b>84</b>	<b>283</b>	<b>347</b>	<b>172</b>	<b>715</b>	<b>168</b>	<b>4,757</b>
<b>Grand Total</b>	<b>2,792</b>	<b>2,607</b>	<b>484</b>	<b>2,439</b>	<b>560</b>	<b>535</b>	<b>685</b>	<b>1,439</b>	<b>1,515</b>	<b>1,187</b>	<b>3,326</b>	<b>594</b>	<b>1,513</b>	<b>2,021</b>	<b>728</b>	<b>2,394</b>	<b>1,077</b>	<b>25,896</b>

**Table 2-2a. Grievances Filed at Medium Security Facilities in 2017, by Type**

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
<b>Program Services</b>															
1) Program Committee	2	1	1	5	5	3	2	9	8	2	7	10	0	0	0
2) Incentive Wage Allowance	1	0	1	3	5	3	3	5	1	5	5	2	0	1	0
3) Correspondence	4	2	0	7	31	9	8	12	15	7	23	14	0	0	0
4) Phone Home Program	3	0	0	2	0	0	2	1	8	0	5	0	1	0	1
5) Visiting	0	2	0	3	6	2	7	5	3	3	3	11	2	1	0
6) Guidance Unit/Counseling	7	1	3	8	30	12	11	47	13	9	42	17	5	0	0
7) Recreation (TV, Yard, Movies, Radio, etc.)	1	2	0	0	2	1	2	6	9	0	4	3	0	0	0
8) Adult Basic Education	0	0	0	1	1	0	1	1	0	0	2	0	1	0	0
9) GED/College Programs	0	0	0	1	3	0	1	2	1	0	0	2	1	0	0
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11) Vocational Programs	0	1	0	2	1	0	0	0	3	0	0	0	0	1	0
12) Work Assignments	1	1	3	2	0	0	0	12	3	1	0	4	2	0	0
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	0	0	0	3	0	2	12	0	1	1	0	0	3	0
16) Religion	1	6	6	20	10	3	7	6	19	7	4	7	4	0	0
17) Family Reunion Program	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0
18) Media Review	0	0	0	0	3	0	0	0	0	0	2	1	0	0	0
19) General Library	0	2	0	0	0	1	1	1	0	4	4	1	0	0	0
20) Alcohol and Substance Abuse Treatment	3	0	0	2	1	10	5	3	3	8	1	4	5	0	0
<b>Sub-total</b>	<b>24</b>	<b>18</b>	<b>14</b>	<b>56</b>	<b>101</b>	<b>44</b>	<b>52</b>	<b>123</b>	<b>86</b>	<b>47</b>	<b>103</b>	<b>76</b>	<b>21</b>	<b>6</b>	<b>1</b>
<b>Health Services</b>															
21) Dental	1	9	0	10	2	4	18	5	27	10	3	14	2	0	0
22) Medical	5	60	12	53	39	53	162	125	138	88	54	113	75	3	2
22.1) HIPAA (Health Information)	0	4	0	0	0	1	1	3	1	1	0	4	1	0	0
<b>Sub-total</b>	<b>6</b>	<b>73</b>	<b>12</b>	<b>63</b>	<b>41</b>	<b>58</b>	<b>181</b>	<b>133</b>	<b>166</b>	<b>99</b>	<b>57</b>	<b>131</b>	<b>78</b>	<b>3</b>	<b>2</b>

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**Table 2-2b. Grievances Filed at Medium Security Facilities in 2017, by Type (Cont'd)**

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
<b>Facility Operations</b>															
23) Housing - Internal Block Affairs	3	7	7	11	12	6	19	15	17	8	47	33	15	1	0
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
24) Special Housing Units	0	26	0	2	2	9	45	7	5	75	1	23	1	0	0
25) Search & Seizure/Frisks/Contraband	1	7	2	0	1	0	1	9	11	2	2	4	4	0	0
25.1) Strip Search	0	1	0	0	0	0	0	0	0	1	0	1	0	0	0
25.2) Strip Frisk	0	0	0	0	0	0	0	0	0	0	2	0	1	0	0
25.3) Pat Frisk (Female Inmate)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26) Keeplock Policy & Procedure	0	5	0	0	0	0	8	2	1	0	1	1	0	0	0
27) Tier I and II Policy & Procedure	0	2	2	2	7	1	0	4	10	3	2	1	1	0	0
28) Tier III Policy & Procedure	0	1	0	3	6	4	8	3	4	6	0	3	0	1	0
29) Inmate Property	0	0	3	1	1	1	0	7	3	35	22	12	3	0	1
30) Package Room	7	11	6	16	55	9	29	18	40	15	95	39	16	0	0
31) Rules & Regulations	2	5	1	0	0	3	17	11	6	6	15	39	10	1	2
<b>Sub-total</b>	<b>13</b>	<b>65</b>	<b>21</b>	<b>35</b>	<b>84</b>	<b>33</b>	<b>127</b>	<b>77</b>	<b>97</b>	<b>151</b>	<b>187</b>	<b>156</b>	<b>51</b>	<b>3</b>	<b>3</b>
<b>Administrative Services</b>															
32) Industry	0	0	0	0	0	0	0	7	0	0	0	0	0	0	0
33) Personal Property Claims	2	4	1	4	9	9	18	1	13	3	2	2	3	0	1
34) State Issued Clothing and Hygiene Items	2	8	3	3	2	2	13	3	1	6	2	5	2	0	3
35) Commissary	0	5	0	1	2	1	6	5	9	1	4	4	0	0	0
36) Inmate Accounts	2	17	3	4	8	10	24	5	11	15	14	1	1	0	2
37) Mess Hall	4	9	1	2	3	2	15	8	14	29	8	10	11	0	0
38) Laundry	0	4	0	0	0	0	0	2	0	0	0	0	2	0	1
39) Facility Maintenance	1	13	0	0	2	4	5	3	12	0	28	4	0	0	0
<b>Sub-total</b>	<b>11</b>	<b>60</b>	<b>8</b>	<b>14</b>	<b>26</b>	<b>28</b>	<b>81</b>	<b>34</b>	<b>60</b>	<b>54</b>	<b>58</b>	<b>26</b>	<b>19</b>	<b>0</b>	<b>7</b>
<b>Counsel</b>															
40) Law Library	0	5	0	1	1	1	9	12	7	16	2	12	1	0	0
41) Legal Mail	0	2	0	2	2	0	0	9	1	2	2	4	1	0	0
42) Inmate Legal Rights	3	2	2	1	11	0	17	17	2	11	8	15	2	0	0
43) Mandatory Court Surcharge	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
<b>Sub-total</b>	<b>3</b>	<b>9</b>	<b>2</b>	<b>4</b>	<b>14</b>	<b>1</b>	<b>26</b>	<b>39</b>	<b>10</b>	<b>29</b>	<b>12</b>	<b>31</b>	<b>4</b>	<b>0</b>	<b>0</b>
<b>Executive Direction</b>															
44) Inmate Grievance Program	9	7	1	4	2	6	8	4	9	2	5	13	9	0	0
45) Temporary Release Committee	1	0	0	0	0	1	1	3	0	0	0	2	0	0	0
46) Inter-Facility Transfers	1	1	2	4	0	0	3	3	9	3	8	10	2	0	0
47) Grooming Standards	0	0	1	2	0	1	0	1	8	0	2	0	0	0	0
48) Inmate Liaison Committee	0	0	0	0	1	1	1	0	2	1	0	0	0	0	0
49) Staff Conduct	38	47	15	69	42	52	37	54	279	104	138	80	58	16	1
50) Miscellaneous	6	18	3	14	8	4	36	19	71	3	7	34	2	1	0
<b>Sub-total</b>	<b>55</b>	<b>73</b>	<b>22</b>	<b>93</b>	<b>53</b>	<b>65</b>	<b>86</b>	<b>84</b>	<b>378</b>	<b>113</b>	<b>160</b>	<b>139</b>	<b>71</b>	<b>17</b>	<b>1</b>
<b>Grand Total</b>	<b>112</b>	<b>298</b>	<b>79</b>	<b>265</b>	<b>319</b>	<b>229</b>	<b>553</b>	<b>490</b>	<b>797</b>	<b>493</b>	<b>577</b>	<b>559</b>	<b>244</b>	<b>29</b>	<b>14</b>

(continued on next page)

**Table 2-2c. Grievances Filed at Medium Security Facilities in 2017, by Type (Cont'd)**

Grievance Type	Livingston	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
<b>Program Services</b>																
1) Program Committee	10	17	4	3	0	4	2	1	1	4	1	2	0	6	8	<b>118</b>
2) Incentive Wage Allowance	12	6	6	2	1	3	6	3	0	0	4	0	1	9	2	<b>90</b>
3) Correspondence	23	23	8	5	2	19	12	7	1	1	5	8	0	5	7	<b>258</b>
4) Phone Home Program	2	2	1	4	0	1	0	3	0	0	5	1	0	2	3	<b>47</b>
5) Visiting	5	10	9	2	0	19	8	4	0	0	4	2	0	5	2	<b>118</b>
6) Guidance Unit/Counseling	15	60	15	3	0	18	3	12	1	4	13	8	5	31	4	<b>397</b>
7) Recreation (TV, Yard, Movies, Radio, etc.)	1	3	4	4	0	3	0	6	3	0	2	3	0	0	4	<b>63</b>
8) Adult Basic Education	3	5	0	0	0	0	0	0	1	0	2	2	0	5	1	<b>26</b>
9) GED/College Programs	1	3	4	0	0	0	0	2	1	0	2	0	0	1	0	<b>25</b>
10) Language Assistance Program	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>2</b>
11) Vocational Programs	7	3	5	1	0	0	1	0	0	0	4	0	1	2	1	<b>33</b>
12) Work Assignments	12	1	0	1	3	5	1	0	0	4	4	0	0	0	2	<b>62</b>
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	<b>1</b>
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
15) Special Events/Inmate Organizations	3	1	1	0	0	1	2	0	0	1	1	0	0	2	2	<b>36</b>
16) Religion	3	23	4	4	0	9	3	10	0	2	1	1	1	1	2	<b>164</b>
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	0	4	0	0	1	0	<b>7</b>
18) Media Review	0	5	0	0	0	0	1	1	0	0	0	0	0	1	0	<b>14</b>
19) General Library	0	6	1	0	0	0	0	0	0	0	1	0	0	0	1	<b>23</b>
20) Alcohol and Substance Abuse Treatment	4	32	10	9	1	1	1	20	0	0	5	2	0	2	5	<b>137</b>
<b>Sub-total</b>	<b>102</b>	<b>201</b>	<b>72</b>	<b>38</b>	<b>7</b>	<b>83</b>	<b>40</b>	<b>69</b>	<b>8</b>	<b>16</b>	<b>58</b>	<b>29</b>	<b>8</b>	<b>73</b>	<b>45</b>	<b>1,621</b>
<b>Health Services</b>																
21) Dental	9	21	7	0	1	2	2	14	0	2	3	1	1	3	3	<b>174</b>
22) Medical	48	251	154	106	19	68	29	45	6	19	14	30	6	95	68	<b>1,940</b>
22.1) HIPAA (Health Information)	0	0	0	0	0	0	0	2	0	0	1	0	0	1	0	<b>20</b>
<b>Sub-total</b>	<b>57</b>	<b>272</b>	<b>161</b>	<b>106</b>	<b>20</b>	<b>70</b>	<b>31</b>	<b>61</b>	<b>6</b>	<b>21</b>	<b>18</b>	<b>31</b>	<b>7</b>	<b>99</b>	<b>71</b>	<b>2,134</b>

(continued on next page)

**Table 2-2d. Grievances Filed at Medium Security Facilities in 2017, by Type (Cont'd)**

Grievance Type	Livingston	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
<b>Facility Operations</b>																
23) Housing - Internal Block Affairs	24	178	16	5	3	14	8	12	9	0	11	6	1	30	24	542
23.1) Smoke-Free Policy	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2
24) Special Housing Units	7	5	17	0	0	49	0	4	0	0	0	0	0	1	4	283
25) Search & Seizure/Frisks/Contraband	15	10	0	3	3	6	6	6	2	3	5	0	1	5	5	114
25.1) Strip Search	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
25.2) Strip Frisk	0	0	0	0	0	0	0	0	1	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
26) Keeplock Policy & Procedure	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	19
27) Tier I and II Policy & Procedure	17	2	2	2	2	1	1	2	0	1	3	1	1	1	9	80
28) Tier III Policy & Procedure	18	17	8	0	0	3	0	3	0	1	2	5	1	2	2	101
29) Inmate Property	13	12	4	2	1	12	2	13	1	1	0	0	3	5	5	163
30) Package Room	39	63	9	11	6	34	15	33	9	1	8	9	5	8	26	632
31) Rules & Regulations	16	13	0	1	5	11	13	3	0	2	5	0	0	3	1	191
<b>Sub-total</b>	<b>149</b>	<b>300</b>	<b>56</b>	<b>25</b>	<b>20</b>	<b>131</b>	<b>45</b>	<b>76</b>	<b>22</b>	<b>9</b>	<b>34</b>	<b>21</b>	<b>12</b>	<b>55</b>	<b>76</b>	<b>2,134</b>
<b>Administrative Services</b>																
32) Industry	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	8
33) Personal Property Claims	7	24	4	0	1	4	1	0	2	4	0	8	0	0	7	134
34) State Issued Clothing and Hygiene Items	9	40	1	0	1	18	1	4	0	0	2	0	0	1	5	137
35) Commissary	3	8	2	0	0	9	0	2	0	3	2	1	0	2	2	72
36) Inmate Accounts	9	51	4	2	1	8	1	6	0	1	3	3	0	7	8	221
37) Mess Hall	8	48	8	3	1	18	0	6	0	0	7	2	1	10	14	242
38) Laundry	0	3	0	0	0	2	0	0	0	0	0	0	0	0	0	14
39) Facility Maintenance	2	21	3	1	0	4	3	0	5	0	4	0	0	1	12	128
<b>Sub-total</b>	<b>38</b>	<b>195</b>	<b>22</b>	<b>6</b>	<b>4</b>	<b>63</b>	<b>6</b>	<b>18</b>	<b>7</b>	<b>8</b>	<b>19</b>	<b>14</b>	<b>1</b>	<b>21</b>	<b>48</b>	<b>956</b>
<b>Counsel</b>																
40) Law Library	10	19	7	2	0	4	0	0	1	0	3	8	0	1	3	125
41) Legal Mail	6	4	3	0	0	2	3	3	0	0	2	0	0	0	2	50
42) Inmate Legal Rights	8	12	4	10	2	8	6	17	0	1	4	1	3	11	6	184
43) Mandatory Court Surcharge	2	0	1	0	2	0	0	1	0	1	0	0	0	0	1	9
<b>Sub-total</b>	<b>26</b>	<b>35</b>	<b>15</b>	<b>12</b>	<b>4</b>	<b>14</b>	<b>9</b>	<b>21</b>	<b>1</b>	<b>2</b>	<b>9</b>	<b>3</b>	<b>12</b>	<b>12</b>	<b>368</b>	
<b>Executive Direction</b>																
44) Inmate Grievance Program	13	14	5	1	0	4	1	5	0	0	1	3	0	2	9	137
45) Temporary Release Committee	1	0	0	1	0	0	1	1	0	0	0	0	0	1	5	18
46) Inter-Facility Transfers	11	3	0	4	0	0	0	4	0	4	1	1	0	0	7	81
47) Grooming Standards	3	0	1	0	1	0	0	3	0	0	2	0	1	0	0	26
48) Inmate Liaison Committee	0	0	0	0	0	0	1	0	0	0	0	2	0	0	0	9
49) Staff Conduct	50	91	155	29	26	34	40	76	6	31	24	19	32	11	60	1,714
50) Miscellaneous	50	40	38	2	0	3	8	1	2	1	7	6	0	17	21	422
<b>Sub-total</b>	<b>128</b>	<b>148</b>	<b>199</b>	<b>37</b>	<b>27</b>	<b>41</b>	<b>51</b>	<b>90</b>	<b>8</b>	<b>36</b>	<b>35</b>	<b>31</b>	<b>33</b>	<b>31</b>	<b>102</b>	<b>2,407</b>
<b>Grand Total</b>	<b>500</b>	<b>1,151</b>	<b>525</b>	<b>224</b>	<b>82</b>	<b>402</b>	<b>182</b>	<b>335</b>	<b>52</b>	<b>92</b>	<b>173</b>	<b>135</b>	<b>64</b>	<b>291</b>	<b>354</b>	<b>9,620</b>

**Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities in 2017, by Type**

Grievance Type	Lakeview Shock	Moriah Shock	Total Shock	Edgecombe	Lincoln	Queensboro	Rochester	Total Minimum	Willard DTC	Total Shock, Minimum & DTC	DOCCS Total
<b>Program Services</b>											
1) Program Committee	0	0	0	0	0	0	0	0	1	1	634
2) Incentive Wage Allowance	1	0	1	0	0	0	0	0	0	1	341
3) Correspondence	21	0	21	0	0	0	0	0	0	21	1,204
4) Phone Home Program	0	0	0	0	0	0	0	0	0	0	144
5) Visiting	1	0	1	0	0	0	0	0	0	1	384
6) Guidance Unit/Counseling	7	0	7	0	1	1	0	2	0	9	1,156
7) Recreation (TV, Yard, Movies, Radio, etc.)	2	0	2	0	0	0	0	0	0	2	280
8) Adult Basic Education	1	0	1	0	0	0	0	0	0	1	75
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	5
11) Vocational Programs	0	0	0	0	0	0	0	0	0	0	61
12) Work Assignments	0	0	0	0	0	0	0	0	0	0	197
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	0	0	7
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	4
15) Special Events/Inmate Organizations	0	0	0	0	0	1	0	1	0	1	113
16) Religion	4	0	4	0	1	1	0	2	0	6	596
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	0	106
18) Media Review	1	0	1	0	0	0	0	0	0	1	74
19) General Library	5	0	5	0	0	0	0	0	0	5	140
20) Alcohol and Substance Abuse Treatment	0	0	0	0	0	0	0	0	0	0	241
<b>Sub-total</b>	<b>43</b>	<b>0</b>	<b>43</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>49</b>	<b>5,809</b>
<b>Health Services</b>											
21) Dental	4	0	4	0	0	0	0	0	0	4	567
22) Medical	73	0	73	0	2	9	0	11	14	98	6,342
22.1) HIPAA (Health Information)	0	0	0	0	0	0	0	0	0	0	122
<b>Sub-total</b>	<b>77</b>	<b>0</b>	<b>77</b>	<b>0</b>	<b>2</b>	<b>9</b>	<b>0</b>	<b>11</b>	<b>14</b>	<b>102</b>	<b>7,031</b>

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**Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities in 2017, 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
<b>Facility Operations</b>											
23) Housing - Internal Block Affairs	6	0	6	0	0	2	0	2	0	8	2,574
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	0	0	6
24) Special Housing Units	57	0	57	0	0	0	0	0	0	57	1,566
25) Search & Seizure/Frisks/Contraband	7	0	7	0	0	0	0	0	0	7	509
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	18
25.3) Pat Frisk (Female Inmate)	0	0	0	0	0	0	0	0	0	0	0
26) Keeplock Policy & Procedure	0	0	0	0	0	0	0	0	0	0	186
27) Tier I and II Policy & Procedure	9	0	9	0	0	1	0	1	0	10	307
28) Tier III Policy & Procedure	6	0	6	0	0	0	0	0	0	6	528
29) Inmate Property	8	0	8	0	0	1	0	1	0	9	1,127
30) Package Room	0	0	0	0	0	1	0	1	0	1	1,902
31) Rules & Regulations	1	0	1	0	2	1	0	3	0	4	615
<b>Sub-total</b>	<b>94</b>	<b>0</b>	<b>94</b>	<b>0</b>	<b>2</b>	<b>6</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>102</b>	<b>9,358</b>
<b>Administrative Services</b>											
32) Industry	0	0	0	0	0	0	0	0	0	0	67
33) Personal Property Claims	4	0	4	0	0	1	0	1	0	5	651
34) State Issued Clothing and Hygiene Items	1	0	1	0	0	1	0	1	0	2	505
35) Commissary	3	0	3	0	0	0	0	0	0	3	571
36) Inmate Accounts	4	0	4	0	0	0	0	0	0	4	1,381
37) Mess Hall	18	0	18	0	0	0	0	0	0	18	1,001
38) Laundry	3	0	3	0	0	1	0	1	0	4	107
39) Facility Maintenance	2	0	2	0	0	1	0	1	0	3	677
<b>Sub-total</b>	<b>35</b>	<b>0</b>	<b>35</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>39</b>	<b>4,960</b>
<b>Counsel</b>											
40) Law Library	6	0	6	0	0	0	0	0	0	6	643
41) Legal Mail	0	0	0	0	0	1	0	1	0	1	280
42) Inmate Legal Rights	0	0	0	0	0	0	0	0	0	0	518
43) Mandatory Court Surcharge	0	0	0	0	0	0	0	0	0	0	52
<b>Sub-total</b>	<b>6</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>7</b>	<b>1,493</b>
<b>Executive Direction</b>											
44) Inmate Grievance Program	2	0	2	0	0	1	0	1	0	3	590
45) Temporary Release Committee	0	0	0	0	0	0	0	0	0	0	28
46) Inter-Facility Transfers	0	0	0	0	0	0	0	0	0	0	160
47) Grooming Standards	0	0	0	0	0	0	0	0	0	0	51
48) Inmate Liaison Committee	0	0	0	0	0	0	0	0	0	0	53
49) Staff Conduct	21	0	21	0	3	7	0	10	9	40	4,979
50) Miscellaneous	0	0	0	0	2	8	0	10	0	10	1,356
<b>Sub-total</b>	<b>23</b>	<b>0</b>	<b>23</b>	<b>0</b>	<b>5</b>	<b>16</b>	<b>0</b>	<b>21</b>	<b>9</b>	<b>53</b>	<b>7,217</b>
<b>Grand Total</b>	<b>278</b>	<b>0</b>	<b>278</b>	<b>0</b>	<b>11</b>	<b>39</b>	<b>0</b>	<b>50</b>	<b>24</b>	<b>352</b>	<b>35,868</b>

**Table 3-1. Grievances Filed per 1,000 Inmates at Maximum Security Facilities in 2017, 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
<b>Program Services</b>																		
1) Program Committee	43.2	42.1	0.0	16.3	6.7	3.5	16.0	34.1	26.9	9.7	51.3	13.8	16.9	0.0	11.3	0.0	59.6	<b>24.2</b>
2) Incentive Wage Allowance	19.2	0.0	5.3	15.2	3.3	5.2	7.5	12.0	0.7	15.9	25.2	17.8	26.9	1.9	11.3	0.0	0.0	<b>11.7</b>
3) Correspondence	40.8	61.9	12.0	47.5	16.7	3.5	30.9	18.9	46.3	29.0	48.8	21.7	23.8	239.5	29.3	63.7	94.9	<b>43.5</b>
4) Phone Home Program	5.4	8.3	2.7	1.5	1.1	5.2	3.2	2.5	0.0	0.7	2.1	5.9	5.0	67.0	0.0	0.0	2.4	<b>4.6</b>
5) Visiting	25.0	11.5	6.7	8.5	5.6	15.6	8.5	17.7	9.7	4.1	13.3	9.9	22.5	9.6	13.5	5.8	7.3	<b>12.5</b>
6) Guidance Unit/Counseling	31.9	56.8	8.0	22.2	24.5	10.4	37.3	10.7	62.8	15.9	36.4	53.3	26.3	86.2	49.7	86.9	48.7	<b>35.2</b>
7) Recreation (TV, Yard, Movies, Radio, etc.)	2.0	3.8	12.0	15.9	17.8	1.7	3.2	10.1	8.2	6.2	4.1	13.8	8.8	74.7	11.3	15.4	8.5	<b>10.1</b>
8) Adult Basic Education	3.9	2.6	1.3	0.7	0.0	0.0	0.0	4.4	3.7	1.4	0.0	2.0	1.9	9.6	2.3	5.8	3.6	<b>2.3</b>
9) GED/College Programs	1.0	1.3	1.3	1.1	1.1	0.9	3.2	0.6	1.5	0.0	0.5	2.0	0.0	1.9	0.0	1.0	2.4	<b>1.0</b>
10) Language Assistance Program	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	<b>0.1</b>
11) Vocational Programs	2.9	1.9	2.7	1.5	1.1	0.0	4.3	1.3	0.7	0.7	1.0	0.0	0.0	0.0	2.3	0.0	1.2	<b>1.3</b>
12) Work Assignments	12.8	13.4	26.7	9.3	1.1	0.9	17.1	3.2	0.0	1.4	0.0	2.0	6.9	3.8	2.3	1.0	2.4	<b>6.3</b>
13) Hobby Shop/Arts & Crafts	0.5	0.0	1.3	0.0	0.0	1.7	0.0	0.0	0.7	0.0	0.0	0.0	0.6	0.0	0.0	0.0	0.0	<b>0.3</b>
14) Volunteer Services	0.0	1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.5	0.0	0.0	0.0	0.0	0.0	0.0	<b>0.2</b>
15) Special Events/Inmate Organizations	2.9	19.2	1.3	1.9	2.2	0.9	0.0	1.3	0.7	1.4	5.6	5.9	3.8	0.0	2.3	0.0	6.1	<b>3.6</b>
16) Religion	26.0	37.0	9.3	17.4	20.0	8.7	6.4	20.8	9.7	26.9	15.4	11.8	6.9	67.0	6.8	24.1	38.9	<b>20.0</b>
17) Family Reunion Program	1.5	1.3	1.3	3.3	0.0	0.0	37.3	7.6	0.7	0.7	0.5	13.8	13.1	0.0	6.8	0.0	3.6	<b>4.7</b>
18) Media Review	1.0	1.9	0.0	3.0	5.6	0.0	5.3	1.3	0.7	0.0	7.2	5.9	0.0	3.8	0.0	7.7	7.3	<b>2.8</b>
19) General Library	2.5	4.5	2.7	1.1	0.0	0.0	3.2	6.3	5.2	7.6	2.1	0.0	0.6	61.3	9.0	13.5	10.9	<b>5.3</b>
20) Alcohol and Substance Abuse Treatment	15.2	5.1	2.7	5.2	4.5	0.0	0.0	8.8	6.7	0.7	6.2	0.0	1.3	0.0	4.5	0.0	6.1	<b>4.9</b>
<b>Sub-total</b>	<b>237.7</b>	<b>273.9</b>	<b>97.3</b>	<b>172.8</b>	<b>111.4</b>	<b>58.1</b>	<b>183.4</b>	<b>161.6</b>	<b>185.4</b>	<b>122.9</b>	<b>220.2</b>	<b>179.5</b>	<b>165.2</b>	<b>626.4</b>	<b>162.5</b>	<b>224.9</b>	<b>304.1</b>	<b>194.5</b>
<b>Health Services</b>																		
21) Dental	15.7	7.0	13.3	23.0	6.7	4.3	4.3	34.1	26.2	16.6	12.3	7.9	16.3	72.8	13.5	34.7	14.6	<b>18.3</b>
22) Medical	212.7	198.6	88.0	122.7	102.4	76.3	84.2	128.2	203.3	140.9	264.4	215.0	134.5	703.1	257.3	638.0	296.8	<b>202.2</b>
22.1) HIPAA (Health Information)	3.4	4.5	6.7	2.2	1.1	0.9	1.1	5.1	7.5	9.7	7.2	7.9	5.0	19.2	6.8	0.0	3.6	<b>4.8</b>
<b>Sub-total</b>	<b>231.8</b>	<b>210.1</b>	<b>108.0</b>	<b>147.9</b>	<b>110.2</b>	<b>81.5</b>	<b>89.6</b>	<b>167.3</b>	<b>236.9</b>	<b>167.1</b>	<b>283.9</b>	<b>230.8</b>	<b>155.8</b>	<b>795.0</b>	<b>277.7</b>	<b>672.8</b>	<b>315.1</b>	<b>225.3</b>

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**Table 3-1. Grievances Filed per 1,000 Inmates at Maximum Security Facilities in 2017, 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	
<b>Facility Operations</b>																			
23) Housing - Internal Block Affairs	217.1	49.2	97.3	45.6	30.1	22.5	16.0	30.9	142.8	29.7	222.8	63.1	85.7	369.7	106.1	14.5	121.7	<b>95.1</b>	
23.1) Smoke-Free Policy	0.0	0.0	0.0	0.4	0.0	0.0	0.0	0.0	0.0	1.4	0.0	2.0	0.0	0.0	0.0	0.0	0.0	0.0	<b>0.2</b>
24) Special Housing Units	101.7	84.9	25.3	18.5	13.4	9.5	45.8	30.9	2.2	89.1	44.1	61.1	27.5	199.2	158.0	204.6	28.0	<b>57.6</b>	
25) Search & Seizure/Frisks/Contraband	25.5	21.7	12.0	8.9	6.7	14.7	36.2	7.6	21.7	16.6	32.3	23.7	18.1	7.7	40.6	2.9	21.9	<b>18.2</b>	
25.1) Strip Search	0.0	3.8	1.3	0.0	0.0	0.0	3.2	0.0	0.7	0.7	0.5	0.0	0.6	3.8	2.3	0.0	0.0	<b>0.8</b>	
25.2) Strip Frisk	0.0	1.3	1.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	1.0	0.0	0.6	7.7	2.3	1.9	0.0	<b>0.7</b>	
25.3) Pat Frisk (Female Inmate)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	<b>0.0</b>	
26) Keeplock Policy & Procedure	11.8	17.9	28.0	1.9	5.6	1.7	1.1	5.7	9.7	5.5	19.5	2.0	5.0	0.0	9.0	0.0	0.0	<b>7.8</b>	
27) Tier I and II Policy & Procedure	7.9	14.0	14.7	14.8	3.3	3.5	13.9	1.3	5.2	2.8	20.5	21.7	13.1	11.5	22.6	5.8	1.2	<b>10.2</b>	
28) Tier III Policy & Procedure	17.2	39.6	8.0	15.2	5.6	1.7	12.8	8.8	20.2	13.1	16.9	27.6	18.1	69.0	13.5	64.7	15.8	<b>19.8</b>	
29) Inmate Property	73.7	124.5	6.7	40.0	5.6	14.7	13.9	27.1	23.9	15.9	50.8	31.6	50.7	262.5	67.7	0.0	1.2	<b>44.9</b>	
30) Package Room	26.5	79.2	29.3	60.8	27.8	45.9	50.1	37.9	41.1	27.6	195.6	47.3	30.0	67.0	99.3	42.5	59.6	<b>59.6</b>	
31) Rules & Regulations	4.9	54.9	48.0	14.1	7.8	5.2	24.5	19.6	31.4	15.2	17.5	86.8	1.3	23.0	60.9	0.0	0.0	<b>19.7</b>	
<b>Sub-total</b>	<b>486.2</b>	<b>491.1</b>	<b>272.0</b>	<b>220.2</b>	<b>105.8</b>	<b>119.6</b>	<b>218.6</b>	<b>169.8</b>	<b>299.0</b>	<b>217.5</b>	<b>621.7</b>	<b>366.9</b>	<b>250.9</b>	<b>1,021.1</b>	<b>582.4</b>	<b>336.9</b>	<b>249.4</b>	<b>334.6</b>	
<b>Administrative Services</b>																			
32) Industry	0.0	11.5	0.0	7.4	0.0	0.0	0.0	3.2	0.0	0.7	7.7	0.0	0.0	0.0	0.0	0.0	0.0	<b>2.8</b>	
33) Personal Property Claims	5.9	23.6	2.7	7.0	4.5	5.2	11.7	45.5	27.7	13.8	16.9	69.0	10.0	111.1	9.0	117.8	29.2	<b>24.1</b>	
34) State Issued Clothing and Hygiene Items	25.0	17.9	6.7	9.6	3.3	0.9	5.3	16.4	11.2	6.9	28.7	19.7	21.9	69.0	15.8	38.6	14.6	<b>17.2</b>	
35) Commissary	27.0	30.0	14.7	20.4	10.0	4.3	18.1	18.9	17.2	18.0	40.0	13.8	18.1	105.4	15.8	22.2	23.1	<b>23.3</b>	
36) Inmate Accounts	28.0	107.9	0.0	41.5	17.8	15.6	25.6	95.3	38.1	15.9	112.9	27.6	92.6	124.5	13.5	36.7	53.5	<b>54.3</b>	
37) Mess Hall	50.6	49.2	17.3	17.1	8.9	26.0	7.5	19.6	47.1	36.6	38.0	17.8	23.2	118.8	31.6	91.7	23.1	<b>34.8</b>	
38) Laundry	9.3	5.1	5.3	3.7	2.2	1.7	3.2	1.3	0.0	2.8	7.7	2.0	0.6	7.7	9.0	5.8	4.9	<b>4.2</b>	
39) Facility Maintenance	8.8	84.3	41.3	7.4	2.2	10.4	10.7	27.1	10.5	48.3	43.1	35.5	10.6	86.2	49.7	0.0	9.7	<b>25.7</b>	
<b>Sub-total</b>	<b>154.7</b>	<b>329.5</b>	<b>88.0</b>	<b>114.2</b>	<b>49.0</b>	<b>64.1</b>	<b>82.1</b>	<b>227.3</b>	<b>151.7</b>	<b>143.0</b>	<b>295.2</b>	<b>185.4</b>	<b>177.1</b>	<b>622.6</b>	<b>144.5</b>	<b>312.7</b>	<b>158.2</b>	<b>186.3</b>	
<b>Counsel</b>																			
40) Law Library	38.8	16.6	6.7	17.4	16.7	5.2	11.7	37.9	20.9	22.8	25.2	21.7	7.5	59.4	29.3	57.9	31.6	<b>24.1</b>	
41) Legal Mail	13.8	17.9	0.0	7.4	0.0	2.6	14.9	5.1	5.2	6.2	23.1	5.9	4.4	65.1	24.8	1.0	13.4	<b>10.8</b>	
42) Inmate Legal Rights	11.8	35.1	2.7	17.1	6.7	0.9	10.7	3.8	5.2	13.1	40.0	15.8	8.8	11.5	27.1	14.5	30.4	<b>15.7</b>	
43) Mandatory Court Surcharge	4.4	0.0	0.0	4.4	0.0	2.6	0.0	3.8	0.7	2.1	0.0	0.0	0.0	5.7	6.8	0.0	3.6	<b>2.0</b>	
<b>Sub-total</b>	<b>68.8</b>	<b>69.6</b>	<b>9.3</b>	<b>46.3</b>	<b>23.4</b>	<b>11.3</b>	<b>37.3</b>	<b>50.5</b>	<b>32.1</b>	<b>44.2</b>	<b>88.3</b>	<b>43.4</b>	<b>20.7</b>	<b>141.8</b>	<b>88.0</b>	<b>73.4</b>	<b>79.1</b>	<b>52.5</b>	
<b>Executive Direction</b>																			
44) Inmate Grievance Program	29.5	15.3	8.0	21.5	4.5	2.6	22.4	10.1	19.4	17.3	19.5	7.9	15.0	93.9	31.6	56.0	24.3	<b>21.1</b>	
45) Temporary Release Committee	0.0	0.0	0.0	0.0	1.1	0.0	0.0	1.9	0.0	0.0	0.0	0.0	1.3	5.7	0.0	1.0	0.0	<b>0.5</b>	
46) Inter-Facility Transfers	3.9	10.9	0.0	7.8	0.0	4.3	5.3	0.6	1.5	1.4	0.0	3.9	1.9	21.1	4.5	0.0	0.0	<b>3.7</b>	
47) Grooming Standards	1.5	0.0	4.0	3.0	0.0	0.9	0.0	1.3	0.0	0.7	2.1	0.0	0.0	0.0	0.0	0.0	3.6	<b>1.2</b>	
48) Inmate Liaison Committee	3.9	2.6	5.3	1.5	3.3	0.0	0.0	9.5	0.7	0.7	0.0	2.0	0.6	0.0	0.0	0.0	2.4	<b>2.1</b>	
49) Staff Conduct	76.1	242.7	20.0	129.4	200.4	77.1	64.0	56.8	168.9	84.9	165.3	144.0	85.7	444.4	277.7	521.2	159.4	<b>151.5</b>	
50) Miscellaneous	77.1	19.2	33.3	39.7	14.5	44.2	27.7	51.8	36.6	20.0	11.3	7.9	72.6	99.6	74.5	112.0	14.6	<b>43.4</b>	
<b>Sub-total</b>	<b>192.0</b>	<b>290.5</b>	<b>70.7</b>	<b>202.8</b>	<b>223.8</b>	<b>129.1</b>	<b>119.4</b>	<b>131.9</b>	<b>227.2</b>	<b>125.0</b>	<b>198.2</b>	<b>165.7</b>	<b>177.1</b>	<b>664.8</b>	<b>388.3</b>	<b>690.2</b>	<b>204.4</b>	<b>223.5</b>	
<b>Grand Total</b>	<b>1,371.3</b>	<b>1,664.8</b>	<b>645.3</b>	<b>904.3</b>	<b>623.6</b>	<b>463.6</b>	<b>730.3</b>	<b>908.5</b>	<b>1,132.3</b>	<b>819.8</b>	<b>1,707.4</b>	<b>1,171.6</b>	<b>946.8</b>	<b>3,871.6</b>	<b>1,643.3</b>	<b>2,310.8</b>	<b>1,310.2</b>	<b>1,216.6</b>	

**Table 3-2a. Grievances Filed per 1,000 Inmates at Medium Security Facilities in 2017, by Type**

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
<b>Program Services</b>															
1) Program Committee	5.2	0.9	2.2	3.5	6.0	3.6	2.0	5.7	5.9	2.0	4.7	6.0	0.0	0.0	0.0
2) Incentive Wage Allowance	2.6	0.0	2.2	2.1	6.0	3.6	3.1	3.2	0.7	5.1	3.4	1.2	0.0	2.5	0.0
3) Correspondence	10.3	1.9	0.0	5.0	37.3	10.7	8.1	7.6	11.1	7.2	15.6	8.4	0.0	0.0	0.0
4) Phone Home Program	7.8	0.0	0.0	1.4	0.0	0.0	2.0	0.6	5.9	0.0	3.4	0.0	1.0	0.0	5.8
5) Visiting	0.0	1.9	0.0	2.1	7.2	2.4	7.1	3.2	2.2	3.1	2.0	6.6	2.1	2.5	0.0
6) Guidance Unit/Counseling	18.1	0.9	6.6	5.7	36.1	14.2	11.2	29.7	9.6	9.2	28.4	10.2	5.2	0.0	0.0
7) Recreation (TV, Yard, Movies, Radio, etc.)	2.6	1.9	0.0	0.0	2.4	1.2	2.0	3.8	6.6	0.0	2.7	1.8	0.0	0.0	0.0
8) Adult Basic Education	0.0	0.0	0.0	0.7	1.2	0.0	1.0	0.6	0.0	0.0	1.4	0.0	1.0	0.0	0.0
9) GED/College Programs	0.0	0.0	0.0	0.7	3.6	0.0	1.0	1.3	0.7	0.0	0.0	1.2	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	0.0	0.0	0.0	0.0	0.0	0.0	0.0
11) Vocational Programs	0.0	0.9	0.0	1.4	1.2	0.0	0.0	0.0	2.2	0.0	0.0	0.0	0.0	2.5	0.0
12) Work Assignments	2.6	0.9	6.6	1.4	0.0	0.0	0.0	7.6	2.2	1.0	0.0	2.4	2.1	0.0	0.0
13) Hobby Shop/Arts & Crafts	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
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	0.0	0.0	0.0	3.6	0.0	2.0	7.6	0.0	1.0	0.7	0.0	0.0	7.4	0.0
16) Religion	2.6	5.7	13.1	14.2	12.0	3.6	7.1	3.8	14.0	7.2	2.7	4.2	4.2	0.0	0.0
17) Family Reunion Program	2.6	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0
18) Media Review	0.0	0.0	0.0	0.0	3.6	0.0	0.0	0.0	0.0	0.0	1.4	0.6	0.0	0.0	0.0
19) General Library	0.0	1.9	0.0	0.0	0.0	1.2	1.0	0.6	0.0	4.1	2.7	0.6	0.0	0.0	0.0
20) Alcohol and Substance Abuse Treatment	7.8	0.0	0.0	1.4	1.2	11.9	5.1	1.9	2.2	8.2	0.7	2.4	5.2	0.0	0.0
<b>Sub-total</b>	<b>62.0</b>	<b>17.1</b>	<b>30.6</b>	<b>39.7</b>	<b>121.4</b>	<b>52.2</b>	<b>52.9</b>	<b>77.8</b>	<b>63.4</b>	<b>48.1</b>	<b>69.7</b>	<b>45.5</b>	<b>21.9</b>	<b>14.8</b>	<b>5.8</b>
<b>Health Services</b>															
21) Dental	2.6	8.5	0.0	7.1	2.4	4.7	18.3	3.2	19.9	10.2	2.0	8.4	2.1	0.0	0.0
22) Medical	12.9	56.9	26.2	37.5	46.9	62.9	164.8	79.1	101.8	90.1	36.5	67.6	78.1	7.4	11.7
22.1) HIPAA (Health Information)	0.0	3.8	0.0	0.0	0.0	1.2	1.0	1.9	0.7	1.0	0.0	2.4	1.0	0.0	0.0
<b>Sub-total</b>	<b>15.5</b>	<b>69.2</b>	<b>26.2</b>	<b>44.6</b>	<b>49.3</b>	<b>68.8</b>	<b>184.1</b>	<b>84.2</b>	<b>122.4</b>	<b>101.3</b>	<b>38.6</b>	<b>78.4</b>	<b>81.3</b>	<b>7.4</b>	<b>11.7</b>

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**Table 3-2b. Grievances Filed per 1,000 Inmates at Medium Security Facilities in 2017, by Type (Cont'd)**

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
<b>Facility Operations</b>															
23) Housing - Internal Block Affairs	7.8	6.6	15.3	7.8	14.4	7.1	19.3	9.5	12.5	8.2	31.8	19.7	15.6	2.5	0.0
23.1) Smoke-Free Policy	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0
24) Special Housing Units	0.0	24.6	0.0	1.4	2.4	10.7	45.8	4.4	3.7	76.8	0.7	13.8	1.0	0.0	0.0
25) Search & Seizure/Frisks/Contraband	2.6	6.6	4.4	0.0	1.2	0.0	1.0	5.7	8.1	2.0	1.4	2.4	4.2	0.0	0.0
25.1) Strip Search	0.0	0.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	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	0.0	0.0	0.0	1.4	0.0	1.0	0.0	0.0
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
26) Keeplock Policy & Procedure	0.0	4.7	0.0	0.0	0.0	0.0	8.1	1.3	0.7	0.0	0.7	0.6	0.0	0.0	0.0
27) Tier I and II Policy & Procedure	0.0	1.9	4.4	1.4	8.4	1.2	0.0	2.5	7.4	3.1	1.4	0.6	1.0	0.0	0.0
28) Tier III Policy & Procedure	0.0	0.9	0.0	2.1	7.2	4.7	8.1	1.9	2.9	6.1	0.0	1.8	0.0	2.5	0.0
29) Inmate Property	0.0	0.0	6.6	0.7	1.2	1.2	0.0	4.4	2.2	35.8	14.9	7.2	3.1	0.0	5.8
30) Package Room	18.1	10.4	13.1	11.3	66.1	10.7	29.5	11.4	29.5	15.4	64.3	23.3	16.7	0.0	0.0
31) Rules & Regulations	5.2	4.7	2.2	0.0	0.0	3.6	17.3	7.0	4.4	6.1	10.1	23.3	10.4	2.5	11.7
<b>Sub-total</b>	<b>33.6</b>	<b>61.6</b>	<b>45.9</b>	<b>24.8</b>	<b>101.0</b>	<b>39.1</b>	<b>129.2</b>	<b>48.7</b>	<b>71.5</b>	<b>154.6</b>	<b>126.5</b>	<b>93.4</b>	<b>53.1</b>	<b>7.4</b>	<b>17.5</b>
<b>Administrative Services</b>															
32) Industry	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0
33) Personal Property Claims	5.2	3.8	2.2	2.8	10.8	10.7	18.3	0.6	9.6	3.1	1.4	1.2	3.1	0.0	5.8
34) State Issued Clothing and Hygiene Items	5.2	7.6	6.6	2.1	2.4	2.4	13.2	1.9	0.7	6.1	1.4	3.0	2.1	0.0	17.5
35) Commissary	0.0	4.7	0.0	0.7	2.4	1.2	6.1	3.2	6.6	1.0	2.7	2.4	0.0	0.0	0.0
36) Inmate Accounts	5.2	16.1	6.6	2.8	9.6	11.9	24.4	3.2	8.1	15.4	9.5	0.6	1.0	0.0	11.7
37) Mess Hall	10.3	8.5	2.2	1.4	3.6	2.4	15.3	5.1	10.3	29.7	5.4	6.0	11.5	0.0	0.0
38) Laundry	0.0	3.8	0.0	0.0	0.0	0.0	0.0	1.3	0.0	0.0	0.0	0.0	2.1	0.0	5.8
39) Facility Maintenance	2.6	12.3	0.0	0.0	2.4	4.7	5.1	1.9	8.8	0.0	18.9	2.4	0.0	0.0	0.0
<b>Sub-total</b>	<b>28.4</b>	<b>56.9</b>	<b>17.5</b>	<b>9.9</b>	<b>31.3</b>	<b>33.2</b>	<b>82.4</b>	<b>21.5</b>	<b>44.2</b>	<b>55.3</b>	<b>39.2</b>	<b>15.6</b>	<b>19.8</b>	<b>0.0</b>	<b>40.9</b>
<b>Counsel</b>															
40) Law Library	0.0	4.7	0.0	0.7	1.2	1.2	9.2	7.6	5.2	16.4	1.4	7.2	1.0	0.0	0.0
41) Legal Mail	0.0	1.9	0.0	1.4	2.4	0.0	0.0	5.7	0.7	2.0	1.4	2.4	1.0	0.0	0.0
42) Inmate Legal Rights	7.8	1.9	4.4	0.7	13.2	0.0	17.3	10.8	1.5	11.3	5.4	9.0	2.1	0.0	0.0
43) Mandatory Court Surcharge	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Sub-total</b>	<b>7.8</b>	<b>8.5</b>	<b>4.4</b>	<b>2.8</b>	<b>16.8</b>	<b>1.2</b>	<b>26.4</b>	<b>24.7</b>	<b>7.4</b>	<b>29.7</b>	<b>8.1</b>	<b>18.6</b>	<b>4.2</b>	<b>0.0</b>	<b>0.0</b>
<b>Executive Direction</b>															
44) Inmate Grievance Program	23.3	6.6	2.2	2.8	2.4	7.1	8.1	2.5	6.6	2.0	3.4	7.8	9.4	0.0	0.0
45) Temporary Release Committee	2.6	0.0	0.0	0.0	0.0	1.2	1.0	1.9	0.0	0.0	0.0	1.2	0.0	0.0	0.0
46) Inter-Facility Transfers	2.6	0.9	4.4	2.8	0.0	0.0	3.1	1.9	6.6	3.1	5.4	6.0	2.1	0.0	0.0
47) Grooming Standards	0.0	0.0	2.2	1.4	0.0	1.2	0.0	0.6	5.9	0.0	1.4	0.0	0.0	0.0	0.0
48) Inmate Liaison Committee	0.0	0.0	0.0	0.0	1.2	1.2	1.0	0.0	1.5	1.0	0.0	0.0	0.0	0.0	0.0
49) Staff Conduct	98.2	44.5	32.8	48.9	50.5	61.7	37.6	34.2	205.8	106.4	93.4	47.9	60.4	39.4	5.8
50) Miscellaneous	15.5	17.1	6.6	9.9	9.6	4.7	36.6	12.0	52.4	3.1	4.7	20.3	2.1	2.5	0.0
<b>Sub-total</b>	<b>142.1</b>	<b>69.2</b>	<b>48.0</b>	<b>65.9</b>	<b>63.7</b>	<b>77.1</b>	<b>87.5</b>	<b>53.2</b>	<b>278.8</b>	<b>115.7</b>	<b>108.3</b>	<b>83.2</b>	<b>74.0</b>	<b>41.9</b>	<b>5.8</b>
<b>Grand Total</b>	<b>289.4</b>	<b>282.5</b>	<b>172.5</b>	<b>187.7</b>	<b>383.4</b>	<b>271.6</b>	<b>562.6</b>	<b>310.1</b>	<b>587.8</b>	<b>504.6</b>	<b>390.4</b>	<b>334.5</b>	<b>254.2</b>	<b>71.4</b>	<b>81.9</b>

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**Table 3-2c. Grievances Filed per 1,000 Inmates at Medium Security Facilities in 2017, by Type (Cont'd)**

Grievance Type	Livingston	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
<b>Program Services</b>																
1) Program Committee	12.3	15.3	2.7	2.4	0.0	4.6	3.4	1.2	3.1	5.6	1.8	2.4	0.0	7.5	5.7	<b>4.4</b>
2) Incentive Wage Allowance	14.8	5.4	4.0	1.6	2.5	3.4	10.3	3.6	0.0	0.0	7.2	0.0	1.9	11.3	1.4	<b>3.3</b>
3) Correspondence	28.4	20.8	5.4	3.9	5.0	21.7	20.6	8.4	3.1	1.4	9.0	9.5	0.0	6.3	5.0	<b>9.5</b>
4) Phone Home Program	2.5	1.8	0.7	3.1	0.0	1.1	0.0	3.6	0.0	0.0	9.0	1.2	0.0	2.5	2.1	<b>1.7</b>
5) Visiting	6.2	9.0	6.0	1.6	0.0	21.7	13.7	4.8	0.0	0.0	7.2	2.4	0.0	6.3	1.4	<b>4.4</b>
6) Guidance Unit/Counseling	18.5	54.2	10.1	2.4	0.0	20.5	5.2	14.4	3.1	5.6	23.5	9.5	9.7	38.9	2.9	<b>14.7</b>
7) Recreation (TV, Yard, Movies, Radio, etc.)	1.2	2.7	2.7	3.1	0.0	3.4	0.0	7.2	9.4	0.0	3.6	3.6	0.0	0.0	2.9	<b>2.3</b>
8) Adult Basic Education	3.7	4.5	0.0	0.0	0.0	0.0	0.0	0.0	3.1	0.0	3.6	2.4	0.0	6.3	0.7	<b>1.0</b>
9) GED/College Programs	1.2	2.7	2.7	0.0	0.0	0.0	0.0	2.4	3.1	0.0	3.6	0.0	0.0	1.3	0.0	<b>0.9</b>
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	<b>0.1</b>
11) Vocational Programs	8.6	2.7	3.4	0.8	0.0	0.0	1.7	0.0	0.0	0.0	7.2	0.0	1.9	2.5	0.7	<b>1.2</b>
12) Work Assignments	14.8	0.9	0.0	0.8	7.5	5.7	1.7	0.0	0.0	5.6	7.2	0.0	0.0	0.0	1.4	<b>2.3</b>
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	0.7	<b>0.0</b>
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	<b>0.0</b>
15) Special Events/Inmate Organizations	3.7	0.9	0.7	0.0	0.0	1.1	3.4	0.0	0.0	1.4	1.8	0.0	0.0	2.5	1.4	<b>1.3</b>
16) Religion	3.7	20.8	2.7	3.1	0.0	10.3	5.2	12.0	0.0	2.8	1.8	1.2	1.9	1.3	1.4	<b>6.1</b>
17) Family Reunion Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	7.2	0.0	0.0	1.3	0.0	<b>0.3</b>
18) Media Review	0.0	4.5	0.0	0.0	0.0	0.0	1.7	1.2	0.0	0.0	0.0	0.0	0.0	1.3	0.0	<b>0.5</b>
19) General Library	0.0	5.4	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.8	0.0	0.0	0.0	0.7	<b>0.8</b>
20) Alcohol and Substance Abuse Treatment	4.9	28.9	6.7	7.1	2.5	1.1	1.7	24.0	0.0	0.0	9.0	2.4	0.0	2.5	3.6	<b>5.1</b>
<b>Sub-total</b>	<b>125.9</b>	<b>181.4</b>	<b>48.4</b>	<b>29.9</b>	<b>17.5</b>	<b>94.6</b>	<b>68.7</b>	<b>82.6</b>	<b>25.1</b>	<b>22.6</b>	<b>104.7</b>	<b>34.5</b>	<b>15.6</b>	<b>91.6</b>	<b>32.2</b>	<b>59.9</b>
<b>Health Services</b>																
21) Dental	11.1	19.0	4.7	0.0	2.5	2.3	3.4	16.8	0.0	2.8	5.4	1.2	1.9	3.8	2.1	<b>6.4</b>
22) Medical	59.3	226.5	103.5	83.3	47.5	77.5	49.8	53.9	18.8	26.8	25.3	35.7	11.7	119.2	48.7	<b>71.7</b>
22.1) HIPAA (Health Information)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.4	0.0	0.0	1.8	0.0	0.0	1.3	0.0	<b>0.7</b>
<b>Sub-total</b>	<b>70.4</b>	<b>245.5</b>	<b>108.2</b>	<b>83.3</b>	<b>50.0</b>	<b>79.8</b>	<b>53.3</b>	<b>73.1</b>	<b>18.8</b>	<b>29.7</b>	<b>32.5</b>	<b>36.9</b>	<b>13.6</b>	<b>124.2</b>	<b>50.9</b>	<b>78.8</b>

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**Table 3-2d. Grievances Filed per 1,000 Inmates at Medium Security Facilities in 2017, by Type (Cont'd)**

Grievance Type	Livingston	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taonic	Ulster	Wallkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
<b>Facility Operations</b>																
23) Housing - Internal Block Affairs	29.6	160.6	10.8	3.9	7.5	16.0	13.7	14.4	28.2	0.0	19.9	7.1	1.9	37.6	17.2	<b>20.0</b>
23.1) Smoke-Free Policy	0.0	0.0	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	<b>0.1</b>
24) Special Housing Units	8.6	4.5	11.4	0.0	0.0	55.9	0.0	4.8	0.0	0.0	0.0	0.0	0.0	1.3	2.9	<b>10.5</b>
25) Search & Seizure/Frisks/Contraband	18.5	9.0	0.0	2.4	7.5	6.8	10.3	7.2	6.3	4.2	9.0	0.0	1.9	6.3	3.6	<b>4.2</b>
25.1) Strip Search	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	<b>0.1</b>
25.2) Strip Frisk	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.1	0.0	0.0	0.0	0.0	0.0	0.0	<b>0.1</b>
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	<b>0.0</b>
26) Keeplock Policy & Procedure	0.0	0.0	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	<b>0.7</b>
27) Tier I and II Policy & Procedure	21.0	1.8	1.3	1.6	5.0	1.1	1.7	2.4	0.0	1.4	5.4	1.2	1.9	1.3	6.4	<b>3.0</b>
28) Tier III Policy & Procedure	22.2	15.3	5.4	0.0	0.0	3.4	0.0	3.6	0.0	1.4	3.6	5.9	1.9	2.5	1.4	<b>3.7</b>
29) Inmate Property	16.0	10.8	2.7	1.6	2.5	13.7	3.4	15.6	3.1	1.4	0.0	0.0	5.8	6.3	3.6	<b>6.0</b>
30) Package Room	48.1	56.9	6.0	8.6	15.0	38.8	25.8	39.5	28.2	1.4	14.4	10.7	9.7	10.0	18.6	<b>23.3</b>
31) Rules & Regulations	19.8	11.7	0.0	0.8	12.5	12.5	22.3	3.6	0.0	2.8	9.0	0.0	0.0	3.8	0.7	<b>7.1</b>
<b>Sub-total</b>	<b>184.0</b>	<b>270.8</b>	<b>37.6</b>	<b>19.7</b>	<b>50.0</b>	<b>149.4</b>	<b>77.3</b>	<b>91.0</b>	<b>69.0</b>	<b>12.7</b>	<b>61.4</b>	<b>25.0</b>	<b>23.3</b>	<b>69.0</b>	<b>54.4</b>	<b>78.8</b>
<b>Administrative Services</b>																
32) Industry	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.8	0.0	0.0	0.0	0.0	<b>0.3</b>
33) Personal Property Claims	8.6	21.7	2.7	0.0	2.5	4.6	1.7	0.0	6.3	5.6	0.0	9.5	0.0	0.0	5.0	<b>5.0</b>
34) State Issued Clothing and Hygiene Items	11.1	36.1	0.7	0.0	2.5	20.5	1.7	4.8	0.0	0.0	3.6	0.0	0.0	1.3	3.6	<b>5.1</b>
35) Commissary	3.7	7.2	1.3	0.0	0.0	10.3	0.0	2.4	0.0	4.2	3.6	1.2	0.0	2.5	1.4	<b>2.7</b>
36) Inmate Accounts	11.1	46.0	2.7	1.6	2.5	9.1	1.7	7.2	0.0	1.4	5.4	3.6	0.0	8.8	5.7	<b>8.2</b>
37) Mess Hall	9.9	43.3	5.4	2.4	2.5	20.5	0.0	7.2	0.0	0.0	12.6	2.4	1.9	12.5	10.0	<b>8.9</b>
38) Laundry	0.0	2.7	0.0	0.0	0.0	2.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	<b>0.5</b>
39) Facility Maintenance	2.5	19.0	2.0	0.8	0.0	4.6	5.2	0.0	15.7	0.0	7.2	0.0	0.0	1.3	8.6	<b>4.7</b>
<b>Sub-total</b>	<b>46.9</b>	<b>176.0</b>	<b>14.8</b>	<b>4.7</b>	<b>10.0</b>	<b>71.8</b>	<b>10.3</b>	<b>21.6</b>	<b>21.9</b>	<b>11.3</b>	<b>34.3</b>	<b>16.6</b>	<b>1.9</b>	<b>26.3</b>	<b>34.4</b>	<b>35.3</b>
<b>Counsel</b>																
40) Law Library	12.3	17.1	4.7	1.6	0.0	4.6	0.0	0.0	3.1	0.0	5.4	9.5	0.0	1.3	2.1	<b>4.6</b>
41) Legal Mail	7.4	3.6	2.0	0.0	0.0	2.3	5.2	3.6	0.0	0.0	3.6	0.0	0.0	0.0	1.4	<b>1.8</b>
42) Inmate Legal Rights	9.9	10.8	2.7	7.9	5.0	9.1	10.3	20.4	0.0	1.4	7.2	1.2	5.8	13.8	4.3	<b>6.8</b>
43) Mandatory Court Surcharge	2.5	0.0	0.7	0.0	5.0	0.0	0.0	1.2	0.0	1.4	0.0	0.0	0.0	0.0	0.7	<b>0.3</b>
<b>Sub-total</b>	<b>32.1</b>	<b>31.6</b>	<b>10.1</b>	<b>9.4</b>	<b>10.0</b>	<b>16.0</b>	<b>15.5</b>	<b>25.1</b>	<b>3.1</b>	<b>2.8</b>	<b>16.2</b>	<b>10.7</b>	<b>5.8</b>	<b>15.1</b>	<b>8.6</b>	<b>13.6</b>
<b>Executive Direction</b>																
44) Inmate Grievance Program	16.0	12.6	3.4	0.8	0.0	4.6	1.7	6.0	0.0	0.0	1.8	3.6	0.0	2.5	6.4	<b>5.1</b>
45) Temporary Release Committee	1.2	0.0	0.0	0.8	0.0	0.0	1.7	1.2	0.0	0.0	0.0	0.0	0.0	1.3	3.6	<b>0.7</b>
46) Inter-Facility Transfers	13.6	2.7	0.0	3.1	0.0	0.0	0.0	4.8	0.0	5.6	1.8	1.2	0.0	0.0	5.0	<b>3.0</b>
47) Grooming Standards	3.7	0.0	0.7	0.0	2.5	0.0	0.0	3.6	0.0	0.0	3.6	0.0	1.9	0.0	0.0	<b>1.0</b>
48) Inmate Liaison Committee	0.0	0.0	0.0	0.0	0.0	0.0	1.7	0.0	0.0	0.0	0.0	2.4	0.0	0.0	0.0	<b>0.3</b>
49) Staff Conduct	61.7	82.1	104.2	22.8	65.0	38.8	68.7	91.0	18.8	43.8	43.3	22.6	62.3	13.8	43.0	<b>63.3</b>
50) Miscellaneous	61.7	36.1	25.5	1.6	0.0	3.4	13.7	1.2	6.3	1.4	12.6	7.1	0.0	21.3	15.0	<b>15.6</b>
<b>Sub-total</b>	<b>158.0</b>	<b>133.6</b>	<b>133.7</b>	<b>29.1</b>	<b>67.5</b>	<b>46.8</b>	<b>87.6</b>	<b>107.8</b>	<b>25.1</b>	<b>50.8</b>	<b>63.2</b>	<b>36.9</b>	<b>64.2</b>	<b>38.9</b>	<b>73.1</b>	<b>88.9</b>
<b>Grand Total</b>	<b>617.3</b>	<b>1,038.8</b>	<b>352.8</b>	<b>176.1</b>	<b>205.0</b>	<b>458.4</b>	<b>312.7</b>	<b>401.2</b>	<b>163.0</b>	<b>129.9</b>	<b>312.3</b>	<b>160.5</b>	<b>124.5</b>	<b>365.1</b>	<b>253.6</b>	<b>355.4</b>

**Table 3-3. Grievances Filed per 1,000 Inmates at Shock, Minimum Security and Drug Treatment Facilities in 2017, by Type**

Grievance Type	Lakeview Shock	Moriah Shock	Total Shock	Edgecombe	Lincoln	Queensboro	Rochester	Total Minimum	Willard DTC	Total Shock, Minimum & DTC	DOCCS Total
<b>Program Services</b>											
1) Program Committee	0.0	0.0	<b>0.0</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	1.3	<b>0.4</b>	<b>12.5</b>
2) Incentive Wage Allowance	1.3	0.0	<b>1.1</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>0.4</b>	<b>6.7</b>
3) Correspondence	27.7	0.0	<b>22.3</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>8.8</b>	<b>23.7</b>
4) Phone Home Program	0.0	0.0	<b>0.0</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>0.0</b>	<b>2.8</b>
5) Visiting	1.3	0.0	<b>1.1</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>0.4</b>	<b>7.6</b>
6) Guidance Unit/Counseling	9.2	0.0	<b>7.4</b>	0.0	5.2	3.5	0.0	<b>2.9</b>	0.0	<b>3.8</b>	<b>22.8</b>
7) Recreation (TV, Yard, Movies, Radio, etc.)	2.6	0.0	<b>2.1</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>0.8</b>	<b>5.5</b>
8) Adult Basic Education	1.3	0.0	<b>1.1</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>0.4</b>	<b>1.5</b>
9) GED/College Programs	0.0	0.0	<b>0.0</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>0.0</b>	<b>0.9</b>
10) Language Assistance Program	0.0	0.0	<b>0.0</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>0.0</b>	<b>0.1</b>
11) Vocational Programs	0.0	0.0	<b>0.0</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>0.0</b>	<b>1.2</b>
12) Work Assignments	0.0	0.0	<b>0.0</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>0.0</b>	<b>3.9</b>
13) Hobby Shop/Arts & Crafts	0.0	0.0	<b>0.0</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>0.0</b>	<b>0.1</b>
14) Volunteer Services	0.0	0.0	<b>0.0</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>0.0</b>	<b>0.1</b>
15) Special Events/Inmate Organizations	0.0	0.0	<b>0.0</b>	0.0	0.0	3.5	0.0	<b>1.5</b>	0.0	<b>0.4</b>	<b>2.2</b>
16) Religion	5.3	0.0	<b>4.2</b>	0.0	5.2	3.5	0.0	<b>2.9</b>	0.0	<b>2.5</b>	<b>11.7</b>
17) Family Reunion Program	0.0	0.0	<b>0.0</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>0.0</b>	<b>2.1</b>
18) Media Review	1.3	0.0	<b>1.1</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>0.4</b>	<b>1.5</b>
19) General Library	6.6	0.0	<b>5.3</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>2.1</b>	<b>2.8</b>
20) Alcohol and Substance Abuse Treatment	0.0	0.0	<b>0.0</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>0.0</b>	<b>4.7</b>
<b>Sub-total</b>	<b>56.7</b>	<b>0.0</b>	<b>45.6</b>	<b>0.0</b>	<b>10.5</b>	<b>10.4</b>	<b>0.0</b>	<b>7.3</b>	<b>1.3</b>	<b>20.5</b>	<b>114.5</b>
<b>Health Services</b>											
21) Dental	5.3	0.0	<b>4.2</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>1.7</b>	<b>11.2</b>
22) Medical	96.3	0.0	<b>77.4</b>	0.0	10.5	31.3	0.0	<b>16.0</b>	18.4	<b>41.0</b>	<b>125.0</b>
22.1) HIPAA (Health Information)	0.0	0.0	<b>0.0</b>	0.0	0.0	0.0	0.0	<b>0.0</b>	0.0	<b>0.0</b>	<b>2.4</b>
<b>Sub-total</b>	<b>101.6</b>	<b>0.0</b>	<b>81.7</b>	<b>0.0</b>	<b>10.5</b>	<b>31.3</b>	<b>0.0</b>	<b>16.0</b>	<b>18.4</b>	<b>42.7</b>	<b>138.6</b>

(continued on next page)

**Table 3-3. Grievances Filed per 1,000 Inmates at Shock, Minimum Security and Drug Treatment Facilities in 2017, 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
<b>Facility Operations</b>											
23) Housing - Internal Block Affairs	7.9	0.0	6.4	0.0	0.0	6.9	0.0	2.9	0.0	3.3	50.7
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	0.1
24) Special Housing Units	75.2	0.0	60.4	0.0	0.0	0.0	0.0	0.0	0.0	23.8	30.9
25) Search & Seizure/Frisks/Contraband	9.2	0.0	7.4	0.0	0.0	0.0	0.0	0.0	0.0	2.9	10.0
25.1) Strip Search	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.4
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	0.0
26) Keeplock Policy & Procedure	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.7
27) Tier I and II Policy & Procedure	11.9	0.0	9.5	0.0	0.0	3.5	0.0	1.5	0.0	4.2	6.0
28) Tier III Policy & Procedure	7.9	0.0	6.4	0.0	0.0	0.0	0.0	0.0	0.0	2.5	10.4
29) Inmate Property	10.6	0.0	8.5	0.0	0.0	3.5	0.0	1.5	0.0	3.8	22.2
30) Package Room	0.0	0.0	0.0	0.0	0.0	3.5	0.0	1.5	0.0	0.4	37.5
31) Rules & Regulations	1.3	0.0	1.1	0.0	10.5	3.5	0.0	4.4	0.0	1.7	12.1
<b>Sub-total</b>	<b>124.0</b>	<b>0.0</b>	<b>99.7</b>	<b>0.0</b>	<b>10.5</b>	<b>20.8</b>	<b>0.0</b>	<b>11.6</b>	<b>0.0</b>	<b>42.7</b>	<b>184.4</b>
<b>Administrative Services</b>											
32) Industry	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.3
33) Personal Property Claims	5.3	0.0	4.2	0.0	0.0	3.5	0.0	1.5	0.0	2.1	12.8
34) State Issued Clothing and Hygiene Items	1.3	0.0	1.1	0.0	0.0	3.5	0.0	1.5	0.0	0.8	10.0
35) Commissary	4.0	0.0	3.2	0.0	0.0	0.0	0.0	0.0	0.0	1.3	11.3
36) Inmate Accounts	5.3	0.0	4.2	0.0	0.0	0.0	0.0	0.0	0.0	1.7	27.2
37) Mess Hall	23.7	0.0	19.1	0.0	0.0	0.0	0.0	0.0	0.0	7.5	19.7
38) Laundry	4.0	0.0	3.2	0.0	0.0	3.5	0.0	1.5	0.0	1.7	2.1
39) Facility Maintenance	2.6	0.0	2.1	0.0	0.0	3.5	0.0	1.5	0.0	1.3	13.3
<b>Sub-total</b>	<b>46.2</b>	<b>0.0</b>	<b>37.1</b>	<b>0.0</b>	<b>0.0</b>	<b>13.9</b>	<b>0.0</b>	<b>5.8</b>	<b>0.0</b>	<b>16.3</b>	<b>97.7</b>
<b>Counsel</b>											
40) Law Library	7.9	0.0	6.4	0.0	0.0	0.0	0.0	0.0	0.0	2.5	12.7
41) Legal Mail	0.0	0.0	0.0	0.0	0.0	3.5	0.0	1.5	0.0	0.4	5.5
42) Inmate Legal Rights	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	10.2
43) Mandatory Court Surcharge	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0
<b>Sub-total</b>	<b>7.9</b>	<b>0.0</b>	<b>6.4</b>	<b>0.0</b>	<b>0.0</b>	<b>3.5</b>	<b>0.0</b>	<b>1.5</b>	<b>0.0</b>	<b>2.9</b>	<b>29.4</b>
<b>Executive Direction</b>											
44) Inmate Grievance Program	2.6	0.0	2.1	0.0	0.0	3.5	0.0	1.5	0.0	1.3	11.6
45) Temporary Release Committee	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6
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	0.0	0.0	0.0	0.0	0.0	1.0
48) Inmate Liaison Committee	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0
49) Staff Conduct	27.7	0.0	22.3	0.0	15.7	24.3	0.0	14.5	11.8	16.7	98.1
50) Miscellaneous	0.0	0.0	0.0	0.0	10.5	27.8	0.0	14.5	0.0	4.2	26.7
<b>Sub-total</b>	<b>30.3</b>	<b>0.0</b>	<b>24.4</b>	<b>0.0</b>	<b>26.2</b>	<b>55.6</b>	<b>0.0</b>	<b>30.5</b>	<b>11.8</b>	<b>22.2</b>	<b>142.2</b>
<b>Grand Total</b>	<b>366.8</b>	<b>0.0</b>	<b>294.8</b>	<b>0.0</b>	<b>57.6</b>	<b>135.4</b>	<b>0.0</b>	<b>72.7</b>	<b>31.6</b>	<b>147.2</b>	<b>706.8</b>

Table 4 compares the number of grievances filed at facilities in 2016 and 2017. There were 35,868 grievances filed in 2017, a decrease of 305 (or -0.8%) from the 36,173 filed in 2016. Maximum security facilities saw a net increase of 171 grievances (or +0.7%), increasing from 25,725 in 2016 to 25,896 in 2017. Medium security facilities saw a net decrease of 342 grievances (or -3.4%), decreasing from 9,962 in 2016 to 9,620 in 2017. Shock facilities saw a net decrease of 139 grievances (or -33.3%), decreasing from 417 to 278; minimum security facilities decreased from 62 in 2016 to 50 in 2017, a net decrease of 12 grievances (or -19.4%); and drug treatment facilities increased from 7 in 2016 to 24 in 2017, a net increase of 17 grievances (or +242.9%).

**Table 4. Grievances Filed at Facilities in 2016 & 2017, by Category and Security Level**

Correctional Facility	Program Services		Health Services		Facility Operations		Administrative Services		Counsel		Executive Direction		Total Grievances			
	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	Chg	% Chg
<b>Maximum Security</b>																
Attica	345	484	347	472	744	990	268	315	126	140	263	391	2,093	2,792	699	33.4%
Auburn	317	429	289	329	645	769	444	516	121	109	399	455	2,215	2,607	392	17.7%
Bedford Hills	53	73	114	81	229	204	79	66	12	7	76	53	563	484	-79	-14.0%
Clinton	494	466	468	399	603	594	453	308	129	125	469	547	2,616	2,439	-177	-6.8%
Coxsackie	140	100	98	99	106	95	89	44	59	21	158	201	650	560	-90	-13.8%
Downstate	42	67	77	94	126	138	42	74	8	13	125	149	420	535	115	27.4%
Eastern	119	172	84	84	162	205	41	77	20	35	112	112	538	685	147	27.3%
Elmira	260	256	276	265	330	269	225	360	92	80	159	209	1,342	1,439	97	7.2%
Five Points	243	248	377	317	335	400	184	203	52	43	296	304	1,487	1,515	28	1.9%
Great Meadow	201	178	232	242	274	315	283	207	40	64	117	181	1,147	1,187	40	3.5%
Green Haven	460	429	497	553	1,206	1,211	603	575	162	172	459	386	3,387	3,326	-61	-1.8%
Shawangunk	109	91	125	117	125	186	74	94	13	22	81	84	527	594	67	12.7%
Sing Sing	245	264	271	249	391	401	277	283	34	33	239	283	1,457	1,513	56	3.8%
Southport	265	327	520	415	549	533	358	325	138	74	534	347	2,364	2,021	-343	-14.5%
Sullivan	116	72	99	123	260	258	78	64	37	39	198	172	788	728	-60	-7.6%
Upstate	147	233	751	697	485	349	259	324	100	76	898	715	2,640	2,394	-246	-9.3%
Wende	249	250	266	259	356	205	195	130	184	65	241	168	1,491	1,077	-414	-27.8%
<b>Total Maximum Security</b>	<b>3,805</b>	<b>4,139</b>	<b>4,891</b>	<b>4,795</b>	<b>6,926</b>	<b>7,122</b>	<b>3,952</b>	<b>3,965</b>	<b>1,327</b>	<b>1,118</b>	<b>4,824</b>	<b>4,757</b>	<b>25,725</b>	<b>25,896</b>	<b>171</b>	<b>0.7%</b>

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**Table 4. Grievances Filed at Facilities in 2016 & 2017, by Category and Security Level (Cont'd)**

Correctional Facility	Program Services		Health Services		Facility Operations		Administrative Services		Counsel		Executive Direction		Total Grievances			
	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	Chg	% Chg
<b>Medium Security</b>																
Adirondack	10	24	12	6	11	13	4	11	1	3	35	55	73	112	39	53.4%
Albion	32	18	60	73	71	65	43	60	7	9	126	73	339	298	-41	-12.1%
Altona	22	14	19	12	25	21	12	8	7	2	22	22	107	79	-28	-26.2%
Bare Hill	51	56	76	63	47	35	21	14	12	4	90	93	297	265	-32	-10.8%
Cape Vincent	106	101	65	41	54	84	46	26	6	14	67	53	344	319	-25	-7.3%
Cayuga	56	44	65	58	48	33	27	28	4	1	59	65	259	229	-30	-11.6%
Collins	59	52	204	181	75	127	85	81	25	26	91	86	539	553	14	2.6%
Fishkill	141	123	113	133	81	77	34	34	27	39	109	84	505	490	-15	-3.0%
Franklin	99	86	211	166	98	97	57	60	10	10	363	378	838	797	-41	-4.9%
Gouverneur	58	47	92	99	170	151	68	54	35	29	141	113	564	493	-71	-12.6%
Gowanda	79	103	41	57	202	187	49	58	20	12	119	160	510	577	67	13.1%
Greene	57	76	103	131	118	156	30	26	40	31	127	139	475	559	84	17.7%
Groveland	38	21	156	78	108	51	27	19	18	4	110	71	457	244	-213	-46.6%
Hale Creek	9	6	17	3	0	3	2	0	2	0	16	17	46	29	-17	-37.0%
Hudson	9	1	7	2	6	3	2	7	1	0	2	1	27	14	-13	-48.1%
Livingston	76	102	33	57	138	149	33	38	5	26	89	128	374	500	126	33.7%
Marcy	230	201	325	272	307	300	230	195	74	35	159	148	1,325	1,151	-174	-13.1%
Midstate	66	72	123	161	74	56	26	22	25	15	164	199	478	525	47	9.8%
Mohawk	34	38	109	106	25	25	7	6	12	12	33	37	220	224	4	1.8%
Ogdensburg	0	7	9	20	8	20	1	4	0	4	12	27	30	82	52	173.3%
Orleans	63	83	60	70	135	131	42	63	19	14	56	41	375	402	27	7.2%
Otisville	64	40	47	31	58	45	30	6	8	9	73	51	280	182	-98	-35.0%
Riverview	91	69	47	61	71	76	16	18	23	21	90	90	338	335	-3	-0.9%
Taconnic	8	8	32	6	31	22	7	7	2	1	7	8	87	52	-35	-40.2%
Ulster	12	16	23	21	19	9	19	8	1	2	48	36	122	92	-30	-24.6%
Wallkill	47	58	25	18	28	34	14	19	9	9	19	35	142	173	31	21.8%
Washington	16	29	14	31	15	21	11	14	2	9	18	31	76	135	59	77.6%
Watertown	24	8	17	7	21	12	10	1	12	3	34	33	118	64	-54	-45.8%
Woodbourne	55	73	104	99	83	55	24	21	36	12	65	31	367	291	-76	-20.7%
Wyoming	38	45	66	71	50	76	30	48	8	12	58	102	250	354	104	41.6%
<b>Total Medium Security</b>	<b>1,650</b>	<b>1,621</b>	<b>2,275</b>	<b>2,134</b>	<b>2,177</b>	<b>2,134</b>	<b>1,007</b>	<b>956</b>	<b>451</b>	<b>368</b>	<b>2,402</b>	<b>2,407</b>	<b>9,962</b>	<b>9,620</b>	<b>-342</b>	<b>-3.4%</b>
<b>Shock</b>																
Lakeview Shock	71	43	97	77	145	94	51	35	13	6	40	23	417	278	-139	-33.3%
Moriah Shock	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total Shock</b>	<b>71</b>	<b>43</b>	<b>97</b>	<b>77</b>	<b>145</b>	<b>94</b>	<b>51</b>	<b>35</b>	<b>13</b>	<b>6</b>	<b>40</b>	<b>23</b>	<b>417</b>	<b>278</b>	<b>-139</b>	<b>-33.3%</b>
<b>Minimum Security</b>																
Edgecombe	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-
Lincoln	6	2	1	2	0	2	0	0	0	0	1	5	8	11	3	37.5%
Queensboro	14	3	4	9	9	6	8	4	0	1	18	16	53	39	-14	-26.4%
Rochester	0	0	0	0	0	0	0	0	0	0	1	0	1	0	-1	-100.0%
<b>Total Minimum Security</b>	<b>20</b>	<b>5</b>	<b>5</b>	<b>11</b>	<b>9</b>	<b>8</b>	<b>8</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>20</b>	<b>21</b>	<b>62</b>	<b>50</b>	<b>-12</b>	<b>-19.4%</b>
Willard DTC	1	1	3	14	0	0	1	0	0	0	2	9	7	24	17	242.9%
<b>DOCCS Total</b>	<b>5,547</b>	<b>5,809</b>	<b>7,271</b>	<b>7,031</b>	<b>9,257</b>	<b>9,358</b>	<b>5,019</b>	<b>4,960</b>	<b>1,791</b>	<b>1,493</b>	<b>7,288</b>	<b>7,217</b>	<b>36,173</b>	<b>35,868</b>	<b>-305</b>	<b>-0.8%</b>



## Grievance Outcomes

Tables 5-1, 5-2 and 5-3 below detail the outcomes of grievances in 2017 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 9,619 grievances (37.1%) that were found favorable to the inmate. Table 5-2 details the grievance outcomes at medium security facilities, which had an overall total of 3,398 grievances (35.3%) 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 35,868 grievances filed statewide in 2017, 387 were withdrawn; 4,986 were informally resolved. In addition, 19,208 complaints were resolved by facility grievance staff through non-calendared contacts with inmates without a formal grievance being filed.

Of the 13,065 grievances heard at the IGRC level only, 1,704 were dismissed and closed; 4,702 had a favorable outcome to the inmate; and 6,659 had an unfavorable outcome to the inmate. Of the 17,430 grievances reviewed by facility Superintendents, 5,769 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, 8,092 were appealed to the Superintendent subsequent to the IGRC hearing; 2,213 were referred to the Superintendent following an IGRC hearing; and 1,356 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 17,430 total grievances reviewed by Superintendents statewide, 3,097 (17.8%) were found favorable to the inmate while 14,333 were found unfavorable. Of the 15,217 grievances that were passed through, appealed or deadlocked, 2,233 had a favorable outcome to the inmate and 12,984 had an unfavorable outcome to the inmate. Likewise, of the 2,213 grievances that were referred to the Superintendent, 864 had a favorable outcome while 1,349 had an unfavorable outcome.

Overall, 13,172 (36.7%) grievances filed statewide in 2017 had favorable outcomes to the inmate while 22,696 had unfavorable outcomes.

**Table 5-1. Grievance Outcomes at Maximum Security Facilities in 2017**

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	2,792	2,607	484	2,439	560	535	685	1,439	1,515	1,187	3,326	594	1,513	2,021	728	2,394	1,077	<b>25,896</b>
Withdrawn	15	20	0	0	0	0	1	73	0	0	0	0	95	15	1	0	0	<b>220</b>
Informally Resolved	597	156	99	527	107	20	155	162	194	291	598	101	113	2	100	57	110	<b>3,389</b>
<b>Heard by IGRC Only</b>	<b>1,871</b>	<b>1,136</b>	<b>170</b>	<b>662</b>	<b>107</b>	<b>236</b>	<b>136</b>	<b>645</b>	<b>505</b>	<b>374</b>	<b>921</b>	<b>100</b>	<b>665</b>	<b>1,231</b>	<b>177</b>	<b>760</b>	<b>500</b>	<b>10,196</b>
Favorable (No Appeal)	49	981	66	51	41	177	33	388	15	113	752	68	169	638	73	4	214	<b>3,832</b>
Unfavorable (No Appeal)	1,744	98	49	539	38	25	65	223	373	162	0	0	241	351	81	752	281	<b>5,022</b>
Dismissed	78	57	55	72	28	34	38	34	117	99	169	32	255	242	23	4	5	<b>1,342</b>
<b>Reviewed by Superintendent</b>	<b>309</b>	<b>1,295</b>	<b>215</b>	<b>1,250</b>	<b>346</b>	<b>279</b>	<b>393</b>	<b>559</b>	<b>816</b>	<b>522</b>	<b>1,807</b>	<b>393</b>	<b>640</b>	<b>773</b>	<b>450</b>	<b>1,577</b>	<b>467</b>	<b>12,091</b>
Passed Through- Not Heard by IGRC	156	408	23	370	190	147	98	155	255	165	413	79	274	265	125	557	126	<b>3,806</b>
Heard by IGRC, Appealed to Superintendent	149	705	81	845	118	53	183	80	552	295	338	118	202	498	110	1,018	317	<b>5,662</b>
Heard by IGRC, Referred to Superintendent	4	16	111	16	1	75	101	145	9	47	561	154	156	1	138	0	0	<b>1,535</b>
Heard by IGRC, Deadlocked	0	166	0	19	37	4	11	179	0	15	495	42	8	9	77	2	24	<b>1,088</b>
<b>Superintendent Outcomes</b>																		
<i>Passed Through, Appealed, or Deadlocked</i>	<i>305</i>	<i>1,279</i>	<i>104</i>	<i>1,234</i>	<i>345</i>	<i>204</i>	<i>292</i>	<i>414</i>	<i>807</i>	<i>475</i>	<i>1,246</i>	<i>239</i>	<i>484</i>	<i>772</i>	<i>312</i>	<i>1,577</i>	<i>467</i>	<b><i>10,556</i></b>
Favorable	13	631	39	48	11	131	0	62	40	89	140	44	33	322	15	1	44	<b>1,663</b>
Unfavorable	292	648	65	1,186	334	73	292	352	767	386	1,106	195	451	450	297	1,576	423	<b>8,893</b>
<i>Referred to Superintendent</i>	<i>4</i>	<i>16</i>	<i>111</i>	<i>16</i>	<i>1</i>	<i>75</i>	<i>101</i>	<i>145</i>	<i>9</i>	<i>47</i>	<i>561</i>	<i>154</i>	<i>156</i>	<i>1</i>	<i>138</i>	<i>0</i>	<i>0</i>	<b><i>1,535</i></b>
Favorable	4	6	42	1	0	48	0	74	1	34	144	80	46	1	34	0	0	<b>515</b>
Unfavorable	0	10	69	15	1	27	101	71	8	13	417	74	110	0	104	0	0	<b>1,020</b>
<b>Total Superintendent Outcomes</b>	<b>309</b>	<b>1,295</b>	<b>215</b>	<b>1,250</b>	<b>346</b>	<b>279</b>	<b>393</b>	<b>559</b>	<b>816</b>	<b>522</b>	<b>1,807</b>	<b>393</b>	<b>640</b>	<b>773</b>	<b>450</b>	<b>1,577</b>	<b>467</b>	<b>12,091</b>
Favorable	17	637	81	49	11	179	0	136	41	123	284	124	79	323	49	1	44	<b>2,178</b>
Unfavorable	292	658	134	1,201	335	100	393	423	775	399	1,523	269	561	450	401	1,576	423	<b>9,913</b>
Percent Favorable	5.5%	49.2%	37.7%	3.9%	3.2%	64.2%	0.0%	24.3%	5.0%	23.6%	15.7%	31.6%	12.3%	41.8%	10.9%	0.1%	9.4%	<b>18.0%</b>
<b>All Grievance Outcomes</b>																		
Favorable (includes withdrawn & informally resolved)	678	1,794	246	627	159	376	189	759	250	527	1,634	293	456	978	223	62	368	<b>9,619</b>
Unfavorable (includes dismissed)	2,114	813	238	1,812	401	159	496	680	1,265	660	1,692	301	1,057	1,043	505	2,332	709	<b>16,277</b>
Percent Favorable	24.3%	68.8%	50.8%	25.7%	28.4%	70.3%	27.6%	52.7%	16.5%	44.4%	49.1%	49.3%	30.1%	48.4%	30.6%	2.6%	34.2%	<b>37.1%</b>
Appealed or Passed Through to CORC	752	629	96	730	173	78	261	334	516	334	986	191	264	673	247	891	426	<b>7,581</b>
Non-Calendared Contacts	480	410	1,374	514	201	461	254	412	181	284	918	0	355	1,835	185	442	79	<b>8,385</b>

**Table 5-2. Grievance Outcomes at Medium Security Facilities in 2017**

Outcome Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
Total Grievances	112	298	79	265	319	229	553	490	797	493	577	559	244	29	14
Withdrawn	1	23	0	4	0	0	0	8	7	59	0	0	9	1	0
Informally Resolved	5	28	16	29	59	31	94	21	89	116	159	109	18	3	13
<b>Heard by IGRC Only</b>	<b>24</b>	<b>84</b>	<b>15</b>	<b>50</b>	<b>102</b>	<b>80</b>	<b>200</b>	<b>190</b>	<b>84</b>	<b>87</b>	<b>143</b>	<b>134</b>	<b>82</b>	<b>7</b>	<b>0</b>
Favorable (No Appeal)	5	21	4	0	7	45	95	106	1	10	55	43	20	1	0
Unfavorable (No Appeal)	10	58	11	50	95	35	105	70	53	77	85	47	54	3	0
Dismissed	9	5	0	0	0	0	0	14	30	0	3	44	8	3	0
<b>Reviewed by Superintendent</b>	<b>82</b>	<b>163</b>	<b>48</b>	<b>182</b>	<b>158</b>	<b>118</b>	<b>259</b>	<b>271</b>	<b>617</b>	<b>231</b>	<b>275</b>	<b>316</b>	<b>135</b>	<b>18</b>	<b>1</b>
Passed Through- Not Heard by IGRC	38	47	15	71	42	52	55	59	297	110	145	144	58	16	1
Heard by IGRC, Appealed to Superintendent	43	59	12	108	104	66	148	137	301	110	128	129	69	2	0
Heard by IGRC, Referred to Superintendent	0	57	20	0	12	0	55	72	13	9	0	33	7	0	0
Heard by IGRC, Deadlocked	1	0	1	3	0	0	1	3	6	2	2	10	1	0	0
<b>Superintendent Outcomes</b>															
<i>Passed Through, Appealed, or Deadlocked</i>	82	106	28	182	146	118	204	199	604	222	275	283	128	18	1
Favorable	1	23	0	0	2	48	49	41	14	1	54	87	31	0	1
Unfavorable	81	83	28	182	144	70	155	158	590	221	221	196	97	18	0
<i>Referred to Superintendent</i>	0	57	20	0	12	0	55	72	13	9	0	33	7	0	0
Favorable	0	39	16	0	6	0	26	21	4	7	0	23	2	0	0
Unfavorable	0	18	4	0	6	0	29	51	9	2	0	10	5	0	0
<b>Total Superintendent Outcomes</b>	<b>82</b>	<b>163</b>	<b>48</b>	<b>182</b>	<b>158</b>	<b>118</b>	<b>259</b>	<b>271</b>	<b>617</b>	<b>231</b>	<b>275</b>	<b>316</b>	<b>135</b>	<b>18</b>	<b>1</b>
Favorable	1	62	16	0	8	48	75	62	18	8	54	110	33	0	1
Unfavorable	81	101	32	182	150	70	184	209	599	223	221	206	102	18	0
Percent Favorable	1.2%	38.0%	33.3%	0.0%	5.1%	40.7%	29.0%	22.9%	2.9%	3.5%	19.6%	34.8%	24.4%	0.0%	100.0%
<b>All Grievance Outcomes</b>															
Favorable (includes withdrawn and informally resolved)	12	134	36	33	74	124	264	197	115	193	268	262	80	5	14
Unfavorable (includes dismissed)	100	164	43	232	245	105	289	293	682	300	309	297	164	24	0
Percent Favorable	10.7%	45.0%	45.6%	12.5%	23.2%	54.1%	47.7%	40.2%	14.4%	39.1%	46.4%	46.9%	32.8%	17.2%	100.0%
Appealed or Passed Through to CORC	56	89	29	105	77	72	127	162	242	107	114	173	102	0	0
Non-Calendared Contacts	56	424	49	373	85	103	267	464	884	349	60	673	510	59	13

(continued on next page)

**Table 5-2. Grievance Outcomes at Medium Security Facilities in 2017 (Cont'd)**

Outcome Type	Livingston	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Total Grievances	500	1,151	525	224	82	402	182	335	52	92	173	135	64	291	354	9,620
Withdrawn	39	10	0	0	3	0	0	0	0	0	0	0	0	0	3	167
Informally Resolved	44	253	0	13	10	81	21	59	15	13	26	18	14	86	85	1,528
<b>Heard by IGRC Only</b>	<b>272</b>	<b>409</b>	<b>183</b>	<b>101</b>	<b>19</b>	<b>174</b>	<b>16</b>	<b>63</b>	<b>9</b>	<b>29</b>	<b>31</b>	<b>24</b>	<b>9</b>	<b>12</b>	<b>113</b>	<b>2,746</b>
Favorable (No Appeal)	32	132	79	24	0	53	9	34	5	0	28	5	2	0	9	825
Unfavorable (No Appeal)	137	232	104	45	16	117	3	26	2	24	0	16	5	4	79	1,563
Dismissed	103	45	0	32	3	4	4	3	2	5	3	3	2	8	25	358
<b>Reviewed by Superintendent</b>	<b>145</b>	<b>479</b>	<b>342</b>	<b>110</b>	<b>50</b>	<b>147</b>	<b>145</b>	<b>213</b>	<b>28</b>	<b>50</b>	<b>116</b>	<b>93</b>	<b>41</b>	<b>193</b>	<b>153</b>	<b>5,179</b>
Passed Through- Not Heard by IGRC	53	124	157	29	27	37	46	77	7	31	24	19	33	16	60	1,890
Heard by IGRC, Appealed to Superintendent	76	168	117	65	23	73	43	66	8	18	24	40	6	109	92	2,344
Heard by IGRC, Referred to Superintendent	2	52	68	16	0	37	50	59	11	0	35	0	2	66	1	677
Heard by IGRC, Deadlocked	14	135	0	0	0	0	6	11	2	1	33	34	0	2	0	268
<b>Superintendent Outcomes</b>																
<i>Passed Through, Appealed, or Deadlocked</i>	143	427	274	94	50	110	95	154	17	50	81	93	39	127	152	4,502
Favorable	16	48	33	2	0	11	14	4	4	4	19	0	0	21	2	530
Unfavorable	127	379	241	92	50	99	81	150	13	46	62	93	39	106	150	3,972
<i>Referred to Superintendent</i>	2	52	68	16	0	37	50	59	11	0	35	0	2	66	1	677
Favorable	1	35	46	0	0	32	20	17	8	0	16	0	0	29	0	348
Unfavorable	1	17	22	16	0	5	30	42	3	0	19	0	2	37	1	329
<b>Total Superintendent Outcomes</b>	<b>145</b>	<b>479</b>	<b>342</b>	<b>110</b>	<b>50</b>	<b>147</b>	<b>145</b>	<b>213</b>	<b>28</b>	<b>50</b>	<b>116</b>	<b>93</b>	<b>41</b>	<b>193</b>	<b>153</b>	<b>5,179</b>
Favorable	17	83	79	2	0	43	34	21	12	4	35	0	0	50	2	878
Unfavorable	128	396	263	108	50	104	111	192	16	46	81	93	41	143	151	4,301
Percent Favorable	11.7%	17.3%	23.1%	1.8%	0.0%	29.3%	23.4%	9.9%	42.9%	8.0%	30.2%	0.0%	0.0%	25.9%	1.3%	17.0%
<b>All Grievance Outcomes</b>																
Favorable (includes withdrawn and informally resolved)	132	478	158	39	13	177	64	114	32	17	89	23	16	136	99	3,398
Unfavorable (includes dismissed)	368	673	367	185	69	225	118	221	20	75	84	112	48	155	255	6,222
Percent Favorable	26.4%	41.5%	30.1%	17.4%	15.9%	44.0%	35.2%	34.0%	61.5%	18.5%	51.4%	17.0%	25.0%	46.7%	28.0%	35.3%
Appealed or Passed Through to CORC	90	265	139	55	21	65	81	73	18	17	48	62	17	103	124	2,633
Non-Calendared Contacts	109	34	1,346	1,152	36	451	122	233	405	227	213	130	24	882	342	10,075

**Table 5-3. Grievance Outcomes at Shock, Minimum Security and Drug Treatment Facilities in 2017**

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	278	0	278	0	11	39	0	50	24	352	35,868
Withdrawn	0	0	0	0	0	0	0	0	0	0	387
Informally Resolved	52	0	52	0	3	7	0	10	7	69	4,986
<b>Heard by IGRC Only</b>	<b>112</b>	<b>0</b>	<b>112</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>9</b>	<b>123</b>	<b>13,065</b>
Favorable (No Appeal)	45	0	45	0	0	0	0	0	0	45	4,702
Unfavorable (No Appeal)	65	0	65	0	0	0	0	0	9	74	6,659
Dismissed	2	0	2	0	0	2	0	2	0	4	1,704
<b>Reviewed by Superintendent</b>	<b>114</b>	<b>0</b>	<b>114</b>	<b>0</b>	<b>8</b>	<b>30</b>	<b>0</b>	<b>38</b>	<b>8</b>	<b>160</b>	<b>17,430</b>
Passed Through- Not Heard by IGRC	31	0	31	0	7	27	0	34	8	73	5,769
Heard by IGRC, Appealed to Superintendent	83	0	83	0	1	2	0	3	0	86	8,092
Heard by IGRC, Referred to Superintendent	0	0	0	0	0	1	0	1	0	1	2,213
Heard by IGRC, Deadlocked	0	0	0	0	0	0	0	0	0	0	1,356
<b>Superintendent Outcomes</b>											
<i>Passed Through, Appealed, or Deadlocked</i>	114	0	114	0	8	29	0	37	8	159	15,217
Favorable	33	0	33	0	3	4	0	7	0	40	2,233
Unfavorable	81	0	81	0	5	25	0	30	8	119	12,984
<i>Referred to Superintendent</i>	0	0	0	0	0	1	0	1	0	1	2,213
Favorable	0	0	0	0	0	1	0	1	0	1	864
Unfavorable	0	0	0	0	0	0	0	0	0	0	1,349
<b>Total Superintendent Outcomes</b>	<b>114</b>	<b>0</b>	<b>114</b>	<b>0</b>	<b>8</b>	<b>30</b>	<b>0</b>	<b>38</b>	<b>8</b>	<b>160</b>	<b>17,430</b>
Favorable	33	0	33	0	3	5	0	8	0	41	3,097
Unfavorable	81	0	81	0	5	25	0	30	8	119	14,333
Percent Favorable	28.9%	-	28.9%	-	37.5%	16.7%	-	21.1%	0.0%	25.6%	17.8%
<b>All Grievance Outcomes</b>											
Favorable (includes withdrawn and informally resolved)	130	0	130	0	6	12	0	18	7	155	13,172
Unfavorable (includes dismissed)	148	0	148	0	5	27	0	32	17	197	22,696
Percent Favorable	46.8%	-	46.8%	-	54.5%	30.8%	-	36.0%	29.2%	44.0%	36.7%
Appealed or Passed Through to CORC	54	0	54	0	4	20	0	24	2	80	10,294
Non-Calendared Contacts	210	0	210	0	0	513	0	513	25	748	19,208

Table 6 examines grievance outcomes by facility for 2016 and 2017. 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 2017, 36.7% of grievances had an outcome favorable to the inmate, an increase from 35.3% of grievances that were favorable in 2016.

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 2016 and 2017.

**Table 6. Grievance Outcomes at Facilities, by Security Level: 2016 - 2017**

Correctional Facility	Total Grievances		Favorable, Informally Resolved or Withdrawn		Unfavorable or Dismissed		% of Total Grievances Favorable, Informally Resolved or Withdrawn		Non-Calendar	
	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017
<b>Maximum Security</b>										
Attica	2,093	2,792	503	678	1,590	2,114	24.0%	24.3%	172	480
Auburn	2,215	2,607	1,414	1,794	801	813	63.8%	68.8%	246	410
Bedford Hills	563	484	267	246	296	238	47.4%	50.8%	1,305	1,374
Clinton/Clinton Annex	2,616	2,439	577	627	2,039	1,812	22.1%	25.7%	709	514
Coxsackie	650	560	233	159	417	401	35.8%	28.4%	201	201
Downstate/Downstate Rec.	420	535	219	376	201	159	52.1%	70.3%	350	461
Eastern	538	685	174	189	364	496	32.3%	27.6%	148	254
Elmira	1,342	1,439	451	759	891	680	33.6%	52.7%	498	412
Five Points	1,487	1,515	212	250	1,275	1,265	14.3%	16.5%	213	181
Great Meadow	1,147	1,187	567	527	580	660	49.4%	44.4%	213	284
Green Haven	3,387	3,326	1,926	1,634	1,461	1,692	56.9%	49.1%	619	918
Shawangunk	527	594	237	293	290	301	45.0%	49.3%	0	0
Sing Sing	1,457	1,513	470	456	987	1,057	32.3%	30.1%	191	355
Southport	2,364	2,021	1,077	978	1,287	1,043	45.6%	48.4%	2,111	1,835
Sullivan	788	728	255	223	533	505	32.4%	30.6%	34	185
Upstate	2,640	2,394	71	62	2,569	2,332	2.7%	2.6%	555	442
Wende	1,491	1,077	446	368	1,045	709	29.9%	34.2%	259	79
<b>Total Maximum Security</b>	<b>25,725</b>	<b>25,896</b>	<b>9,099</b>	<b>9,619</b>	<b>16,626</b>	<b>16,277</b>	<b>35.4%</b>	<b>37.1%</b>	<b>7,824</b>	<b>8,385</b>

(continued on next page)

**Table 6. Grievance Outcomes at Facilities, by Security Level: 2016 - 2017 (Cont'd)**

Correctional Facility	Total Grievances		Favorable, Informally Resolved or Withdrawn		Unfavorable or Dismissed		% of Total Grievances Favorable, Informally Resolved or Withdrawn		Non-Calendar	
	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017
<b>Medium Security</b>										
Adirondack	73	112	9	12	64	100	12.3%	10.7%	49	56
Albion	339	298	124	134	215	164	36.6%	45.0%	420	424
Altona	107	79	42	36	65	43	39.3%	45.6%	35	49
Bare Hill	297	265	41	33	256	232	13.8%	12.5%	219	373
Cape Vincent	344	319	84	74	260	245	24.4%	23.2%	201	85
Cayuga	259	229	116	124	143	105	44.8%	54.1%	217	103
Collins	539	553	271	264	268	289	50.3%	47.7%	438	267
Fishkill	505	490	153	197	352	293	30.3%	40.2%	560	464
Franklin	838	797	193	115	645	682	23.0%	14.4%	580	884
Gouverneur	564	493	188	193	376	300	33.3%	39.1%	260	349
Gowanda	510	577	229	268	281	309	44.9%	46.4%	68	60
Greene	475	559	222	262	253	297	46.7%	46.9%	467	673
Groveland	457	244	203	80	254	164	44.4%	32.8%	1,168	510
Hale Creek	46	29	7	5	39	24	15.2%	17.2%	55	59
Hudson	27	14	18	14	9	0	66.7%	100.0%	12	13
Livingston	374	500	113	132	261	368	30.2%	26.4%	103	109
Marcy	1,325	1,151	545	478	780	673	41.1%	41.5%	80	34
Midstate	478	525	144	158	334	367	30.1%	30.1%	1,341	1,346
Mohawk	220	224	50	39	170	185	22.7%	17.4%	1,225	1,152
Ogdensburg	30	82	10	13	20	69	33.3%	15.9%	21	36
Orleans	375	402	75	177	300	225	20.0%	44.0%	583	451
Otisville	280	182	121	64	159	118	43.2%	35.2%	167	122
Riverview	338	335	108	114	230	221	32.0%	34.0%	220	233
Taconic	87	52	40	32	47	20	46.0%	61.5%	369	405
Ulster	122	92	28	17	94	75	23.0%	18.5%	224	227
Walkkill	142	173	50	89	92	84	35.2%	51.4%	260	213
Washington	76	135	10	23	66	112	13.2%	17.0%	120	130
Watertown	118	64	49	16	69	48	41.5%	25.0%	29	24
Woodbourne	367	291	117	136	250	155	31.9%	46.7%	1,212	882
Wyoming	250	354	71	99	179	255	28.4%	28.0%	403	342
<b>Total Medium Security</b>	<b>9,962</b>	<b>9,620</b>	<b>3,431</b>	<b>3,398</b>	<b>6,531</b>	<b>6,222</b>	<b>34.4%</b>	<b>35.3%</b>	<b>11,106</b>	<b>10,075</b>
<b>Shock</b>										
Lakeview Shock	417	278	194	130	223	148	46.5%	46.8%	131	210
Moriah Shock	0	0	0	0	0	0	-	-	0	0
<b>Total Shock</b>	<b>417</b>	<b>278</b>	<b>194</b>	<b>130</b>	<b>223</b>	<b>148</b>	<b>46.5%</b>	<b>46.8%</b>	<b>131</b>	<b>210</b>
<b>Minimum Security</b>										
Edgecombe	0	0	0	0	0	0	-	-	0	0
Lincoln	8	11	7	6	1	5	87.5%	54.5%	0	0
Queensboro	53	39	20	12	33	27	37.7%	30.8%	655	513
Rochester	1	0	0	0	1	0	0.0%	-	0	0
<b>Total Minimum Security</b>	<b>62</b>	<b>50</b>	<b>27</b>	<b>18</b>	<b>35</b>	<b>32</b>	<b>43.5%</b>	<b>36.0%</b>	<b>655</b>	<b>513</b>
Willard DTC	7	24	1	7	6	17	14.3%	29.2%	29	25
<b>DOCCS Total</b>	<b>36,173</b>	<b>35,868</b>	<b>12,752</b>	<b>13,172</b>	<b>23,421</b>	<b>22,696</b>	<b>35.3%</b>	<b>36.7%</b>	<b>19,745</b>	<b>19,208</b>



Table 7 compares the types of grievances heard by CORC in 2016 and 2017. 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 2017, 6,839 grievances were reviewed by CORC as compared to 8,828 grievances reviewed in 2016, a decrease of 22.5%.

**Table 7. CORC Hearings by Grievance Type: 2016 - 2017**

Grievance Type	2016		2017		% Chg
	#	%	#	%	
<b>Program Services</b>					
1) Program Committee	90	1.0%	115	1.7%	27.8%
2) Incentive Wage Allowance	52	0.6%	40	0.6%	-23.1%
3) Correspondence	252	2.9%	162	2.4%	-35.7%
4) Phone Home Program	20	0.2%	15	0.2%	-25.0%
5) Visiting	84	1.0%	48	0.7%	-42.9%
6) Guidance Unit/Counseling	264	3.0%	225	3.3%	-14.8%
7) Recreation (TV, Yard, Movies, Radio, etc.)	59	0.7%	45	0.7%	-23.7%
8) Adult Basic Education	10	0.1%	10	0.1%	0.0%
9) GED/College Programs	9	0.1%	7	0.1%	-22.2%
10) Language Assistance Program	3	0.0%	2	0.0%	-33.3%
11) Vocational Programs	8	0.1%	11	0.2%	37.5%
12) Work Assignments	29	0.3%	10	0.1%	-65.5%
13) Hobby Shop/Arts & Crafts	2	0.0%	4	0.1%	100.0%
14) Volunteer Services	0	0.0%	0	0.0%	-
15) Special Events/Inmate Organizations	20	0.2%	16	0.2%	-20.0%
16) Religion	194	2.2%	174	2.5%	-10.3%
17) Family Reunion Program	28	0.3%	16	0.2%	-42.9%
18) Media Review	20	0.2%	9	0.1%	-55.0%
19) General Library	25	0.3%	24	0.4%	-4.0%
20) Alcohol and Substance Abuse Treatment	54	0.6%	52	0.8%	-3.7%
<b>Sub-total</b>	<b>1,223</b>	<b>13.9%</b>	<b>985</b>	<b>14.4%</b>	<b>-19.5%</b>
<b>Health Services</b>					
21) Dental	165	1.9%	112	1.6%	-32.1%
22) Medical	1,833	20.8%	1,331	19.5%	-27.4%
22.1) HIPAA (Health Information)	67	0.8%	53	0.8%	-20.9%
<b>Sub-total</b>	<b>2,065</b>	<b>23.4%</b>	<b>1,496</b>	<b>21.9%</b>	<b>-27.6%</b>
<b>Facility Operations</b>					
23) Housing - Internal Block Affairs	409	4.6%	322	4.7%	-21.3%
23.1) Smoke-Free Policy	7	0.1%	5	0.1%	-28.6%
24) Special Housing Units	345	3.9%	248	3.6%	-28.1%
25) Search & Seizure/Frisks/Contraband	150	1.7%	87	1.3%	-42.0%
25.1) Strip Search	1	0.0%	6	0.1%	500.0%
25.2) Strip Frisk	14	0.2%	12	0.2%	-14.3%
25.3) Pat Frisk (Female Inmate)	0	0.0%	0	0.0%	-
26) Keeplock Policy & Procedure	14	0.2%	15	0.2%	7.1%
27) Tier I and II Policy & Procedure	54	0.6%	27	0.4%	-50.0%
28) Tier III Policy & Procedure	106	1.2%	92	1.3%	-13.2%
29) Inmate Property	217	2.5%	101	1.5%	-53.5%
30) Package Room	318	3.6%	256	3.7%	-19.5%
31) Rules & Regulations	167	1.9%	126	1.8%	-24.6%
<b>Sub-total</b>	<b>1,802</b>	<b>20.4%</b>	<b>1,297</b>	<b>19.0%</b>	<b>-28.0%</b>
<b>Administrative Services</b>					
32) Industry	16	0.2%	17	0.2%	6.3%
33) Personal Property Claims	99	1.1%	80	1.2%	-19.2%
34) State Issued Clothing and Hygiene Items	60	0.7%	36	0.5%	-40.0%
35) Commissary	82	0.9%	69	1.0%	-15.9%
36) Inmate Accounts	166	1.9%	135	2.0%	-18.7%
37) Mess Hall	235	2.7%	223	3.3%	-5.1%
38) Laundry	11	0.1%	11	0.2%	0.0%
39) Facility Maintenance	144	1.6%	88	1.3%	-38.9%
<b>Sub-total</b>	<b>813</b>	<b>9.2%</b>	<b>659</b>	<b>9.6%</b>	<b>-18.9%</b>
<b>Counsel</b>					
40) Law Library	190	2.2%	187	2.7%	-1.6%
41) Legal Mail	157	1.8%	111	1.6%	-29.3%
42) Inmate Legal Rights	196	2.2%	176	2.6%	-10.2%
43) Mandatory Court Surcharge	12	0.1%	6	0.1%	-50.0%
<b>Sub-total</b>	<b>555</b>	<b>6.3%</b>	<b>480</b>	<b>7.0%</b>	<b>-13.5%</b>
<b>Executive Direction</b>					
44) Inmate Grievance Program	290	3.3%	225	3.3%	-22.4%
45) Temporary Release Committee	4	0.0%	2	0.0%	-50.0%
46) Inter-Facility Transfers	61	0.7%	36	0.5%	-41.0%
47) Grooming Standards	8	0.1%	8	0.1%	0.0%
48) Inmate Liaison Committee	7	0.1%	13	0.2%	85.7%
49) Staff Conduct	1,849	20.9%	1,518	22.2%	-17.9%
50) Miscellaneous	151	1.7%	120	1.8%	-20.5%
<b>Sub-total</b>	<b>2,370</b>	<b>26.8%</b>	<b>1,922</b>	<b>28.1%</b>	<b>-18.9%</b>
<b>Grand Total</b>	<b>8,828</b>	<b>100.0%</b>	<b>6,839</b>	<b>100.0%</b>	<b>-22.5%</b>