



Corrections and Community Supervision

Inmate Grievance Program Semi-Annual Report

2019

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 2019 (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 2019, there were 14,086 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 57 specific grievance types within the six categories; these are detailed in Table 1.

Figure 1. Categories of Grievances Filed

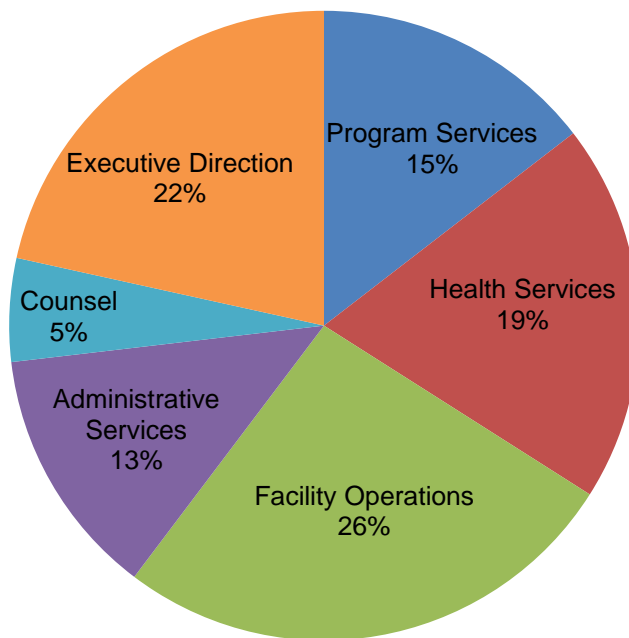


Table 1. Grievances Filed Statewide, January-June 2019, by Type

Grievance Type	#	%
Program Services		
1) Program Committee	256	1.8%
2) Incentive Wage Allowance	104	0.7%
3) Correspondence	393	2.8%
4) Phone Home Program	57	0.4%
5) Visiting	105	0.7%
6) Guidance Unit/Counseling	389	2.8%
7) Recreation (TV, Yard, Movies, Radio, etc.)	86	0.6%
8) Adult Basic Education	20	0.1%
9) GED/College Programs	25	0.2%
10) Language Assistance Program	2	0.0%
11) Vocational Programs	21	0.1%
12) Work Assignments	90	0.6%
13) Hobby Shop/Arts & Crafts	7	0.0%
14) Volunteer Services	3	0.0%
15) Special Events/Inmate Organizations	52	0.4%
16) Religion	238	1.7%
17) Family Reunion Program	25	0.2%
18) Media Review	36	0.3%
19) General Library	41	0.3%
20) Alcohol and Substance Abuse Treatment	98	0.7%
Sub-total	2,048	14.5%
Health Services		
21) Dental	282	2.0%
22) Medical	2,394	17.0%
22.1) HIPAA (Health Information)	66	0.5%
Sub-total	2,742	19.5%
Facility Operations		
23) Housing - Internal Block Affairs	998	7.1%
23.1) Smoke-Free Policy	4	0.0%
24) Special Housing Units	633	4.5%
25) Search & Seizure/Frisks/Contraband	174	1.2%
25.1) Strip Search	5	0.0%
25.2) Strip Frisk	17	0.1%
25.3) Pat Frisk (Female Inmate)	0	0.0%
26) Keeplock Policy & Procedure	73	0.5%
27) Tier I and II Policy & Procedure	128	0.9%
28) Tier III Policy & Procedure	192	1.4%
29) Inmate Property	449	3.2%
30) Package Room	804	5.7%
31) Rules & Regulations	226	1.6%
Sub-total	3,703	26.3%
Administrative Services		
32) Industry	33	0.2%
33) Personal Property Claims	210	1.5%
34) State Issued Clothing and Hygiene Items	163	1.2%
35) Commissary	315	2.2%
36) Inmate Accounts	408	2.9%
37) Mess Hall	437	3.1%
38) Laundry	48	0.3%
39) Facility Maintenance	197	1.4%
Sub-total	1,811	12.9%
Counsel		
40) Law Library	313	2.2%
41) Legal Mail	159	1.1%
42) Inmate Legal Rights	262	1.9%
43) Mandatory Court Surcharge	13	0.1%
Sub-total	747	5.3%
Executive Direction		
44) Inmate Grievance Program	225	1.6%
45) Temporary Release Committee	10	0.1%
46) Inter-Facility Transfers	57	0.4%
47) Grooming Standards	19	0.1%
48) Inmate Liaison Committee	10	0.1%
49) Staff Conduct	2,074	14.7%
49.1) Sexual Abuse	35	0.2%
49.2) Sexual Harassment	44	0.3%
50) Miscellaneous	561	4.0%
Sub-total	3,035	21.5%
Grand Total	14,086	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 2019. Table 2-1 lists maximum security facilities, which had a total of 9,775 grievances; this comprised 69.4% of all grievances filed statewide.

Tables 2-2 (a-d) list medium security facilities, which had a total of 4,224 grievances filed in the first half of 2019.

Table 2-3 lists shock, minimum security and drug treatment facilities, which had a total of 87 grievances filed in the first half of 2019.

Table 2-1. Grievances Filed at Maximum Security Facilities, January-June 2019, 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	18	16	0	15	1	2	9	36	15	2	38	4	8	0	5	0	17	186
2) Incentive Wage Allowance	13	0	0	14	0	1	3	4	0	4	25	6	2	0	2	0	3	77
3) Correspondence	17	13	3	35	1	1	16	12	28	17	14	3	2	20	6	48	33	269
4) Phone Home Program	6	5	0	3	0	1	3	5	4	0	4	1	1	3	0	2	0	38
5) Visiting	8	6	2	7	1	4	2	6	1	3	4	1	13	5	5	2	1	71
6) Guidance Unit/Counseling	28	16	4	34	2	0	16	2	17	10	21	10	5	3	4	20	24	216
7) Recreation (TV, Yard, Movies, Radio, etc.)	3	5	1	16	1	1	3	6	1	7	0	0	2	4	2	3	7	62
8) Adult Basic Education	2	1	0	2	0	0	0	2	3	4	0	0	0	1	1	1	0	17
9) GED/College Programs	3	0	0	0	0	0	0	8	3	1	0	0	1	0	1	0	1	18
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
11) Vocational Programs	1	0	0	6	0	0	2	0	1	0	1	1	0	0	0	0	0	12
12) Work Assignments	8	6	3	17	0	0	6	4	3	1	1	1	1	2	3	0	0	56
13) Hobby Shop/Arts & Crafts	4	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	6
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	7	6	0	0	0	0	2	7	0	3	1	1	4	2	2	0	6	41
16) Religion	21	15	6	22	1	5	3	16	10	24	16	8	2	5	2	3	10	169
17) Family Reunion Program	1	2	0	1	0	1	13	1	0	0	0	1	3	0	0	0	0	23
18) Media Review	2	0	0	22	0	0	0	3	0	0	2	0	0	1	0	0	0	30
19) General Library	2	6	1	1	0	1	2	0	5	0	2	0	1	0	0	2	4	27
20) Alcohol and Substance Abuse Treatment	5	3	0	13	0	0	7	2	1	1	2	0	0	2	0	1	0	37
Sub-total	149	100	20	208	7	17	87	114	92	78	131	37	45	48	35	82	106	1,356
Health Services																		
21) Dental	8	5	2	57	0	0	3	25	21	10	9	2	12	3	12	14	11	194
22) Medical	145	105	36	158	2	24	50	85	203	75	154	63	107	63	90	172	113	1,645
22.1) HIPAA (Health Information)	4	1	0	8	1	0	2	7	4	2	2	11	7	5	4	0	0	58
Sub-total	157	111	38	223	3	24	55	117	228	87	165	76	126	71	106	186	124	1,897

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Table 2-1. Grievances Filed at Maximum Security Facilities, January-June 2019, 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	191	21	25	53	1	6	9	22	100	26	94	19	48	27	16	4	63	725
23.1) Smoke-Free Policy	0	0	0	0	0	0	1	0	0	2	0	0	0	0	0	0	0	3
24) Special Housing Units	120	68	0	31	0	0	8	8	16	31	6	2	3	26	16	92	12	439
25) Search & Seizure/Frisks/Contraband	14	17	8	7	1	3	10	5	2	2	22	0	2	6	13	0	6	118
25.1) Strip Search	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3
25.2) Strip Frisk	3	3	0	0	0	0	0	0	0	0	2	0	4	0	4	0	0	16
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	16	12	2	1	0	0	5	12	4	5	1	0	2	0	1	3	1	65
27) Tier I and II Policy & Procedure	12	8	1	33	0	1	2	0	0	3	16	2	6	1	3	1	0	89
28) Tier III Policy & Procedure	34	25	1	16	0	0	2	3	3	9	14	1	2	12	3	12	4	141
29) Inmate Property	61	47	1	69	0	2	9	10	7	16	44	4	2	10	19	10	8	319
30) Package Room	77	30	14	120	2	5	45	37	32	32	70	11	31	4	14	8	33	565
31) Rules & Regulations	4	25	6	16	0	1	19	24	12	6	15	18	1	4	3	4	0	158
Sub-total	532	258	58	347	4	18	110	121	176	132	284	57	101	90	92	134	127	2,641
Administrative Services																		
32) Industry	0	6	0	14	0	0	0	1	0	0	9	0	0	0	1	0	0	31
33) Personal Property Claims	13	8	1	18	0	3	9	3	7	9	6	8	3	6	5	43	3	145
34) State Issued Clothing and Hygiene Items	27	9	0	17	0	0	4	3	14	6	8	3	1	1	2	8	6	109
35) Commissary	61	10	1	38	1	1	16	3	19	19	26	4	2	3	2	7	19	232
36) Inmate Accounts	56	23	1	44	0	3	15	6	41	30	35	10	3	5	6	21	18	317
37) Mess Hall	30	22	3	22	0	12	7	13	26	14	35	8	7	18	9	78	9	313
38) Laundry	13	0	1	8	0	0	0	1	1	1	1	0	1	0	2	0	3	32
39) Facility Maintenance	10	19	2	11	0	4	11	3	2	17	28	9	2	6	6	2	9	141
Sub-total	210	97	9	172	1	23	62	33	110	96	148	42	19	39	33	159	67	1,320
Counsel																		
40) Law Library	34	43	5	25	0	0	9	24	14	11	14	3	6	4	12	34	13	251
41) Legal Mail	23	17	0	23	1	1	7	5	2	5	20	0	2	12	2	0	5	125
42) Inmate Legal Rights	23	33	0	21	1	1	7	12	2	7	14	1	1	11	18	3	2	157
43) Mandatory Court Surcharge	3	0	0	1	0	4	0	0	0	0	1	0	0	0	1	0	2	12
Sub-total	83	93	5	70	2	6	23	41	18	23	49	4	9	27	33	37	22	545
Executive Direction																		
44) Inmate Grievance Program	25	17	0	30	0	1	7	3	10	3	13	1	9	10	9	16	15	169
45) Temporary Release Committee	0	0	0	1	0	0	0	1	0	0	0	3	0	2	0	0	0	7
46) Inter-Facility Transfers	5	2	0	10	0	4	1	2	0	0	2	0	0	1	2	0	0	29
47) Grooming Standards	0	0	0	5	0	0	0	1	0	0	0	0	0	0	3	0	0	9
48) Inmate Liaison Committee	1	2	0	3	0	0	0	0	0	0	0	0	1	0	1	0	0	8
49) Staff Conduct	159	211	2	159	14	42	39	62	92	21	125	34	65	69	49	176	52	1,371
49.1) Sexual Abuse	1	5	1	0	1	1	1	0	3	3	0	0	2	2	0	4	2	26
49.2) Sexual Harassment	3	8	1	0	2	0	0	0	1	0	4	1	1	1	2	1	1	26
50) Miscellaneous	66	26	14	61	1	36	4	20	31	16	11	4	30	0	26	16	9	371
Sub-total	260	271	18	269	18	84	52	89	137	43	155	43	108	85	92	213	79	2,016
Grand Total	1,391	930	148	1,289	35	172	389	515	761	459	932	259	408	360	391	811	525	9,775

Table 2-2a. Grievances Filed at Medium Security Facilities, January-June 2019, 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	2	8	1	4	1	0	6	5	12	3	2	0	0
2) Incentive Wage Allowance	0	0	0	0	2	1	2	2	2	1	0	1	0	0	0
3) Correspondence	1	1	1	6	13	3	8	4	7	3	8	7	2	0	0
4) Phone Home Program	0	0	1	0	0	0	2	2	1	1	2	1	1	0	0
5) Visiting	0	0	1	0	1	1	3	4	3	0	3	3	0	0	0
6) Guidance Unit/Counseling	0	5	4	4	9	0	5	26	3	1	10	8	2	5	0
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	0	0	1	0	0	2	3	1	0	3	1	1	0	1
8) Adult Basic Education	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0
9) GED/College Programs	0	1	0	1	0	0	0	1	0	0	1	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	0	1	1	0	0	1	0	0	0	0	0	0	0	0	0
12) Work Assignments	0	0	2	2	0	2	1	5	2	1	0	0	1	0	2
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
14) Volunteer Services	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
15) Special Events/Inmate Organizations	0	1	0	0	0	0	1	3	1	1	1	0	0	0	0
16) Religion	0	3	0	3	2	2	1	2	9	6	1	2	0	0	0
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18) Media Review	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0
19) General Library	0	0	0	0	1	1	0	0	0	1	0	2	0	0	0
20) Alcohol and Substance Abuse Treatment	0	3	0	0	1	6	3	0	2	4	8	0	2	0	0
Sub-total	1	16	13	25	30	21	29	53	38	24	50	30	11	5	3
Health Services															
21) Dental	0	10	0	6	2	2	11	2	9	6	2	4	2	0	0
22) Medical	1	51	7	17	16	29	49	33	60	30	19	58	40	1	1
22.1) HIPAA (Health Information)	0	0	0	0	0	0	0	2	2	0	0	1	1	0	0
Sub-total	1	61	7	23	18	31	60	37	71	36	21	63	43	1	1

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Table 2-2b. Grievances Filed at Medium Security Facilities, January-June 2019, 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	0	8	3	8	2	2	1	7	10	3	18	11	11	0	0
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
24) Special Housing Units	5	4	0	1	0	1	37	7	0	47	1	16	2	0	1
25) Search & Seizure/Frisks/Contraband	1	0	0	1	0	6	3	2	3	4	2	6	4	0	0
25.1) Strip Search	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
25.2) Strip Frisk	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
25.3) Pat Frisk (Female Inmate)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26) Keyplock Policy & Procedure	0	1	0	0	1	1	2	0	1	0	0	0	0	0	0
27) Tier I and II Policy & Procedure	0	0	5	0	2	2	3	1	6	2	2	1	1	0	0
28) Tier III Policy & Procedure	0	3	1	0	7	0	4	0	0	1	0	6	1	0	0
29) Inmate Property	0	3	1	0	0	2	2	14	11	13	13	10	2	0	1
30) Package Room	0	9	3	7	13	6	1	11	24	14	35	11	8	0	0
31) Rules & Regulations	0	0	1	2	1	2	6	2	3	1	3	12	1	2	2
Sub-total	6	28	14	19	26	22	59	44	59	85	74	73	30	2	4
Administrative Services															
32) Industry	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
33) Personal Property Claims	0	0	0	5	9	6	7	3	3	1	1	0	2	0	0
34) State Issued Clothing and Hygiene Items	0	4	1	1	0	0	3	1	0	1	1	1	0	0	0
35) Commissary	0	4	1	0	2	4	6	6	7	2	7	2	0	0	0
36) Inmate Accounts	0	5	1	3	2	0	4	1	7	6	4	5	0	0	0
37) Mess Hall	2	3	0	1	2	0	9	7	7	14	7	7	4	2	0
38) Laundry	0	0	0	0	0	0	0	1	0	0	11	0	0	0	0
39) Facility Maintenance	0	5	1	1	0	5	2	1	1	2	9	2	1	0	0
Sub-total	2	21	4	11	15	15	31	21	25	26	40	17	7	2	0
Counsel															
40) Law Library	0	2	0	2	0	1	3	6	0	3	2	5	1	0	0
41) Legal Mail	0	1	0	0	2	0	0	6	1	2	1	4	1	0	0
42) Inmate Legal Rights	0	4	0	2	6	0	8	6	0	14	8	18	1	0	0
43) Mandatory Court Surcharge	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
Sub-total	0	7	0	4	8	1	11	18	2	19	11	27	3	0	0
Executive Direction															
44) Inmate Grievance Program	0	0	0	1	0	1	6	1	2	1	1	13	0	0	0
45) Temporary Release Committee	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
46) Inter-Facility Transfers	0	0	0	0	2	0	3	1	3	0	2	6	0	0	0
47) Grooming Standards	1	0	0	2	0	0	0	1	1	1	3	0	0	0	0
48) Inmate Liaison Committee	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
49) Staff Conduct	10	34	16	29	39	24	9	18	95	43	47	25	23	5	4
49.1) Sexual Abuse	0	0	0	1	1	0	0	0	1	0	0	0	0	0	1
49.2) Sexual Harassment	0	1	0	0	1	1	2	1	0	1	1	0	2	0	0
50) Miscellaneous	2	15	7	5	5	3	36	17	22	3	1	8	6	0	0
Sub-total	13	50	23	38	48	29	56	39	125	49	56	52	31	5	5
Grand Total	23	183	61	120	145	119	246	212	320	239	252	262	125	15	13

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Table 2-2c. Grievances Filed at Medium Security Facilities, January-June 2019, 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	8	1	3	0	3	1	1	0	1	2	0	0	2	0	70
2) Incentive Wage Allowance	1	5	0	0	0	2	4	1	1	0	0	0	0	0	1	26
3) Correspondence	7	16	4	2	0	11	2	6	0	0	2	1	0	4	4	123
4) Phone Home Program	1	1	1	0	0	1	0	1	0	0	1	0	0	1	1	19
5) Visiting	0	3	0	0	0	2	1	0	0	0	2	0	0	3	2	32
6) Guidance Unit/Counseling	5	26	27	5	0	9	3	5	0	1	0	3	1	1	4	172
7) Recreation (TV, Yard, Movies, Radio, etc.)	2	3	1	1	0	2	0	0	0	0	0	0	0	1	1	24
8) Adult Basic Education	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3
9) GED/College Programs	0	0	0	0	0	1	0	0	0	1	0	0	0	0	1	7
10) Language Assistance Program	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
11) Vocational Programs	0	1	1	1	0	0	1	0	0	0	1	0	0	0	1	9
12) Work Assignments	5	0	0	3	0	1	0	0	0	2	3	0	0	0	2	34
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
14) Volunteer Services	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	3
15) Special Events/Inmate Organizations	0	0	0	1	0	1	0	0	0	0	0	0	1	0	0	11
16) Religion	2	14	1	3	0	6	1	1	1	0	1	0	0	7	1	69
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	2
18) Media Review	0	0	0	0	0	1	1	1	0	0	0	0	0	0	1	6
19) General Library	0	1	2	0	0	1	0	1	0	0	2	0	0	0	0	12
20) Alcohol and Substance Abuse Treatment	0	6	6	2	1	3	0	1	1	0	1	2	0	5	4	61
Sub-total	26	86	44	21	1	44	15	18	3	6	15	6	2	25	24	685
Health Services																
21) Dental	2	6	3	0	0	1	0	6	0	0	3	3	0	0	6	86
22) Medical	13	68	48	50	1	48	11	6	4	5	8	17	1	22	20	734
22.1) HIPAA (Health Information)	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	7
Sub-total	15	74	51	50	1	50	11	12	4	5	11	20	1	22	26	827

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Table 2-2d. Grievances Filed at Medium Security Facilities, January-June 2019, by Type (Con't)

Grievance Type	Livingston	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taonic	Ulster	Wallkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Facility Operations																
23) Housing - Internal Block Affairs	8	107	5	0	1	8	0	3	2	3	11	3	4	8	7	254
23.1) Smoke-Free Policy	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
24) Special Housing Units	2	0	10	1	0	53	0	1	0	1	0	2	0	2	0	194
25) Search & Seizure/Frisky/Contraband	2	1	0	1	0	6	5	0	0	0	1	0	0	4	2	54
25.1) Strip Search	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2
25.2) Strip Frisk	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
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	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	8
27) Tier I and II Policy & Procedure	2	0	1	3	0	3	0	1	0	1	1	1	0	0	1	39
28) Tier III Policy & Procedure	6	5	2	0	0	7	0	4	0	0	1	2	0	0	1	51
29) Inmate Property	5	26	1	3	0	9	1	2	1	0	0	2	0	2	4	128
30) Package Room	7	21	10	4	1	17	7	5	1	2	4	3	1	4	10	239
31) Rules & Regulations	4	1	0	0	2	1	5	1	2	0	0	0	1	3	1	59
Sub-total	37	161	29	13	4	104	18	17	7	7	18	13	6	24	27	1,030
Administrative Services																
32) Industry	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2
33) Personal Property Claims	1	20	1	0	0	2	0	0	0	0	1	0	0	1	1	64
34) State Issued Clothing and Hygiene Items	1	26	1	1	0	10	0	0	0	0	0	0	1	0	0	53
35) Commissary	2	23	1	1	0	7	1	1	0	0	3	0	0	0	2	82
36) Inmate Accounts	1	32	3	0	0	8	1	3	0	1	1	0	0	1	1	90
37) Mess Hall	1	17	6	5	0	14	0	0	1	2	5	0	0	0	2	118
38) Laundry	0	3	0	0	0	1	0	0	0	0	0	0	0	0	0	16
39) Facility Maintenance	0	11	0	0	0	4	2	1	0	1	1	0	2	2	1	55
Sub-total	6	132	12	7	0	46	4	5	1	4	12	0	3	4	7	480
Counsel																
40) Law Library	0	11	5	3	0	13	0	1	0	0	0	0	0	3	1	62
41) Legal Mail	1	3	1	3	0	4	0	0	0	0	1	0	0	3	0	34
42) Inmate Legal Rights	0	11	3	1	0	2	1	6	0	0	1	0	0	13	0	105
43) Mandatory Court Surcharge	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Sub-total	1	25	9	7	0	19	1	7	0	0	2	0	0	19	1	202
Executive Direction																
44) Inmate Grievance Program	3	8	1	2	0	6	1	1	1	0	2	0	0	2	3	56
45) Temporary Release Committee	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	3
46) Inter-Facility Transfers	3	0	0	1	0	5	0	1	0	0	0	1	0	0	0	28
47) Grooming Standards	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	10
48) Inmate Liaison Committee	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2
49) Staff Conduct	7	9	75	16	4	23	19	27	1	11	11	11	20	8	24	687
49.1) Sexual Abuse	0	1	2	1	0	0	0	0	0	0	0	1	0	0	0	9
49.2) Sexual Harassment	1	0	2	0	0	0	2	1	0	2	0	0	0	0	0	18
50) Miscellaneous	10	3	7	0	1	3	4	0	0	1	2	6	0	2	18	187
Sub-total	24	22	87	20	5	37	27	30	2	16	15	19	20	12	45	1,000
Grand Total	109	500	232	118	11	300	76	89	17	38	73	58	32	106	130	4,224

Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities, January-June 2019, 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	1	0	1	0	0	0	0	0	0	1
4) Phone Home Program	0	0	0	0	0	0	0	0	0	0
5) Visiting	2	0	2	0	0	0	0	0	0	2
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	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	0	0	0	0	0	0	0	0	0	0
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	1	0	1	0	0	1	0	1	0	2
20) Alcohol and Substance Abuse Treatment	0	0	0	0	0	0	0	0	0	0
Sub-total	4	0	4	0	0	3	0	3	0	7
Health Services										
21) Dental	2	0	2	0	0	0	0	0	0	2
22) Medical	6	0	6	0	0	3	0	3	6	15
22.1) HIPAA (Health Information)	0	0	0	0	0	1	0	1	0	1
Sub-total	8	0	8	0	0	4	0	4	6	18

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Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities, January-June 2019, 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	19	0	19	0	0	0	0	0	0	19
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	0	0
24) Special Housing Units	0	0	0	0	0	0	0	0	0	0
25) Search & Seizure/Frisks/Contraband	1	0	1	0	0	1	0	1	0	2
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	0	0	0	0	0	0	0	0	0	0
28) Tier III Policy & Procedure	0	0	0	0	0	0	0	0	0	0
29) Inmate Property	0	0	0	0	0	2	0	2	0	2
30) Package Room	0	0	0	0	0	0	0	0	0	0
31) Rules & Regulations	8	0	8	0	0	1	0	1	0	9
Sub-total	28	0	28	0	0	4	0	4	0	32
Administrative Services										
32) Industry	0	0	0	0	0	0	0	0	0	0
33) Personal Property Claims	1	0	1	0	0	0	0	0	0	1
34) State Issued Clothing and Hygiene Items	1	0	1	0	0	0	0	0	0	1
35) Commissary	1	0	1	0	0	0	0	0	0	1
36) Inmate Accounts	1	0	1	0	0	0	0	0	0	1
37) Mess Hall	5	0	5	0	0	0	0	0	1	6
38) Laundry	0	0	0	0	0	0	0	0	0	0
39) Facility Maintenance	1	0	1	0	0	0	0	0	0	1
Sub-total	10	0	10	0	0	0	0	0	1	11
Counsel										
40) Law Library	0	0	0	0	0	0	0	0	0	0
41) Legal Mail	0	0	0	0	0	0	0	0	0	0
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	0	0	0	0	0	0	0	0	0	0
Executive Direction										
44) Inmate Grievance Program	0	0	0	0	0	0	0	0	0	0
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	8	0	8	0	0	2	0	2	6	16
49.1) Sexual Abuse	0	0	0	0	0	0	0	0	0	0
49.2) Sexual Harassment	0	0	0	0	0	0	0	0	0	0
50) Miscellaneous	2	0	2	0	0	1	0	1	0	3
Sub-total	10	0	10	0	0	3	0	3	6	19
Grand Total	60	0	60	0	0	14	0	14	13	87

Table 3 lists the types of grievances filed statewide during the first half of 2019 as compared to the first half of 2018. It is noted that 14,086 grievances were filed statewide in the first half of 2019 as compared to 17,568 grievances filed during the same time period in 2018, a decrease of 19.8%.

Table 4 lists the types of grievances heard by CORC during the first half of 2019 as compared to the first half of 2018. It is noted that 4,974 grievances were reviewed by CORC in the first half of 2019 as compared to 3,208 grievances reviewed during the same time period in 2018, an increase of 55%.

Table 3. Grievances Filed Statewide, January-June 2018 & 2019, by Type

Grievance Type	2018		2019		% Chg
	#	%	#	%	
Program Services					
1) Program Committee	268	1.5%	256	1.8%	-4.5%
2) Incentive Wage Allowance	154	0.9%	104	0.7%	-32.5%
3) Correspondence	609	3.5%	393	2.8%	-35.5%
4) Phone Home Program	103	0.6%	57	0.4%	-44.7%
5) Visiting	163	0.9%	105	0.7%	-35.6%
6) Guidance Unit/Counseling	543	3.1%	389	2.8%	-28.4%
7) Recreation (TV, Yard, Movies, Radio, etc.)	139	0.8%	86	0.6%	-38.1%
8) Adult Basic Education	30	0.2%	20	0.1%	-33.3%
9) GED/College Programs	26	0.1%	25	0.2%	-3.8%
10) Language Assistance Program	1	0.0%	2	0.0%	100.0%
11) Vocational Programs	31	0.2%	21	0.1%	-32.3%
12) Work Assignments	110	0.6%	90	0.6%	-18.2%
13) Hobby Shop/Arts & Crafts	2	0.0%	7	0.0%	250.0%
14) Volunteer Services	0	0.0%	3	0.0%	-
15) Special Events/Inmate Organizations	49	0.3%	52	0.4%	6.1%
16) Religion	343	2.0%	238	1.7%	-30.6%
17) Family Reunion Program	43	0.2%	25	0.2%	-41.9%
18) Media Review	42	0.2%	36	0.3%	-14.3%
19) General Library	63	0.4%	41	0.3%	-34.9%
20) Alcohol and Substance Abuse Treatment	114	0.6%	98	0.7%	-14.0%
Sub-total	2,833	16.1%	2,048	14.5%	-27.7%
Health Services					
21) Dental	331	1.9%	282	2.0%	-14.8%
22) Medical	2,910	16.6%	2,394	17.0%	-17.7%
22.1) HIPAA (Health Information)	82	0.5%	66	0.5%	-19.5%
Sub-total	3,323	18.9%	2,742	19.5%	-17.5%
Facility Operations					
23) Housing - Internal Block Affairs	1,251	7.1%	998	7.1%	-20.2%
23.1) Smoke-Free Policy	7	0.0%	4	0.0%	-42.9%
24) Special Housing Units	813	4.6%	633	4.5%	-22.1%
25) Search & Seizure/Frisky/Contraband	225	1.3%	174	1.2%	-22.7%
25.1) Strip Search	4	0.0%	5	0.0%	25.0%
25.2) Strip Frisk	11	0.1%	17	0.1%	54.5%
25.3) Pat Frisk (Female Inmate)	2	0.0%	0	0.0%	100.0%
26) Keyplock Policy & Procedure	86	0.5%	73	0.5%	-15.1%
27) Tier I and II Policy & Procedure	147	0.8%	128	0.9%	-12.9%
28) Tier III Policy & Procedure	278	1.6%	192	1.4%	-30.9%
29) Inmate Property	549	3.1%	449	3.2%	-18.2%
30) Package Room	974	5.5%	804	5.7%	-17.5%
31) Rules & Regulations	335	1.9%	226	1.6%	-32.5%
Sub-total	4,682	26.7%	3,703	26.3%	-20.9%
Administrative Services					
32) Industry	31	0.2%	33	0.2%	6.5%
33) Personal Property Claims	268	1.5%	210	1.5%	-21.6%
34) State Issued Clothing and Hygiene Items	304	1.7%	163	1.2%	-46.4%
35) Commissary	310	1.8%	315	2.2%	1.6%
36) Inmate Accounts	656	3.7%	408	2.9%	-37.8%
37) Mess Hall	468	2.7%	437	3.1%	-6.6%
38) Laundry	55	0.3%	48	0.3%	-12.7%
39) Facility Maintenance	355	2.0%	197	1.4%	-44.5%
Sub-total	2,447	13.9%	1,811	12.9%	-26.0%
Counsel					
40) Law Library	354	2.0%	313	2.2%	-11.6%
41) Legal Mail	167	1.0%	159	1.1%	-4.8%
42) Inmate Legal Rights	236	1.3%	262	1.9%	11.0%
43) Mandatory Court Surcharge	20	0.1%	13	0.1%	-35.0%
Sub-total	777	4.4%	747	5.3%	-3.9%
Executive Direction					
44) Inmate Grievance Program	287	1.6%	225	1.6%	-21.6%
45) Temporary Release Committee	9	0.1%	10	0.1%	11.1%
46) Inter-Facility Transfers	66	0.4%	57	0.4%	-13.6%
47) Grooming Standards	31	0.2%	19	0.1%	-38.7%
48) Inmate Liaison Committee	23	0.1%	10	0.1%	-56.5%
49) Staff Conduct	2,414	13.7%	2,074	14.7%	-14.1%
49.1) Sexual Abuse	-	-	35	0.2%	-
49.2) Sexual Harassment	-	-	44	0.3%	-
50) Miscellaneous	676	3.8%	561	4.0%	-17.0%
Sub-total	3,506	20.0%	3,035	21.5%	-13.4%
Grand Total	17,568	100.0%	14,086	100.0%	-19.8%

Table 4. CORC Hearings, January-June 2018 & 2019, by Type

Grievance Type	2018		2019		% Change
	#	%	#	%	
Program Services					
1) Program Committee	36	1.1%	62	1.2%	72.2%
2) Incentive Wage Allowance	21	0.7%	29	0.6%	38.1%
3) Correspondence	94	2.9%	154	3.1%	63.8%
4) Phone Home Program	6	0.2%	16	0.3%	166.7%
5) Visiting	43	1.3%	36	0.7%	-16.3%
6) Guidance Unit/Counseling	85	2.6%	158	3.2%	85.9%
7) Recreation (TV, Yard, Movies, Radio, etc.)	19	0.6%	28	0.6%	47.4%
8) Adult Basic Education	7	0.2%	8	0.2%	14.3%
9) GED/College Programs	2	0.1%	4	0.1%	100.0%
10) Language Assistance Program	1	0.0%	0	0.0%	-100.0%
11) Vocational Programs	7	0.2%	7	0.1%	-
12) Work Assignments	9	0.3%	21	0.4%	133.3%
13) Hobby Shop/Arts & Crafts	0	0.0%	0	0.0%	-
14) Volunteer Services	0	0.0%	0	0.0%	-
15) Special Events/Inmate Organizations	3	0.1%	13	0.3%	333.3%
16) Religion	65	2.0%	112	2.3%	72.3%
17) Family Reunion Program	13	0.4%	18	0.4%	38.5%
18) Media Review	9	0.3%	6	0.1%	-33.3%
19) General Library	20	0.6%	11	0.2%	-45.0%
20) Alcohol and Substance Abuse Treatment	19	0.6%	42	0.8%	121.1%
Sub-total	459	14.3%	725	14.6%	58.0%
Health Services					
21) Dental	39	1.2%	77	1.5%	97.4%
22) Medical	637	19.9%	999	20.1%	56.8%
22.1) HIPAA (Health Information)	22	0.7%	39	0.8%	77.3%
Sub-total	698	21.8%	1,115	22.4%	59.7%
Facility Operations					
23) Housing - Internal Block Affairs	168	5.2%	331	6.7%	97.0%
23.1) Smoke-Free Policy	0	0.0%	4	0.1%	100.0%
24) Special Housing Units	152	4.7%	169	3.4%	11.2%
25) Search & Seizure/Frisks/Contraband	44	1.4%	79	1.6%	79.5%
25.1) Strip Search	0	0.0%	2	0.0%	100.0%
25.2) Strip Frisk	7	0.2%	6	0.1%	-14.3%
25.3) Pat Frisk (Female Inmate)	0	0.0%	0	0.0%	-
26) Keeplock Policy & Procedure	13	0.4%	25	0.5%	92.3%
27) Tier I and II Policy & Procedure	12	0.4%	24	0.5%	100.0%
28) Tier III Policy & Procedure	34	1.1%	55	1.1%	61.8%
29) Inmate Property	65	2.0%	114	2.3%	75.4%
30) Package Room	117	3.6%	207	4.2%	76.9%
31) Rules & Regulations	51	1.6%	100	2.0%	96.1%
Sub-total	663	20.7%	1,116	22.4%	68.3%
Administrative Services					
32) Industry	8	0.2%	12	0.2%	50.0%
33) Personal Property Claims	35	1.1%	52	1.0%	48.6%
34) State Issued Clothing and Hygiene Items	22	0.7%	36	0.7%	63.6%
35) Commissary	19	0.6%	56	1.1%	194.7%
36) Inmate Accounts	57	1.8%	94	1.9%	64.9%
37) Mess Hall	95	3.0%	119	2.4%	25.3%
38) Laundry	5	0.2%	6	0.1%	20.0%
39) Facility Maintenance	49	1.5%	91	1.8%	85.7%
Sub-total	290	9.0%	466	9.4%	60.7%
Counsel					
40) Law Library	70	2.2%	114	2.3%	62.9%
41) Legal Mail	67	2.1%	74	1.5%	10.4%
42) Inmate Legal Rights	53	1.7%	72	1.4%	35.8%
43) Mandatory Court Surcharge	4	0.1%	4	0.1%	0.0%
Sub-total	194	6.0%	264	5.3%	36.1%
Executive Direction					
44) Inmate Grievance Program	106	3.3%	138	2.8%	30.2%
45) Temporary Release Committee	1	0.0%	2	0.0%	100.0%
46) Inter-Facility Transfers	16	0.5%	27	0.5%	68.8%
47) Grooming Standards	1	0.0%	11	0.2%	1000.0%
48) Inmate Liaison Committee	5	0.2%	4	0.1%	-20.0%
49) Staff Conduct	690	21.5%	936	18.8%	35.7%
49.1) Sexual Abuse	-	-	0	0.0%	-
49.2) Sexual Harassment	-	-	0	0.0%	-
50) Miscellaneous	85	2.6%	170	3.4%	100.0%
Sub-total	904	28.2%	1,288	25.9%	42.5%
Grand Total	3,208	100.0%	4,974	100.0%	55.0%