



Corrections and Community Supervision

Inmate Grievance Program Semi-Annual Report

2017

Introduction

This report examines the functioning of the Inmate Grievance Program utilized by the Department of Corrections and Community Supervision (DOCCS) during the first half of 2017 (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 2017, there were 18,335 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.

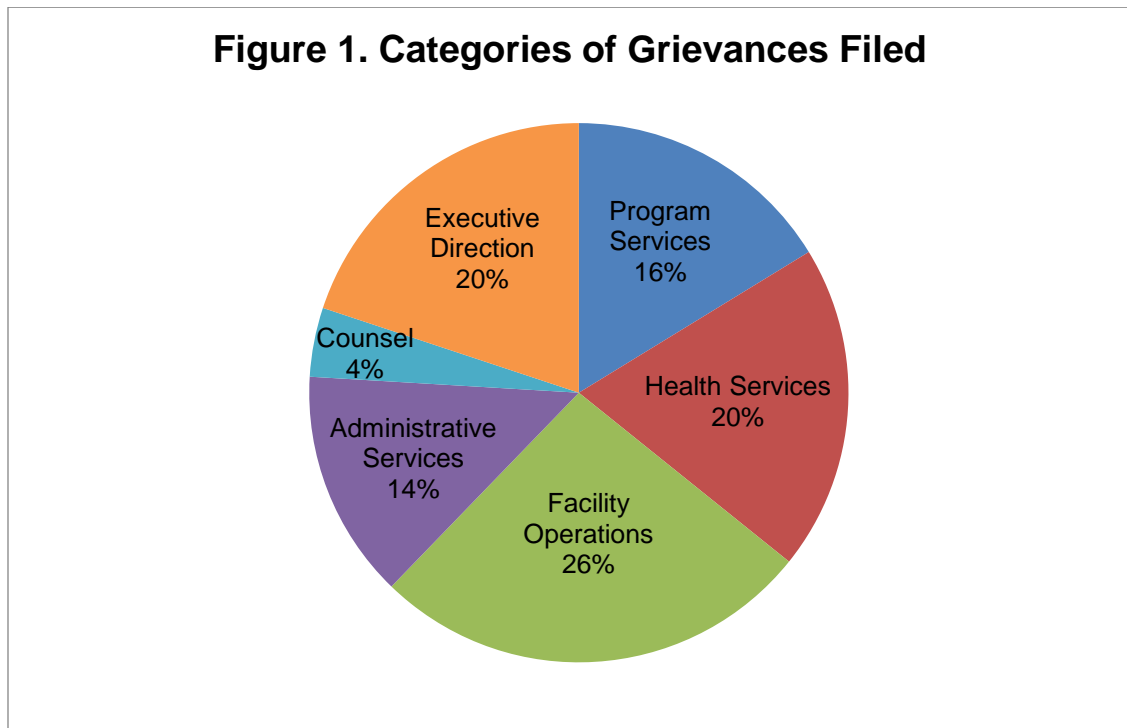


Table 1. Grievances Filed Statewide, January-June 2017, by Type

Grievance Type	#	%
Program Services		
1) Program Committee	303	1.7%
2) Incentive Wage Allowance	171	0.9%
3) Correspondence	650	3.5%
4) Phone Home Program	79	0.4%
5) Visiting	194	1.1%
6) Guidance Unit/Counseling	601	3.3%
7) Recreation (TV, Yard, Movies, Radio, etc.)	131	0.7%
8) Adult Basic Education	47	0.3%
9) GED/College Programs	27	0.1%
10) Language Assistance Program	2	0.0%
11) Vocational Programs	31	0.2%
12) Work Assignments	98	0.5%
13) Hobby Shop/Arts & Crafts	4	0.0%
14) Volunteer Services	3	0.0%
15) Special Events/Inmate Organizations	48	0.3%
16) Religion	328	1.8%
17) Family Reunion Program	45	0.2%
18) Media Review	45	0.2%
19) General Library	76	0.4%
20) Alcohol and Substance Abuse Treatment	98	0.5%
Sub-total	2,981	16.3%
Health Services		
21) Dental	287	1.6%
22) Medical	3,227	17.6%
22.1) HIPAA (Health Information)	64	0.3%
Sub-total	3,578	19.5%
Facility Operations		
23) Housing - Internal Block Affairs	1,331	7.3%
23.1) Smoke-Free Policy	5	0.0%
24) Special Housing Units	886	4.8%
25) Search & Seizure/Frisks/Contraband	267	1.5%
25.1) Strip Search	9	0.0%
25.2) Strip Frisk	11	0.1%
25.3) Pat Frisk (Female Inmate)	0	0.0%
26) Keeplock Policy & Procedure	85	0.5%
27) Tier I and II Policy & Procedure	158	0.9%
28) Tier III Policy & Procedure	276	1.5%
29) Inmate Property	534	2.9%
30) Package Room	975	5.3%
31) Rules & Regulations	315	1.7%
Sub-total	4,852	26.5%
Administrative Services		
32) Industry	40	0.2%
33) Personal Property Claims	333	1.8%
34) State Issued Clothing and Hygiene Items	273	1.5%
35) Commissary	276	1.5%
36) Inmate Accounts	683	3.7%
37) Mess Hall	509	2.8%
38) Laundry	46	0.3%
39) Facility Maintenance	354	1.9%
Sub-total	2,514	13.7%
Counsel		
40) Law Library	318	1.7%
41) Legal Mail	145	0.8%
42) Inmate Legal Rights	270	1.5%
43) Mandatory Court Surcharge	27	0.1%
Sub-total	760	4.1%
Executive Direction		
44) Inmate Grievance Program	297	1.6%
45) Temporary Release Committee	11	0.1%
46) Inter-Facility Transfers	81	0.4%
47) Grooming Standards	28	0.2%
48) Inmate Liaison Committee	29	0.2%
49) Staff Conduct	2,563	14.0%
50) Miscellaneous	641	3.5%
Sub-total	3,650	19.9%
Grand Total	18,335	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 2017. Table 2-1 lists maximum security facilities, which had a total of 13,158 grievances; this comprised 72% of all grievances filed.

Tables 2-2 (a-d) list medium security facilities, which had a total of 5,031 grievances filed in the first half of 2017.

Table 2-3 lists shock, minimum security and drug treatment facilities, which had a total of 146 grievances filed in the first half of 2017.

Table 2-1. Grievances Filed at Maximum Security Facilities, January-June 2017, by Type

Grievance Type	Attica	Auburn	Bedford Hills	Clinton	Coxsackie	Downstate	Eastern	Elmira	Five Points	Great Meadow	Green Haven	Shawangunk	Sing Sing	Southport	Sullivan	Upstate	Wende	Total Maximum Security
Program Services																		
1) Program Committee	43	30	0	24	3	2	6	23	25	7	41	2	8	0	2	0	21	237
2) Incentive Wage Allowance	29	0	1	23	0	4	1	9	1	13	26	1	19	0	2	0	0	129
3) Correspondence	33	60	4	64	3	0	11	22	37	21	67	6	18	79	4	40	33	502
4) Phone Home Program	4	3	1	4	0	2	1	1	0	0	3	1	4	21	0	0	2	47
5) Visiting	20	6	3	5	2	12	4	15	9	5	14	5	18	3	1	4	4	130
6) Guidance Unit/Counseling	36	52	3	29	12	8	12	11	44	16	37	13	21	19	12	46	20	391
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	4	2	21	7	0	0	11	5	5	5	4	2	23	2	4	4	99
8) Adult Basic Education	6	1	0	1	0	0	0	7	5	2	0	0	1	3	1	3	1	31
9) GED/College Programs	1	2	1	2	0	1	1	0	2	0	0	1	0	1	0	0	2	14
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	3	2	1	2	1	0	1	1	1	0	0	0	0	0	1	0	1	14
12) Work Assignments	10	15	10	10	0	1	8	2	0	2	0	0	7	2	0	0	1	68
13) Hobby Shop/Arts & Crafts	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	3
14) Volunteer Services	0	2	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	3
15) Special Events/Inmate Organizations	4	13	0	0	1	0	0	2	1	0	5	1	4	0	0	0	3	34
16) Religion	18	31	0	30	7	3	2	20	8	26	20	3	5	24	2	21	16	236
17) Family Reunion Program	3	1	0	1	0	0	14	8	1	0	0	3	3	0	3	0	1	38
18) Media Review	2	2	0	7	4	0	2	1	1	0	8	1	0	0	0	7	5	40
19) General Library	1	6	0	1	0	0	1	8	3	6	2	0	0	18	2	12	5	65
20) Alcohol and Substance Abuse Treatment	12	5	0	7	2	0	0	2	3	0	4	0	0	0	0	0	2	37
Sub-total	225	235	27	231	42	34	64	143	146	103	233	41	111	193	32	137	121	2,118
Health Services																		
21) Dental	14	6	2	29	4	1	0	21	20	13	13	3	14	18	1	25	5	189
22) Medical	194	159	35	165	34	33	32	97	140	116	274	52	100	188	53	383	119	2,174
22.1) HIPAA (Health Information)	5	3	5	2	1	0	0	3	5	9	6	1	5	6	3	0	2	56
Sub-total	213	168	42	196	39	34	32	121	165	138	293	56	119	212	57	408	126	2,419

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Table 2-1. Grievances Filed at Maximum Security Facilities, January-June 2017, 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	226	44	27	63	13	11	5	35	99	22	228	10	90	100	17	10	50	1,050
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	0	2	0	1	0	0	0	0	0	3
24) Special Housing Units	125	80	8	21	5	10	18	41	2	71	65	14	20	31	33	154	12	710
25) Search & Seizure/Frisks/Contraband	25	17	6	9	2	6	26	9	12	14	36	5	20	3	6	1	7	204
25.1) Strip Search	0	0	1	0	0	0	1	0	0	1	1	0	0	1	1	0	0	6
25.2) Strip Frisk	0	1	0	0	0	0	0	0	0	0	2	0	0	4	1	1	0	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	8	10	13	2	4	1	1	9	4	1	16	0	5	0	3	0	0	77
27) Tier I and II Policy & Procedure	8	16	0	22	2	0	9	0	3	1	22	6	18	4	1	4	0	116
28) Tier III Policy & Procedure	17	36	3	18	0	0	5	9	19	9	23	7	9	15	0	46	4	220
29) Inmate Property	76	92	3	51	4	9	3	31	18	5	43	4	33	62	17	0	0	451
30) Package Room	29	73	11	79	13	31	19	38	35	26	206	16	20	16	19	20	26	677
31) Rules & Regulations	2	47	19	18	4	5	7	20	24	11	12	20	0	4	11	0	0	204
Sub-total	516	416	91	283	47	73	94	192	216	163	654	83	215	240	109	236	99	3,727
Administrative Services																		
32) Industry	0	10	0	9	0	0	0	5	0	0	11	0	0	0	0	0	0	35
33) Personal Property Claims	6	14	1	7	1	2	5	34	25	9	20	12	8	37	1	74	6	262
34) State Issued Clothing and Hygiene Items	23	16	4	14	1	1	3	17	9	3	27	5	20	18	2	29	6	198
35) Commissary	31	18	1	34	3	0	8	16	9	19	34	4	12	17	5	12	6	229
36) Inmate Accounts	31	72	0	70	8	10	6	59	28	13	108	7	77	37	0	26	23	575
37) Mess Hall	53	39	6	22	1	15	1	19	37	22	30	3	16	30	6	48	10	358
38) Laundry	8	3	0	7	1	2	2	1	0	2	5	1	0	2	2	3	0	39
39) Facility Maintenance	10	88	18	10	2	5	4	14	7	49	40	10	3	17	6	0	4	287
Sub-total	162	260	30	173	17	35	29	165	115	117	275	42	136	158	22	192	55	1,983
Counsel																		
40) Law Library	30	14	5	17	7	0	5	39	13	18	28	7	4	17	3	30	8	245
41) Legal Mail	8	13	0	15	0	1	6	7	5	3	23	2	2	19	3	1	7	115
42) Inmate Legal Rights	16	26	0	18	6	0	5	3	6	8	43	3	9	2	3	7	17	172
43) Mandatory Court Surcharge	7	0	0	8	0	0	0	3	0	2	0	0	0	0	2	0	2	24
Sub-total	61	53	5	58	13	1	16	52	24	31	94	12	15	38	11	38	34	556
Executive Direction																		
44) Inmate Grievance Program	27	13	5	28	3	1	6	8	15	8	25	3	7	23	9	32	8	221
45) Temporary Release Committee	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
46) Inter-Facility Transfers	6	6	0	12	0	2	2	1	2	0	0	1	0	1	2	0	0	35
47) Grooming Standards	2	0	0	2	0	1	0	1	0	0	4	0	0	0	0	0	1	11
48) Inmate Liaison Committee	8	2	1	2	1	0	0	8	0	1	0	0	1	0	0	0	1	25
49) Staff Conduct	68	206	7	187	78	54	23	59	118	58	175	27	64	94	48	320	56	1,642
50) Miscellaneous	67	8	16	51	5	18	5	56	23	11	15	2	49	19	13	57	4	419
Sub-total	178	235	29	282	87	76	36	135	158	78	219	33	121	137	72	409	70	2,355
Grand Total	1,355	1,367	224	1,223	245	253	271	808	824	630	1,768	267	717	978	303	1,420	505	13,158

Table 2-2a. Grievances Filed at Medium Security Facilities, January-June 2017, by Type

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
Program Services															
1) Program Committee	2	0	0	4	3	1	0	1	5	0	5	6	0	0	0
2) Incentive Wage Allowance	1	0	1	2	2	1	3	2	1	3	3	0	0	0	0
3) Correspondence	2	1	0	1	23	6	3	3	3	4	10	8	0	1	0
4) Phone Home Program	0	0	0	1	0	0	2	1	4	0	2	0	1	0	1
5) Visiting	0	1	0	1	5	1	2	1	1	2	2	5	0	0	0
6) Guidance Unit/Counseling	4	1	1	5	19	5	6	26	4	3	19	7	0	0	0
7) Recreation (TV, Yard, Movies, Radio, etc.)	1	0	0	0	1	1	0	3	6	0	3	3	0	0	0
8) Adult Basic Education	0	0	0	0	1	0	1	1	0	0	1	0	0	0	0
9) GED/College Programs	0	0	0	0	3	0	0	0	1	0	0	0	1	0	0
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11) Vocational Programs	0	0	0	1	1	0	0	0	1	0	0	0	0	0	0
12) Work Assignments	1	1	1	2	0	0	0	7	0	1	0	1	2	0	0
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15) Special Events/Inmate Organizations	0	0	0	0	0	0	2	3	0	0	1	0	0	0	0
16) Religion	1	1	3	9	8	1	3	3	13	4	2	5	2	2	0
17) Family Reunion Program	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0
18) Media Review	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
19) General Library	0	1	0	0	0	0	1	0	0	1	1	1	0	0	0
20) Alcohol and Substance Abuse Treatment	2	0	0	1	0	4	3	0	2	1	1	2	2	0	0
Sub-total	15	6	6	27	67	20	26	52	41	19	50	38	8	3	1
Health Services															
21) Dental	0	5	0	5	0	4	12	5	12	4	2	7	1	0	0
22) Medical	3	23	7	25	21	33	74	64	50	52	26	59	51	0	1
22.1) HIPAA (Health Information)	0	2	0	0	0	1	0	1	0	1	0	1	0	0	0
Sub-total	3	30	7	30	21	38	86	70	62	57	28	67	52	0	1

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Table 2-2b. Grievances Filed at Medium Security Facilities, January-June 2017, by Type (Con't)

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
Facility Operations															
23) Housing - Internal Block Affairs	1	3	5	4	6	6	14	8	8	4	22	14	10	0	0
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
24) Special Housing Units	0	19	0	0	2	5	19	5	2	53	0	6	0	0	0
25) Search & Seizure/Frisks/Contraband	0	2	1	0	0	0	1	3	5	1	0	2	3	0	0
25.1) Strip Search	0	1	0	0	0	0	0	0	0	1	0	1	0	0	0
25.2) Strip Frisk	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0
25.3) Pat Frisk (Female Inmate)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26) Keeplock Policy & Procedure	0	3	0	0	0	0	3	1	0	0	0	0	0	0	0
27) Tier I and II Policy & Procedure	0	1	1	1	4	1	0	1	1	2	1	1	0	0	0
28) Tier III Policy & Procedure	0	1	0	1	3	1	6	1	2	3	0	1	0	0	0
29) Inmate Property	0	0	2	1	0	0	0	4	1	20	9	4	0	0	1
30) Package Room	5	6	5	10	31	2	13	6	16	7	41	19	8	0	0
31) Rules & Regulations	1	4	1	0	0	2	8	5	1	5	9	26	9	0	1
Sub-total	7	40	15	17	46	17	64	35	36	96	84	74	30	0	2
Administrative Services															
32) Industry	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0
33) Personal Property Claims	2	1	1	2	4	3	5	1	8	3	0	2	1	0	0
34) State Issued Clothing and Hygiene Items	1	3	2	1	0	2	8	2	1	2	0	2	2	0	3
35) Commissary	0	4	0	1	1	1	4	4	4	1	3	3	0	0	0
36) Inmate Accounts	2	6	1	1	6	4	9	3	2	6	7	1	1	0	0
37) Mess Hall	2	6	1	0	1	1	9	6	5	21	3	5	7	0	0
38) Laundry	0	3	0	0	0	0	0	1	0	0	0	0	1	0	0
39) Facility Maintenance	1	8	0	0	1	2	3	3	6	0	5	2	0	0	0
Sub-total	8	31	5	5	13	13	38	24	26	33	18	15	12	0	3
Counsel															
40) Law Library	0	3	0	1	1	0	3	7	2	5	2	9	0	0	0
41) Legal Mail	0	1	0	2	1	0	0	3	0	1	1	3	1	0	0
42) Inmate Legal Rights	2	1	1	0	8	0	8	11	0	6	7	3	0	0	0
43) Mandatory Court Surcharge	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sub-total	2	5	1	3	10	0	11	21	2	12	10	15	1	0	0
Executive Direction															
44) Inmate Grievance Program	8	6	1	4	2	4	1	2	2	0	1	11	4	0	0
45) Temporary Release Committee	0	0	0	0	0	0	0	3	0	0	0	1	0	0	0
46) Inter-Facility Transfers	0	1	1	0	0	0	2	3	3	1	7	7	2	0	0
47) Grooming Standards	0	0	1	1	0	1	0	1	4	0	2	0	0	0	0
48) Inmate Liaison Committee	0	0	0	0	0	0	1	0	2	0	0	0	0	0	0
49) Staff Conduct	18	25	5	35	16	30	25	23	135	67	66	38	34	6	1
50) Miscellaneous	4	10	2	10	4	1	12	16	20	1	1	25	1	0	0
Sub-total	30	42	10	50	22	36	41	48	166	69	77	82	41	6	1
Grand Total	65	154	44	132	179	124	266	250	333	286	267	291	144	9	8

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Table 2-2c. Grievances Filed at Medium Security Facilities, January-June 2017, by Type (Con't)

Grievance Type	Livingston	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Program Services																
1) Program Committee	8	10	2	1	0	1	2	1	1	4	0	1	0	3	5	66
2) Incentive Wage Allowance	8	1	1	2	0	3	1	1	0	0	2	0	1	2	1	42
3) Correspondence	14	15	4	1	0	8	7	5	0	1	5	5	0	1	5	136
4) Phone Home Program	1	1	1	5	0	0	0	3	1	0	4	0	0	2	2	32
5) Visiting	3	7	6	2	0	7	6	3	0	0	3	2	0	1	2	63
6) Guidance Unit/Counseling	11	39	8	2	0	4	2	5	1	3	6	5	2	19	2	209
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	1	1	1	0	1	0	5	1	0	2	1	0	0	1	32
8) Adult Basic Education	1	3	0	0	0	0	0	0	0	0	0	1	0	5	1	15
9) GED/College Programs	0	1	2	0	0	0	0	2	1	0	2	0	0	0	0	13
10) Language Assistance Program	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2
11) Vocational Programs	5	1	3	0	0	0	0	0	0	0	2	0	1	1	1	17
12) Work Assignments	7	1	0	1	2	0	0	0	0	1	2	0	0	0	0	30
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15) Special Events/Inmate Organizations	1	1	0	0	0	1	1	0	0	1	1	0	0	0	1	13
16) Religion	3	10	4	1	0	3	2	4	0	2	0	1	0	1	1	89
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	0	4	0	0	1	0	7
18) Media Review	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0	4
19) General Library	0	2	1	0	0	0	0	0	0	0	1	0	0	0	0	9
20) Alcohol and Substance Abuse Treatment	3	14	6	2	0	1	0	11	0	0	2	2	0	1	1	61
Sub-total	66	109	39	18	2	29	22	40	5	12	36	18	4	38	24	841
Health Services																
21) Dental	6	13	3	0	0	2	0	9	0	0	2	1	1	2	0	96
22) Medical	27	144	84	51	8	27	17	26	3	8	7	15	4	65	37	1,012
22.1) HIPAA (Health Information)	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	8
Sub-total	33	157	87	51	8	29	17	37	3	8	9	16	5	67	37	1,116

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Table 2-2d. Grievances Filed at Medium Security Facilities, January-June 2017, by Type (Con't)

Grievance Type	Livingston	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Facility Operations																
23) Housing - Internal Block Affairs	11	97	12	2	2	7	6	6	1	0	5	3	0	13	9	279
23.1) Smoke-Free Policy	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2
24) Special Housing Units	3	3	12	0	0	24	0	0	0	0	0	0	0	1	0	154
25) Search & Seizure/Frisky/Contraband	10	5	0	1	3	3	3	5	2	3	3	0	0	2	2	60
25.1) Strip Search	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
25.2) Strip Frisk	0	0	0	0	0	0	0	0	0	0	0	0	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
26) Keyplock Policy & Procedure	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	8
27) Tier I and II Policy & Procedure	9	2	1	2	1	0	0	2	0	1	1	1	1	1	5	41
28) Tier III Policy & Procedure	8	8	4	0	0	2	0	2	0	0	2	5	0	2	1	53
29) Inmate Property	6	4	4	1	1	4	0	8	1	1	0	0	0	4	2	78
30) Package Room	15	34	4	3	4	17	4	19	2	1	2	3	4	5	11	297
31) Rules & Regulations	6	11	0	0	1	4	2	2	0	2	4	0	0	3	1	108
Sub-total	68	164	37	10	12	62	15	44	6	8	17	12	5	31	31	1,085
Administrative Services																
32) Industry	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	5
33) Personal Property Claims	3	13	2	0	1	4	0	0	0	3	0	3	0	0	6	68
34) State Issued Clothing and Hygiene Items	2	26	0	0	0	10	1	2	0	0	1	0	0	1	2	74
35) Commissary	2	4	2	0	0	2	0	2	0	3	2	0	0	1	2	46
36) Inmate Accounts	7	29	1	1	1	4	1	2	0	0	1	1	0	4	5	106
37) Mess Hall	3	36	5	2	1	9	0	2	0	0	2	1	1	9	8	146
38) Laundry	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5
39) Facility Maintenance	0	16	1	1	0	3	1	0	2	0	2	0	0	1	8	66
Sub-total	17	124	11	4	3	32	3	8	2	6	9	5	1	16	31	516
Counsel																
40) Law Library	6	16	5	0	0	3	0	0	1	0	3	3	0	1	1	72
41) Legal Mail	4	3	1	0	0	1	2	2	0	0	2	0	0	0	1	29
42) Inmate Legal Rights	6	4	3	7	0	2	4	10	0	1	2	0	3	7	2	98
43) Mandatory Court Surcharge	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	3
Sub-total	17	23	10	7	1	6	6	12	1	1	7	3	3	8	4	202
Executive Direction																
44) Inmate Grievance Program	5	8	5	1	0	0	0	1	0	0	0	2	0	1	4	73
45) Temporary Release Committee	1	0	0	1	0	0	0	0	0	0	0	0	0	0	3	9
46) Inter-Facility Transfers	6	1	0	1	0	0	0	2	0	4	1	1	0	0	3	46
47) Grooming Standards	2	0	1	0	1	0	0	2	0	0	1	0	0	0	0	17
48) Inmate Liaison Committee	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	4
49) Staff Conduct	21	59	83	14	12	20	13	45	5	18	9	15	27	5	36	906
50) Miscellaneous	29	28	25	0	0	1	6	0	0	1	5	2	0	6	6	216
Sub-total	64	96	114	17	13	21	19	50	5	23	16	21	27	12	52	1,271
Grand Total	265	673	298	107	39	179	82	191	22	58	94	75	45	172	179	5,031

Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities, January-June 2017, 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	0	0
2) Incentive Wage Allowance	0	0	0	0	0	0	0	0	0	0
3) Correspondence	12	0	12	0	0	0	0	0	0	12
4) Phone Home Program	0	0	0	0	0	0	0	0	0	0
5) Visiting	1	0	1	0	0	0	0	0	0	1
6) Guidance Unit/Counseling	0	0	0	0	0	1	0	1	0	1
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	0	0	0	0	0	0	0	0	0
8) Adult Basic Education	1	0	1	0	0	0	0	0	0	1
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	0	0	0	0	0
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	1	0	1	0	1
16) Religion	1	0	1	0	1	1	0	2	0	3
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	0
18) Media Review	1	0	1	0	0	0	0	0	0	1
19) General Library	2	0	2	0	0	0	0	0	0	2
20) Alcohol and Substance Abuse Treatment	0	0	0	0	0	0	0	0	0	0
Sub-total	18	0	18	0	1	3	0	4	0	22
Health Services										
21) Dental	2	0	2	0	0	0	0	0	0	2
22) Medical	31	0	31	0	2	4	0	6	4	41
22.1) HIPAA (Health Information)	0	0	0	0	0	0	0	0	0	0
Sub-total	33	0	33	0	2	4	0	6	4	43

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Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities, January-June 2017, 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	0	0	0	0	0	0	0	0	0	0
24) Special Housing Units	22	0	22	0	0	0	0	0	0	22
25) Search & Seizure/Frisks/Contraband	3	0	3	0	0	0	0	0	0	3
25.1) Strip Search	0	0	0	0	0	0	0	0	0	0
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	1	0	1	0	0	0	0	0	0	1
28) Tier III Policy & Procedure	3	0	3	0	0	0	0	0	0	3
29) Inmate Property	4	0	4	0	0	1	0	1	0	5
30) Package Room	0	0	0	0	0	1	0	1	0	1
31) Rules & Regulations	1	0	1	0	2	0	0	2	0	3
Sub-total	34	0	34	0	2	4	0	6	0	40
Administrative Services										
32) Industry	0	0	0	0	0	0	0	0	0	0
33) Personal Property Claims	2	0	2	0	0	1	0	1	0	3
34) State Issued Clothing and Hygiene Items	0	0	0	0	0	1	0	1	0	1
35) Commissary	1	0	1	0	0	0	0	0	0	1
36) Inmate Accounts	2	0	2	0	0	0	0	0	0	2
37) Mess Hall	5	0	5	0	0	0	0	0	0	5
38) Laundry	2	0	2	0	0	0	0	0	0	2
39) Facility Maintenance	1	0	1	0	0	0	0	0	0	1
Sub-total	13	0	13	0	0	2	0	2	0	15
Counsel										
40) Law Library	1	0	1	0	0	0	0	0	0	1
41) Legal Mail	0	0	0	0	0	1	0	1	0	1
42) Inmate Legal Rights	0	0	0	0	0	0	0	0	0	0
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	1	0	1	0	3
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	0	0	0	0	0
48) Inmate Liaison Committee	0	0	0	0	0	0	0	0	0	0
49) Staff Conduct	7	0	7	0	3	1	0	4	4	15
50) Miscellaneous	0	0	0	0	0	6	0	6	0	6
Sub-total	9	0	9	0	3	8	0	11	4	24
Grand Total	108	0	108	0	8	22	0	30	8	146

Table 3 lists the types of grievances filed statewide during the first half of 2017 as compared to the first half of 2016. It is noted that 18,335 grievances were filed statewide in the first half of 2017 as compared to 17,640 grievances filed during the same time period in 2016, an increase of 3.9%.

Table 4 lists the types of grievances heard by CORC during the first half of 2017 as compared to the first half of 2016. It is noted that 2,946 grievances were reviewed by CORC in the first half of 2017 as compared to 4,811 grievances reviewed during the same time in 2016, a decrease of 38.8%.

Table 3. Grievances Filed Statewide, January-June 2016 & 2017, by Type

Grievance Type	2016		2017		% Chg
	#	%	#	%	
Program Services					
1) Program Committee	290	1.6%	303	1.7%	4.5%
2) Incentive Wage Allowance	163	0.9%	171	0.9%	4.9%
3) Correspondence	599	3.4%	650	3.5%	8.5%
4) Phone Home Program	36	0.2%	79	0.4%	119.4%
5) Visiting	134	0.8%	194	1.1%	44.8%
6) Guidance Unit/Counseling	539	3.1%	601	3.3%	11.5%
7) Recreation (TV, Yard, Movies, Radio, etc.)	158	0.9%	131	0.7%	-17.1%
8) Adult Basic Education	23	0.1%	47	0.3%	104.3%
9) GED/College Programs	29	0.2%	27	0.1%	-6.9%
10) Language Assistance Program	2	0.0%	2	0.0%	0.0%
11) Vocational Programs	21	0.1%	31	0.2%	47.6%
12) Work Assignments	100	0.6%	98	0.5%	-2.0%
13) Hobby Shop/Arts & Crafts	10	0.1%	4	0.0%	-60.0%
14) Volunteer Services	1	0.0%	3	0.0%	200.0%
15) Special Events/Inmate Organizations	45	0.3%	48	0.3%	6.7%
16) Religion	284	1.6%	328	1.8%	15.5%
17) Family Reunion Program	57	0.3%	45	0.2%	-21.1%
18) Media Review	49	0.3%	45	0.2%	-8.2%
19) General Library	57	0.3%	76	0.4%	33.3%
20) Alcohol and Substance Abuse Treatment	116	0.7%	98	0.5%	-15.5%
Sub-total	2,713	15.4%	2,981	16.3%	9.9%
Health Services					
21) Dental	342	1.9%	287	1.6%	-16.1%
22) Medical	3,218	18.2%	3,227	17.6%	0.3%
22.1) HIPAA (Health Information)	94	0.5%	64	0.3%	-31.9%
Sub-total	3,654	20.7%	3,578	19.5%	-2.1%
Facility Operations					
23) Housing - Internal Block Affairs	1,264	7.2%	1,331	7.3%	5.3%
23.1) Smoke-Free Policy	11	0.1%	5	0.0%	-54.5%
24) Special Housing Units	719	4.1%	886	4.8%	23.2%
25) Search & Seizure/Frisky/Contraband	270	1.5%	267	1.5%	-1.1%
25.1) Strip Search	6	0.0%	9	0.0%	50.0%
25.2) Strip Frisk	11	0.1%	11	0.1%	0.0%
25.3) Pat Frisk (Female Inmate)	1	0.0%	0	0.0%	-100.0%
26) Keeplock Policy & Procedure	62	0.4%	85	0.5%	37.1%
27) Tier I and II Policy & Procedure	153	0.9%	158	0.9%	3.3%
28) Tier III Policy & Procedure	245	1.4%	276	1.5%	12.7%
29) Inmate Property	531	3.0%	534	2.9%	0.6%
30) Package Room	904	5.1%	975	5.3%	7.9%
31) Rules & Regulations	302	1.7%	315	1.7%	4.3%
Sub-total	4,479	25.4%	4,852	26.5%	8.3%
Administrative Services					
32) Industry	38	0.2%	40	0.2%	5.3%
33) Personal Property Claims	265	1.5%	333	1.8%	25.7%
34) State Issued Clothing and Hygiene Items	237	1.3%	273	1.5%	15.2%
35) Commissary	323	1.8%	276	1.5%	-14.6%
36) Inmate Accounts	616	3.5%	683	3.7%	10.9%
37) Mess Hall	542	3.1%	509	2.8%	-6.1%
38) Laundry	38	0.2%	46	0.3%	21.1%
39) Facility Maintenance	328	1.9%	354	1.9%	7.9%
Sub-total	2,387	13.5%	2,514	13.7%	5.3%
Counsel					
40) Law Library	332	1.9%	318	1.7%	-4.2%
41) Legal Mail	184	1.0%	145	0.8%	-21.2%
42) Inmate Legal Rights	339	1.9%	270	1.5%	-20.4%
43) Mandatory Court Surcharge	19	0.1%	27	0.1%	42.1%
Sub-total	874	5.0%	760	4.1%	-13.0%
Executive Direction					
44) Inmate Grievance Program	341	1.9%	297	1.6%	-12.9%
45) Temporary Release Committee	9	0.1%	11	0.1%	22.2%
46) Inter-Facility Transfers	89	0.5%	81	0.4%	-9.0%
47) Grooming Standards	13	0.1%	28	0.2%	115.4%
48) Inmate Liaison Committee	14	0.1%	29	0.2%	107.1%
49) Staff Conduct	2,563	14.5%	2,563	14.0%	0.0%
50) Miscellaneous	504	2.9%	641	3.5%	27.2%
Sub-total	3,533	20.0%	3,650	19.9%	3.3%
Grand Total	17,640	100.0%	18,335	100.0%	3.9%

Table 4. CORC Hearings, January-June 2016 & 2017, by Type

Grievance Type	2016		2017		% Chg
	#	%	#	%	
Program Services					
1) Program Committee	48	1.0%	51	1.7%	6.3%
2) Incentive Wage Allowance	28	0.6%	13	0.4%	-53.6%
3) Correspondence	148	3.1%	58	2.0%	-60.8%
4) Phone Home Program	13	0.3%	6	0.2%	-53.8%
5) Visiting	51	1.1%	23	0.8%	-54.9%
6) Guidance Unit/Counseling	152	3.2%	98	3.3%	-35.5%
7) Recreation (TV, Yard, Movies, Radio, etc.)	32	0.7%	26	0.9%	-18.8%
8) Adult Basic Education	6	0.1%	4	0.1%	-33.3%
9) GED/College Programs	6	0.1%	2	0.1%	-66.7%
10) Language Assistance Program	2	0.0%	0	0.0%	-100.0%
11) Vocational Programs	6	0.1%	5	0.2%	-16.7%
12) Work Assignments	12	0.2%	6	0.2%	-50.0%
13) Hobby Shop/Arts & Crafts	2	0.0%	3	0.1%	-
14) Volunteer Services	0	0.0%	0	0.0%	-
15) Special Events/Inmate Organizations	9	0.2%	4	0.1%	-55.6%
16) Religion	114	2.4%	67	2.3%	-41.2%
17) Family Reunion Program	12	0.2%	7	0.2%	-41.7%
18) Media Review	12	0.2%	6	0.2%	-50.0%
19) General Library	17	0.4%	11	0.4%	-35.3%
20) Alcohol and Substance Abuse Treatment	27	0.6%	22	0.7%	-18.5%
Sub-total	697	14.5%	412	14.0%	-40.9%
Health Services					
21) Dental	97	2.0%	46	1.6%	-52.6%
22) Medical	963	20.0%	559	19.0%	-42.0%
22.1) HIPAA (Health Information)	37	0.8%	32	1.1%	-13.5%
Sub-total	1,097	22.8%	637	21.6%	-41.9%
Facility Operations					
23) Housing - Internal Block Affairs	225	4.7%	142	4.8%	-36.9%
23.1) Smoke-Free Policy	4	0.1%	2	0.1%	-50.0%
24) Special Housing Units	190	3.9%	112	3.8%	-41.1%
25) Search & Seizure/Frisks/Contraband	77	1.6%	49	1.7%	-36.4%
25.1) Strip Search	1	0.0%	4	0.1%	300.0%
25.2) Strip Frisk	4	0.1%	7	0.2%	75.0%
25.3) Pat Frisk (Female Inmate)	0	0.0%	0	0.0%	-
26) Keeplock Policy & Procedure	5	0.1%	12	0.4%	140.0%
27) Tier I and II Policy & Procedure	34	0.7%	14	0.5%	-58.8%
28) Tier III Policy & Procedure	51	1.1%	41	1.4%	-19.6%
29) Inmate Property	138	2.9%	49	1.7%	-64.5%
30) Package Room	163	3.4%	115	3.9%	-29.4%
31) Rules & Regulations	79	1.6%	47	1.6%	-40.5%
Sub-total	971	20.2%	594	20.2%	-38.8%
Administrative Services					
32) Industry	5	0.1%	7	0.2%	40.0%
33) Personal Property Claims	64	1.3%	27	0.9%	-57.8%
34) State Issued Clothing and Hygiene Items	40	0.8%	15	0.5%	-62.5%
35) Commissary	47	1.0%	31	1.1%	-34.0%
36) Inmate Accounts	97	2.0%	60	2.0%	-38.1%
37) Mess Hall	122	2.5%	92	3.1%	-24.6%
38) Laundry	3	0.1%	5	0.2%	66.7%
39) Facility Maintenance	89	1.8%	45	1.5%	-49.4%
Sub-total	467	9.7%	282	9.6%	-39.6%
Counsel					
40) Law Library	109	2.3%	74	2.5%	-32.1%
41) Legal Mail	89	1.8%	56	1.9%	-37.1%
42) Inmate Legal Rights	119	2.5%	94	3.2%	-21.0%
43) Mandatory Court Surcharge	5	0.1%	3	0.1%	-40.0%
Sub-total	322	6.7%	227	7.7%	-29.5%
Executive Direction					
44) Inmate Grievance Program	135	2.8%	97	3.3%	-28.1%
45) Temporary Release Committee	3	0.1%	0	0.0%	-100.0%
46) Inter-Facility Transfers	24	0.5%	16	0.5%	-33.3%
47) Grooming Standards	3	0.1%	2	0.1%	-33.3%
48) Inmate Liaison Committee	5	0.1%	4	0.1%	-20.0%
49) Staff Conduct	1,014	21.1%	624	21.2%	-38.5%
50) Miscellaneous	73	1.5%	51	1.7%	-30.1%
Sub-total	1,257	26.1%	794	27.0%	-36.8%
Grand Total	4,811	100.0%	2,946	100.0%	-38.8%