



# Corrections and Community Supervision

## Inmate Grievance Program Semi-Annual Report

2020

## 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 2020 (January-June). Information is presented on the types of grievances submitted by incarcerated individuals. 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

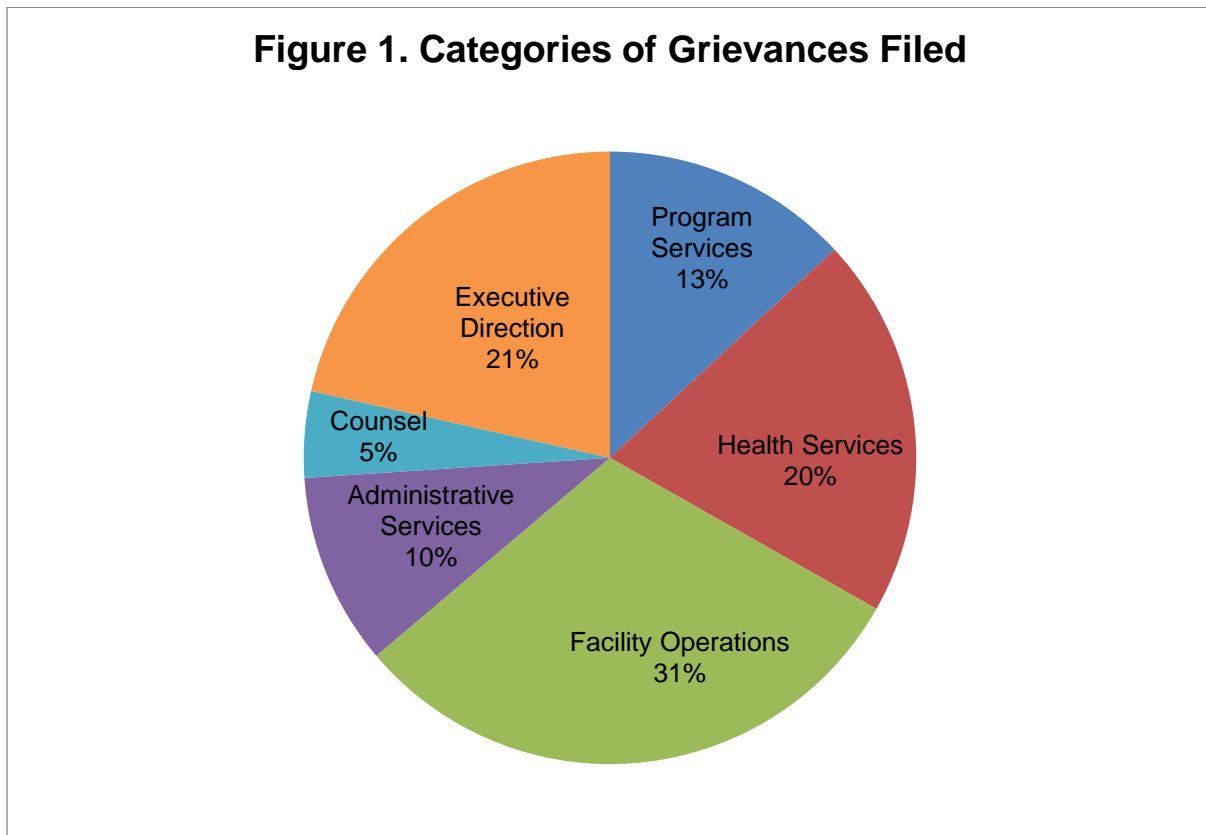
hearing. Grievances must be personal in nature and may not be filed on another incarcerated individual's behalf. Decisions and dispositions of certain programs or procedures that have a written appeal mechanism which extends review outside of the facility are considered non-grievable, such as: temporary 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 the first half of 2020, there were 10,741 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.



**Table 1. Grievances Filed Statewide, January-June 2020, by Type**

Grievance Type	#	%
<b>Program Services</b>		
1) Program Committee	168	1.6%
2) Incentive Wage Allowance	86	0.8%
3) Correspondence	228	2.1%
4) Phone Home Program	66	0.6%
5) Visiting	67	0.6%
6) Guidance Unit/Counseling	300	2.8%
7) Recreation (TV, Yard, Movies, Radio, etc.)	98	0.9%
8) Adult Basic Education	6	0.1%
9) GED/College Programs	7	0.1%
10) Language Assistance Program	1	0.0%
11) Vocational Programs	12	0.1%
12) Work Assignments	67	0.6%
13) Hobby Shop/Arts & Crafts	3	0.0%
14) Volunteer Services	1	0.0%
15) Special Events/Inmate Organizations	9	0.1%
16) Religion	113	1.1%
17) Family Reunion Program	17	0.2%
18) Media Review	36	0.3%
19) General Library	23	0.2%
20) Alcohol and Substance Abuse Treatment	99	0.9%
<b>Sub-total</b>	<b>1,407</b>	<b>13.1%</b>
<b>Health Services</b>		
21) Dental	208	1.9%
22) Medical	1,903	17.7%
22.1) HIPAA (Health Information)	49	0.5%
<b>Sub-total</b>	<b>2,160</b>	<b>20.1%</b>
<b>Facility Operations</b>		
23) Housing - Internal Block Affairs	972	9.0%
23.1) Smoke-Free Policy	3	0.0%
24) Special Housing Units	595	5.5%
25) Search & Seizure/Frisks/Contraband	106	1.0%
25.1) Strip Search	11	0.1%
25.2) Strip Frisk	8	0.1%
25.3) Pat Frisk (Female Inmate)	1	0.0%
26) Keeplock Policy & Procedure	67	0.6%
27) Tier I and II Policy & Procedure	108	1.0%
28) Tier III Policy & Procedure	136	1.3%
29) Inmate Property	330	3.1%
30) Package Room	708	6.6%
31) Rules & Regulations	242	2.3%
<b>Sub-total</b>	<b>3,287</b>	<b>30.6%</b>
<b>Administrative Services</b>		
32) Industry	18	0.2%
33) Personal Property Claims	105	1.0%
34) State Issued Clothing and Hygiene Items	71	0.7%
35) Commissary	193	1.8%
36) Inmate Accounts	283	2.6%
37) Mess Hall	297	2.8%
38) Laundry	21	0.2%
39) Facility Maintenance	101	0.9%
<b>Sub-total</b>	<b>1,089</b>	<b>10.1%</b>
<b>Counsel</b>		
40) Law Library	219	2.0%
41) Legal Mail	100	0.9%
42) Inmate Legal Rights	156	1.5%
43) Mandatory Court Surcharge	14	0.1%
<b>Sub-total</b>	<b>489</b>	<b>4.6%</b>
<b>Executive Direction</b>		
44) Inmate Grievance Program	157	1.5%
45) Temporary Release Committee	15	0.1%
46) Inter-Facility Transfers	41	0.4%
47) Grooming Standards	11	0.1%
48) Inmate Liaison Committee	9	0.1%
49) Staff Conduct	1,341	12.5%
49.1) Sexual Abuse	87	0.8%
49.2) Sexual Harassment	95	0.9%
50) Miscellaneous	553	5.1%
<b>Sub-total</b>	<b>2,309</b>	<b>21.5%</b>
<b>Grand Total</b>	<b>10,741</b>	<b>100.0%</b>

Tables 2-1, 2-2 and 2-3 detail the number of grievances filed by type and by facility in the first half of 2020. Table 2-1 lists maximum security facilities, which had a total of 7,189 grievances; this comprised 66.9% of all grievances filed statewide.

Tables 2-2 (a-d) list medium security facilities, which had a total of 3,313 grievances filed in the first half of 2020.

Table 2-3 lists shock, minimum security and drug treatment facilities, which had a total of 239 grievances filed in the first half of 2020.

**Table 2-1. Grievances Filed at Maximum Security Facilities, January-June 2020, 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
<b>Program Services</b>																		
1) Program Committee	7	9	0	8	0	1	7	12	26	5	33	0	1	1	1	0	8	<b>119</b>
2) Incentive Wage Allowance	4	0	0	11	0	0	0	15	0	0	21	7	2	0	2	0	3	<b>65</b>
3) Correspondence	22	6	3	15	0	0	11	7	27	11	8	4	6	7	6	14	9	<b>156</b>
4) Phone Home Program	3	1	0	3	0	2	3	7	1	1	4	3	2	5	8	0	3	<b>46</b>
5) Visiting	3	7	0	2	0	3	3	6	1	3	5	3	8	2	3	6	0	<b>55</b>
6) Guidance Unit/Counseling	20	7	1	13	0	1	19	12	23	10	15	4	2	0	1	16	14	<b>158</b>
7) Recreation (TV, Yard, Movies, Radio, etc.)	1	15	3	17	0	0	12	3	3	8	0	0	2	0	2	0	4	<b>70</b>
8) Adult Basic Education	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	<b>2</b>
9) GED/College Programs	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	<b>2</b>
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
11) Vocational Programs	0	0	0	0	0	0	4	0	0	1	1	0	0	0	0	0	2	<b>8</b>
12) Work Assignments	0	6	2	5	1	0	7	3	1	7	0	2	1	1	1	0	1	<b>38</b>
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	1	0	0	0	0	0	1	1	0	0	0	0	<b>3</b>
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
15) Special Events/Inmate Organizations	0	2	0	0	0	0	0	2	1	0	0	0	0	0	1	0	0	<b>6</b>
16) Religion	9	5	3	4	0	0	2	8	8	3	8	1	3	1	1	3	0	<b>59</b>
17) Family Reunion Program	0	0	0	1	0	0	8	0	0	0	2	1	0	0	0	0	1	<b>13</b>
18) Media Review	3	2	0	5	0	0	5	5	0	0	4	0	0	0	2	0	0	<b>26</b>
19) General Library	1	1	0	2	0	0	0	1	1	0	1	0	0	1	1	0	1	<b>10</b>
20) Alcohol and Substance Abuse Treatment	3	2	0	9	0	0	4	7	1	2	8	1	1	0	1	0	2	<b>41</b>
<b>Sub-total</b>	<b>76</b>	<b>63</b>	<b>12</b>	<b>95</b>	<b>1</b>	<b>8</b>	<b>85</b>	<b>88</b>	<b>93</b>	<b>52</b>	<b>110</b>	<b>28</b>	<b>29</b>	<b>18</b>	<b>30</b>	<b>40</b>	<b>49</b>	<b>877</b>
<b>Health Services</b>																		
21) Dental	10	2	1	18	0	3	1	28	32	4	10	0	13	3	4	12	2	<b>143</b>
22) Medical	120	109	27	71	1	9	56	61	171	74	131	42	70	39	112	107	63	<b>1,263</b>
22.1) HIPAA (Health Information)	1	5	0	1	1	0	5	4	4	0	6	2	4	2	3	0	0	<b>38</b>
<b>Sub-total</b>	<b>131</b>	<b>116</b>	<b>28</b>	<b>90</b>	<b>2</b>	<b>12</b>	<b>62</b>	<b>93</b>	<b>207</b>	<b>78</b>	<b>147</b>	<b>44</b>	<b>87</b>	<b>44</b>	<b>119</b>	<b>119</b>	<b>65</b>	<b>1,444</b>

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**Table 2-1. Grievances Filed at Maximum Security Facilities, January-June 2020, 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
<b>Facility Operations</b>																		
23) Housing - Internal Block Affairs	229	23	45	24	0	11	21	33	64	55	58	11	54	29	28	20	31	736
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	1	0	0	0	0	1	0	1	0	0	3
24) Special Housing Units	134	49	8	5	0	1	16	10	2	25	15	30	7	14	47	53	18	434
25) Search & Seizure/Frisks/Contraband	4	13	0	5	0	6	9	5	2	1	8	2	2	6	1	0	2	66
25.1) Strip Search	0	3	1	0	0	0	0	0	3	0	0	0	1	0	1	0	0	9
25.2) Strip Frisk	0	0	0	0	0	0	0	0	2	0	1	0	2	0	0	0	0	5
25.3) Pat Frisk (Female Inmate)	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
26) Keeplock Policy & Procedure	6	5	4	4	0	1	5	13	2	9	6	0	2	0	0	1	0	58
27) Tier I and II Policy & Procedure	5	5	3	21	0	0	9	1	1	6	4	1	1	1	11	1	0	70
28) Tier III Policy & Procedure	18	20	0	10	0	1	5	12	2	8	6	2	3	4	2	14	0	107
29) Inmate Property	58	31	0	27	1	2	6	23	6	23	19	5	2	0	12	16	2	233
30) Package Room	101	30	2	70	4	10	13	45	29	19	50	10	17	7	18	10	13	448
31) Rules & Regulations	5	28	5	9	1	0	14	26	22	5	30	30	0	2	6	0	1	184
<b>Sub-total</b>	<b>560</b>	<b>207</b>	<b>68</b>	<b>175</b>	<b>6</b>	<b>32</b>	<b>98</b>	<b>170</b>	<b>135</b>	<b>151</b>	<b>197</b>	<b>91</b>	<b>92</b>	<b>63</b>	<b>127</b>	<b>115</b>	<b>67</b>	<b>2,354</b>
<b>Administrative Services</b>																		
32) Industry	0	1	0	9	0	0	0	2	0	0	1	0	0	0	0	0	0	13
33) Personal Property Claims	12	3	0	7	0	3	6	3	1	1	8	5	7	2	3	5	4	70
34) State Issued Clothing and Hygiene Items	10	1	0	3	0	0	14	8	3	0	2	2	1	0	5	4	1	54
35) Commissary	46	4	4	13	0	1	11	9	6	8	8	2	3	2	3	2	16	138
36) Inmate Accounts	46	8	4	30	0	2	12	21	21	8	43	3	10	1	0	8	3	220
37) Mess Hall	24	11	3	7	0	9	10	10	27	14	13	5	2	9	20	18	3	185
38) Laundry	4	0	0	1	0	0	4	1	0	0	4	0	0	0	4	1	0	19
39) Facility Maintenance	6	7	3	3	0	3	10	1	0	4	14	5	1	0	11	1	1	70
<b>Sub-total</b>	<b>148</b>	<b>35</b>	<b>14</b>	<b>73</b>	<b>0</b>	<b>18</b>	<b>67</b>	<b>55</b>	<b>58</b>	<b>35</b>	<b>93</b>	<b>22</b>	<b>24</b>	<b>14</b>	<b>46</b>	<b>39</b>	<b>28</b>	<b>769</b>
<b>Counsel</b>																		
40) Law Library	35	21	6	3	0	0	11	13	14	12	3	5	8	0	6	17	12	166
41) Legal Mail	15	6	3	12	0	0	9	5	2	1	12	0	8	1	1	1	2	78
42) Inmate Legal Rights	3	21	1	4	0	0	13	8	2	7	4	2	0	3	31	0	0	99
43) Mandatory Court Surcharge	0	0	0	2	0	0	2	3	0	0	0	0	0	0	0	0	0	7
<b>Sub-total</b>	<b>53</b>	<b>48</b>	<b>10</b>	<b>21</b>	<b>0</b>	<b>0</b>	<b>35</b>	<b>29</b>	<b>18</b>	<b>20</b>	<b>19</b>	<b>7</b>	<b>16</b>	<b>4</b>	<b>38</b>	<b>18</b>	<b>14</b>	<b>350</b>
<b>Executive Direction</b>																		
44) Inmate Grievance Program	8	10	0	30	0	2	16	5	11	10	5	1	0	1	8	8	12	127
45) Temporary Release Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
46) Inter-Facility Transfers	2	3	0	3	0	0	0	0	0	0	0	0	0	4	3	0	0	15
47) Grooming Standards	1	0	0	1	0	1	0	0	0	2	0	0	0	0	0	0	0	5
48) Inmate Liaison Committee	0	1	0	1	0	0	0	3	0	2	0	0	0	0	0	0	0	7
49) Staff Conduct	145	39	10	88	17	38	27	36	47	26	80	38	32	43	21	72	44	803
49.1) Sexual Abuse	11	5	3	4	0	2	2	1	5	3	2	3	4	8	5	5	2	65
49.2) Sexual Harassment	9	3	2	2	2	4	2	0	4	2	5	1	6	3	6	4	3	58
50) Miscellaneous	31	6	13	33	0	21	9	29	22	14	20	2	48	1	45	16	5	315
<b>Sub-total</b>	<b>207</b>	<b>67</b>	<b>28</b>	<b>162</b>	<b>19</b>	<b>68</b>	<b>56</b>	<b>74</b>	<b>89</b>	<b>59</b>	<b>112</b>	<b>45</b>	<b>90</b>	<b>60</b>	<b>88</b>	<b>105</b>	<b>66</b>	<b>1,395</b>
<b>Grand Total</b>	<b>1,175</b>	<b>536</b>	<b>160</b>	<b>616</b>	<b>28</b>	<b>138</b>	<b>403</b>	<b>509</b>	<b>600</b>	<b>395</b>	<b>678</b>	<b>237</b>	<b>338</b>	<b>203</b>	<b>448</b>	<b>436</b>	<b>289</b>	<b>7,189</b>



**Table 2-2a. Grievances Filed at Medium Security Facilities, January-June 2020, by Type**

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
<b>Program Services</b>															
1) Program Committee	0	8	1	5	1	2	1	0	3	0	4	4	1	0	0
2) Incentive Wage Allowance	0	0	0	0	1	1	1	3	0	0	0	1	0	0	0
3) Correspondence	0	1	0	0	2	0	7	1	6	3	3	8	2	0	0
4) Phone Home Program	0	0	0	0	0	0	2	2	6	0	0	0	0	0	0
5) Visiting	0	0	0	1	0	0	1	1	0	1	4	0	0	0	0
6) Guidance Unit/Counseling	0	5	3	6	9	0	0	17	3	1	14	5	1	0	0
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	1	0	0	0	0	2	6	4	1	2	0	0	0	0
8) Adult Basic Education	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
9) GED/College Programs	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11) Vocational Programs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
12) Work Assignments	0	0	0	0	0	0	4	3	4	0	1	0	4	0	0
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15) Special Events/Inmate Organizations	0	0	0	0	1	0	1	0	1	0	0	0	0	0	0
16) Religion	0	2	1	1	3	3	5	0	4	5	6	3	3	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	1	0	0	0	1	4	0	0	0	0	0	0
19) General Library	0	0	0	0	0	0	0	0	0	8	1	0	0	0	0
20) Alcohol and Substance Abuse Treatment	0	3	0	5	0	0	2	1	8	4	3	4	0	1	0
<b>Sub-total</b>	<b>0</b>	<b>21</b>	<b>6</b>	<b>19</b>	<b>17</b>	<b>6</b>	<b>26</b>	<b>36</b>	<b>43</b>	<b>23</b>	<b>38</b>	<b>26</b>	<b>11</b>	<b>1</b>	<b>0</b>
<b>Health Services</b>															
21) Dental	0	1	1	8	2	4	2	1	7	1	4	2	3	0	0
22) Medical	0	20	0	29	12	6	51	36	61	26	14	35	24	3	3
22.1) HIPAA (Health Information)	0	1	0	0	0	0	0	3	1	0	1	0	0	0	3
<b>Sub-total</b>	<b>0</b>	<b>22</b>	<b>1</b>	<b>37</b>	<b>14</b>	<b>10</b>	<b>53</b>	<b>40</b>	<b>69</b>	<b>27</b>	<b>19</b>	<b>37</b>	<b>27</b>	<b>3</b>	<b>6</b>

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**Table 2-2b. Grievances Filed at Medium Security Facilities, January-June 2020, by Type (Con't)**

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
<b>Facility Operations</b>															
23) Housing - Internal Block Affairs	0	6	0	4	3	1	0	4	18	3	16	12	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	0	9	0	1	2	3	32	4	1	43	15	24	1	0	0
25) Search & Seizure/Frisks/Contraband	0	0	1	0	0	0	1	1	4	0	1	6	3	0	0
25.1) Strip Search	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0
25.2) Strip Frisk	0	0	0	0	1	0	0	0	0	1	0	0	1	0	0
25.3) Pat Frisk (Female Inmate)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26) Keeplock Policy & Procedure	0	0	0	0	1	1	2	1	0	0	0	0	0	0	0
27) Tier I and II Policy & Procedure	0	2	0	0	4	0	1	1	7	0	5	3	3	0	0
28) Tier III Policy & Procedure	0	1	0	0	5	0	3	1	0	4	3	4	1	0	0
29) Inmate Property	0	0	1	0	0	1	7	3	8	20	2	15	6	0	0
30) Package Room	0	5	0	6	21	2	8	15	20	13	42	9	15	0	0
31) Rules & Regulations	0	1	1	0	0	0	4	0	2	1	2	7	8	0	0
<b>Sub-total</b>	<b>0</b>	<b>24</b>	<b>3</b>	<b>11</b>	<b>38</b>	<b>8</b>	<b>58</b>	<b>31</b>	<b>60</b>	<b>85</b>	<b>86</b>	<b>80</b>	<b>49</b>	<b>0</b>	<b>0</b>
<b>Administrative Services</b>															
32) Industry	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0
33) Personal Property Claims	0	3	0	3	3	1	1	0	1	0	1	1	0	0	1
34) State Issued Clothing and Hygiene Items	0	1	0	0	0	1	1	0	2	0	4	0	2	0	0
35) Commissary	0	1	0	0	1	0	2	2	3	0	9	2	0	0	0
36) Inmate Accounts	0	2	1	2	2	1	1	3	1	0	5	8	1	0	3
37) Mess Hall	0	4	0	2	2	0	4	7	8	10	7	1	3	0	0
38) Laundry	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
39) Facility Maintenance	0	3	0	0	0	1	0	2	1	0	5	1	0	0	0
<b>Sub-total</b>	<b>0</b>	<b>14</b>	<b>1</b>	<b>7</b>	<b>8</b>	<b>4</b>	<b>9</b>	<b>16</b>	<b>18</b>	<b>10</b>	<b>31</b>	<b>13</b>	<b>6</b>	<b>0</b>	<b>4</b>
<b>Counsel</b>															
40) Law Library	0	1	0	0	1	0	4	7	1	5	5	1	2	0	1
41) Legal Mail	0	0	0	1	0	0	0	1	0	5	2	0	0	0	0
42) Inmate Legal Rights	0	0	0	0	3	0	3	3	2	5	9	11	0	0	0
43) Mandatory Court Surcharge	0	2	0	0	0	0	0	0	3	0	0	1	1	0	0
<b>Sub-total</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>7</b>	<b>11</b>	<b>6</b>	<b>15</b>	<b>16</b>	<b>13</b>	<b>3</b>	<b>0</b>	<b>1</b>
<b>Executive Direction</b>															
44) Inmate Grievance Program	0	1	0	0	1	0	3	1	2	2	5	3	0	0	0
45) Temporary Release Committee	0	0	0	0	0	3	1	0	0	0	4	1	0	0	1
46) Inter-Facility Transfers	0	0	0	2	0	0	4	0	2	0	0	4	2	0	0
47) Grooming Standards	0	0	0	0	0	0	0	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
49) Staff Conduct	5	27	10	27	20	12	3	15	72	36	34	25	13	9	5
49.1) Sexual Abuse	2	1	1	0	2	0	1	0	4	2	2	2	0	0	0
49.2) Sexual Harassment	0	5	0	1	1	2	0	0	1	1	1	2	3	0	0
50) Miscellaneous	0	11	3	11	1	2	23	16	32	5	18	18	9	0	1
<b>Sub-total</b>	<b>7</b>	<b>45</b>	<b>14</b>	<b>41</b>	<b>25</b>	<b>19</b>	<b>35</b>	<b>33</b>	<b>116</b>	<b>46</b>	<b>64</b>	<b>55</b>	<b>27</b>	<b>9</b>	<b>7</b>
<b>Grand Total</b>	<b>7</b>	<b>129</b>	<b>25</b>	<b>116</b>	<b>106</b>	<b>47</b>	<b>188</b>	<b>167</b>	<b>312</b>	<b>206</b>	<b>254</b>	<b>224</b>	<b>123</b>	<b>13</b>	<b>18</b>

(continued on next page)

**Table 2-2c. Grievances Filed at Medium Security Facilities, January-June 2020, by Type (Con't)**

Grievance Type	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Wallkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
<b>Program Services</b>															
1) Program Committee	1	1	2	0	2	0	1	0	1	2	0	0	8	1	49
2) Incentive Wage Allowance	11	0	0	0	1	0	0	0	0	2	0	0	0	0	21
3) Correspondence	6	1	1	0	10	1	3	0	0	2	1	0	4	3	65
4) Phone Home Program	0	1	0	0	0	1	1	0	1	0	0	0	2	0	16
5) Visiting	0	0	0	0	0	0	0	0	0	1	1	0	0	0	10
6) Guidance Unit/Counseling	15	15	4	0	4	3	0	0	0	9	10	1	7	6	138
7) Recreation (TV, Yard, Movies, Radio, etc.)	1	2	0	0	1	0	1	1	0	1	2	0	0	2	27
8) Adult Basic Education	0	0	0	0	0	0	0	0	0	0	1	0	2	0	4
9) GED/College Programs	0	1	0	0	0	0	1	0	0	0	0	0	0	0	5
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
11) Vocational Programs	0	0	0	0	0	0	1	0	0	0	0	0	2	0	3
12) Work Assignments	0	0	2	0	5	1	0	0	0	0	1	0	0	3	28
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
15) Special Events/Inmate Organizations	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
16) Religion	3	0	3	0	4	0	0	0	0	3	0	0	3	1	53
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	0	0	0	4	0	4
18) Media Review	0	1	0	0	2	0	0	0	0	0	0	0	0	1	10
19) General Library	1	0	0	0	2	0	0	0	0	0	0	0	0	1	13
20) Alcohol and Substance Abuse Treatment	5	4	1	0	2	0	3	0	0	2	1	0	0	3	52
<b>Sub-total</b>	<b>43</b>	<b>26</b>	<b>13</b>	<b>0</b>	<b>33</b>	<b>6</b>	<b>11</b>	<b>1</b>	<b>2</b>	<b>23</b>	<b>18</b>	<b>1</b>	<b>32</b>	<b>21</b>	<b>503</b>
<b>Health Services</b>															
21) Dental	11	1	1	0	1	1	1	0	3	0	1	0	1	2	59
22) Medical	70	32	30	1	20	23	4	2	22	17	17	0	29	28	615
22.1) HIPAA (Health Information)	0	0	0	0	0	0	0	0	0	1	0	0	0	0	10
<b>Sub-total</b>	<b>81</b>	<b>33</b>	<b>31</b>	<b>1</b>	<b>21</b>	<b>24</b>	<b>5</b>	<b>2</b>	<b>25</b>	<b>18</b>	<b>18</b>	<b>0</b>	<b>30</b>	<b>30</b>	<b>684</b>

(continued on next page)

**Table 2-2d. Grievances Filed at Medium Security Facilities, January-June 2020, by Type (Con't)**

Grievance Type	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Wallkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
<b>Facility Operations</b>															
23) Housing - Internal Block Affairs	57	8	4	1	8	4	4	2	1	11	3	0	4	5	190
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
24) Special Housing Units	1	5	2	0	13	0	1	0	0	0	0	0	1	3	161
25) Search & Seizure/Frisks/Contraband	0	0	0	0	2	4	0	0	8	1	0	0	5	0	37
25.1) Strip Search	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
25.2) Strip Frisk	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
25.3) Pat Frisk (Female Inmate)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26) Keeplock Policy & Procedure	0	0	0	0	0	0	0	0	0	0	0	0	2	0	7
27) Tier I and II Policy & Procedure	1	0	2	0	2	0	0	0	0	1	2	2	0	1	37
28) Tier III Policy & Procedure	1	1	0	0	0	0	0	0	0	0	1	1	0	2	28
29) Inmate Property	14	1	0	0	9	1	0	0	0	0	1	0	0	5	94
30) Package Room	16	5	1	3	27	4	7	2	3	8	6	1	5	15	259
31) Rules & Regulations	0	0	1	0	2	8	2	0	5	0	0	0	9	1	54
<b>Sub-total</b>	<b>90</b>	<b>20</b>	<b>10</b>	<b>4</b>	<b>63</b>	<b>21</b>	<b>14</b>	<b>4</b>	<b>17</b>	<b>21</b>	<b>13</b>	<b>4</b>	<b>26</b>	<b>32</b>	<b>872</b>
<b>Administrative Services</b>															
32) Industry	0	0	0	0	0	0	0	0	0	0	0	1	0	0	5
33) Personal Property Claims	5	1	1	0	1	1	1	0	1	2	0	0	0	1	29
34) State Issued Clothing and Hygiene Items	3	0	0	0	1	0	0	0	1	0	0	0	1	0	17
35) Commissary	12	0	0	0	2	1	2	0	3	6	0	1	0	1	48
36) Inmate Accounts	16	2	0	0	3	0	0	0	2	1	3	0	2	0	59
37) Mess Hall	17	6	0	2	8	1	1	0	3	0	2	1	4	3	96
38) Laundry	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
39) Facility Maintenance	5	1	0	0	1	0	0	2	2	0	1	0	2	2	27
<b>Sub-total</b>	<b>58</b>	<b>10</b>	<b>1</b>	<b>2</b>	<b>15</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>12</b>	<b>12</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>7</b>	<b>282</b>
<b>Counsel</b>															
40) Law Library	9	1	2	0	3	0	1	0	1	0	0	0	1	4	50
41) Legal Mail	6	0	1	0	1	1	0	0	0	1	0	0	3	0	22
42) Inmate Legal Rights	2	2	3	0	3	0	2	0	0	3	0	0	6	0	57
43) Mandatory Court Surcharge	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7
<b>Sub-total</b>	<b>17</b>	<b>3</b>	<b>6</b>	<b>0</b>	<b>7</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>4</b>	<b>136</b>
<b>Executive Direction</b>															
44) Inmate Grievance Program	2	1	0	0	0	0	0	0	0	1	0	0	2	2	26
45) Temporary Release Committee	0	0	0	0	0	0	0	0	4	0	1	0	0	0	15
46) Inter-Facility Transfers	0	0	0	0	0	0	0	0	1	1	2	0	1	0	19
47) Grooming Standards	0	0	0	0	0	0	1	0	0	0	0	0	0	1	6
48) Inmate Liaison Committee	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2
49) Staff Conduct	5	24	14	5	18	11	30	1	17	8	24	2	8	8	488
49.1) Sexual Abuse	0	2	0	0	0	0	0	0	1	1	0	1	0	0	5
49.2) Sexual Harassment	0	5	2	0	1	1	4	0	1	1	0	0	1	0	16
50) Miscellaneous	5	4	1	0	0	8	0	0	5	11	7	2	14	18	225
<b>Sub-total</b>	<b>14</b>	<b>36</b>	<b>17</b>	<b>5</b>	<b>19</b>	<b>20</b>	<b>35</b>	<b>1</b>	<b>29</b>	<b>23</b>	<b>34</b>	<b>5</b>	<b>26</b>	<b>29</b>	<b>836</b>
<b>Grand Total</b>	<b>303</b>	<b>128</b>	<b>78</b>	<b>12</b>	<b>158</b>	<b>76</b>	<b>72</b>	<b>8</b>	<b>86</b>	<b>101</b>	<b>88</b>	<b>14</b>	<b>131</b>	<b>123</b>	<b>3,313</b>

**Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities, January-June 2020, by Type**

Grievance Type	Lakeview Shock	Moriah Shock	Total Shock	Edgecombe	Queensboro	Rochester	Total Minimum	Willard DTC	Table Total
<b>Program Services</b>									
1) Program Committee	0	0	0	0	0	0	0	0	0
2) Incentive Wage Allowance	0	0	0	0	0	0	0	0	0
3) Correspondence	7	0	7	0	0	0	0	0	7
4) Phone Home Program	3	0	3	0	0	0	0	1	4
5) Visiting	2	0	2	0	0	0	0	0	2
6) Guidance Unit/Counseling	0	0	0	0	0	0	0	4	4
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	0	0	0	0	0	0	1	1
8) Adult Basic Education	0	0	0	0	0	0	0	0	0
9) GED/College Programs	0	0	0	0	0	0	0	0	0
10) Language Assistance Program	0	0	0	0	0	0	0	0	0
11) Vocational Programs	0	0	0	0	0	0	0	1	1
12) Work Assignments	0	0	0	0	0	0	0	1	1
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	0
14) Volunteer Services	0	0	0	0	0	0	0	0	0
15) Special Events/Inmate Organizations	0	0	0	0	0	0	0	0	0
16) Religion	0	0	0	0	0	0	0	1	1
17) Family Reunion Program	0	0	0	0	0	0	0	0	0
18) Media Review	0	0	0	0	0	0	0	0	0
19) General Library	0	0	0	0	0	0	0	0	0
20) Alcohol and Substance Abuse Treatment	4	0	4	0	0	0	0	2	6
<b>Sub-total</b>	<b>16</b>	<b>0</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11</b>	<b>27</b>
<b>Health Services</b>									
21) Dental	6	0	6	0	0	0	0	0	6
22) Medical	5	0	5	0	5	0	5	15	25
22.1) HIPAA (Health Information)	0	0	0	0	1	0	1	0	1
<b>Sub-total</b>	<b>11</b>	<b>0</b>	<b>11</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>6</b>	<b>15</b>	<b>32</b>

(continued on next page)

**Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities, January-June 2020, by Type (Con't)**

Grievance Type	Lakeview Shock	Moriah Shock	Total Shock	Edgecombe	Queensboro	Rochester	Total Minimum	Willard DTC	Table Total
<b>Facility Operations</b>									
23) Housing - Internal Block Affairs	42	0	42	0	0	0	0	4	46
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	0
24) Special Housing Units	0	0	0	0	0	0	0	0	0
25) Search & Seizure/Frisks/Contraband	2	0	2	0	0	0	0	1	3
25.1) Strip Search	0	0	0	0	0	0	0	0	0
25.2) Strip Frisk	0	0	0	0	0	0	0	0	0
25.3) Pat Frisk (Female Inmate)	0	0	0	0	0	0	0	0	0
26) Keeplock Policy & Procedure	0	0	0	0	0	0	0	2	2
27) Tier I and II Policy & Procedure	1	0	1	0	0	0	0	0	1
28) Tier III Policy & Procedure	1	0	1	0	0	0	0	0	1
29) Inmate Property	3	0	3	0	0	0	0	0	3
30) Package Room	0	0	0	0	0	0	0	1	1
31) Rules & Regulations	2	0	2	0	0	0	0	2	4
<b>Sub-total</b>	<b>51</b>	<b>0</b>	<b>51</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>61</b>
<b>Administrative Services</b>									
32) Industry	0	0	0	0	0	0	0	0	0
33) Personal Property Claims	6	0	6	0	0	0	0	0	6
34) State Issued Clothing and Hygiene Items	0	0	0	0	0	0	0	0	0
35) Commissary	7	0	7	0	0	0	0	0	7
36) Inmate Accounts	3	0	3	0	0	0	0	1	4
37) Mess Hall	15	0	15	0	1	0	1	0	16
38) Laundry	1	0	1	0	0	0	0	0	1
39) Facility Maintenance	0	0	0	0	1	0	1	3	4
<b>Sub-total</b>	<b>32</b>	<b>0</b>	<b>32</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>38</b>
<b>Counsel</b>									
40) Law Library	3	0	3	0	0	0	0	0	3
41) Legal Mail	0	0	0	0	0	0	0	0	0
42) Inmate Legal Rights	0	0	0	0	0	0	0	0	0
43) Mandatory Court Surcharge	0	0	0	0	0	0	0	0	0
<b>Sub-total</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>Executive Direction</b>									
44) Inmate Grievance Program	3	0	3	0	0	0	0	1	4
45) Temporary Release Committee	0	0	0	0	0	0	0	0	0
46) Inter-Facility Transfers	6	0	6	0	0	0	0	1	7
47) Grooming Standards	0	0	0	0	0	0	0	0	0
48) Inmate Liaison Committee	0	0	0	0	0	0	0	0	0
49) Staff Conduct	18	0	18	0	3	0	3	29	50
49.1) Sexual Abuse	0	0	0	0	0	0	0	0	0
49.2) Sexual Harassment	4	0	4	0	0	0	0	0	4
50) Miscellaneous	9	0	9	0	1	0	1	3	13
<b>Sub-total</b>	<b>40</b>	<b>0</b>	<b>40</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>34</b>	<b>78</b>
<b>Grand Total</b>	<b>153</b>	<b>0</b>	<b>153</b>	<b>0</b>	<b>12</b>	<b>0</b>	<b>12</b>	<b>74</b>	<b>239</b>

Table 3 lists the types of grievances filed statewide during the first half of 2020 as compared to the first half of 2019. It is noted that 10,741 grievances were filed statewide in the first half of 2020 as compared to 14,086 grievances filed during the same time period in 2019, a decrease of 23.7%.

Table 4 lists the types of grievances heard by CORC during the first half of 2020 as compared to the first half of 2019. It is noted that 5,802 grievances were reviewed by CORC in the first half of 2020 as compared to 4,974 grievances reviewed during the same time period in 2019, an increase of 16.6%.

**Table 3. Grievances Filed Statewide, January-June 2019 & 2020, by Type**

Grievance Type	2019		2020		% Chg
	#	%	#	%	
<b>Program Services</b>					
1) Program Committee	256	1.8%	168	1.6%	-34.4%
2) Incentive Wage Allowance	104	0.7%	86	0.8%	-17.3%
3) Correspondence	393	2.8%	228	2.1%	-42.0%
4) Phone Home Program	57	0.4%	66	0.6%	15.8%
5) Visiting	105	0.7%	67	0.6%	-36.2%
6) Guidance Unit/Counseling	389	2.8%	300	2.8%	-22.9%
7) Recreation (TV, Yard, Movies, Radio, etc.)	86	0.6%	98	0.9%	14.0%
8) Adult Basic Education	20	0.1%	6	0.1%	-70.0%
9) GED/College Programs	25	0.2%	7	0.1%	-72.0%
10) Language Assistance Program	2	0.0%	1	0.0%	-50.0%
11) Vocational Programs	21	0.1%	12	0.1%	-42.9%
12) Work Assignments	90	0.6%	67	0.6%	-25.6%
13) Hobby Shop/Arts & Crafts	7	0.0%	3	0.0%	-57.1%
14) Volunteer Services	3	0.0%	1	0.0%	-66.7%
15) Special Events/Inmate Organizations	52	0.4%	9	0.1%	-82.7%
16) Religion	238	1.7%	113	1.1%	-52.5%
17) Family Reunion Program	25	0.2%	17	0.2%	-32.0%
18) Media Review	36	0.3%	36	0.3%	0.0%
19) General Library	41	0.3%	23	0.2%	-43.9%
20) Alcohol and Substance Abuse Treatment	98	0.7%	99	0.9%	1.0%
<b>Sub-total</b>	<b>2,048</b>	<b>14.5%</b>	<b>1,407</b>	<b>13.1%</b>	<b>-31.3%</b>
<b>Health Services</b>					
21) Dental	282	2.0%	208	1.9%	-26.2%
22) Medical	2,394	17.0%	1,903	17.7%	-20.5%
22.1) HIPAA (Health Information)	66	0.5%	49	0.5%	-25.8%
<b>Sub-total</b>	<b>2,742</b>	<b>19.5%</b>	<b>2,160</b>	<b>20.1%</b>	<b>-21.2%</b>
<b>Facility Operations</b>					
23) Housing - Internal Block Affairs	998	7.1%	972	9.0%	-2.6%
23.1) Smoke-Free Policy	4	0.0%	3	0.0%	-25.0%
24) Special Housing Units	633	4.5%	595	5.5%	-6.0%
25) Search & Seizure/Frisks/Contraband	174	1.2%	106	1.0%	-39.1%
25.1) Strip Search	5	0.0%	11	0.1%	120.0%
25.2) Strip Frisk	17	0.1%	8	0.1%	-52.9%
25.3) Pat Frisk (Female Inmate)	0	0.0%	1	0.0%	N/A
26) Keeplock Policy & Procedure	73	0.5%	67	0.6%	-8.2%
27) Tier I and II Policy & Procedure	128	0.9%	108	1.0%	-15.6%
28) Tier III Policy & Procedure	192	1.4%	136	1.3%	-29.2%
29) Inmate Property	449	3.2%	330	3.1%	-26.5%
30) Package Room	804	5.7%	708	6.6%	-11.9%
31) Rules & Regulations	226	1.6%	242	2.3%	7.1%
<b>Sub-total</b>	<b>3,703</b>	<b>26.3%</b>	<b>3,287</b>	<b>30.6%</b>	<b>-11.2%</b>
<b>Administrative Services</b>					
32) Industry	33	0.2%	18	0.2%	-45.5%
33) Personal Property Claims	210	1.5%	105	1.0%	-50.0%
34) State Issued Clothing and Hygiene Items	163	1.2%	71	0.7%	-56.4%
35) Commissary	315	2.2%	193	1.8%	-38.7%
36) Inmate Accounts	408	2.9%	283	2.6%	-30.6%
37) Mess Hall	437	3.1%	297	2.8%	-32.0%
38) Laundry	48	0.3%	21	0.2%	-56.3%
39) Facility Maintenance	197	1.4%	101	0.9%	-48.7%
<b>Sub-total</b>	<b>1,811</b>	<b>12.9%</b>	<b>1,089</b>	<b>10.1%</b>	<b>-39.9%</b>
<b>Counsel</b>					
40) Law Library	313	2.2%	219	2.0%	-30.0%
41) Legal Mail	159	1.1%	100	0.9%	-37.1%
42) Inmate Legal Rights	262	1.9%	156	1.5%	-40.5%
43) Mandatory Court Surcharge	13	0.1%	14	0.1%	7.7%
<b>Sub-total</b>	<b>747</b>	<b>5.3%</b>	<b>489</b>	<b>4.6%</b>	<b>-34.5%</b>
<b>Executive Direction</b>					
44) Inmate Grievance Program	225	1.6%	157	1.5%	-30.2%
45) Temporary Release Committee	10	0.1%	15	0.1%	50.0%
46) Inter-Facility Transfers	57	0.4%	41	0.4%	-28.1%
47) Grooming Standards	19	0.1%	11	0.1%	-42.1%
48) Inmate Liaison Committee	10	0.1%	9	0.1%	-10.0%
49) Staff Conduct	2,074	14.7%	1,341	12.5%	-35.3%
49.1) Sexual Abuse	35	0.2%	87	0.8%	148.6%
49.2) Sexual Harassment	44	0.3%	95	0.9%	115.9%
50) Miscellaneous	561	4.0%	553	5.1%	-1.4%
<b>Sub-total</b>	<b>3,035</b>	<b>21.5%</b>	<b>2,309</b>	<b>21.5%</b>	<b>-23.9%</b>
<b>Grand Total</b>	<b>14,086</b>	<b>100.0%</b>	<b>10,741</b>	<b>100.0%</b>	<b>-23.7%</b>



**Table 4. CORC Hearings, January-June 2019 & 2020, by Type**

Grievance Type	2019		2020		% Chg
	#	%	#	%	
<b>Program Services</b>					
1) Program Committee	62	1.2%	71	1.2%	14.5%
2) Incentive Wage Allowance	29	0.6%	29	0.5%	0.0%
3) Correspondence	154	3.1%	138	2.4%	-10.4%
4) Phone Home Program	16	0.3%	22	0.4%	37.5%
5) Visiting	36	0.7%	37	0.6%	2.8%
6) Guidance Unit/Counseling	158	3.2%	163	2.8%	3.2%
7) Recreation (TV, Yard, Movies, Radio, etc.)	28	0.6%	45	0.8%	60.7%
8) Adult Basic Education	8	0.2%	5	0.1%	-37.5%
9) GED/College Programs	4	0.1%	7	0.1%	75.0%
10) Language Assistance Program	0	0.0%	1	0.0%	-
11) Vocational Programs	7	0.1%	6	0.1%	-14.3%
12) Work Assignments	21	0.4%	29	0.5%	38.1%
13) Hobby Shop/Arts & Crafts	0	0.0%	2	0.0%	-
14) Volunteer Services	0	0.0%	0	0.0%	0.0%
15) Special Events/Inmate Organizations	13	0.3%	16	0.3%	23.1%
16) Religion	112	2.3%	101	1.7%	-9.8%
17) Family Reunion Program	18	0.4%	17	0.3%	-5.6%
18) Media Review	6	0.1%	7	0.1%	16.7%
19) General Library	11	0.2%	18	0.3%	63.6%
20) Alcohol and Substance Abuse Treatment	42	0.8%	46	0.8%	9.5%
<b>Sub-total</b>	<b>725</b>	<b>14.6%</b>	<b>760</b>	<b>13.1%</b>	<b>4.8%</b>
<b>Health Services</b>					
21) Dental	77	1.5%	139	2.4%	80.5%
22) Medical	999	20.1%	1,190	20.5%	19.1%
22.1) HIPAA (Health Information)	39	0.8%	51	0.9%	30.8%
<b>Sub-total</b>	<b>1,115</b>	<b>22.4%</b>	<b>1,380</b>	<b>23.8%</b>	<b>23.8%</b>
<b>Facility Operations</b>					
23) Housing - Internal Block Affairs	331	6.7%	335	5.8%	1.2%
23.1) Smoke-Free Policy	4	0.1%	3	0.1%	-25.0%
24) Special Housing Units	169	3.4%	186	3.2%	10.1%
25) Search & Seizure/Frisks/Contraband	79	1.6%	68	1.2%	-13.9%
25.1) Strip Search	2	0.0%	4	0.1%	100.0%
25.2) Strip Frisk	6	0.1%	8	0.1%	33.3%
25.3) Pat Frisk (Female Inmate)	0	0.0%	1	0.0%	-
26) Keeplock Policy & Procedure	25	0.5%	20	0.3%	-20.0%
27) Tier I and II Policy & Procedure	24	0.5%	38	0.7%	58.3%
28) Tier III Policy & Procedure	55	1.1%	47	0.8%	-14.5%
29) Inmate Property	114	2.3%	105	1.8%	-7.9%
30) Package Room	207	4.2%	240	4.1%	15.9%
31) Rules & Regulations	100	2.0%	119	2.1%	19.0%
<b>Sub-total</b>	<b>1,116</b>	<b>22.4%</b>	<b>1,174</b>	<b>20.2%</b>	<b>5.2%</b>
<b>Administrative Services</b>					
32) Industry	12	0.2%	14	0.2%	16.7%
33) Personal Property Claims	52	1.0%	37	0.6%	-28.8%
34) State Issued Clothing and Hygiene Items	36	0.7%	28	0.5%	-22.2%
35) Commissary	56	1.1%	52	0.9%	-7.1%
36) Inmate Accounts	94	1.9%	94	1.6%	0.0%
37) Mess Hall	119	2.4%	160	2.8%	34.5%
38) Laundry	6	0.1%	17	0.3%	183.3%
39) Facility Maintenance	91	1.8%	89	1.5%	-2.2%
<b>Sub-total</b>	<b>466</b>	<b>9.4%</b>	<b>491</b>	<b>8.5%</b>	<b>5.4%</b>
<b>Counsel</b>					
40) Law Library	114	2.3%	137	2.4%	20.2%
41) Legal Mail	74	1.5%	99	1.7%	33.8%
42) Inmate Legal Rights	72	1.4%	87	1.5%	20.8%
43) Mandatory Court Surcharge	4	0.1%	14	0.2%	250.0%
<b>Sub-total</b>	<b>264</b>	<b>5.3%</b>	<b>337</b>	<b>5.8%</b>	<b>27.7%</b>
<b>Executive Direction</b>					
44) Inmate Grievance Program	138	2.8%	175	3.0%	26.8%
45) Temporary Release Committee	2	0.0%	1	0.0%	-50.0%
46) Inter-Facility Transfers	27	0.5%	36	0.6%	33.3%
47) Grooming Standards	11	0.2%	8	0.1%	-27.3%
48) Inmate Liaison Committee	4	0.1%	5	0.1%	25.0%
49) Staff Conduct	936	18.8%	1,252	21.6%	33.8%
49.1) Sexual Abuse	0	0.0%	0	0.0%	0.0%
49.2) Sexual Harassment	0	0.0%	1	0.0%	-
50) Miscellaneous	170	3.4%	182	3.1%	7.1%
<b>Sub-total</b>	<b>1,288</b>	<b>25.9%</b>	<b>1,660</b>	<b>28.6%</b>	<b>28.9%</b>
<b>Grand Total</b>	<b>4,974</b>	<b>100.0%</b>	<b>5,802</b>	<b>100.0%</b>	<b>16.6%</b>