



Corrections and Community Supervision

Inmate Grievance Program 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 calendar year 2019 (January-December). Information is presented on the types of grievances submitted by incarcerated individuals and the outcomes of grievances. 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 incarcerated individuals are still expected to resolve problems on their own, including through informal communication with staff, the IGP provides a formal structure to help incarcerated individuals 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 incarcerated individuals the opportunity to mediate resolutions to problems in the facility. In addition to addressing formal grievances, IGP staff also interact with incarcerated individuals through non-calendared contacts which assists them in resolving problems without a formal grievance being filed.

The grievance procedure is initiated by the incarcerated individual. If an incarcerated individual 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 incarcerated individuals, two voting staff members, and a non-voting chairperson that can either be an incarcerated individual, staff member, or outside volunteer associated with the facility's program. The incarcerated individual 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 incarcerated individual 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 incarcerated individual 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 incarcerated individual'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, incarcerated individual 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 2019, there were 27,327 grievances filed by incarcerated individuals. 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.

Tables 2-1, 2-2 (a-d) and 2-3 detail the number of grievances filed by type and by facility in 2019. Tables 3-1, 3-2 (a-d) and 3-3 list the rate of grievances filed in 2019 by type and by facility per 1,000 incarcerated individuals.

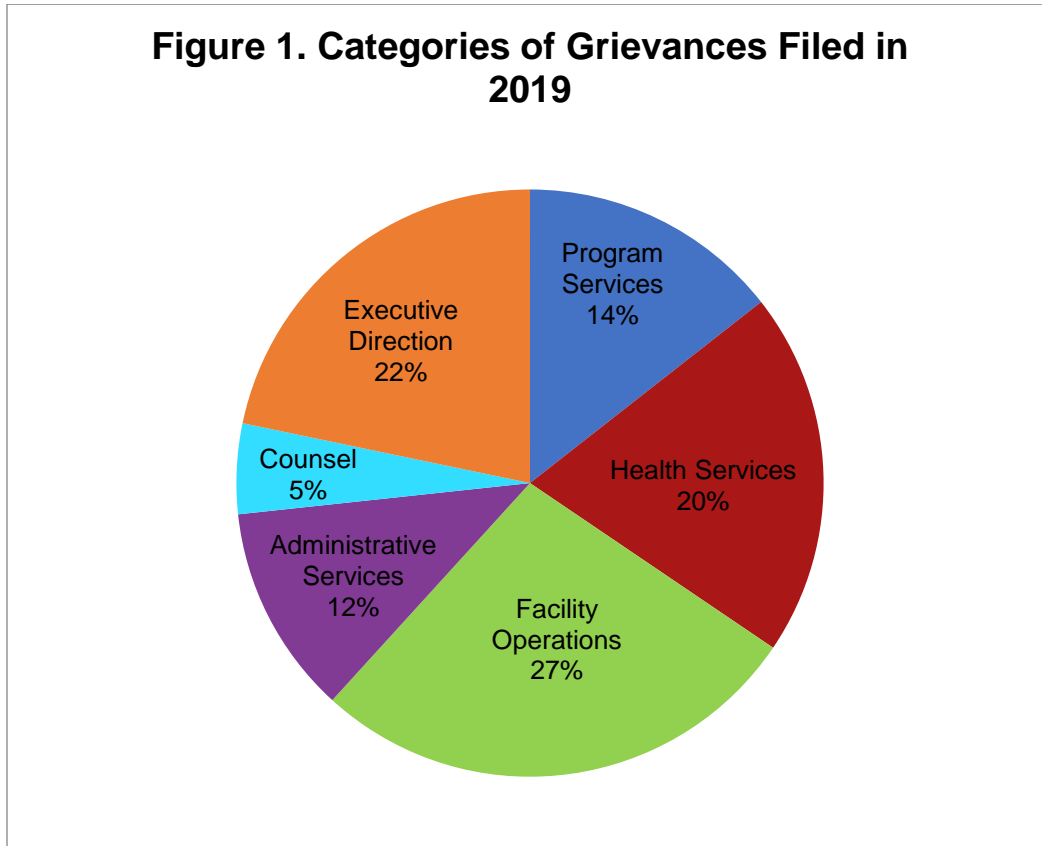


Table 1. Grievances Filed Statewide in 2019, by Type

Grievance Type	#	%
Program Services		
1) Program Committee	470	1.7%
2) Incentive Wage Allowance	197	0.7%
3) Correspondence	699	2.6%
4) Phone Home Program	102	0.4%
5) Visiting	241	0.9%
6) Guidance Unit/Counseling	756	2.8%
7) Recreation (TV, Yard, Movies, Radio, etc.)	235	0.9%
8) Adult Basic Education	28	0.1%
9) GED/College Programs	40	0.1%
10) Language Assistance Program	4	0.0%
11) Vocational Programs	37	0.1%
12) Work Assignments	154	0.6%
13) Hobby Shop/Arts & Crafts	12	0.0%
14) Volunteer Services	3	0.0%
15) Special Events/Inmate Organizations	110	0.4%
16) Religion	451	1.7%
17) Family Reunion Program	49	0.2%
18) Media Review	72	0.3%
19) General Library	67	0.2%
20) Alcohol and Substance Abuse Treatment	214	0.8%
Sub-total	3,941	14.4%
Health Services		
21) Dental	557	2.0%
22) Medical	4,791	17.5%
22.1) HIPAA (Health Information)	132	0.5%
Sub-total	5,480	20.1%
Facility Operations		
23) Housing - Internal Block Affairs	1,990	7.3%
23.1) Smoke-Free Policy	11	0.0%
24) Special Housing Units	1,235	4.5%
25) Search & Seizure/Frisks/Contraband	336	1.2%
25.1) Strip Search	10	0.0%
25.2) Strip Frisk	27	0.1%
25.3) Pat Frisk (Female Inmate)	1	0.0%
26) Keeplock Policy & Procedure	160	0.6%
27) Tier I and II Policy & Procedure	248	0.9%
28) Tier III Policy & Procedure	455	1.7%
29) Inmate Property	898	3.3%
30) Package Room	1,617	5.9%
31) Rules & Regulations	467	1.7%
Sub-total	7,455	27.3%
Administrative Services		
32) Industry	58	0.2%
33) Personal Property Claims	350	1.3%
34) State Issued Clothing and Hygiene Items	265	1.0%
35) Commissary	533	2.0%
36) Inmate Accounts	687	2.5%
37) Mess Hall	777	2.8%
38) Laundry	92	0.3%
39) Facility Maintenance	393	1.4%
Sub-total	3,155	11.5%
Counsel		
40) Law Library	590	2.2%
41) Legal Mail	284	1.0%
42) Inmate Legal Rights	459	1.7%
43) Mandatory Court Surcharge	25	0.1%
Sub-total	1,358	5.0%
Executive Direction		
44) Inmate Grievance Program	445	1.6%
45) Temporary Release Committee	18	0.1%
46) Inter-Facility Transfers	113	0.4%
47) Grooming Standards	32	0.1%
48) Inmate Liaison Committee	17	0.1%
49) Staff Conduct	3,832	14.0%
49.1) Sexual Abuse	171	0.6%
49.2) Sexual Harassment	212	0.8%
50) Miscellaneous	1,098	4.0%
Sub-total	5,938	21.7%
Grand Total	27,327	100.0%

Table 2-1. Grievances Filed at Maximum Security Facilities in 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	34	27	0	38	2	4	12	70	40	12	57	9	12	0	7	0	26	350
2) Incentive Wage Allowance	23	0	0	31	0	1	3	16	0	5	34	12	6	0	4	0	5	140
3) Correspondence	42	26	8	72	2	1	23	21	45	32	27	8	10	33	15	67	47	479
4) Phone Home Program	10	6	1	7	0	2	6	9	8	1	10	2	3	7	1	2	2	77
5) Visiting	21	16	5	11	1	7	6	19	3	9	17	3	22	12	7	2	2	163
6) Guidance Unit/Counseling	48	38	6	54	2	0	44	11	31	12	32	19	8	10	7	48	41	411
7) Recreation (TV, Yard, Movies, Radio, etc.)	3	14	8	49	1	1	10	15	2	17	2	1	3	10	7	4	14	161
8) Adult Basic Education	2	4	0	2	0	0	0	3	3	4	0	0	0	1	1	2	0	22
9) GED/College Programs	4	2	1	2	0	0	0	8	3	1	1	1	1	0	1	0	1	26
10) Language Assistance Program	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	0	0	3
11) Vocational Programs	1	1	1	10	0	0	3	0	1	0	1	1	0	0	1	0	3	23
12) Work Assignments	16	9	4	26	0	0	9	7	4	4	3	1	2	7	5	1	0	98
13) Hobby Shop/Arts & Crafts	7	0	0	0	0	0	0	0	0	2	0	1	0	0	1	0	0	11
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	12	16	1	4	1	0	6	15	2	5	2	4	4	4	3	0	11	90
16) Religion	34	36	11	34	1	7	13	36	17	32	31	13	5	8	4	12	22	316
17) Family Reunion Program	4	3	0	4	0	1	19	2	0	1	3	2	5	0	0	0	0	44
18) Media Review	7	0	0	33	0	0	0	5	0	0	6	1	0	1	0	2	0	55
19) General Library	6	8	1	6	0	1	3	2	5	0	4	0	1	0	2	2	4	45
20) Alcohol and Substance Abuse Treatment	12	10	0	27	0	0	14	12	6	3	8	2	1	3	2	1	3	104
Sub-total	286	216	48	411	10	25	171	251	170	140	238	80	83	96	69	143	181	2,618
Health Services																		
21) Dental	13	12	2	98	1	0	3	51	52	12	29	2	25	15	21	32	15	383
22) Medical	289	216	76	250	7	39	85	205	380	160	333	135	195	147	202	337	193	3,249
22.1) HIPAA (Health Information)	12	6	2	16	1	0	8	9	7	5	7	13	11	8	5	0	1	111
Sub-total	314	234	80	364	9	39	96	265	439	177	369	150	231	170	228	369	209	3,743

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Table 2-1. Grievances Filed at Maximum Security Facilities in 2019, by Type (Cont'd)

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	357	62	52	94	2	24	26	53	179	79	170	30	105	77	47	8	116	1,481
23.1) Smoke-Free Policy	0	0	0	0	0	0	1	0	0	2	1	0	2	0	0	0	0	6
24) Special Housing Units	228	134	2	41	1	0	13	31	24	73	16	2	20	55	26	160	26	852
25) Search & Seizure/Frisks/Contraband	40	30	10	14	1	5	19	8	9	2	44	2	5	17	27	0	8	241
25.1) Strip Search	0	3	0	1	0	0	0	0	0	0	2	0	0	0	0	0	0	6
25.2) Strip Frisk	3	3	0	0	0	0	0	0	1	0	3	0	8	0	4	0	0	22
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	26	21	10	3	0	2	11	18	8	12	15	0	5	0	2	3	1	137
27) Tier I and II Policy & Procedure	18	14	5	55	0	4	3	1	0	11	26	3	8	3	15	1	2	169
28) Tier III Policy & Procedure	80	58	2	44	0	1	5	12	4	23	25	2	2	24	4	29	8	323
29) Inmate Property	119	115	1	137	0	4	18	16	18	35	68	6	8	26	32	49	11	663
30) Package Room	127	89	23	232	9	17	66	96	59	64	117	29	57	9	36	25	61	1,116
31) Rules & Regulations	10	50	13	30	0	1	34	39	24	8	35	56	2	11	11	4	0	328
Sub-total	1,008	579	118	651	13	58	196	274	326	309	522	130	222	222	204	279	233	5,344
Administrative Services																		
32) Industry	0	10	0	24	0	0	0	1	0	0	14	0	0	0	1	0	0	50
33) Personal Property Claims	21	19	6	36	0	4	10	8	13	13	13	4	6	12	49	9	9	236
34) State Issued Clothing and Hygiene Items	38	15	1	23	0	0	12	5	19	6	14	4	2	5	6	17	11	178
35) Commissary	109	29	3	53	1	3	27	5	28	24	34	8	4	7	4	14	30	383
36) Inmate Accounts	86	42	2	85	0	3	19	19	65	44	52	14	5	7	9	35	25	512
37) Mess Hall	49	61	9	40	0	18	13	21	43	27	61	13	13	35	22	115	12	552
38) Laundry	15	2	1	18	0	0	6	3	2	1	5	0	2	0	2	1	5	63
39) Facility Maintenance	13	39	7	24	1	5	26	9	4	25	51	12	11	13	19	4	11	274
Sub-total	331	217	29	303	2	33	113	71	174	140	244	64	41	73	75	235	103	2,248
Counsel																		
40) Law Library	55	74	10	36	1	0	20	59	28	21	24	18	8	10	22	55	28	469
41) Legal Mail	36	30	3	41	2	3	17	9	8	9	33	0	8	15	5	0	7	226
42) Inmate Legal Rights	37	60	0	34	3	5	13	23	4	15	24	5	1	18	33	8	2	285
43) Mandatory Court Surcharge	4	0	0	3	0	4	1	3	0	0	1	0	0	0	2	0	2	20
Sub-total	132	164	13	114	6	12	51	94	40	45	82	23	17	43	62	63	39	1,000
Executive Direction																		
44) Inmate Grievance Program	46	30	2	70	0	1	12	12	17	9	27	2	15	23	19	27	25	337
45) Temporary Release Committee	0	0	0	1	0	0	0	3	0	0	0	3	0	3	0	0	0	10
46) Inter-Facility Transfers	10	4	0	15	0	4	1	3	1	0	6	0	0	4	2	0	0	50
47) Grooming Standards	0	0	0	6	0	1	0	1	0	1	2	1	0	0	3	0	0	15
48) Inmate Liaison Committee	2	2	0	6	0	0	0	0	0	0	0	0	1	1	1	0	0	13
49) Staff Conduct	350	408	5	285	32	60	65	88	128	52	178	57	123	158	67	291	98	2,445
49.1) Sexual Abuse	21	24	3	6	2	2	2	0	4	14	8	0	9	10	2	11	9	127
49.2) Sexual Harassment	18	22	5	12	6	3	0	1	7	5	10	3	8	18	5	12	5	140
50) Miscellaneous	115	41	26	108	1	58	14	45	49	42	24	5	63	1	51	45	23	711
Sub-total	562	531	41	509	41	129	94	153	206	123	255	71	219	218	150	386	160	3,848
Grand Total	2,633	1,941	329	2,352	81	296	721	1,108	1,355	934	1,710	518	813	822	788	1,475	925	18,801

Table 2-2a. Grievances Filed at Medium Security Facilities in 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	4	3	17	2	7	2	1	9	5	20	8	5	0	0
2) Incentive Wage Allowance	0	0	1	0	3	1	6	4	2	2	1	1	5	0	0
3) Correspondence	1	3	4	8	23	3	13	7	11	7	20	11	4	0	0
4) Phone Home Program	0	1	1	0	0	0	2	2	1	1	2	1	1	0	0
5) Visiting	0	1	2	1	3	2	6	5	7	1	6	5	1	0	0
6) Guidance Unit/Counseling	0	9	6	6	19	0	6	62	8	5	22	14	8	4	0
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	1	1	3	0	0	3	5	6	0	9	1	3	0	1
8) Adult Basic Education	0	0	1	1	0	0	0	1	0	0	0	2	0	0	0
9) GED/College Programs	0	3	0	1	0	0	0	1	0	0	2	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	1	1	0	0	1	0	2	0	0	2	0	0	0	0
12) Work Assignments	0	0	2	2	0	2	6	7	3	2	1	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	1	3	6	1	1	1	0	0	0	0
16) Religion	0	4	0	4	4	3	4	5	12	8	9	6	2	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	1	0	3	0	3	0	2	0	1	0	0
19) General Library	0	0	0	0	1	2	0	1	0	3	0	2	0	0	0
20) Alcohol and Substance Abuse Treatment	0	4	0	1	1	6	4	0	4	6	16	1	5	1	0
Sub-total	1	32	22	44	57	28	58	110	67	41	113	53	37	5	3
Health Services															
21) Dental	0	12	0	8	5	3	19	3	24	11	4	7	2	0	0
22) Medical	1	67	10	40	37	42	103	77	138	60	46	101	80	6	2
22.1) HIPAA (Health Information)	0	0	0	1	0	1	0	3	3	1	1	3	1	0	0
Sub-total	1	79	10	49	42	46	122	83	165	72	51	111	83	6	2

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Table 2-2b. Grievances Filed at Medium Security Facilities in 2019, by Type (Cont'd)

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	10	4	16	2	2	5	11	25	5	34	17	14	0	1
23.1) Smoke-Free Policy	0	0	0	0	0	1	1	1	0	0	1	0	0	0	0
24) Special Housing Units	5	6	0	2	3	3	78	13	0	80	6	31	7	0	1
25) Search & Seizure/Frisks/Contraband	2	0	0	1	0	7	5	5	6	4	9	11	7	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	1	0	0	0	0	0	0	0
25.3) Pat Frisk (Female Inmate)	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
26) Keeplock Policy & Procedure	0	1	0	0	2	3	6	1	2	0	0	0	0	0	0
27) Tier I and II Policy & Procedure	0	0	7	2	4	2	5	1	13	3	6	2	5	0	0
28) Tier III Policy & Procedure	0	4	1	1	15	0	10	0	5	6	0	12	2	0	0
29) Inmate Property	0	4	2	0	0	3	10	24	20	37	18	16	4	1	1
30) Package Room	0	13	4	17	21	13	7	28	49	25	74	26	25	0	0
31) Rules & Regulations	0	0	3	4	1	2	8	4	8	6	8	29	7	3	2
Sub-total	7	39	21	43	48	36	135	89	129	166	156	144	71	4	5
Administrative Services															
32) Industry	0	0	0	0	0	0	0	4	0	0	0	1	0	0	0
33) Personal Property Claims	0	0	0	8	15	9	9	8	6	1	3	3	2	1	0
34) State Issued Clothing and Hygiene Items	0	6	3	1	0	0	9	1	2	2	2	1	4	0	0
35) Commissary	0	6	1	2	3	4	7	14	12	5	14	3	1	0	0
36) Inmate Accounts	0	7	4	4	4	1	11	3	13	17	20	7	2	0	0
37) Mess Hall	2	5	2	3	3	1	15	13	11	22	13	14	9	4	0
38) Laundry	0	0	0	0	0	0	0	1	0	1	11	0	1	0	0
39) Facility Maintenance	0	8	1	1	0	6	3	5	2	2	29	3	3	1	0
Sub-total	2	32	11	19	25	21	54	49	46	50	92	32	22	6	0
Counsel															
40) Law Library	0	3	0	3	0	1	10	12	2	6	4	8	2	0	1
41) Legal Mail	0	2	0	1	2	0	0	8	2	4	1	7	1	0	0
42) Inmate Legal Rights	0	4	0	3	7	0	10	13	0	24	14	29	7	1	0
43) Mandatory Court Surcharge	0	2	0	0	0	0	1	0	1	0	0	0	0	0	0
Sub-total	0	11	0	7	9	1	21	33	5	34	19	44	10	1	1
Executive Direction															
44) Inmate Grievance Program	0	0	3	2	1	2	10	5	6	4	1	15	1	0	0
45) Temporary Release Committee	0	1	0	0	0	0	0	0	1	0	1	1	0	0	0
46) Inter-Facility Transfers	0	0	1	2	2	0	5	1	7	0	3	13	4	0	0
47) Grooming Standards	1	0	0	2	1	0	0	2	1	1	3	2	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	14	54	30	61	58	33	19	38	195	91	85	53	36	12	5
49.1) Sexual Abuse	0	1	0	3	5	0	4	2	2	3	6	0	1	0	1
49.2) Sexual Harassment	1	1	0	1	1	4	5	3	5	5	1	1	4	0	1
50) Miscellaneous	2	24	14	11	7	3	58	32	47	6	9	16	24	1	0
Sub-total	18	81	48	82	75	42	101	83	264	110	110	101	70	13	7
Grand Total	29	274	112	244	256	174	491	447	676	473	541	485	293	35	18

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Table 2-2c. Grievances Filed at Medium Security Facilities in 2019, by Type (Cont'd)

Grievance Type	Livingston	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taonic	Ulster	Wallkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Program Services																
1) Program Committee	3	12	2	4	0	5	2	1	0	1	2	0	0	2	3	120
2) Incentive Wage Allowance	1	16	1	0	0	4	4	1	1	0	0	0	0	0	2	56
3) Correspondence	7	25	10	2	0	28	2	7	0	0	4	1	0	7	8	216
4) Phone Home Program	1	2	1	1	0	2	0	1	0	0	1	0	0	2	1	24
5) Visiting	0	7	3	1	0	7	1	0	0	0	6	0	0	6	2	73
6) Guidance Unit/Counseling	5	46	57	5	0	16	6	9	0	1	5	8	1	6	9	343
7) Recreation (TV, Yard, Movies, Radio, etc.)	2	15	2	2	0	3	0	2	2	1	4	1	0	3	4	74
8) Adult Basic Education	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	6
9) GED/College Programs	0	0	2	0	0	1	0	0	0	1	0	0	0	1	1	14
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	1	1	0	0	0	1	14
12) Work Assignments	5	0	0	5	0	5	1	0	0	3	4	0	0	0	4	55
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	1	1	1	2	0	0	0	0	0	0	1	0	0	20
16) Religion	2	17	5	7	1	9	1	1	3	3	4	1	0	11	5	131
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	1	1	0	0	3	0	5
18) Media Review	0	0	1	0	0	2	2	1	0	0	0	0	0	0	1	17
19) General Library	0	2	2	0	0	3	0	1	0	0	3	0	0	0	0	20
20) Alcohol and Substance Abuse Treatment	0	17	12	4	1	5	0	2	2	0	1	3	0	5	8	109
Sub-total	26	162	100	33	3	92	21	26	8	12	36	14	2	46	50	1,302
Health Services																
21) Dental	2	22	9	2	0	4	0	11	0	1	6	5	0	1	11	172
22) Medical	13	168	103	111	1	90	20	14	8	11	11	38	1	53	50	1,502
22.1) HIPAA (Health Information)	0	0	0	0	0	1	1	0	0	0	2	0	0	0	1	19
Sub-total	15	190	112	113	1	95	21	25	8	12	19	43	1	54	62	1,693

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Table 2-2d. Grievances Filed at Medium Security Facilities in 2019, by Type (Cont'd)

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	8	190	17	3	1	11	0	8	6	6	17	7	5	21	17	463
23.1) Smoke-Free Policy	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	5
24) Special Housing Units	2	0	19	3	0	112	0	1	0	2	0	2	0	4	3	383
25) Search & Seizure/Frisks/Contraband	2	3	0	2	0	10	8	0	0	1	4	0	0	4	2	93
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	1	0	0	1	0	0	0	0	0	0	1	0	4
25.3) Pat Frisk (Female Inmate)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
26) Keeplock Policy & Procedure	1	6	0	0	0	0	0	0	1	0	0	0	0	0	0	23
27) Tier I and II Policy & Procedure	2	0	2	4	0	4	2	2	1	1	1	6	0	0	2	77
28) Tier III Policy & Procedure	6	8	10	1	0	12	2	16	0	0	1	14	1	2	3	132
29) Inmate Property	5	37	3	4	0	18	3	5	2	3	0	3	0	2	6	231
30) Package Room	7	38	28	7	1	31	11	15	3	5	12	5	3	8	22	498
31) Rules & Regulations	4	1	0	0	6	1	5	1	4	3	3	0	1	7	4	125
Sub-total	37	283	79	26	8	199	32	48	17	21	38	37	10	49	60	2,037
Administrative Services																
32) Industry	0	0	0	0	0	0	1	0	0	0	2	0	0	0	0	8
33) Personal Property Claims	1	32	2	0	0	5	0	0	0	1	2	0	0	3	1	112
34) State Issued Clothing and Hygiene Items	1	29	1	1	0	19	0	0	0	0	1	0	1	0	0	84
35) Commissary	2	33	2	2	0	15	2	1	0	0	3	0	1	1	13	147
36) Inmate Accounts	1	43	8	1	0	11	1	5	0	1	2	1	1	3	3	174
37) Mess Hall	1	30	15	5	0	29	0	1	1	4	6	0	1	0	2	212
38) Laundry	0	7	0	1	0	6	0	0	0	0	0	0	0	1	0	29
39) Facility Maintenance	0	26	1	0	1	7	4	1	2	1	1	3	2	3	2	118
Sub-total	6	200	29	10	1	92	8	8	3	7	17	4	6	11	21	884
Counsel																
40) Law Library	0	21	8	5	0	19	1	5	0	0	0	2	0	6	1	120
41) Legal Mail	1	8	1	4	0	8	0	1	0	0	1	0	0	3	0	55
42) Inmate Legal Rights	0	12	6	4	0	3	1	8	0	0	1	0	0	25	2	174
43) Mandatory Court Surcharge	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	5
Sub-total	1	41	15	13	0	30	2	14	0	0	2	2	0	35	3	354
Executive Direction																
44) Inmate Grievance Program	3	13	7	5	0	7	3	1	2	0	2	2	0	8	5	108
45) Temporary Release Committee	0	0	0	0	0	0	1	0	0	1	1	0	0	0	1	8
46) Inter-Facility Transfers	3	1	0	2	0	6	2	1	1	1	0	1	0	1	1	58
47) Grooming Standards	0	0	0	0	0	0	0	2	0	1	0	0	0	0	0	16
48) Inmate Liaison Committee	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	4
49) Staff Conduct	7	12	166	38	8	60	32	52	4	24	18	47	27	14	40	1,333
49.1) Sexual Abuse	0	1	7	2	0	0	0	1	2	0	1	1	0	0	1	44
49.2) Sexual Harassment	1	0	11	0	0	3	4	2	1	6	1	1	2	2	3	70
50) Miscellaneous	10	14	28	1	1	7	9	0	0	1	4	8	2	3	33	375
Sub-total	24	44	219	48	9	83	51	59	10	34	27	60	31	28	84	2,016
Grand Total	109	920	554	243	22	591	135	180	46	86	139	160	50	223	280	8,286

Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities in 2019, by Type

Grievance Type	Lakeview Shock	Moriah Shock	Total Shock	Edgecombe	Lincoln	Queensboro	Rochester	Total Minimum	Willard DTC	Total Shock, Minimum & DTC	DOCCS Total
Program Services											
1) Program Committee	0	0	0	0	0	0	0	0	0	0	470
2) Incentive Wage Allowance	0	0	0	0	0	1	0	1	0	1	197
3) Correspondence	4	0	4	0	0	0	0	0	0	4	699
4) Phone Home Program	1	0	1	0	0	0	0	0	0	1	102
5) Visiting	5	0	5	0	0	0	0	0	0	5	241
6) Guidance Unit/Counseling	1	0	1	0	0	1	0	1	0	2	756
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	0	0	0	0	0	0	0	0	0	235
8) Adult Basic Education	0	0	0	0	0	0	0	0	0	0	28
9) GED/College Programs	0	0	0	0	0	0	0	0	0	0	40
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	4
11) Vocational Programs	0	0	0	0	0	0	0	0	0	0	37
12) Work Assignments	0	0	0	0	0	0	0	0	1	1	154
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	0	0	12
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	3
15) Special Events/Inmate Organizations	0	0	0	0	0	0	0	0	0	0	110
16) Religion	2	0	2	0	0	1	0	1	1	4	451
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	0	49
18) Media Review	0	0	0	0	0	0	0	0	0	0	72
19) General Library	1	0	1	0	0	1	0	1	0	2	67
20) Alcohol and Substance Abuse Treatment	1	0	1	0	0	0	0	0	0	1	214
Sub-total	15	0	15	0	0	4	0	4	2	21	3,941
Health Services											
21) Dental	2	0	2	0	0	0	0	0	0	2	557
22) Medical	16	0	16	0	0	6	0	6	18	40	4,791
22.1) HIPAA (Health Information)	0	0	0	0	0	2	0	2	0	2	132
Sub-total	18	0	18	0	0	8	0	8	18	44	5,480

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Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities in 2019, by Type (Cont'd)

Grievance Type	Lakeview Shock	Moriah Shock	Total Shock	Edgecombe	Lincoln	Queensboro	Rochester	Total Minimum	Willard DTC	Total Shock, Minimum & DTC	DOCCS Total
Facility Operations											
23) Housing - Internal Block Affairs	45	0	45	0	0	1	0	1	0	46	1,990
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	0	0	11
24) Special Housing Units	0	0	0	0	0	0	0	0	0	0	1,235
25) Search & Seizure/Frisks/Contraband	1	0	1	0	0	1	0	1	0	2	336
25.1) Strip Search	1	0	1	0	0	0	0	0	1	2	10
25.2) Strip Frisk	1	0	1	0	0	0	0	0	0	1	27
25.3) Pat Frisk (Female Inmate)	0	0	0	0	0	0	0	0	0	0	1
26) Keeplock Policy & Procedure	0	0	0	0	0	0	0	0	0	0	160
27) Tier I and II Policy & Procedure	1	0	1	0	0	0	0	0	1	2	248
28) Tier III Policy & Procedure	0	0	0	0	0	0	0	0	0	0	455
29) Inmate Property	1	0	1	0	0	3	0	3	0	4	898
30) Package Room	0	0	0	0	0	3	0	3	0	3	1,617
31) Rules & Regulations	11	0	11	0	0	2	0	2	1	14	467
Sub-total	61	0	61	0	0	10	0	10	3	74	7,455
Administrative Services											
32) Industry	0	0	0	0	0	0	0	0	0	0	58
33) Personal Property Claims	2	0	2	0	0	0	0	0	0	2	350
34) State Issued Clothing and Hygiene Items	3	0	3	0	0	0	0	0	0	3	265
35) Commissary	3	0	3	0	0	0	0	0	0	3	533
36) Inmate Accounts	1	0	1	0	0	0	0	0	0	1	687
37) Mess Hall	11	0	11	0	0	0	0	0	2	13	777
38) Laundry	0	0	0	0	0	0	0	0	0	0	92
39) Facility Maintenance	1	0	1	0	0	0	0	0	0	1	393
Sub-total	21	0	21	0	0	0	0	0	2	23	3,155
Counsel											
40) Law Library	0	0	0	0	0	0	0	0	1	1	590
41) Legal Mail	3	0	3	0	0	0	0	0	0	3	284
42) Inmate Legal Rights	0	0	0	0	0	0	0	0	0	0	459
43) Mandatory Court Surcharge	0	0	0	0	0	0	0	0	0	0	25
Sub-total	3	0	3	0	0	0	0	0	1	4	1,358
Executive Direction											
44) Inmate Grievance Program	0	0	0	0	0	0	0	0	0	0	445
45) Temporary Release Committee	0	0	0	0	0	0	0	0	0	0	18
46) Inter-Facility Transfers	5	0	5	0	0	0	0	0	0	5	113
47) Grooming Standards	1	0	1	0	0	0	0	0	0	1	32
48) Inmate Liaison Committee	0	0	0	0	0	0	0	0	0	0	17
49) Staff Conduct	17	0	17	0	0	4	0	4	33	54	3,832
49.1) Sexual Abuse	0	0	0	0	0	0	0	0	0	0	171
49.2) Sexual Harassment	2	0	2	0	0	0	0	0	0	2	212
50) Miscellaneous	10	0	10	0	0	2	0	2	0	12	1,098
Sub-total	35	0	35	0	0	6	0	6	33	74	5,938
Grand Total	153	0	153	0	0	28	0	28	59	240	27,327

Table 3-1. Grievances Filed per 1,000 Incarcerated Individuals at Maximum Security Facilities in 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	17.8	20.1	0.0	16.1	2.6	4.0	13.0	45.0	33.4	8.5	30.8	18.7	8.0	0.0	15.2	0.0	33.9	18.0
2) Incentive Wage Allowance	12.0	0.0	0.0	13.2	0.0	1.0	3.3	10.3	0.0	3.5	18.4	24.9	4.0	0.0	8.7	0.0	6.5	7.2
3) Correspondence	22.0	19.4	11.0	30.6	2.6	1.0	24.9	13.5	37.6	22.7	14.6	16.6	6.7	91.9	32.6	83.1	61.2	24.7
4) Phone Home Program	5.2	4.5	1.4	3.0	0.0	2.0	6.5	5.8	6.7	0.7	5.4	4.2	2.0	19.5	2.2	2.5	2.6	4.0
5) Visiting	11.0	11.9	6.9	4.7	1.3	6.9	6.5	12.2	2.5	6.4	9.2	6.2	14.7	33.4	15.2	2.5	2.6	8.4
6) Guidance Unit/Counseling	25.1	28.4	8.2	22.9	2.6	0.0	47.7	7.1	25.9	8.5	17.3	39.5	5.4	27.9	15.2	59.6	53.4	21.2
7) Recreation (TV, Yard, Movies, Radio, etc.)	1.6	10.4	11.0	20.8	1.3	1.0	10.8	9.6	1.7	12.0	1.1	2.1	2.0	27.9	15.2	5.0	18.2	8.3
8) Adult Basic Education	1.0	3.0	0.0	0.8	0.0	0.0	0.0	1.9	2.5	2.8	0.0	0.0	0.0	2.8	2.2	2.5	0.0	1.1
9) GED/College Programs	2.1	1.5	1.4	0.8	0.0	0.0	0.0	5.1	2.5	0.7	0.5	2.1	0.7	0.0	2.2	0.0	1.3	1.3
10) Language Assistance Program	0.0	0.0	1.4	0.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.2	0.0	0.0	0.2
11) Vocational Programs	0.5	0.7	1.4	4.2	0.0	0.0	3.3	0.0	0.8	0.0	0.5	2.1	0.0	0.0	2.2	0.0	3.9	1.2
12) Work Assignments	8.4	6.7	5.5	11.0	0.0	0.0	9.8	4.5	3.3	2.8	1.6	2.1	1.3	19.5	10.9	1.2	0.0	5.0
13) Hobby Shop/Arts & Crafts	3.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.0	2.1	0.0	0.0	2.2	0.0	0.0	0.6
14) Volunteer Services	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
15) Special Events/Inmate Organizations	6.3	11.9	1.4	1.7	1.3	0.0	6.5	9.6	1.7	3.5	1.1	8.3	2.7	11.1	6.5	0.0	14.3	4.6
16) Religion	17.8	26.9	15.1	14.4	1.3	6.9	14.1	23.2	14.2	22.7	16.8	27.0	3.3	22.3	8.7	14.9	28.6	16.3
17) Family Reunion Program	2.1	2.2	0.0	1.7	0.0	1.0	20.6	1.3	0.0	0.7	1.6	4.2	3.3	0.0	0.0	0.0	0.0	2.3
18) Media Review	3.7	0.0	0.0	14.0	0.0	0.0	0.0	3.2	0.0	0.0	3.2	2.1	0.0	2.8	0.0	2.5	0.0	2.8
19) General Library	3.1	6.0	1.4	2.5	0.0	1.0	3.3	1.3	4.2	0.0	2.2	0.0	0.7	0.0	4.3	2.5	5.2	2.3
20) Alcohol and Substance Abuse Treatment	6.3	7.5	0.0	11.5	0.0	0.0	15.2	7.7	5.0	2.1	4.3	4.2	0.7	8.4	4.3	1.2	3.9	5.4
Sub-total	149.6	161.2	65.8	174.5	13.1	24.7	185.5	161.4	142.0	99.2	128.7	166.3	55.5	267.4	150.0	177.4	235.7	134.8
Health Services																		
21) Dental	6.8	9.0	2.7	41.6	1.3	0.0	3.3	32.8	43.4	8.5	15.7	4.2	16.7	41.8	45.7	39.7	19.5	19.7
22) Medical	151.2	161.2	104.3	106.2	9.2	38.5	92.2	131.8	317.5	113.3	180.1	280.7	130.4	409.5	439.1	418.1	251.3	167.3
22.1) HIPAA (Health Information)	6.3	4.5	2.7	6.8	1.3	0.0	8.7	5.8	5.8	3.5	3.8	27.0	7.4	22.3	10.9	0.0	1.3	5.7
Sub-total	164.2	174.6	109.7	154.6	11.8	38.5	104.1	170.4	366.8	125.4	199.6	311.9	154.5	473.5	495.7	457.8	272.1	192.8

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Table 3-1. Grievances Filed per 1,000 Incarcerated Individuals at Maximum Security Facilities in 2019, by Type (Cont'd)

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	186.7	46.3	71.3	39.9	2.6	23.7	28.2	34.1	149.5	55.9	91.9	62.4	70.2	214.5	102.2	9.9	151.0	76.3
23.1) Smoke-Free Policy	0.0	0.0	0.0	0.0	0.0	0.0	1.1	0.0	0.0	1.4	0.5	0.0	1.3	0.0	0.0	0.0	0.0	0.3
24) Special Housing Units	119.2	100.0	2.7	17.4	1.3	0.0	14.1	19.9	20.1	51.7	8.7	4.2	13.4	153.2	56.5	198.5	33.9	43.9
25) Search & Seizure/Frisks/Contraband	20.9	22.4	13.7	5.9	1.3	4.9	20.6	5.1	7.5	1.4	23.8	4.2	3.3	47.4	58.7	0.0	10.4	12.4
25.1) Strip Search	0.0	2.2	0.0	0.4	0.0	0.0	0.0	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.0	0.0	0.0	0.3
25.2) Strip Frisk	1.6	2.2	0.0	0.0	0.0	0.0	0.0	0.0	0.8	0.0	1.6	0.0	5.4	0.0	8.7	0.0	0.0	1.1
25.3) Pat Frisk (Female Inmate)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
26) Keeplock Policy & Procedure	13.6	15.7	13.7	1.3	0.0	2.0	11.9	11.6	6.7	8.5	8.1	0.0	3.3	0.0	4.3	3.7	1.3	7.1
27) Tier I and II Policy & Procedure	9.4	10.4	6.9	23.4	0.0	4.0	3.3	0.6	0.0	7.8	14.1	6.2	5.4	8.4	32.6	1.2	2.6	8.7
28) Tier III Policy & Procedure	41.8	43.3	2.7	18.7	0.0	1.0	5.4	7.7	3.3	16.3	13.5	4.2	1.3	66.9	8.7	36.0	10.4	16.6
29) Inmate Property	62.2	85.8	1.4	58.2	0.0	4.0	19.5	10.3	15.0	24.8	36.8	12.5	5.4	72.4	69.6	60.8	14.3	34.1
30) Package Room	66.4	66.4	31.6	98.5	11.8	16.8	71.6	61.7	49.3	45.3	63.3	60.3	38.1	25.1	78.3	31.0	79.4	57.5
31) Rules & Regulations	5.2	37.3	17.8	12.7	0.0	1.0	36.9	25.1	20.1	5.7	18.9	116.4	1.3	30.6	23.9	5.0	0.0	16.9
Sub-total	527.2	432.1	161.9	276.4	17.0	57.3	212.6	176.2	272.3	218.8	282.3	270.3	148.5	618.4	443.5	346.2	303.4	275.3
Administrative Services																		
32) Industry	0.0	7.5	0.0	10.2	0.0	0.0	0.0	0.6	0.0	0.0	7.6	0.0	0.0	0.0	2.2	0.0	0.0	2.6
33) Personal Property Claims	11.0	14.2	8.2	15.3	0.0	4.0	10.8	5.1	10.9	9.2	7.0	27.0	2.7	16.7	26.1	60.8	11.7	12.2
34) State Issued Clothing and Hygiene Items	19.9	11.2	1.4	9.8	0.0	0.0	13.0	3.2	15.9	4.2	7.6	8.3	1.3	13.9	13.0	21.1	14.3	9.2
35) Commissary	57.0	21.6	4.1	22.5	1.3	3.0	29.3	3.2	23.4	17.0	18.4	16.6	2.7	19.5	8.7	17.4	39.1	19.7
36) Inmate Accounts	45.0	31.3	2.7	36.1	0.0	3.0	20.6	12.2	54.3	31.2	28.1	29.1	3.3	19.5	19.6	43.4	32.6	26.4
37) Mess Hall	25.6	45.5	12.3	17.0	0.0	17.8	14.1	13.5	35.9	19.1	33.0	27.0	8.7	97.5	47.8	142.7	15.6	28.4
38) Laundry	7.8	1.5	1.4	7.6	0.0	0.0	6.5	1.9	1.7	0.7	2.7	0.0	1.3	0.0	4.3	1.2	6.5	3.2
39) Facility Maintenance	6.8	29.1	9.6	10.2	1.3	4.9	28.2	5.8	3.3	17.7	27.6	24.9	7.4	36.2	41.3	5.0	14.3	14.1
Sub-total	173.1	161.9	39.8	128.7	2.6	32.6	122.6	45.7	145.4	99.2	132.0	133.1	27.4	203.3	163.0	291.6	134.1	115.8
Counsel																		
40) Law Library	28.8	55.2	13.7	15.3	1.3	0.0	21.7	37.9	23.4	14.9	13.0	37.4	5.4	27.9	47.8	68.2	36.5	24.2
41) Legal Mail	18.8	22.4	4.1	17.4	2.6	3.0	18.4	5.8	6.7	6.4	17.8	0.0	5.4	41.8	10.9	0.0	9.1	11.6
42) Inmate Legal Rights	19.4	44.8	0.0	14.4	3.9	4.9	14.1	14.8	3.3	10.6	13.0	10.4	0.7	50.1	71.7	9.9	2.6	14.7
43) Mandatory Court Surcharge	2.1	0.0	0.0	1.3	0.0	4.0	1.1	1.9	0.0	0.0	0.5	0.0	0.0	0.0	4.3	0.0	2.6	1.0
Sub-total	69.0	122.4	17.8	48.4	7.9	11.9	55.3	60.5	33.4	31.9	44.3	47.8	11.4	119.8	134.8	78.2	50.8	51.5
Executive Direction																		
44) Inmate Grievance Program	24.1	22.4	2.7	29.7	0.0	1.0	13.0	7.7	14.2	6.4	14.6	4.2	10.0	64.1	41.3	33.5	32.6	17.4
45) Temporary Release Committee	0.0	0.0	0.0	0.4	0.0	0.0	0.0	1.9	0.0	0.0	0.0	6.2	0.0	8.4	0.0	0.0	0.0	0.5
46) Inter-Facility Transfers	5.2	3.0	0.0	6.4	0.0	4.0	1.1	1.9	0.8	0.0	3.2	0.0	0.0	11.1	4.3	0.0	0.0	2.6
47) Grooming Standards	0.0	0.0	0.0	2.5	0.0	1.0	0.0	0.6	0.0	0.7	1.1	2.1	0.0	0.0	6.5	0.0	0.0	0.8
48) Inmate Liaison Committee	1.0	1.5	0.0	2.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	2.8	2.2	0.0	0.0	0.7
49) Staff Conduct	183.1	304.5	6.9	121.0	41.9	59.3	70.5	56.6	106.9	36.8	96.3	118.5	82.3	440.1	145.7	361.0	127.6	125.9
49.1) Sexual Abuse	11.0	17.9	4.1	2.5	2.6	2.0	2.2	0.0	3.3	9.9	4.3	0.0	6.0	27.9	4.3	13.6	11.7	6.5
49.2) Sexual Harassment	9.4	16.4	6.9	5.1	7.9	3.0	0.0	0.6	5.8	3.5	5.4	6.2	5.4	50.1	10.9	14.9	6.5	7.2
50) Miscellaneous	60.1	30.6	35.7	45.9	1.3	57.3	15.2	28.9	40.9	29.7	13.0	10.4	42.1	2.8	110.9	55.8	29.9	36.6
Sub-total	293.9	396.3	56.2	216.1	53.7	127.5	102.0	98.4	172.1	87.1	137.9	147.6	146.5	607.2	326.1	478.9	208.3	198.2
Grand Total	1,377.1	1,448.5	451.3	998.7	106.2	292.5	782.0	712.5	1,132.0	661.5	924.8	1,076.9	543.8	2,289.7	1,713.0	1,830.0	1,204.4	968.4

Table 3-2a. Grievances Filed per 1,000 Incarcerated Individuals at Medium Security Facilities in 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	0.0	4.5	7.4	13.5	2.6	8.3	2.0	0.6	7.1	5.8	14.5	5.2	5.4	0.0	0.0
2) Incentive Wage Allowance	0.0	0.0	2.5	0.0	3.9	1.2	6.1	2.5	1.6	2.3	0.7	0.6	5.4	0.0	0.0
3) Correspondence	50.0	3.3	9.9	6.3	29.6	3.6	13.3	4.3	8.6	8.1	14.5	7.1	4.3	0.0	0.0
4) Phone Home Program	0.0	1.1	2.5	0.0	0.0	0.0	2.0	1.2	0.8	1.2	1.5	0.6	1.1	0.0	0.0
5) Visiting	0.0	1.1	5.0	0.8	3.9	2.4	6.1	3.1	5.5	1.2	4.4	3.2	1.1	0.0	0.0
6) Guidance Unit/Counseling	0.0	10.0	14.9	4.8	24.5	0.0	6.1	38.3	6.3	5.8	16.0	9.0	8.6	9.5	0.0
7) Recreation (TV, Yard, Movies, Radio, etc.)	0.0	1.1	2.5	2.4	0.0	0.0	3.1	3.1	4.7	0.0	6.5	0.6	3.2	0.0	10.0
8) Adult Basic Education	0.0	0.0	2.5	0.8	0.0	0.0	0.0	0.6	0.0	0.0	0.0	1.3	0.0	0.0	0.0
9) GED/College Programs	0.0	3.3	0.0	0.8	0.0	0.0	0.0	0.6	0.0	0.0	1.5	0.0	1.1	0.0	0.0
10) Language Assistance Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
11) Vocational Programs	0.0	1.1	2.5	0.0	0.0	1.2	0.0	1.2	0.0	0.0	1.5	0.0	0.0	0.0	0.0
12) Work Assignments	0.0	0.0	5.0	1.6	0.0	2.4	6.1	4.3	2.4	2.3	0.7	0.0	1.1	0.0	20.0
13) Hobby Shop/Arts & Crafts	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.0	0.0
14) Volunteer Services	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0
15) Special Events/Inmate Organizations	0.0	1.1	0.0	0.0	0.0	1.2	3.1	3.7	0.8	1.2	0.7	0.0	0.0	0.0	0.0
16) Religion	0.0	4.5	0.0	3.2	5.1	3.6	4.1	3.1	9.4	9.2	6.5	3.9	2.2	0.0	0.0
17) Family Reunion Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	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	1.3	0.0	3.1	0.0	2.4	0.0	1.5	0.0	1.1	0.0	0.0
19) General Library	0.0	0.0	0.0	0.0	1.3	2.4	0.0	0.6	0.0	3.5	0.0	1.3	0.0	0.0	0.0
20) Alcohol and Substance Abuse Treatment	0.0	4.5	0.0	0.8	1.3	7.1	4.1	0.0	3.1	6.9	11.6	0.6	5.4	2.4	0.0
Sub-total	50.0	35.7	54.6	34.9	73.4	33.3	59.3	68.0	52.5	47.3	82.2	34.2	39.9	11.8	30.0
Health Services															
21) Dental	0.0	13.4	0.0	6.3	6.4	3.6	19.4	1.9	18.8	12.7	2.9	4.5	2.2	0.0	0.0
22) Medical	50.0	74.7	24.8	31.7	47.6	49.9	105.3	47.6	108.2	69.2	33.5	65.2	86.2	14.2	20.0
22.1) HIPAA (Health Information)	0.0	0.0	0.0	0.8	0.0	1.2	0.0	1.9	2.4	1.2	0.7	1.9	1.1	0.0	0.0
Sub-total	50.0	88.1	24.8	38.8	54.1	54.6	124.7	51.3	129.4	83.0	37.1	71.6	89.4	14.2	20.0

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Table 3-2b. Grievances Filed per 1,000 Incarcerated Individuals at Medium Security Facilities in 2019, by Type (Cont'd)

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	0.0	11.1	9.9	12.7	2.6	2.4	5.1	6.8	19.6	5.8	24.7	11.0	15.1	0.0	10.0
23.1) Smoke-Free Policy	0.0	0.0	0.0	0.0	0.0	1.2	1.0	0.6	0.0	0.0	0.7	0.0	0.0	0.0	0.0
24) Special Housing Units	250.0	6.7	0.0	1.6	3.9	3.6	79.8	8.0	0.0	92.3	4.4	20.0	7.5	0.0	10.0
25) Search & Seizure/Frisky/Contraband	100.0	0.0	0.0	0.8	0.0	8.3	5.1	3.1	4.7	4.6	6.5	7.1	7.5	0.0	0.0
25.1) Strip Search	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.8	0.0	0.0	0.0	0.0	0.0	0.0
25.2) Strip Frisk	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0
25.3) Pat Frisk (Female Inmate)	0.0	1.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
26) Keeplock Policy & Procedure	0.0	1.1	0.0	0.0	2.6	3.6	6.1	0.6	1.6	0.0	0.0	0.0	0.0	0.0	0.0
27) Tier I and II Policy & Procedure	0.0	0.0	17.4	1.6	5.1	2.4	5.1	0.6	10.2	3.5	4.4	1.3	5.4	0.0	0.0
28) Tier III Policy & Procedure	0.0	4.5	2.5	0.8	19.3	0.0	10.2	0.0	3.9	6.9	0.0	7.7	2.2	0.0	0.0
29) Inmate Property	0.0	4.5	5.0	0.0	0.0	3.6	10.2	14.8	15.7	42.7	13.1	10.3	4.3	2.4	10.0
30) Package Room	0.0	14.5	9.9	13.5	27.0	15.4	7.2	17.3	38.4	28.8	53.8	16.8	26.9	0.0	0.0
31) Rules & Regulations	0.0	0.0	7.4	3.2	1.3	2.4	8.2	2.5	6.3	6.9	5.8	18.7	7.5	7.1	20.0
Sub-total	350.0	43.5	52.1	34.1	61.8	42.8	138.0	55.0	101.2	191.5	113.5	92.9	76.5	9.5	50.0
Administrative Services															
32) Industry	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.5	0.0	0.0	0.0	0.6	0.0	0.0	0.0
33) Personal Property Claims	0.0	0.0	0.0	6.3	19.3	10.7	9.2	4.9	4.7	1.2	2.2	1.9	2.2	2.4	0.0
34) State Issued Clothing and Hygiene Items	0.0	6.7	7.4	0.8	0.0	0.0	9.2	0.6	1.6	2.3	1.5	0.6	4.3	0.0	0.0
35) Commissary	0.0	6.7	2.5	1.6	3.9	4.8	7.2	8.7	9.4	5.8	10.2	1.9	1.1	0.0	0.0
36) Inmate Accounts	0.0	7.8	9.9	3.2	5.1	1.2	11.2	1.9	10.2	19.6	14.5	4.5	2.2	0.0	0.0
37) Mess Hall	100.0	5.6	5.0	2.4	3.9	1.2	15.3	8.0	8.6	25.4	9.5	9.0	9.7	9.5	0.0
38) Laundry	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	1.2	8.0	0.0	1.1	0.0	0.0
39) Facility Maintenance	0.0	8.9	2.5	0.8	0.0	7.1	3.1	3.1	1.6	2.3	21.1	1.9	3.2	2.4	0.0
Sub-total	100.0	35.7	27.3	15.1	32.2	24.9	55.2	30.3	36.1	57.7	66.9	20.6	23.7	14.2	0.0
Counsel															
40) Law Library	0.0	3.3	0.0	2.4	0.0	1.2	10.2	7.4	1.6	6.9	2.9	5.2	2.2	0.0	10.0
41) Legal Mail	0.0	2.2	0.0	0.8	2.6	0.0	0.0	4.9	1.6	4.6	0.7	4.5	1.1	0.0	0.0
42) Inmate Legal Rights	0.0	4.5	0.0	2.4	9.0	0.0	10.2	8.0	0.0	27.7	10.2	18.7	7.5	2.4	0.0
43) Mandatory Court Surcharge	0.0	2.2	0.0	0.0	0.0	0.0	1.0	0.0	0.8	0.0	0.0	0.0	0.0	0.0	0.0
Sub-total	0.0	12.3	0.0	5.5	11.6	1.2	21.5	20.4	3.9	39.2	13.8	28.4	10.8	2.4	10.0
Executive Direction															
44) Inmate Grievance Program	0.0	0.0	7.4	1.6	1.3	2.4	10.2	3.1	4.7	4.6	0.7	9.7	1.1	0.0	0.0
45) Temporary Release Committee	0.0	1.1	0.0	0.0	0.0	0.0	0.0	0.0	0.8	0.0	0.7	0.6	0.0	0.0	0.0
46) Inter-Facility Transfers	0.0	0.0	2.5	1.6	2.6	0.0	5.1	0.6	5.5	0.0	2.2	8.4	4.3	0.0	0.0
47) Grooming Standards	50.0	0.0	0.0	1.6	1.3	0.0	0.0	1.2	0.8	1.2	2.2	1.3	0.0	0.0	0.0
48) Inmate Liaison Committee	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0
49) Staff Conduct	700.0	60.2	74.4	48.3	74.6	39.2	19.4	23.5	152.9	105.0	61.8	34.2	38.8	28.4	50.0
49.1) Sexual Abuse	0.0	1.1	0.0	2.4	6.4	0.0	4.1	1.2	1.6	3.5	4.4	0.0	1.1	0.0	10.0
49.2) Sexual Harassment	50.0	1.1	0.0	0.8	1.3	4.8	5.1	1.9	3.9	5.8	0.7	0.6	4.3	0.0	10.0
50) Miscellaneous	100.0	26.8	34.7	8.7	9.0	3.6	59.3	19.8	36.9	6.9	6.5	10.3	25.9	2.4	0.0
Sub-total	900.0	90.3	119.1	65.0	96.5	49.9	103.3	51.3	207.1	126.9	80.0	65.2	75.4	30.7	70.0
Grand Total	1,450.0	305.5	277.9	193.3	329.5	206.7	502.0	276.4	530.2	545.6	393.5	312.9	315.7	82.7	180.0

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Table 3-2c. Grievances Filed per 1,000 Incarcerated Individuals at Medium Security Facilities in 2019, by Type (Cont'd)

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	8.1	10.8	1.4	2.9	0.0	6.5	3.5	1.4	0.0	1.7	3.6	0.0	0.0	2.5	2.4	4.8
2) Incentive Wage Allowance	2.7	14.4	0.7	0.0	0.0	5.2	7.0	1.4	3.3	0.0	0.0	0.0	0.0	0.0	1.6	2.3
3) Correspondence	18.9	22.6	7.1	1.5	0.0	36.2	3.5	9.9	0.0	0.0	7.1	1.2	0.0	8.8	6.4	8.7
4) Phone Home Program	2.7	1.8	0.7	0.7	0.0	2.6	0.0	1.4	0.0	0.0	1.8	0.0	0.0	2.5	0.8	1.0
5) Visiting	0.0	6.3	2.1	0.7	0.0	9.0	1.7	0.0	0.0	0.0	10.7	0.0	0.0	7.6	1.6	2.9
6) Guidance Unit/Counseling	13.5	41.5	40.5	3.7	0.0	20.7	10.5	12.8	0.0	1.7	8.9	9.8	2.2	7.6	7.2	13.9
7) Recreation (TV, Yard, Movies, Radio, etc.)	5.4	13.5	1.4	1.5	0.0	3.9	0.0	2.8	6.6	1.7	7.1	1.2	0.0	3.8	3.2	3.0
8) Adult Basic Education	0.0	0.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
9) GED/College Programs	0.0	0.0	1.4	0.0	0.0	1.3	0.0	0.0	0.0	1.7	0.0	0.0	0.0	1.3	0.8	0.6
10) Language Assistance Program	0.0	0.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
11) Vocational Programs	0.0	0.9	0.7	0.7	0.0	0.0	1.7	0.0	0.0	1.7	1.8	0.0	0.0	0.0	0.8	0.6
12) Work Assignments	13.5	0.0	0.0	3.7	0.0	6.5	1.7	0.0	0.0	5.0	7.1	0.0	0.0	0.0	3.2	2.2
13) Hobby Shop/Arts & Crafts	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
14) Volunteer Services	0.0	0.0	0.0	0.0	0.0	0.0	1.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.8	0.1
15) Special Events/Inmate Organizations	0.0	0.0	0.7	0.7	2.7	2.6	0.0	0.0	0.0	0.0	0.0	0.0	2.2	0.0	0.0	0.8
16) Religion	5.4	15.3	3.6	5.1	2.7	11.6	1.7	1.4	10.0	5.0	7.1	1.2	0.0	13.9	4.0	5.3
17) Family Reunion Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.7	1.8	0.0	0.0	3.8	0.0	0.2
18) Media Review	0.0	0.0	0.7	0.0	0.0	2.6	3.5	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.8	0.7
19) General Library	0.0	1.8	1.4	0.0	0.0	3.9	0.0	1.4	0.0	0.0	5.4	0.0	0.0	0.0	0.0	0.8
20) Alcohol and Substance Abuse Treatment	0.0	15.3	8.5	2.9	2.7	6.5	0.0	2.8	6.6	0.0	1.8	3.7	0.0	6.3	6.4	4.4
Sub-total	70.3	146.2	71.1	24.2	8.2	118.9	36.6	36.9	26.6	20.2	64.3	17.2	4.3	57.9	40.2	52.6
Health Services																
21) Dental	5.4	19.9	6.4	1.5	0.0	5.2	0.0	15.6	0.0	1.7	10.7	6.1	0.0	1.3	8.8	6.9
22) Medical	35.1	151.6	73.2	81.3	2.7	116.3	34.8	19.9	26.6	18.5	19.6	46.6	2.2	66.8	40.2	60.7
22.1) HIPAA (Health Information)	0.0	0.0	0.0	0.0	0.0	1.3	1.7	0.0	0.0	0.0	3.6	0.0	0.0	0.0	0.8	0.8
Sub-total	40.5	171.5	79.6	82.7	2.7	122.7	36.6	35.5	26.6	20.2	33.9	52.7	2.2	68.0	49.9	68.4

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Table 3-2d. Grievances Filed per 1,000 Incarcerated Individuals at Medium Security Facilities in 2019, by Type (Cont'd)

Grievance Type	Livingston	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Wallkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Facility Operations																
23) Housing - Internal Block Affairs	21.6	171.5	12.1	2.2	2.7	14.2	0.0	11.4	19.9	10.1	30.4	8.6	10.9	26.4	13.7	18.7
23.1) Smoke-Free Policy	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
24) Special Housing Units	5.4	0.0	13.5	2.2	0.0	144.7	0.0	1.4	0.0	3.4	0.0	2.5	0.0	5.0	2.4	15.5
25) Search & Seizure/Frisks/Contraband	5.4	2.7	0.0	1.5	0.0	12.9	13.9	0.0	0.0	1.7	7.1	0.0	0.0	5.0	1.6	3.8
25.1) Strip Search	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.8	0.1
25.2) Strip Frisk	0.0	0.0	0.0	0.7	0.0	0.0	1.7	0.0	0.0	0.0	0.0	0.0	0.0	1.3	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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
26) Keeplock Policy & Procedure	2.7	5.4	0.0	0.0	0.0	0.0	0.0	0.0	3.3	0.0	0.0	0.0	0.0	0.0	0.0	0.9
27) Tier I and II Policy & Procedure	5.4	0.0	1.4	2.9	0.0	5.2	3.5	2.8	3.3	1.7	1.8	7.4	0.0	0.0	1.6	3.1
28) Tier III Policy & Procedure	16.2	7.2	7.1	0.7	0.0	15.5	3.5	22.7	0.0	0.0	1.8	17.2	2.2	2.5	2.4	5.3
29) Inmate Property	13.5	33.4	2.1	2.9	0.0	23.3	5.2	7.1	6.6	5.0	0.0	3.7	0.0	2.5	4.8	9.3
30) Package Room	18.9	34.3	19.9	5.1	2.7	40.1	19.2	21.3	10.0	8.4	21.4	6.1	6.5	10.1	17.7	20.1
31) Rules & Regulations	10.8	0.9	0.0	0.0	16.5	1.3	8.7	1.4	13.3	5.0	5.4	0.0	2.2	8.8	3.2	5.1
Sub-total	100.0	255.4	56.1	19.0	22.0	257.1	55.7	68.2	56.5	35.3	67.9	45.3	21.7	61.7	48.3	82.3
Administrative Services																
32) Industry	0.0	0.0	0.0	0.0	0.0	0.0	1.7	0.0	0.0	0.0	3.6	0.0	0.0	0.0	0.0	0.3
33) Personal Property Claims	2.7	28.9	1.4	0.0	0.0	6.5	0.0	0.0	0.0	1.7	3.6	0.0	0.0	3.8	0.8	4.5
34) State Issued Clothing and Hygiene Items	2.7	26.2	0.7	0.7	0.0	24.5	0.0	0.0	0.0	0.0	1.8	0.0	2.2	0.0	0.0	3.4
35) Commissary	5.4	29.8	1.4	1.5	0.0	19.4	3.5	1.4	0.0	0.0	5.4	0.0	2.2	1.3	10.5	5.9
36) Inmate Accounts	2.7	38.8	5.7	0.7	0.0	14.2	1.7	7.1	0.0	1.7	3.6	1.2	2.2	3.8	2.4	7.0
37) Mess Hall	2.7	27.1	10.7	3.7	0.0	37.5	0.0	1.4	3.3	6.7	10.7	0.0	2.2	0.0	1.6	8.6
38) Laundry	0.0	6.3	0.0	0.7	0.0	7.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.3	0.0	1.2
39) Facility Maintenance	0.0	23.5	0.7	0.0	2.7	9.0	7.0	1.4	6.6	1.7	1.8	3.7	4.3	3.8	1.6	4.8
Sub-total	16.2	180.5	20.6	7.3	2.7	118.9	13.9	11.4	10.0	11.8	30.4	4.9	13.0	13.9	16.9	35.7
Counsel																
40) Law Library	0.0	19.0	5.7	3.7	0.0	24.5	1.7	7.1	0.0	0.0	0.0	2.5	0.0	7.6	0.8	4.8
41) Legal Mail	2.7	7.2	0.7	2.9	0.0	10.3	0.0	1.4	0.0	0.0	1.8	0.0	0.0	3.8	0.0	2.2
42) Inmate Legal Rights	0.0	10.8	4.3	2.9	0.0	3.9	1.7	11.4	0.0	0.0	1.8	0.0	0.0	31.5	1.6	7.0
43) Mandatory Court Surcharge	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.3	0.0	0.2
Sub-total	2.7	37.0	10.7	9.5	0.0	38.8	3.5	19.9	0.0	0.0	3.6	2.5	0.0	44.1	2.4	14.3
Executive Direction																
44) Inmate Grievance Program	8.1	11.7	5.0	3.7	0.0	9.0	5.2	1.4	6.6	0.0	3.6	2.5	0.0	10.1	4.0	4.4
45) Temporary Release Committee	0.0	0.0	0.0	0.0	0.0	0.0	1.7	0.0	0.0	1.7	1.8	0.0	0.0	0.0	0.8	0.3
46) Inter-Facility Transfers	8.1	0.9	0.0	1.5	0.0	7.8	3.5	1.4	3.3	1.7	0.0	1.2	0.0	1.3	0.8	2.3
47) Grooming Standards	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.8	0.0	1.7	0.0	0.0	0.0	0.0	0.0	0.6
48) Inmate Liaison Committee	0.0	2.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
49) Staff Conduct	18.9	10.8	118.0	27.8	22.0	77.5	55.7	73.9	13.3	40.3	32.1	57.6	58.7	17.6	32.2	53.9
49.1) Sexual Abuse	0.0	0.9	5.0	1.5	0.0	0.0	0.0	1.4	6.6	0.0	1.8	1.2	0.0	0.0	0.8	1.8
49.2) Sexual Harassment	2.7	0.0	7.8	0.0	0.0	3.9	7.0	2.8	3.3	10.1	1.8	1.2	4.3	2.5	2.4	2.8
50) Miscellaneous	27.0	12.6	19.9	0.7	2.7	9.0	15.7	0.0	0.0	1.7	7.1	9.8	4.3	3.8	26.5	15.2
Sub-total	64.9	39.7	155.7	35.1	24.7	107.2	88.9	83.8	33.2	57.1	48.2	73.5	67.4	35.3	67.6	81.5
Grand Total	294.6	830.3	393.7	177.9	60.4	763.6	235.2	255.7	152.8	144.5	248.2	196.1	108.7	280.9	225.3	334.8

Table 3-3. Grievances Filed per 1,000 Incarcerated Individuals at Shock, Minimum Security and Drug Treatment Facilities in 2019, by Type

Grievance Type	Lakeview Shock	Moriah Shock	Total Shock	Edgecombe	Lincoln	Queensboro	Rochester	Total Minimum	Willard DTC	Total Shock, Minimum & DTC	DOCCS Total
Program Services											
1) Program Committee	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	10.2
2) Incentive Wage Allowance	0.0	0.0	0.0	0.0	0.0	3.6	0.0	1.9	0.0	0.5	4.3
3) Correspondence	6.6	0.0	5.4	0.0	0.0	0.0	0.0	0.0	0.0	2.2	15.2
4) Phone Home Program	1.7	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.5	2.2
5) Visiting	8.3	0.0	6.8	0.0	0.0	0.0	0.0	0.0	0.0	2.7	5.2
6) Guidance Unit/Counseling	1.7	0.0	1.4	0.0	0.0	3.6	0.0	1.9	0.0	1.1	16.4
7) Recreation (TV, Yard, Movies, Radio, etc.)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	5.1
8) Adult Basic Education	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6
9) GED/College Programs	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.9
10) Language Assistance Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1
11) Vocational Programs	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.8
12) Work Assignments	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.7	0.5	3.3
13) Hobby Shop/Arts & Crafts	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3
14) Volunteer Services	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1
15) Special Events/Inmate Organizations	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.4
16) Religion	3.3	0.0	2.7	0.0	0.0	3.6	0.0	1.9	1.7	2.2	9.8
17) Family Reunion Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.1
18) Media Review	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.6
19) General Library	1.7	0.0	1.4	0.0	0.0	3.6	0.0	1.9	0.0	1.1	1.5
20) Alcohol and Substance Abuse Treatment	1.7	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.5	4.7
Sub-total	24.8	0.0	20.4	0.0	0.0	14.4	0.0	7.8	3.4	11.4	85.7
Health Services											
21) Dental	3.3	0.0	2.7	0.0	0.0	0.0	0.0	0.0	0.0	1.1	12.1
22) Medical	26.4	0.0	21.8	0.0	0.0	21.7	0.0	11.7	30.7	21.8	104.2
22.1) HIPAA (Health Information)	0.0	0.0	0.0	0.0	0.0	7.2	0.0	3.9	0.0	1.1	2.9
Sub-total	29.7	0.0	24.5	0.0	0.0	28.9	0.0	15.6	30.7	24.0	119.1

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Table 3-3. Grievances Filed per 1,000 Incarcerated Individuals at Shock, Minimum Security and Drug Treatment Facilities in 2019, by Type (Cont'd)

Grievance Type	Lakeview Shock	Moriah Shock	Total Shock	Edgecombe	Lincoln	Queensboro	Rochester	Total Minimum	Willard DTC	Total Shock, Minimum & DTC	DOCCS Total
Facility Operations											
23) Housing - Internal Block Affairs	74.3	0.0	61.2	0.0	0.0	3.6	0.0	1.9	0.0	25.1	43.3
23.1) Smoke-Free Policy	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
24) Special Housing Units	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	26.8
25) Search & Seizure/Frisks/Contraband	1.7	0.0	1.4	0.0	0.0	3.6	0.0	1.9	0.0	1.1	7.3
25.1) Strip Search	1.7	0.0	1.4	0.0	0.0	0.0	0.0	0.0	1.7	1.1	0.2
25.2) Strip Frisk	1.7	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.5	0.6
25.3) Pat Frisk (Female Inmate)	0.0	0.0	0.0	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	0.0	0.0	0.0	0.0	0.0	3.5
27) Tier I and II Policy & Procedure	1.7	0.0	1.4	0.0	0.0	0.0	0.0	0.0	1.7	1.1	5.4
28) Tier III Policy & Procedure	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	9.9
29) Inmate Property	1.7	0.0	1.4	0.0	0.0	10.8	0.0	5.8	0.0	2.2	19.5
30) Package Room	0.0	0.0	0.0	0.0	0.0	10.8	0.0	5.8	0.0	1.6	35.2
31) Rules & Regulations	18.2	0.0	15.0	0.0	0.0	7.2	0.0	3.9	1.7	7.6	10.2
Sub-total	100.7	0.0	83.0	0.0	0.0	36.1	0.0	19.5	5.1	40.3	162.1
Administrative Services											
32) Industry	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.3
33) Personal Property Claims	3.3	0.0	2.7	0.0	0.0	0.0	0.0	0.0	0.0	1.1	7.6
34) State Issued Clothing and Hygiene Items	5.0	0.0	4.1	0.0	0.0	0.0	0.0	0.0	0.0	1.6	5.8
35) Commissary	5.0	0.0	4.1	0.0	0.0	0.0	0.0	0.0	0.0	1.6	11.6
36) Inmate Accounts	1.7	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.5	14.9
37) Mess Hall	18.2	0.0	15.0	0.0	0.0	0.0	0.0	0.0	3.4	7.1	16.9
38) Laundry	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.0
39) Facility Maintenance	1.7	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.5	8.5
Sub-total	34.7	0.0	28.6	0.0	0.0	0.0	0.0	0.0	3.4	12.5	68.6
Counsel											
40) Law Library	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.7	0.5	12.8
41) Legal Mail	5.0	0.0	4.1	0.0	0.0	0.0	0.0	0.0	0.0	1.6	6.2
42) Inmate Legal Rights	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	10.0
43) Mandatory Court Surcharge	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.5
Sub-total	5.0	0.0	4.1	0.0	0.0	0.0	0.0	0.0	1.7	2.2	29.5
Executive Direction											
44) Inmate Grievance Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	9.7
45) Temporary Release Committee	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.4
46) Inter-Facility Transfers	8.3	0.0	6.8	0.0	0.0	0.0	0.0	0.0	0.0	2.7	2.5
47) Grooming Standards	1.7	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.5	0.7
48) Inmate Liaison Committee	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.4
49) Staff Conduct	28.1	0.0	23.1	0.0	0.0	14.4	0.0	7.8	56.3	29.4	83.3
49.1) Sexual Abuse	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.7
49.2) Sexual Harassment	3.3	0.0	2.7	0.0	0.0	0.0	0.0	0.0	0.0	1.1	4.6
50) Miscellaneous	16.5	0.0	13.6	0.0	0.0	7.2	0.0	3.9	0.0	6.5	23.9
Sub-total	57.8	0.0	47.6	0.0	0.0	21.7	0.0	11.7	56.3	40.3	129.1
Grand Total	252.5	0.0	208.2	0.0	0.0	101.1	0.0	54.5	100.7	130.8	594.1

Table 4 compares the number of grievances filed at facilities in 2018 and 2019. There were 27,327 grievances filed in 2019, a decrease of 6,871 (or -20.1%) from the 34,198 filed in 2018. Maximum security facilities saw a net decrease of 5,932 grievances (or -24.0%), decreasing from 24,733 in 2018 to 18,801 in 2019. Medium security facilities saw a net decrease of 912 grievances (or -9.9%), decreasing from 9,198 in 2018 to 8,286 in 2019. Shock facilities saw a net decrease of 31 grievances (or -16.8%), decreasing from 184 to 153; minimum security facilities decreased from 63 in 2018 to 28 in 2019, a net decrease of 35 grievances (or -55.6%); and drug treatment facilities increased from 20 in 2018 to 59 in 2019, a net increase of 39 grievances (or +195.0%).

Table 4. Grievances Filed at Facilities in 2018 & 2019, by Category and Security Level

Correctional Facility	Program Services		Health Services		Facility Operations		Administrative Services		Counsel		Executive Direction		Total Grievances			
	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	Chg	% Chg
Maximum Security																
Attica	499	286	398	314	1,406	1,008	544	331	167	132	418	562	3,432	2,633	-799	-23.3%
Auburn	307	216	303	234	554	579	316	217	159	164	506	531	2,145	1,941	-204	-9.5%
Bedford Hills	100	48	158	80	345	118	78	29	20	13	45	41	746	329	-417	-55.9%
Clinton	458	411	453	364	733	651	300	303	102	114	635	509	2,681	2,352	-329	-12.3%
Coxsackie	46	10	37	9	55	13	27	2	10	6	102	41	277	81	-196	-70.8%
Downstate	72	25	78	39	106	58	86	33	25	12	213	129	580	296	-284	-49.0%
Eastern	216	171	118	96	237	196	101	113	45	51	89	94	806	721	-85	-10.5%
Elmira	204	251	181	265	219	274	214	71	79	94	180	153	1,077	1,108	31	2.9%
Five Points	225	170	385	439	324	326	171	174	50	40	195	206	1,350	1,355	5	0.4%
Great Meadow	203	140	182	177	352	309	193	140	45	45	159	123	1,134	934	-200	-17.6%
Green Haven	364	238	389	369	900	522	484	244	112	82	335	255	2,584	1,710	-874	-33.8%
Shawangunk	70	80	148	150	175	130	76	64	19	23	58	71	546	518	-28	-5.1%
Sing Sing	263	83	323	231	492	222	185	41	33	17	379	219	1,675	813	-862	-51.5%
Southport	213	96	258	170	516	222	241	73	74	43	277	218	1,579	822	-757	-47.9%
Sullivan	83	69	150	228	299	204	68	75	50	62	166	150	816	788	-28	-3.4%
Upstate	227	143	521	369	331	279	373	235	95	63	526	386	2,073	1,475	-598	-28.8%
Wende	282	181	300	209	281	233	158	103	61	39	150	160	1,232	925	-307	-24.9%
Total Maximum Security	3,832	2,618	4,382	3,743	7,325	5,344	3,615	2,248	1,146	1,000	4,433	3,848	24,733	18,801	-5,932	-24.0%

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Table 4. Grievances Filed at Facilities in 2018 & 2019, by Category and Security Level (Cont'd)

Correctional Facility	Program Services		Health Services		Facility Operations		Administrative Services		Counsel		Executive Direction		Total Grievances				
	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	Chg	% Chg	
Medium Security																	
Adirondack	4	1	3	1	1	7	1	2	0	0	8	18	17	29	12	70.6%	
Albion	20	32	47	79	35	39	42	32	4	11	65	81	213	274	61	28.6%	
Altona	39	22	15	10	32	21	21	11	0	0	63	48	170	112	-58	-34.1%	
Bare Hill	51	44	72	49	36	43	23	19	14	7	116	82	312	244	-68	-21.8%	
Cape Vincent	37	57	30	42	40	48	9	25	10	9	51	75	177	256	79	44.6%	
Cayuga	27	28	34	46	43	36	30	21	3	1	29	42	166	174	8	4.8%	
Collins	39	58	160	122	102	135	58	54	16	21	58	101	433	491	58	13.4%	
Fishkill	95	110	89	83	73	89	32	49	23	33	65	83	377	447	70	18.6%	
Franklin	78	67	120	165	158	129	102	46	10	5	351	264	819	676	-143	-17.5%	
Gouverneur	43	41	64	72	92	166	38	50	33	34	63	110	333	473	140	42.0%	
Gowanda	79	113	40	51	117	156	61	92	10	19	167	110	474	541	67	14.1%	
Greene	78	53	145	111	157	144	39	32	47	44	134	101	600	485	-115	-19.2%	
Groveland	31	37	63	83	57	71	15	22	4	10	59	70	229	293	64	27.9%	
Hale Creek	7	5	8	6	6	4	1	6	2	1	27	13	51	35	-16	-45.7%	
Hudson	0	3	0	2	8	5	2	0	1	1	10	7	21	18	-3	-16.7%	
Livingston	63	26	42	15	98	37	39	6	4	1	83	24	329	109	-220	-201.8%	
Marcy	190	162	316	190	325	283	296	200	66	41	90	44	1,283	920	-363	-39.5%	
Midstate	73	100	137	112	105	79	34	29	21	15	217	219	587	554	-33	-6.0%	
Mohawk	28	33	83	113	39	26	17	10	9	13	56	48	232	243	11	4.5%	
Ogdensburg	3	3	6	1	10	8	4	1	3	0	24	9	50	22	-28	-56.0%	
Orleans	68	92	110	95	232	199	99	92	20	30	79	83	608	591	-17	-2.8%	
Otisville	44	21	55	21	53	32	24	8	1	2	79	51	256	135	-121	-47.3%	
Riverview	50	26	36	25	52	48	13	8	10	14	101	59	262	180	-82	-31.3%	
Taconic	2	8	14	8	30	17	8	3	0	0	12	10	66	46	-20	-30.3%	
Ulster	23	12	17	12	14	21	7	7	8	0	36	34	105	86	-19	-18.1%	
Walkkill	36	36	15	19	36	38	11	17	7	2	49	27	154	139	-15	-9.7%	
Washington	12	14	41	43	32	37	26	4	6	2	51	60	168	160	-8	-4.8%	
Watertown	9	2	8	1	9	10	8	6	2	0	26	31	62	50	-12	-19.4%	
Woodbourne	59	46	58	54	65	49	9	11	10	35	34	28	235	223	-12	-5.1%	
Wyoming	73	50	79	62	79	60	36	21	10	3	132	84	409	280	-129	-31.5%	
Total Medium Security	1,361	1,302	1,907	1,693	2,136	2,037	1,105	884	354	354	2,335	2,016	9,198	8,286	-912	-9.9%	
Shock																	
Lakeview Shock	14	15	53	18	83	61	18	21	1	3	15	35	184	153	-31	-16.8%	
Moriah Shock	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-	
Total Shock	14	15	53	18	83	61	18	21	1	3	15	35	184	153	-31	-16.8%	
Minimum Security																	
Edgecombe	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-	
Lincoln	1	0	2	0	6	0	2	0	0	0	5	0	16	0	-16	-100.0%	
Queensboro	8	4	6	8	22	10	5	0	4	0	2	6	47	28	-19	-40.4%	
Rochester	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-	
Total Minimum Security	9	4	8	8	28	10	7	0	4	0	7	6	63	28	-35	-55.6%	
Willard DTC	1	2	2	18	0	3	0	2	1	1	16	33	20	59	39	195.0%	
DOCCS Total	5,217	3,941	6,352	5,480	9,572	7,455	4,745	3,155	1,506	1,358	6,806	5,938	34,198	27,327	-6,871	-20.1%	

Grievance Outcomes

Tables 5-1, 5-2 and 5-3 below detail the outcomes of grievances in 2019 by facility. Generally, an outcome is considered to be favorable to the incarcerated individual if the grievance is withdrawn, informally resolved, or the incarcerated individual is granted at least part of his or her action requested.

Table 5-1 details the outcomes at maximum security facilities, which had an overall total of 5,905 grievances (31.4%) that were found favorable to the incarcerated individual. Table 5-2 details the grievance outcomes at medium security facilities, which had an overall total of 2,801 grievances (33.8%) that were found favorable to the incarcerated individual, and Table 5-3 details the grievance outcomes at shock, minimum security and drug treatment facilities, along with the statewide totals.

Overall, of the 27,327 grievances filed statewide in 2019, 154 were withdrawn and 4,256 were informally resolved. In addition, 22,482 complaints were resolved by facility grievance staff through non-calendared contacts with incarcerated individuals without a formal grievance being filed.

Of the 10,139 grievances heard at the IGRC level only, 1,786 were dismissed and closed; 2,812 had a favorable outcome to the incarcerated individual; and 5,541 had an unfavorable outcome to the incarcerated individual. Of the 12,778 grievances reviewed by facility Superintendents, 4,451 were not heard by the IGRC because they either alleged harassment, unlawful discrimination or staff misconduct, or exceeded the time frame for an IGRC hearing. In addition, 5,874 were appealed to the Superintendent subsequent to the IGRC hearing; 1,909 were referred to the Superintendent following an IGRC hearing; and 544 were automatically forwarded to the Superintendent because the IGRC was deadlocked and could not reach a majority agreement. A grievance is considered "appealed" to the Superintendent when the incarcerated individual disagrees with the IGRC recommendation. Further, a grievance is considered "referred" when the incarcerated individual requests a Superintendent's review even though he or she agreed with the IGRC recommendation.

Of the 12,778 total grievances reviewed by Superintendents statewide, 1,561 (12.2%) were found favorable to the incarcerated individual while 11,217 were found unfavorable. Of the 10,869 grievances that were passed through, appealed or deadlocked, 912 had a favorable outcome to the incarcerated individual and 9,957 had an unfavorable outcome to the incarcerated individual. Likewise, of the 1,909 grievances that were referred to the Superintendent, 649 had a favorable outcome while 1,260 had an unfavorable outcome.

Overall, 8,783 (32.1%) grievances filed statewide in 2019 had favorable outcomes to the incarcerated individual while 18,544 had unfavorable outcomes.

Table 5-1. Grievance Outcomes at Maximum Security Facilities in 2019

Outcome 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
Total Grievances	2,633	1,941	329	2,352	81	296	721	1,108	1,355	934	1,710	518	813	822	788	1,475	925	18,801
Withdrawn	0	3	0	0	0	0	5	4	11	0	0	0	39	3	0	5	0	70
Informally Resolved	638	225	92	359	15	18	149	190	299	138	299	98	33	43	98	61	77	2,832
Heard by IGRC Only	1,502	604	89	774	7	118	202	501	398	440	512	113	305	401	150	580	492	7,188
Favorable (No Appeal)	327	342	32	19	0	73	43	148	32	110	335	53	37	170	22	37	193	1,973
Unfavorable (No Appeal)	1,040	151	25	638	6	29	136	268	291	159	0	0	136	190	111	528	239	3,947
Dismissed	135	111	32	117	1	16	23	85	75	171	177	60	132	41	17	15	60	1,268
Reviewed by Superintendent	493	1,109	148	1,219	59	160	365	413	647	356	899	307	436	375	540	829	356	8,711
Passed Through- Not Heard by IGRC	369	430	7	312	33	73	88	126	216	92	225	65	219	168	84	303	97	2,907
Heard by IGRC, Appealed to Superintendent	85	391	65	874	18	66	166	150	364	232	131	77	155	202	280	526	210	3,992
Heard by IGRC, Referred to Superintendent	39	288	75	11	7	21	105	106	61	31	294	140	52	3	88	0	37	1,358
Heard by IGRC, Deadlocked	0	0	1	22	1	0	6	31	6	1	249	25	10	2	88	0	12	454
Superintendent Outcomes																		
<i>Passed Through, Appealed, or Deadlocked</i>	454	821	73	1,208	52	139	260	307	586	325	605	167	384	372	452	829	319	7,353
Favorable	9	243	11	43	6	30	6	19	23	50	33	44	12	53	6	3	14	605
Unfavorable	445	578	62	1,165	46	109	254	288	563	275	572	123	372	319	446	826	305	6,748
<i>Referred to Superintendent</i>	39	288	75	11	7	21	105	106	61	31	294	140	52	3	88	0	37	1,358
Favorable	8	115	13	1	6	6	28	50	15	25	30	88	18	2	10	0	10	425
Unfavorable	31	173	62	10	1	15	77	56	46	6	264	52	34	1	78	0	27	933
Total Superintendent Outcomes	493	1,109	148	1,219	59	160	365	413	647	356	899	307	436	375	540	829	356	8,711
Favorable	17	358	24	44	12	36	34	69	38	75	63	132	30	55	16	3	24	1,030
Unfavorable	476	751	124	1,175	47	124	331	344	609	281	836	175	406	320	524	826	332	7,681
Percent Favorable	3.4%	32.3%	16.2%	3.6%	20.3%	22.5%	9.3%	16.7%	5.9%	21.1%	7.0%	43.0%	6.9%	14.7%	3.0%	0.4%	6.7%	11.8%
All Grievance Outcomes																		
Favorable (includes withdrawn & informally resolved)	982	928	148	422	27	127	231	411	380	323	697	283	139	271	136	106	294	5,905
Unfavorable (includes dismissed)	1,651	1,013	181	1,930	54	169	490	697	975	611	1,013	235	674	551	652	1,369	631	12,896
Percent Favorable	37.3%	47.8%	45.0%	17.9%	33.3%	42.9%	32.0%	37.1%	28.0%	34.6%	40.8%	54.6%	17.1%	33.0%	17.3%	7.2%	31.8%	31.4%
Appealed or Passed Through to CORC	525	561	91	720	34	65	249	322	351	171	493	116	196	314	328	487	289	5,312
Non-Calendarated Contacts	637	546	920	279	1,528	690	519	548	198	782	1,605	0	962	2,161	175	279	260	12,089

Table 5-2. Grievance Outcomes at Medium Security Facilities in 2019

Outcome Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
Total Grievances	29	274	112	244	256	174	491	447	676	473	541	485	293	35	18
Withdrawn	1	0	0	4	0	0	0	16	0	34	0	0	6	0	0
Informally Resolved	5	90	18	36	93	30	59	26	106	112	203	84	18	6	9
Heard by IGRC Only	5	71	23	49	50	59	264	184	154	124	136	172	157	12	0
Favorable (No Appeal)	2	16	5	0	0	57	143	60	1	12	35	26	42	1	0
Unfavorable (No Appeal)	3	49	15	47	48	2	95	93	103	104	92	48	71	8	0
Dismissed	0	6	3	2	2	0	26	31	50	8	9	98	44	3	0
Reviewed by Superintendent	18	113	71	155	113	85	168	221	416	203	202	229	112	17	9
Passed Through- Not Heard by IGRC	14	55	31	62	56	37	43	45	202	91	88	83	37	12	8
Heard by IGRC, Appealed to Superintendent	2	37	27	92	57	48	95	106	202	103	110	129	50	4	0
Heard by IGRC, Referred to Superintendent	0	13	12	0	0	0	29	70	9	9	3	15	21	1	1
Heard by IGRC, Deadlocked	2	8	1	1	0	0	1	0	3	0	1	2	4	0	0
Superintendent Outcomes															
<i>Passed Through, Appealed, or Deadlocked</i>	<i>18</i>	<i>100</i>	<i>59</i>	<i>155</i>	<i>113</i>	<i>85</i>	<i>139</i>	<i>151</i>	<i>407</i>	<i>194</i>	<i>199</i>	<i>214</i>	<i>91</i>	<i>16</i>	<i>8</i>
Favorable	1	2	5	2	1	46	29	11	7	8	26	30	4	0	0
Unfavorable	17	98	54	153	112	39	110	140	400	186	173	184	87	16	8
<i>Referred to Superintendent</i>	<i>0</i>	<i>13</i>	<i>12</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>29</i>	<i>70</i>	<i>9</i>	<i>9</i>	<i>3</i>	<i>15</i>	<i>21</i>	<i>1</i>	<i>1</i>
Favorable	0	7	4	0	0	0	14	23	5	8	2	5	8	0	0
Unfavorable	0	6	8	0	0	0	15	47	4	1	1	10	13	1	1
Total Superintendent Outcomes	18	113	71	155	113	85	168	221	416	203	202	229	112	17	9
Favorable	1	9	9	2	1	46	43	34	12	16	28	35	12	0	0
Unfavorable	17	104	62	153	112	39	125	187	404	187	174	194	100	17	9
Percent Favorable	5.6%	8.0%	12.7%	1.3%	0.9%	54.1%	25.6%	15.4%	2.9%	7.9%	13.9%	15.3%	10.7%	0.0%	0.0%
All Grievance Outcomes															
Favorable (includes withdrawn and informally resolved)	9	115	32	42	94	133	245	136	119	174	266	145	78	7	9
Unfavorable (includes dismissed)	20	159	80	202	162	41	246	311	557	299	275	340	215	28	9
Percent Favorable	31.0%	42.0%	28.6%	17.2%	36.7%	76.4%	49.9%	30.4%	17.6%	36.8%	49.2%	29.9%	26.6%	20.0%	50.0%
Appealed or Passed Through to CORC	3	70	36	72	50	34	86	119	200	84	84	137	77	10	1
Non-Calendared Contacts	37	231	64	204	150	114	340	396	475	333	127	954	195	22	32

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Table 5-2. Grievance Outcomes at Medium Security Facilities in 2019 (Cont'd)

Outcome Type	Livingston	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Total Grievances	109	920	554	243	22	591	135	180	46	86	139	160	50	223	280	8,286
Withdrawn	6	3	0	0	1	0	1	9	0	2	0	0	1	0	0	84
Informally Resolved	9	133	0	16	5	112	15	17	6	10	37	21	5	46	52	1,379
Heard by IGRC Only	58	494	178	111	4	208	22	71	24	30	6	47	12	6	138	2,869
Favorable (No Appeal)	6	137	94	49	2	72	5	2	2	6	2	8	1	4	34	824
Unfavorable (No Appeal)	31	275	84	41	2	127	5	56	14	17	0	21	6	1	91	1,549
Dismissed	21	82	0	21	0	9	12	13	8	7	4	18	5	1	13	496
Reviewed by Superintendent	36	290	376	116	12	271	97	83	16	44	96	92	32	171	90	3,954
Passed Through- Not Heard by IGRC	7	22	185	42	8	64	34	52	9	24	19	53	27	15	43	1,468
Heard by IGRC, Appealed to Superintendent	28	190	95	41	3	156	47	25	6	14	10	39	5	90	35	1,846
Heard by IGRC, Referred to Superintendent	0	71	96	33	1	51	15	3	1	4	24	0	0	56	12	550
Heard by IGRC, Deadlocked	1	7	0	0	0	0	1	3	0	2	43	0	0	10	0	90
Superintendent Outcomes																
<i>Passed Through, Appealed, or Deadlocked</i>	36	219	280	83	11	220	82	80	15	40	72	92	32	115	78	3,404
Favorable	3	8	27	9	0	16	8	0	3	0	10	0	0	31	4	291
Unfavorable	33	211	253	74	11	204	74	80	12	40	62	92	32	84	74	3,113
<i>Referred to Superintendent</i>	0	71	96	33	1	51	15	3	1	4	24	0	0	56	12	550
Favorable	0	17	43	13	0	22	6	0	0	2	12	0	0	23	9	223
Unfavorable	0	54	53	20	1	29	9	3	1	2	12	0	0	33	3	327
Total Superintendent Outcomes	36	290	376	116	12	271	97	83	16	44	96	92	32	171	90	3,954
Favorable	3	25	70	22	0	38	14	0	3	2	22	0	0	54	13	514
Unfavorable	33	265	306	94	12	233	83	83	13	42	74	92	32	117	77	3,440
Percent Favorable	8.3%	8.6%	18.6%	19.0%	0.0%	14.0%	14.4%	0.0%	18.8%	4.5%	22.9%	0.0%	0.0%	31.6%	14.4%	13.0%
All Grievance Outcomes																
Favorable (includes withdrawn and informally resolved)	24	298	164	87	8	222	35	28	11	20	61	29	7	104	99	2,801
Unfavorable (includes dismissed)	85	622	390	156	14	369	100	152	35	66	78	131	43	119	181	5,485
Percent Favorable	22.0%	32.4%	29.6%	35.8%	36.4%	37.6%	25.9%	15.6%	23.9%	23.3%	43.9%	18.1%	14.0%	46.6%	35.4%	33.8%
Appealed or Passed Through to CORC	22	200	137	52	3	161	46	37	3	24	21	38	4	127	81	2,019
Non-Calendared Contacts	23	0	1,324	1,230	28	538	175	252	285	141	134	224	60	1,588	114	9,790

Table 5-3. Grievance Outcomes at Shock, Minimum Security and Drug Treatment Facilities in 2019

Outcome Type	Lakeview Shock	Moriah Shock	Total Shock	Edgecombe	Lincoln	Queensboro	Rochester	Total Minimum Security	Willard DTC	Total Shock, Minimum & DTC	DOCCS Total
Total Grievances	153	0	153	0	0	28	0	28	59	240	27,327
Withdrawn	0	0	0	0	0	0	0	0	0	0	154
Informally Resolved	26	0	26	0	0	8	0	8	11	45	4,256
Heard by IGRC Only	75	0	75	0	0	0	0	0	7	82	10,139
Favorable (No Appeal)	15	0	15	0	0	0	0	0	0	15	2,812
Unfavorable (No Appeal)	38	0	38	0	0	0	0	0	7	45	5,541
Dismissed	22	0	22	0	0	0	0	0	0	22	1,786
Reviewed by Superintendent	52	0	52	0	0	20	0	20	41	113	12,778
Passed Through- Not Heard by IGRC	23	0	23	0	0	20	0	20	33	76	4,451
Heard by IGRC, Appealed to Superintendent	28	0	28	0	0	0	0	0	8	36	5,874
Heard by IGRC, Referred to Superintendent	1	0	1	0	0	0	0	0	0	1	1,909
Heard by IGRC, Deadlocked	0	0	0	0	0	0	0	0	0	0	544
Superintendent Outcomes											
<i>Passed Through, Appealed, or Deadlocked</i>	51	0	51	0	0	20	0	20	41	112	10,869
Favorable	13	0	13	0	0	3	0	3	0	16	912
Unfavorable	38	0	38	0	0	17	0	17	41	96	9,957
<i>Referred to Superintendent</i>	1	0	1	0	0	0	0	0	0	1	1,909
Favorable	1	0	1	0	0	0	0	0	0	1	649
Unfavorable	0	0	0	0	0	0	0	0	0	0	1,260
Total Superintendent Outcomes	52	0	52	0	0	20	0	20	41	113	12,778
Favorable	14	0	14	0	0	3	0	3	0	17	1,561
Unfavorable	38	0	38	0	0	17	0	17	41	96	11,217
Percent Favorable	26.9%	-	26.9%	-	-	15.0%	-	15.0%	0.0%	15.0%	12.2%
All Grievance Outcomes											
Favorable (includes withdrawn and informally resolved)	55	0	55	0	0	11	0	11	11	77	8,783
Unfavorable (includes dismissed)	98	0	98	0	0	17	0	17	48	163	18,544
Percent Favorable	35.9%	-	35.9%	-	-	39.3%	-	39.3%	18.6%	32.1%	32.1%
Appealed or Passed Through to CORC	26	0	26	0	0	16	0	16	17	59	7,390
Non-Calendarated Contacts	343	0	343	0	2	191	0	193	67	603	22,482

Table 6 examines grievance outcomes by facility for 2018 and 2019. The first set of columns present the total grievances at each facility. The second set of columns, “Favorable, Informally Resolved or Withdrawn,” includes those grievances that were either withdrawn, informally resolved, or found favorable to the incarcerated individual by the IGRC or Superintendent. The third set of columns, “Unfavorable or Dismissed,” includes those grievances that were dismissed and closed by the IGRC, or found unfavorable to the incarcerated individual by the IGRC or Superintendent. The fourth set of columns presents the percent of grievance outcomes that were favorable, informally resolved, or withdrawn among the total annual grievances. In 2019, 32.1% of grievances had an outcome favorable to the incarcerated individual, a slight decrease from 32.2% of grievances that were favorable in 2018.

Non-calendared contacts are situations in which facility grievance staff are able to resolve an incarcerated individual’s problem without a formal grievance being filed. The final columns examine the total number of non-calendared contacts in 2018 and 2019.

Table 6. Grievance Outcomes at Facilities, by Security Level: 2018 - 2019

Correctional Facility	Total Grievances		Favorable, Informally Resolved or Withdrawn		Unfavorable or Dismissed		% of Total Grievances Favorable, Informally Resolved or Withdrawn		Non-Calendaried	
	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
Maximum Security										
Attica	3,432	2,633	938	982	2,494	1,651	27.3%	37.3%	0	637
Auburn	2,145	1,941	1,156	928	989	1,013	53.9%	47.8%	475	546
Bedford Hills	746	329	336	148	410	181	45.0%	45.0%	1,222	920
Clinton/Clinton Annex	2,681	2,352	492	422	2,189	1,930	18.4%	17.9%	652	279
Coxsackie	277	81	102	27	175	54	36.8%	33.3%	798	1,528
Downstate/Downstate Rec.	580	296	280	127	300	169	48.3%	42.9%	608	690
Eastern	806	721	195	231	611	490	24.2%	32.0%	329	519
Elmira	1,077	1,108	460	411	617	697	42.7%	37.1%	675	548
Five Points	1,350	1,355	291	380	1,059	975	21.6%	28.0%	219	198
Great Meadow	1,134	934	411	323	723	611	36.2%	34.6%	606	782
Green Haven	2,584	1,710	1,042	697	1,542	1,013	40.3%	40.8%	1,300	1,605
Shawangunk	546	518	302	283	244	235	55.3%	54.6%	0	0
Sing Sing	1,675	813	328	139	1,347	674	19.6%	17.1%	274	962
Southport	1,579	822	624	271	955	551	39.5%	33.0%	1,243	2,161
Sullivan	816	788	197	136	619	652	24.1%	17.3%	193	175
Upstate	2,073	1,475	112	106	1,961	1,369	5.4%	7.2%	338	279
Wende	1,232	925	456	294	776	631	37.0%	31.8%	91	260
Total Maximum Security	24,733	18,801	7,722	5,905	17,011	12,896	31.2%	31.4%	9,023	12,089

Table 6. Grievance Outcomes at Facilities, by Security Level: 2018 - 2019 (Cont'd)

Correctional Facility	Total Grievances		Favorable, Informally Resolved or Withdrawn		Unfavorable or Dismissed		% of Total Grievances Favorable, Informally Resolved or Withdrawn		Non-Calendared	
	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
Medium Security										
Adirondack	17	29	6	9	11	20	35.3%	31.0%	15	37
Albion	213	274	86	115	127	159	40.4%	42.0%	401	231
Altona	170	112	60	32	110	80	35.3%	28.6%	76	64
Bare Hill	312	244	53	42	259	202	17.0%	17.2%	346	204
Cape Vincent	177	256	53	94	124	162	29.9%	36.7%	142	150
Cayuga	166	174	116	133	50	41	69.9%	76.4%	80	114
Collins	433	491	214	245	219	246	49.4%	49.9%	275	340
Fishkill	377	447	126	136	251	311	33.4%	30.4%	387	396
Franklin	819	676	168	119	651	557	20.5%	17.6%	587	475
Gouverneur	333	473	136	174	197	299	40.8%	36.8%	234	333
Gowanda	474	541	190	266	284	275	40.1%	49.2%	53	127
Greene	600	485	252	145	348	340	42.0%	29.9%	858	954
Groveland	229	293	56	78	173	215	24.5%	26.6%	356	195
Hale Creek	51	35	6	7	45	28	11.8%	20.0%	32	22
Hudson	21	18	12	9	9	9	57.1%	50.0%	23	32
Livingston	329	109	82	24	247	85	24.9%	22.0%	95	23
Marcy	1,283	920	539	298	744	622	42.0%	32.4%	1	0
Midstate	587	554	168	164	419	390	28.6%	29.6%	1,424	1,324
Mohawk	232	243	58	87	174	156	25.0%	35.8%	1,141	1,230
Ogdensburg	50	22	9	8	41	14	18.0%	36.4%	29	28
Orleans	608	591	260	222	348	369	42.8%	37.6%	505	538
Otisville	256	135	107	35	149	100	41.8%	25.9%	95	175
Riverview	262	180	43	28	219	152	16.4%	15.6%	312	252
Taconic	66	46	15	11	51	35	22.7%	23.9%	441	285
Ulster	105	86	24	20	81	66	22.9%	23.3%	205	141
Wallkill	154	139	65	61	89	78	42.2%	43.9%	156	134
Washington	168	160	33	29	135	131	19.6%	18.1%	215	224
Watertown	62	50	16	7	46	43	25.8%	14.0%	74	60
Woodbourne	235	223	120	104	115	119	51.1%	46.6%	868	1,588
Wyoming	409	280	116	99	293	181	28.4%	35.4%	135	114
Total Medium Security	9,198	8,286	3,189	2,801	6,009	5,485	34.7%	33.8%	9,561	9,790
Shock										
Lakeview Shock	184	153	63	55	121	98	34.2%	35.9%	152	343
Moriah Shock	0	0	0	0	0	0	-	-	0	0
Total Shock	184	153	63	55	121	98	34.2%	35.9%	152	343
Minimum Security										
Edgecombe	0	0	0	0	0	0	-	-	0	0
Lincoln	16	0	9	0	7	0	56.3%	0.0%	6	2
Queensboro	47	28	23	11	24	17	48.9%	39.3%	232	191
Rochester	0	0	0	0	0	0	-	-	0	0
Total Minimum Security	63	28	32	11	31	17	50.8%	39.3%	238	193
Willard DTC	20	59	3	11	17	48	15.0%	18.6%	27	67
DOCCS Total	34,198	27,327	11,009	8,783	23,189	18,544	32.2%	32.1%	19,001	22,482

Table 7 compares the types of grievances heard by CORC in 2018 and 2019. It should be noted that the calendar year in which a grievance is reviewed by CORC may not necessarily be the same year it was initially filed at the facility level. In 2019, 10,745 grievances were reviewed by CORC as compared to 8,009 grievances reviewed in 2018, an increase of 34.2%.

Table 7. CORC Hearings by Grievance Type: 2018 - 2019

Grievance Type	2018		2019		% Chg
	#	%	#	%	
Program Services					
1) Program Committee	97	1.2%	133	1.2%	37.1%
2) Incentive Wage Allowance	52	0.6%	62	0.6%	19.2%
3) Correspondence	246	3.1%	337	3.1%	37.0%
4) Phone Home Program	23	0.3%	56	0.5%	143.5%
5) Visiting	90	1.1%	78	0.7%	-13.3%
6) Guidance Unit/Counseling	244	3.0%	345	3.2%	41.4%
7) Recreation (TV, Yard, Movies, Radio, etc.)	47	0.6%	70	0.7%	48.9%
8) Adult Basic Education	13	0.2%	15	0.1%	15.4%
9) GED/College Programs	8	0.1%	9	0.1%	12.5%
10) Language Assistance Program	1	0.0%	1	0.0%	0.0%
11) Vocational Programs	9	0.1%	15	0.1%	66.7%
12) Work Assignments	28	0.3%	54	0.5%	92.9%
13) Hobby Shop/Arts & Crafts	0	0.0%	0	0.0%	0.0%
14) Volunteer Services	1	0.0%	0	0.0%	-100.0%
15) Special Events/Inmate Organizations	16	0.2%	34	0.3%	112.5%
16) Religion	166	2.1%	250	2.3%	50.6%
17) Family Reunion Program	28	0.3%	43	0.4%	53.6%
18) Media Review	16	0.2%	14	0.1%	-12.5%
19) General Library	44	0.5%	23	0.2%	-47.7%
20) Alcohol and Substance Abuse Treatment	42	0.5%	84	0.8%	100.0%
Sub-total	1,171	14.6%	1,623	15.1%	38.6%
Health Services					
21) Dental	109	1.4%	170	1.6%	56.0%
22) Medical	1,684	21.0%	2,082	19.4%	23.6%
22.1) HIPAA (Health Information)	57	0.7%	90	0.8%	57.9%
Sub-total	1,850	23.1%	2,342	21.8%	26.6%
Facility Operations					
23) Housing - Internal Block Affairs	462	5.8%	649	6.0%	40.5%
23.1) Smoke-Free Policy	2	0.0%	7	0.1%	250.0%
24) Special Housing Units	314	3.9%	388	3.6%	23.6%
25) Search & Seizure/Frisks/Contraband	103	1.3%	154	1.4%	49.5%
25.1) Strip Search	1	0.0%	4	0.0%	300.0%
25.2) Strip Frisk	15	0.2%	11	0.1%	-26.7%
25.3) Pat Frisk (Female Inmate)	1	0.0%	1	0.0%	0.0%
26) Keeplock Policy & Procedure	32	0.4%	52	0.5%	62.5%
27) Tier I and II Policy & Procedure	45	0.6%	46	0.4%	2.2%
28) Tier III Policy & Procedure	90	1.1%	121	1.1%	34.4%
29) Inmate Property	163	2.0%	214	2.0%	31.3%
30) Package Room	292	3.6%	438	4.1%	50.0%
31) Rules & Regulations	147	1.8%	219	2.0%	49.0%
Sub-total	1,667	20.8%	2,304	21.4%	38.2%
Administrative Services					
32) Industry	19	0.2%	25	0.2%	31.6%
33) Personal Property Claims	85	1.1%	102	0.9%	20.0%
34) State Issued Clothing and Hygiene Items	44	0.5%	63	0.6%	43.2%
35) Commissary	55	0.7%	119	1.1%	116.4%
36) Inmate Accounts	140	1.7%	226	2.1%	61.4%
37) Mess Hall	229	2.9%	287	2.7%	25.3%
38) Laundry	11	0.1%	20	0.2%	81.8%
39) Facility Maintenance	112	1.4%	163	1.5%	45.5%
Sub-total	695	8.7%	1,005	9.4%	44.6%
Counsel					
40) Law Library	181	2.3%	279	2.6%	54.1%
41) Legal Mail	134	1.7%	191	1.8%	42.5%
42) Inmate Legal Rights	146	1.8%	163	1.5%	11.6%
43) Mandatory Court Surcharge	11	0.1%	10	0.1%	-9.1%
Sub-total	472	5.9%	643	6.0%	36.2%
Executive Direction					
44) Inmate Grievance Program	249	3.1%	323	3.0%	29.7%
45) Temporary Release Committee	11	0.1%	7	0.1%	-36.4%
46) Inter-Facility Transfers	47	0.6%	63	0.6%	34.0%
47) Grooming Standards	5	0.1%	21	0.2%	320.0%
48) Inmate Liaison Committee	12	0.1%	12	0.1%	0.0%
49) Staff Conduct	1,584	19.8%	2,053	19.1%	29.6%
49.1) Sexual Abuse	0	0.0%	1	0.0%	-
49.2) Sexual Harassment	0	0.0%	0	0.0%	0.0%
50) Miscellaneous	246	3.1%	348	3.2%	41.5%
Sub-total	2,154	26.9%	2,828	26.3%	31.3%
Grand Total	8,009	100.0%	10,745	100.0%	34.2%