



# Corrections and Community Supervision

## Inmate Grievance Program Annual Report

2018

## 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 2018 (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.

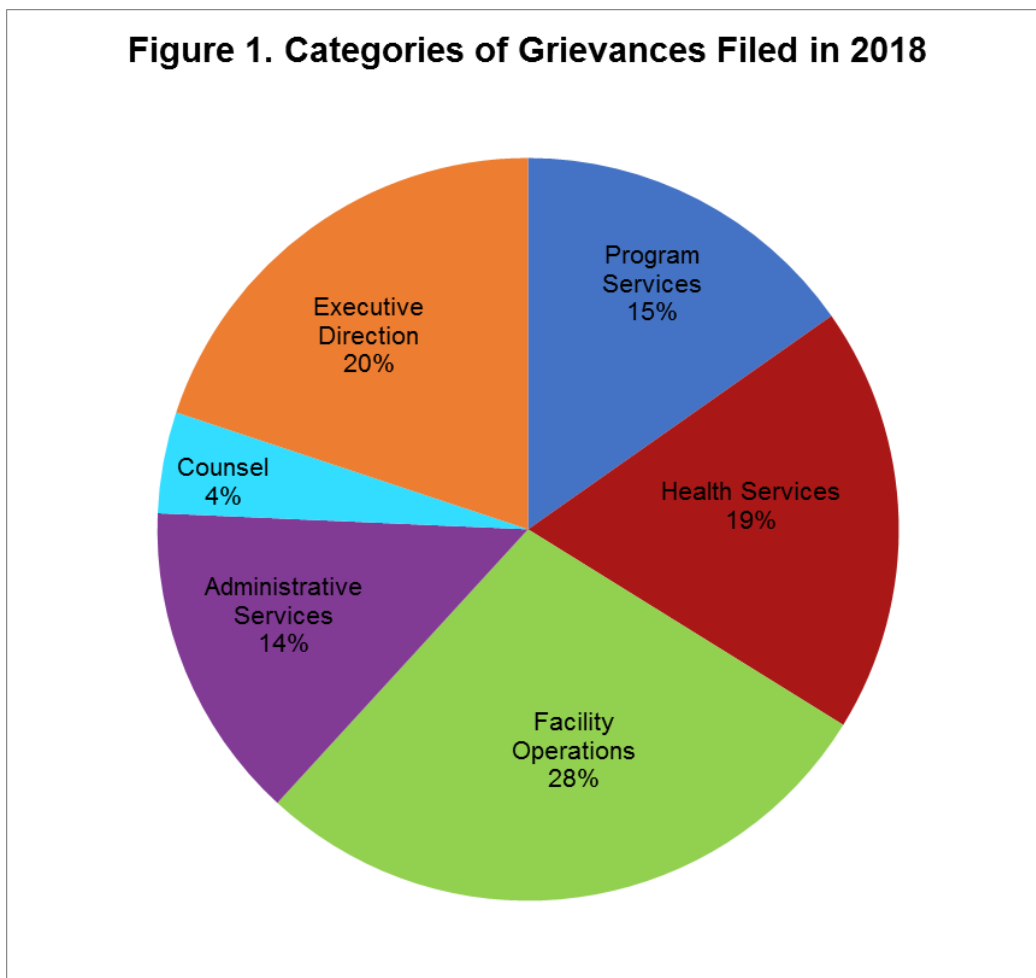
Grievance records are maintained by IGP staff, in each DOCCS facility, who report on the types of grievances initiated and their outcomes to the Central Office IGP on a monthly basis.

## Grievances Filed

In 2018, there were 34,198 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 2018. Tables 3-1, 3-2 (a-d) and 3-3 list the rate of grievances filed in 2018 by type and by facility per 1,000 inmates.



**Table 1. Grievances Filed Statewide in 2018, by Type**

Grievance Type	#	%
<b>Program Services</b>		
1) Program Committee	539	1.6%
2) Incentive Wage Allowance	284	0.8%
3) Correspondence	1,019	3.0%
4) Phone Home Program	167	0.5%
5) Visiting	312	0.9%
6) Guidance Unit/Counseling	1,007	2.9%
7) Recreation (TV, Yard, Movies, Radio, etc.)	280	0.8%
8) Adult Basic Education	48	0.1%
9) GED/College Programs	47	0.1%
10) Language Assistance Program	3	0.0%
11) Vocational Programs	62	0.2%
12) Work Assignments	186	0.5%
13) Hobby Shop/Arts & Crafts	10	0.0%
14) Volunteer Services	0	0.0%
15) Special Events/Inmate Organizations	120	0.4%
16) Religion	618	1.8%
17) Family Reunion Program	89	0.3%
18) Media Review	77	0.2%
19) General Library	113	0.3%
20) Alcohol and Substance Abuse Treatment	236	0.7%
<b>Sub-total</b>	<b>5,217</b>	<b>15.3%</b>
<b>Health Services</b>		
21) Dental	612	1.8%
22) Medical	5,583	16.3%
22.1) HIPAA (Health Information)	157	0.5%
<b>Sub-total</b>	<b>6,352</b>	<b>18.6%</b>
<b>Facility Operations</b>		
23) Housing - Internal Block Affairs	2,743	8.0%
23.1) Smoke-Free Policy	17	0.0%
24) Special Housing Units	1,602	4.7%
25) Search & Seizure/Frisky/Contraband	408	1.2%
25.1) Strip Search	8	0.0%
25.2) Strip Frisk	20	0.1%
25.3) Pat Frisk (Female Inmate)	5	0.0%
26) Keeplock Policy & Procedure	172	0.5%
27) Tier I and II Policy & Procedure	299	0.9%
28) Tier III Policy & Procedure	482	1.4%
29) Inmate Property	1,096	3.2%
30) Package Room	2,121	6.2%
31) Rules & Regulations	599	1.8%
<b>Sub-total</b>	<b>9,572</b>	<b>28.0%</b>
<b>Administrative Services</b>		
32) Industry	60	0.2%
33) Personal Property Claims	527	1.5%
34) State Issued Clothing and Hygiene Items	517	1.5%
35) Commissary	725	2.1%
36) Inmate Accounts	1,223	3.6%
37) Mess Hall	927	2.7%
38) Laundry	127	0.4%
39) Facility Maintenance	639	1.9%
<b>Sub-total</b>	<b>4,745</b>	<b>13.9%</b>
<b>Counsel</b>		
40) Law Library	694	2.0%
41) Legal Mail	313	0.9%
42) Inmate Legal Rights	456	1.3%
43) Mandatory Court Surcharge	43	0.1%
<b>Sub-total</b>	<b>1,506</b>	<b>4.4%</b>
<b>Executive Direction</b>		
44) Inmate Grievance Program	560	1.6%
45) Temporary Release Committee	20	0.1%
46) Inter-Facility Transfers	134	0.4%
47) Grooming Standards	58	0.2%
48) Inmate Liaison Committee	35	0.1%
49) Staff Conduct	4,679	13.7%
50) Miscellaneous	1,320	3.9%
<b>Sub-total</b>	<b>6,806</b>	<b>19.9%</b>
<b>Grand Total</b>	<b>34,198</b>	<b>100.0%</b>

**Table 2-1. Grievances Filed at Maximum Security Facilities in 2018, 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	58	27	1	42	1	0	13	48	42	11	73	13	39	4	6	1	32	<b>411</b>
2) Incentive Wage Allowance	40	0	3	37	1	8	3	21	4	10	41	11	34	1	4	0	1	<b>219</b>
3) Correspondence	74	53	9	87	7	7	41	19	78	51	55	6	27	84	18	75	89	<b>780</b>
4) Phone Home Program	26	4	4	15	5	3	11	4	0	1	3	3	10	20	2	0	6	<b>117</b>
5) Visiting	54	23	13	16	0	21	11	20	7	8	21	2	36	4	7	3	6	<b>252</b>
6) Guidance Unit/Counseling	79	61	5	63	6	10	38	18	42	34	61	23	41	23	18	83	58	<b>663</b>
7) Recreation (TV, Yard, Movies, Radio, etc.)	11	9	18	44	8	3	5	13	4	28	2	3	19	28	1	15	16	<b>227</b>
8) Adult Basic Education	6	3	1	0	0	0	1	2	4	0	2	0	1	2	3	0	7	<b>32</b>
9) GED/College Programs	3	2	0	5	0	1	1	0	2	4	1	2	1	1	0	0	3	<b>26</b>
10) Language Assistance Program	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>2</b>
11) Vocational Programs	3	2	0	9	0	0	5	2	2	2	6	0	1	0	0	0	4	<b>36</b>
12) Work Assignments	21	23	11	42	0	2	7	4	0	5	0	0	7	5	4	1	4	<b>136</b>
13) Hobby Shop/Arts & Crafts	6	0	0	0	0	0	0	1	0	2	0	0	1	0	0	0	0	<b>10</b>
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
15) Special Events/Inmate Organizations	9	22	4	5	3	2	12	6	1	8	9	1	8	0	4	1	2	<b>97</b>
16) Religion	59	56	25	53	9	12	19	17	24	27	48	2	9	21	10	31	35	<b>457</b>
17) Family Reunion Program	0	3	1	2	0	2	36	4	0	2	7	2	19	0	2	0	0	<b>80</b>
18) Media Review	12	2	0	8	4	0	3	6	0	0	5	0	0	4	0	10	4	<b>58</b>
19) General Library	19	4	2	3	2	1	3	5	2	7	11	0	2	15	2	7	12	<b>97</b>
20) Alcohol and Substance Abuse Treatment	19	13	3	25	0	0	7	14	13	3	19	2	8	1	2	0	3	<b>132</b>
<b>Sub-total</b>	<b>499</b>	<b>307</b>	<b>100</b>	<b>458</b>	<b>46</b>	<b>72</b>	<b>216</b>	<b>204</b>	<b>225</b>	<b>203</b>	<b>364</b>	<b>70</b>	<b>263</b>	<b>213</b>	<b>83</b>	<b>227</b>	<b>282</b>	<b>3,832</b>
<b>Health Services</b>																		
21) Dental	26	20	15	80	0	0	9	27	41	19	20	2	27	23	13	53	15	<b>390</b>
22) Medical	364	277	137	358	35	74	98	144	331	157	362	129	280	222	130	468	285	<b>3,851</b>
22.1) HIPAA (Health Information)	8	6	6	15	2	4	11	10	13	6	7	17	16	13	7	0	0	<b>141</b>
<b>Sub-total</b>	<b>398</b>	<b>303</b>	<b>158</b>	<b>453</b>	<b>37</b>	<b>78</b>	<b>118</b>	<b>181</b>	<b>385</b>	<b>182</b>	<b>389</b>	<b>148</b>	<b>323</b>	<b>258</b>	<b>150</b>	<b>521</b>	<b>300</b>	<b>4,382</b>

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**Table 2-1. Grievances Filed at Maximum Security Facilities in 2018, 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	576	64	139	119	17	27	19	23	182	87	323	41	177	164	73	11	133	<b>2,175</b>
23.1) Smoke-Free Policy	0	0	1	0	0	0	0	0	0	0	0	0	1	0	3	0	0	<b>5</b>
24) Special Housing Units	284	101	25	46	5	8	20	33	1	113	54	26	63	124	100	225	29	<b>1,257</b>
25) Search & Seizure/Frisks/Contraband	43	19	10	15	7	11	20	16	16	11	54	7	27	13	15	2	15	<b>301</b>
25.1) Strip Search	1	4	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	<b>8</b>
25.2) Strip Frisk	0	3	1	1	0	0	0	0	0	1	0	1	2	0	2	2	0	<b>13</b>
25.3) Pat Frisk (Female Inmate)	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>3</b>
26) Keeplock Policy & Procedure	19	28	24	3	0	5	3	2	17	9	12	0	15	0	3	7	1	<b>148</b>
27) Tier I and II Policy & Procedure	10	15	17	54	1	2	4	1	4	7	33	11	32	3	9	2	1	<b>206</b>
28) Tier III Policy & Procedure	49	70	5	48	3	7	9	19	14	11	29	10	22	44	11	50	2	<b>403</b>
29) Inmate Property	136	118	5	194	8	6	17	24	11	40	88	11	60	104	30	0	3	<b>855</b>
30) Package Room	282	80	59	212	10	25	106	72	41	63	265	31	92	44	31	29	95	<b>1,537</b>
31) Rules & Regulations	6	52	56	41	4	14	38	29	38	10	42	37	1	20	22	2	2	<b>414</b>
<b>Sub-total</b>	<b>1,406</b>	<b>554</b>	<b>345</b>	<b>733</b>	<b>55</b>	<b>106</b>	<b>237</b>	<b>219</b>	<b>324</b>	<b>352</b>	<b>900</b>	<b>175</b>	<b>492</b>	<b>516</b>	<b>299</b>	<b>331</b>	<b>281</b>	<b>7,325</b>
<b>Administrative Services</b>																		
32) Industry	2	14	0	20	1	0	3	0	0	5	12	0	0	0	0	0	0	<b>57</b>
33) Personal Property Claims	17	14	2	33	4	5	14	40	16	28	21	18	15	21	3	149	14	<b>414</b>
34) State Issued Clothing and Hygiene Items	135	34	8	21	3	4	8	9	10	8	37	3	16	24	4	34	10	<b>368</b>
35) Commissary	156	40	7	63	6	20	14	16	15	31	69	12	23	31	4	24	43	<b>574</b>
36) Inmate Accounts	90	57	9	80	5	18	27	105	72	39	174	19	85	48	13	51	47	<b>939</b>
37) Mess Hall	77	62	12	44	4	22	12	14	43	48	79	11	30	57	23	105	21	<b>664</b>
38) Laundry	32	7	1	8	1	1	2	2	0	3	13	3	7	14	3	6	10	<b>113</b>
39) Facility Maintenance	35	88	39	31	3	16	21	28	15	31	79	10	9	46	18	4	13	<b>486</b>
<b>Sub-total</b>	<b>544</b>	<b>316</b>	<b>78</b>	<b>300</b>	<b>27</b>	<b>86</b>	<b>101</b>	<b>214</b>	<b>171</b>	<b>193</b>	<b>484</b>	<b>76</b>	<b>185</b>	<b>241</b>	<b>68</b>	<b>373</b>	<b>158</b>	<b>3,615</b>
<b>Counsel</b>																		
40) Law Library	95	68	10	45	7	8	16	48	34	21	26	8	18	18	19	81	50	<b>572</b>
41) Legal Mail	36	38	6	24	1	5	15	12	6	8	49	1	9	16	9	3	9	<b>247</b>
42) Inmate Legal Rights	29	53	4	27	2	3	14	14	10	13	37	10	6	40	21	11	2	<b>296</b>
43) Mandatory Court Surcharge	7	0	0	6	0	9	0	5	0	3	0	0	0	0	1	0	0	<b>31</b>
<b>Sub-total</b>	<b>167</b>	<b>159</b>	<b>20</b>	<b>102</b>	<b>10</b>	<b>25</b>	<b>45</b>	<b>79</b>	<b>50</b>	<b>45</b>	<b>112</b>	<b>19</b>	<b>33</b>	<b>74</b>	<b>50</b>	<b>95</b>	<b>61</b>	<b>1,146</b>
<b>Executive Direction</b>																		
44) Inmate Grievance Program	52	24	4	78	7	2	17	16	17	27	32	7	39	31	22	40	23	<b>438</b>
45) Temporary Release Committee	0	0	0	1	0	0	0	1	0	0	0	1	1	2	0	0	0	<b>6</b>
46) Inter-Facility Transfers	9	8	1	22	1	7	2	5	2	1	0	3	2	9	1	0	0	<b>73</b>
47) Grooming Standards	2	0	1	16	1	0	0	6	1	0	3	0	4	1	1	0	0	<b>36</b>
48) Inmate Liaison Committee	2	1	2	7	0	1	2	8	2	0	0	0	1	0	2	0	2	<b>30</b>
49) Staff Conduct	204	437	6	396	82	130	51	92	129	83	279	46	194	210	103	429	100	<b>2,971</b>
50) Miscellaneous	149	36	31	115	11	73	17	52	44	48	21	1	138	24	37	57	25	<b>879</b>
<b>Sub-total</b>	<b>418</b>	<b>506</b>	<b>45</b>	<b>635</b>	<b>102</b>	<b>213</b>	<b>89</b>	<b>180</b>	<b>195</b>	<b>159</b>	<b>335</b>	<b>58</b>	<b>379</b>	<b>277</b>	<b>166</b>	<b>526</b>	<b>150</b>	<b>4,433</b>
<b>Grand Total</b>	<b>3,432</b>	<b>2,145</b>	<b>746</b>	<b>2,681</b>	<b>277</b>	<b>580</b>	<b>806</b>	<b>1,077</b>	<b>1,350</b>	<b>1,134</b>	<b>2,584</b>	<b>546</b>	<b>1,675</b>	<b>1,579</b>	<b>816</b>	<b>2,073</b>	<b>1,232</b>	<b>24,733</b>

**Table 2-2a. Grievances Filed at Medium Security Facilities in 2018, by Type**

Grievance Type	Adirondack	Albion	Alfona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
<b>Program Services</b>															
1) Program Committee	0	4	5	6	3	6	1	3	5	2	6	8	9	0	0
2) Incentive Wage Allowance	0	2	4	4	3	0	11	4	0	8	6	0	0	0	0
3) Correspondence	1	2	5	12	12	5	2	8	17	5	10	22	2	0	0
4) Phone Home Program	0	0	2	2	3	3	2	6	5	0	2	0	0	0	0
5) Visiting	0	1	3	1	4	1	3	0	3	1	3	6	2	0	0
6) Guidance Unit/Counseling	1	0	4	14	4	2	4	39	9	7	33	14	7	6	0
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	1	3	3	0	2	1	9	3	2	2	0	0	0	0
8) Adult Basic Education	0	0	0	0	0	0	1	0	0	0	2	2	0	0	0
9) GED/College Programs	0	0	0	0	0	0	1	3	3	0	0	0	1	0	0
10) Language Assistance Program	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
11) Vocational Programs	1	0	1	0	0	0	1	0	4	0	1	0	0	0	0
12) Work Assignments	0	0	2	0	0	0	2	7	2	0	1	5	1	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	1	0	0	0	1	1	0	5	1	3	0	0	0	0	0
16) Religion	0	10	6	6	1	2	6	7	15	8	4	11	2	1	0
17) Family Reunion Program	0	0	0	0	0	0	0	3	1	0	0	0	0	0	0
18) Media Review	0	0	1	0	3	1	1	0	1	0	4	1	0	0	0
19) General Library	0	0	0	1	0	0	1	0	2	0	0	1	0	0	0
20) Alcohol and Substance Abuse Treatment	0	0	3	1	3	4	2	1	7	7	5	8	7	0	0
<b>Sub-total</b>	<b>4</b>	<b>20</b>	<b>39</b>	<b>51</b>	<b>37</b>	<b>27</b>	<b>39</b>	<b>95</b>	<b>78</b>	<b>43</b>	<b>79</b>	<b>78</b>	<b>31</b>	<b>7</b>	<b>0</b>
<b>Health Services</b>															
21) Dental	0	9	2	12	2	6	15	1	22	10	5	28	2	0	0
22) Medical	3	35	12	60	28	28	144	85	98	54	34	114	60	8	0
22.1) HIPAA (Health Information)	0	3	1	0	0	0	1	3	0	0	1	3	1	0	0
<b>Sub-total</b>	<b>3</b>	<b>47</b>	<b>15</b>	<b>72</b>	<b>30</b>	<b>34</b>	<b>160</b>	<b>89</b>	<b>120</b>	<b>64</b>	<b>40</b>	<b>145</b>	<b>63</b>	<b>8</b>	<b>0</b>

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**Table 2-2b. Grievances Filed at Medium Security Facilities in 2018, 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	1	8	5	12	5	6	13	8	35	7	25	16	13	1	1
23.1) Smoke-Free Policy	0	1	0	0	0	0	0	1	2	0	0	2	0	0	0
24) Special Housing Units	0	10	0	0	0	9	48	12	6	21	5	19	4	0	0
25) Search & Seizure/Frisks/Contraband	0	3	0	0	2	5	2	7	10	1	3	5	6	0	0
25.1) Strip Search	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
25.2) Strip Frisk	0	0	0	0	0	0	0	2	0	0	0	1	1	0	0
25.3) Pat Frisk (Female Inmate)	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
26) Keeplock Policy & Procedure	0	1	0	0	0	0	4	5	3	2	0	1	0	0	1
27) Tier I and II Policy & Procedure	0	0	12	3	3	1	1	3	13	0	1	3	3	1	1
28) Tier III Policy & Procedure	0	0	2	3	1	1	7	1	6	2	0	2	1	2	0
29) Inmate Property	0	0	7	1	6	5	0	7	19	27	14	23	5	0	0
30) Package Room	0	9	5	15	23	16	11	24	59	30	60	36	11	1	1
31) Rules & Regulations	0	2	1	2	0	0	16	3	5	2	9	49	13	1	4
<b>Sub-total</b>	<b>1</b>	<b>35</b>	<b>32</b>	<b>36</b>	<b>40</b>	<b>43</b>	<b>102</b>	<b>73</b>	<b>158</b>	<b>92</b>	<b>117</b>	<b>157</b>	<b>57</b>	<b>6</b>	<b>8</b>
<b>Administrative Services</b>															
32) Industry	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0
33) Personal Property Claims	0	4	1	4	4	6	10	0	10	1	4	1	0	0	1
34) State Issued Clothing and Hygiene Items	0	7	1	1	0	4	5	1	4	6	3	9	1	0	1
35) Commissary	0	1	3	5	1	6	16	4	16	8	5	2	0	0	0
36) Inmate Accounts	1	14	8	7	1	7	13	9	43	15	16	2	0	1	0
37) Mess Hall	0	3	7	6	1	3	12	11	18	8	10	14	11	0	0
38) Laundry	0	0	0	0	0	0	0	2	0	0	1	0	1	0	0
39) Facility Maintenance	0	13	1	0	2	4	2	2	11	0	22	11	2	0	0
<b>Sub-total</b>	<b>1</b>	<b>42</b>	<b>21</b>	<b>23</b>	<b>9</b>	<b>30</b>	<b>58</b>	<b>32</b>	<b>102</b>	<b>38</b>	<b>61</b>	<b>39</b>	<b>15</b>	<b>1</b>	<b>2</b>
<b>Counsel</b>															
40) Law Library	0	1	0	4	2	1	4	4	6	4	3	10	1	1	0
41) Legal Mail	0	1	0	5	1	1	0	5	3	0	3	13	0	1	0
42) Inmate Legal Rights	0	2	0	3	7	1	12	10	1	29	4	24	3	0	1
43) Mandatory Court Surcharge	0	0	0	2	0	0	0	4	0	0	0	0	0	0	0
<b>Sub-total</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>14</b>	<b>10</b>	<b>3</b>	<b>16</b>	<b>23</b>	<b>10</b>	<b>33</b>	<b>10</b>	<b>47</b>	<b>4</b>	<b>2</b>	<b>1</b>
<b>Executive Direction</b>															
44) Inmate Grievance Program	0	2	0	5	2	0	5	5	12	3	4	7	7	0	0
45) Temporary Release Committee	0	0	1	0	0	1	0	0	1	0	1	0	0	0	1
46) Inter-Facility Transfers	0	0	1	11	0	0	9	0	6	0	3	3	1	0	0
47) Grooming Standards	1	2	1	2	3	1	0	1	2	0	0	1	0	0	1
48) Inmate Liaison Committee	0	0	0	0	0	1	1	0	0	0	1	0	0	0	0
49) Staff Conduct	5	44	45	78	45	23	17	44	258	56	153	90	43	27	7
50) Miscellaneous	2	17	15	20	1	3	26	15	72	4	5	33	8	0	1
<b>Sub-total</b>	<b>8</b>	<b>65</b>	<b>63</b>	<b>116</b>	<b>51</b>	<b>29</b>	<b>58</b>	<b>65</b>	<b>351</b>	<b>63</b>	<b>167</b>	<b>134</b>	<b>59</b>	<b>27</b>	<b>10</b>
<b>Grand Total</b>	<b>17</b>	<b>213</b>	<b>170</b>	<b>312</b>	<b>177</b>	<b>166</b>	<b>433</b>	<b>377</b>	<b>819</b>	<b>333</b>	<b>474</b>	<b>600</b>	<b>229</b>	<b>51</b>	<b>21</b>

(continued on next page)

**Table 2-2c. Grievances Filed at Medium Security Facilities in 2018, by Type (Cont'd)**

Grievance Type	Livingston	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taonic	Ulster	Walkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
<b>Program Services</b>																
1) Program Committee	5	21	5	3	0	3	3	2	1	2	10	0	1	3	11	<b>128</b>
2) Incentive Wage Allowance	2	4	4	0	1	2	5	1	0	0	2	0	1	0	0	<b>64</b>
3) Correspondence	11	30	7	1	1	25	7	12	0	5	6	3	1	3	18	<b>233</b>
4) Phone Home Program	1	1	2	1	0	1	2	5	0	1	0	1	1	3	4	<b>48</b>
5) Visiting	3	3	2	2	0	2	1	2	0	2	2	3	0	2	3	<b>55</b>
6) Guidance Unit/Counseling	4	64	33	6	1	13	12	10	0	4	8	1	0	26	11	<b>337</b>
7) Recreation (TV, Yard, Movies, Radio, etc.)	2	12	3	2	0	3	0	0	1	0	0	0	0	2	1	<b>52</b>
8) Adult Basic Education	3	4	0	1	0	0	0	0	0	0	0	0	0	1	2	<b>16</b>
9) GED/College Programs	1	4	4	0	0	1	0	0	0	0	2	0	1	0	0	<b>21</b>
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>1</b>
11) Vocational Programs	4	2	2	1	0	0	1	1	0	1	3	1	1	1	0	<b>26</b>
12) Work Assignments	8	0	0	2	0	3	4	3	0	5	2	0	0	1	2	<b>50</b>
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</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	5	0	0	0	0	1	2	1	0	1	0	0	0	1	0	<b>23</b>
16) Religion	8	26	3	8	0	7	7	1	0	2	0	0	2	9	7	<b>159</b>
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	0	0	1	0	4	0	<b>9</b>
18) Media Review	1	0	0	0	0	0	0	2	0	0	0	0	0	0	4	<b>19</b>
19) General Library	0	5	0	0	0	3	0	3	0	0	0	0	0	0	0	<b>16</b>
20) Alcohol and Substance Abuse Treatment	5	14	8	1	0	4	0	7	0	0	1	2	1	3	10	<b>104</b>
<b>Sub-total</b>	<b>63</b>	<b>190</b>	<b>73</b>	<b>28</b>	<b>3</b>	<b>68</b>	<b>44</b>	<b>50</b>	<b>2</b>	<b>23</b>	<b>36</b>	<b>12</b>	<b>9</b>	<b>59</b>	<b>73</b>	<b>1,361</b>
<b>Health Services</b>																
21) Dental	9	46	6	2	4	10	3	8	0	1	1	6	0	0	6	<b>216</b>
22) Medical	33	270	131	81	2	100	51	28	14	16	13	35	8	58	72	<b>1,675</b>
22.1) HIPAA (Health Information)	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	<b>16</b>
<b>Sub-total</b>	<b>42</b>	<b>316</b>	<b>137</b>	<b>83</b>	<b>6</b>	<b>110</b>	<b>55</b>	<b>36</b>	<b>14</b>	<b>17</b>	<b>15</b>	<b>41</b>	<b>8</b>	<b>58</b>	<b>79</b>	<b>1,907</b>

(continued on next page)

**Table 2-2d. Grievances Filed at Medium Security Facilities in 2018, 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	23	212	20	9	1	30	4	9	9	0	10	10	2	24	33	552
23.1) Smoke-Free Policy	0	0	0	1	0	1	0	0	0	0	0	2	0	0	0	10
24) Special Housing Units	7	0	33	2	1	105	0	1	0	2	0	1	0	8	1	295
25) Search & Seizure/Frisks/Contraband	7	12	0	2	1	11	10	0	2	1	4	1	0	4	4	103
25.1) Strip Search	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
25.2) Strip Frisk	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	6
25.3) Pat Frisk (Female Inmate)	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	2
26) Keeplock Policy & Procedure	0	0	0	0	0	0	0	3	1	0	0	1	0	2	0	24
27) Tier I and II Policy & Procedure	13	3	0	1	0	1	3	2	1	0	2	3	3	3	5	85
28) Tier III Policy & Procedure	8	6	11	0	0	9	2	6	1	1	0	0	0	2	0	74
29) Inmate Property	11	30	16	9	0	23	0	3	3	3	1	4	3	7	3	230
30) Package Room	20	55	25	15	2	46	19	24	7	5	15	9	1	5	29	578
31) Rules & Regulations	8	7	0	0	5	6	15	4	5	2	4	1	0	9	4	177
<b>Sub-total</b>	<b>98</b>	<b>325</b>	<b>105</b>	<b>39</b>	<b>10</b>	<b>232</b>	<b>53</b>	<b>52</b>	<b>30</b>	<b>14</b>	<b>36</b>	<b>32</b>	<b>9</b>	<b>65</b>	<b>79</b>	<b>2,136</b>
<b>Administrative Services</b>																
32) Industry	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
33) Personal Property Claims	3	25	4	8	0	5	5	1	2	1	0	9	1	1	2	113
34) State Issued Clothing and Hygiene Items	9	46	1	4	1	31	5	3	1	1	0	0	3	0	0	148
35) Commissary	9	35	1	0	0	9	1	4	0	0	1	2	3	2	13	147
36) Inmate Accounts	2	92	7	0	0	18	4	0	2	0	4	7	1	1	4	279
37) Mess Hall	13	61	13	3	2	26	0	4	1	4	1	5	0	5	9	251
38) Laundry	0	4	0	1	0	0	0	1	0	1	2	0	0	0	0	13
39) Facility Maintenance	3	33	8	1	1	10	9	0	2	0	3	3	0	0	8	151
<b>Sub-total</b>	<b>39</b>	<b>296</b>	<b>34</b>	<b>17</b>	<b>4</b>	<b>99</b>	<b>24</b>	<b>13</b>	<b>8</b>	<b>7</b>	<b>11</b>	<b>26</b>	<b>8</b>	<b>9</b>	<b>36</b>	<b>1,105</b>
<b>Counsel</b>																
40) Law Library	0	29	11	3	0	11	0	3	0	2	1	6	1	6	7	121
41) Legal Mail	3	13	3	1	1	6	1	0	0	0	0	0	0	1	2	64
42) Inmate Legal Rights	1	24	5	4	2	3	0	7	0	4	6	0	1	3	1	158
43) Mandatory Court Surcharge	0	0	2	1	0	0	0	0	0	2	0	0	0	0	0	11
<b>Sub-total</b>	<b>4</b>	<b>66</b>	<b>21</b>	<b>9</b>	<b>3</b>	<b>20</b>	<b>1</b>	<b>10</b>	<b>0</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>2</b>	<b>10</b>	<b>10</b>	<b>354</b>
<b>Executive Direction</b>																
44) Inmate Grievance Program	3	13	15	7	0	6	3	5	1	1	0	2	1	5	8	122
45) Temporary Release Committee	0	0	0	0	0	0	1	0	2	3	0	0	0	0	0	11
46) Inter-Facility Transfers	2	0	0	5	1	2	1	5	0	2	2	3	0	1	3	61
47) Grooming Standards	1	0	0	2	0	0	0	1	0	1	0	1	0	1	0	22
48) Inmate Liaison Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	5
49) Staff Conduct	45	49	185	39	23	68	54	87	8	22	43	32	22	16	48	1,676
50) Miscellaneous	32	28	17	3	0	3	20	3	1	7	4	13	3	11	71	438
<b>Sub-total</b>	<b>83</b>	<b>90</b>	<b>217</b>	<b>56</b>	<b>24</b>	<b>79</b>	<b>79</b>	<b>101</b>	<b>12</b>	<b>36</b>	<b>49</b>	<b>51</b>	<b>26</b>	<b>34</b>	<b>132</b>	<b>2,335</b>
<b>Grand Total</b>	<b>329</b>	<b>1,283</b>	<b>587</b>	<b>232</b>	<b>50</b>	<b>608</b>	<b>256</b>	<b>262</b>	<b>66</b>	<b>105</b>	<b>154</b>	<b>168</b>	<b>62</b>	<b>235</b>	<b>409</b>	<b>9,198</b>

**Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities in 2018, 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	0	0	539
2) Incentive Wage Allowance	0	0	0	0	0	1	0	1	0	1	284
3) Correspondence	6	0	6	0	0	0	0	0	0	6	1,019
4) Phone Home Program	0	0	0	0	0	2	0	2	0	2	167
5) Visiting	2	0	2	0	0	3	0	3	0	5	312
6) Guidance Unit/Counseling	5	0	5	0	1	1	0	2	0	7	1,007
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	0	0	0	0	0	0	0	1	1	280
8) Adult Basic Education	0	0	0	0	0	0	0	0	0	0	48
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	3
11) Vocational Programs	0	0	0	0	0	0	0	0	0	0	62
12) Work Assignments	0	0	0	0	0	0	0	0	0	0	186
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	0	0	10
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	0
15) Special Events/Inmate Organizations	0	0	0	0	0	0	0	0	0	0	120
16) Religion	1	0	1	0	0	1	0	1	0	2	618
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	0	89
18) Media Review	0	0	0	0	0	0	0	0	0	0	77
19) General Library	0	0	0	0	0	0	0	0	0	0	113
20) Alcohol and Substance Abuse Treatment	0	0	0	0	0	0	0	0	0	0	236
<b>Sub-total</b>	<b>14</b>	<b>0</b>	<b>14</b>	<b>0</b>	<b>1</b>	<b>8</b>	<b>0</b>	<b>9</b>	<b>1</b>	<b>24</b>	<b>5,217</b>
<b>Health Services</b>											
21) Dental	6	0	6	0	0	0	0	0	0	6	612
22) Medical	47	0	47	0	2	6	0	8	2	57	5,583
22.1) HIPAA (Health Information)	0	0	0	0	0	0	0	0	0	0	157
<b>Sub-total</b>	<b>53</b>	<b>0</b>	<b>53</b>	<b>0</b>	<b>2</b>	<b>6</b>	<b>0</b>	<b>8</b>	<b>2</b>	<b>63</b>	<b>6,352</b>

(continued on next page)

**Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities in 2018, 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	11	0	11	0	2	3	0	5	0	16	2,743
23.1) Smoke-Free Policy	0	0	0	0	0	2	0	2	0	2	17
24) Special Housing Units	50	0	50	0	0	0	0	0	0	50	1,602
25) Search & Seizure/Frisks/Contraband	4	0	4	0	0	0	0	0	0	4	408
25.1) Strip Search	0	0	0	0	0	0	0	0	0	0	8
25.2) Strip Frisk	0	0	0	0	1	0	0	1	0	1	20
25.3) Pat Frisk (Female Inmate)	0	0	0	0	0	0	0	0	0	0	5
26) Keeplock Policy & Procedure	0	0	0	0	0	0	0	0	0	0	172
27) Tier I and II Policy & Procedure	7	0	7	0	1	0	0	1	0	8	299
28) Tier III Policy & Procedure	5	0	5	0	0	0	0	0	0	5	482
29) Inmate Property	6	0	6	0	0	5	0	5	0	11	1,096
30) Package Room	0	0	0	0	0	6	0	6	0	6	2,121
31) Rules & Regulations	0	0	0	0	2	6	0	8	0	8	599
<b>Sub-total</b>	<b>83</b>	<b>0</b>	<b>83</b>	<b>0</b>	<b>6</b>	<b>22</b>	<b>0</b>	<b>28</b>	<b>0</b>	<b>111</b>	<b>9,572</b>
<b>Administrative Services</b>											
32) Industry	0	0	0	0	0	0	0	0	0	0	60
33) Personal Property Claims	0	0	0	0	0	0	0	0	0	0	527
34) State Issued Clothing and Hygiene Items	0	0	0	0	0	1	0	1	0	1	517
35) Commissary	3	0	3	0	0	1	0	1	0	4	725
36) Inmate Accounts	5	0	5	0	0	0	0	0	0	5	1,223
37) Mess Hall	9	0	9	0	2	1	0	3	0	12	927
38) Laundry	1	0	1	0	0	0	0	0	0	1	127
39) Facility Maintenance	0	0	0	0	0	2	0	2	0	2	639
<b>Sub-total</b>	<b>18</b>	<b>0</b>	<b>18</b>	<b>0</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>25</b>	<b>4,745</b>
<b>Counsel</b>											
40) Law Library	0	0	0	0	0	0	0	0	1	1	694
41) Legal Mail	1	0	1	0	0	1	0	1	0	2	313
42) Inmate Legal Rights	0	0	0	0	0	2	0	2	0	2	456
43) Mandatory Court Surcharge	0	0	0	0	0	1	0	1	0	1	43
<b>Sub-total</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>6</b>	<b>1,506</b>
<b>Executive Direction</b>											
44) Inmate Grievance Program	0	0	0	0	0	0	0	0	0	0	560
45) Temporary Release Committee	0	0	0	0	3	0	0	3	0	3	20
46) Inter-Facility Transfers	0	0	0	0	0	0	0	0	0	0	134
47) Grooming Standards	0	0	0	0	0	0	0	0	0	0	58
48) Inmate Liaison Committee	0	0	0	0	0	0	0	0	0	0	35
49) Staff Conduct	14	0	14	0	0	2	0	2	16	32	4,679
50) Miscellaneous	1	0	1	0	2	0	0	2	0	3	1,320
<b>Sub-total</b>	<b>15</b>	<b>0</b>	<b>15</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>7</b>	<b>16</b>	<b>38</b>	<b>6,806</b>
<b>Grand Total</b>	<b>184</b>	<b>0</b>	<b>184</b>	<b>0</b>	<b>16</b>	<b>47</b>	<b>0</b>	<b>63</b>	<b>20</b>	<b>267</b>	<b>34,198</b>

**Table 3-1. Grievances Filed per 1,000 Inmates at Maximum Security Facilities in 2018, 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	28.9	18.3	1.3	16.2	1.2	0.0	14.0	30.2	32.0	7.6	38.8	26.7	24.8	10.8	13.2	1.1	40.4	<b>20.0</b>
2) Incentive Wage Allowance	19.9	0.0	3.9	14.3	1.2	7.2	3.2	13.2	3.1	6.9	21.8	22.6	21.6	2.7	8.8	0.0	1.3	<b>10.7</b>
3) Correspondence	36.8	36.0	11.8	33.6	8.2	6.3	44.2	12.0	59.5	35.4	29.2	12.3	17.2	227.6	39.6	80.2	112.4	<b>38.0</b>
4) Phone Home Program	12.9	2.7	5.2	5.8	5.9	2.7	11.9	2.5	0.0	0.7	1.6	6.2	6.4	54.2	4.4	0.0	7.6	<b>5.7</b>
5) Visiting	26.9	15.6	17.1	6.2	0.0	19.0	11.9	12.6	5.3	5.6	11.2	4.1	22.9	10.8	15.4	3.2	7.6	<b>12.3</b>
6) Guidance Unit/Counseling	39.3	41.4	6.6	24.3	7.0	9.0	40.9	11.3	32.0	23.6	32.4	47.3	26.1	62.3	39.6	88.8	73.2	<b>32.3</b>
7) Recreation (TV, Yard, Movies, Radio, etc.)	5.5	6.1	23.6	17.0	9.4	2.7	5.4	8.2	3.1	19.5	1.1	6.2	12.1	75.9	2.2	16.0	20.2	<b>11.0</b>
8) Adult Basic Education	3.0	2.0	1.3	0.0	0.0	0.0	1.1	1.3	3.1	0.0	1.1	0.0	0.6	5.4	6.6	0.0	8.8	<b>1.6</b>
9) GED/College Programs	1.5	1.4	0.0	1.9	0.0	0.9	1.1	0.0	1.5	2.8	0.5	4.1	0.6	2.7	0.0	0.0	3.8	<b>1.3</b>
10) Language Assistance Program	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	0.0	0.0	<b>0.1</b>
11) Vocational Programs	1.5	1.4	0.0	3.5	0.0	0.0	5.4	1.3	1.5	1.4	3.2	0.0	0.6	0.0	0.0	0.0	5.1	<b>1.8</b>
12) Work Assignments	10.4	15.6	14.4	16.2	0.0	1.8	7.5	2.5	0.0	3.5	0.0	0.0	4.5	13.6	8.8	1.1	5.1	<b>6.6</b>
13) Hobby Shop/Arts & Crafts	3.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	1.4	0.0	0.0	0.6	0.0	0.0	0.0	0.0	<b>0.5</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	0.0	0.0	<b>0.0</b>
15) Special Events/Inmate Organizations	4.5	14.9	5.2	1.9	3.5	1.8	12.9	3.8	0.8	5.6	4.8	2.1	5.1	0.0	8.8	1.1	2.5	<b>4.7</b>
16) Religion	29.4	38.0	32.8	20.5	10.6	10.8	20.5	10.7	18.3	18.8	25.5	4.1	5.7	56.9	22.0	33.2	44.2	<b>22.2</b>
17) Family Reunion Program	0.0	2.0	1.3	0.8	0.0	1.8	38.8	2.5	0.0	1.4	3.7	4.1	12.1	0.0	4.4	0.0	0.0	<b>3.9</b>
18) Media Review	6.0	1.4	0.0	3.1	4.7	0.0	3.2	3.8	0.0	0.0	2.7	0.0	0.0	10.8	0.0	10.7	5.1	<b>2.8</b>
19) General Library	9.5	2.7	2.6	1.2	2.3	0.9	3.2	3.2	1.5	4.9	5.8	0.0	1.3	40.7	4.4	7.5	15.2	<b>4.7</b>
20) Alcohol and Substance Abuse Treatment	9.5	8.8	3.9	9.7	0.0	0.0	7.5	8.8	9.9	2.1	10.1	4.1	5.1	2.7	4.4	0.0	3.8	<b>6.4</b>
<b>Sub-total</b>	<b>248.3</b>	<b>208.3</b>	<b>131.2</b>	<b>177.0</b>	<b>54.0</b>	<b>65.0</b>	<b>232.8</b>	<b>128.5</b>	<b>171.6</b>	<b>141.1</b>	<b>193.3</b>	<b>144.0</b>	<b>167.3</b>	<b>577.2</b>	<b>182.8</b>	<b>242.8</b>	<b>356.1</b>	<b>186.5</b>
<b>Health Services</b>																		
21) Dental	12.9	13.6	19.7	30.9	0.0	0.0	9.7	17.0	31.3	13.2	10.6	4.1	17.2	62.3	28.6	56.7	18.9	<b>19.0</b>
22) Medical	181.1	187.9	179.8	138.3	41.1	66.8	105.6	90.7	252.5	109.1	192.2	265.4	178.1	601.6	286.3	500.5	359.8	<b>187.4</b>
22.1) HIPAA (Health Information)	4.0	4.1	7.9	5.8	2.3	3.6	11.9	6.3	9.9	4.2	3.7	35.0	10.2	35.2	15.4	0.0	0.0	<b>6.9</b>
<b>Sub-total</b>	<b>198.0</b>	<b>205.6</b>	<b>207.3</b>	<b>175.0</b>	<b>43.4</b>	<b>70.4</b>	<b>127.2</b>	<b>114.1</b>	<b>293.7</b>	<b>126.5</b>	<b>206.6</b>	<b>304.5</b>	<b>205.5</b>	<b>699.2</b>	<b>330.4</b>	<b>557.2</b>	<b>378.8</b>	<b>213.2</b>

(continued on next page)

**Table 3-1. Grievances Filed per 1,000 Inmates at Maximum Security Facilities in 2018, 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	286.6	43.4	182.4	46.0	20.0	24.4	20.5	14.5	138.8	60.5	171.5	84.4	112.6	444.4	160.8	11.8	167.9	<b>105.8</b>
23.1) Smoke-Free Policy	0.0	0.0	1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	6.6	0.0	0.0	<b>0.2</b>
24) Special Housing Units	141.3	68.5	32.8	17.8	5.9	7.2	21.6	20.8	0.8	78.5	28.7	53.5	40.1	336.0	220.3	240.6	36.6	<b>61.2</b>
25) Search & Seizure/Frisks/Contraband	21.4	12.9	13.1	5.8	8.2	9.9	21.6	10.1	12.2	7.6	28.7	14.4	17.2	35.2	33.0	2.1	18.9	<b>14.6</b>
25.1) Strip Search	0.5	2.7	0.0	0.0	0.0	0.9	1.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.1	0.0	<b>0.4</b>
25.2) Strip Frisk	0.0	2.0	1.3	0.4	0.0	0.0	0.0	0.0	0.0	0.7	0.0	2.1	1.3	0.0	4.4	2.1	0.0	<b>0.6</b>
25.3) Pat Frisk (Female Inmate)	0.0	0.0	3.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	<b>0.1</b>
26) Keeplock Policy & Procedure	9.5	19.0	31.5	1.2	0.0	4.5	3.2	1.3	13.0	6.3	6.4	0.0	9.5	0.0	6.6	7.5	1.3	<b>7.2</b>
27) Tier I and II Policy & Procedure	5.0	10.2	22.3	20.9	1.2	1.8	4.3	0.6	3.1	4.9	17.5	22.6	20.4	8.1	19.8	2.1	1.3	<b>10.0</b>
28) Tier III Policy & Procedure	24.4	47.5	6.6	18.5	3.5	6.3	9.7	12.0	10.7	7.6	15.4	20.6	14.0	119.2	24.2	53.5	2.5	<b>19.6</b>
29) Inmate Property	67.7	80.1	6.6	75.0	9.4	5.4	18.3	15.1	8.4	27.8	46.7	22.6	38.2	281.8	66.1	0.0	3.8	<b>41.6</b>
30) Package Room	140.3	54.3	77.4	81.9	11.7	22.6	114.2	45.4	31.3	43.8	140.7	63.8	58.5	119.2	68.3	31.0	119.9	<b>74.8</b>
31) Rules & Regulations	3.0	35.3	73.5	15.8	4.7	12.6	40.9	18.3	29.0	6.9	22.3	76.1	0.6	54.2	48.5	2.1	2.5	<b>20.1</b>
<b>Sub-total</b>	<b>699.5</b>	<b>375.8</b>	<b>452.8</b>	<b>283.2</b>	<b>64.6</b>	<b>95.7</b>	<b>255.4</b>	<b>138.0</b>	<b>247.1</b>	<b>244.6</b>	<b>478.0</b>	<b>360.1</b>	<b>313.0</b>	<b>1,398.4</b>	<b>658.6</b>	<b>354.0</b>	<b>354.8</b>	<b>356.4</b>
<b>Administrative Services</b>																		
32) Industry	1.0	9.5	0.0	7.7	1.2	0.0	3.2	0.0	0.0	3.5	6.4	0.0	0.0	0.0	0.0	0.0	0.0	<b>2.8</b>
33) Personal Property Claims	8.5	9.5	2.6	12.8	4.7	4.5	15.1	25.2	12.2	19.5	11.2	37.0	9.5	56.9	6.6	159.4	17.7	<b>20.1</b>
34) State Issued Clothing and Hygiene Items	67.2	23.1	10.5	8.1	3.5	3.6	8.6	5.7	7.6	5.6	19.6	6.2	10.2	65.0	8.8	36.4	12.6	<b>17.9</b>
35) Commissary	77.6	27.1	9.2	24.3	7.0	18.1	15.1	10.1	11.4	21.5	36.6	24.7	14.6	84.0	8.8	25.7	54.3	<b>27.9</b>
36) Inmate Accounts	44.8	38.7	11.8	30.9	5.9	16.2	29.1	66.2	54.9	27.1	92.4	39.1	54.1	130.1	28.6	54.5	59.3	<b>45.7</b>
37) Mess Hall	38.3	42.1	15.7	17.0	4.7	19.9	12.9	8.8	32.8	33.4	42.0	22.6	19.1	154.5	50.7	112.3	26.5	<b>32.3</b>
38) Laundry	15.9	4.7	1.3	3.1	1.2	0.9	2.2	1.3	0.0	2.1	6.9	6.2	4.5	37.9	6.6	6.4	12.6	<b>5.5</b>
39) Facility Maintenance	17.4	59.7	51.2	12.0	3.5	14.4	22.6	17.6	11.4	21.5	42.0	20.6	5.7	124.7	39.6	4.3	16.4	<b>23.6</b>
<b>Sub-total</b>	<b>270.6</b>	<b>214.4</b>	<b>102.4</b>	<b>115.9</b>	<b>31.7</b>	<b>77.6</b>	<b>108.8</b>	<b>134.8</b>	<b>130.4</b>	<b>134.1</b>	<b>257.0</b>	<b>156.4</b>	<b>117.7</b>	<b>653.1</b>	<b>149.8</b>	<b>398.9</b>	<b>199.5</b>	<b>175.9</b>
<b>Counsel</b>																		
40) Law Library	47.3	46.1	13.1	17.4	8.2	7.2	17.2	30.2	25.9	14.6	13.8	16.5	11.5	48.8	41.9	86.6	63.1	<b>27.8</b>
41) Legal Mail	17.9	25.8	7.9	9.3	1.2	4.5	16.2	7.6	4.6	5.6	26.0	2.1	5.7	43.4	19.8	3.2	11.4	<b>12.0</b>
42) Inmate Legal Rights	14.4	36.0	5.2	10.4	2.3	2.7	15.1	8.8	7.6	9.0	19.6	20.6	3.8	108.4	46.3	11.8	2.5	<b>14.4</b>
43) Mandatory Court Surcharge	3.5	0.0	0.0	2.3	0.0	8.1	0.0	3.2	0.0	2.1	0.0	0.0	0.0	0.0	2.2	0.0	0.0	<b>1.5</b>
<b>Sub-total</b>	<b>83.1</b>	<b>107.9</b>	<b>26.2</b>	<b>39.4</b>	<b>11.7</b>	<b>22.6</b>	<b>48.5</b>	<b>49.8</b>	<b>38.1</b>	<b>31.3</b>	<b>59.5</b>	<b>39.1</b>	<b>21.0</b>	<b>200.5</b>	<b>110.1</b>	<b>101.6</b>	<b>77.0</b>	<b>55.8</b>
<b>Executive Direction</b>																		
44) Inmate Grievance Program	25.9	16.3	5.2	30.1	8.2	1.8	18.3	10.1	13.0	18.8	17.0	14.4	24.8	84.0	48.5	42.8	29.0	<b>21.3</b>
45) Temporary Release Committee	0.0	0.0	0.0	0.4	0.0	0.0	0.0	0.6	0.0	0.0	0.0	2.1	0.6	5.4	0.0	0.0	0.0	<b>0.3</b>
46) Inter-Facility Transfers	4.5	5.4	1.3	8.5	1.2	6.3	2.2	3.2	1.5	0.7	0.0	6.2	1.3	24.4	2.2	0.0	0.0	<b>3.6</b>
47) Grooming Standards	1.0	0.0	1.3	6.2	1.2	0.0	0.0	3.8	0.8	0.0	1.6	0.0	2.5	2.7	2.2	0.0	0.0	<b>1.8</b>
48) Inmate Liaison Committee	1.0	0.7	2.6	2.7	0.0	0.9	2.2	5.0	1.5	0.0	0.0	0.0	0.6	0.0	4.4	0.0	2.5	<b>1.5</b>
49) Staff Conduct	101.5	296.5	7.9	153.0	96.2	117.3	55.0	58.0	98.4	57.7	148.2	94.7	123.4	569.1	226.9	458.8	126.3	<b>144.6</b>
50) Miscellaneous	74.1	24.4	40.7	44.4	12.9	65.9	18.3	32.8	33.6	33.4	11.2	2.1	87.8	65.0	81.5	61.0	31.6	<b>42.8</b>
<b>Sub-total</b>	<b>208.0</b>	<b>343.3</b>	<b>59.1</b>	<b>245.4</b>	<b>119.7</b>	<b>192.2</b>	<b>95.9</b>	<b>113.4</b>	<b>148.7</b>	<b>110.5</b>	<b>177.9</b>	<b>119.3</b>	<b>241.1</b>	<b>750.7</b>	<b>365.6</b>	<b>562.6</b>	<b>189.4</b>	<b>215.7</b>
<b>Grand Total</b>	<b>1,707.5</b>	<b>1,455.2</b>	<b>979.0</b>	<b>1,035.9</b>	<b>325.1</b>	<b>523.5</b>	<b>868.5</b>	<b>678.6</b>	<b>1,029.7</b>	<b>788.0</b>	<b>1,372.3</b>	<b>1,123.5</b>	<b>1,065.5</b>	<b>4,279.1</b>	<b>1,797.4</b>	<b>2,217.1</b>	<b>1,555.6</b>	<b>1,203.6</b>

**Table 3-2a. Grievances Filed per 1,000 Inmates at Medium Security Facilities in 2018, 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	0.0	4.0	10.9	4.5	3.7	7.0	1.0	1.9	3.8	2.0	4.4	4.8	9.4	0.0	0.0
2) Incentive Wage Allowance	0.0	2.0	8.7	3.0	3.7	0.0	11.0	2.5	0.0	8.2	4.4	0.0	0.0	0.0	0.0
3) Correspondence	7.8	2.0	10.9	9.0	15.0	5.9	2.0	5.0	12.8	5.1	7.3	13.3	2.1	0.0	0.0
4) Phone Home Program	0.0	0.0	4.4	1.5	3.7	3.5	2.0	3.7	3.8	0.0	1.5	0.0	0.0	0.0	0.0
5) Visiting	0.0	1.0	6.6	0.7	5.0	1.2	3.0	0.0	2.3	1.0	2.2	3.6	2.1	0.0	0.0
6) Guidance Unit/Counseling	7.8	0.0	8.7	10.5	5.0	2.3	4.0	24.3	6.8	7.1	24.1	8.5	7.3	15.1	0.0
7) Recreation (TV, Yard, Movies, Radio, etc.)	0.0	1.0	6.6	2.2	0.0	2.3	1.0	5.6	2.3	2.0	1.5	0.0	0.0	0.0	0.0
8) Adult Basic Education	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	1.5	1.2	0.0	0.0	0.0
9) GED/College Programs	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.9	2.3	0.0	0.0	0.0	1.0	0.0	0.0
10) Language Assistance Program	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
11) Vocational Programs	7.8	0.0	2.2	0.0	0.0	0.0	1.0	0.0	3.0	0.0	0.7	0.0	0.0	0.0	0.0
12) Work Assignments	0.0	0.0	4.4	0.0	0.0	0.0	2.0	4.4	1.5	0.0	0.7	3.0	1.0	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	7.8	0.0	0.0	0.0	1.2	1.2	0.0	3.1	0.8	3.1	0.0	0.0	0.0	0.0	0.0
16) Religion	0.0	10.0	13.1	4.5	1.2	2.3	6.0	4.4	11.3	8.2	2.9	6.6	2.1	2.5	0.0
17) Family Reunion Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.9	0.8	0.0	0.0	0.0	0.0	0.0	0.0
18) Media Review	0.0	0.0	2.2	0.0	3.7	1.2	1.0	0.0	0.8	0.0	2.9	0.6	0.0	0.0	0.0
19) General Library	0.0	0.0	0.0	0.7	0.0	0.0	1.0	0.0	1.5	0.0	0.0	0.6	0.0	0.0	0.0
20) Alcohol and Substance Abuse Treatment	0.0	0.0	6.6	0.7	3.7	4.7	2.0	0.6	5.3	7.1	3.7	4.8	7.3	0.0	0.0
<b>Sub-total</b>	<b>31.3</b>	<b>20.1</b>	<b>85.2</b>	<b>38.2</b>	<b>46.1</b>	<b>31.7</b>	<b>39.2</b>	<b>59.1</b>	<b>58.9</b>	<b>43.9</b>	<b>57.8</b>	<b>47.1</b>	<b>32.5</b>	<b>17.6</b>	<b>0.0</b>
<b>Health Services</b>															
21) Dental	0.0	9.0	4.4	9.0	2.5	7.0	15.1	0.6	16.6	10.2	3.7	16.9	2.1	0.0	0.0
22) Medical	23.4	35.1	26.2	44.9	34.9	32.9	144.6	52.9	74.0	55.1	24.9	68.9	62.9	20.1	0.0
22.1) HIPAA (Health Information)	0.0	3.0	2.2	0.0	0.0	0.0	1.0	1.9	0.0	0.0	0.7	1.8	1.0	0.0	0.0
<b>Sub-total</b>	<b>23.4</b>	<b>47.1</b>	<b>32.8</b>	<b>53.9</b>	<b>37.4</b>	<b>39.9</b>	<b>160.6</b>	<b>55.3</b>	<b>90.6</b>	<b>65.3</b>	<b>29.3</b>	<b>87.6</b>	<b>66.0</b>	<b>20.1</b>	<b>0.0</b>

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**Table 3-2b. Grievances Filed per 1,000 Inmates at Medium Security Facilities in 2018, 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	8.0	10.9	9.0	6.2	7.0	13.1	5.0	26.4	7.1	18.3	9.7	13.6	2.5	7.0
23.1) Smoke-Free Policy	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.6	1.5	0.0	0.0	1.2	0.0	0.0	0.0
24) Special Housing Units	0.0	10.0	0.0	0.0	0.0	10.6	48.2	7.5	4.5	21.4	3.7	11.5	4.2	0.0	0.0
25) Search & Seizure/Frisks/Contraband	0.0	3.0	0.0	0.0	2.5	5.9	2.0	4.4	7.6	1.0	2.2	3.0	6.3	0.0	0.0
25.1) Strip Search	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
25.2) Strip Frisk	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.2	0.0	0.0	0.0	0.6	1.0	0.0	0.0
25.3) Pat Frisk (Female Inmate)	0.0	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	0.0
26) Keeplock Policy & Procedure	0.0	1.0	0.0	0.0	0.0	0.0	4.0	3.1	2.3	2.0	0.0	0.6	0.0	0.0	7.0
27) Tier I and II Policy & Procedure	0.0	0.0	26.2	2.2	3.7	1.2	1.0	1.9	9.8	0.0	0.7	1.8	3.1	2.5	7.0
28) Tier III Policy & Procedure	0.0	0.0	4.4	2.2	1.2	1.2	7.0	0.6	4.5	2.0	0.0	1.2	1.0	5.0	0.0
29) Inmate Property	0.0	0.0	15.3	0.7	7.5	5.9	0.0	4.4	14.4	27.6	10.2	13.9	5.2	0.0	0.0
30) Package Room	0.0	9.0	10.9	11.2	28.7	18.8	11.0	14.9	44.6	30.6	43.9	21.8	11.5	2.5	7.0
31) Rules & Regulations	0.0	2.0	2.2	1.5	0.0	0.0	16.1	1.9	3.8	2.0	6.6	29.6	13.6	2.5	28.2
<b>Sub-total</b>	<b>7.8</b>	<b>35.1</b>	<b>69.9</b>	<b>26.9</b>	<b>49.9</b>	<b>50.5</b>	<b>102.4</b>	<b>45.4</b>	<b>119.3</b>	<b>93.9</b>	<b>85.6</b>	<b>94.9</b>	<b>59.7</b>	<b>15.1</b>	<b>56.3</b>
<b>Administrative Services</b>															
32) Industry	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0
33) Personal Property Claims	0.0	4.0	2.2	3.0	5.0	7.0	10.0	0.0	7.6	1.0	2.9	0.6	0.0	0.0	7.0
34) State Issued Clothing and Hygiene Items	0.0	7.0	2.2	0.7	0.0	4.7	5.0	0.6	3.0	6.1	2.2	5.4	1.0	0.0	7.0
35) Commissary	0.0	1.0	6.6	3.7	1.2	7.0	16.1	2.5	12.1	8.2	3.7	1.2	0.0	0.0	0.0
36) Inmate Accounts	7.8	14.0	17.5	5.2	1.2	8.2	13.1	5.6	32.5	15.3	11.7	1.2	0.0	2.5	0.0
37) Mess Hall	0.0	3.0	15.3	4.5	1.2	3.5	12.0	6.8	13.6	8.2	7.3	8.5	11.5	0.0	0.0
38) Laundry	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.2	0.0	0.0	0.7	0.0	1.0	0.0	0.0
39) Facility Maintenance	0.0	13.0	2.2	0.0	2.5	4.7	2.0	1.2	8.3	0.0	16.1	6.6	2.1	0.0	0.0
<b>Sub-total</b>	<b>7.8</b>	<b>42.1</b>	<b>45.9</b>	<b>17.2</b>	<b>11.2</b>	<b>35.2</b>	<b>58.2</b>	<b>19.9</b>	<b>77.0</b>	<b>38.8</b>	<b>44.6</b>	<b>23.6</b>	<b>15.7</b>	<b>2.5</b>	<b>14.1</b>
<b>Counsel</b>															
40) Law Library	0.0	1.0	0.0	3.0	2.5	1.2	4.0	2.5	4.5	4.1	2.2	6.0	1.0	2.5	0.0
41) Legal Mail	0.0	1.0	0.0	3.7	1.2	1.2	0.0	3.1	2.3	0.0	2.2	7.9	0.0	2.5	0.0
42) Inmate Legal Rights	0.0	2.0	0.0	2.2	8.7	1.2	12.0	6.2	0.8	29.6	2.9	14.5	3.1	0.0	7.0
43) Mandatory Court Surcharge	0.0	0.0	0.0	1.5	0.0	0.0	0.0	2.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Sub-total</b>	<b>0.0</b>	<b>4.0</b>	<b>0.0</b>	<b>10.5</b>	<b>12.5</b>	<b>3.5</b>	<b>16.1</b>	<b>14.3</b>	<b>7.6</b>	<b>33.7</b>	<b>7.3</b>	<b>28.4</b>	<b>4.2</b>	<b>5.0</b>	<b>7.0</b>
<b>Executive Direction</b>															
44) Inmate Grievance Program	0.0	2.0	0.0	3.7	2.5	0.0	5.0	3.1	9.1	3.1	2.9	4.2	7.3	0.0	0.0
45) Temporary Release Committee	0.0	0.0	2.2	0.0	0.0	1.2	0.0	0.0	0.8	0.0	0.7	0.0	0.0	0.0	7.0
46) Inter-Facility Transfers	0.0	0.0	2.2	8.2	0.0	0.0	9.0	0.0	4.5	0.0	2.2	1.8	1.0	0.0	0.0
47) Grooming Standards	7.8	2.0	2.2	1.5	3.7	1.2	0.0	0.6	1.5	0.0	0.0	0.6	0.0	0.0	7.0
48) Inmate Liaison Committee	0.0	0.0	0.0	0.0	0.0	1.2	1.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0
49) Staff Conduct	39.1	44.1	98.3	58.4	56.1	27.0	17.1	27.4	194.9	57.1	111.9	54.4	45.1	67.8	49.3
50) Miscellaneous	15.6	17.1	32.8	15.0	1.2	3.5	26.1	9.3	54.4	4.1	3.7	19.9	8.4	0.0	7.0
<b>Sub-total</b>	<b>62.5</b>	<b>65.2</b>	<b>137.6</b>	<b>86.8</b>	<b>63.6</b>	<b>34.0</b>	<b>58.2</b>	<b>40.4</b>	<b>265.1</b>	<b>64.3</b>	<b>122.2</b>	<b>81.0</b>	<b>61.8</b>	<b>67.8</b>	<b>70.4</b>
<b>Grand Total</b>	<b>132.8</b>	<b>213.6</b>	<b>371.2</b>	<b>233.5</b>	<b>220.7</b>	<b>194.8</b>	<b>434.7</b>	<b>234.5</b>	<b>618.6</b>	<b>339.8</b>	<b>346.7</b>	<b>362.5</b>	<b>240.0</b>	<b>128.1</b>	<b>147.9</b>

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**Table 3-2c. Grievances Filed per 1,000 Inmates at Medium Security Facilities in 2018, by Type (Cont'd)**

Grievance Type	Livingston	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taonic	Ulster	Walkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
<b>Program Services</b>																
1) Program Committee	6.2	18.6	3.5	2.4	0.0	3.5	5.5	2.5	3.1	3.1	18.8	0.0	2.0	3.8	8.3	<b>4.9</b>
2) Incentive Wage Allowance	2.5	3.5	2.8	0.0	2.5	2.3	9.2	1.3	0.0	0.0	3.8	0.0	2.0	0.0	0.0	<b>2.4</b>
3) Correspondence	13.6	26.5	4.9	0.8	2.5	28.8	12.9	15.0	0.0	7.8	11.3	3.6	2.0	3.8	13.7	<b>8.9</b>
4) Phone Home Program	1.2	0.9	1.4	0.8	0.0	1.2	3.7	6.3	0.0	1.6	0.0	1.2	2.0	3.8	3.0	<b>1.8</b>
5) Visiting	3.7	2.7	1.4	1.6	0.0	2.3	1.8	2.5	0.0	3.1	3.8	3.6	0.0	2.5	2.3	<b>2.1</b>
6) Guidance Unit/Counseling	5.0	56.6	22.9	4.8	2.5	15.0	22.1	12.5	0.0	6.2	15.1	1.2	0.0	33.0	8.3	<b>12.9</b>
7) Recreation (TV, Yard, Movies, Radio, etc.)	2.5	10.6	2.1	1.6	0.0	3.5	0.0	0.0	3.1	0.0	0.0	0.0	0.0	2.5	0.8	<b>2.0</b>
8) Adult Basic Education	3.7	3.5	0.0	0.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.3	1.5	<b>0.6</b>
9) GED/College Programs	1.2	3.5	2.8	0.0	0.0	1.2	0.0	0.0	0.0	0.0	3.8	0.0	2.0	0.0	0.0	<b>0.8</b>
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	<b>0.0</b>
11) Vocational Programs	5.0	1.8	1.4	0.8	0.0	0.0	1.8	1.3	0.0	1.6	5.6	1.2	2.0	1.3	0.0	<b>1.0</b>
12) Work Assignments	9.9	0.0	0.0	1.6	0.0	3.5	7.4	3.8	0.0	7.8	3.8	0.0	0.0	1.3	1.5	<b>1.9</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	0.0	<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	6.2	0.0	0.0	0.0	0.0	1.2	3.7	1.3	0.0	1.6	0.0	0.0	0.0	1.3	0.0	<b>0.9</b>
16) Religion	9.9	23.0	2.1	6.4	0.0	8.1	12.9	1.3	0.0	3.1	0.0	0.0	3.9	11.4	5.3	<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	0.0	1.2	0.0	5.1	0.0	<b>0.3</b>
18) Media Review	1.2	0.0	0.0	0.0	0.0	0.0	0.0	2.5	0.0	0.0	0.0	0.0	0.0	0.0	3.0	<b>0.7</b>
19) General Library	0.0	4.4	0.0	0.0	0.0	3.5	0.0	3.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	<b>0.6</b>
20) Alcohol and Substance Abuse Treatment	6.2	12.4	5.5	0.8	0.0	4.6	0.0	8.8	0.0	0.0	1.9	2.4	2.0	3.8	7.6	<b>4.0</b>
<b>Sub-total</b>	<b>78.0</b>	<b>168.0</b>	<b>50.6</b>	<b>22.4</b>	<b>7.4</b>	<b>78.3</b>	<b>81.2</b>	<b>62.6</b>	<b>6.2</b>	<b>35.9</b>	<b>67.8</b>	<b>14.4</b>	<b>17.6</b>	<b>75.0</b>	<b>55.4</b>	<b>52.0</b>
<b>Health Services</b>																
21) Dental	11.1	40.7	4.2	1.6	9.9	11.5	5.5	10.0	0.0	1.6	1.9	7.2	0.0	0.0	4.6	<b>8.2</b>
22) Medical	40.8	238.7	90.8	64.8	5.0	115.1	94.1	35.0	43.1	25.0	24.5	42.0	15.6	73.7	54.6	<b>64.0</b>
22.1) HIPAA (Health Information)	0.0	0.0	0.0	0.0	0.0	0.0	1.8	0.0	0.0	0.0	1.9	0.0	0.0	0.0	0.8	<b>0.6</b>
<b>Sub-total</b>	<b>52.0</b>	<b>279.4</b>	<b>95.0</b>	<b>66.4</b>	<b>14.9</b>	<b>126.6</b>	<b>101.5</b>	<b>45.1</b>	<b>43.1</b>	<b>26.5</b>	<b>28.2</b>	<b>49.2</b>	<b>15.6</b>	<b>73.7</b>	<b>59.9</b>	<b>72.8</b>

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**Table 3-2d. Grievances Filed per 1,000 Inmates at Medium Security Facilities in 2018, 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	28.5	187.4	13.9	7.2	2.5	34.5	7.4	11.3	27.7	0.0	18.8	12.0	3.9	30.5	25.0	21.1
23.1) Smoke-Free Policy	0.0	0.0	0.0	0.8	0.0	1.2	0.0	0.0	0.0	0.0	0.0	2.4	0.0	0.0	0.0	0.4
24) Special Housing Units	8.7	0.0	22.9	1.6	2.5	120.8	0.0	1.3	0.0	3.1	0.0	1.2	0.0	10.2	0.8	11.3
25) Search & Seizure/Frisks/Contraband	8.7	10.6	0.0	1.6	2.5	12.7	18.5	0.0	6.2	1.6	7.5	1.2	0.0	5.1	3.0	3.9
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	0.0
25.2) Strip Frisk	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	1.3	0.0	0.2
25.3) Pat Frisk (Female Inmate)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.1	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	3.8	3.1	0.0	0.0	1.2	0.0	2.5	0.0	0.9
27) Tier I and II Policy & Procedure	16.1	2.7	0.0	0.8	0.0	1.2	5.5	2.5	3.1	0.0	3.8	3.6	5.9	3.8	3.8	3.2
28) Tier III Policy & Procedure	9.9	5.3	7.6	0.0	0.0	10.4	3.7	7.5	3.1	1.6	0.0	0.0	0.0	2.5	0.0	2.8
29) Inmate Property	13.6	26.5	11.1	7.2	0.0	26.5	0.0	3.8	9.2	4.7	1.9	4.8	5.9	8.9	2.3	8.8
30) Package Room	24.8	48.6	17.3	12.0	5.0	52.9	35.1	30.0	21.5	7.8	28.2	10.8	2.0	6.4	22.0	22.1
31) Rules & Regulations	9.9	6.2	0.0	0.0	12.4	6.9	27.7	5.0	15.4	3.1	7.5	1.2	0.0	11.4	3.0	6.8
<b>Sub-total</b>	<b>121.3</b>	<b>287.4</b>	<b>72.8</b>	<b>31.2</b>	<b>24.8</b>	<b>267.0</b>	<b>97.8</b>	<b>65.1</b>	<b>92.3</b>	<b>21.8</b>	<b>67.8</b>	<b>38.4</b>	<b>17.6</b>	<b>82.6</b>	<b>59.9</b>	<b>81.6</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	0.0	0.0	0.0	0.0	0.0	0.1
33) Personal Property Claims	3.7	22.1	2.8	6.4	0.0	5.8	9.2	1.3	6.2	1.6	0.0	10.8	2.0	1.3	1.5	4.3
34) State Issued Clothing and Hygiene Items	11.1	40.7	0.7	3.2	2.5	35.7	9.2	3.8	3.1	1.6	0.0	0.0	5.9	0.0	0.0	5.7
35) Commissary	11.1	30.9	0.7	0.0	0.0	10.4	1.8	5.0	0.0	0.0	1.9	2.4	5.9	2.5	9.9	5.6
36) Inmate Accounts	2.5	81.3	4.9	0.0	0.0	20.7	7.4	0.0	6.2	0.0	7.5	8.4	2.0	1.3	3.0	10.7
37) Mess Hall	16.1	53.9	9.0	2.4	5.0	29.9	0.0	5.0	3.1	6.2	1.9	6.0	0.0	6.4	6.8	9.6
38) Laundry	0.0	3.5	0.0	0.8	0.0	0.0	0.0	1.3	0.0	1.6	3.8	0.0	0.0	0.0	0.0	0.5
39) Facility Maintenance	3.7	29.2	5.5	0.8	2.5	11.5	16.6	0.0	6.2	0.0	5.6	3.6	0.0	0.0	6.1	5.8
<b>Sub-total</b>	<b>48.3</b>	<b>261.7</b>	<b>23.6</b>	<b>13.6</b>	<b>9.9</b>	<b>113.9</b>	<b>44.3</b>	<b>16.3</b>	<b>24.6</b>	<b>10.9</b>	<b>20.7</b>	<b>31.2</b>	<b>15.6</b>	<b>11.4</b>	<b>27.3</b>	<b>42.2</b>
<b>Counsel</b>																
40) Law Library	0.0	25.6	7.6	2.4	0.0	12.7	0.0	3.8	0.0	3.1	1.9	7.2	2.0	7.6	5.3	4.6
41) Legal Mail	3.7	11.5	2.1	0.8	2.5	6.9	1.8	0.0	0.0	0.0	0.0	0.0	0.0	1.3	1.5	2.4
42) Inmate Legal Rights	1.2	21.2	3.5	3.2	5.0	3.5	0.0	8.8	0.0	6.2	11.3	0.0	2.0	3.8	0.8	6.0
43) Mandatory Court Surcharge	0.0	0.0	1.4	0.8	0.0	0.0	0.0	0.0	0.0	3.1	0.0	0.0	0.0	0.0	0.0	0.4
<b>Sub-total</b>	<b>5.0</b>	<b>58.4</b>	<b>14.6</b>	<b>7.2</b>	<b>7.4</b>	<b>23.0</b>	<b>1.8</b>	<b>12.5</b>	<b>0.0</b>	<b>12.5</b>	<b>13.2</b>	<b>7.2</b>	<b>3.9</b>	<b>12.7</b>	<b>7.6</b>	<b>13.5</b>
<b>Executive Direction</b>																
44) Inmate Grievance Program	3.7	11.5	10.4	5.6	0.0	6.9	5.5	6.3	3.1	1.6	0.0	2.4	2.0	6.4	6.1	4.7
45) Temporary Release Committee	0.0	0.0	0.0	0.0	0.0	0.0	1.8	0.0	6.2	4.7	0.0	0.0	0.0	0.0	0.0	0.4
46) Inter-Facility Transfers	2.5	0.0	0.0	4.0	2.5	2.3	1.8	6.3	0.0	3.1	3.8	3.6	0.0	1.3	2.3	2.3
47) Grooming Standards	1.2	0.0	0.0	1.6	0.0	0.0	0.0	1.3	0.0	1.6	0.0	1.2	0.0	1.3	0.0	0.8
48) Inmate Liaison Committee	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.5	0.2
49) Staff Conduct	55.7	43.3	128.3	31.2	56.9	78.3	99.6	108.9	24.6	34.3	81.0	38.4	43.0	20.3	36.4	64.0
50) Miscellaneous	39.6	24.8	11.8	2.4	0.0	3.5	36.9	3.8	3.1	10.9	7.5	15.6	5.9	14.0	53.9	16.7
<b>Sub-total</b>	<b>102.7</b>	<b>79.6</b>	<b>150.5</b>	<b>44.8</b>	<b>59.4</b>	<b>90.9</b>	<b>145.8</b>	<b>126.4</b>	<b>36.9</b>	<b>56.2</b>	<b>92.3</b>	<b>61.2</b>	<b>50.8</b>	<b>43.2</b>	<b>100.2</b>	<b>89.2</b>
<b>Grand Total</b>	<b>407.2</b>	<b>1,134.4</b>	<b>407.1</b>	<b>185.6</b>	<b>123.8</b>	<b>699.7</b>	<b>472.3</b>	<b>327.9</b>	<b>203.1</b>	<b>163.8</b>	<b>290.0</b>	<b>201.4</b>	<b>121.1</b>	<b>298.6</b>	<b>310.3</b>	<b>351.2</b>

**Table 3-3. Grievances Filed per 1,000 Inmates at Shock, Minimum Security and Drug Treatment Facilities in 2018, 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	0.0	0.0	0.0	0.0	0.0	0.0	11.0
2) Incentive Wage Allowance	0.0	0.0	0.0	0.0	0.0	3.6	0.0	1.6	0.0	0.5	5.8
3) Correspondence	8.2	0.0	6.5	0.0	0.0	0.0	0.0	0.0	0.0	2.8	20.9
4) Phone Home Program	0.0	0.0	0.0	0.0	0.0	7.2	0.0	3.3	0.0	0.9	3.4
5) Visiting	2.7	0.0	2.2	0.0	0.0	10.9	0.0	4.9	0.0	2.3	6.4
6) Guidance Unit/Counseling	6.8	0.0	5.4	0.0	6.6	3.6	0.0	3.3	0.0	3.3	20.6
7) Recreation (TV, Yard, Movies, Radio, etc.)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.7	0.5	5.7
8) Adult Basic Education	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0
9) GED/College Programs	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0
10) Language Assistance Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1
11) Vocational Programs	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.3
12) Work Assignments	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.8
13) Hobby Shop/Arts & Crafts	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
14) Volunteer Services	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
15) Special Events/Inmate Organizations	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.5
16) Religion	1.4	0.0	1.1	0.0	0.0	3.6	0.0	1.6	0.0	0.9	12.6
17) Family Reunion Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.8
18) Media Review	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.6
19) General Library	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.3
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	4.8
<b>Sub-total</b>	<b>19.1</b>	<b>0.0</b>	<b>15.2</b>	<b>0.0</b>	<b>6.6</b>	<b>29.0</b>	<b>0.0</b>	<b>14.7</b>	<b>1.7</b>	<b>11.3</b>	<b>106.8</b>
<b>Health Services</b>											
21) Dental	8.2	0.0	6.5	0.0	0.0	0.0	0.0	0.0	0.0	2.8	12.5
22) Medical	64.1	0.0	51.1	0.0	13.2	21.7	0.0	13.1	3.4	26.8	114.2
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	3.2
<b>Sub-total</b>	<b>72.3</b>	<b>0.0</b>	<b>57.7</b>	<b>0.0</b>	<b>13.2</b>	<b>21.7</b>	<b>0.0</b>	<b>13.1</b>	<b>3.4</b>	<b>29.6</b>	<b>130.0</b>

(continued on next page)

**Table 3-3. Grievances Filed per 1,000 Inmates at Shock, Minimum Security and Drug Treatment Facilities in 2018, 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	15.0	0.0	12.0	0.0	13.2	10.9	0.0	8.2	0.0	7.5	56.1
23.1) Smoke-Free Policy	0.0	0.0	0.0	0.0	0.0	7.2	0.0	3.3	0.0	0.9	0.3
24) Special Housing Units	68.2	0.0	54.4	0.0	0.0	0.0	0.0	0.0	0.0	23.5	32.8
25) Search & Seizure/Frisks/Contraband	5.5	0.0	4.4	0.0	0.0	0.0	0.0	0.0	0.0	1.9	8.3
25.1) Strip Search	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
25.2) Strip Frisk	0.0	0.0	0.0	0.0	6.6	0.0	0.0	1.6	0.0	0.5	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	3.5
27) Tier I and II Policy & Procedure	9.5	0.0	7.6	0.0	6.6	0.0	0.0	1.6	0.0	3.8	6.1
28) Tier III Policy & Procedure	6.8	0.0	5.4	0.0	0.0	0.0	0.0	0.0	0.0	2.3	9.9
29) Inmate Property	8.2	0.0	6.5	0.0	0.0	18.1	0.0	8.2	0.0	5.2	22.4
30) Package Room	0.0	0.0	0.0	0.0	0.0	21.7	0.0	9.8	0.0	2.8	43.4
31) Rules & Regulations	0.0	0.0	0.0	0.0	13.2	21.7	0.0	13.1	0.0	3.8	12.3
<b>Sub-total</b>	<b>113.2</b>	<b>0.0</b>	<b>90.3</b>	<b>0.0</b>	<b>39.7</b>	<b>79.7</b>	<b>0.0</b>	<b>45.7</b>	<b>0.0</b>	<b>52.1</b>	<b>195.9</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	1.2
33) Personal Property Claims	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	10.8
34) State Issued Clothing and Hygiene Items	0.0	0.0	0.0	0.0	0.0	3.6	0.0	1.6	0.0	0.5	10.6
35) Commissary	4.1	0.0	3.3	0.0	0.0	3.6	0.0	1.6	0.0	1.9	14.8
36) Inmate Accounts	6.8	0.0	5.4	0.0	0.0	0.0	0.0	0.0	0.0	2.3	25.0
37) Mess Hall	12.3	0.0	9.8	0.0	13.2	3.6	0.0	4.9	0.0	5.6	19.0
38) Laundry	1.4	0.0	1.1	0.0	0.0	0.0	0.0	0.0	0.0	0.5	2.6
39) Facility Maintenance	0.0	0.0	0.0	0.0	0.0	7.2	0.0	3.3	0.0	0.9	13.1
<b>Sub-total</b>	<b>24.6</b>	<b>0.0</b>	<b>19.6</b>	<b>0.0</b>	<b>13.2</b>	<b>18.1</b>	<b>0.0</b>	<b>11.4</b>	<b>0.0</b>	<b>11.7</b>	<b>97.1</b>
<b>Counsel</b>											
40) Law Library	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.7	0.5	14.2
41) Legal Mail	1.4	0.0	1.1	0.0	0.0	3.6	0.0	1.6	0.0	0.9	6.4
42) Inmate Legal Rights	0.0	0.0	0.0	0.0	0.0	7.2	0.0	3.3	0.0	0.9	9.3
43) Mandatory Court Surcharge	0.0	0.0	0.0	0.0	0.0	3.6	0.0	1.6	0.0	0.5	0.9
<b>Sub-total</b>	<b>1.4</b>	<b>0.0</b>	<b>1.1</b>	<b>0.0</b>	<b>0.0</b>	<b>14.5</b>	<b>0.0</b>	<b>6.5</b>	<b>1.7</b>	<b>2.8</b>	<b>30.8</b>
<b>Executive Direction</b>											
44) Inmate Grievance Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	11.5
45) Temporary Release Committee	0.0	0.0	0.0	0.0	19.9	0.0	0.0	4.9	0.0	1.4	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	2.7
47) Grooming Standards	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.2
48) Inmate Liaison Committee	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7
49) Staff Conduct	19.1	0.0	15.2	0.0	0.0	7.2	0.0	3.3	26.8	15.0	95.7
50) Miscellaneous	1.4	0.0	1.1	0.0	13.2	0.0	0.0	3.3	0.0	1.4	27.0
<b>Sub-total</b>	<b>20.5</b>	<b>0.0</b>	<b>16.3</b>	<b>0.0</b>	<b>33.1</b>	<b>7.2</b>	<b>0.0</b>	<b>11.4</b>	<b>26.8</b>	<b>17.8</b>	<b>139.3</b>
<b>Grand Total</b>	<b>251.0</b>	<b>0.0</b>	<b>200.2</b>	<b>0.0</b>	<b>106.0</b>	<b>170.3</b>	<b>0.0</b>	<b>102.8</b>	<b>33.5</b>	<b>125.4</b>	<b>699.8</b>

Table 4 compares the number of grievances filed at facilities in 2017 and 2018. There were 34,198 grievances filed in 2018, a decrease of 1,670 (or -4.7%) from the 35,868 filed in 2017. Maximum security facilities saw a net decrease of 1,163 grievances (or -4.5%), decreasing from 25,896 in 2017 to 24,733 in 2018. Medium security facilities saw a net decrease of 422 grievances (or -4.4%), decreasing from 9,620 in 2017 to 9,198 in 2018. Shock facilities saw a net decrease of 94 grievances (or -33.8%), decreasing from 278 to 184; minimum security facilities increased from 50 in 2017 to 63 in 2018, a net increase of 13 grievances (or +26.0%); and drug treatment facilities decreased from 24 in 2017 to 20 in 2018, a net decrease of 4 grievances (or -16.7%).

**Table 4. Grievances Filed at Facilities in 2017 & 2018, by Category and Security Level**

Correctional Facility	Program Services		Health Services		Facility Operations		Administrative Services		Counsel		Executive Direction		Total Grievances			
	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	Chg	% Chg
<b>Maximum Security</b>																
Attica	484	499	472	398	990	1,406	315	544	140	167	391	418	2,792	3,432	640	22.9%
Auburn	429	307	329	303	769	554	516	316	109	159	455	506	2,607	2,145	-462	-17.7%
Bedford Hills	73	100	81	158	204	345	66	78	7	20	53	45	484	746	262	54.1%
Clinton	466	458	399	453	594	733	308	300	125	102	547	635	2,439	2,681	242	9.9%
Coxsackie	100	46	99	37	95	55	44	27	21	10	201	102	560	277	-283	-50.5%
Downstate	67	72	94	78	138	106	74	86	13	25	149	213	535	580	45	8.4%
Eastern	172	216	84	118	205	237	77	101	35	45	112	89	685	806	121	17.7%
Elmira	256	204	265	181	269	219	360	214	80	79	209	180	1,439	1,077	-362	-25.2%
Five Points	248	225	317	385	400	324	203	171	43	50	304	195	1,515	1,350	-165	-10.9%
Great Meadow	178	203	242	182	315	352	207	193	64	45	181	159	1,187	1,134	-53	-4.5%
Green Haven	429	364	553	389	1,211	900	575	484	172	112	386	335	3,326	2,584	-742	-22.3%
Shawangunk	91	70	117	148	186	175	94	76	22	19	84	58	594	546	-48	-8.1%
Sing Sing	264	263	249	323	401	492	283	185	33	33	283	379	1,513	1,675	162	10.7%
Southport	327	213	415	258	533	516	325	241	74	74	347	277	2,021	1,579	-442	-21.9%
Sullivan	72	83	123	150	258	299	64	68	39	50	172	166	728	816	88	12.1%
Upstate	233	227	697	521	349	331	324	373	76	95	715	526	2,394	2,073	-321	-13.4%
Wende	250	282	259	300	205	281	130	158	65	61	168	150	1,077	1,232	155	14.4%
<b>Total Maximum Security</b>	<b>4,139</b>	<b>3,832</b>	<b>4,795</b>	<b>4,382</b>	<b>7,122</b>	<b>7,325</b>	<b>3,965</b>	<b>3,615</b>	<b>1,118</b>	<b>1,146</b>	<b>4,757</b>	<b>4,433</b>	<b>25,896</b>	<b>24,733</b>	<b>-1,163</b>	<b>-4.5%</b>

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**Table 4. Grievances Filed at Facilities in 2017 & 2018, by Category and Security Level (Cont'd)**

Correctional Facility	Program Services		Health Services		Facility Operations		Administrative Services		Counsel		Executive Direction		Total Grievances			
	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	Chg	% Chg
<b>Medium Security</b>																
Adirondack	24	4	6	3	13	1	11	1	3	0	55	8	112	17	-95	-84.8%
Albion	18	20	73	47	65	35	60	42	9	4	73	65	298	213	-85	-28.5%
Altona	14	39	12	15	21	32	8	21	2	0	22	63	79	170	91	115.2%
Bare Hill	56	51	63	72	35	36	14	23	4	14	93	116	265	312	47	17.7%
Cape Vincent	101	37	41	30	84	40	26	9	14	10	53	51	319	177	-142	-44.5%
Cayuga	44	27	58	34	33	43	28	30	1	3	65	29	229	166	-63	-27.5%
Collins	52	39	181	160	127	102	81	58	26	16	86	58	553	433	-120	-21.7%
Fishkill	123	95	133	89	77	73	34	32	39	23	84	65	490	377	-113	-23.1%
Franklin	86	78	166	120	97	158	60	102	10	10	378	351	797	819	22	2.8%
Gouverneur	47	43	99	64	151	92	54	38	29	33	113	63	493	333	-160	-32.5%
Gowanda	103	79	57	40	187	117	58	61	12	10	160	167	577	474	-103	-17.9%
Greene	76	78	131	145	156	157	26	39	31	47	139	134	559	600	41	7.3%
Groveland	21	31	78	63	51	57	19	15	4	4	71	59	244	229	-15	-6.1%
Hale Creek	6	7	3	8	3	6	0	1	0	2	17	27	29	51	22	43.1%
Hudson	1	0	2	0	3	8	7	2	0	1	1	10	14	21	7	33.3%
Livingston	102	63	57	42	149	98	38	39	26	4	128	83	500	329	-171	-52.0%
Marcy	201	190	272	316	300	325	195	296	35	66	148	90	1,151	1,283	132	10.3%
Midstate	72	73	161	137	56	105	22	34	15	21	199	217	525	587	62	10.6%
Mohawk	38	28	106	83	25	39	6	17	12	9	37	56	224	232	8	3.4%
Ogdensburg	7	3	20	6	20	10	4	4	4	3	27	24	82	50	-32	-39.0%
Orleans	83	68	70	110	131	232	63	99	14	20	41	79	402	608	206	51.2%
Otisville	40	44	31	55	45	53	6	24	9	1	51	79	182	256	74	40.7%
Riverview	69	50	61	36	76	52	18	13	21	10	90	101	335	262	-73	-21.8%
Taconic	8	2	6	14	22	30	7	8	1	0	8	12	52	66	14	26.9%
Ulster	16	23	21	17	9	14	8	7	2	8	36	36	92	105	13	14.1%
Walkill	58	36	18	15	34	36	19	11	9	7	35	49	173	154	-19	-11.0%
Washington	29	12	31	41	21	32	14	26	9	6	31	51	135	168	33	24.4%
Watertown	8	9	7	8	12	9	1	8	3	2	33	26	64	62	-2	-3.1%
Woodbourne	73	59	99	58	55	65	21	9	12	10	31	34	291	235	-56	-19.2%
Wyoming	45	73	71	79	76	79	48	36	12	10	102	132	354	409	55	15.5%
<b>Total Medium Security</b>	<b>1,621</b>	<b>1,361</b>	<b>2,134</b>	<b>1,907</b>	<b>2,134</b>	<b>2,136</b>	<b>956</b>	<b>1,105</b>	<b>368</b>	<b>354</b>	<b>2,407</b>	<b>2,335</b>	<b>9,620</b>	<b>9,198</b>	<b>-422</b>	<b>-4.4%</b>
<b>Shock</b>																
Lakeview Shock	43	14	77	53	94	83	35	18	6	1	23	15	278	184	-94	-33.8%
Moriah Shock	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-
<b>Total Shock</b>	<b>43</b>	<b>14</b>	<b>77</b>	<b>53</b>	<b>94</b>	<b>83</b>	<b>35</b>	<b>18</b>	<b>6</b>	<b>1</b>	<b>23</b>	<b>15</b>	<b>278</b>	<b>184</b>	<b>-94</b>	<b>-33.8%</b>
<b>Minimum Security</b>																
Edgecombe	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-
Lincoln	2	1	2	2	2	6	0	2	0	0	5	5	11	16	5	45.5%
Queensboro	3	8	9	6	6	22	4	5	1	4	16	2	39	47	8	20.5%
Rochester	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-
<b>Total Minimum Security</b>	<b>5</b>	<b>9</b>	<b>11</b>	<b>8</b>	<b>8</b>	<b>28</b>	<b>4</b>	<b>7</b>	<b>1</b>	<b>4</b>	<b>21</b>	<b>7</b>	<b>50</b>	<b>63</b>	<b>13</b>	<b>26.0%</b>
Willard DTC	1	1	14	2	0	0	0	0	0	1	9	16	24	20	-4	-16.7%
<b>DOCCS Total</b>	<b>5,809</b>	<b>5,217</b>	<b>7,031</b>	<b>6,352</b>	<b>9,358</b>	<b>9,572</b>	<b>4,960</b>	<b>4,745</b>	<b>1,493</b>	<b>1,506</b>	<b>7,217</b>	<b>6,806</b>	<b>35,868</b>	<b>34,198</b>	<b>-1,670</b>	<b>-4.7%</b>



## Grievance Outcomes

Tables 5-1, 5-2 and 5-3 below detail the outcomes of grievances in 2018 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 7,722 grievances (31.2%) that were found favorable to the inmate. Table 5-2 details the grievance outcomes at medium security facilities, which had an overall total of 3,189 grievances (34.7%) 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 34,198 grievances filed statewide in 2018, 245 were withdrawn; 4,900 were informally resolved. In addition, 19,001 complaints were resolved by facility grievance staff through non-calendared contacts with inmates without a formal grievance being filed.

Of the 13,206 grievances heard at the IGRC level only, 2,246 were dismissed and closed; 3,732 had a favorable outcome to the inmate; and 7,228 had an unfavorable outcome to the inmate. Of the 15,847 grievances reviewed by facility Superintendents, 5,414 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, 7,365 were appealed to the Superintendent subsequent to the IGRC hearing; 2,187 were referred to the Superintendent following an IGRC hearing; and 881 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 15,847 total grievances reviewed by Superintendents statewide, 2,132 (13.5%) were found favorable to the inmate while 13,715 were found unfavorable. Of the 13,660 grievances that were passed through, appealed or deadlocked, 1,496 had a favorable outcome to the inmate and 12,164 had an unfavorable outcome to the inmate. Likewise, of the 2,187 grievances that were referred to the Superintendent, 636 had a favorable outcome while 1,551 had an unfavorable outcome.

Overall, 11,009 (32.2%) grievances filed statewide in 2018 had favorable outcomes to the inmate while 23,189 had unfavorable outcomes.

**Table 5-1. Grievance Outcomes at Maximum Security Facilities in 2018**

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	3,432	2,145	746	2,681	277	580	806	1,077	1,350	1,134	2,584	546	1,675	1,579	816	2,073	1,232	<b>24,733</b>
Withdrawn	0	10	1	3	0	0	1	6	0	0	0	0	90	23	5	0	0	<b>139</b>
Informally Resolved	751	137	172	420	48	38	171	131	222	208	498	103	112	3	100	103	118	<b>3,335</b>
<b>Heard by IGRC Only</b>	<b>2,393</b>	<b>786</b>	<b>267</b>	<b>739</b>	<b>67</b>	<b>194</b>	<b>192</b>	<b>541</b>	<b>491</b>	<b>422</b>	<b>626</b>	<b>120</b>	<b>717</b>	<b>986</b>	<b>207</b>	<b>825</b>	<b>636</b>	<b>10,209</b>
Favorable (No Appeal)	181	535	99	24	14	148	22	239	27	99	455	59	84	445	68	9	269	<b>2,777</b>
Unfavorable (No Appeal)	1,838	149	67	625	25	24	153	222	396	210	0	2	272	358	99	815	326	<b>5,581</b>
Dismissed	374	102	101	90	28	22	17	80	68	113	171	59	361	183	40	1	41	<b>1,851</b>
<b>Reviewed by Superintendent</b>	<b>288</b>	<b>1,212</b>	<b>306</b>	<b>1,519</b>	<b>162</b>	<b>348</b>	<b>442</b>	<b>399</b>	<b>637</b>	<b>504</b>	<b>1,460</b>	<b>323</b>	<b>756</b>	<b>567</b>	<b>504</b>	<b>1,145</b>	<b>478</b>	<b>11,050</b>
Passed Through- Not Heard by IGRC	230	459	19	415	97	172	86	104	150	145	370	51	358	221	120	445	101	<b>3,543</b>
Heard by IGRC, Appealed to Superintendent	42	647	82	1,033	37	98	204	106	448	319	265	89	254	337	145	695	343	<b>5,144</b>
Heard by IGRC, Referred to Superintendent	6	40	204	16	10	77	140	126	34	37	470	159	110	0	174	0	18	<b>1,621</b>
Heard by IGRC, Deadlocked	10	66	1	55	18	1	12	63	5	3	355	24	34	9	65	5	16	<b>742</b>
<b>Superintendent Outcomes</b>																		
<i>Passed Through, Appealed, or Deadlocked</i>	282	1,172	102	1,503	152	271	302	273	603	467	990	164	646	567	330	1,145	460	<b>9,429</b>
Favorable	5	458	24	40	34	69	0	34	37	83	35	48	14	153	5	0	63	<b>1,102</b>
Unfavorable	277	714	78	1,463	118	202	302	239	566	384	955	116	632	414	325	1,145	397	<b>8,327</b>
<i>Referred to Superintendent</i>	6	40	204	16	10	77	140	126	34	37	470	159	110	0	174	0	18	<b>1,621</b>
Favorable	1	16	40	5	6	25	1	50	5	21	54	92	28	0	19	0	6	<b>369</b>
Unfavorable	5	24	164	11	4	52	139	76	29	16	416	67	82	0	155	0	12	<b>1,252</b>
<b>Total Superintendent Outcomes</b>	<b>288</b>	<b>1,212</b>	<b>306</b>	<b>1,519</b>	<b>162</b>	<b>348</b>	<b>442</b>	<b>399</b>	<b>637</b>	<b>504</b>	<b>1,460</b>	<b>323</b>	<b>756</b>	<b>567</b>	<b>504</b>	<b>1,145</b>	<b>478</b>	<b>11,050</b>
Favorable	6	474	64	45	40	94	1	84	42	104	89	140	42	153	24	0	69	<b>1,471</b>
Unfavorable	282	738	242	1,474	122	254	441	315	595	400	1,371	183	714	414	480	1,145	409	<b>9,579</b>
Percent Favorable	2.1%	39.1%	20.9%	3.0%	24.7%	27.0%	0.2%	21.1%	6.6%	20.6%	6.1%	43.3%	5.6%	27.0%	4.8%	0.0%	14.4%	<b>13.3%</b>
<b>All Grievance Outcomes</b>																		
Favorable (includes withdrawn & informally resolved)	938	1,156	336	492	102	280	195	460	291	411	1,042	302	328	624	197	112	456	<b>7,722</b>
Unfavorable (includes dismissed)	2,494	989	410	2,189	175	300	611	617	1,059	723	1,542	244	1,347	955	619	1,961	776	<b>17,011</b>
Percent Favorable	27.3%	53.9%	45.0%	18.4%	36.8%	48.3%	24.2%	42.7%	21.6%	36.2%	40.3%	55.3%	19.6%	39.5%	24.1%	5.4%	37.0%	<b>31.2%</b>
Appealed or Passed Through to CORC	654	678	153	851	78	128	300	248	354	272	664	168	315	464	279	643	441	<b>6,690</b>
Non-Calendared Contacts	0	475	1,222	652	798	608	329	675	219	606	1,300	0	274	1,243	193	338	91	<b>9,023</b>

**Table 5-2. Grievance Outcomes at Medium Security Facilities in 2018**

Outcome Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
Total Grievances	17	213	170	312	177	166	433	377	819	333	474	600	229	51	21
Withdrawn	1	22	0	2	0	0	0	2	6	38	0	0	0	0	0
Informally Resolved	4	43	36	51	51	36	45	23	140	90	121	119	23	4	10
<b>Heard by IGRC Only</b>	<b>4</b>	<b>59</b>	<b>39</b>	<b>49</b>	<b>27</b>	<b>72</b>	<b>211</b>	<b>170</b>	<b>105</b>	<b>56</b>	<b>116</b>	<b>159</b>	<b>108</b>	<b>14</b>	<b>1</b>
Favorable (No Appeal)	1	13	13	0	0	55	115	84	1	5	36	44	24	2	1
Unfavorable (No Appeal)	1	44	26	47	27	17	94	67	59	46	76	66	76	6	0
Dismissed	2	2	0	2	0	0	2	19	45	5	4	49	8	6	0
<b>Reviewed by Superintendent</b>	<b>8</b>	<b>89</b>	<b>95</b>	<b>210</b>	<b>99</b>	<b>58</b>	<b>177</b>	<b>182</b>	<b>568</b>	<b>149</b>	<b>237</b>	<b>322</b>	<b>98</b>	<b>33</b>	<b>10</b>
Passed Through- Not Heard by IGRC	0	45	48	79	45	23	41	48	264	58	157	135	43	29	10
Heard by IGRC, Appealed to Superintendent	8	29	29	131	54	35	83	97	264	89	79	142	50	4	0
Heard by IGRC, Referred to Superintendent	0	15	17	0	0	0	52	35	29	1	1	43	2	0	0
Heard by IGRC, Deadlocked	0	0	1	0	0	0	1	2	11	1	0	2	3	0	0
<b>Superintendent Outcomes</b>															
<i>Passed Through, Appealed, or Deadlocked</i>	8	74	78	210	99	58	125	147	539	148	236	279	96	33	10
Favorable	0	4	2	0	2	25	28	11	11	2	33	67	9	0	1
Unfavorable	8	70	76	210	97	33	97	136	528	146	203	212	87	33	9
<i>Referred to Superintendent</i>	0	15	17	0	0	0	52	35	29	1	1	43	2	0	0
Favorable	0	4	9	0	0	0	26	6	10	1	0	22	0	0	0
Unfavorable	0	11	8	0	0	0	26	29	19	0	1	21	2	0	0
<b>Total Superintendent Outcomes</b>	<b>8</b>	<b>89</b>	<b>95</b>	<b>210</b>	<b>99</b>	<b>58</b>	<b>177</b>	<b>182</b>	<b>568</b>	<b>149</b>	<b>237</b>	<b>322</b>	<b>98</b>	<b>33</b>	<b>10</b>
Favorable	0	8	11	0	2	25	54	17	21	3	33	89	9	0	1
Unfavorable	8	81	84	210	97	33	123	165	547	146	204	233	89	33	9
Percent Favorable	0.0%	9.0%	11.6%	0.0%	2.0%	43.1%	30.5%	9.3%	3.7%	2.0%	13.9%	27.6%	9.2%	0.0%	10.0%
<b>All Grievance Outcomes</b>															
Favorable (includes withdrawn and informally resolved)	6	86	60	53	53	116	214	126	168	136	190	252	56	6	12
Unfavorable (includes dismissed)	11	127	110	259	124	50	219	251	651	197	284	348	173	45	9
Percent Favorable	35.3%	40.4%	35.3%	17.0%	29.9%	69.9%	49.4%	33.4%	20.5%	40.8%	40.1%	42.0%	24.5%	11.8%	57.1%
Appealed or Passed Through to CORC	3	36	41	123	42	38	66	113	248	59	72	160	64	10	0
Non-Calendared Contacts	15	401	76	346	142	80	275	387	587	234	53	858	356	32	23

(continued on next page)

**Table 5-2. Grievance Outcomes at Medium Security Facilities in 2018 (Cont'd)**

Outcome Type	Livingston	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Total Grievances	329	1,283	587	232	50	608	256	262	66	105	154	168	62	235	409	<b>9,198</b>
Withdrawn	19	11	0	0	0	0	1	0	0	0	0	0	4	0	0	<b>106</b>
Informally Resolved	21	198	0	16	9	133	51	37	7	19	34	26	11	76	76	<b>1,510</b>
<b>Heard by IGRC Only</b>	<b>187</b>	<b>583</b>	<b>196</b>	<b>94</b>	<b>12</b>	<b>221</b>	<b>26</b>	<b>81</b>	<b>19</b>	<b>43</b>	<b>19</b>	<b>35</b>	<b>12</b>	<b>12</b>	<b>178</b>	<b>2,908</b>
Favorable (No Appeal)	34	239	84	25	0	79	13	5	4	2	18	7	0	3	21	<b>928</b>
Unfavorable (No Appeal)	81	278	112	48	11	132	7	63	7	25	0	16	6	5	145	<b>1,588</b>
Dismissed	72	66	0	21	1	10	6	13	8	16	1	12	6	4	12	<b>392</b>
<b>Reviewed by Superintendent</b>	<b>102</b>	<b>491</b>	<b>391</b>	<b>122</b>	<b>29</b>	<b>254</b>	<b>178</b>	<b>144</b>	<b>40</b>	<b>43</b>	<b>101</b>	<b>107</b>	<b>35</b>	<b>147</b>	<b>155</b>	<b>4,674</b>
Passed Through- Not Heard by IGRC	46	51	186	50	23	72	54	87	9	21	43	53	23	19	53	<b>1,815</b>
Heard by IGRC, Appealed to Superintendent	47	265	132	45	5	136	91	55	18	16	9	51	9	87	101	<b>2,161</b>
Heard by IGRC, Referred to Superintendent	4	130	73	27	1	46	24	1	12	0	6	0	1	39	1	<b>560</b>
Heard by IGRC, Deadlocked	5	45	0	0	0	0	9	1	1	6	43	3	2	2	0	<b>138</b>
<b>Superintendent Outcomes</b>																
<i>Passed Through, Appealed, or Deadlocked</i>	98	361	318	95	28	208	154	143	28	43	95	107	34	108	154	<b>4,114</b>
Favorable	7	30	28	6	0	19	30	1	1	3	11	0	1	30	19	<b>381</b>
Unfavorable	91	331	290	89	28	189	124	142	27	40	84	107	33	78	135	<b>3,733</b>
<i>Referred to Superintendent</i>	4	130	73	27	1	46	24	1	12	0	6	0	1	39	1	<b>560</b>
Favorable	1	61	56	11	0	29	12	0	3	0	2	0	0	11	0	<b>264</b>
Unfavorable	3	69	17	16	1	17	12	1	9	0	4	0	1	28	1	<b>296</b>
<b>Total Superintendent Outcomes</b>	<b>102</b>	<b>491</b>	<b>391</b>	<b>122</b>	<b>29</b>	<b>254</b>	<b>178</b>	<b>144</b>	<b>40</b>	<b>43</b>	<b>101</b>	<b>107</b>	<b>35</b>	<b>147</b>	<b>155</b>	<b>4,674</b>
Favorable	8	91	84	17	0	48	42	1	4	3	13	0	1	41	19	<b>645</b>
Unfavorable	94	400	307	105	29	206	136	143	36	40	88	107	34	106	136	<b>4,029</b>
Percent Favorable	7.8%	18.5%	21.5%	13.9%	0.0%	18.9%	23.6%	0.7%	10.0%	7.0%	12.9%	0.0%	2.9%	27.9%	12.3%	<b>13.8%</b>
<b>All Grievance Outcomes</b>																
Favorable (includes withdrawn and informally resolved)	82	539	168	58	9	260	107	43	15	24	65	33	16	120	116	<b>3,189</b>
Unfavorable (includes dismissed)	247	744	419	174	41	348	149	219	51	81	89	135	46	115	293	<b>6,009</b>
Percent Favorable	24.9%	42.0%	28.6%	25.0%	18.0%	42.8%	41.8%	16.4%	22.7%	22.9%	42.2%	19.6%	25.8%	51.1%	28.4%	<b>34.7%</b>
Appealed or Passed Through to CORC	67	369	180	72	10	149	83	68	22	16	46	61	12	101	156	<b>2,487</b>
Non-Calendared Contacts	95	1	1,424	1,141	29	505	95	312	441	205	156	215	74	868	135	<b>9,561</b>

**Table 5-3. Grievance Outcomes at Shock, Minimum Security and Drug Treatment Facilities in 2018**

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	184	0	184	0	16	47	0	63	20	267	34,198
Withdrawn	0	0	0	0	0	0	0	0	0	0	245
Informally Resolved	26	0	26	0	9	17	0	26	3	55	4,900
<b>Heard by IGRC Only</b>	<b>83</b>	<b>0</b>	<b>83</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>89</b>	<b>13,206</b>
Favorable (No Appeal)	27	0	27	0	0	0	0	0	0	27	3,732
Unfavorable (No Appeal)	55	0	55	0	2	1	0	3	1	59	7,228
Dismissed	1	0	1	0	0	2	0	2	0	3	2,246
<b>Reviewed by Superintendent</b>	<b>75</b>	<b>0</b>	<b>75</b>	<b>0</b>	<b>5</b>	<b>27</b>	<b>0</b>	<b>32</b>	<b>16</b>	<b>123</b>	<b>15,847</b>
Passed Through- Not Heard by IGRC	24	0	24	0	2	14	0	16	16	56	5,414
Heard by IGRC, Appealed to Superintendent	51	0	51	0	3	6	0	9	0	60	7,365
Heard by IGRC, Referred to Superintendent	0	0	0	0	0	6	0	6	0	6	2,187
Heard by IGRC, Deadlocked	0	0	0	0	0	1	0	1	0	1	881
<b>Superintendent Outcomes</b>											
<i>Passed Through, Appealed, or Deadlocked</i>	75	0	75	0	5	21	0	26	16	117	13,660
Favorable	10	0	10	0	0	3	0	3	0	13	1,496
Unfavorable	65	0	65	0	5	18	0	23	16	104	12,164
<i>Referred to Superintendent</i>	0	0	0	0	0	6	0	6	0	6	2,187
Favorable	0	0	0	0	0	3	0	3	0	3	636
Unfavorable	0	0	0	0	0	3	0	3	0	3	1,551
<b>Total Superintendent Outcomes</b>	<b>75</b>	<b>0</b>	<b>75</b>	<b>0</b>	<b>5</b>	<b>27</b>	<b>0</b>	<b>32</b>	<b>16</b>	<b>123</b>	<b>15,847</b>
Favorable	10	0	10	0	0	6	0	6	0	16	2,132
Unfavorable	65	0	65	0	5	21	0	26	16	107	13,715
Percent Favorable	13.3%	-	13.3%	-	0.0%	22.2%	-	18.8%	0.0%	13.0%	13.5%
<b>All Grievance Outcomes</b>											
Favorable (includes withdrawn and informally resolved)	63	0	63	0	9	23	0	32	3	98	11,009
Unfavorable (includes dismissed)	121	0	121	0	7	24	0	31	17	169	23,189
Percent Favorable	34.2%	-	34.2%	-	56.3%	48.9%	-	50.8%	15.0%	36.7%	32.2%
Appealed or Passed Through to CORC	34	0	34	0	2	15	0	17	2	53	9,230
Non-Calendared Contacts	152	0	152	0	6	232	0	238	27	417	19,001

Table 6 examines grievance outcomes by facility for 2017 and 2018. 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 2018, 32.2% of grievances had an outcome favorable to the inmate, a decrease from 36.7% of grievances that were favorable in 2017.

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 2017 and 2018.

**Table 6. Grievance Outcomes at Facilities, by Security Level: 2017 - 2018**

Correctional Facility	Total Grievances		Favorable, Informally Resolved or Withdrawn		Unfavorable or Dismissed		% of Total Grievances Favorable, Informally Resolved or Withdrawn		Non-Calendar	
	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018
<b>Maximum Security</b>										
Attica	2,792	3,432	678	938	2,114	2,494	24.3%	27.3%	480	0
Auburn	2,607	2,145	1,794	1,156	813	989	68.8%	53.9%	410	475
Bedford Hills	484	746	246	336	238	410	50.8%	45.0%	1,374	1,222
Clinton/Clinton Annex	2,439	2,681	627	492	1,812	2,189	25.7%	18.4%	514	652
Coxsackie	560	277	159	102	401	175	28.4%	36.8%	201	798
Downstate/Downstate Rec.	535	580	376	280	159	300	70.3%	48.3%	461	608
Eastern	685	806	189	195	496	611	27.6%	24.2%	254	329
Elmira	1,439	1,077	759	460	680	617	52.7%	42.7%	412	675
Five Points	1,515	1,350	250	291	1,265	1,059	16.5%	21.6%	181	219
Great Meadow	1,187	1,134	527	411	660	723	44.4%	36.2%	284	606
Green Haven	3,326	2,584	1,634	1,042	1,692	1,542	49.1%	40.3%	918	1,300
Shawangunk	594	546	293	302	301	244	49.3%	55.3%	0	0
Sing Sing	1,513	1,675	456	328	1,057	1,347	30.1%	19.6%	355	274
Southport	2,021	1,579	978	624	1,043	955	48.4%	39.5%	1,835	1,243
Sullivan	728	816	223	197	505	619	30.6%	24.1%	185	193
Upstate	2,394	2,073	62	112	2,332	1,961	2.6%	5.4%	442	338
Wende	1,077	1,232	368	456	709	776	34.2%	37.0%	79	91
<b>Total Maximum Security</b>	<b>25,896</b>	<b>24,733</b>	<b>9,619</b>	<b>7,722</b>	<b>16,277</b>	<b>17,011</b>	<b>37.1%</b>	<b>31.2%</b>	<b>8,385</b>	<b>9,023</b>

(continued on next page)

**Table 6. Grievance Outcomes at Facilities, by Security Level: 2017 - 2018 (Cont'd)**

Correctional Facility	Total Grievances		Favorable, Informally Resolved or Withdrawn		Unfavorable or Dismissed		% of Total Grievances Favorable, Informally Resolved or Withdrawn		Non-Calendared	
	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018
<b>Medium Security</b>										
Adirondack	112	17	12	6	100	11	10.7%	35.3%	56	15
Albion	298	213	134	86	164	127	45.0%	40.4%	424	401
Altona	79	170	36	60	43	110	45.6%	35.3%	49	76
Bare Hill	265	312	33	53	232	259	12.5%	17.0%	373	346
Cape Vincent	319	177	74	53	245	124	23.2%	29.9%	85	142
Cayuga	229	166	124	116	105	50	54.1%	69.9%	103	80
Collins	553	433	264	214	289	219	47.7%	49.4%	267	275
Fishkill	490	377	197	126	293	251	40.2%	33.4%	464	387
Franklin	797	819	115	168	682	651	14.4%	20.5%	884	587
Gouverneur	493	333	193	136	300	197	39.1%	40.8%	349	234
Gowanda	577	474	268	190	309	284	46.4%	40.1%	60	53
Greene	559	600	262	252	297	348	46.9%	42.0%	673	858
Groveland	244	229	80	56	164	173	32.8%	24.5%	510	356
Hale Creek	29	51	5	6	24	45	17.2%	11.8%	59	32
Hudson	14	21	14	12	0	9	100.0%	57.1%	13	23
Livingston	500	329	132	82	368	247	26.4%	24.9%	109	95
Marcy	1,151	1,283	478	539	673	744	41.5%	42.0%	34	1
Midstate	525	587	158	168	367	419	30.1%	28.6%	1,346	1,424
Mohawk	224	232	39	58	185	174	17.4%	25.0%	1,152	1,141
Ogdensburg	82	50	13	9	69	41	15.9%	18.0%	36	29
Orleans	402	608	177	260	225	348	44.0%	42.8%	451	505
Otisville	182	256	64	107	118	149	35.2%	41.8%	122	95
Riverview	335	262	114	43	221	219	34.0%	16.4%	233	312
Taconic	52	66	32	15	20	51	61.5%	22.7%	405	441
Ulster	92	105	17	24	75	81	18.5%	22.9%	227	205
Walkill	173	154	89	65	84	89	51.4%	42.2%	213	156
Washington	135	168	23	33	112	135	17.0%	19.6%	130	215
Watertown	64	62	16	16	48	46	25.0%	25.8%	24	74
Woodbourne	291	235	136	120	155	115	46.7%	51.1%	882	868
Wyoming	354	409	99	116	255	293	28.0%	28.4%	342	135
<b>Total Medium Security</b>	<b>9,620</b>	<b>9,198</b>	<b>3,398</b>	<b>3,189</b>	<b>6,222</b>	<b>6,009</b>	<b>35.3%</b>	<b>34.7%</b>	<b>10,075</b>	<b>9,561</b>
<b>Shock</b>										
Lakeview Shock	278	184	130	63	148	121	46.8%	34.2%	210	152
Moriah Shock	0	0	0	0	0	0	-	-	0	0
<b>Total Shock</b>	<b>278</b>	<b>184</b>	<b>130</b>	<b>63</b>	<b>148</b>	<b>121</b>	<b>46.8%</b>	<b>34.2%</b>	<b>210</b>	<b>152</b>
<b>Minimum Security</b>										
Edgecombe	0	0	0	0	0	0	-	-	0	0
Lincoln	11	16	6	9	5	7	54.5%	56.3%	0	6
Queensboro	39	47	12	23	27	24	30.8%	48.9%	513	232
Rochester	0	0	0	0	0	0	-	-	0	0
<b>Total Minimum Security</b>	<b>50</b>	<b>63</b>	<b>18</b>	<b>32</b>	<b>32</b>	<b>31</b>	<b>36.0%</b>	<b>50.8%</b>	<b>513</b>	<b>238</b>
Willard DTC	24	20	7	3	17	17	29.2%	15.0%	25	27
<b>DOCCS Total</b>	<b>35,868</b>	<b>34,198</b>	<b>13,172</b>	<b>11,009</b>	<b>22,696</b>	<b>23,189</b>	<b>36.7%</b>	<b>32.2%</b>	<b>19,208</b>	<b>19,001</b>



Table 7 compares the types of grievances heard by CORC in 2017 and 2018. 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 2018, 8,009 grievances were reviewed by CORC as compared to 6,839 grievances reviewed in 2017, an increase of 17.1%.

**Table 7. CORC Hearings by Grievance Type: 2017 - 2018**

Grievance Type	2017		2018		% Chg
	#	%	#	%	
<b>Program Services</b>					
1) Program Committee	115	1.7%	97	1.2%	-15.7%
2) Incentive Wage Allowance	40	0.6%	52	0.6%	30.0%
3) Correspondence	162	2.4%	246	3.1%	51.9%
4) Phone Home Program	15	0.2%	23	0.3%	53.3%
5) Visiting	48	0.7%	90	1.1%	87.5%
6) Guidance Unit/Counseling	225	3.3%	244	3.0%	8.4%
7) Recreation (TV, Yard, Movies, Radio, etc.)	45	0.7%	47	0.6%	4.4%
8) Adult Basic Education	10	0.1%	13	0.2%	30.0%
9) GED/College Programs	7	0.1%	8	0.1%	14.3%
10) Language Assistance Program	2	0.0%	1	0.0%	-50.0%
11) Vocational Programs	11	0.2%	9	0.1%	-18.2%
12) Work Assignments	10	0.1%	28	0.3%	180.0%
13) Hobby Shop/Arts & Crafts	4	0.1%	0	0.0%	-100.0%
14) Volunteer Services	0	0.0%	1	0.0%	-
15) Special Events/Inmate Organizations	16	0.2%	16	0.2%	0.0%
16) Religion	174	2.5%	166	2.1%	-4.6%
17) Family Reunion Program	16	0.2%	28	0.3%	75.0%
18) Media Review	9	0.1%	16	0.2%	77.8%
19) General Library	24	0.4%	44	0.5%	83.3%
20) Alcohol and Substance Abuse Treatment	52	0.8%	42	0.5%	-19.2%
<b>Sub-total</b>	<b>985</b>	<b>14.4%</b>	<b>1,171</b>	<b>14.6%</b>	<b>18.9%</b>
<b>Health Services</b>					
21) Dental	112	1.6%	109	1.4%	-2.7%
22) Medical	1,331	19.5%	1,684	21.0%	26.5%
22.1) HIPAA (Health Information)	53	0.8%	57	0.7%	7.5%
<b>Sub-total</b>	<b>1,496</b>	<b>21.9%</b>	<b>1,850</b>	<b>23.1%</b>	<b>23.7%</b>
<b>Facility Operations</b>					
23) Housing - Internal Block Affairs	322	4.7%	462	5.8%	43.5%
23.1) Smoke-Free Policy	5	0.1%	2	0.0%	-60.0%
24) Special Housing Units	248	3.6%	314	3.9%	26.6%
25) Search & Seizure/Frisky/Contraband	87	1.3%	103	1.3%	18.4%
25.1) Strip Search	6	0.1%	1	0.0%	-83.3%
25.2) Strip Frisk	12	0.2%	15	0.2%	25.0%
25.3) Pat Frisk (Female Inmate)	0	0.0%	1	0.0%	-
26) Keeplock Policy & Procedure	15	0.2%	32	0.4%	113.3%
27) Tier I and II Policy & Procedure	27	0.4%	45	0.6%	66.7%
28) Tier III Policy & Procedure	92	1.3%	90	1.1%	-2.2%
29) Inmate Property	101	1.5%	163	2.0%	61.4%
30) Package Room	256	3.7%	292	3.6%	14.1%
31) Rules & Regulations	126	1.8%	147	1.8%	16.7%
<b>Sub-total</b>	<b>1,297</b>	<b>19.0%</b>	<b>1,667</b>	<b>20.8%</b>	<b>28.5%</b>
<b>Administrative Services</b>					
32) Industry	17	0.2%	19	0.2%	11.8%
33) Personal Property Claims	80	1.2%	85	1.1%	6.3%
34) State Issued Clothing and Hygiene Items	36	0.5%	44	0.5%	22.2%
35) Commissary	69	1.0%	55	0.7%	-20.3%
36) Inmate Accounts	135	2.0%	140	1.7%	3.7%
37) Mess Hall	223	3.3%	229	2.9%	2.7%
38) Laundry	11	0.2%	11	0.1%	0.0%
39) Facility Maintenance	88	1.3%	112	1.4%	27.3%
<b>Sub-total</b>	<b>659</b>	<b>9.6%</b>	<b>695</b>	<b>8.7%</b>	<b>5.5%</b>
<b>Counsel</b>					
40) Law Library	187	2.7%	181	2.3%	-3.2%
41) Legal Mail	111	1.6%	134	1.7%	20.7%
42) Inmate Legal Rights	176	2.6%	146	1.8%	-17.0%
43) Mandatory Court Surcharge	6	0.1%	11	0.1%	83.3%
<b>Sub-total</b>	<b>480</b>	<b>7.0%</b>	<b>472</b>	<b>5.9%</b>	<b>-1.7%</b>
<b>Executive Direction</b>					
44) Inmate Grievance Program	225	3.3%	249	3.1%	10.7%
45) Temporary Release Committee	2	0.0%	11	0.1%	450.0%
46) Inter-Facility Transfers	36	0.5%	47	0.6%	30.6%
47) Grooming Standards	8	0.1%	5	0.1%	-37.5%
48) Inmate Liaison Committee	13	0.2%	12	0.1%	-7.7%
49) Staff Conduct	1,518	22.2%	1,584	19.8%	4.3%
50) Miscellaneous	120	1.8%	246	3.1%	105.0%
<b>Sub-total</b>	<b>1,922</b>	<b>28.1%</b>	<b>2,154</b>	<b>26.9%</b>	<b>12.1%</b>
<b>Grand Total</b>	<b>6,839</b>	<b>100.0%</b>	<b>8,009</b>	<b>100.0%</b>	<b>17.1%</b>