



Corrections and Community Supervision

Inmate Grievance Program Semi-Annual Report

2014

Introduction

This report examines the functioning of the Inmate Grievance Program utilized by the Department of Corrections and Community Supervision (DOCCS) during the first half of 2014 (January-June). Information is presented on the types of grievances submitted by inmates. 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 the first half of 2014, there were 15,316 grievances filed by inmates. As seen in Figure 1, the grievances submitted are divided into six general categories: program services, health services, facility operations, administrative services, counsel, and executive direction.

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

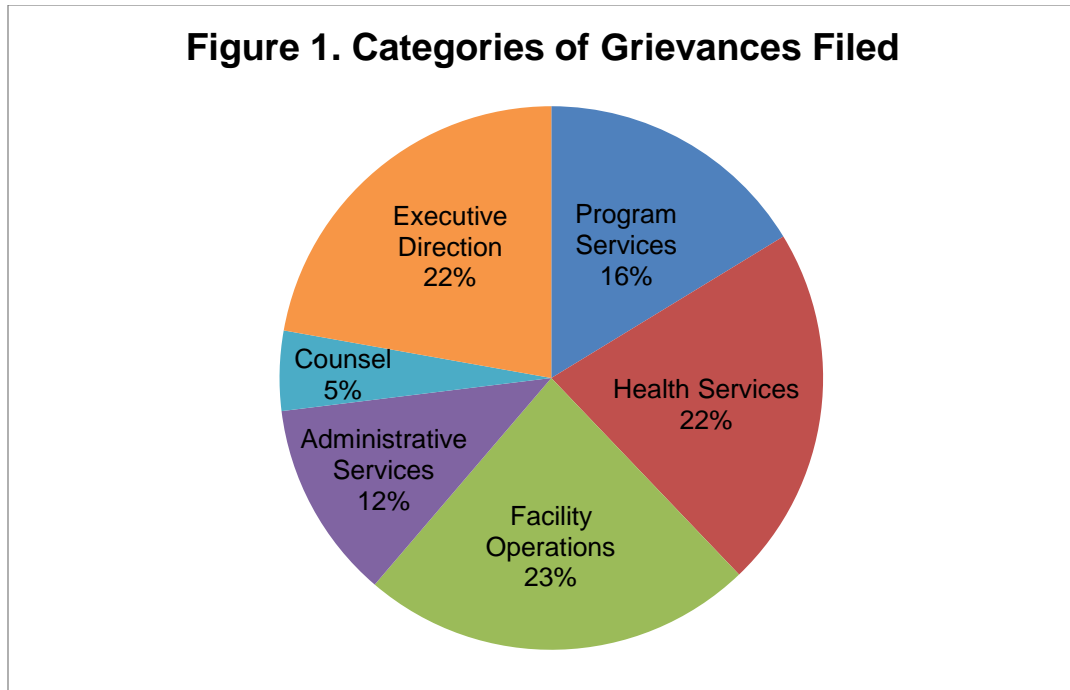


Table 1. Grievances Filed Statewide, January-June 2014, by Type

Grievance Type	#	%
Program Services		
1) Program Committee	254	1.7%
2) Incentive Wage Allowance	167	1.1%
3) Correspondence	486	3.2%
4) Phone Home Program	38	0.2%
5) Visiting	89	0.6%
6) Guidance Unit/Counseling	494	3.2%
7) Recreation (TV, Yard, Movies, Radio, etc.)	142	0.9%
8) Adult Basic Education	18	0.1%
9) GED/College Programs	34	0.2%
10) Language Assistance Program	8	0.1%
11) Vocational Programs	28	0.2%
12) Work Assignments	71	0.5%
13) Hobby Shop/Arts & Crafts	2	0.0%
14) Volunteer Services	1	0.0%
15) Special Events/Inmate Organizations	44	0.3%
16) Religion	288	1.9%
17) Family Reunion Program	83	0.5%
18) Media Review	65	0.4%
19) General Library	53	0.3%
20) Alcohol and Substance Abuse Treatment	129	0.8%
Sub-total	2,494	16.3%
Health Services		
21) Dental	270	1.8%
22) Medical	2,930	19.1%
22.1) HIPAA (Health Information)	105	0.7%
Sub-total	3,305	21.6%
Facility Operations		
23) Housing - Internal Block Affairs	913	6.0%
23.1) Smoke-Free Policy	13	0.1%
24) Special Housing Units	668	4.4%
25) Search & Seizure/Frisks/Contraband	161	1.1%
25.1) Strip Search	10	0.1%
25.2) Strip Frisk	6	0.0%
25.3) Pat Frisk (Female Inmate)	7	0.0%
26) Keeplock Policy & Procedure	44	0.3%
27) Tier I and II Policy & Procedure	96	0.6%
28) Tier III Policy & Procedure	225	1.5%
29) Inmate Property	473	3.1%
30) Package Room	687	4.5%
31) Rules & Regulations	280	1.8%
Sub-total	3,583	23.4%
Administrative Services		
32) Industry	51	0.3%
33) Personal Property Claims	215	1.4%
34) State Issued Clothing and Hygiene Items	171	1.1%
35) Commissary	199	1.3%
36) Inmate Accounts	443	2.9%
37) Mess Hall	445	2.9%
38) Laundry	40	0.3%
39) Facility Maintenance	243	1.6%
Sub-total	1,807	11.8%
Counsel		
40) Law Library	311	2.0%
41) Legal Mail	139	0.9%
42) Inmate Legal Rights	257	1.7%
43) Mandatory Court Surcharge	20	0.1%
Sub-total	727	4.7%
Executive Direction		
44) Inmate Grievance Program	308	2.0%
45) Temporary Release Committee	6	0.0%
46) Inter-Facility Transfers	83	0.5%
47) Grooming Standards	33	0.2%
48) Inmate Liaison Committee	19	0.1%
49) Staff Conduct	2,524	16.5%
50) Miscellaneous	427	2.8%
Sub-total	3,400	22.2%
Grand Total	15,316	100.0%

Tables 2-1, 2-2 and 2-3 detail the number of grievances filed by type and by facility in the first half of 2014. Table 2-1 lists maximum security facilities, which had a total of 11,205 grievances; this comprised 73% of all grievances filed.

Tables 2-2 (a-d) list medium security facilities, which had a total of 3,945 grievances filed in the first half of 2014.

Table 2-3 lists shock, minimum security and drug treatment facilities, which had a total of 166 grievances filed in the first half of 2014.

Table 2-1. Grievances Filed at Maximum Security Facilities, January-June 2014, by Type

Grievance Type	Attica	Auburn	Bedford Hills	Clinton	Coxsackie	Downstate	Eastern	Elmira	Five Points	Great Meadow	Green Haven	Shawangunk	Sing Sing	Southport	Sullivan	Upstate	Wende	Total Maximum Security
Program Services																		
1) Program Committee	11	18	3	9	4	0	11	21	26	25	14	8	13	0	5	1	8	177
2) Incentive Wage Allowance	14	0	3	26	3	0	2	1	0	13	26	2	10	1	4	1	11	117
3) Correspondence	32	22	2	43	1	0	5	22	27	17	26	10	50	51	4	40	17	369
4) Phone Home Program	0	1	0	2	0	0	0	0	3	1	0	1	1	0	1	0	1	11
5) Visiting	3	1	4	2	1	0	1	9	6	5	11	3	6	2	2	3	3	62
6) Guidance Unit/Counseling	25	33	0	17	1	4	9	29	12	30	31	14	28	41	0	21	20	315
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	7	9	16	2	3	2	8	15	6	3	6	5	26	2	7	0	117
8) Adult Basic Education	0	1	0	3	0	1	0	2	1	1	2	0	1	2	0	0	0	14
9) GED/College Programs	1	0	0	4	1	0	1	2	2	2	1	0	2	2	0	0	1	19
10) Language Assistance Program	2	0	0	1	0	0	0	2	1	0	0	0	0	0	0	0	0	6
11) Vocational Programs	0	1	1	1	0	1	0	6	0	1	3	1	0	0	0	0	0	15
12) Work Assignments	0	10	3	13	0	0	0	1	0	2	1	1	0	2	3	0	0	36
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	2
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15) Special Events/Inmate Organizations	1	15	1	0	0	0	2	7	3	3	1	0	0	0	0	0	4	37
16) Religion	8	27	4	18	0	7	9	20	16	27	17	4	7	16	2	15	12	209
17) Family Reunion Program	3	2	0	10	3	0	3	2	0	5	9	3	18	0	5	0	4	67
18) Media Review	3	2	1	16	0	0	3	1	0	1	6	4	0	5	0	6	3	51
19) General Library	0	7	0	1	2	0	0	2	8	3	2	2	1	2	0	6	3	39
20) Alcohol and Substance Abuse Treatment	1	2	2	9	4	0	0	13	14	5	9	2	0	0	2	2	9	74
Sub-total	104	149	33	191	22	16	49	148	134	148	162	61	142	150	30	102	96	1,737
Health Services																		
21) Dental	3	4	3	14	2	0	1	24	11	17	12	6	3	16	2	16	10	144
22) Medical	190	129	38	151	29	21	33	129	138	233	170	71	91	222	30	285	143	2,103
22.1) HIPAA (Health Information)	4	3	0	4	0	0	0	6	10	0	4	6	2	13	1	8	0	61
Sub-total	197	136	41	169	31	21	34	159	159	250	186	83	96	251	33	309	153	2,308

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Table 2-1. Grievances Filed at Maximum Security Facilities, January-June 2014, by Type (Con't)

Grievance Type	Attica	Auburn	Bedford Hills	Clinton	Coxsackie	Downstate	Eastern	Elmira	Five Points	Great Meadow	Green Haven	Shawangunk	Sing Sing	Southport	Sullivan	Upstate	Wende	Total Maximum Security
Facility Operations																		
23) Housing - Internal Block Affairs	51	44	45	64	4	3	5	104	22	76	94	18	70	77	8	0	58	743
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	2
24) Special Housing Units	98	51	17	4	0	2	18	32	33	46	23	12	29	11	6	156	34	572
25) Search & Seizure/Frisks/Contraband	12	31	8	6	1	3	13	1	5	3	14	2	4	2	5	1	2	113
25.1) Strip Search	0	0	1	0	0	0	2	0	1	0	0	0	3	0	0	0	1	8
25.2) Strip Frisk	0	0	0	0	0	0	1	0	0	0	1	1	0	1	0	1	0	5
25.3) Pat Frisk (Female Inmate)	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
26) Keeplock Policy & Procedure	0	19	0	2	0	0	1	0	6	2	2	0	2	0	0	0	1	35
27) Tier I and II Policy & Procedure	9	15	4	14	2	0	0	3	7	2	4	1	2	2	0	0	1	66
28) Tier III Policy & Procedure	35	26	3	15	3	2	3	6	22	3	11	0	4	25	1	26	10	195
29) Inmate Property	67	71	5	34	4	8	1	25	9	4	39	20	19	66	5	18	15	410
30) Package Room	18	39	21	30	14	4	16	43	14	43	111	17	43	14	9	15	17	468
31) Rules & Regulations	0	40	20	16	8	5	16	4	22	3	16	25	1	8	10	0	2	196
Sub-total	290	336	128	185	36	27	76	218	142	183	315	96	177	206	44	217	141	2,817
Administrative Services																		
32) Industry	0	12	0	13	1	0	6	3	0	0	10	0	1	0	0	0	0	46
33) Personal Property Claims	15	29	2	13	6	1	0	4	28	15	9	1	19	9	0	18	3	172
34) State Issued Clothing and Hygiene Items	18	9	1	8	0	0	1	9	10	10	3	2	10	16	0	7	10	114
35) Commissary	13	13	1	20	1	0	3	12	20	21	23	2	11	6	0	1	15	162
36) Inmate Accounts	29	33	3	54	1	0	5	29	25	29	32	13	28	25	0	11	19	336
37) Mess Hall	22	20	15	9	3	2	5	26	25	47	12	3	25	38	2	51	25	330
38) Laundry	3	2	0	4	0	0	0	3	1	11	3	0	2	3	0	0	3	35
39) Facility Maintenance	4	72	25	9	1	1	2	8	2	36	19	2	6	13	1	3	3	207
Sub-total	104	190	47	130	13	4	22	94	111	169	111	23	102	110	3	91	78	1,402
Counsel																		
40) Law Library	29	23	0	17	6	0	3	13	20	13	13	11	6	34	2	40	21	251
41) Legal Mail	8	10	1	7	1	0	1	3	11	6	7	2	0	29	0	4	23	113
42) Inmate Legal Rights	23	41	1	22	9	2	0	13	21	8	12	3	2	1	3	5	17	183
43) Mandatory Court Surcharge	2	0	0	5	0	0	0	0	2	0	1	0	2	0	0	0	1	13
Sub-total	62	74	2	51	16	2	4	29	54	27	33	16	10	64	5	49	62	560
Executive Direction																		
44) Inmate Grievance Program	37	19	2	33	0	1	7	9	17	13	9	5	11	28	5	50	12	258
45) Temporary Release Committee	0	0	0	0	0	1	0	0	0	0	0	1	1	0	0	0	0	3
46) Inter-Facility Transfers	6	2	0	11	2	0	0	4	3	1	4	0	0	13	1	1	7	55
47) Grooming Standards	9	0	1	2	0	3	1	1	3	0	0	0	0	0	0	3	0	23
48) Inmate Liaison Committee	0	0	1	6	0	0	0	1	1	0	0	1	3	0	0	0	1	14
49) Staff Conduct	118	193	28	119	55	38	10	92	103	116	209	33	76	140	30	288	97	1,745
50) Miscellaneous	10	1	23	31	1	1	2	11	18	33	6	1	61	39	1	41	3	283
Sub-total	180	215	55	202	58	44	20	118	145	163	228	41	152	220	37	383	120	2,381
Grand Total	937	1,100	306	928	176	114	205	766	745	940	1,035	320	679	1,001	152	1,151	650	11,205

Table 2-2a. Grievances Filed at Medium Security Facilities, January-June 2014, by Type

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Butler	Cape Vincent	Cayuga	Chateaugay	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
Program Services																	
1) Program Committee	0	3	2	5	0	1	0	0	3	4	7	0	2	0	2	1	0
2) Incentive Wage Allowance	1	0	0	3	0	4	1	0	1	3	0	3	0	0	2	0	7
3) Correspondence	0	1	0	4	0	11	12	0	2	3	6	7	2	2	2	0	1
4) Phone Home Program	0	0	2	5	0	1	0	0	1	1	0	0	0	2	0	0	0
5) Visiting	0	0	0	3	0	1	2	0	0	0	2	1	1	0	1	0	0
6) Guidance Unit/Counseling	4	6	5	8	0	5	5	0	4	19	6	7	12	7	10	0	3
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	0	0	1	0	1	1	0	0	2	0	1	1	0	0	0	0
8) Adult Basic Education	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0
9) GED/College Programs	0	1	0	0	0	1	0	0	0	0	0	0	3	0	0	0	0
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11) Vocational Programs	0	0	0	3	0	0	0	0	0	2	0	2	0	1	1	0	0
12) Work Assignments	0	0	2	4	0	1	0	0	0	0	0	2	0	1	1	0	0
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15) Special Events/Inmate Organizations	0	0	0	1	0	0	0	0	0	0	1	0	0	0	1	0	0
16) Religion	1	1	0	8	0	1	2	0	4	1	4	2	0	1	3	0	0
17) Family Reunion Program	0	0	0	0	0	0	0	0	4	6	0	0	0	0	0	0	0
18) Media Review	0	0	0	1	0	1	0	0	0	0	1	2	0	3	0	0	0
19) General Library	0	0	0	0	0	1	0	0	0	0	0	1	0	2	0	0	1
20) Alcohol and Substance Abuse Treatment	0	1	0	2	0	2	3	0	2	3	1	4	0	0	0	2	0
Sub-total	6	13	11	48	0	31	26	0	21	44	28	33	21	20	23	3	12
Health Services																	
21) Dental	1	1	4	9	0	5	1	0	15	1	39	2	0	0	2	2	6
22) Medical	3	22	5	33	0	22	17	0	37	39	102	32	9	34	25	18	4
22.1) HIPAA (Health Information)	0	1	0	0	0	0	0	0	0	2	0	0	0	1	0	0	0
Sub-total	4	24	9	42	0	27	18	0	52	42	141	34	9	35	27	20	10

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Table 2-2b. Grievances Filed at Medium Security Facilities, January-June 2014, by Type (Con't)

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Butler	Cape Vincent	Cayuga	Chateaugay	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
Facility Operations																	
23) Housing - Internal Block Affairs	1	2	0	2	0	2	4	0	1	1	14	8	8	9	1	2	1
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
24) Special Housing Units	0	3	0	0	0	0	7	0	6	3	4	15	1	0	3	0	0
25) Search & Seizure/Frisks/Contraband	0	2	0	0	0	2	0	0	1	0	0	2	1	0	1	0	2
25.1) Strip Search	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
25.2) Strip Frisk	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
25.3) Pat Frisk (Female Inmate)	0	3	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	1	5	0	0	0	0	0
27) Tier I and II Policy & Procedure	0	1	0	4	0	2	0	0	0	1	4	0	0	0	2	0	0
28) Tier III Policy & Procedure	0	0	1	0	0	1	3	0	0	2	4	0	1	0	1	0	0
29) Inmate Property	0	1	0	3	0	2	2	0	0	9	1	9	5	0	2	0	0
30) Package Room	0	6	1	14	0	6	3	0	0	20	25	42	8	9	6	1	2
31) Rules & Regulations	0	1	0	0	0	1	0	0	1	1	12	1	4	4	8	0	0
Sub-total	1	19	2	23	0	16	19	0	9	38	65	83	28	22	24	3	6
Administrative Services																	
32) Industry	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0
33) Personal Property Claims	0	1	0	3	0	8	4	0	0	0	2	1	1	2	1	0	1
34) State Issued Clothing and Hygiene Items	0	3	1	3	0	3	4	0	5	2	10	6	0	1	0	0	0
35) Commissary	0	2	0	2	0	5	0	0	2	1	2	4	0	0	1	0	1
36) Inmate Accounts	2	1	1	9	0	1	0	0	3	6	12	12	2	2	1	0	0
37) Mess Hall	0	4	5	4	0	3	1	0	6	0	13	6	8	0	1	1	1
38) Laundry	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
39) Facility Maintenance	0	3	0	0	0	1	0	0	1	2	2	0	0	1	0	0	0
Sub-total	2	14	7	22	0	21	9	0	17	12	42	29	11	6	4	1	3
Counsel																	
40) Law Library	0	1	2	5	0	2	1	0	2	4	1	4	1	2	2	0	2
41) Legal Mail	0	1	0	5	0	0	1	0	0	0	0	1	0	1	0	1	0
42) Inmate Legal Rights	1	0	1	4	0	8	1	0	4	10	0	0	4	0	1	0	1
43) Mandatory Court Surcharge	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0
Sub-total	1	2	3	14	0	10	3	0	6	14	1	6	5	4	3	1	3
Executive Direction																	
44) Inmate Grievance Program	0	5	2	0	0	1	1	0	1	3	2	1	0	2	0	0	0
45) Temporary Release Committee	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
46) Inter-Facility Transfers	0	0	0	5	0	0	1	0	1	0	3	2	1	0	0	0	0
47) Grooming Standards	0	0	0	1	0	2	0	0	0	0	0	0	2	0	0	0	0
48) Inmate Liaison Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
49) Staff Conduct	7	67	12	59	0	36	44	1	27	13	107	38	20	16	20	23	3
50) Miscellaneous	0	7	7	6	0	0	12	0	4	8	26	2	0	5	0	0	1
Sub-total	7	79	21	72	0	39	58	1	33	24	138	43	23	23	20	23	4
Grand Total	21	151	53	221	0	144	133	1	138	174	415	228	97	110	101	51	38

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Table 2-2c. Grievances Filed at Medium Security Facilities, January-June 2014, by Type (Con't)

Grievance Type	Livingston	Marcy	Midstate	Mohawk	Mt. McGregor	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Wallkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Program Services																	
1) Program Committee	2	7	0	4	0	0	16	4	5	0	0	3	0	0	0	6	77
2) Incentive Wage Allowance	0	4	1	1	0	1	2	2	1	0	0	5	0	0	2	6	50
3) Correspondence	4	5	3	1	0	0	23	3	4	0	0	3	1	3	2	8	113
4) Phone Home Program	7	1	2	0	0	0	1	0	1	0	0	1	0	0	2	0	27
5) Visiting	2	2	0	0	0	0	2	1	1	2	0	1	0	0	1	3	26
6) Guidance Unit/Counseling	3	31	7	1	0	0	6	5	2	2	0	3	1	5	6	2	175
7) Recreation (TV, Yard, Movies, Radio, etc.)	3	8	2	1	0	0	0	0	1	0	0	2	0	0	0	1	25
8) Adult Basic Education	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	4
9) GED/College Programs	3	0	0	0	0	0	0	0	0	0	0	1	0	0	5	1	15
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	2
11) Vocational Programs	1	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	13
12) Work Assignments	2	8	0	0	0	0	0	0	0	2	0	2	3	0	7	0	35
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14) Volunteer Services	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
15) Special Events/Inmate Organizations	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	2	7
16) Religion	4	25	1	2	0	0	0	11	2	0	0	0	0	0	0	0	73
17) Family Reunion Program	0	0	0	0	0	0	4	0	0	0	0	0	0	0	2	0	16
18) Media Review	0	2	0	0	0	0	0	1	1	0	0	2	0	0	0	0	14
19) General Library	0	0	3	2	0	0	0	0	4	0	0	0	0	0	0	0	14
20) Alcohol and Substance Abuse Treatment	1	16	4	1	0	0	1	0	1	0	0	4	2	1	3	1	55
Sub-total	32	110	24	13	0	1	56	29	23	7	0	29	7	9	31	31	742
Health Services																	
21) Dental	1	0	3	0	0	0	2	1	8	0	0	0	2	1	7	10	123
22) Medical	17	164	60	22	0	2	0	18	28	6	0	8	8	8	29	25	797
22.1) HIPAA (Health Information)	0	0	0	0	0	0	38	0	0	0	0	2	0	0	0	0	44
Sub-total	18	164	63	22	0	2	40	19	36	6	0	10	10	9	36	35	964

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Table 2-2d. Grievances Filed at Medium Security Facilities, January-June 2014, by Type (Con't)

Grievance Type	Livingston	Marcy	Midstate	Mohawk	Mt. McGregor	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Facility Operations																	
23) Housing - Internal Block Affairs	14	48	9	3	0	0	0	2	8	8	2	9	1	2	7	1	170
23.1) Smoke-Free Policy	1	0	0	1	0	0	7	0	0	0	0	0	0	0	0	0	10
24) Special Housing Units	0	18	2	0	0	0	0	1	4	0	0	1	0	2	0	0	70
25) Search & Seizure/Frisks/Contraband	1	6	0	1	0	0	12	4	2	0	0	3	0	1	3	1	45
25.1) Strip Search	0	0	0	1	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	0	0	0	0	0	0	0	0	1
25.3) Pat Frisk (Female Inmate)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
26) Keeplock Policy & Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	7
27) Tier I and II Policy & Procedure	3	2	3	1	0	0	1	1	1	1	0	2	0	0	0	1	30
28) Tier III Policy & Procedure	6	2	4	1	0	0	1	0	0	0	0	1	1	0	0	1	30
29) Inmate Property	0	4	1	0	0	0	2	3	7	0	0	3	0	1	5	0	60
30) Package Room	5	8	0	4	0	0	15	2	11	5	0	3	3	1	15	4	219
31) Rules & Regulations	7	17	0	1	0	0	1	3	0	4	0	6	2	0	2	6	82
Sub-total	37	105	19	13	0	0	39	16	33	18	2	28	7	7	33	14	729
Administrative Services																	
32) Industry	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	5
33) Personal Property Claims	0	8	0	0	0	0	1	1	0	0	0	4	1	0	3	1	43
34) State Issued Clothing and Hygiene Items	6	5	0	0	0	0	0	0	2	0	0	1	0	0	0	2	54
35) Commissary	1	3	1	0	0	0	0	2	1	0	3	3	3	0	0	0	37
36) Inmate Accounts	2	21	3	0	0	1	3	1	2	1	2	5	0	3	2	4	102
37) Mess Hall	5	14	4	4	0	0	2	1	2	3	0	4	2	0	6	4	104
38) Laundry	0	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0	4
39) Facility Maintenance	0	4	1	1	0	0	1	1	0	9	0	5	0	0	1	0	33
Sub-total	14	55	9	5	0	1	7	6	7	14	10	22	6	3	12	11	382
Counsel																	
40) Law Library	3	13	3	1	0	0	1	0	3	3	0	0	0	0	3	0	59
41) Legal Mail	3	4	0	0	0	0	0	0	1	0	0	1	0	0	0	2	21
42) Inmate Legal Rights	0	9	0	1	0	0	2	1	3	0	0	2	0	1	13	2	69
43) Mandatory Court Surcharge	0	0	0	0	0	0	3	0	0	0	0	2	0	0	0	0	7
Sub-total	6	26	3	2	0	0	6	1	7	3	0	5	0	1	16	4	156
Executive Direction																	
44) Inmate Grievance Program	5	16	2	0	0	0	4	0	0	0	0	0	0	0	3	0	48
45) Temporary Release Committee	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
46) Inter-Facility Transfers	5	0	0	1	0	0	0	1	2	0	0	0	1	0	0	5	28
47) Grooming Standards	0	1	0	1	0	0	0	0	2	0	0	0	0	0	1	0	10
48) Inmate Liaison Committee	0	0	3	1	0	0	0	1	0	0	0	0	0	0	0	0	5
49) Staff Conduct	25	31	36	17	0	2	17	18	22	17	15	7	7	2	14	12	735
50) Miscellaneous	14	18	5	0	0	0	10	11	1	0	1	1	1	0	1	2	143
Sub-total	49	68	46	20	0	2	31	31	27	17	16	8	9	2	19	19	972
Grand Total	156	528	164	75	0	6	179	102	133	65	28	102	39	31	147	114	3,945

Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities, January-June 2014, by Type

Grievance Type	Lakeview Shock	Monterey Shock	Moriah Shock	Total Shock	Edgecombe	Lincoln	Queensboro	Rochester	Total Minimum	Willard DTC	Total Shock Minimum & DTC
Program Services											
1) Program Committee	0	0	0	0	0	0	0	0	0	0	0
2) Incentive Wage Allowance	0	0	0	0	0	0	0	0	0	0	0
3) Correspondence	4	0	0	4	0	0	0	0	0	0	4
4) Phone Home Program	0	0	0	0	0	0	0	0	0	0	0
5) Visiting	0	0	0	0	0	0	1	0	1	0	1
6) Guidance Unit/Counseling	2	0	0	2	0	0	2	0	2	0	4
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	0	0	0	0	0	0	0	0	0	0
8) Adult Basic Education	0	0	0	0	0	0	0	0	0	0	0
9) GED/College Programs	0	0	0	0	0	0	0	0	0	0	0
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	0
11) Vocational Programs	0	0	0	0	0	0	0	0	0	0	0
12) Work Assignments	0	0	0	0	0	0	0	0	0	0	0
13) Hobby Shop/Arts & Crafts	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
15) Special Events/Inmate Organizations	0	0	0	0	0	0	0	0	0	0	0
16) Religion	3	0	0	3	0	0	1	0	1	2	6
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	0	0
18) Media Review	0	0	0	0	0	0	0	0	0	0	0
19) General Library	0	0	0	0	0	0	0	0	0	0	0
20) Alcohol and Substance Abuse Treatment	0	0	0	0	0	0	0	0	0	0	0
Sub-total	9	0	0	9	0	0	4	0	4	2	15
Health Services											
21) Dental	2	0	0	2	0	0	1	0	1	0	3
22) Medical	18	0	0	18	0	0	4	0	4	8	30
22.1) HIPAA (Health Information)	0	0	0	0	0	0	0	0	0	0	0
Sub-total	20	0	0	20	0	0	5	0	5	8	33

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Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities, January-June 2014, by Type (Con't)

Grievance Type	Lakeview Shock	Monterey Shock	Moriah Shock	Total Shock	Edgecombe	Lincoln	Queensboro	Rochester	Total Minimum	Willard DTC	Total Shock Minimum & DTC
Facility Operations											
23) Housing - Internal Block Affairs	0	0	0	0	0	0	0	0	0	0	0
23.1) Smoke-Free Policy	0	0	0	0	0	0	1	0	1	0	1
24) Special Housing Units	26	0	0	26	0	0	0	0	0	0	26
25) Search & Seizure/Frisks/Contraband	2	0	0	2	0	0	1	0	1	0	3
25.1) Strip Search	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
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	2	0	2	0	2
27) Tier I and II Policy & Procedure	0	0	0	0	0	0	0	0	0	0	0
28) Tier III Policy & Procedure	0	0	0	0	0	0	0	0	0	0	0
29) Inmate Property	2	0	0	2	0	0	1	0	1	0	3
30) Package Room	0	0	0	0	0	0	0	0	0	0	0
31) Rules & Regulations	0	0	0	0	0	0	2	0	2	0	2
Sub-total	30	0	0	30	0	0	7	0	7	0	37
Administrative Services											
32) Industry	0	0	0	0	0	0	0	0	0	0	0
33) Personal Property Claims	0	0	0	0	0	0	0	0	0	0	0
34) State Issued Clothing and Hygiene Items	3	0	0	3	0	0	0	0	0	0	3
35) Commissary	0	0	0	0	0	0	0	0	0	0	0
36) Inmate Accounts	2	0	0	2	0	0	3	0	3	0	5
37) Mess Hall	8	0	0	8	0	0	3	0	3	0	11
38) Laundry	1	0	0	1	0	0	0	0	0	0	1
39) Facility Maintenance	0	0	0	0	0	0	3	0	3	0	3
Sub-total	14	0	0	14	0	0	9	0	9	0	23
Counsel											
40) Law Library	1	0	0	1	0	0	0	0	0	0	1
41) Legal Mail	4	0	0	4	0	0	0	0	0	1	5
42) Inmate Legal Rights	1	0	0	1	0	0	4	0	4	0	5
43) Mandatory Court Surcharge	0	0	0	0	0	0	0	0	0	0	0
Sub-total	6	0	0	6	0	0	4	0	4	1	11
Executive Direction											
44) Inmate Grievance Program	1	0	0	1	0	0	1	0	1	0	2
45) Temporary Release Committee	0	0	0	0	0	0	0	0	0	0	0
46) Inter-Facility Transfers	0	0	0	0	0	0	0	0	0	0	0
47) Grooming Standards	0	0	0	0	0	0	0	0	0	0	0
48) Inmate Liaison Committee	0	0	0	0	0	0	0	0	0	0	0
49) Staff Conduct	22	0	0	22	0	0	18	0	18	4	44
50) Miscellaneous	0	0	0	0	0	0	1	0	1	0	1
Sub-total	23	0	0	23	0	0	20	0	20	4	47
Grand Total	102	0	0	102	0	0	49	0	49	15	166

Table 3 lists the types of grievances filed statewide during the first half of 2014 as compared to the first half of 2013. It is noted that 15,316 grievances were filed statewide in the first half of 2014 as compared to 15,590 grievances filed during the same time period in 2013, a decrease of 1.8%.

Table 4 lists the types of grievances heard by CORC during the first half of 2014 as compared to the first half of 2013. It is noted that 6,531 grievances were reviewed by CORC in the first half of 2014 as compared to 4,662 grievances reviewed during the same time in 2013, an increase of 40.1%.

Table 3. Grievances Filed Statewide, January-June 2013 & 2014, by Type

Grievance Type	2013		2014		% Chg
	#	%	#	%	
Program Services					
1) Program Committee	314	2.0%	254	1.7%	-19.1%
2) Incentive Wage Allowance	195	1.3%	167	1.1%	-14.4%
3) Correspondence	491	3.1%	486	3.2%	-1.0%
4) Phone Home Program	33	0.2%	38	0.2%	15.2%
5) Visiting	116	0.7%	89	0.6%	-23.3%
6) Guidance Unit/Counseling	426	2.7%	494	3.2%	16.0%
7) Recreation (TV, Yard, Movies, Radio, etc.)	125	0.8%	142	0.9%	13.6%
8) Adult Basic Education	34	0.2%	18	0.1%	-47.1%
9) GED/College Programs	30	0.2%	34	0.2%	13.3%
10) Language Assistance Program	2	0.0%	8	0.1%	300.0%
11) Vocational Programs	27	0.2%	28	0.2%	3.7%
12) Work Assignments	79	0.5%	71	0.5%	-10.1%
13) Hobby Shop/Arts & Crafts	1	0.0%	2	0.0%	100.0%
14) Volunteer Services	1	0.0%	1	0.0%	0.0%
15) Special Events/Inmate Organizations	59	0.4%	44	0.3%	-25.4%
16) Religion	313	2.0%	288	1.9%	-8.0%
17) Family Reunion Program	70	0.4%	83	0.5%	18.6%
18) Media Review	90	0.6%	65	0.4%	-27.8%
19) General Library	51	0.3%	53	0.3%	3.9%
20) Alcohol and Substance Abuse Treatment	134	0.9%	129	0.8%	-3.7%
Sub-total	2,591	16.6%	2,494	16.3%	-3.7%
Health Services					
21) Dental	311	2.0%	270	1.8%	-13.2%
22) Medical	3,046	19.5%	2,930	19.1%	-3.8%
22.1) HIPAA (Health Information)	74	0.5%	105	0.7%	41.9%
Sub-total	3,431	22.0%	3,305	21.6%	-3.7%
Facility Operations					
23) Housing - Internal Block Affairs	975	6.3%	913	6.0%	-6.4%
23.1) Smoke-Free Policy	7	0.0%	13	0.1%	85.7%
24) Special Housing Units	757	4.9%	668	4.4%	-11.8%
25) Search & Seizure/Frisks/Contraband	132	0.8%	161	1.1%	22.0%
25.1) Strip Search	8	0.1%	10	0.1%	25.0%
25.2) Strip Frisk	7	0.0%	6	0.0%	-14.3%
25.3) Pat Frisk (Female Inmate)	2	0.0%	7	0.0%	250.0%
26) Keeplock Policy & Procedure	34	0.2%	44	0.3%	29.4%
27) Tier I and II Policy & Procedure	101	0.6%	96	0.6%	-5.0%
28) Tier III Policy & Procedure	225	1.4%	225	1.5%	0.0%
29) Inmate Property	449	2.9%	473	3.1%	5.3%
30) Package Room	714	4.6%	687	4.5%	-3.8%
31) Rules & Regulations	225	1.4%	280	1.8%	24.4%
Sub-total	3,636	23.3%	3,583	23.4%	-1.5%
Administrative Services					
32) Industry	38	0.2%	51	0.3%	34.2%
33) Personal Property Claims	171	1.1%	215	1.4%	25.7%
34) State Issued Clothing and Hygiene Items	174	1.1%	171	1.1%	-1.7%
35) Commissary	171	1.1%	199	1.3%	16.4%
36) Inmate Accounts	381	2.4%	443	2.9%	16.3%
37) Mess Hall	540	3.5%	445	2.9%	-17.6%
38) Laundry	40	0.3%	40	0.3%	0.0%
39) Facility Maintenance	227	1.5%	243	1.6%	7.0%
Sub-total	1,742	11.2%	1,807	11.8%	3.7%
Counsel					
40) Law Library	336	2.2%	311	2.0%	-7.4%
41) Legal Mail	130	0.8%	139	0.9%	6.9%
42) Inmate Legal Rights	271	1.7%	257	1.7%	-5.2%
43) Mandatory Court Surcharge	24	0.2%	20	0.1%	-16.7%
Sub-total	761	4.9%	727	4.7%	-4.5%
Executive Direction					
44) Inmate Grievance Program	257	1.6%	308	2.0%	19.8%
45) Temporary Release Committee	11	0.1%	6	0.0%	-45.5%
46) Inter-Facility Transfers	74	0.5%	83	0.5%	12.2%
47) Grooming Standards	25	0.2%	33	0.2%	32.0%
48) Inmate Liaison Committee	25	0.2%	19	0.1%	-24.0%
49) Staff Conduct	2,689	17.2%	2,524	16.5%	-6.1%
50) Miscellaneous	348	2.2%	427	2.8%	22.7%
Sub-total	3,429	22.0%	3,400	22.2%	-0.8%
Grand Total	15,590	100.0%	15,316	100.0%	-1.8%

Table 4. CORC Hearings, January-June 2013 & 2014, by Type

Grievance Type	2013		2014		% Chg
	#	%	#	%	
Program Services					
1) Program Committee	56	1.2%	90	1.4%	60.7%
2) Incentive Wage Allowance	29	0.6%	38	0.6%	31.0%
3) Correspondence	125	2.7%	186	2.8%	48.8%
4) Phone Home Program	7	0.2%	10	0.2%	42.9%
5) Visiting	19	0.4%	46	0.7%	142.1%
6) Guidance Unit/Counseling	160	3.4%	199	3.0%	24.4%
7) Recreation (TV, Yard, Movies, Radio, etc.)	31	0.7%	40	0.6%	29.0%
8) Adult Basic Education	11	0.2%	5	0.1%	-54.5%
9) GED/College Programs	2	0.0%	3	0.0%	50.0%
10) Language Assistance Program	3	0.1%	2	0.0%	-33.3%
11) Vocational Programs	5	0.1%	10	0.2%	100.0%
12) Work Assignments	21	0.5%	25	0.4%	19.0%
13) Hobby Shop/Arts & Crafts	0	0.0%	1	0.0%	-
14) Volunteer Services	0	0.0%	0	0.0%	-
15) Special Events/Inmate Organizations	11	0.2%	16	0.2%	45.5%
16) Religion	118	2.5%	158	2.4%	33.9%
17) Family Reunion Program	14	0.3%	34	0.5%	142.9%
18) Media Review	26	0.6%	35	0.5%	34.6%
19) General Library	10	0.2%	10	0.2%	0.0%
20) Alcohol and Substance Abuse Treatment	36	0.8%	45	0.7%	25.0%
Sub-total	684	14.7%	953	14.6%	39.3%
Health Services					
21) Dental	78	1.7%	111	1.7%	42.3%
22) Medical	1,011	21.7%	1,480	22.7%	46.4%
22.1) HIPAA (Health Information)	19	0.4%	43	0.7%	126.3%
Sub-total	1,108	23.8%	1,634	25.0%	47.5%
Facility Operations					
23) Housing - Internal Block Affairs	191	4.1%	262	4.0%	37.2%
23.1) Smoke-Free Policy	2	0.0%	11	0.2%	450.0%
24) Special Housing Units	237	5.1%	247	3.8%	4.2%
25) Search & Seizure/Frisky/Contraband	21	0.5%	49	0.8%	133.3%
25.1) Strip Search	2	0.0%	3	0.0%	50.0%
25.2) Strip Frisk	5	0.1%	13	0.2%	160.0%
25.3) Pat Frisk (Female Inmate)	0	0.0%	1	0.0%	-
26) Keeplock Policy & Procedure	11	0.2%	12	0.2%	9.1%
27) Tier I and II Policy & Procedure	12	0.3%	32	0.5%	166.7%
28) Tier III Policy & Procedure	54	1.2%	79	1.2%	46.3%
29) Inmate Property	90	1.9%	129	2.0%	43.3%
30) Package Room	96	2.1%	178	2.7%	85.4%
31) Rules & Regulations	102	2.2%	97	1.5%	-4.9%
Sub-total	823	17.7%	1,113	17.0%	35.2%
Administrative Services					
32) Industry	12	0.3%	20	0.3%	66.7%
33) Personal Property Claims	26	0.6%	43	0.7%	65.4%
34) State Issued Clothing and Hygiene Items	30	0.6%	44	0.7%	46.7%
35) Commissary	20	0.4%	44	0.7%	120.0%
36) Inmate Accounts	69	1.5%	92	1.4%	33.3%
37) Mess Hall	179	3.8%	191	2.9%	6.7%
38) Laundry	6	0.1%	12	0.2%	100.0%
39) Facility Maintenance	41	0.9%	69	1.1%	68.3%
Sub-total	383	8.2%	515	7.9%	34.5%
Counsel					
40) Law Library	101	2.2%	135	2.1%	33.7%
41) Legal Mail	63	1.4%	80	1.2%	27.0%
42) Inmate Legal Rights	85	1.8%	121	1.9%	42.4%
43) Mandatory Court Surcharge	8	0.2%	9	0.1%	12.5%
Sub-total	257	5.5%	345	5.3%	34.2%
Executive Direction					
44) Inmate Grievance Program	136	2.9%	187	2.9%	37.5%
45) Temporary Release Committee	5	0.1%	6	0.1%	20.0%
46) Inter-Facility Transfers	20	0.4%	47	0.7%	135.0%
47) Grooming Standards	3	0.1%	8	0.1%	166.7%
48) Inmate Liaison Committee	11	0.2%	8	0.1%	-27.3%
49) Staff Conduct	1,130	24.2%	1,604	24.6%	41.9%
50) Miscellaneous	102	2.2%	111	1.7%	8.8%
Sub-total	1,407	30.2%	1,971	30.2%	40.1%
Grand Total	4,662	100.0%	6,531	100.0%	40.1%