



Corrections and Community Supervision

Inmate Grievance Program Semi-Annual Report

2013

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 2013 (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 2013, there were 15,590 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.

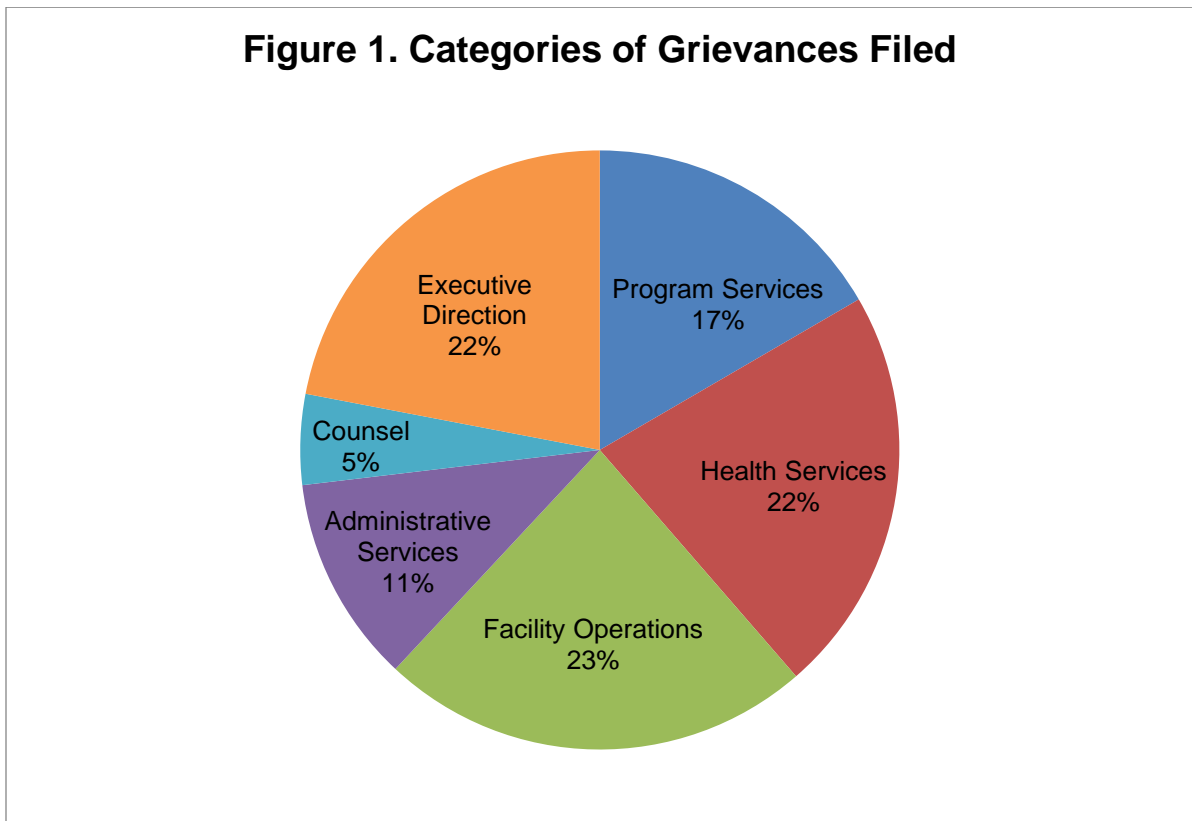


Table 1. Grievances Filed Statewide, January-June 2013, by Type

Grievance Type	#	%
Program Services		
1) Program Committee	314	2.0%
2) Incentive Wage Allowance	195	1.3%
3) Correspondence	491	3.1%
4) Phone Home Program	33	0.2%
5) Visiting	116	0.7%
6) Guidance Unit/Counseling	426	2.7%
7) Recreation (TV, Yard, Movies, Radio, etc.)	125	0.8%
8) Adult Basic Education	34	0.2%
9) GED/College Programs	30	0.2%
10) Language Assistance Program	2	0.0%
11) Vocational Programs	27	0.2%
12) Work Assignments	79	0.5%
13) Hobby Shop/Arts & Crafts	1	0.0%
14) Volunteer Services	1	0.0%
15) Special Events/Inmate Organizations	59	0.4%
16) Religion	313	2.0%
17) Family Reunion Program	70	0.4%
18) Media Review	90	0.6%
19) General Library	51	0.3%
20) Alcohol and Substance Abuse Treatment	134	0.9%
Sub-total	2,591	16.6%
Health Services		
21) Dental	311	2.0%
22) Medical	3,046	19.5%
22.1) HIPAA (Health Information)	74	0.5%
Sub-total	3,431	22.0%
Facility Operations		
23) Housing - Internal Block Affairs	975	6.3%
23.1) Smoke-Free Policy	7	0.0%
24) Special Housing Units	757	4.9%
25) Search & Seizure/Frisks/Contraband	132	0.8%
25.1) Strip Search	8	0.1%
25.2) Strip Frisk	7	0.0%
25.3) Pat Frisk (Female Inmate)	2	0.0%
26) Keeplock Policy & Procedure	34	0.2%
27) Tier I and II Policy & Procedure	101	0.6%
28) Tier III Policy & Procedure	225	1.4%
29) Inmate Property	449	2.9%
30) Package Room	714	4.6%
31) Rules & Regulations	225	1.4%
Sub-total	3,636	23.3%
Administrative Services		
32) Industry	38	0.2%
33) Personal Property Claims	171	1.1%
34) State Issued Clothing and Hygiene Items	174	1.1%
35) Commissary	171	1.1%
36) Inmate Accounts	381	2.4%
37) Mess Hall	540	3.5%
38) Laundry	40	0.3%
39) Facility Maintenance	227	1.5%
Sub-total	1,742	11.2%
Counsel		
40) Law Library	336	2.2%
41) Legal Mail	130	0.8%
42) Inmate Legal Rights	271	1.7%
43) Mandatory Court Surcharge	24	0.2%
Sub-total	761	4.9%
Executive Direction		
44) Inmate Grievance Program	257	1.6%
45) Temporary Release Committee	11	0.1%
46) Inter-Facility Transfers	74	0.5%
47) Grooming Standards	25	0.2%
48) Inmate Liaison Committee	25	0.2%
49) Staff Conduct	2,689	17.2%
50) Miscellaneous	348	2.2%
Sub-total	3,429	22.0%
Grand Total	15,590	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 2013. Table 2-1 lists maximum security facilities, which had a total of 10,956 grievances; this comprised 70% of all grievances filed.

Tables 2-2 (a-d) list medium security facilities, which had a total of 4,445 grievances filed in the first half of 2013.

Table 2-3 lists shock, minimum security and drug treatment facilities, which had a total of 189 grievances filed in the first half of 2013.

Table 2-1. Grievances Filed at Maximum Security Facilities, January-June 2013, 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	19	18	4	7	4	0	5	23	21	29	37	4	37	0	2	0	23	233
2) Incentive Wage Allowance	15	1	1	8	0	0	6	3	0	39	25	4	6	3	1	0	0	112
3) Correspondence	26	26	7	55	1	0	5	20	14	17	24	8	34	70	0	30	23	360
4) Phone Home Program	1	3	1	0	0	0	0	0	5	2	0	0	3	0	1	1	1	18
5) Visiting	10	10	2	8	0	1	13	9	2	3	9	3	6	3	2	3	6	90
6) Guidance Unit/Counseling	15	15	5	15	3	2	10	27	6	41	36	21	10	41	2	11	19	279
7) Recreation (TV, Yard, Movies, Radio, etc.)	2	6	6	5	2	0	4	11	14	4	3	1	8	15	2	5	6	94
8) Adult Basic Education	0	8	1	0	0	0	1	2	1	0	3	0	0	3	0	0	1	20
9) GED/College Programs	2	1	0	0	1	0	0	1	2	4	0	0	6	1	1	0	2	21
10) Language Assistance Program	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	2
11) Vocational Programs	0	0	0	1	1	0	0	2	3	0	6	0	1	0	0	0	1	15
12) Work Assignments	0	5	4	10	0	0	8	6	0	0	3	0	2	0	2	0	12	52
13) Hobby Shop/Arts & Crafts	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
15) Special Events/Inmate Organizations	0	15	2	1	0	1	4	2	3	3	10	3	1	0	0	0	5	50
16) Religion	12	27	4	26	7	3	7	13	21	18	19	5	8	19	7	2	17	215
17) Family Reunion Program	6	2	4	6	0	0	16	1	0	4	5	2	8	0	1	0	7	62
18) Media Review	2	1	0	28	4	0	0	6	2	0	7	1	0	11	1	7	4	74
19) General Library	0	2	0	0	2	0	2	5	2	3	1	1	3	1	0	4	5	31
20) Alcohol and Substance Abuse Treatment	3	4	0	4	1	0	0	11	13	6	0	0	0	0	0	1	16	59
Sub-total	113	144	41	174	26	7	81	142	110	173	188	53	134	167	22	64	148	1,787
Health Services																		
21) Dental	5	5	2	24	2	0	2	28	20	14	14	2	15	26	1	22	8	190
22) Medical	160	114	25	158	39	26	47	97	114	202	160	79	117	302	35	288	86	2,049
22.1) HIPAA (Health Information)	4	3	4	6	0	0	0	3	3	7	0	0	0	22	0	4	0	56
Sub-total	169	122	31	188	41	26	49	128	137	223	174	81	132	350	36	314	94	2,295

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Table 2-1. Grievances Filed at Maximum Security Facilities, January-June 2013, by Type (Cont.)

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	32	42	49	28	23	6	16	96	22	103	138	14	73	115	10	1	60	828
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
24) Special Housing Units	63	35	7	41	0	0	19	31	36	81	36	12	12	1	8	151	10	543
25) Search & Seizure/Frisks/Contraband	5	10	5	7	0	2	14	0	6	4	17	10	5	4	3	0	5	97
25.1) Strip Search	0	1	1	0	0	0	0	0	0	1	0	0	1	1	0	1	0	6
25.2) Strip Frisk	0	1	0	0	0	0	1	0	0	2	0	0	0	0	0	2	0	6
25.3) Pat Frisk (Female Inmate)	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
26) Keeplock Policy & Procedure	0	6	2	0	1	0	0	0	2	1	6	0	0	1	0	0	0	19
27) Tier I and II Policy & Procedure	1	6	1	23	1	1	0	3	8	2	2	3	2	0	3	1	0	57
28) Tier III Policy & Procedure	23	15	3	31	9	0	5	8	20	1	10	2	2	21	0	25	8	183
29) Inmate Property	56	62	9	29	12	4	1	24	9	13	29	6	16	56	4	25	14	369
30) Package Room	23	43	49	31	20	4	31	23	10	30	128	13	35	30	8	9	20	507
31) Rules & Regulations	0	20	13	10	7	4	16	2	13	8	10	20	24	22	3	0	0	172
Sub-total	203	241	141	200	73	21	103	187	126	246	376	80	170	251	39	215	117	2,789
Administrative Services																		
32) Industry	0	12	0	15	2	0	1	2	0	1	3	0	0	0	0	0	0	36
33) Personal Property Claims	11	16	3	2	1	1	0	5	29	3	5	9	10	6	0	4	9	114
34) State Issued Clothing and Hygiene Items	24	14	3	4	1	0	0	1	5	5	2	3	12	15	1	8	14	112
35) Commissary	9	9	5	15	3	0	3	13	17	14	10	5	2	11	0	0	24	140
36) Inmate Accounts	24	24	4	32	4	1	1	29	17	10	32	7	31	24	0	17	32	289
37) Mess Hall	28	33	12	15	17	3	9	52	22	35	25	10	31	42	3	30	32	399
38) Laundry	0	5	0	2	0	0	1	1	1	6	1	0	1	3	0	2	6	29
39) Facility Maintenance	8	37	21	5	0	0	5	5	5	20	26	2	12	16	0	7	6	175
Sub-total	104	150	48	90	28	5	20	108	96	94	104	36	99	117	4	68	123	1,294
Counsel																		
40) Law Library	29	20	3	11	16	5	4	28	15	11	6	5	8	38	6	44	13	262
41) Legal Mail	6	10	2	5	0	0	2	3	7	7	3	5	6	41	0	0	11	108
42) Inmate Legal Rights	24	15	1	6	11	3	4	23	21	6	21	0	3	2	2	15	9	166
43) Mandatory Court Surcharge	3	0	1	0	0	2	2	0	4	3	1	0	0	0	0	0	0	16
Sub-total	62	45	7	22	27	10	12	54	47	27	31	10	17	81	8	59	33	552
Executive Direction																		
44) Inmate Grievance Program	30	7	1	35	0	0	3	6	10	14	7	6	6	31	4	26	3	189
45) Temporary Release Committee	3	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	4
46) Inter-Facility Transfers	5	1	0	14	3	1	1	1	4	4	4	1	2	1	0	0	1	43
47) Grooming Standards	4	0	1	3	0	0	1	0	3	1	1	0	0	0	0	1	3	18
48) Inmate Liaison Committee	3	2	0	1	0	0	0	1	5	0	0	0	4	1	0	0	0	17
49) Staff Conduct	101	169	50	146	70	38	16	70	92	141	122	29	97	183	24	264	97	1,709
50) Miscellaneous	13	1	9	23	1	3	1	3	16	48	0	1	68	13	15	42	2	259
Sub-total	159	180	61	222	74	42	22	81	130	208	135	37	177	229	43	333	106	2,239
Grand Total	810	882	329	896	269	111	287	700	646	971	1,008	297	729	1,195	152	1,053	621	10,956

Table 2-2a. Grievances Filed at Medium Security Facilities, January-June 2013, by Type

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Bayview	Butler	Cape Vincent	Cayuga	Chateaugay	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
Program Services																		
1) Program Committee	0	0	1	4	0	1	2	7	0	3	2	2	4	5	4	1	1	1
2) Incentive Wage Allowance	0	0	2	14	0	0	5	0	0	8	6	1	2	0	1	1	0	2
3) Correspondence	0	1	1	5	0	0	10	1	0	17	6	4	5	7	5	0	1	3
4) Phone Home Program	0	0	0	1	0	0	0	1	0	2	0	0	0	0	0	0	0	3
5) Visiting	1	1	0	2	0	0	1	1	0	3	0	2	1	0	0	0	0	0
6) Guidance Unit/Counseling	0	2	2	5	0	0	7	6	0	11	8	1	3	14	1	8	0	3
7) Recreation (TV, Yard, Movies, Radio, etc.)	1	0	0	0	0	0	2	0	0	5	2	2	0	3	0	1	0	1
8) Adult Basic Education	0	0	0	2	0	0	1	0	0	1	0	0	1	0	0	0	0	0
9) GED/College Programs	0	0	0	0	0	0	2	0	0	0	1	0	0	0	0	0	0	1
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11) Vocational Programs	0	0	0	2	0	0	0	0	0	1	0	1	1	0	1	0	0	0
12) Work Assignments	0	0	1	0	0	0	0	0	0	0	0	0	1	0	1	0	1	0
13) Hobby Shop/Arts & Crafts	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
15) Special Events/Inmate Organizations	1	0	0	2	0	0	1	0	0	1	1	1	1	0	0	0	0	0
16) Religion	0	1	1	7	0	0	6	4	1	24	6	4	2	0	1	0	0	1
17) Family Reunion Program	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
18) Media Review	0	0	0	3	0	0	3	2	0	0	0	0	0	0	1	0	0	0
19) General Library	0	0	0	0	0	0	0	0	0	0	0	1	1	1	7	0	0	0
20) Alcohol and Substance Abuse Treatment	0	0	0	5	0	0	2	9	0	9	0	1	4	0	1	3	7	1
Sub-total	3	6	8	52	0	1	42	31	1	85	33	20	26	30	23	14	10	16
Health Services																		
21) Dental	0	1	3	19	0	5	8	3	0	11	5	12	5	0	0	1	0	0
22) Medical	13	30	7	39	0	0	29	23	1	79	50	69	27	29	21	45	21	6
22.1) HIPAA (Health Information)	0	0	0	2	0	0	0	0	0	1	3	2	0	0	0	2	0	0
Sub-total	13	31	10	60	0	5	37	26	1	91	58	83	32	29	21	48	21	6

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Table 2-2b. Grievances Filed at Medium Security Facilities, January-June 2013, by Type (Cont.)

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Bayview	Butler	Cape Vincent	Cayuga	Chateaugay	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson	
Facility Operations																			
23) Housing - Internal Block Affairs	0	2	0	6	0	1	6	3	0	6	5	4	10	6	2	6	0	0	
23.1) Smoke-Free Policy	0	0	2	0	0	0	0	0	0	1	1	0	0	1	0	0	0	0	
24) Special Housing Units	1	8	0	0	0	0	2	21	0	24	37	0	28	3	2	0	0	0	
25) Search & Seizure/Frisks/Contraband	0	1	0	3	0	0	1	0	0	0	5	0	1	3	1	0	0	0	
25.1) Strip Search	0	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	1	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	0	0	0	0	0	0	0	
26) Keeplock Policy & Procedure	0	7	1	0	0	0	0	0	0	0	2	0	1	0	1	0	0	0	
27) Tier I and II Policy & Procedure	0	3	5	2	0	1	1	4	0	0	2	0	0	0	0	2	0	0	
28) Tier III Policy & Procedure	0	0	1	1	0	0	2	3	0	3	2	1	2	0	5	1	0	0	
29) Inmate Property	0	0	2	5	0	0	4	0	0	4	11	2	6	6	4	1	0	1	
30) Package Room	0	5	10	29	0	0	12	1	0	4	9	7	12	14	15	2	1	3	
31) Rules & Regulations	0	0	2	0	0	1	0	0	0	1	4	0	2	1	3	4	1	1	
Sub-total	1	26	23	46	0	3	28	32	0	44	79	14	62	34	33	16	2	5	
Administrative Services																			
32) Industry	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	
33) Personal Property Claims	0	2	1	1	0	0	4	8	0	5	0	0	1	3	1	0	0	2	
34) State Issued Clothing and Hygiene Items	0	1	2	2	0	1	3	2	0	19	0	2	4	1	0	0	1	0	
35) Commissary	0	1	0	4	0	0	0	0	0	2	0	1	4	0	3	1	0	0	
36) Inmate Accounts	0	2	2	2	0	0	3	0	1	4	17	3	4	5	4	0	1	2	
37) Mess Hall	0	4	0	1	0	1	8	1	0	17	14	5	8	4	0	3	1	1	
38) Laundry	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
39) Facility Maintenance	0	0	2	0	0	0	0	1	0	4	8	0	0	3	0	5	0	0	
Sub-total	0	10	7	12	0	2	18	12	1	51	41	11	21	16	8	9	3	6	
Counsel																			
40) Law Library	0	4	0	3	0	0	3	3	0	0	8	1	12	0	2	1	0	0	
41) Legal Mail	0	0	1	0	0	0	2	0	0	0	3	1	1	0	3	0	0	1	
42) Inmate Legal Rights	0	0	0	9	0	0	6	0	0	14	14	0	2	0	2	2	0	0	
43) Mandatory Court Surcharge	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	1	
Sub-total	0	4	1	12	0	0	11	3	0	15	25	2	16	0	7	3	0	2	
Executive Direction																			
44) Inmate Grievance Program	0	4	2	3	0	0	0	0	0	7	18	1	2	5	2	1	0	0	
45) Temporary Release Committee	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	
46) Inter-Facility Transfers	0	0	0	7	0	0	0	1	0	4	0	0	0	1	1	0	0	0	
47) Grooming Standards	1	0	0	1	0	0	0	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	4	1	0	0	0	0	0	0	
49) Staff Conduct	8	26	20	97	0	4	43	33	5	46	52	58	35	46	24	25	7	13	
50) Miscellaneous	0	2	1	1	0	0	0	3	0	12	2	5	5	0	2	0	0	2	
Sub-total	10	32	23	109	0	4	43	37	5	70	76	65	42	52	29	26	8	15	
Grand Total	27	109	72	291	0	15	179	141	8	356	312	195	199	161	121	116	44	50	

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Table 2-2c. Grievances Filed at Medium Security Facilities, January-June 2013, by Type (Cont.)

Grievance Type	Livingston	Marcy	Midstate	Mohawk	Mt. McGregor	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Program Services																	
1) Program Committee	0	7	2	2	1	0	5	9	5	0	1	0	1	3	1	6	81
2) Incentive Wage Allowance	3	4	3	5	1	1	3	10	5	0	0	1	0	0	4	1	83
3) Correspondence	8	10	1	0	0	0	18	10	2	0	0	3	1	1	0	6	126
4) Phone Home Program	1	0	0	1	1	0	1	0	1	0	0	0	0	0	1	1	14
5) Visiting	3	2	1	0	0	0	1	1	0	0	0	0	0	0	2	2	24
6) Guidance Unit/Counseling	5	25	7	3	0	0	3	3	2	0	8	5	0	2	5	2	141
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	1	2	4	0	0	1	3	0	0	0	2	0	0	0	0	30
8) Adult Basic Education	0	0	0	0	0	0	0	2	0	1	0	0	0	0	5	1	14
9) GED/College Programs	1	2	0	0	0	0	0	0	0	1	0	1	0	0	0	0	9
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11) Vocational Programs	2	0	1	0	0	0	0	0	1	0	0	1	0	0	1	0	12
12) Work Assignments	4	0	0	0	0	0	2	4	0	2	0	1	0	0	10	0	27
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
14) Volunteer Services	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
15) Special Events/Inmate Organizations	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	9
16) Religion	0	12	1	2	0	0	3	6	1	0	2	0	0	2	4	6	97
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	1	0	1	0	0	4	0	8
18) Media Review	0	0	0	0	0	0	2	1	1	1	0	0	0	0	1	0	15
19) General Library	0	2	6	0	0	0	2	0	0	0	0	0	0	0	0	0	20
20) Alcohol and Substance Abuse Treatment	6	9	6	0	0	0	0	2	5	2	0	1	1	0	0	1	75
Sub-total	33	75	30	17	3	1	41	51	23	8	11	16	4	8	39	26	787
Health Services																	
21) Dental	2	3	1	0	1	0	1	3	3	0	0	0	1	18	0	11	117
22) Medical	11	116	74	28	2	4	43	31	23	6	17	13	3	4	59	30	953
22.1) HIPAA (Health Information)	2	0	0	0	0	1	0	0	0	0	0	2	1	0	2	0	18
Sub-total	15	119	75	28	3	5	44	34	26	6	17	15	5	22	61	41	1,088

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Table 2-2d. Grievances Filed at Medium Security Facilities, January-June 2013, by Type (Cont.)

Grievance Type	Livingston	Marcy	Midstate	Mohawk	Mt. McGregor	Ogdensburg	Orleans	Otisville	Riverview	Taconnic	Ulster	Wallkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Facility Operations																	
23) Housing - Internal Block Affairs	12	8	19	6	2	0	3	6	3	2	4	6	4	0	8	4	144
23.1) Smoke-Free Policy	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7
24) Special Housing Units	7	17	9	0	0	0	32	0	2	0	0	0	0	1	0	1	195
25) Search & Seizure/Frisky/Contraband	1	0	1	0	0	0	7	2	6	0	0	0	0	0	1	1	34
25.1) Strip Search	1	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	0	0	0	0	0	0	0	0	1
25.3) Pat Frisk (Female Inmate)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26) Keeplock Policy & Procedure	1	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	15
27) Tier I and II Policy & Procedure	10	1	2	1	0	0	1	1	1	0	0	3	0	0	1	2	43
28) Tier III Policy & Procedure	5	0	4	0	0	0	4	0	3	0	0	0	1	0	0	3	41
29) Inmate Property	6	2	1	1	2	0	3	1	2	0	0	0	1	0	0	3	68
30) Package Room	7	7	5	8	3	1	7	4	10	4	1	5	3	5	4	9	207
31) Rules & Regulations	3	3	0	0	0	0	2	4	1	1	11	4	0	0	0	2	51
Sub-total	55	38	41	16	7	1	59	18	29	7	16	18	10	6	14	25	808
Administrative Services																	
32) Industry	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
33) Personal Property Claims	0	5	1	3	0	1	10	1	0	0	0	2	0	0	2	3	56
34) State Issued Clothing and Hygiene Items	2	4	2	0	0	0	6	0	3	1	0	1	1	0	1	1	60
35) Commissary	0	2	1	0	2	0	4	3	2	0	0	0	0	0	0	1	31
36) Inmate Accounts	3	10	2	1	1	0	5	0	2	1	8	2	0	1	1	5	92
37) Mess Hall	3	14	5	2	1	0	12	3	5	1	8	3	2	0	3	0	130
38) Laundry	0	4	0	1	0	0	1	0	0	1	0	0	0	0	0	0	10
39) Facility Maintenance	0	4	2	0	1	0	2	4	2	4	0	2	2	0	1	1	48
Sub-total	8	43	13	7	5	1	40	11	14	8	16	10	5	1	8	11	429
Counsel																	
40) Law Library	1	6	6	1	0	0	7	2	2	2	0	0	1	0	5	2	72
41) Legal Mail	0	1	0	1	1	0	1	1	1	0	0	0	2	0	0	2	22
42) Inmate Legal Rights	3	5	1	4	2	2	0	0	4	0	0	5	0	2	23	4	104
43) Mandatory Court Surcharge	1	0	0	0	0	0	1	0	0	0	3	0	0	0	0	0	8
Sub-total	5	12	7	6	3	2	9	3	7	2	3	5	3	2	28	8	206
Executive Direction																	
44) Inmate Grievance Program	3	2	3	2	0	0	7	0	2	0	0	1	1	0	1	1	68
45) Temporary Release Committee	0	0	0	0	0	0	0	0	0	3	0	0	0	0	1	0	7
46) Inter-Facility Transfers	5	3	0	1	1	0	1	0	0	1	0	0	1	0	1	3	31
47) Grooming Standards	1	0	0	0	0	0	0	0	2	1	0	0	0	0	1	0	7
48) Inmate Liaison Committee	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	8
49) Staff Conduct	29	117	51	21	8	0	14	13	28	12	21	10	13	12	13	14	918
50) Miscellaneous	10	11	3	0	1	1	6	14	1	0	0	2	1	0	2	1	88
Sub-total	48	134	59	24	10	1	28	27	33	17	21	13	16	12	19	19	1,127
Grand Total	164	421	225	98	31	11	221	144	132	48	84	77	43	51	169	130	4,445

Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities, January-June 2013, by Type

Grievance Type	Lakeview Shock	Monterey Shock	Moriah Shock	Total Shock	Beacon	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	0
2) Incentive Wage Allowance	0	0	0	0	0	0	0	0	0	0	0	0
3) Correspondence	5	0	0	5	0	0	0	0	0	0	0	5
4) Phone Home Program	1	0	0	1	0	0	0	0	0	0	0	1
5) Visiting	1	0	0	1	0	0	0	1	0	1	0	2
6) Guidance Unit/Counseling	2	0	0	2	0	0	0	4	0	4	0	6
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	0	0	0	1	0	0	0	0	1	0	1
8) Adult Basic Education	0	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	0
10) Language Assistance Program	0	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	0
12) Work Assignments	0	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	0
14) Volunteer Services	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
16) Religion	1	0	0	1	0	0	0	0	0	0	0	1
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	0	0	0
18) Media Review	1	0	0	1	0	0	0	0	0	0	0	1
19) General Library	0	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	0
Sub-total	11	0	0	11	1	0	0	5	0	6	0	17
Health Services												
21) Dental	4	0	0	4	0	0	0	0	0	0	0	4
22) Medical	37	0	0	37	1	0	0	6	0	7	0	44
22.1) HIPAA (Health Information)	0	0	0	0	0	0	0	0	0	0	0	0
Sub-total	41	0	0	41	1	0	0	6	0	7	0	48

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Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities, January-June 2013, by Type (Cont.)

Grievance Type	Lakeview Shock	Monterey Shock	Moriah Shock	Total Shock	Beacon	Edgecombe	Lincoln	Queensboro	Rochester	Total Minimum	Willard DTC	Total Shock Minimum & DTC
Facility Operations												
23) Housing - Internal Block Affairs	3	0	0	3	0	0	0	0	0	0	0	3
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	0	0	0	0
24) Special Housing Units	19	0	0	19	0	0	0	0	0	0	0	19
25) Search & Seizure/Frisks/Contraband	1	0	0	1	0	0	0	0	0	0	0	1
25.1) Strip Search	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
25.3) Pat Frisk (Female Inmate)	0	0	0	0	0	0	0	0	0	0	0	0
26) Keeplock Policy & Procedure	0	0	0	0	0	0	0	0	0	0	0	0
27) Tier I and II Policy & Procedure	0	0	0	0	1	0	0	0	0	0	1	1
28) Tier III Policy & Procedure	1	0	0	1	0	0	0	0	0	0	0	1
29) Inmate Property	10	0	0	10	0	0	0	2	0	2	0	12
30) Package Room	0	0	0	0	0	0	0	0	0	0	0	0
31) Rules & Regulations	0	0	0	0	2	0	0	0	0	2	0	2
Sub-total	34	0	0	34	3	0	0	2	0	5	0	39
Administrative Services												
32) Industry	0	0	0	0	0	0	0	0	0	0	0	0
33) Personal Property Claims	0	0	0	0	1	0	0	0	0	1	0	1
34) State Issued Clothing and Hygiene Items	0	0	0	0	0	0	0	2	0	2	0	2
35) Commissary	0	0	0	0	0	0	0	0	0	0	0	0
36) Inmate Accounts	0	0	0	0	0	0	0	0	0	0	0	0
37) Mess Hall	10	0	0	10	0	0	0	0	0	0	1	11
38) Laundry	0	0	0	0	1	0	0	0	0	1	0	1
39) Facility Maintenance	1	0	0	1	0	0	0	3	0	3	0	4
Sub-total	11	0	0	11	2	0	0	5	0	7	1	19
Counsel												
40) Law Library	2	0	0	2	0	0	0	0	0	0	0	2
41) Legal Mail	0	0	0	0	0	0	0	0	0	0	0	0
42) Inmate Legal Rights	0	0	0	0	0	0	0	1	0	1	0	1
43) Mandatory Court Surcharge	0	0	0	0	0	0	0	0	0	0	0	0
Sub-total	2	0	0	2	0	0	0	1	0	1	0	3
Executive Direction												
44) Inmate Grievance Program	0	0	0	0	0	0	0	0	0	0	0	0
45) Temporary Release Committee	0	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	0
47) Grooming Standards	0	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	0
49) Staff Conduct	49	0	0	49	3	0	0	9	0	12	1	62
50) Miscellaneous	0	0	0	0	0	0	0	1	0	1	0	1
Sub-total	49	0	0	49	3	0	0	10	0	13	1	63
Grand Total	148	0	0	148	10	0	0	29	0	39	2	189

Table 3 lists the types of grievances heard by CORC during the first half of 2013 as compared to the first half of 2012. It is noted that 4,662 grievances were reviewed by CORC in the first half of 2013 as compared to 4,087 grievances reviewed during the same time in 2012, an increase of 14.1%. The single largest grievance type reviewed by CORC in the first half of 2013 was staff conduct grievances, with 1,130, followed by medical grievances with 1,011.

Table 3. CORC Hearings, January – June 2012 & 2013, by Type

Grievance Type	2012		2013		% Chg
	#	%	#	%	
Program Services					
1) Program Committee	48	1.2%	56	1.2%	16.7%
2) Incentive Wage Allowance	27	0.7%	29	0.6%	7.4%
3) Correspondence	113	2.8%	125	2.7%	10.6%
4) Phone Home Program	2	0.0%	7	0.2%	250.0%
5) Visiting	21	0.5%	19	0.4%	-9.5%
6) Guidance Unit/Counseling	95	2.3%	160	3.4%	68.4%
7) Recreation (TV, Yard, Movies, Radio, etc.)	26	0.6%	31	0.7%	19.2%
8) Adult Basic Education	3	0.1%	11	0.2%	266.7%
9) GED/College Programs	5	0.1%	2	0.0%	-60.0%
10) Language Assistance Program	1	0.0%	3	0.1%	200.0%
11) Vocational Programs	4	0.1%	5	0.1%	25.0%
12) Work Assignments	20	0.5%	21	0.5%	5.0%
13) Hobby Shop/Arts & Crafts	0	0.0%	0	0.0%	-
14) Volunteer Services	0	0.0%	0	0.0%	-
15) Special Events/Inmate Organizations	11	0.3%	11	0.2%	0.0%
16) Religion	96	2.3%	118	2.5%	22.9%
17) Family Reunion Program	12	0.3%	14	0.3%	16.7%
18) Media Review	17	0.4%	26	0.6%	52.9%
19) General Library	11	0.3%	10	0.2%	-9.1%
20) Alcohol and Substance Abuse Treatment	21	0.5%	36	0.8%	71.4%
Sub-total	533	13.0%	684	14.7%	28.3%
Health Services					
21) Dental	46	1.1%	78	1.7%	69.6%
22) Medical	856	20.9%	1,011	21.7%	18.1%
22.1) HIPAA (Health Information)	10	0.2%	19	0.4%	90.0%
Sub-total	912	22.3%	1,108	23.8%	21.5%
Facility Operations					
23) Housing - Internal Block Affairs	172	4.2%	191	4.1%	11.0%
23.1) Smoke-Free Policy	4	0.1%	2	0.0%	-50.0%
24) Special Housing Units	211	5.2%	237	5.1%	12.3%
25) Search & Seizure/Frisky/Contraband	40	1.0%	21	0.5%	-47.5%
25.1) Strip Search	1	0.0%	2	0.0%	100.0%
25.2) Strip Frisk	5	0.1%	5	0.1%	0.0%
25.3) Pat Frisk (Female Inmate)	1	0.0%	0	0.0%	-
26) Keyplock Policy & Procedure	4	0.1%	11	0.2%	175.0%
27) Tier I and II Policy & Procedure	28	0.7%	12	0.3%	-57.1%
28) Tier III Policy & Procedure	52	1.3%	54	1.2%	3.8%
29) Inmate Property	86	2.1%	90	1.9%	4.7%
30) Package Room	108	2.6%	96	2.1%	-11.1%
31) Rules & Regulations	79	1.9%	102	2.2%	29.1%
Sub-total	791	19.4%	823	17.7%	4.0%
Administrative Services					
32) Industry	3	0.1%	12	0.3%	300.0%
33) Personal Property Claims	34	0.8%	26	0.6%	-23.5%
34) State Issued Clothing and Hygiene Items	32	0.8%	30	0.6%	-6.3%
35) Commissary	19	0.5%	20	0.4%	5.3%
36) Inmate Accounts	64	1.6%	69	1.5%	7.8%
37) Mess Hall	128	3.1%	179	3.8%	39.8%
38) Laundry	9	0.2%	6	0.1%	-33.3%
39) Facility Maintenance	26	0.6%	41	0.9%	57.7%
Sub-total	315	7.7%	383	8.2%	21.6%
Counsel					
40) Law Library	96	2.3%	101	2.2%	5.2%
41) Legal Mail	42	1.0%	63	1.4%	50.0%
42) Inmate Legal Rights	90	2.2%	85	1.8%	-5.6%
43) Mandatory Court Surcharge	5	0.1%	8	0.2%	60.0%
Sub-total	233	5.7%	257	5.5%	10.3%
Executive Direction					
44) Inmate Grievance Program	113	2.8%	136	2.9%	20.4%
45) Temporary Release Committee	3	0.1%	5	0.1%	66.7%
46) Inter-Facility Transfers	18	0.4%	20	0.4%	11.1%
47) Grooming Standards	2	0.0%	3	0.1%	50.0%
48) Inmate Liaison Committee	3	0.1%	11	0.2%	266.7%
49) Staff Conduct	1,090	26.7%	1,130	24.2%	3.7%
50) Miscellaneous	74	1.8%	102	2.2%	37.8%
Sub-total	1,303	31.9%	1,407	30.2%	8.0%
Grand Total	4,087	100.0%	4,662	100.0%	14.1%