



Corrections and Community Supervision

Inmate Grievance Program Semi-Annual Report

2018

Introduction

This report examines the functioning of the Inmate Grievance Program utilized by the Department of Corrections and Community Supervision (DOCCS) during the first half of 2018 (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 2018, there were 17,568 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.

Figure 1. Categories of Grievances Filed

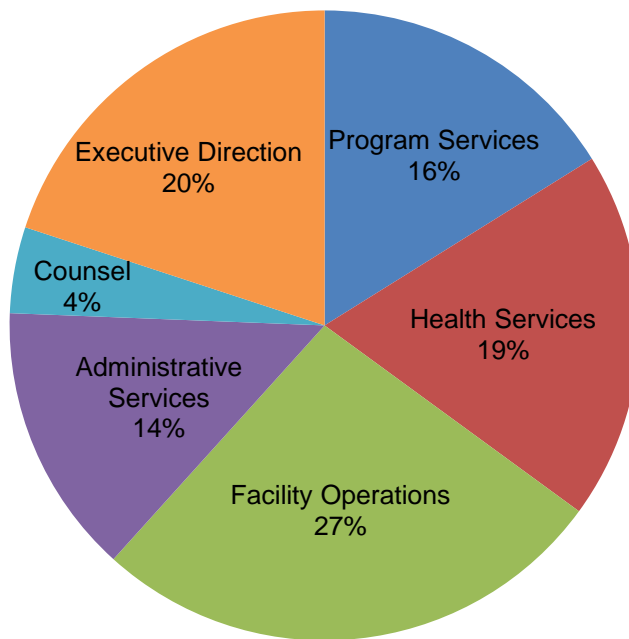


Table 1. Grievances Filed Statewide, January-June 2018, by Type

Grievance Type	#	%
Program Services		
1) Program Committee	268	1.5%
2) Incentive Wage Allowance	154	0.9%
3) Correspondence	609	3.5%
4) Phone Home Program	103	0.6%
5) Visiting	163	0.9%
6) Guidance Unit/Counseling	543	3.1%
7) Recreation (TV, Yard, Movies, Radio, etc.)	139	0.8%
8) Adult Basic Education	30	0.2%
9) GED/College Programs	26	0.1%
10) Language Assistance Program	1	0.0%
11) Vocational Programs	31	0.2%
12) Work Assignments	110	0.6%
13) Hobby Shop/Arts & Crafts	2	0.0%
14) Volunteer Services	0	0.0%
15) Special Events/Inmate Organizations	49	0.3%
16) Religion	343	2.0%
17) Family Reunion Program	43	0.2%
18) Media Review	42	0.2%
19) General Library	63	0.4%
20) Alcohol and Substance Abuse Treatment	114	0.6%
Sub-total	2,833	16.1%
Health Services		
21) Dental	331	1.9%
22) Medical	2,910	16.6%
22.1) HIPAA (Health Information)	82	0.5%
Sub-total	3,323	18.9%
Facility Operations		
23) Housing - Internal Block Affairs	1,251	7.1%
23.1) Smoke-Free Policy	7	0.0%
24) Special Housing Units	813	4.6%
25) Search & Seizure/Frisks/Contraband	225	1.3%
25.1) Strip Search	4	0.0%
25.2) Strip Frisk	11	0.1%
25.3) Pat Frisk (Female Inmate)	2	0.0%
26) Keeplock Policy & Procedure	86	0.5%
27) Tier I and II Policy & Procedure	147	0.8%
28) Tier III Policy & Procedure	278	1.6%
29) Inmate Property	549	3.1%
30) Package Room	974	5.5%
31) Rules & Regulations	335	1.9%
Sub-total	4,682	26.7%
Administrative Services		
32) Industry	31	0.2%
33) Personal Property Claims	268	1.5%
34) State Issued Clothing and Hygiene Items	304	1.7%
35) Commissary	310	1.8%
36) Inmate Accounts	656	3.7%
37) Mess Hall	468	2.7%
38) Laundry	55	0.3%
39) Facility Maintenance	355	2.0%
Sub-total	2,447	13.9%
Counsel		
40) Law Library	354	2.0%
41) Legal Mail	167	1.0%
42) Inmate Legal Rights	236	1.3%
43) Mandatory Court Surcharge	20	0.1%
Sub-total	777	4.4%
Executive Direction		
44) Inmate Grievance Program	287	1.6%
45) Temporary Release Committee	9	0.1%
46) Inter-Facility Transfers	66	0.4%
47) Grooming Standards	31	0.2%
48) Inmate Liaison Committee	23	0.1%
49) Staff Conduct	2,414	13.7%
50) Miscellaneous	676	3.8%
Sub-total	3,506	20.0%
Grand Total	17,568	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 2018. Table 2-1 lists maximum security facilities, which had a total of 12,620 grievances; this comprised 72% of all grievances filed.

Tables 2-2 (a-d) list medium security facilities, which had a total of 4,767 grievances filed in the first half of 2018.

Table 2-3 lists shock, minimum security and drug treatment facilities, which had a total of 181 grievances filed in the first half of 2018.

Table 2-1. Grievances Filed at Maximum Security Facilities, January-June 2018, by Type

Grievance Type	Attica	Auburn	Bedford Hills	Clinton	Coxsackie	Downstate	Eastern	Elmira	Five Points	Great Meadow	Green Haven	Shawangunk	Sing Sing	Southport	Sullivan	Upstate	Wende	Total Maximum Security
Program Services																		
1) Program Committee	26	20	0	27	1	0	7	28	9	4	29	6	24	3	4	1	16	205
2) Incentive Wage Allowance	19	0	1	20	1	3	3	11	3	7	22	7	18	0	3	0	0	118
3) Correspondence	35	37	7	62	6	5	23	13	41	26	32	3	17	51	9	43	57	467
4) Phone Home Program	19	3	3	6	5	1	5	2	0	1	1	3	5	15	0	0	2	71
5) Visiting	28	12	7	7	0	15	9	14	4	2	4	1	15	3	5	3	3	132
6) Guidance Unit/Counseling	46	45	3	30	5	3	17	11	20	13	32	17	27	16	8	34	33	360
7) Recreation (TV, Yard, Movies, Radio, etc.)	1	6	4	24	7	2	3	9	3	8	1	1	9	13	1	12	6	110
8) Adult Basic Education	6	2	0	0	0	0	1	2	1	0	1	0	0	2	2	0	3	20
9) GED/College Programs	0	1	0	4	0	1	1	0	1	1	0	1	0	1	0	0	2	13
10) Language Assistance Program	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
11) Vocational Programs	2	1	0	4	0	0	3	1	0	1	1	0	0	0	0	0	2	15
12) Work Assignments	17	14	7	26	0	1	2	1	0	2	0	0	5	2	2	1	0	80
13) Hobby Shop/Arts & Crafts	1	0	0	0	0	0	0	0	0	0	0	0	1	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	5	8	2	1	3	1	5	4	0	4	3	0	1	0	2	0	0	39
16) Religion	37	29	11	28	7	7	15	8	10	16	21	1	5	17	4	15	20	251
17) Family Reunion Program	0	2	0	1	0	0	13	2	0	1	6	0	12	0	0	0	0	37
18) Media Review	4	1	0	6	3	0	2	3	0	0	4	0	0	3	0	9	1	36
19) General Library	8	1	0	2	2	1	2	3	0	3	5	0	1	12	2	4	7	53
20) Alcohol and Substance Abuse Treatment	15	4	1	9	0	0	0	7	8	2	8	1	4	0	2	0	2	63
Sub-total	269	186	46	258	40	40	111	119	100	91	170	41	144	138	44	122	154	2,073
Health Services																		
21) Dental	11	11	10	41	0	0	3	19	27	7	12	1	13	15	4	36	9	219
22) Medical	180	161	49	189	25	29	55	90	175	70	194	47	114	115	48	272	160	1,973
22.1) HIPAA (Health Information)	1	5	6	7	2	4	5	5	9	5	4	5	9	4	3	0	0	74
Sub-total	192	177	65	237	27	33	63	114	211	82	210	53	136	134	55	308	169	2,266

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Table 2-1. Grievances Filed at Maximum Security Facilities, January-June 2018, 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	231	36	43	50	13	13	13	11	69	34	125	26	78	93	27	11	65	938
23.1) Smoke-Free Policy	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2
24) Special Housing Units	100	61	24	22	5	7	14	9	0	51	33	11	23	79	43	137	12	631
25) Search & Seizure/Frisks/Contraband	20	12	4	11	6	8	10	7	11	10	26	3	13	3	5	2	10	161
25.1) Strip Search	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	4
25.2) Strip Frisk	0	3	1	1	0	0	0	0	0	1	0	0	0	0	1	1	0	8
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	6	15	12	0	0	4	0	2	7	5	6	0	6	0	2	4	0	69
27) Tier I and II Policy & Procedure	4	4	10	25	1	1	1	1	0	3	19	4	12	2	5	2	0	94
28) Tier III Policy & Procedure	27	45	5	22	2	5	8	12	5	2	21	1	13	28	7	27	1	231
29) Inmate Property	75	63	2	82	8	4	10	17	6	8	37	2	35	57	11	0	1	418
30) Package Room	106	43	15	85	10	12	39	43	18	26	141	10	49	20	15	17	44	693
31) Rules & Regulations	1	34	37	22	4	10	21	17	14	9	24	13	1	12	16	0	1	236
Sub-total	571	316	156	320	49	65	117	119	130	149	432	70	231	294	132	202	134	3,487
Administrative Services																		
32) Industry	0	8	0	8	1	0	1	0	0	5	6	0	0	0	0	0	0	29
33) Personal Property Claims	8	8	1	15	4	4	6	28	5	9	11	9	7	13	1	84	8	221
34) State Issued Clothing and Hygiene Items	96	17	2	10	3	0	5	7	5	3	21	1	12	20	2	21	4	229
35) Commissary	34	26	2	25	6	14	9	11	7	5	37	2	12	16	2	10	25	243
36) Inmate Accounts	38	35	1	49	5	17	14	76	32	12	93	9	52	28	5	22	27	515
37) Mess Hall	42	32	2	15	4	8	5	10	15	17	37	4	18	28	12	78	15	342
38) Laundry	15	4	0	1	1	1	0	1	0	1	4	1	3	8	3	3	4	50
39) Facility Maintenance	22	53	15	17	3	8	9	23	5	15	30	6	4	31	11	2	12	266
Sub-total	255	183	23	140	27	52	49	156	69	67	239	32	108	144	36	220	95	1,895
Counsel																		
40) Law Library	37	32	5	20	7	6	9	20	19	13	16	4	8	10	10	38	29	283
41) Legal Mail	20	22	3	8	1	5	7	8	4	3	23	0	5	8	7	3	6	133
42) Inmate Legal Rights	17	24	3	15	2	3	9	4	8	6	24	5	3	16	12	1	1	153
43) Mandatory Court Surcharge	2	0	0	4	0	8	0	1	0	1	0	0	0	0	1	0	0	17
Sub-total	76	78	11	47	10	22	25	33	31	23	63	9	16	34	30	42	36	586
Executive Direction																		
44) Inmate Grievance Program	25	12	3	39	6	1	9	3	10	13	14	2	22	22	9	21	10	221
45) Temporary Release Committee	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	2
46) Inter-Facility Transfers	6	5	1	7	0	2	1	5	2	1	0	2	1	7	1	0	0	41
47) Grooming Standards	2	0	1	9	0	0	0	3	1	0	0	0	3	0	0	0	0	19
48) Inmate Liaison Committee	1	0	0	3	0	1	0	8	2	0	0	0	1	0	1	0	2	19
49) Staff Conduct	64	228	4	203	65	74	30	45	62	51	142	15	94	125	56	244	65	1,567
50) Miscellaneous	77	21	12	42	10	37	9	35	26	15	9	1	64	18	21	29	18	444
Sub-total	175	266	21	303	81	115	49	100	103	80	165	20	185	173	88	294	95	2,313
Grand Total	1,538	1,206	322	1,305	234	327	414	641	644	492	1,279	225	820	917	385	1,188	683	12,620

Table 2-2a. Grievances Filed at Medium Security Facilities, January-June 2018, 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	0	1	0	1	1	2	1	2	3	0	2	4	5	0	0
2) Incentive Wage Allowance	0	1	3	1	2	0	11	2	0	4	3	0	0	0	0
3) Correspondence	1	2	4	4	11	3	0	6	8	1	6	15	2	0	0
4) Phone Home Program	0	0	2	1	1	0	1	4	5	0	2	0	0	0	0
5) Visiting	0	1	1	1	2	0	1	0	1	1	0	3	1	0	0
6) Guidance Unit/Counseling	1	0	0	6	3	1	3	11	8	5	15	8	2	4	0
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	1	1	1	0	1	1	4	3	2	0	0	0	0	0
8) Adult Basic Education	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0
9) GED/College Programs	0	0	0	0	0	0	0	2	2	0	0	0	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	1	0	0	0	0	0	1	0	3	0	0	0	0	0	0
12) Work Assignments	0	0	2	0	0	0	2	4	1	0	0	3	1	0	0
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15) Special Events/Inmate Organizations	1	0	0	0	0	1	0	3	1	1	0	0	0	0	0
16) Religion	0	4	4	3	1	2	5	5	10	3	1	3	1	1	0
17) Family Reunion Program	0	0	0	0	0	0	0	3	1	0	0	0	0	0	0
18) Media Review	0	0	1	0	1	1	0	0	1	0	0	0	0	0	0
19) General Library	0	0	0	0	0	0	1	0	2	0	0	1	0	0	0
20) Alcohol and Substance Abuse Treatment	0	0	1	0	2	3	2	1	3	4	2	4	4	0	0
Sub-total	4	10	19	18	24	14	30	47	52	21	32	41	16	5	0
Health Services															
21) Dental	0	5	1	5	0	2	9	0	14	5	2	9	1	0	0
22) Medical	3	22	5	29	15	14	79	47	54	27	18	56	35	3	0
22.1) HIPAA (Health Information)	0	1	1	0	0	0	1	0	0	0	0	1	1	0	0
Sub-total	3	28	7	34	15	16	89	47	68	32	20	66	37	3	0

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Table 2-2b. Grievances Filed at Medium Security Facilities, January-June 2018, 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	1	6	3	3	9	5	26	6	8	5	8	1	0
23.1) Smoke-Free Policy	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
24) Special Housing Units	0	7	0	0	0	7	24	5	6	15	3	6	1	0	0
25) Search & Seizure/Frisks/Contraband	0	2	0	0	2	2	0	6	7	0	2	2	2	0	0
25.1) Strip Search	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
25.2) Strip Frisk	0	0	0	0	0	0	0	1	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
26) Keeplock Policy & Procedure	0	0	0	0	0	0	3	4	3	2	0	1	0	0	1
27) Tier I and II Policy & Procedure	0	0	6	2	1	1	0	2	8	0	0	1	1	1	0
28) Tier III Policy & Procedure	0	0	0	3	0	1	3	1	5	1	0	0	0	0	0
29) Inmate Property	0	0	4	0	4	0	0	2	7	13	6	9	4	0	0
30) Package Room	0	4	2	0	13	3	6	10	28	11	23	28	8	0	1
31) Rules & Regulations	0	1	0	1	0	0	11	1	3	1	4	25	6	1	2
Sub-total	1	18	13	12	23	17	56	37	93	49	46	77	30	3	4
Administrative Services															
32) Industry	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0
33) Personal Property Claims	0	2	0	2	1	2	6	0	5	0	2	0	0	0	0
34) State Issued Clothing and Hygiene Items	0	4	1	0	0	1	4	1	4	3	1	1	1	0	0
35) Commissary	0	0	3	1	0	3	9	1	7	6	1	1	0	0	0
36) Inmate Accounts	1	11	4	0	1	5	10	5	25	6	7	0	0	1	0
37) Mess Hall	0	2	5	4	0	3	6	6	13	7	3	7	5	0	0
38) Laundry	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
39) Facility Maintenance	0	3	1	0	2	3	1	1	8	0	13	5	1	0	0
Sub-total	1	22	14	7	4	17	36	17	62	22	27	14	7	1	0
Counsel															
40) Law Library	0	1	0	1	2	0	2	4	5	4	2	4	0	0	0
41) Legal Mail	0	0	0	2	0	1	0	4	2	0	2	4	0	0	0
42) Inmate Legal Rights	0	0	0	1	3	0	7	7	1	12	2	10	3	0	0
43) Mandatory Court Surcharge	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Sub-total	0	1	0	4	5	1	9	16	8	16	6	18	3	0	0
Executive Direction															
44) Inmate Grievance Program	0	1	0	4	1	0	3	5	10	0	2	1	2	0	0
45) Temporary Release Committee	0	0	1	0	0	0	0	0	0	0	1	0	0	0	1
46) Inter-Facility Transfers	0	0	0	5	0	0	3	0	4	0	1	1	0	0	0
47) Grooming Standards	1	0	1	0	2	0	0	0	2	0	0	0	0	0	1
48) Inmate Liaison Committee	0	0	0	0	0	1	1	0	0	0	1	0	0	0	0
49) Staff Conduct	4	18	15	42	22	10	7	14	145	26	66	48	22	12	5
50) Miscellaneous	2	7	8	7	1	2	13	2	42	2	0	16	3	0	1
Sub-total	7	26	25	58	26	13	27	21	203	28	71	66	27	12	8
Grand Total	16	105	78	133	97	78	247	185	486	168	202	282	120	24	12

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Table 2-2c. Grievances Filed at Medium Security Facilities, January-June 2018, 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	3	10	5	1	0	2	2	2	0	0	8	0	0	3	5	63
2) Incentive Wage Allowance	1	1	2	0	1	2	0	0	0	0	0	0	1	0	0	35
3) Correspondence	8	21	2	0	1	15	3	7	0	1	2	0	1	2	10	136
4) Phone Home Program	0	1	0	1	0	0	1	4	0	1	0	0	0	2	4	30
5) Visiting	2	3	2	1	0	2	1	1	0	0	1	2	0	0	1	28
6) Guidance Unit/Counseling	3	42	15	3	1	7	3	4	0	2	6	0	0	18	5	176
7) Recreation (TV, Yard, Movies, Radio, etc.)	2	6	1	1	0	2	0	0	0	0	0	0	0	2	1	29
8) Adult Basic Education	3	3	0	0	0	0	0	0	0	0	0	0	0	1	1	10
9) GED/College Programs	1	1	4	0	0	1	0	0	0	0	2	0	0	0	0	13
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11) Vocational Programs	4	1	0	0	0	0	1	1	0	0	3	1	0	0	0	16
12) Work Assignments	4	0	0	1	0	3	3	1	0	3	0	0	0	1	1	30
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	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	10
16) Religion	4	17	0	5	0	4	4	1	0	2	0	0	1	7	3	91
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	6
18) Media Review	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	6
19) General Library	0	2	0	0	0	2	0	2	0	0	0	0	0	0	0	10
20) Alcohol and Substance Abuse Treatment	3	4	4	1	0	2	0	3	0	0	0	1	0	1	6	51
Sub-total	39	112	35	14	3	43	19	26	0	9	22	4	3	39	39	740
Health Services																
21) Dental	5	26	6	2	2	3	1	2	0	1	1	3	0	0	2	107
22) Medical	23	180	57	39	2	41	23	12	8	9	4	23	4	28	41	901
22.1) HIPAA (Health Information)	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	8
Sub-total	28	206	63	41	4	44	25	14	8	10	6	26	4	28	44	1,016

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Table 2-2d. Grievances Filed at Medium Security Facilities, January-June 2018, 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	13	108	14	6	0	16	4	4	1	0	9	7	1	16	19	303
23.1) Smoke-Free Policy	0	0	0	1	0	0	0	0	0	0	0	2	0	0	0	4
24) Special Housing Units	6	0	15	1	1	43	0	1	1	2	0	0	0	1	1	146
25) Search & Seizure/Frisks/Contraband	6	9	0	2	1	6	4	0	0	0	3	0	0	2	3	61
25.1) Strip Search	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
25.2) Strip Frisk	1	0	0	0	0	0	0	0	0	0	0	0	0	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) Keeplock Policy & Procedure	0	0	0	0	0	0	0	0	0	0	0	1	0	2	0	17
27) Tier I and II Policy & Procedure	7	3	0	1	0	1	2	2	1	0	2	0	0	2	2	46
28) Tier III Policy & Procedure	8	3	5	0	0	6	1	3	1	1	0	0	0	2	0	44
29) Inmate Property	7	17	9	7	0	17	0	1	1	3	1	2	1	6	2	123
30) Package Room	14	32	11	4	0	25	11	9	4	4	6	6	0	3	12	278
31) Rules & Regulations	7	4	0	0	3	2	7	4	0	2	2	0	0	4	3	94
Sub-total	69	176	54	22	5	116	29	24	9	12	23	18	2	38	42	1,118
Administrative Services																
32) Industry	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
33) Personal Property Claims	2	9	1	6	0	2	1	0	2	0	0	3	1	0	0	47
34) State Issued Clothing and Hygiene Items	7	27	0	4	0	11	2	1	1	0	0	0	1	0	0	75
35) Commissary	2	16	0	0	0	1	0	3	0	0	0	1	1	2	6	64
36) Inmate Accounts	1	30	4	0	0	13	2	0	2	0	2	3	0	1	2	136
37) Mess Hall	6	25	4	0	0	6	0	0	0	3	1	4	0	3	6	119
38) Laundry	0	2	0	0	0	0	0	0	0	0	1	0	0	0	0	4
39) Facility Maintenance	2	15	7	0	1	9	6	0	2	0	0	3	0	0	5	88
Sub-total	20	124	16	10	1	42	11	4	7	3	4	14	3	6	19	535
Counsel																
40) Law Library	0	21	7	2	0	3	0	0	0	1	1	3	0	6	2	71
41) Legal Mail	3	8	1	1	1	0	1	0	0	0	0	0	0	1	1	32
42) Inmate Legal Rights	1	16	1	3	1	2	0	4	0	2	3	0	0	2	1	82
43) Mandatory Court Surcharge	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	3
Sub-total	4	45	10	7	2	5	1	4	0	3	4	3	0	9	4	188
Executive Direction																
44) Inmate Grievance Program	2	7	3	6	0	3	2	2	1	0	0	2	1	3	5	66
45) Temporary Release Committee	0	0	0	0	0	0	1	0	1	1	0	0	0	0	0	6
46) Inter-Facility Transfers	0	0	0	2	1	1	1	0	0	0	1	2	0	1	2	25
47) Grooming Standards	0	0	0	2	0	0	0	0	0	1	0	1	0	1	0	12
48) Inmate Liaison Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	4
49) Staff Conduct	22	31	89	16	5	36	27	44	4	12	25	18	7	8	28	828
50) Miscellaneous	16	10	10	0	0	2	14	2	0	2	2	10	3	3	49	229
Sub-total	40	48	102	26	6	42	45	48	6	16	28	33	11	16	85	1,170
Grand Total	200	711	280	120	21	292	130	120	30	53	87	98	23	136	233	4,767

Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities, January-June 2018, 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	1	0	1	0	1
3) Correspondence	6	0	6	0	0	0	0	0	0	6
4) Phone Home Program	0	0	0	0	0	2	0	2	0	2
5) Visiting	2	0	2	0	0	1	0	1	0	3
6) Guidance Unit/Counseling	5	0	5	0	1	1	0	2	0	7
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	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	0	0	0	0	0
16) Religion	1	0	1	0	0	0	0	0	0	1
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	14	0	14	0	1	5	0	6	0	20
Health Services										
21) Dental	5	0	5	0	0	0	0	0	0	5
22) Medical	33	0	33	0	2	1	0	3	0	36
22.1) HIPAA (Health Information)	0	0	0	0	0	0	0	0	0	0
Sub-total	38	0	38	0	2	1	0	3	0	41

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Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities, January-June 2018, 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	8	0	8	0	0	2	0	2	0	10
23.1) Smoke-Free Policy	0	0	0	0	0	1	0	1	0	1
24) Special Housing Units	36	0	36	0	0	0	0	0	0	36
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	1	0	0	1	0	1
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	6	0	6	0	1	0	0	1	0	7
28) Tier III Policy & Procedure	3	0	3	0	0	0	0	0	0	3
29) Inmate Property	4	0	4	0	0	4	0	4	0	8
30) Package Room	0	0	0	0	0	3	0	3	0	3
31) Rules & Regulations	0	0	0	0	2	3	0	5	0	5
Sub-total	60	0	60	0	4	13	0	17	0	77
Administrative Services										
32) Industry	0	0	0	0	0	0	0	0	0	0
33) Personal Property Claims	0	0	0	0	0	0	0	0	0	0
34) State Issued Clothing and Hygiene Items	0	0	0	0	0	0	0	0	0	0
35) Commissary	3	0	3	0	0	0	0	0	0	3
36) Inmate Accounts	5	0	5	0	0	0	0	0	0	5
37) Mess Hall	7	0	7	0	0	0	0	0	0	7
38) Laundry	1	0	1	0	0	0	0	0	0	1
39) Facility Maintenance	0	0	0	0	0	1	0	1	0	1
Sub-total	16	0	16	0	0	1	0	1	0	17
Counsel										
40) Law Library	0	0	0	0	0	0	0	0	0	0
41) Legal Mail	1	0	1	0	0	1	0	1	0	2
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	2	0	2	0	3
Executive Direction										
44) Inmate Grievance Program	0	0	0	0	0	0	0	0	0	0
45) Temporary Release Committee	0	0	0	0	1	0	0	1	0	1
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	9	0	9	0	0	2	0	2	8	19
50) Miscellaneous	1	0	1	0	2	0	0	2	0	3
Sub-total	10	0	10	0	3	2	0	5	8	23
Grand Total	139	0	139	0	10	24	0	34	8	181

Table 3 lists the types of grievances filed statewide during the first half of 2018 as compared to the first half of 2017. It is noted that 17,568 grievances were filed statewide in the first half of 2018 as compared to 18,335 grievances filed during the same time period in 2017, a decrease of 4.2%.

Table 4 lists the types of grievances heard by CORC during the first half of 2018 as compared to the first half of 2017. It is noted that 3,208 grievances were reviewed by CORC in the first half of 2018 as compared to 2,946 grievances reviewed during the same time period in 2017, an increase of 8.9%.

Table 3. Grievances Filed Statewide, January-June 2017 & 2018, by Type

Grievance Type	2017		2018		% Chg
	#	%	#	%	
Program Services					
1) Program Committee	303	1.7%	268	1.5%	-11.6%
2) Incentive Wage Allowance	171	0.9%	154	0.9%	-9.9%
3) Correspondence	650	3.5%	609	3.5%	-6.3%
4) Phone Home Program	79	0.4%	103	0.6%	30.4%
5) Visiting	194	1.1%	163	0.9%	-16.0%
6) Guidance Unit/Counseling	601	3.3%	543	3.1%	-9.7%
7) Recreation (TV, Yard, Movies, Radio, etc.)	131	0.7%	139	0.8%	6.1%
8) Adult Basic Education	47	0.3%	30	0.2%	-36.2%
9) GED/College Programs	27	0.1%	26	0.1%	-3.7%
10) Language Assistance Program	2	0.0%	1	0.0%	-50.0%
11) Vocational Programs	31	0.2%	31	0.2%	0.0%
12) Work Assignments	98	0.5%	110	0.6%	12.2%
13) Hobby Shop/Arts & Crafts	4	0.0%	2	0.0%	-50.0%
14) Volunteer Services	3	0.0%	0	0.0%	-100.0%
15) Special Events/Inmate Organizations	48	0.3%	49	0.3%	2.1%
16) Religion	328	1.8%	343	2.0%	4.6%
17) Family Reunion Program	45	0.2%	43	0.2%	-4.4%
18) Media Review	45	0.2%	42	0.2%	-6.7%
19) General Library	76	0.4%	63	0.4%	-17.1%
20) Alcohol and Substance Abuse Treatment	98	0.5%	114	0.6%	-5.0%
Sub-total	2,981	16.3%	2833	16.1%	-5.0%
Health Services					
21) Dental	287	1.6%	331	1.9%	15.3%
22) Medical	3,227	17.6%	2,910	16.6%	-9.8%
22.1) HIPAA (Health Information)	64	0.3%	82	0.5%	28.1%
Sub-total	3,578	19.5%	3,323	18.9%	-7.1%
Facility Operations					
23) Housing - Internal Block Affairs	1,331	7.3%	1,251	7.1%	-6.0%
23.1) Smoke-Free Policy	5	0.0%	7	0.0%	40.0%
24) Special Housing Units	886	4.8%	813	4.6%	-8.2%
25) Search & Seizure/Frisky/Contraband	267	1.5%	225	1.3%	-15.7%
25.1) Strip Search	9	0.0%	4	0.0%	-55.6%
25.2) Strip Frisk	11	0.1%	11	0.1%	0.0%
25.3) Pat Frisk (Female Inmate)	0	0.0%	2	0.0%	N/A
26) Keeplock Policy & Procedure	85	0.5%	86	0.5%	1.2%
27) Tier I and II Policy & Procedure	158	0.9%	147	0.8%	-7.0%
28) Tier III Policy & Procedure	276	1.5%	278	1.6%	0.7%
29) Inmate Property	534	2.9%	549	3.1%	2.8%
30) Package Room	975	5.3%	974	5.5%	-0.1%
31) Rules & Regulations	315	1.7%	335	1.9%	6.3%
Sub-total	4,852	26.5%	4,682	26.7%	-3.5%
Administrative Services					
32) Industry	40	0.2%	31	0.2%	-22.5%
33) Personal Property Claims	333	1.8%	268	1.5%	-19.5%
34) State Issued Clothing and Hygiene Items	273	1.5%	304	1.7%	11.4%
35) Commissary	276	1.5%	310	1.8%	12.3%
36) Inmate Accounts	683	3.7%	656	3.7%	-4.0%
37) Mess Hall	509	2.8%	468	2.7%	-8.1%
38) Laundry	46	0.3%	55	0.3%	19.6%
39) Facility Maintenance	354	1.9%	355	2.0%	0.3%
Sub-total	2,514	13.7%	2,447	13.9%	-2.7%
Counsel					
40) Law Library	318	1.7%	354	2.0%	11.3%
41) Legal Mail	145	0.8%	167	1.0%	15.2%
42) Inmate Legal Rights	270	1.5%	236	1.3%	-12.6%
43) Mandatory Court Surcharge	27	0.1%	20	0.1%	-25.9%
Sub-total	760	4.1%	777	4.4%	2.2%
Executive Direction					
44) Inmate Grievance Program	297	1.6%	287	1.6%	-3.4%
45) Temporary Release Committee	11	0.1%	9	0.1%	-18.2%
46) Inter-Facility Transfers	81	0.4%	66	0.4%	-18.5%
47) Grooming Standards	28	0.2%	31	0.2%	10.7%
48) Inmate Liaison Committee	29	0.2%	23	0.1%	-20.7%
49) Staff Conduct	2,563	14.0%	2,414	13.7%	-5.8%
50) Miscellaneous	641	3.5%	676	3.8%	5.5%
Sub-total	3,650	19.9%	3,506	20.0%	-3.9%
Grand Total	18,335	100.0%	17,568	100.0%	-4.2%

Table 4. CORC Hearings, January-June 2017 & 2018, by Type

Grievance Type	2017		2018		% Change
	#	%	#	%	
Program Services					
1) Program Committee	51	1.7%	36	1.1%	-29.4%
2) Incentive Wage Allowance	13	0.4%	21	0.7%	61.5%
3) Correspondence	58	2.0%	94	2.9%	62.1%
4) Phone Home Program	6	0.2%	6	0.2%	0.0%
5) Visiting	23	0.8%	43	1.3%	87.0%
6) Guidance Unit/Counseling	98	3.3%	85	2.6%	-13.3%
7) Recreation (TV, Yard, Movies, Radio, etc.)	26	0.9%	19	0.6%	-26.9%
8) Adult Basic Education	4	0.1%	7	0.2%	75.0%
9) GED/College Programs	2	0.1%	2	0.1%	0.0%
10) Language Assistance Program	0	0.0%	1	0.0%	-
11) Vocational Programs	5	0.2%	7	0.2%	40.0%
12) Work Assignments	6	0.2%	9	0.3%	50.0%
13) Hobby Shop/Arts & Crafts	3	0.1%	0	0.0%	-100.0%
14) Volunteer Services	0	0.0%	0	0.0%	-
15) Special Events/Inmate Organizations	4	0.1%	3	0.1%	-25.0%
16) Religion	67	2.3%	65	2.0%	-3.0%
17) Family Reunion Program	7	0.2%	13	0.4%	85.7%
18) Media Review	6	0.2%	9	0.3%	50.0%
19) General Library	11	0.4%	20	0.6%	81.8%
20) Alcohol and Substance Abuse Treatment	22	0.7%	19	0.6%	-13.6%
Sub-total	412	14.0%	459	14.3%	11.4%
Health Services					
21) Dental	46	1.6%	39	1.2%	-15.2%
22) Medical	559	19.0%	637	19.9%	14.0%
22.1) HIPAA (Health Information)	32	1.1%	22	0.7%	-31.3%
Sub-total	637	21.6%	698	21.8%	9.6%
Facility Operations					
23) Housing - Internal Block Affairs	142	4.8%	168	5.2%	18.3%
23.1) Smoke-Free Policy	2	0.1%	0	0.0%	-100.0%
24) Special Housing Units	112	3.8%	152	4.7%	35.7%
25) Search & Seizure/Frisks/Contraband	49	1.7%	44	1.4%	-10.2%
25.1) Strip Search	4	0.1%	0	0.0%	-100.0%
25.2) Strip Frisk	7	0.2%	7	0.2%	0.0%
25.3) Pat Frisk (Female Inmate)	0	0.0%	0	0.0%	-
26) Keeplock Policy & Procedure	12	0.4%	13	0.4%	8.3%
27) Tier I and II Policy & Procedure	14	0.5%	12	0.4%	-14.3%
28) Tier III Policy & Procedure	41	1.4%	34	1.1%	-17.1%
29) Inmate Property	49	1.7%	65	2.0%	32.7%
30) Package Room	115	3.9%	117	3.6%	1.7%
31) Rules & Regulations	47	1.6%	51	1.6%	8.5%
Sub-total	594	20.2%	663	20.7%	11.6%
Administrative Services					
32) Industry	7	0.2%	8	0.2%	14.3%
33) Personal Property Claims	27	0.9%	35	1.1%	29.6%
34) State Issued Clothing and Hygiene Items	15	0.5%	22	0.7%	46.7%
35) Commissary	31	1.1%	19	0.6%	-38.7%
36) Inmate Accounts	60	2.0%	57	1.8%	-5.0%
37) Mess Hall	92	3.1%	95	3.0%	3.3%
38) Laundry	5	0.2%	5	0.2%	0.0%
39) Facility Maintenance	45	1.5%	49	1.5%	8.9%
Sub-total	282	9.6%	290	9.0%	2.8%
Counsel					
40) Law Library	74	2.5%	70	2.2%	-5.4%
41) Legal Mail	56	1.9%	67	2.1%	19.6%
42) Inmate Legal Rights	94	3.2%	53	1.7%	-43.6%
43) Mandatory Court Surcharge	3	0.1%	4	0.1%	33.3%
Sub-total	227	7.7%	194	6.0%	-14.5%
Executive Direction					
44) Inmate Grievance Program	97	3.3%	106	3.3%	9.3%
45) Temporary Release Committee	0	0.0%	1	0.0%	-
46) Inter-Facility Transfers	16	0.5%	16	0.5%	0.0%
47) Grooming Standards	2	0.1%	1	0.0%	-50.0%
48) Inmate Liaison Committee	4	0.1%	5	0.2%	25.0%
49) Staff Conduct	624	21.2%	690	21.5%	10.6%
50) Miscellaneous	51	1.7%	85	2.6%	66.7%
Sub-total	794	27.0%	904	28.2%	13.9%
Grand Total	2,946	100.0%	3,208	100.0%	8.9%