



Corrections and Community Supervision

Inmate Grievance Program Semi-Annual Report

2015

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 2015 (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 2015, there were 15,742 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.

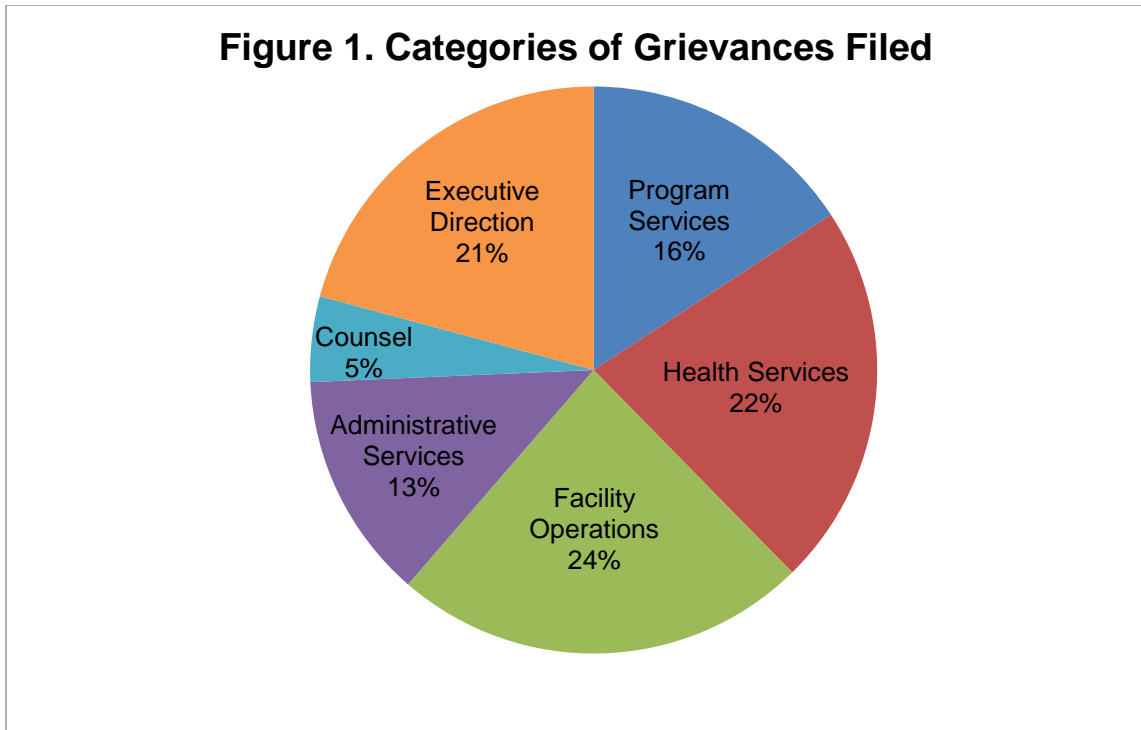


Table 1. Grievances Filed Statewide, January-June 2015, by Type

Grievance Type	#	%
Program Services		
1) Program Committee	315	2.0%
2) Incentive Wage Allowance	170	1.1%
3) Correspondence	512	3.3%
4) Phone Home Program	34	0.2%
5) Visiting	104	0.7%
6) Guidance Unit/Counseling	466	3.0%
7) Recreation (TV, Yard, Movies, Radio, etc.)	136	0.9%
8) Adult Basic Education	25	0.2%
9) GED/College Programs	19	0.1%
10) Language Assistance Program	5	0.0%
11) Vocational Programs	19	0.1%
12) Work Assignments	57	0.4%
13) Hobby Shop/Arts & Crafts	3	0.0%
14) Volunteer Services	0	0.0%
15) Special Events/Inmate Organizations	52	0.3%
16) Religion	317	2.0%
17) Family Reunion Program	44	0.3%
18) Media Review	40	0.3%
19) General Library	48	0.3%
20) Alcohol and Substance Abuse Treatment	118	0.7%
Sub-total	2,484	15.8%
Health Services		
21) Dental	309	2.0%
22) Medical	3,058	19.4%
22.1) HIPAA (Health Information)	76	0.5%
Sub-total	3,443	21.9%
Facility Operations		
23) Housing - Internal Block Affairs	909	5.8%
23.1) Smoke-Free Policy	17	0.1%
24) Special Housing Units	752	4.8%
25) Search & Seizure/Frisks/Contraband	238	1.5%
25.1) Strip Search	12	0.1%
25.2) Strip Frisk	12	0.1%
25.3) Pat Frisk (Female Inmate)	2	0.0%
26) Keeplock Policy & Procedure	41	0.3%
27) Tier I and II Policy & Procedure	101	0.6%
28) Tier III Policy & Procedure	205	1.3%
29) Inmate Property	427	2.7%
30) Package Room	729	4.6%
31) Rules & Regulations	287	1.8%
Sub-total	3,732	23.7%
Administrative Services		
32) Industry	21	0.1%
33) Personal Property Claims	285	1.8%
34) State Issued Clothing and Hygiene Items	218	1.4%
35) Commissary	182	1.2%
36) Inmate Accounts	529	3.4%
37) Mess Hall	542	3.4%
38) Laundry	36	0.2%
39) Facility Maintenance	228	1.4%
Sub-total	2,041	13.0%
Counsel		
40) Law Library	283	1.8%
41) Legal Mail	144	0.9%
42) Inmate Legal Rights	327	2.1%
43) Mandatory Court Surcharge	12	0.1%
Sub-total	766	4.9%
Executive Direction		
44) Inmate Grievance Program	245	1.6%
45) Temporary Release Committee	16	0.1%
46) Inter-Facility Transfers	74	0.5%
47) Grooming Standards	19	0.1%
48) Inmate Liaison Committee	12	0.1%
49) Staff Conduct	2,513	16.0%
50) Miscellaneous	397	2.5%
Sub-total	3,276	20.8%
Grand Total	15,742	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 2015. Table 2-1 lists maximum security facilities, which had a total of 10,804 grievances; this comprised 69% of all grievances filed.

Tables 2-2 (a-d) list medium security facilities, which had a total of 4,740 grievances filed in the first half of 2015.

Table 2-3 lists shock, minimum security and drug treatment facilities, which had a total of 198 grievances filed in the first half of 2015.

Table 2-1. Grievances Filed at Maximum Security Facilities, January-June 2015, 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	13	1	8	0	0	8	30	22	19	36	4	12	0	7	0	65	236
2) Incentive Wage Allowance	10	1	4	6	2	4	0	0	8	25	31	2	5	0	0	1	2	101
3) Correspondence	14	35	3	40	2	4	8	32	18	13	36	7	27	45	3	40	31	358
4) Phone Home Program	3	2	0	4	0	3	0	0	1	0	4	2	0	0	1	0	0	20
5) Visiting	4	8	7	4	3	3	6	6	0	1	7	0	7	6	1	0	4	67
6) Guidance Unit/Counseling	23	28	3	22	4	0	4	17	22	5	18	12	39	17	6	13	55	288
7) Recreation (TV, Yard, Movies, Radio, etc.)	2	10	7	4	5	2	1	18	4	6	1	5	9	7	3	6	19	109
8) Adult Basic Education	0	3	0	0	0	0	1	6	1	1	0	0	0	2	1	2	0	17
9) GED/College Programs	0	1	0	2	1	0	1	1	1	0	1	0	0	0	0	1	0	9
10) Language Assistance Program	0	1	0	2	0	0	0	0	0	0	0	0	1	0	0	0	0	4
11) Vocational Programs	1	0	1	0	0	0	0	1	0	1	1	0	0	0	0	0	0	5
12) Work Assignments	0	6	6	4	0	0	0	0	0	0	0	0	2	2	1	2	0	23
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	1	0	0	0	1	0	1	0	0	0	0	3
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15) Special Events/Inmate Organizations	2	9	1	7	0	0	0	7	0	4	5	1	0	0	1	2	2	41
16) Religion	21	11	3	20	10	6	7	11	16	32	23	10	10	14	5	3	8	210
17) Family Reunion Program	0	1	2	2	0	0	3	3	0	1	5	0	14	0	1	0	4	36
18) Media Review	1	3	0	7	1	0	2	0	1	0	1	1	0	3	0	6	4	30
19) General Library	2	2	0	2	0	0	1	2	1	2	0	0	1	1	1	8	3	26
20) Alcohol and Substance Abuse Treatment	1	6	1	8	0	1	0	9	4	7	3	0	2	0	0	2	7	51
Sub-total	95	140	39	142	28	23	43	143	99	117	173	44	130	97	31	86	204	1,634
Health Services																		
21) Dental	9	6	6	32	0	0	0	29	17	12	10	3	20	16	0	19	6	185
22) Medical	117	140	44	129	30	39	37	126	134	161	268	63	150	145	54	243	110	1,990
22.1) HIPAA (Health Information)	7	8	0	5	0	1	0	4	2	4	2	3	12	7	0	8	2	65
Sub-total	133	154	50	166	30	40	37	159	153	177	280	69	182	168	54	270	118	2,240

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Table 2-1. Grievances Filed at Maximum Security Facilities, January-June 2015, 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	33	36	61	31	16	7	11	90	25	21	147	10	82	60	20	2	57	709
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	116	25	6	8	0	4	8	87	24	89	51	4	5	9	22	122	19	599
25) Search & Seizure/Frisks/Contraband	12	22	6	11	1	2	7	1	12	4	80	4	8	0	7	1	7	185
25.1) Strip Search	0	2	2	1	0	0	2	0	0	0	1	0	1	0	0	0	0	9
25.2) Strip Frisk	0	4	0	0	0	0	1	0	0	0	0	0	3	0	0	0	1	9
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	11	6	1	0	3	1	1	8	1	1	1	0	0	0	0	1	35
27) Tier I and II Policy & Procedure	0	7	9	12	0	0	1	11	2	0	11	2	6	0	2	2	1	66
28) Tier III Policy & Procedure	21	19	4	4	0	2	5	10	10	10	18	2	3	22	1	19	9	159
29) Inmate Property	46	47	0	33	9	1	3	55	16	2	44	3	9	56	12	16	8	360
30) Package Room	13	53	20	28	31	7	13	40	15	19	105	11	22	7	16	15	31	446
31) Rules & Regulations	3	51	15	19	5	9	7	3	16	3	22	24	0	18	4	0	3	202
Sub-total	244	277	129	148	62	35	59	298	128	149	480	61	139	172	84	177	137	2,779
Administrative Services																		
32) Industry	0	4	0	5	0	0	2	2	0	3	2	0	0	0	0	0	0	18
33) Personal Property Claims	7	11	3	6	1	0	0	13	33	24	15	15	21	11	2	16	34	212
34) State Issued Clothing and Hygiene Items	28	8	3	8	0	3	3	16	6	8	9	2	6	23	4	2	10	139
35) Commissary	10	6	3	20	4	1	2	29	17	8	10	1	4	11	2	6	20	154
36) Inmate Accounts	25	22	2	21	4	3	2	59	30	7	63	4	69	15	4	14	77	421
37) Mess Hall	22	39	7	16	3	9	2	65	14	29	25	4	27	41	2	36	35	376
38) Laundry	0	2	1	4	0	0	0	1	0	5	0	0	1	4	0	0	5	23
39) Facility Maintenance	9	47	14	5	0	7	1	3	3	16	34	4	1	12	4	7	15	182
Sub-total	101	139	33	85	12	23	12	188	103	100	158	30	129	117	18	81	196	1,525
Counsel																		
40) Law Library	28	10	9	9	5	3	0	30	10	14	9	2	4	19	7	22	41	222
41) Legal Mail	13	10	2	11	3	1	2	3	6	4	9	1	2	25	2	4	11	109
42) Inmate Legal Rights	16	30	4	15	3	3	3	27	22	7	31	4	0	4	3	8	14	194
43) Mandatory Court Surcharge	1	0	0	2	0	1	1	1	0	1	0	0	0	0	0	0	2	9
Sub-total	58	50	15	37	11	8	6	61	38	26	49	7	6	48	12	34	68	534
Executive Direction																		
44) Inmate Grievance Program	31	9	2	15	1	4	1	15	5	17	24	2	14	13	7	22	17	199
45) Temporary Release Committee	0	0	0	0	0	0	0	0	1	0	0	1	0	1	0	0	0	3
46) Inter-Facility Transfers	14	6	0	4	3	1	0	0	3	2	3	1	0	3	2	1	0	43
47) Grooming Standards	3	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	6
48) Inmate Liaison Committee	0	2	1	1	0	0	0	0	0	1	3	0	1	0	0	0	0	9
49) Staff Conduct	109	142	23	103	63	45	30	127	112	56	143	34	64	91	110	261	103	1,616
50) Miscellaneous	12	0	5	32	0	14	2	23	8	25	7	0	35	13	15	25	0	216
Sub-total	169	159	31	155	68	64	33	166	130	101	180	38	114	121	134	309	120	2,092
Grand Total	800	919	297	733	211	193	190	1,015	651	670	1,320	249	700	723	333	957	843	10,804

Table 2-2a. Grievances Filed at Medium Security Facilities, January-June 2015, by Type

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Chateaugay	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
Program Services																
1) Program Committee	0	2	1	7	3	1	0	5	5	6	2	2	1	3	0	3
2) Incentive Wage Allowance	1	0	1	1	5	0	0	1	2	4	3	1	0	1	1	4
3) Correspondence	0	13	1	1	8	2	0	5	2	10	3	9	16	0	0	1
4) Phone Home Program	0	0	0	0	0	1	0	1	1	1	0	0	0	0	0	0
5) Visiting	0	0	0	3	0	2	0	2	0	1	2	1	4	0	0	1
6) Guidance Unit/Counseling	0	1	6	5	15	1	0	7	7	6	2	20	3	3	9	5
7) Recreation (TV, Yard, Movies, Radio, etc.)	1	0	1	0	2	1	0	0	1	1	1	3	0	0	0	0
8) Adult Basic Education	0	0	0	0	0	3	0	1	0	0	0	2	0	0	0	0
9) GED/College Programs	0	0	0	2	0	0	0	1	1	0	0	0	1	0	0	0
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0
11) Vocational Programs	0	0	0	0	1	0	0	2	0	2	1	0	0	0	0	0
12) Work Assignments	1	0	0	0	0	0	0	0	1	2	2	0	2	1	0	0
13) Hobby Shop/Arts & Crafts	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
15) Special Events/Inmate Organizations	0	0	0	0	1	1	0	1	0	0	0	0	0	0	0	2
16) Religion	0	1	4	4	4	6	0	6	2	8	4	0	6	2	0	2
17) Family Reunion Program	0	0	0	0	0	0	0	2	2	1	0	0	0	0	0	0
18) Media Review	0	0	0	0	1	0	0	0	0	0	0	0	2	0	0	0
19) General Library	0	0	0	1	1	3	0	0	0	1	3	1	3	0	0	0
20) Alcohol and Substance Abuse Treatment	1	2	2	0	1	1	0	1	0	1	2	1	2	2	0	2
Sub-total	4	19	16	24	42	22	0	35	24	44	25	40	40	12	10	20
Health Services																
21) Dental	0	2	4	6	3	4	0	16	5	32	5	0	0	1	0	1
22) Medical	1	21	2	37	25	28	0	69	55	143	21	23	42	31	21	13
22.1) HIPAA (Health Information)	0	2	1	1	0	0	0	0	0	0	0	1	2	1	0	0
Sub-total	1	25	7	44	28	32	0	85	60	175	26	24	44	33	21	14

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Table 2-2b. Grievances Filed at Medium Security Facilities, January-June 2015, by Type (Con't)

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Chateaugay	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
Facility Operations																
23) Housing - Internal Block Affairs	0	5	1	3	9	7	0	5	1	14	6	12	7	1	0	0
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
24) Special Housing Units	0	5	0	1	3	12	0	46	9	2	23	4	5	0	0	0
25) Search & Seizure/Frisks/Contraband	0	0	0	0	0	0	0	5	0	3	1	2	5	0	0	0
25.1) Strip Search	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0
25.2) Strip Frisk	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0
25.3) Pat Frisk (Female Inmate)	0	2	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	2	1	0	0	0	0	0	0	0
27) Tier I and II Policy & Procedure	0	1	2	2	1	1	0	0	0	3	1	0	1	0	0	0
28) Tier III Policy & Procedure	0	0	0	0	6	7	0	0	6	1	2	0	0	0	0	0
29) Inmate Property	0	0	2	3	2	2	0	0	3	2	6	9	3	2	0	0
30) Package Room	1	7	3	12	6	2	0	13	8	30	9	40	37	7	0	1
31) Rules & Regulations	0	1	2	0	0	0	0	9	0	0	3	2	10	1	2	0
Sub-total	1	21	10	21	27	31	0	81	29	55	51	70	69	12	2	1
Administrative Services																
32) Industry	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
33) Personal Property Claims	0	0	0	4	4	1	0	14	0	9	2	1	6	2	0	1
34) State Issued Clothing and Hygiene Items	0	8	0	1	3	0	0	11	5	5	2	1	1	0	1	2
35) Commissary	0	1	0	2	0	1	0	1	1	4	1	0	1	0	1	0
36) Inmate Accounts	1	0	2	10	9	2	0	4	5	12	5	3	10	0	0	2
37) Mess Hall	0	4	0	4	3	2	0	25	6	5	17	5	3	3	4	0
38) Laundry	0	1	0	0	0	0	0	4	0	0	0	0	0	0	0	0
39) Facility Maintenance	0	0	0	0	0	1	0	8	9	1	0	7	0	1	1	0
Sub-total	1	14	2	21	19	7	0	67	26	36	27	17	21	6	7	5
Counsel																
40) Law Library	1	1	0	1	3	1	0	3	4	4	7	2	4	1	0	0
41) Legal Mail	0	0	0	3	0	0	0	0	2	0	1	0	8	0	0	0
42) Inmate Legal Rights	1	0	0	5	5	0	0	10	9	0	11	12	10	0	0	0
43) Mandatory Court Surcharge	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sub-total	2	1	0	9	8	1	0	13	15	4	19	14	22	1	0	0
Executive Direction																
44) Inmate Grievance Program	0	2	1	0	0	0	0	12	0	5	3	1	0	0	0	0
45) Temporary Release Committee	0	0	1	1	0	0	0	0	0	0	0	3	1	0	0	0
46) Inter-Facility Transfers	0	1	0	2	1	1	0	5	1	3	1	2	1	0	0	0
47) Grooming Standards	0	0	0	2	0	0	0	1	1	1	0	0	0	0	0	0
48) Inmate Liaison Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
49) Staff Conduct	5	42	6	40	24	40	0	38	34	121	39	54	25	36	15	8
50) Miscellaneous	1	7	0	13	2	9	0	8	31	25	0	2	10	0	0	0
Sub-total	6	52	8	58	27	50	0	64	67	155	43	62	37	36	15	8
Grand Total	15	132	43	177	151	143	0	345	221	469	191	227	233	100	55	48

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Table 2-2c. Grievances Filed at Medium Security Facilities, January-June 2015, by Type (Con't)

Grievance Type	Livingston	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Wallkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Program Services																
1) Program Committee	0	4	4	1	1	4	7	3	0	6	0	0	0	3	4	78
2) Incentive Wage Allowance	11	3	0	6	2	4	1	0	1	0	5	0	0	6	2	66
3) Correspondence	11	4	4	2	1	19	15	0	0	0	6	1	1	5	4	144
4) Phone Home Program	1	2	0	0	0	3	0	0	1	0	0	2	0	0	1	14
5) Visiting	1	6	1	1	0	2	1	0	1	0	1	0	0	0	1	31
6) Guidance Unit/Counseling	7	15	7	4	0	7	12	5	1	1	8	1	2	10	0	170
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	3	2	3	0	2	1	1	2	0	2	0	0	0	0	27
8) Adult Basic Education	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	8
9) GED/College Programs	2	0	1	0	0	0	0	0	0	0	1	1	0	0	0	10
10) Language Assistance Program	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
11) Vocational Programs	2	3	0	0	0	0	1	0	0	0	1	0	1	0	0	14
12) Work Assignments	9	4	0	1	1	1	3	0	0	0	2	1	0	2	0	33
13) Hobby Shop/Arts & Crafts	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
15) Special Events/Inmate Organizations	0	1	0	0	0	0	2	0	0	0	2	0	0	1	0	11
16) Religion	0	17	3	3	1	5	8	3	0	0	0	2	1	4	4	100
17) Family Reunion Program	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1	8
18) Media Review	0	4	0	1	0	0	0	0	0	0	0	0	0	2	0	10
19) General Library	0	0	1	2	0	3	0	3	0	0	0	0	0	0	0	22
20) Alcohol and Substance Abuse Treatment	6	17	2	5	0	3	0	9	2	0	1	1	0	2	1	67
Sub-total	51	84	25	29	6	53	52	24	9	7	29	9	5	36	18	814
Health Services																
21) Dental	0	4	1	1	6	4	3	6	0	0	2	0	0	6	8	120
22) Medical	19	146	59	41	6	46	25	27	10	5	14	5	5	52	29	1,021
22.1) HIPAA (Health Information)	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	10
Sub-total	19	150	60	42	12	51	29	33	10	5	16	5	5	58	37	1,151

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Table 2-2d. Grievances Filed at Medium Security Facilities, January-June 2015, by Type (Con't)

Grievance Type	Livingston	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Wallkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Facility Operations																
23) Housing - Internal Block Affairs	23	41	10	5	0	10	8	7	1	0	5	0	0	13	4	198
23.1) Smoke-Free Policy	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2
24) Special Housing Units	5	3	1	0	0	23	0	3	0	0	0	0	1	3	2	151
25) Search & Seizure/Frisks/Contraband	4	8	0	1	1	2	8	3	2	0	1	0	0	3	2	51
25.1) Strip Search	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
25.2) Strip Frisk	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
25.3) Pat Frisk (Female Inmate)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
26) Keeplock Policy & Procedure	0	0	0	0	0	0	1	1	0	0	0	0	1	0	0	6
27) Tier I and II Policy & Procedure	5	6	2	0	0	0	0	1	1	0	2	0	0	0	0	29
28) Tier III Policy & Procedure	4	3	3	0	0	7	0	1	0	0	0	0	0	0	2	42
29) Inmate Property	6	7	1	3	0	3	0	5	0	0	1	0	0	4	3	67
30) Package Room	13	18	3	6	1	13	8	14	2	1	3	1	1	16	5	281
31) Rules & Regulations	4	25	0	3	0	1	1	1	2	1	3	0	0	7	1	79
Sub-total	65	111	20	18	2	60	26	36	8	2	15	1	3	46	19	913
Administrative Services																
32) Industry	0	0	0	0	0	0	1	0	0	0	2	0	0	0	0	3
33) Personal Property Claims	1	14	1	0	2	4	0	0	0	1	0	0	0	4	0	71
34) State Issued Clothing and Hygiene Items	11	11	0	0	0	4	0	0	0	0	1	0	1	8	1	77
35) Commissary	3	2	0	0	0	3	0	1	0	0	1	0	0	1	1	25
36) Inmate Accounts	2	11	2	0	0	2	11	1	0	1	3	1	0	2	5	106
37) Mess Hall	9	14	6	3	0	20	0	6	1	2	2	0	0	7	2	153
38) Laundry	0	0	0	0	0	0	1	0	0	0	5	0	0	0	0	11
39) Facility Maintenance	0	3	2	1	0	0	5	0	2	0	2	0	0	1	1	45
Sub-total	26	55	11	4	2	33	18	8	3	4	16	1	1	23	10	491
Counsel																
40) Law Library	2	6	7	1	0	4	0	4	1	0	2	1	0	0	1	61
41) Legal Mail	2	7	3	0	1	3	0	0	0	0	3	0	0	0	1	34
42) Inmate Legal Rights	1	8	0	6	0	4	4	2	1	0	0	0	1	38	4	132
43) Mandatory Court Surcharge	0	1	0	0	0	0	0	0	0	1	1	0	0	0	0	3
Sub-total	5	22	10	7	1	11	4	6	2	1	6	1	1	38	6	230
Executive Direction																
44) Inmate Grievance Program	5	6	2	2	1	1	2	0	0	0	0	0	0	0	1	44
45) Temporary Release Committee	0	2	0	0	0	0	1	0	0	0	1	0	0	1	2	13
46) Inter-Facility Transfers	1	3	0	0	0	3	0	1	0	1	0	0	0	0	4	31
47) Grooming Standards	1	0	0	2	0	1	0	1	0	0	0	1	0	0	1	12
48) Inmate Liaison Committee	0	1	0	0	0	1	0	0	0	0	0	1	0	0	0	3
49) Staff Conduct	19	22	67	21	8	18	28	32	14	29	8	5	4	48	11	861
50) Miscellaneous	14	20	10	2	0	2	5	0	0	0	5	2	0	4	5	177
Sub-total	40	54	79	27	9	26	36	34	14	30	14	9	4	53	24	1,141
Grand Total	206	476	205	127	32	234	165	141	46	49	96	26	19	254	114	4,740

Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities, January-June 2015, by Type

Grievance Type	Lakeview 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	1	1
2) Incentive Wage Allowance	0	0	0	0	0	3	0	3	0	3
3) Correspondence	8	0	8	0	0	1	0	1	1	10
4) Phone Home Program	0	0	0	0	0	0	0	0	0	0
5) Visiting	5	0	5	0	0	1	0	1	0	6
6) Guidance Unit/Counseling	8	0	8	0	0	0	0	0	0	8
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	0	0	0	0	0	0	0	0	0
8) Adult Basic Education	0	0	0	0	0	0	0	0	0	0
9) GED/College Programs	0	0	0	0	0	0	0	0	0	0
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0
11) Vocational Programs	0	0	0	0	0	0	0	0	0	0
12) Work Assignments	0	0	0	0	0	1	0	1	0	1
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	0	0
14) Volunteer Services	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
16) Religion	0	0	0	0	0	0	0	0	7	7
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	0
18) Media Review	0	0	0	0	0	0	0	0	0	0
19) General Library	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
Sub-total	21	0	21	0	0	6	0	6	9	36
Health Services										
21) Dental	4	0	4	0	0	0	0	0	0	4
22) Medical	33	0	33	0	0	6	0	6	8	47
22.1) HIPAA (Health Information)	0	0	0	0	0	1	0	1	0	1
Sub-total	37	0	37	0	0	7	0	7	8	52

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Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities, January-June 2015, by Type (Con't)

Grievance Type	Lakeview 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	2	0	2	0	2
23.1) Smoke-Free Policy	13	0	13	0	0	2	0	2	0	15
24) Special Housing Units	2	0	2	0	0	0	0	0	0	2
25) Search & Seizure/Frisks/Contraband	0	0	0	0	0	1	0	1	1	2
25.1) Strip Search	1	0	1	0	0	0	0	0	0	1
25.2) Strip Frisk	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
26) Keeplock Policy & Procedure	0	0	0	0	0	0	0	0	0	0
27) Tier I and II Policy & Procedure	4	0	4	0	0	2	0	2	0	6
28) Tier III Policy & Procedure	3	0	3	0	0	1	0	1	0	4
29) Inmate Property	0	0	0	0	0	0	0	0	0	0
30) Package Room	0	0	0	0	0	2	0	2	0	2
31) Rules & Regulations	0	0	0	0	0	6	0	6	0	6
Sub-total	23	0	23	0	0	16	0	16	1	40
Administrative Services										
32) Industry	0	0	0	0	0	0	0	0	0	0
33) Personal Property Claims	1	0	1	0	0	1	0	1	0	2
34) State Issued Clothing and Hygiene Items	1	0	1	0	0	1	0	1	0	2
35) Commissary	3	0	3	0	0	0	0	0	0	3
36) Inmate Accounts	0	0	0	0	0	2	0	2	0	2
37) Mess Hall	13	0	13	0	0	0	0	0	0	13
38) Laundry	2	0	2	0	0	0	0	0	0	2
39) Facility Maintenance	0	0	0	0	0	1	0	1	0	1
Sub-total	20	0	20	0	0	5	0	5	0	25
Counsel										
40) Law Library	0	0	0	0	0	0	0	0	0	0
41) Legal Mail	1	0	1	0	0	0	0	0	0	1
42) Inmate Legal Rights	0	0	0	0	0	1	0	1	0	1
43) Mandatory Court Surcharge	0	0	0	0	0	0	0	0	0	0
Sub-total	1	0	1	0	0	1	0	1	0	2
Executive Direction										
44) Inmate Grievance Program	2	0	2	0	0	0	0	0	0	2
45) Temporary Release Committee	0	0	0	0	0	0	0	0	0	0
46) Inter-Facility Transfers	0	0	0	0	0	0	0	0	0	0
47) Grooming Standards	0	0	0	0	0	1	0	1	0	1
48) Inmate Liaison Committee	0	0	0	0	0	0	0	0	0	0
49) Staff Conduct	19	0	19	0	0	10	0	10	7	36
50) Miscellaneous	0	0	0	1	0	2	0	3	1	4
Sub-total	21	0	21	1	0	13	0	14	8	43
Grand Total	123	0	123	1	0	48	0	49	26	198

Table 3 lists the types of grievances filed statewide during the first half of 2015 as compared to the first half of 2014. It is noted that 15,742 grievances were filed statewide in the first half of 2015 as compared to 15,316 grievances filed during the same time period in 2014, an increase of 2.8%.

Table 4 lists the types of grievances heard by CORC during the first half of 2015 as compared to the first half of 2014. It is noted that 5,815 grievances were reviewed by CORC in the first half of 2015 as compared to 6,531 grievances reviewed during the same time in 2014, a decrease of 11.0%.

Table 3. Grievances Filed Statewide, January-June 2014 & 2015, by Type

Grievance Type	2014		2015		% Chg
	#	%	#	%	
Program Services					
1) Program Committee	254	1.7%	315	2.0%	24.0%
2) Incentive Wage Allowance	167	1.1%	170	1.1%	1.8%
3) Correspondence	486	3.2%	512	3.3%	5.3%
4) Phone Home Program	38	0.2%	34	0.2%	-10.5%
5) Visiting	89	0.6%	104	0.7%	16.9%
6) Guidance Unit/Counseling	494	3.2%	466	3.0%	-5.7%
7) Recreation (TV, Yard, Movies, Radio, etc.)	142	0.9%	136	0.9%	-4.2%
8) Adult Basic Education	18	0.1%	25	0.2%	38.9%
9) GED/College Programs	34	0.2%	19	0.1%	-44.1%
10) Language Assistance Program	8	0.1%	5	0.0%	-37.5%
11) Vocational Programs	28	0.2%	19	0.1%	-32.1%
12) Work Assignments	71	0.5%	57	0.4%	-19.7%
13) Hobby Shop/Arts & Crafts	2	0.0%	3	0.0%	50.0%
14) Volunteer Services	1	0.0%	0	0.0%	-100.0%
15) Special Events/Inmate Organizations	44	0.3%	52	0.3%	18.2%
16) Religion	288	1.9%	317	2.0%	10.1%
17) Family Reunion Program	83	0.5%	44	0.3%	-47.0%
18) Media Review	65	0.4%	40	0.3%	-38.5%
19) General Library	53	0.3%	48	0.3%	-9.4%
20) Alcohol and Substance Abuse Treatment	129	0.8%	118	0.7%	-8.5%
Sub-total	2,494	16.3%	2,484	15.8%	-0.4%
Health Services					
21) Dental	270	1.8%	309	2.0%	14.4%
22) Medical	2,930	19.1%	3,058	19.4%	4.4%
22.1) HIPAA (Health Information)	105	0.7%	76	0.5%	-27.6%
Sub-total	3,305	21.6%	3,443	21.9%	4.2%
Facility Operations					
23) Housing - Internal Block Affairs	913	6.0%	909	5.8%	-0.4%
23.1) Smoke-Free Policy	13	0.1%	17	0.1%	30.8%
24) Special Housing Units	668	4.4%	752	4.8%	12.6%
25) Search & Seizure/Frisks/Contraband	161	1.1%	238	1.5%	47.8%
25.1) Strip Search	10	0.1%	12	0.1%	20.0%
25.2) Strip Frisk	6	0.0%	12	0.1%	100.0%
25.3) Pat Frisk (Female Inmate)	7	0.0%	2	0.0%	-71.4%
26) Keeplock Policy & Procedure	44	0.3%	41	0.3%	-6.8%
27) Tier I and II Policy & Procedure	96	0.6%	101	0.6%	5.2%
28) Tier III Policy & Procedure	225	1.5%	205	1.3%	-8.9%
29) Inmate Property	473	3.1%	427	2.7%	-9.7%
30) Package Room	687	4.5%	729	4.6%	6.1%
31) Rules & Regulations	280	1.8%	287	1.8%	2.5%
Sub-total	3,583	23.4%	3,732	23.7%	4.2%
Administrative Services					
32) Industry	51	0.3%	21	0.1%	-58.8%
33) Personal Property Claims	215	1.4%	285	1.8%	32.6%
34) State Issued Clothing and Hygiene Items	171	1.1%	218	1.4%	27.5%
35) Commissary	199	1.3%	182	1.2%	-8.5%
36) Inmate Accounts	443	2.9%	529	3.4%	19.4%
37) Mess Hall	445	2.9%	542	3.4%	21.8%
38) Laundry	40	0.3%	36	0.2%	-10.0%
39) Facility Maintenance	243	1.6%	228	1.4%	-6.2%
Sub-total	1,807	11.8%	2,041	13.0%	12.9%
Counsel					
40) Law Library	311	2.0%	283	1.8%	-9.0%
41) Legal Mail	139	0.9%	144	0.9%	3.6%
42) Inmate Legal Rights	257	1.7%	327	2.1%	27.2%
43) Mandatory Court Surcharge	20	0.1%	12	0.1%	-40.0%
Sub-total	727	4.7%	766	4.9%	5.4%
Executive Direction					
44) Inmate Grievance Program	308	2.0%	245	1.6%	-20.5%
45) Temporary Release Committee	6	0.0%	16	0.1%	166.7%
46) Inter-Facility Transfers	83	0.5%	74	0.5%	-10.8%
47) Grooming Standards	33	0.2%	19	0.1%	-42.4%
48) Inmate Liaison Committee	19	0.1%	12	0.1%	-36.8%
49) Staff Conduct	2,524	16.5%	2,513	16.0%	-0.4%
50) Miscellaneous	427	2.8%	397	2.5%	-7.0%
Sub-total	3,400	22.2%	3,276	20.8%	-3.6%
Grand Total	15,316	100.0%	15,742	100.0%	2.8%

Table 4. CORC Hearings, January-June 2014 & 2015, by Type

Grievance Type	2014		2015		% Chg
	#	%	#	%	
Program Services					
1) Program Committee	90	1.4%	95	1.6%	5.6%
2) Incentive Wage Allowance	38	0.6%	38	0.7%	0.0%
3) Correspondence	186	2.8%	183	3.1%	-1.6%
4) Phone Home Program	10	0.2%	3	0.1%	-70.0%
5) Visiting	46	0.7%	34	0.6%	-26.1%
6) Guidance Unit/Counseling	199	3.0%	189	3.3%	-5.0%
7) Recreation (TV, Yard, Movies, Radio, etc.)	40	0.6%	46	0.8%	15.0%
8) Adult Basic Education	5	0.1%	4	0.1%	-20.0%
9) GED/College Programs	3	0.0%	9	0.2%	200.0%
10) Language Assistance Program	2	0.0%	2	0.0%	0.0%
11) Vocational Programs	10	0.2%	13	0.2%	30.0%
12) Work Assignments	25	0.4%	21	0.4%	-16.0%
13) Hobby Shop/Arts & Crafts	1	0.0%	1	0.0%	-
14) Volunteer Services	0	0.0%	0	0.0%	-
15) Special Events/Inmate Organizations	16	0.2%	5	0.1%	-68.8%
16) Religion	158	2.4%	143	2.5%	-9.5%
17) Family Reunion Program	34	0.5%	23	0.4%	-32.4%
18) Media Review	35	0.5%	8	0.1%	-77.1%
19) General Library	10	0.2%	15	0.3%	50.0%
20) Alcohol and Substance Abuse Treatment	45	0.7%	31	0.5%	-31.1%
Sub-total	953	14.6%	863	14.8%	-9.4%
Health Services					
21) Dental	111	1.7%	84	1.4%	-24.3%
22) Medical	1,480	22.7%	1,161	20.0%	-21.6%
22.1) HIPAA (Health Information)	43	0.7%	43	0.7%	0.0%
Sub-total	1,634	25.0%	1,288	22.1%	-21.2%
Facility Operations					
23) Housing - Internal Block Affairs	262	4.0%	232	4.0%	-11.5%
23.1) Smoke-Free Policy	11	0.2%	9	0.2%	-18.2%
24) Special Housing Units	247	3.8%	256	4.4%	3.6%
25) Search & Seizure/Frisks/Contraband	49	0.8%	53	0.9%	8.2%
25.1) Strip Search	3	0.0%	2	0.0%	-33.3%
25.2) Strip Frisk	13	0.2%	10	0.2%	-23.1%
25.3) Pat Frisk (Female Inmate)	1	0.0%	2	0.0%	-
26) Keeplock Policy & Procedure	12	0.2%	12	0.2%	0.0%
27) Tier I and II Policy & Procedure	32	0.5%	26	0.4%	-18.8%
28) Tier III Policy & Procedure	79	1.2%	76	1.3%	-3.8%
29) Inmate Property	129	2.0%	114	2.0%	-11.6%
30) Package Room	178	2.7%	191	3.3%	7.3%
31) Rules & Regulations	97	1.5%	119	2.0%	22.7%
Sub-total	1,113	17.0%	1,102	19.0%	-1.0%
Administrative Services					
32) Industry	20	0.3%	9	0.2%	-55.0%
33) Personal Property Claims	43	0.7%	51	0.9%	18.6%
34) State Issued Clothing and Hygiene Items	44	0.7%	44	0.8%	0.0%
35) Commissary	44	0.7%	32	0.6%	-27.3%
36) Inmate Accounts	92	1.4%	100	1.7%	8.7%
37) Mess Hall	191	2.9%	197	3.4%	3.1%
38) Laundry	12	0.2%	9	0.2%	-25.0%
39) Facility Maintenance	69	1.1%	82	1.4%	18.8%
Sub-total	515	7.9%	524	9.0%	1.7%
Counsel					
40) Law Library	135	2.1%	111	1.9%	-17.8%
41) Legal Mail	80	1.2%	70	1.2%	-12.5%
42) Inmate Legal Rights	121	1.9%	152	2.6%	25.6%
43) Mandatory Court Surcharge	9	0.1%	3	0.1%	-66.7%
Sub-total	345	5.3%	336	5.8%	-2.6%
Executive Direction					
44) Inmate Grievance Program	187	2.9%	137	2.4%	-26.7%
45) Temporary Release Committee	6	0.1%	5	0.1%	-16.7%
46) Inter-Facility Transfers	47	0.7%	52	0.9%	10.6%
47) Grooming Standards	8	0.1%	11	0.2%	37.5%
48) Inmate Liaison Committee	8	0.1%	8	0.1%	0.0%
49) Staff Conduct	1,604	24.6%	1,380	23.7%	-14.0%
50) Miscellaneous	111	1.7%	109	1.9%	-1.8%
Sub-total	1,971	30.2%	1,702	29.3%	-13.6%
Grand Total	6,531	100.0%	5,815	100.0%	-11.0%