



Corrections and Community Supervision

Incarcerated Grievance Program

Annual Report

2020

Introduction

This report examines the functioning of the Incarcerated Grievance Program utilized by the Department of Corrections and Community Supervision (DOCCS) during the calendar year 2020 (January-December). Information is presented on the types of grievances submitted by incarcerated individuals and the outcomes of grievances. The Incarcerated 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 the problem through informal channels, the individual may file a written grievance within 21 calendar days of the incident in question (exceptions may be granted up to 45 days). The Incarcerated 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, the individual 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 their 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 2020, there were 21,559 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 2020. Tables 3-1, 3-2 (a-d) and 3-3 list the rate of grievances filed in 2020 by type and by facility per 1,000 incarcerated individuals.

Figure 1. Categories of Grievances Filed in 2020

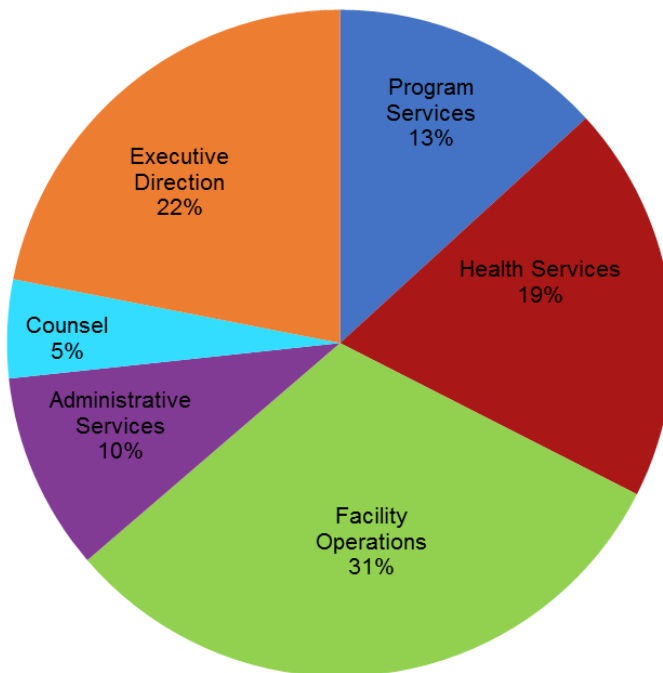


Table 1. Grievances Filed Statewide in 2020, by Type

Grievance Type	#	%
Program Services		
1) Program Committee	356	1.7%
2) Incentive Wage Allowance	176	0.8%
3) Correspondence	488	2.3%
4) Phone Home Program	94	0.4%
5) Visiting	154	0.7%
6) Guidance Unit/Counseling	604	2.8%
7) Recreation (TV, Yard, Movies, Radio, etc.)	232	1.1%
8) Adult Basic Education	13	0.1%
9) HSE/College Programs	18	0.1%
10) Language Assistance Program	4	0.0%
11) Vocational Programs	27	0.1%
12) Work Assignments	127	0.6%
13) Hobby Shop/Arts & Crafts	8	0.0%
14) Volunteer Services	2	0.0%
15) Special Events/Organizations	16	0.1%
16) Religion	206	1.0%
17) Family Reunion Program	23	0.1%
18) Media Review	67	0.3%
19) General Library	40	0.2%
20) Alcohol and Substance Abuse Treatment	194	0.9%
Sub-total	2,849	13.2%
Health Services		
21) Dental	384	1.8%
22) Medical	3,678	17.1%
22.1) HIPAA (Health Information)	94	0.4%
Sub-total	4,156	19.3%
Facility Operations		
23) Housing - Internal Block Affairs	1,967	9.1%
23.1) Smoke-Free Policy	8	0.0%
24) Special Housing Units	1,190	5.5%
25) Search & Seizure/Frisks/Contraband	204	0.9%
25.1) Strip Search	16	0.1%
25.2) Strip Frisk	27	0.1%
25.3) Pat Frisk (Female)	1	0.0%
26) Keeplock Policy & Procedure	141	0.7%
27) Tier I and II Policy & Procedure	222	1.0%
28) Tier III Policy & Procedure	293	1.4%
29) Property	582	2.7%
30) Package Room	1,597	7.4%
31) Rules & Regulations	482	2.2%
Sub-total	6,730	31.2%
Administrative Services		
32) Industry	32	0.1%
33) Personal Property Claims	193	0.9%
34) State Issued Clothing and Hygiene Items	163	0.8%
35) Commissary	350	1.6%
36) Incarcerated Individual Accounts	489	2.3%
37) Mess Hall	553	2.6%
38) Laundry	41	0.2%
39) Facility Maintenance	247	1.1%
Sub-total	2,068	9.6%
Counsel		
40) Law Library	477	2.2%
41) Legal Mail	236	1.1%
42) Legal Rights	291	1.3%
43) Mandatory Court Surcharge	25	0.1%
Sub-total	1,029	4.8%
Executive Direction		
44) Incarcerated Grievance Program	347	1.6%
45) Temporary Release Committee	23	0.1%
46) Inter-Facility Transfers	85	0.4%
47) Grooming Standards	18	0.1%
48) Incarcerated Liaison Committee	13	0.1%
49) Staff Conduct	2,688	12.5%
49.1) Sexual Abuse	174	0.8%
49.2) Sexual Harassment	238	1.1%
50) Miscellaneous	1,141	5.3%
Sub-total	4,727	21.9%
Grand Total	21,559	100.0%

Table 2-1. Grievances Filed at Maximum Security Facilities in 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
Program Services																		
1) Program Committee	19	16	5	26	0	1	10	23	47	21	58	3	11	2	5	0	14	261
2) Incentive Wage Allowance	5	0	2	23	0	1	1	32	0	3	49	10	2	0	7	0	3	138
3) Correspondence	47	9	5	34	0	0	18	17	55	24	20	8	13	14	17	41	28	350
4) Phone Home Program	3	3	1	6	0	2	3	9	2	1	6	3	6	5	9	0	4	63
5) Visiting	9	14	0	6	1	5	10	9	4	8	17	4	21	3	4	7	1	123
6) Guidance Unit/Counseling	35	15	3	27	0	1	38	25	46	17	30	10	8	4	5	33	25	322
7) Recreation (TV, Yard, Movies, Radio, etc.)	5	27	10	62	0	0	12	14	5	15	0	1	4	3	5	1	5	169
8) Adult Basic Education	0	0	0	0	0	0	0	1	0	3	0	0	0	0	0	0	1	5
9) HSE/College Programs	0	0	0	2	0	0	0	0	3	0	0	1	1	0	0	0	0	7
10) Language Assistance Program	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
11) Vocational Programs	3	0	0	1	0	0	4	0	0	1	1	0	1	0	0	0	2	13
12) Work Assignments	2	14	8	8	1	5	14	5	1	9	1	4	2	2	1	0	1	78
13) Hobby Shop/Arts & Crafts	1	0	0	0	0	0	0	0	0	1	0	1	3	0	2	0	0	8
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
15) Special Events/Organizations	0	3	0	1	0	0	0	3	1	0	1	1	0	0	1	0	0	11
16) Religion	15	10	3	9	0	2	3	13	13	7	12	2	8	4	3	6	5	115
17) Family Reunion Program	2	0	0	2	0	0	8	0	0	0	3	1	2	0	0	0	1	19
18) Media Review	4	4	0	10	0	0	7	8	0	0	8	1	0	2	4	1	1	50
19) General Library	3	2	0	5	0	0	0	2	3	0	1	1	0	1	1	1	2	22
20) Alcohol and Substance Abuse Treatment	5	7	1	14	0	0	7	13	5	3	19	2	2	0	2	0	2	82
Sub-total	159	124	39	236	2	17	135	174	185	113	227	53	84	40	66	90	95	1,839
Health Services																		
21) Dental	16	3	1	28	0	3	3	42	62	10	18	3	16	4	12	26	3	250
22) Medical	215	167	63	133	4	16	81	116	445	132	278	81	131	87	192	221	139	2,501
22.1) HIPAA (Health Information)	3	12	0	4	1	0	7	6	9	2	15	3	6	3	7	0	0	78
Sub-total	234	182	64	165	5	19	91	164	516	144	311	87	153	94	211	247	142	2,829

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Table 2-1. Grievances Filed at Maximum Security Facilities in 2020, 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	356	51	114	86	0	19	30	75	172	153	148	24	102	59	64	27	78	1,558
23.1) Smoke-Free Policy	1	0	0	0	0	0	0	1	1	0	1	0	2	0	1	0	0	7
24) Special Housing Units	215	90	23	32	0	1	30	25	6	48	37	41	15	49	72	164	22	870
25) Search & Seizure/Frisks/Contraband	14	22	3	13	0	6	11	8	5	3	22	3	8	13	9	0	3	143
25.1) Strip Search	0	5	1	1	0	0	1	0	2	0	0	0	1	1	2	0	0	14
25.2) Strip Frisk	0	5	0	0	1	0	0	0	3	0	1	0	14	0	0	0	0	24
25.3) Pat Frisk (Female)	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
26) Keyplock Policy & Procedure	9	10	12	5	0	1	8	23	8	16	19	0	4	0	1	1	1	118
27) Tier I and II Policy & Procedure	14	7	11	54	0	0	13	4	6	11	10	1	3	3	18	2	1	158
28) Tier III Policy & Procedure	29	43	1	32	0	1	8	18	8	11	9	6	8	14	6	31	2	227
29) Property	86	57	0	59	1	2	8	31	18	35	41	6	9	4	19	37	7	420
30) Package Room	215	90	12	155	7	28	23	103	54	45	126	23	65	11	38	33	24	1,052
31) Rules & Regulations	7	54	12	22	2	1	29	58	37	7	39	62	0	8	13	1	1	353
Sub-total	946	434	189	459	11	59	161	347	320	329	453	166	231	162	243	296	139	4,945
Administrative Services																		
32) Industry	0	4	0	15	0	0	0	3	0	0	5	0	0	0	0	0	0	27
33) Personal Property Claims	18	8	6	11	0	5	9	8	9	2	15	8	11	2	9	10	7	138
34) State Issued Clothing and Hygiene Items	24	4	2	8	0	0	19	14	5	0	15	2	1	2	12	12	3	123
35) Commissary	88	5	5	26	0	3	15	19	19	22	18	2	5	5	5	7	22	266
36) Incarcerated Individual Accounts	71	21	7	41	1	3	21	30	40	16	78	6	22	4	4	14	6	385
37) Mess Hall	51	19	4	17	1	13	13	19	56	27	19	10	7	21	32	43	5	357
38) Laundry	7	2	2	1	0	0	4	1	1	2	7	0	0	1	6	1	0	35
39) Facility Maintenance	10	18	9	9	0	5	15	2	6	10	42	7	3	2	25	7	5	175
Sub-total	269	81	35	128	2	29	96	96	136	79	199	35	49	37	93	94	48	1,506
Counsel																		
40) Law Library	76	34	19	28	1	0	13	29	26	29	8	14	21	3	14	38	28	381
41) Legal Mail	38	12	8	28	1	2	13	11	13	1	22	0	16	5	7	1	6	184
42) Legal Rights	5	34	1	21	0	1	22	16	4	8	7	5	1	5	47	3	1	181
43) Mandatory Court Surcharge	1	0	0	3	0	0	2	7	0	0	0	1	0	0	1	0	0	15
Sub-total	120	80	28	80	2	3	50	63	43	38	37	20	38	13	69	42	35	761
Executive Direction																		
44) Incarcerated Grievance Program	23	22	1	49	0	2	21	21	23	17	10	3	3	3	17	21	24	260
45) Temporary Release Committee	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	2
46) Inter-Facility Transfers	4	6	0	9	0	0	0	1	2	0	1	0	3	5	4	0	0	35
47) Grooming Standards	1	0	0	2	0	1	0	0	0	4	1	0	0	1	1	0	0	11
48) Incarcerated Liaison Committee	0	1	0	1	0	0	1	3	0	2	1	0	0	0	0	0	0	9
49) Staff Conduct	292	109	24	187	26	48	50	64	125	59	155	60	74	86	47	170	94	1,670
49.1) Sexual Abuse	30	13	13	10	0	3	3	2	11	6	4	3	8	11	7	5	6	135
49.2) Sexual Harassment	29	23	5	4	2	5	4	3	17	8	8	2	7	12	9	26	8	172
50) Miscellaneous	59	17	36	78	0	29	20	101	38	41	37	2	114	1	72	25	15	685
Sub-total	438	191	79	340	28	88	99	195	217	137	218	70	209	119	157	247	147	2,979
Grand Total	2,166	1,092	434	1,408	50	215	632	1,039	1,417	840	1,445	431	764	465	839	1,016	606	14,859

Table 2-2a. Grievances Filed at Medium Security Facilities in 2020, 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	1	10	1	9	3	7	1	2	8	1	5	8	5	0	0
2) Incentive Wage Allowance	0	0	0	1	1	1	1	7	0	0	2	3	3	0	0
3) Correspondence	3	3	0	1	9	0	9	4	7	6	5	12	3	0	0
4) Phone Home Program	0	1	0	0	1	0	2	3	6	0	0	0	3	0	0
5) Visiting	0	0	0	3	0	0	1	2	2	1	5	2	0	0	0
6) Guidance Unit/Counseling	1	7	4	14	15	3	3	40	5	1	26	8	8	0	0
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	4	0	1	0	2	3	9	14	1	2	1	0	0	0
8) Adult Basic Education	0	1	0	0	0	0	0	1	1	0	0	0	0	0	0
9) HSE/College Programs	0	1	2	0	0	0	0	2	0	0	0	1	0	0	0
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
11) Vocational Programs	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0
12) Work Assignments	0	0	1	0	0	0	5	11	7	1	1	1	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/Organizations	0	0	0	0	1	0	1	0	1	0	0	1	0	0	0
16) Religion	0	2	1	2	4	5	9	0	6	5	8	7	4	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	2	0	1	0	1	5	0	1	0	0	0	0
19) General Library	0	0	0	1	0	0	1	0	0	10	1	0	0	0	0
20) Alcohol and Substance Abuse Treatment	0	5	0	6	1	5	4	5	13	4	7	8	4	5	0
Sub-total	5	34	9	42	35	24	40	87	75	30	64	52	34	5	0
Health Services															
21) Dental	0	5	2	12	2	7	6	1	16	2	6	6	3	0	0
22) Medical	8	42	2	46	18	15	84	77	121	36	21	61	41	6	5
22.1) HIPAA (Health Information)	0	1	0	0	0	0	1	5	1	0	1	0	0	0	3
Sub-total	8	48	4	58	20	22	91	83	138	38	28	67	44	6	8

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Table 2-2b. Grievances Filed at Medium Security Facilities in 2020, 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	7	12	0	10	4	1	4	10	25	5	24	19	25	0	0
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
24) Special Housing Units	0	10	0	2	6	7	66	4	1	64	22	58	9	0	0
25) Search & Seizure/Frisks/Contraband	1	0	1	0	0	0	3	2	5	1	2	11	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)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26) Keeplock Policy & Procedure	0	2	3	0	1	1	5	2	1	1	0	0	0	0	3
27) Tier I and II Policy & Procedure	0	3	1	1	5	1	1	1	8	1	5	8	7	0	0
28) Tier III Policy & Procedure	0	1	0	0	6	0	8	2	2	8	3	11	4	0	1
29) Property	0	1	1	0	1	2	19	13	12	28	9	20	11	0	0
30) Package Room	1	9	0	10	29	5	16	37	52	20	88	15	25	1	0
31) Rules & Regulations	4	1	1	0	0	3	9	1	9	2	4	17	8	1	1
Sub-total	13	39	7	23	54	20	131	73	115	131	158	159	93	2	5
Administrative Services															
32) Industry	0	0	0	0	0	0	0	3	2	0	0	0	0	0	0
33) Personal Property Claims	0	3	0	4	6	2	3	1	2	0	1	2	1	0	1
34) State Issued Clothing and Hygiene Items	1	2	0	1	0	1	3	0	3	0	6	1	4	0	0
35) Commissary	2	2	0	1	2	1	6	3	3	0	10	5	1	0	0
36) Incarcerated Individual Accounts	1	2	1	5	3	4	3	4	8	3	8	9	2	0	3
37) Mess Hall	5	8	0	3	3	0	8	10	15	16	8	4	7	0	0
38) Laundry	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0
39) Facility Maintenance	0	6	0	0	0	3	1	4	10	0	8	2	0	0	1
Sub-total	9	24	1	14	14	11	24	26	43	19	41	23	15	0	5
Counsel															
40) Law Library	3	2	0	1	3	0	7	10	3	8	5	5	4	0	1
41) Legal Mail	0	0	0	2	0	0	1	3	10	6	3	1	0	0	0
42) Legal Rights	0	0	0	0	5	0	5	5	2	19	10	19	1	0	0
43) Mandatory Court Surcharge	0	2	0	2	0	0	0	0	3	0	1	1	1	0	0
Sub-total	3	4	0	5	8	0	13	18	18	33	19	26	6	0	1
Executive Direction															
44) Incarcerated Grievance Program	0	1	0	0	1	0	7	3	6	3	5	9	16	0	0
45) Temporary Release Committee	0	0	0	0	0	7	2	0	0	0	4	1	0	0	1
46) Inter-Facility Transfers	1	0	0	2	0	2	8	0	8	0	0	5	2	0	0
47) Grooming Standards	0	0	0	0	0	0	0	1	3	0	0	0	0	0	0
48) Incarcerated Liaison Committee	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
49) Staff Conduct	13	55	15	46	32	23	6	23	132	76	56	57	31	17	6
49.1) Sexual Abuse	2	4	1	1	2	0	1	0	6	3	3	4	0	0	0
49.2) Sexual Harassment	0	8	0	1	1	2	1	0	3	2	2	4	3	0	0
50) Miscellaneous	1	20	6	17	1	14	50	38	43	7	39	32	25	0	1
Sub-total	17	88	22	67	37	48	75	65	201	91	109	113	77	17	8
Grand Total	55	237	43	209	168	125	374	352	590	342	419	440	269	30	27

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Table 2-2c. Grievances Filed at Medium Security Facilities in 2020, by Type (Cont'd)

Grievance Type	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Wallkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Program Services															
1) Program Committee	1	1	6	0	5	2	1	0	1	5	0	0	9	3	95
2) Incentive Wage Allowance	11	2	0	0	2	1	0	0	0	2	0	0	1	0	38
3) Correspondence	10	2	3	0	14	8	3	0	0	5	6	0	8	9	130
4) Phone Home Program	0	2	0	0	0	1	1	0	1	0	2	0	3	0	26
5) Visiting	1	0	1	0	1	0	0	0	0	1	1	1	3	4	29
6) Guidance Unit/Counseling	26	31	11	0	12	6	6	0	2	11	12	2	14	7	275
7) Recreation (TV, Yard, Movies, Radio, etc.)	2	2	2	0	2	2	4	1	0	1	2	1	3	2	61
8) Adult Basic Education	0	0	0	0	0	0	0	0	0	0	1	0	2	0	6
9) HSE/College Programs	0	1	0	0	0	0	1	0	0	0	1	0	2	0	11
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2
11) Vocational Programs	0	2	0	0	0	2	1	0	0	1	0	0	5	0	13
12) Work Assignments	0	0	3	0	7	2	0	0	0	0	1	0	0	4	48
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/Organizations	0	0	0	0	0	0	0	0	0	0	1	0	0	0	5
16) Religion	6	0	3	0	8	1	1	0	0	6	0	1	6	3	88
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	0	0	0	4	0	4
18) Media Review	0	2	0	0	2	0	1	0	0	0	0	0	0	2	17
19) General Library	1	0	0	0	2	0	1	0	0	0	0	0	0	1	18
20) Alcohol and Substance Abuse Treatment	6	9	3	0	6	1	3	0	0	2	2	0	2	4	105
Sub-total	64	54	32	0	61	26	23	1	4	35	30	5	62	39	972
Health Services															
21) Dental	15	7	2	0	8	2	5	0	4	2	1	0	1	5	120
22) Medical	114	70	66	2	36	46	11	3	27	32	31	1	62	50	1,134
22.1) HIPAA (Health Information)	0	0	0	0	0	0	0	0	0	1	0	1	0	0	14
Sub-total	129	77	68	2	44	48	16	3	31	35	32	2	63	55	1,268

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Table 2-2d. Grievances Filed at Medium Security Facilities in 2020, by Type (Cont'd)

Grievance Type	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Facility Operations															
23) Housing - Internal Block Affairs	98	14	6	1	18	9	4	2	3	11	7	4	20	8	351
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
24) Special Housing Units	1	16	2	0	40	0	1	0	2	0	3	0	3	3	320
25) Search & Seizure/Frisks/Contraband	0	0	0	0	5	4	0	0	9	2	1	0	7	0	57
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)	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	21
27) Tier I and II Policy & Procedure	1	0	4	0	5	0	0	0	1	4	4	1	1	1	63
28) Tier III Policy & Procedure	2	3	0	0	4	0	1	0	0	0	1	2	1	4	64
29) Property	15	1	1	0	13	1	1	0	0	1	2	0	1	5	158
30) Package Room	31	16	1	4	54	25	10	2	6	14	8	2	25	33	539
31) Rules & Regulations	0	0	1	2	2	20	3	3	8	0	0	3	15	2	120
Sub-total	148	50	15	7	141	59	20	7	28	29	26	15	75	56	1,699
Administrative Services															
32) Industry	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5
33) Personal Property Claims	7	1	1	0	1	1	1	0	3	3	0	2	1	1	48
34) State Issued Clothing and Hygiene Items	8	1	0	0	7	0	0	0	1	0	0	0	1	0	40
35) Commissary	15	1	0	0	4	1	2	0	3	6	0	2	0	2	72
36) Incarcerated Individual Accounts	22	3	1	0	3	1	0	0	2	2	5	0	4	1	100
37) Mess Hall	25	9	6	2	14	1	4	0	5	2	4	1	4	4	168
38) Laundry	2	0	0	0	0	0	0	0	0	1	0	0	0	0	5
39) Facility Maintenance	7	2	1	0	3	1	0	0	3	5	0	1	2	6	66
Sub-total	86	17	9	2	32	5	7	0	17	19	9	6	12	14	504
Counsel															
40) Law Library	17	3	3	0	6	0	1	0	1	0	2	1	2	4	92
41) Legal Mail	9	1	5	0	1	1	0	0	0	1	0	0	7	1	52
42) Legal Rights	5	4	6	0	5	0	5	0	0	6	1	0	11	0	109
43) Mandatory Court Surcharge	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10
Sub-total	31	8	14	0	12	1	6	0	1	7	3	1	20	5	263
Executive Direction															
44) Incarcerated Grievance Program	3	4	2	0	3	0	0	0	0	1	3	7	6	2	82
45) Temporary Release Committee	0	0	0	0	0	0	0	0	5	0	1	0	0	0	21
46) Inter-Facility Transfers	0	0	1	0	0	1	0	0	2	1	3	0	4	0	40
47) Grooming Standards	0	0	0	0	0	0	1	0	0	0	0	0	0	1	6
48) Incarcerated Liaison Committee	2	0	0	0	0	0	0	0	0	0	0	0	1	0	4
49) Staff Conduct	9	70	26	5	38	31	50	1	28	14	39	8	15	15	937
49.1) Sexual Abuse	0	5	0	0	0	0	0	0	2	1	1	1	0	2	39
49.2) Sexual Harassment	0	13	3	0	1	1	4	0	2	1	1	0	5	1	59
50) Miscellaneous	9	18	2	0	2	13	0	0	6	13	14	3	24	37	435
Sub-total	23	110	34	5	44	46	55	1	45	31	62	19	55	58	1,623
Grand Total	481	316	172	16	334	185	127	12	126	156	162	48	287	227	6,329

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

Grievance Type	Lakeview Shock	Moriah Shock	Total Shock	Edgecombe	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	356
2) Incentive Wage Allowance	0	0	0	0	0	0	0	0	0	176
3) Correspondence	7	0	7	1	0	0	1	0	8	488
4) Phone Home Program	3	0	3	0	0	0	0	2	5	94
5) Visiting	2	0	2	0	0	0	0	0	2	154
6) Guidance Unit/Counseling	0	0	0	2	0	0	2	5	7	604
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	0	0	0	0	0	0	2	2	232
8) Adult Basic Education	0	0	0	0	0	0	0	2	2	13
9) HSE/College Programs	0	0	0	0	0	0	0	0	0	18
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	4
11) Vocational Programs	0	0	0	0	0	0	0	1	1	27
12) Work Assignments	0	0	0	0	0	0	0	1	1	127
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	0	8
14) Volunteer Services	0	0	0	0	0	0	0	0	0	2
15) Special Events/Organizations	0	0	0	0	0	0	0	0	0	16
16) Religion	0	0	0	0	0	0	0	3	3	206
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	23
18) Media Review	0	0	0	0	0	0	0	0	0	67
19) General Library	0	0	0	0	0	0	0	0	0	40
20) Alcohol and Substance Abuse Treatment	4	0	4	0	0	0	0	3	7	194
Sub-total	16	0	16	3	0	0	3	19	38	2,849
Health Services										
21) Dental	7	0	7	4	0	0	4	3	14	384
22) Medical	14	0	14	1	8	0	9	20	43	3,678
22.1) HIPAA (Health Information)	1	0	1	0	1	0	1	0	2	94
Sub-total	22	0	22	5	9	0	14	23	59	4,156

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Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities in 2020, by Type (Cont'd)

Grievance Type	Lakeview Shock	Morish Shock	Total Shock	Edgecombe	Queensboro	Rochester	Total Minimum	Willard DTC	Total Shock, Minimum & DTC	DOCCS Total
Facility Operations										
23) Housing - Internal Block Affairs	51	0	51	2	0	0	2	5	58	1,967
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	0	8
24) Special Housing Units	0	0	0	0	0	0	0	0	0	1,190
25) Search & Seizure/Frisks/Contraband	2	0	2	1	0	0	1	1	4	204
25.1) Strip Search	0	0	0	0	0	0	0	0	0	16
25.2) Strip Frisk	0	0	0	0	0	0	0	0	0	27
25.3) Pat Frisk (Female)	0	0	0	0	0	0	0	0	0	1
26) Keeplock Policy & Procedure	0	0	0	0	0	0	0	2	2	141
27) Tier I and II Policy & Procedure	1	0	1	0	0	0	0	0	1	222
28) Tier III Policy & Procedure	2	0	2	0	0	0	0	0	2	293
29) Property	4	0	4	0	0	0	0	0	4	582
30) Package Room	0	0	0	1	0	0	1	5	6	1,597
31) Rules & Regulations	3	0	3	1	0	0	1	5	9	482
Sub-total	63	0	63	5	0	0	5	18	86	6,730
Administrative Services										
32) Industry	0	0	0	0	0	0	0	0	0	32
33) Personal Property Claims	7	0	7	0	0	0	0	0	7	193
34) State Issued Clothing and Hygiene Items	0	0	0	0	0	0	0	0	0	163
35) Commissary	8	0	8	2	0	0	2	2	12	350
36) Incarcerated Individual Accounts	3	0	3	0	0	0	0	1	4	489
37) Mess Hall	18	0	18	3	1	0	4	6	28	553
38) Laundry	1	0	1	0	0	0	0	0	1	41
39) Facility Maintenance	0	0	0	0	1	0	1	5	6	247
Sub-total	37	0	37	5	2	0	7	14	58	2,068
Counsel										
40) Law Library	3	0	3	1	0	0	1	0	4	477
41) Legal Mail	0	0	0	0	0	0	0	0	0	236
42) Legal Rights	0	0	0	1	0	0	1	0	1	291
43) Mandatory Court Surcharge	0	0	0	0	0	0	0	0	0	25
Sub-total	3	0	3	2	0	0	2	0	5	1,029
Executive Direction										
44) Incarcerated Grievance Program	4	0	4	0	0	0	0	1	5	347
45) Temporary Release Committee	0	0	0	0	0	0	0	0	0	23
46) Inter-Facility Transfers	9	0	9	0	0	0	0	1	10	85
47) Grooming Standards	1	0	1	0	0	0	0	0	1	18
48) Incarcerated Liaison Committee	0	0	0	0	0	0	0	0	0	13
49) Staff Conduct	22	0	22	1	3	0	4	55	81	2,688
49.1) Sexual Abuse	0	0	0	0	0	0	0	0	0	174
49.2) Sexual Harassment	4	0	4	2	0	0	2	1	7	238
50) Miscellaneous	12	0	12	0	6	0	6	3	21	1,141
Sub-total	52	0	52	3	9	0	12	61	125	4,727
Grand Total	193	0	193	23	20	0	43	135	371	21,559

Table 3-1. Grievances Filed per 1,000 Incarcerated Individuals at Maximum Security Facilities in 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
Program Services																		
1) Program Committee	10.7	13.9	8.4	12.0	0.0	1.3	11.2	16.3	44.4	15.3	33.8	6.8	8.4	4.8	10.9	0.0	19.8	14.9
2) Incentive Wage Allowance	2.8	0.0	3.4	10.6	0.0	1.3	1.1	22.7	0.0	2.2	28.5	22.7	1.5	0.0	15.3	0.0	4.2	7.9
3) Correspondence	26.4	7.8	8.4	15.7	0.0	0.0	20.1	12.1	51.9	17.5	11.6	18.1	9.9	33.9	37.1	71.1	39.7	19.9
4) Phone Home Program	1.7	2.6	1.7	2.8	0.0	2.7	3.3	6.4	1.9	0.7	3.5	6.8	4.6	12.1	19.7	0.0	5.7	3.6
5) Visiting	5.1	12.2	0.0	2.8	1.3	6.7	11.2	6.4	3.8	5.8	9.9	9.1	16.0	7.3	8.7	12.1	1.4	7.0
6) Guidance Unit/Counseling	19.7	13.0	5.0	12.4	0.0	1.3	42.4	17.8	43.4	12.4	17.5	22.7	6.1	9.7	10.9	57.2	35.4	18.3
7) Recreation (TV, Yard, Movies, Radio, etc.)	2.8	23.5	16.8	28.6	0.0	0.0	13.4	10.0	4.7	10.9	0.0	2.3	3.0	7.3	10.9	1.7	7.1	9.6
8) Adult Basic Education	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.0	2.2	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.3
9) HSE/College Programs	0.0	0.0	0.0	0.9	0.0	0.0	0.0	0.0	2.8	0.0	0.0	2.3	0.8	0.0	0.0	0.0	0.0	0.4
10) Language Assistance Program	0.6	0.0	1.7	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	0.0	0.1
11) Vocational Programs	1.7	0.0	0.0	0.5	0.0	0.0	4.5	0.0	0.0	0.7	0.6	0.0	0.8	0.0	0.0	0.0	2.8	0.7
12) Work Assignments	1.1	12.2	13.4	3.7	1.3	6.7	15.6	3.6	0.9	6.6	0.6	9.1	1.5	4.8	2.2	0.0	1.4	4.4
13) Hobby Shop/Arts & Crafts	0.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.0	2.3	2.3	0.0	4.4	0.0	0.0	0.5
14) Volunteer Services	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	0.0	0.0	0.0	0.1
15) Special Events/Organizations	0.0	2.6	0.0	0.5	0.0	0.0	0.0	2.1	0.9	0.0	0.6	2.3	0.0	0.0	2.2	0.0	0.0	0.6
16) Religion	8.4	8.7	5.0	4.1	0.0	2.7	3.3	9.2	12.3	5.1	7.0	4.5	6.1	9.7	6.6	10.4	7.1	6.6
17) Family Reunion Program	1.1	0.0	0.0	0.9	0.0	0.0	8.9	0.0	0.0	0.0	1.7	2.3	1.5	0.0	0.0	0.0	1.4	1.1
18) Media Review	2.2	3.5	0.0	4.6	0.0	0.0	7.8	5.7	0.0	0.0	4.7	2.3	0.0	4.8	8.7	1.7	1.4	2.8
19) General Library	1.7	1.7	0.0	2.3	0.0	0.0	0.0	1.4	2.8	0.0	0.6	2.3	0.0	2.4	2.2	1.7	2.8	1.3
20) Alcohol and Substance Abuse Treatment	2.8	6.1	1.7	6.4	0.0	0.0	7.8	9.2	4.7	2.2	11.1	4.5	1.5	0.0	4.4	0.0	2.8	4.7
Sub-total	89.3	107.7	65.5	108.7	2.7	22.9	150.7	123.7	174.7	82.3	132.1	120.2	63.8	96.9	144.1	156.0	134.6	104.8
Health Services																		
21) Dental	9.0	2.6	1.7	12.9	0.0	4.0	3.3	29.9	58.5	7.3	10.5	6.8	12.2	9.7	26.2	45.1	4.2	14.2
22) Medical	120.8	145.1	105.9	61.3	5.3	21.6	90.4	82.4	420.2	96.1	161.8	183.7	99.5	210.7	419.2	383.0	196.9	142.5
22.1) HIPAA (Health Information)	1.7	10.4	0.0	1.8	1.3	0.0	7.8	4.3	8.5	1.5	8.7	6.8	4.6	7.3	15.3	0.0	0.0	4.4
Sub-total	131.5	158.1	107.6	76.0	6.7	25.6	101.6	116.6	487.3	104.9	181.0	197.3	116.3	227.6	460.7	428.1	201.1	161.2

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Table 3-1. Grievances Filed per 1,000 Incarcerated Individuals at Maximum Security Facilities in 2020, 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	200.0	44.3	191.6	39.6	0.0	25.6	33.5	53.3	162.4	111.4	86.1	54.4	77.5	142.9	139.7	46.8	110.5	88.8
23.1) Smoke-Free Policy	0.6	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.9	0.0	0.6	0.0	1.5	0.0	2.2	0.0	0.0	0.4
24) Special Housing Units	120.8	78.2	38.7	14.7	0.0	1.3	33.5	17.8	5.7	35.0	21.5	93.0	11.4	118.6	157.2	284.2	31.2	49.6
25) Search & Seizure/Frisks/Contraband	7.9	19.1	5.0	6.0	0.0	8.1	12.3	5.7	4.7	2.2	12.8	6.8	6.1	31.5	19.7	0.0	4.2	8.1
25.1) Strip Search	0.0	4.3	1.7	0.5	0.0	0.0	1.1	0.0	1.9	0.0	0.0	0.0	0.8	2.4	4.4	0.0	0.0	0.8
25.2) Strip Frisk	0.0	4.3	0.0	0.0	1.3	0.0	0.0	0.0	2.8	0.0	0.6	0.0	10.6	0.0	0.0	0.0	0.0	1.4
25.3) Pat Frisk (Female)	0.0	0.0	0.0	0.0	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	0.1
26) Keeplock Policy & Procedure	5.1	8.7	20.2	2.3	0.0	1.3	8.9	16.3	7.6	11.7	11.1	0.0	3.0	0.0	2.2	1.7	1.4	6.7
27) Tier I and II Policy & Procedure	7.9	6.1	18.5	24.9	0.0	0.0	14.5	2.8	5.7	8.0	5.8	2.3	2.3	7.3	39.3	3.5	1.4	9.0
28) Tier III Policy & Procedure	16.3	37.4	1.7	14.7	0.0	1.3	8.9	12.8	7.6	8.0	5.2	13.6	6.1	33.9	13.1	53.7	2.8	12.9
29) Property	48.3	49.5	0.0	27.2	1.3	2.7	8.9	22.0	17.0	25.5	23.9	13.6	6.8	9.7	41.5	64.1	9.9	23.9
30) Package Room	120.8	78.2	20.2	71.4	9.3	37.7	25.7	73.2	51.0	32.8	73.3	52.2	49.4	26.6	83.0	57.2	34.0	59.9
31) Rules & Regulations	3.9	46.9	20.2	10.1	2.7	1.3	32.4	41.2	34.9	5.1	22.7	140.6	0.0	19.4	28.4	1.7	1.4	20.1
Sub-total	531.5	377.1	317.6	211.4	14.7	79.5	179.7	246.6	302.2	239.6	263.7	376.4	175.5	392.3	530.6	513.0	196.9	281.7
Administrative Services																		
32) Industry	0.0	3.5	0.0	6.9	0.0	0.0	0.0	2.1	0.0	0.0	2.9	0.0	0.0	0.0	0.0	0.0	0.0	1.5
33) Personal Property Claims	10.1	7.0	10.1	5.1	0.0	6.7	10.0	5.7	8.5	1.5	8.7	18.1	8.4	4.8	19.7	17.3	9.9	7.9
34) State Issued Clothing and Hygiene Items	13.5	3.5	3.4	3.7	0.0	0.0	21.2	10.0	4.7	0.0	8.7	4.5	0.8	4.8	26.2	20.8	4.2	7.0
35) Commissary	49.4	4.3	8.4	12.0	0.0	4.0	16.7	13.5	17.9	16.0	10.5	4.5	3.8	12.1	10.9	12.1	31.2	15.2
36) Incarcerated Individual Accounts	39.9	18.2	11.8	18.9	1.3	4.0	23.4	21.3	37.8	11.7	45.4	13.6	16.7	9.7	8.7	24.3	8.5	21.9
37) Mess Hall	28.7	16.5	6.7	7.8	1.3	17.5	14.5	13.5	52.9	19.7	11.1	22.7	5.3	50.8	69.9	74.5	7.1	20.3
38) Laundry	3.9	1.7	3.4	0.5	0.0	0.0	4.5	0.7	0.9	1.5	4.1	0.0	0.0	2.4	13.1	1.7	0.0	2.0
39) Facility Maintenance	5.6	15.6	15.1	4.1	0.0	6.7	16.7	1.4	5.7	7.3	24.4	15.9	2.3	4.8	54.6	12.1	7.1	10.0
Sub-total	151.1	70.4	58.8	59.0	2.7	39.1	107.1	68.2	128.4	57.5	115.8	79.4	37.2	89.6	203.1	162.9	68.0	85.8
Counsel																		
40) Law Library	42.7	29.5	31.9	12.9	1.3	0.0	14.5	20.6	24.6	21.1	4.7	31.7	16.0	7.3	30.6	65.9	39.7	21.7
41) Legal Mail	21.3	10.4	13.4	12.9	1.3	2.7	14.5	7.8	12.3	0.7	12.8	0.0	12.2	12.1	15.3	1.7	8.5	10.5
42) Legal Rights	2.8	29.5	1.7	9.7	0.0	1.3	24.6	11.4	3.8	5.8	4.1	11.3	0.8	12.1	102.6	5.2	1.4	10.3
43) Mandatory Court Surcharge	0.6	0.0	0.0	1.4	0.0	0.0	2.2	5.0	0.0	0.0	0.0	2.3	0.0	0.0	2.2	0.0	0.0	0.9
Sub-total	67.4	69.5	47.1	36.8	2.7	4.0	55.8	44.8	40.6	27.7	21.5	45.4	28.9	31.5	150.7	72.8	49.6	43.4
Executive Direction																		
44) Incarcerated Grievance Program	12.9	19.1	1.7	22.6	0.0	2.7	23.4	14.9	21.7	12.4	5.8	6.8	2.3	7.3	37.1	36.4	34.0	14.8
45) Temporary Release Committee	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.9	0.0	0.6	0.0	0.0	0.0	0.0	0.0	0.0	0.1
46) Inter-Facility Transfers	2.2	5.2	0.0	4.1	0.0	0.0	0.0	0.7	1.9	0.0	0.6	0.0	2.3	12.1	8.7	0.0	0.0	2.0
47) Grooming Standards	0.6	0.0	0.0	0.9	0.0	1.3	0.0	0.0	0.0	2.9	0.6	0.0	0.0	2.4	2.2	0.0	0.0	0.6
48) Incarcerated Liaison Committee	0.0	0.9	0.0	0.5	0.0	0.0	1.1	2.1	0.0	1.5	0.6	0.0	0.0	0.0	0.0	0.0	0.0	0.5
49) Staff Conduct	164.0	94.7	40.3	86.1	34.7	64.7	55.8	45.5	118.0	43.0	90.2	136.1	56.2	208.2	102.6	294.6	133.1	95.1
49.1) Sexual Abuse	16.9	11.3	21.8	4.6	0.0	4.0	3.3	1.4	10.4	4.4	2.3	6.8	6.1	26.6	15.3	8.7	8.5	7.7
49.2) Sexual Harassment	16.3	20.0	8.4	1.8	2.7	6.7	4.5	2.1	16.1	5.8	4.7	4.5	5.3	29.1	19.7	45.1	11.3	9.8
50) Miscellaneous	33.1	14.8	60.5	35.9	0.0	39.1	22.3	71.8	35.9	29.9	21.5	4.5	86.6	2.4	157.2	43.3	21.2	39.0
Sub-total	246.1	165.9	132.8	156.6	37.4	118.6	110.5	138.6	204.9	99.8	126.9	158.7	288.1	342.8	428.1	208.2	169.7	169.7
Grand Total	1,216.9	948.7	729.4	648.5	66.8	289.8	705.4	738.5	1,338.1	611.8	841.1	977.3	580.5	1,125.9	1,831.9	1,760.8	858.4	846.6

Table 3-2a. Grievances Filed per 1,000 Incarcerated Individuals at Medium Security Facilities in 2020, 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	17.5	14.9	3.2	9.3	4.9	9.4	1.1	1.4	7.6	1.3	4.8	6.4	6.6	0.0	0.0
2) Incentive Wage Allowance	0.0	0.0	0.0	1.0	1.6	1.3	1.1	4.9	0.0	0.0	1.9	2.4	4.0	0.0	0.0
3) Correspondence	52.6	4.5	0.0	1.0	14.7	0.0	9.6	2.8	6.7	7.7	4.8	9.6	4.0	0.0	0.0
4) Phone Home Program	0.0	1.5	0.0	0.0	1.6	0.0	2.1	2.1	5.7	0.0	0.0	0.0	4.0	0.0	0.0
5) Visiting	0.0	0.0	0.0	3.1	0.0	0.0	1.1	1.4	1.9	1.3	4.8	1.6	0.0	0.0	0.0
6) Guidance Unit/Counseling	17.5	10.4	12.9	14.4	24.4	4.0	3.2	28.0	4.8	1.3	25.1	6.4	10.6	0.0	0.0
7) Recreation (TV, Yard, Movies, Radio, etc.)	0.0	5.9	0.0	1.0	0.0	2.7	3.2	6.3	13.4	1.3	1.9	0.8	0.0	0.0	0.0
8) Adult Basic Education	0.0	1.5	0.0	0.0	0.0	0.0	0.0	0.7	1.0	0.0	0.0	0.0	0.0	0.0	0.0
9) HSE/College Programs	0.0	1.5	6.5	0.0	0.0	0.0	0.0	1.4	0.0	0.0	0.0	0.8	0.0	0.0	0.0
10) Language Assistance Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0
11) Vocational Programs	0.0	0.0	0.0	2.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
12) Work Assignments	0.0	0.0	3.2	0.0	0.0	0.0	5.3	7.7	6.7	1.3	1.0	0.8	5.3	0.0	0.0
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	0.0	0.0	0.0	0.0
14) Volunteer Services	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
15) Special Events/Organizations	0.0	0.0	0.0	0.0	1.6	0.0	1.1	0.0	1.0	0.0	0.0	0.8	0.0	0.0	0.0
16) Religion	0.0	3.0	3.2	2.1	6.5	6.7	9.6	0.0	5.7	6.4	7.7	5.6	5.3	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	2.1	0.0	1.3	0.0	0.7	4.8	0.0	1.0	0.0	0.0	0.0	0.0
19) General Library	0.0	0.0	0.0	1.0	0.0	0.0	1.1	0.0	0.0	12.8	1.0	0.0	0.0	0.0	0.0
20) Alcohol and Substance Abuse Treatment	0.0	7.4	0.0	6.2	1.6	6.7	4.3	3.5	12.4	5.1	6.8	6.4	5.3	13.9	0.0
Sub-total	87.7	50.5	29.0	43.3	57.0	32.4	42.7	60.8	71.6	38.4	61.8	41.5	45.2	13.9	0.0
Health Services															
21) Dental	0.0	7.4	6.5	12.4	3.3	9.4	6.4	0.7	15.3	2.6	5.8	4.8	4.0	0.0	0.0
22) Medical	140.4	62.4	6.5	47.4	29.3	20.2	89.7	53.8	115.5	46.0	20.3	48.7	54.5	16.7	31.1
22.1) HIPAA (Health Information)	0.0	1.5	0.0	0.0	0.0	0.0	1.1	3.5	1.0	0.0	1.0	0.0	0.0	0.0	18.6
Sub-total	140.4	71.3	12.9	59.8	32.6	29.7	97.2	58.0	131.7	48.6	27.0	53.5	58.5	16.7	49.7

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Table 3-2b. Grievances Filed per 1,000 Incarcerated Individuals at Medium Security Facilities in 2020, by Type (Cont'd)

Grievance Type	Adirondack	Albion	Altona	Bate Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
Facility Operations															
23) Housing - Internal Block Affairs	122.8	17.8	0.0	10.3	6.5	1.3	4.3	7.0	23.9	6.4	23.2	15.2	33.2	0.0	0.0
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	1.0	0.0	0.0	0.0	0.0
24) Special Housing Units	0.0	14.9	0.0	2.1	9.8	9.4	70.5	2.8	1.0	81.8	21.2	46.3	12.0	0.0	0.0
25) Search & Seizure/Frisky/Contraband	17.5	0.0	3.2	0.0	0.0	0.0	3.2	1.4	4.8	1.3	1.9	8.8	4.0	0.0	0.0
25.1) Strip Search	0.0	0.0	0.0	0.0	1.6	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0
25.2) Strip Frisk	0.0	0.0	0.0	0.0	1.6	0.0	0.0	0.0	0.0	1.3	0.0	0.0	1.3	0.0	0.0
25.3) Pat Frisk (Female)	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) Keyplock Policy & Procedure	0.0	3.0	9.7	0.0	1.6	1.3	5.3	1.4	1.0	1.3	0.0	0.0	0.0	0.0	18.6
27) Tier I and II Policy & Procedure	0.0	4.5	3.2	1.0	8.1	1.3	1.1	0.7	7.6	1.3	4.8	6.4	9.3	0.0	0.0
28) Tier III Policy & Procedure	0.0	1.5	0.0	0.0	9.8	0.0	8.5	1.4	1.9	10.2	2.9	8.8	5.3	0.0	6.2
29) Property	0.0	1.5	3.2	0.0	1.6	2.7	20.3	9.1	11.5	35.8	8.7	16.0	14.6	0.0	0.0
30) Package Room	17.5	13.4	0.0	10.3	47.2	6.7	17.1	25.9	49.6	25.6	84.9	12.0	33.2	2.8	0.0
31) Rules & Regulations	70.2	1.5	3.2	0.0	0.0	4.0	9.6	0.7	8.6	2.6	3.9	13.6	10.6	2.8	6.2
Sub-total	228.1	57.9	22.6	23.7	87.9	27.0	140.0	51.0	109.7	167.5	152.5	126.9	123.7	5.6	31.1
Administrative Services															
32) Industry	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.1	1.9	0.0	0.0	0.0	0.0	0.0	0.0
33) Personal Property Claims	0.0	4.5	0.0	4.1	9.8	2.7	3.2	0.7	1.9	0.0	1.0	1.6	1.3	0.0	6.2
34) State Issued Clothing and Hygiene Items	17.5	3.0	0.0	1.0	0.0	1.3	3.2	0.0	2.9	0.0	5.8	0.8	5.3	0.0	0.0
35) Commissary	35.1	3.0	0.0	1.0	3.3	1.3	6.4	2.1	2.9	0.0	9.7	4.0	1.3	0.0	0.0
36) Incarcerated Individual Accounts	17.5	3.0	3.2	5.2	4.9	5.4	3.2	2.8	7.6	3.8	7.7	7.2	2.7	0.0	18.6
37) Mess Hall	87.7	11.9	0.0	3.1	4.9	0.0	8.5	7.0	14.3	20.5	7.7	3.2	9.3	0.0	0.0
38) Laundry	0.0	1.5	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0
39) Facility Maintenance	0.0	8.9	0.0	0.0	0.0	4.0	1.1	2.8	9.5	0.0	7.7	1.6	0.0	0.0	6.2
Sub-total	157.9	35.7	3.2	14.4	22.8	14.8	25.6	18.2	41.0	24.3	39.6	18.4	19.9	0.0	31.1
Counsel															
40) Law Library	52.6	3.0	0.0	1.0	4.9	0.0	7.5	7.0	2.9	10.2	4.8	4.0	5.3	0.0	6.2
41) Legal Mail	0.0	0.0	0.0	2.1	0.0	0.0	1.1	2.1	9.5	7.7	2.9	0.8	0.0	0.0	0.0
42) Legal Rights	0.0	0.0	0.0	0.0	8.1	0.0	5.3	3.5	1.9	24.3	9.7	15.2	1.3	0.0	0.0
43) Mandatory Court Surcharge	0.0	3.0	0.0	2.1	0.0	0.0	0.0	0.0	2.9	0.0	1.0	0.8	1.3	0.0	0.0
Sub-total	52.6	5.9	0.0	5.2	13.0	0.0	13.9	12.6	17.2	42.2	18.3	20.8	8.0	0.0	6.2
Executive Direction															
44) Incarcerated Grievance Program	0.0	1.5	0.0	0.0	1.6	0.0	7.5	2.1	5.7	3.8	4.8	7.2	21.3	0.0	0.0
45) Temporary Release Committee	0.0	0.0	0.0	0.0	0.0	9.4	2.1	0.0	0.0	0.0	3.9	0.8	0.0	0.0	6.2
46) Inter-Facility Transfers	17.5	0.0	0.0	2.1	0.0	2.7	8.5	0.0	7.6	0.0	0.0	4.0	2.7	0.0	0.0
47) Grooming Standards	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	2.9	0.0	0.0	0.0	0.0	0.0	0.0
48) Incarcerated Liaison Committee	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.8	0.0	0.0	0.0
49) Staff Conduct	228.1	81.7	48.4	47.4	52.1	31.0	6.4	16.1	126.0	97.2	54.1	45.5	41.2	47.4	37.3
49.1) Sexual Abuse	35.1	5.9	3.2	1.0	3.3	0.0	1.1	0.0	5.7	3.8	2.9	3.2	0.0	0.0	0.0
49.2) Sexual Harassment	0.0	11.9	0.0	1.0	1.6	2.7	1.1	0.0	2.9	2.6	1.9	3.2	4.0	0.0	0.0
50) Miscellaneous	17.5	29.7	19.4	17.5	1.6	18.9	53.4	26.6	41.0	9.0	37.6	25.5	33.2	0.0	6.2
Sub-total	298.2	130.8	71.0	69.1	60.3	64.8	80.1	45.5	191.8	116.4	105.2	90.2	102.4	47.4	49.7
Grand Total	964.9	352.2	138.7	215.5	273.6	168.7	399.6	246.2	563.0	437.3	404.4	351.2	357.7	83.6	167.7

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Table 3-2c. Grievances Filed per 1,000 Incarcerated Individuals at Medium Security Facilities in 2020, by Type (Cont'd)

Grievance Type	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Program Services															
1) Program Committee	1.0	0.8	5.8	0.0	8.1	3.8	1.7	0.0	2.4	10.9	0.0	0.0	12.3	2.8	4.7
2) Incentive Wage Allowance	11.1	1.6	0.0	0.0	3.2	1.9	0.0	0.0	0.0	4.4	0.0	0.0	1.4	0.0	1.9
3) Correspondence	10.1	1.6	2.9	0.0	22.5	15.3	5.2	0.0	0.0	10.9	8.7	0.0	10.9	8.5	6.4
4) Phone Home Program	0.0	1.6	0.0	0.0	0.0	1.9	1.7	0.0	2.4	0.0	2.9	0.0	4.1	0.0	1.3
5) Visiting	1.0	0.0	1.0	0.0	1.6	0.0	0.0	0.0	0.0	2.2	1.4	3.0	4.1	3.8	1.4
6) Guidance Unit/Counseling	26.2	25.4	10.6	0.0	19.3	11.5	10.5	0.0	4.8	24.1	17.4	6.1	19.2	6.6	13.5
7) Recreation (TV, Yard, Movies, Radio, etc.)	2.0	1.6	1.9	0.0	3.2	3.8	7.0	4.6	0.0	2.2	2.9	3.0	4.1	1.9	3.0
8) Adult Basic Education	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.0	2.7	0.0	0.3
9) HSE/College Programs	0.0	0.8	0.0	0.0	0.0	0.0	1.7	0.0	0.0	0.0	1.4	0.0	2.7	0.0	0.5
10) Language Assistance Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.2	0.0	0.0	0.0	0.0	0.1
11) Vocational Programs	0.0	1.6	0.0	0.0	0.0	3.8	1.7	0.0	0.0	2.2	0.0	0.0	6.8	0.0	0.6
12) Work Assignments	0.0	0.0	2.9	0.0	11.3	3.8	0.0	0.0	0.0	0.0	1.4	0.0	0.0	3.8	2.4
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
14) Volunteer Services	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.0	0.0	0.0	0.0
15) Special Events/Organizations	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.0	0.0	0.0	0.2
16) Religion	6.0	0.0	2.9	0.0	12.9	1.9	1.7	0.0	0.0	13.1	0.0	3.0	8.2	2.8	4.3
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	5.5	0.0	0.2
18) Media Review	0.0	1.6	0.0	0.0	3.2	0.0	1.7	0.0	0.0	0.0	0.0	0.0	0.0	1.9	0.8
19) General Library	1.0	0.0	0.0	0.0	3.2	0.0	1.7	0.0	0.0	0.0	0.0	0.0	0.0	0.9	0.9
20) Alcohol and Substance Abuse Treatment	6.0	7.4	2.9	0.0	9.7	1.9	5.2	0.0	0.0	4.4	2.9	0.0	2.7	3.8	5.2
Sub-total	64.5	44.2	30.9	0.0	98.2	49.7	40.1	4.6	9.7	76.6	43.4	15.2	84.8	36.9	47.9
Health Services															
21) Dental	15.1	5.7	1.9	0.0	12.9	3.8	8.7	0.0	9.7	4.4	1.4	0.0	1.4	4.7	5.9
22) Medical	114.9	57.3	63.8	6.4	58.0	88.0	19.2	13.7	65.4	70.0	44.9	3.0	84.8	47.3	55.9
22.1) HIPAA (Health Information)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.2	0.0	3.0	0.0	0.0	0.7
Sub-total	130.0	63.1	65.7	6.4	70.9	91.8	27.9	13.7	75.1	76.6	46.3	6.1	86.2	52.1	62.5

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Table 3-2d. Grievances Filed per 1,000 Incarcerated Individuals at Medium Security Facilities in 2020, by Type (Cont'd)

Grievance Type	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Facility Operations															
23) Housing - Internal Block Affairs	98.8	11.5	5.8	3.2	29.0	17.2	7.0	9.1	7.3	24.1	10.1	12.1	27.4	7.6	17.3
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	0.0	0.0	0.0	0.0	0.0
24) Special Housing Units	1.0	13.1	1.9	0.0	64.4	0.0	1.7	0.0	4.8	0.0	4.3	0.0	4.1	2.8	15.8
25) Search & Seizure/Frisks/Contraband	0.0	0.0	0.0	0.0	8.1	7.6	0.0	0.0	21.8	4.4	1.4	0.0	9.6	0.0	2.8
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	0.1
25.2) Strip Frisk	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	0.1
25.3) Pat Frisk (Female)	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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.7	0.0	1.0
27) Tier I and II Policy & Procedure	1.0	0.0	3.9	0.0	8.1	0.0	0.0	0.0	0.0	2.2	5.8	12.1	1.4	0.9	3.1
28) Tier III Policy & Procedure	2.0	2.5	0.0	0.0	6.4	0.0	1.7	0.0	0.0	0.0	1.4	6.1	1.4	3.8	3.2
29) Property	15.1	0.8	1.0	0.0	20.9	1.9	1.7	0.0	0.0	2.2	2.9	0.0	1.4	4.7	7.8
30) Package Room	31.3	13.1	1.0	12.8	87.0	47.8	17.5	9.1	14.5	30.6	11.6	6.1	34.2	31.3	26.6
31) Rules & Regulations	0.0	0.0	1.0	6.4	3.2	38.2	5.2	13.7	19.4	0.0	0.0	9.1	20.5	1.9	5.9
Sub-total	149.2	41.0	14.5	22.4	227.1	112.8	34.9	32.0	67.8	63.5	37.6	45.5	102.6	53.0	83.7
Administrative Services															
32) Industry	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	0.2
33) Personal Property Claims	7.1	0.8	1.0	0.0	1.6	1.9	1.7	0.0	7.3	6.6	0.0	6.1	1.4	0.9	2.4
34) State Issued Clothing and Hygiene Items	8.1	0.8	0.0	0.0	11.3	0.0	0.0	0.0	2.4	0.0	0.0	0.0	1.4	0.0	2.0
35) Commissary	15.1	0.8	0.0	0.0	6.4	1.9	3.5	0.0	7.3	13.1	0.0	6.1	0.0	1.9	3.5
36) Incarcerated Individual Accounts	22.2	2.5	1.0	0.0	4.8	1.9	0.0	0.0	4.8	4.4	7.2	0.0	5.5	0.9	4.9
37) Mess Hall	25.2	7.4	5.8	6.4	22.5	1.9	7.0	0.0	12.1	4.4	5.8	3.0	5.5	3.8	8.3
38) Laundry	2.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.2	0.0	0.0	0.0	0.0	0.2
39) Facility Maintenance	7.1	1.6	1.0	0.0	4.8	1.9	0.0	0.0	7.3	10.9	0.0	3.0	2.7	5.7	3.3
Sub-total	86.7	13.9	8.7	6.4	51.5	9.6	12.2	0.0	41.2	41.6	13.0	18.2	16.4	13.3	24.8
Counsel															
40) Law Library	17.1	2.5	2.9	0.0	9.7	0.0	1.7	0.0	2.4	0.0	2.9	3.0	2.7	3.8	4.5
41) Legal Mail	9.1	0.8	4.8	0.0	1.6	1.9	0.0	0.0	0.0	2.2	0.0	0.0	9.6	0.9	2.6
42) Legal Rights	5.0	3.3	5.8	0.0	8.1	0.0	8.7	0.0	0.0	13.1	1.4	0.0	15.0	0.0	5.4
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	0.0	0.5
Sub-total	31.3	6.6	13.5	0.0	19.3	1.9	10.5	0.0	2.4	15.3	4.3	3.0	27.4	4.7	13.0
Executive Direction															
44) Incarcerated Grievance Program	3.0	3.3	1.9	0.0	4.8	0.0	0.0	0.0	0.0	2.2	4.3	21.2	8.2	1.9	4.0
45) Temporary Release Committee	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	12.1	0.0	1.4	0.0	0.0	0.0	1.0
46) Inter-Facility Transfers	0.0	0.0	1.0	0.0	0.0	1.9	0.0	0.0	4.8	2.2	4.3	0.0	5.5	0.0	2.0
47) Grooming Standards	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	0.9	0.3
48) Incarcerated Liaison Committee	2.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.0	0.2
49) Staff Conduct	9.1	57.3	25.1	16.0	61.2	59.3	87.3	4.6	67.8	30.6	56.4	24.2	20.5	14.2	46.2
49.1) Sexual Abuse	0.0	4.1	0.0	0.0	0.0	0.0	0.0	0.0	4.8	2.2	1.4	3.0	0.0	1.9	1.9
49.2) Sexual Harassment	0.0	10.6	2.9	0.0	1.6	1.9	7.0	0.0	4.8	2.2	1.4	0.0	6.8	0.9	2.9
50) Miscellaneous	9.1	14.7	1.9	0.0	3.2	24.9	0.0	0.0	14.5	28.4	20.3	9.1	32.8	35.0	21.4
Sub-total	23.2	90.1	32.9	16.0	70.9	88.0	96.0	4.6	109.0	67.8	89.7	57.6	75.2	54.9	80.0
Grand Total	484.9	258.8	166.2	51.1	537.8	353.7	221.6	54.8	305.1	341.4	234.4	145.5	392.6	215.0	311.8

Table 3-3. Grievances Filed per 1,000 Incarcerated Individuals at Shock, Minimum Security and Drug Treatment Facilities in 2020, by Type

Grievance Type	Lakeview Shock	Moriah Shock	Total Shock	Edgecombe	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	9.1
2) Incentive Wage Allowance	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.5
3) Correspondence	15.4	0.0	12.2	16.7	0.0	0.0	2.6	0.0	6.3	12.5
4) Phone Home Program	6.6	0.0	5.2	0.0	0.0	0.0	0.0	6.4	3.9	2.4
5) Visiting	4.4	0.0	3.5	0.0	0.0	0.0	0.0	0.0	1.6	3.9
6) Guidance Unit/Counseling	0.0	0.0	0.0	33.3	0.0	0.0	5.2	16.0	5.5	15.4
7) Recreation (TV, Yard, Movies, Radio, etc.)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.4	1.6	5.9
8) Adult Basic Education	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.4	1.6	0.3
9) HSE/College Programs	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.5
10) Language Assistance Program	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	3.2	0.8	0.7
12) Work Assignments	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.2	0.8	3.2
13) Hobby Shop/Arts & Crafts	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
14) Volunteer Services	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1
15) Special Events/Organizations	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.4
16) Religion	0.0	0.0	0.0	0.0	0.0	0.0	0.0	9.6	2.4	5.3
17) Family Reunion Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6
18) Media Review	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.7
19) General Library	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0
20) Alcohol and Substance Abuse Treatment	8.8	0.0	7.0	0.0	0.0	0.0	0.0	9.6	5.5	5.0
Sub-total	35.1	0.0	27.9	50.0	0.0	0.0	7.9	60.9	30.0	72.8
Health Services										
21) Dental	15.4	0.0	12.2	66.7	0.0	0.0	10.5	9.6	11.0	9.8
22) Medical	30.7	0.0	24.4	16.7	30.2	0.0	23.6	64.1	33.9	94.0
22.1) HIPAA (Health Information)	2.2	0.0	1.7	0.0	3.8	0.0	2.6	0.0	1.6	2.4
Sub-total	48.2	0.0	38.3	83.3	34.0	0.0	36.6	73.7	46.5	106.2

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Table 3-3. Grievances Filed per 1,000 Incarcerated Individuals at Shock, Minimum Security and Drug Treatment Facilities in 2020, by Type (Cont'd)

Grievance Type	Lakeview Shock	Moriah Shock	Total Shock	Edgecombe	Queensboro	Rochester	Total Minimum	Willard DTC	Total Shock, Minimum & DTC	DOCCS Total
Facility Operations										
23) Housing - Internal Block Affairs	111.8	0.0	88.9	33.3	0.0	0.0	5.2	16.0	45.7	50.3
23.1) Smoke-Free Policy	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
24) Special Housing Units	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	30.4
25) Search & Seizure/Frisks/Contraband	4.4	0.0	3.5	16.7	0.0	0.0	2.6	3.2	3.2	5.2
25.1) Strip Search	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.4
25.2) Strip Frisk	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7
25.3) Pat Frisk (Female)	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	6.4	1.6	3.6
27) Tier I and II Policy & Procedure	2.2	0.0	1.7	0.0	0.0	0.0	0.0	0.0	0.8	5.7
28) Tier III Policy & Procedure	4.4	0.0	3.5	0.0	0.0	0.0	0.0	0.0	1.6	7.5
29) Property	8.8	0.0	7.0	0.0	0.0	0.0	0.0	0.0	3.2	14.9
30) Package Room	0.0	0.0	0.0	16.7	0.0	0.0	2.6	16.0	4.7	40.8
31) Rules & Regulations	6.6	0.0	5.2	16.7	0.0	0.0	2.6	16.0	7.1	12.3
Sub-total	138.2	0.0	109.8	83.3	0.0	0.0	13.1	57.7	67.8	172.0
Administrative Services										
32) Industry	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.8
33) Personal Property Claims	15.4	0.0	12.2	0.0	0.0	0.0	0.0	0.0	5.5	4.9
34) State Issued Clothing and Hygiene Items	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.2
35) Commissary	17.5	0.0	13.9	33.3	0.0	0.0	5.2	6.4	9.5	8.9
36) Incarcerated Individual Accounts	6.6	0.0	5.2	0.0	0.0	0.0	0.0	3.2	3.2	12.5
37) Mess Hall	39.5	0.0	31.4	50.0	3.8	0.0	10.5	19.2	22.1	14.1
38) Laundry	2.2	0.0	1.7	0.0	0.0	0.0	0.0	0.0	0.8	1.0
39) Facility Maintenance	0.0	0.0	0.0	0.0	3.8	0.0	2.6	16.0	4.7	6.3
Sub-total	81.1	0.0	64.5	83.3	7.5	0.0	18.3	44.9	45.7	52.9
Counsel										
40) Law Library	6.6	0.0	5.2	16.7	0.0	0.0	2.6	0.0	3.2	12.2
41) Legal Mail	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.0
42) Legal Rights	0.0	0.0	0.0	16.7	0.0	0.0	2.6	0.0	0.8	7.4
43) Mandatory Court Surcharge	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6
Sub-total	6.6	0.0	5.2	33.3	0.0	0.0	5.2	0.0	3.9	26.3
Executive Direction										
44) Incarcerated Grievance Program	8.8	0.0	7.0	0.0	0.0	0.0	0.0	3.2	3.9	8.9
45) Temporary Release Committee	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6
46) Inter-Facility Transfers	19.7	0.0	15.7	0.0	0.0	0.0	0.0	3.2	7.9	2.2
47) Grooming Standards	2.2	0.0	1.7	0.0	0.0	0.0	0.0	0.0	0.8	0.5
48) Incarcerated Liaison Committee	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3
49) Staff Conduct	48.2	0.0	38.3	16.7	11.3	0.0	10.5	176.3	63.9	68.7
49.1) Sexual Abuse	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.4
49.2) Sexual Harassment	8.8	0.0	7.0	33.3	0.0	0.0	5.2	3.2	5.5	6.1
50) Miscellaneous	26.3	0.0	20.9	0.0	22.6	0.0	15.7	9.6	16.6	29.2
Sub-total	114.0	0.0	90.6	50.0	34.0	0.0	31.4	195.5	98.6	120.8
Grand Total	423.2	0.0	336.2	383.3	75.5	0.0	112.6	432.7	292.6	551.1

Table 4 compares the number of grievances filed at facilities in 2019 and 2020. There were 21,559 grievances filed in 2020, a decrease of 5,768 (or -21.1%) from the 27,327 filed in 2019. Maximum security facilities saw a net decrease of 3,942 grievances (or -21.0%), decreasing from 18,801 in 2019 to 14,859 in 2020. Medium security facilities saw a net decrease of 1,957 grievances (or -23.6%), decreasing from 8,286 in 2019 to 6,329 in 2020. Shock facilities saw a net increase of 40 grievances (or 26.1%), increasing from 153 to 193; minimum security facilities increased from 28 in 2019 to 43 in 2020, a net increase of 15 grievances (or 53.6%); and drug treatment facilities increased from 59 in 2019 to 135 in 2020, a net increase of 76 grievances (or +128.8%).

Table 4. Grievances Filed at Facilities in 2019 & 2020, by Category and Security Level

Correctional Facility	Program Services		Health Services		Facility Operations		Administrative Services		Counsel		Executive Direction		Total Grievances			
	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	Chg	% Chg
Maximum Security																
Attica	286	159	314	234	1,008	946	331	269	132	120	562	438	2,633	2,166	-467	-17.7%
Auburn	216	124	234	182	579	434	217	81	164	80	531	191	1,941	1,092	-849	-43.7%
Bedford Hills	48	39	80	64	118	189	29	35	13	28	41	79	329	434	105	31.9%
Clinton	411	236	364	165	651	459	303	128	114	80	509	340	2,352	1,408	-944	-40.1%
Coxsackie	10	2	9	5	13	11	2	2	6	2	41	28	81	50	-31	-38.3%
Downstate	25	17	39	19	58	59	33	29	12	3	129	88	296	215	-81	-27.4%
Eastern	171	135	96	91	196	161	113	96	51	50	94	99	721	632	-89	-12.3%
Elmira	251	174	265	164	274	347	71	96	94	63	153	195	1,108	1,039	-69	-6.2%
Five Points	170	185	439	516	326	320	174	136	40	43	206	217	1,355	1,417	62	4.6%
Great Meadow	140	113	177	144	309	329	140	79	45	38	123	137	934	840	-94	-10.1%
Green Haven	238	227	369	311	522	453	244	199	82	37	255	218	1,710	1,445	-265	-15.5%
Shawangunk	80	53	150	87	130	166	64	35	23	20	71	70	518	431	-87	-16.8%
Sing Sing	83	84	231	153	222	231	41	49	17	38	219	209	813	764	-49	-6.0%
Southport	96	40	170	94	222	162	73	37	43	13	218	119	822	465	-357	-43.4%
Sullivan	69	66	228	211	204	243	75	93	62	69	150	157	788	839	51	6.5%
Upstate	143	90	369	247	279	296	235	94	63	42	386	247	1,475	1,016	-459	-31.1%
Wende	181	95	209	142	233	139	103	48	39	35	160	147	925	606	-319	-34.5%
Total Maximum Security	2,618	1,839	3,743	2,829	5,344	4,945	2,248	1,506	1,000	761	3,848	2,979	18,801	14,859	-3,942	-21.0%

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Table 4. Grievances Filed at Facilities in 2019 & 2020, by Category and Security Level (Cont'd)

Correctional Facility	Program Services		Health Services		Facility Operations		Administrative Services		Counsel		Executive Direction		Total Grievances				
	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	Chg	% Chg	
Medium Security																	
Adirondack	1	5	1	8	7	13	2	9	0	3	18	17	29	55	26	89.7%	
Albion	32	34	79	48	39	39	32	24	11	4	81	88	274	237	-37	-13.5%	
Altona	22	9	10	4	21	7	11	1	0	0	48	22	112	43	-69	-61.6%	
Bare Hill	44	42	49	58	43	23	19	14	7	5	82	67	244	209	-35	-14.3%	
Cape Vincent	57	35	42	20	48	54	25	14	9	8	75	37	256	168	-88	-34.4%	
Cayuga	28	24	46	22	36	20	21	11	1	0	42	48	174	125	-49	-28.2%	
Collins	58	40	122	91	135	131	54	24	21	13	101	75	491	374	-117	-23.8%	
Fishkill	110	87	83	83	89	73	49	26	33	18	83	65	447	352	-95	-21.3%	
Franklin	67	75	165	138	129	115	46	43	5	18	264	201	676	590	-86	-12.7%	
Gouverneur	41	30	72	38	166	131	50	19	34	33	110	91	473	342	-131	-27.7%	
Gowanda	113	64	51	28	156	158	92	41	19	19	110	109	541	419	-122	-22.6%	
Greene	53	52	111	67	144	159	32	23	44	26	101	113	485	440	-45	-9.3%	
Groveland	37	34	83	44	71	93	22	15	10	6	70	77	293	269	-24	-8.2%	
Hale Creek	5	5	6	6	4	2	6	0	1	0	13	17	35	30	-5	-16.7%	
Hudson	3	0	2	8	5	5	0	5	1	1	7	8	18	27	9	33.3%	
Livingston*	26	N/A	15	N/A	37	N/A	6	N/A	1	N/A	24	N/A	109	N/A	N/A	N/A	
Marcy	162	64	190	129	283	148	200	86	41	31	44	23	920	481	-439	-91.3%	
Midstate	100	54	112	77	79	50	29	17	15	8	219	110	554	316	-238	-75.3%	
Mohawk	33	32	113	68	26	15	10	9	13	14	48	34	243	172	-71	-41.3%	
Ogdensburg	3	0	1	2	8	7	1	2	0	0	9	5	22	16	-6	-27.3%	
Orleans	92	61	95	44	199	141	92	32	30	12	83	44	591	334	-257	-43.5%	
Otisville	21	26	21	48	32	59	8	5	2	1	51	46	135	185	50	37.0%	
Riverview	26	23	25	16	48	20	8	7	14	6	59	55	180	127	-53	-29.4%	
Taconic	8	1	8	3	17	7	3	0	0	0	10	1	46	12	-34	-73.9%	
Ulster	12	4	12	31	21	28	7	17	0	1	34	45	86	126	40	46.5%	
Walkill	36	35	19	35	38	29	17	19	2	7	27	31	139	156	17	12.2%	
Washington	14	30	43	32	37	26	4	9	2	3	60	62	160	162	2	1.3%	
Watertown	2	5	1	2	10	15	6	6	0	1	31	19	50	48	-2	-4.0%	
Woodbourne	46	62	54	63	49	75	11	12	35	20	28	55	223	287	64	28.7%	
Wyoming	50	39	62	55	60	56	21	14	3	5	84	58	280	227	-53	-18.9%	
Total Medium Security	1,302	972	1,693	1,268	2,037	1,699	884	504	354	263	2,016	1,623	8,286	6,329	-1,957	-23.6%	
Shock																	
Lakeview Shock	15	16	18	22	61	63	21	37	3	3	35	52	153	193	40	26.1%	
Moriah Shock	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-	
Total Shock	15	16	18	22	61	63	21	37	3	3	35	52	153	193	40	26.1%	
Minimum Security																	
Edgecombe	0	3	0	5	0	5	0	5	0	2	0	3	0	23	23	-	
Lincoln*	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	N/A	N/A	
Queensboro	4	0	8	9	10	0	0	2	0	0	6	9	28	20	-8	-28.6%	
Rochester	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-	
Total Minimum Security	4	3	8	14	10	5	0	7	0	2	6	12	28	43	15	53.6%	
Willard DTC	2	19	18	23	3	18	2	14	1	0	33	61	59	135	76	128.8%	
DOCCS Total	3,941	2,849	5,480	4,156	7,455	6,730	3,155	2,068	1,358	1,029	5,938	4,727	27,327	21,559	-5,768	-21.1%	

*Livingston and Lincoln Correctional Facilities closed on September 1, 2019.

Grievance Outcomes

Tables 5-1, 5-2 and 5-3 below detail the outcomes of grievances in 2020 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 the action requested.

Table 5-1 details the outcomes at maximum security facilities, which had an overall total of 4,485 grievances (30.2%) 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 1,934 grievances (30.6%) 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 21,559 grievances filed statewide in 2020, 195 were withdrawn and 3,097 were informally resolved. In addition, 19,439 complaints were resolved by facility grievance staff through non-calendared contacts with incarcerated individuals without a formal grievance being filed.

Of the 7,991 grievances heard at the IGRC level only, 1,784 were dismissed and closed; 2,031 had a favorable outcome to the incarcerated individual; and 4,176 had an unfavorable outcome to the incarcerated individual. Of the 10,276 grievances reviewed by facility Superintendents, 3,132 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, 4,984 were appealed to the Superintendent subsequent to the IGRC hearing; 1,646 were referred to the Superintendent following an IGRC hearing; and 514 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 the individual agreed with the IGRC recommendation.

Of the 10,276 total grievances reviewed by Superintendents statewide, 1,176 (11.4%) were found favorable to the incarcerated individual while 9,100 were found unfavorable. Of the 8,630 grievances that were passed through, appealed or deadlocked, 691 had a favorable outcome to the incarcerated individual and 7,939 had an unfavorable outcome to the incarcerated individual. Likewise, of the 1,646 grievances that were referred to the Superintendent, 485 had a favorable outcome while 1,161 had an unfavorable outcome.

Overall, 6,499 (30.1%) grievances filed statewide in 2020 had favorable outcomes to the incarcerated individual while 15,060 had unfavorable outcomes.

Table 5-1. Grievance Outcomes at Maximum Security Facilities in 2020

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	2,166	1,092	434	1,408	50	215	632	1,039	1,417	840	1,445	431	764	465	839	1,016	606	14,859
Withdrawn	0	0	0	0	0	0	9	6	3	0	0	0	58	0	0	0	0	76
Informally Resolved	446	143	90	151	2	23	137	160	187	195	208	57	8	24	105	65	53	2,054
Heard by IGRC Only	1,129	382	112	488	2	78	142	516	456	371	468	76	285	262	199	427	265	5,658
Favorable (No Appeal)	263	154	52	34	0	56	36	165	34	36	373	43	58	114	0	24	73	1,515
Unfavorable (No Appeal)	769	112	47	268	1	16	57	263	346	146	0	0	143	118	170	377	146	2,979
Dismissed	97	116	13	186	1	6	49	88	76	189	95	33	84	30	29	26	46	1,164
Reviewed by Superintendent	591	567	232	769	46	114	344	357	771	274	769	298	413	179	535	524	288	7,071
Passed Through- Not Heard by IGRC	292	147	66	204	28	53	79	96	142	79	163	71	136	88	61	177	103	1,985
Heard by IGRC, Appealed to Superintendent	118	380	74	548	11	39	181	95	579	153	110	83	141	90	372	347	135	3,456
Heard by IGRC, Referred to Superintendent	181	39	92	5	6	21	83	129	48	42	325	100	85	1	0	0	44	1,201
Heard by IGRC, Deadlocked	0	1	0	12	1	1	1	37	2	0	171	44	51	0	102	0	6	429
Superintendent Outcomes																		
<i>Passed Through, Appealed, or Deadlocked</i>	410	528	140	764	40	93	261	228	723	232	444	198	328	178	535	524	244	5,870
Favorable	9	198	18	49	0	15	28	40	35	1	25	56	4	23	4	3	3	511
Unfavorable	401	330	122	715	40	78	233	188	688	231	419	142	324	155	531	521	241	5,359
<i>Referred to Superintendent</i>	181	39	92	5	6	21	83	129	48	42	325	100	85	1	0	0	44	1,201
Favorable	41	15	19	1	1	5	20	66	26	41	29	40	16	1	0	0	8	329
Unfavorable	140	24	73	4	5	16	63	63	22	1	296	60	69	0	0	0	36	872
Total Superintendent Outcomes	591	567	232	769	46	114	344	357	771	274	769	298	413	179	535	524	288	7,071
Favorable	50	213	37	50	1	20	48	106	61	42	54	96	20	24	4	3	11	840
Unfavorable	541	354	195	719	45	94	296	251	710	232	715	202	393	155	531	521	277	6,231
Percent Favorable	8.5%	37.6%	15.9%	6.5%	2.2%	17.5%	14.0%	29.7%	7.9%	15.3%	7.0%	32.2%	4.8%	13.4%	0.7%	0.6%	3.8%	11.9%
All Grievance Outcomes																		
Favorable (includes withdrawn & informally resolved)	759	510	179	235	3	99	230	437	285	273	635	196	144	162	109	92	137	4,485
Unfavorable (includes dismissed)	1,407	582	255	1,173	47	116	402	602	1,132	567	810	235	620	303	730	924	469	10,374
Percent Favorable	35.0%	46.7%	41.2%	16.7%	6.0%	46.0%	36.4%	42.1%	20.1%	32.5%	43.9%	45.5%	18.8%	34.8%	13.0%	9.1%	22.6%	30.2%
Appealed or Passed Through to CORC	530	290	140	475	24	43	280	315	502	127	414	142	218	134	320	317	237	4,508
Non-Calendared Contacts	450	481	1,090	164	1,291	373	609	320	475	967	843	0	953	2,317	162	151	463	11,109

Table 5-2. Grievance Outcomes at Medium Security Facilities in 2020

Outcome Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
Total Grievances	55	237	43	209	168	125	374	352	590	342	419	440	269	30	27
Withdrawn	2	2	0	1	2	0	0	5	1	56	0	0	24	0	0
Informally Resolved	7	64	10	56	38	16	14	15	88	72	153	74	20	2	8
Heard by IGRC Only	0	58	6	27	44	67	210	142	149	89	121	184	137	7	0
Favorable (No Appeal)	0	18	1	0	0	46	83	40	0	10	21	11	12	3	0
Unfavorable (No Appeal)	0	32	3	17	31	17	102	89	86	60	80	56	45	4	0
Dismissed	0	8	2	10	13	4	25	13	63	19	20	117	80	0	0
Reviewed by Superintendent	46	113	27	125	84	42	150	190	352	125	145	182	88	21	19
Passed Through- Not Heard by IGRC	15	56	15	49	34	27	13	32	135	78	60	87	33	17	14
Heard by IGRC, Appealed to Superintendent	13	35	9	75	50	13	126	105	207	46	69	78	43	1	1
Heard by IGRC, Referred to Superintendent	8	20	2	0	0	2	10	52	10	0	16	13	10	3	4
Heard by IGRC, Deadlocked	10	2	1	1	0	0	1	1	0	1	0	4	2	0	0
Superintendent Outcomes															
<i>Passed Through, Appealed, or Deadlocked</i>	38	93	25	125	84	40	140	138	342	125	129	169	78	18	15
Favorable	1	11	0	4	0	15	35	2	3	2	3	31	3	1	4
Unfavorable	37	82	25	121	84	25	105	136	339	123	126	138	75	17	11
<i>Referred to Superintendent</i>	8	20	2	0	0	2	10	52	10	0	16	13	10	3	4
Favorable	1	13	1	0	0	0	3	5	0	0	13	4	1	0	1
Unfavorable	7	7	1	0	0	2	7	47	10	0	3	9	9	3	3
Total Superintendent Outcomes	46	113	27	125	84	42	150	190	352	125	145	182	88	21	19
Favorable	2	24	1	4	0	15	38	7	3	2	16	35	4	1	5
Unfavorable	44	89	26	121	84	27	112	183	349	123	129	147	84	20	14
Percent Favorable	4.3%	21.2%	3.7%	3.2%	0.0%	35.7%	25.3%	3.7%	0.9%	1.6%	11.0%	19.2%	4.5%	4.8%	26.3%
All Grievance Outcomes															
Favorable (includes withdrawn and informally resolved)	11	108	12	61	40	77	135	67	92	140	190	120	60	6	13
Unfavorable (includes dismissed)	44	129	31	148	128	48	239	285	498	202	229	320	209	24	14
Percent Favorable	20.0%	45.6%	27.9%	29.2%	23.8%	61.6%	36.1%	19.0%	15.6%	40.9%	45.3%	27.3%	22.3%	20.0%	48.1%
Appealed or Passed Through to CORC	25	52	15	55	34	32	84	98	168	45	79	96	52	8	6
Non-Calendarated Contacts	58	440	31	148	127	50	264	239	402	269	92	605	70	25	29

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Table 5-2. Grievance Outcomes at Medium Security Facilities in 2020 (Cont'd)

Outcome Type	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Total Grievances	481	316	172	16	334	185	127	12	126	156	162	48	287	227	6,329
Withdrawn	0	0	0	0	0	0	15	0	0	0	0	2	0	1	111
Informally Resolved	50	0	12	5	95	23	5	0	20	26	17	7	71	40	1,008
Heard by IGRC Only	265	110	69	5	100	44	26	5	44	11	62	16	55	122	2,175
Favorable (No Appeal)	55	47	29	0	34	6	1	0	10	8	4	0	18	33	490
Unfavorable (No Appeal)	180	63	16	3	53	26	19	1	30	0	21	1	12	69	1,116
Dismissed	30	0	24	2	13	12	6	4	4	3	37	15	25	20	569
Reviewed by Superintendent	166	206	91	6	139	118	81	7	62	119	83	23	161	64	3,035
Passed Through- Not Heard by IGRC	9	88	30	5	38	39	50	1	32	14	42	8	21	14	1,056
Heard by IGRC, Appealed to Superintendent	119	68	29	1	74	67	30	5	30	35	30	12	70	36	1,477
Heard by IGRC, Referred to Superintendent	38	50	32	0	27	12	0	0	0	23	8	0	65	14	419
Heard by IGRC, Deadlocked	0	0	0	0	0	0	1	1	0	47	3	3	5	0	83
Superintendent Outcomes															
<i>Passed Through, Appealed, or Deadlocked</i>	128	156	59	6	112	106	81	7	62	96	75	23	96	50	2,616
Favorable	0	10	4	0	7	6	1	2	0	11	0	0	17	0	173
Unfavorable	128	146	55	6	105	100	80	5	62	85	75	23	79	50	2,443
<i>Referred to Superintendent</i>	38	50	32	0	27	12	0	0	0	23	8	0	65	14	419
Favorable	5	30	15	0	14	9	0	0	0	6	0	0	17	14	152
Unfavorable	33	20	17	0	13	3	0	0	0	17	8	0	48	0	267
Total Superintendent Outcomes	166	206	91	6	139	118	81	7	62	119	83	23	161	64	3,035
Favorable	5	40	19	0	21	15	1	2	0	17	0	0	34	14	325
Unfavorable	161	166	72	6	118	103	80	5	62	102	83	23	127	50	2,710
Percent Favorable	3.0%	19.4%	20.9%	0.0%	15.1%	12.7%	1.2%	28.6%	0.0%	14.3%	0.0%	0.0%	21.1%	21.9%	10.7%
All Grievance Outcomes															
Favorable (includes withdrawn and informally resolved)	110	87	60	5	150	44	22	2	30	51	21	9	123	88	1,934
Unfavorable (includes dismissed)	371	229	112	11	184	141	105	10	96	105	141	39	164	139	4,395
Percent Favorable	22.9%	27.5%	34.9%	31.3%	44.9%	23.8%	17.3%	16.7%	23.8%	32.7%	13.0%	18.8%	42.9%	38.8%	30.6%
Appealed or Passed Through to CORC	84	102	51	0	93	62	29	4	30	56	38	11	89	51	1,549
Non-Calendared Contacts	6	936	1,094	14	276	117	157	122	134	88	205	46	1,633	86	7,763

Table 5-3. Grievance Outcomes at Shock, Minimum Security and Drug Treatment Facilities in 2020

Outcome Type	Lakeview Shock	Moriah Shock	Total Shock	Edgecombe	Queensboro	Rochester	Total Minimum Security	Willard DTC	Total Shock, Minimum & DTC	DOCCs Total
Total Grievances	193	0	193	23	20	0	43	135	371	21,559
Withdrawn	3	0	3	5	0	0	5	0	8	195
Informally Resolved	11	0	11	1	3	0	4	20	35	3,097
Heard by IGRC Only	100	0	100	11	0	0	11	47	158	7,991
Favorable (No Appeal)	22	0	22	4	0	0	4	0	26	2,031
Unfavorable (No Appeal)	30	0	30	4	0	0	4	47	81	4,176
Dismissed	48	0	48	3	0	0	3	0	51	1,784
Reviewed by Superintendent	79	0	79	6	17	0	23	68	170	10,276
Passed Through- Not Heard by IGRC	22	0	22	3	12	0	15	54	91	3,132
Heard by IGRC, Appealed to Superintendent	34	0	34	1	2	0	3	14	51	4,984
Heard by IGRC, Referred to Superintendent	23	0	23	0	3	0	3	0	26	1,646
Heard by IGRC, Deadlocked	0	0	0	2	0	0	2	0	2	514
Superintendent Outcomes										
<i>Passed Through, Appealed, or Deadlocked</i>	56	0	56	6	14	0	20	68	144	8,630
Favorable	4	0	4	2	1	0	3	0	7	691
Unfavorable	52	0	52	4	13	0	17	68	137	7,939
<i>Referred to Superintendent</i>	23	0	23	0	3	0	3	0	26	1,646
Favorable	4	0	4	0	0	0	0	0	4	485
Unfavorable	19	0	19	0	3	0	3	0	22	1,161
Total Superintendent Outcomes	79	0	79	6	17	0	23	68	170	10,276
Favorable	8	0	8	2	1	0	3	0	11	1,176
Unfavorable	71	0	71	4	16	0	20	68	159	9,100
Percent Favorable	10.1%	-	10.1%	33.3%	5.9%	-	13.0%	0.0%	6.5%	11.4%
All Grievance Outcomes										
Favorable (includes withdrawn and informally resolved)	44	0	44	12	4	0	16	20	80	6,499
Unfavorable (includes dismissed)	149	0	149	11	16	0	27	115	291	15,060
Percent Favorable	22.8%	-	22.8%	52.2%	20.0%	-	37.2%	14.8%	21.6%	30.1%
Appealed or Passed Through to CORC	41	0	41	1	7	0	8	20	69	6,126
Non-Calendarated Contacts	166	0	166	21	115	0	136	265	567	19,439

Table 6 examines grievance outcomes by facility for 2019 and 2020. The first set of columns present the total grievances filed 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 2020, 30.1% of grievances had an outcome favorable to the incarcerated individual, a slight decrease from 32.1% of grievances that were favorable in 2019.

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 2019 and 2020.

Table 6. Grievance Outcomes at Facilities, by Security Level: 2019 - 2020

Correctional Facility	Total Grievances		Favorable, Informally Resolved or Withdrawn		Unfavorable or Dismissed		% of Total Grievances Favorable, Informally Resolved or Withdrawn		Non-Calendar	
	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
Maximum Security										
Attica	2,633	2,166	982	759	1,651	1,407	37.3%	35.0%	637	450
Auburn	1,941	1,092	928	510	1,013	582	47.8%	46.7%	546	481
Bedford Hills	329	434	148	179	181	255	45.0%	41.2%	920	1,090
Clinton/Clinton Annex	2,352	1,408	422	235	1,930	1,173	17.9%	16.7%	279	164
Coxsackie	81	50	27	3	54	47	33.3%	6.0%	1,528	1,291
Downstate/Downstate Rec.	296	215	127	99	169	116	42.9%	46.0%	690	373
Eastern	721	632	231	230	490	402	32.0%	36.4%	519	609
Elmira	1,108	1,039	411	437	697	602	37.1%	42.1%	548	320
Five Points	1,355	1,417	380	285	975	1,132	28.0%	20.1%	198	475
Great Meadow	934	840	323	273	611	567	34.6%	32.5%	782	967
Green Haven	1,710	1,445	697	635	1,013	810	40.8%	43.9%	1,605	843
Shawangunk	518	431	283	196	235	235	54.6%	45.5%	0	0
Sing Sing	813	764	139	144	674	620	17.1%	18.8%	962	953
Southport	822	465	271	162	551	303	33.0%	34.8%	2,161	2,317
Sullivan	788	839	136	109	652	730	17.3%	13.0%	175	162
Upstate	1,475	1,016	106	92	1,369	924	7.2%	9.1%	279	151
Wende	925	606	294	137	631	469	31.8%	22.6%	260	463
Total Maximum Security	18,801	14,859	5,905	4,485	12,896	10,374	31.4%	30.2%	12,089	11,109

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Table 6. Grievance Outcomes at Facilities, by Security Level: 2019 - 2020 (Cont'd)

Correctional Facility	Total Grievances		Favorable, Informally Resolved or Withdrawn		Unfavorable or Dismissed		% of Total Grievances Favorable, Informally Resolved or Withdrawn		Non-Calendar	
	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
Medium Security										
Adirondack	29	55	9	11	20	44	31.0%	20.0%	37	58
Albion	274	237	115	108	159	129	42.0%	45.6%	231	440
Altona	112	43	32	12	80	31	28.6%	27.9%	64	31
Bare Hill	244	209	42	61	202	148	17.2%	29.2%	204	148
Cape Vincent	256	168	94	40	162	128	36.7%	23.8%	150	127
Cayuga	174	125	133	77	41	48	76.4%	61.6%	114	50
Collins	491	374	245	135	246	239	49.9%	36.1%	340	264
Fishkill	447	352	136	67	311	285	30.4%	19.0%	396	239
Franklin	676	590	119	92	557	498	17.6%	15.6%	475	402
Gouverneur	473	342	174	140	299	202	36.8%	40.9%	333	269
Gowanda	541	419	266	190	275	229	49.2%	45.3%	127	92
Greene	485	440	145	120	340	320	29.9%	27.3%	954	605
Groveland	293	269	78	60	215	209	26.6%	22.3%	195	70
Hale Creek	35	30	7	6	28	24	20.0%	20.0%	22	25
Hudson	18	27	9	13	9	14	50.0%	48.1%	32	29
Livingston	109	N/A	24	N/A	85	N/A	22.0%	N/A	23	N/A
Marcy	920	481	298	110	622	371	32.4%	22.9%	0	6
Midstate	554	316	164	87	390	229	29.6%	27.5%	1,324	936
Mohawk	243	172	87	60	156	112	35.8%	34.9%	1,230	1,094
Ogdensburg	22	16	8	5	14	11	36.4%	31.3%	28	14
Orleans	591	334	222	150	369	184	37.6%	44.9%	538	276
Otisville	135	185	35	44	100	141	25.9%	23.8%	175	117
Riverview	180	127	28	22	152	105	15.6%	17.3%	252	157
Taconic	46	12	11	2	35	10	23.9%	16.7%	285	122
Ulster	86	126	20	30	66	96	23.3%	23.8%	141	134
Walkkill	139	156	61	51	78	105	43.9%	32.7%	134	88
Washington	160	162	29	21	131	141	18.1%	13.0%	224	205
Watertown	50	48	7	9	43	39	14.0%	18.8%	60	46
Woodbourne	223	287	104	123	119	164	46.6%	42.9%	1,588	1,633
Wyoming	280	227	99	88	181	139	35.4%	38.8%	114	86
Total Medium Security	8,286	6,329	2,801	1,934	5,485	4,395	33.8%	30.6%	9,790	7,763
Shock										
Lakeview Shock	153	193	55	44	98	149	35.9%	22.8%	343	166
Moriah Shock	0	0	0	0	0	0	-	-	0	0
Total Shock	153	193	55	44	98	149	35.9%	22.8%	343	166
Minimum Security										
Edgecombe	0	23	0	12	0	11	-	52.2%	0	21
Lincoln	0	N/A	0	N/A	0	N/A	-	N/A	2	N/A
Queensboro	28	20	11	4	17	16	39.3%	20.0%	191	115
Rochester	0	0	0	0	0	0	-	-	0	0
Total Minimum Security	28	43	11	16	17	27	39.3%	37.2%	193	136
Willard DTC	59	135	11	20	48	115	18.6%	14.8%	67	265
DOCCS Total	27,327	21,559	8,783	6,499	18,544	15,060	32.1%	30.1%	22,482	19,439

Table 7 compares the types of grievances heard by CORC in 2019 and 2020. 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 2020, 12,171 grievances were reviewed by CORC as compared to 10,745 grievances reviewed in 2019, an increase of 13.3%.

Table 7. CORC Hearings by Grievance Type: 2019 – 2020

Grievance Type	2019		2020		% Chg
	#	%	#	%	
Program Services					
1) Program Committee	133	1.2%	161	1.3%	21.1%
2) Incentive Wage Allowance	62	0.6%	69	0.6%	11.3%
3) Correspondence	337	3.1%	272	2.2%	-19.3%
4) Phone Home Program	56	0.5%	48	0.4%	-14.3%
5) Visiting	78	0.7%	78	0.6%	0.0%
6) Guidance Unit/Counseling	345	3.2%	338	2.8%	-2.0%
7) Recreation (TV, Yard, Movies, Radio, etc.)	70	0.7%	84	0.7%	20.0%
8) Adult Basic Education	15	0.1%	9	0.1%	-40.0%
9) HSE/College Programs	9	0.1%	12	0.1%	33.3%
10) Language Assistance Program	1	0.0%	5	0.0%	400.0%
11) Vocational Programs	15	0.1%	11	0.1%	-26.7%
12) Work Assignments	54	0.5%	51	0.4%	-5.6%
13) Hobby Shop/Arts & Crafts	0	0.0%	6	0.0%	-
14) Volunteer Services	0	0.0%	1	0.0%	-
15) Special Events/Organizations	34	0.3%	28	0.2%	-17.6%
16) Religion	250	2.3%	208	1.7%	-16.8%
17) Family Reunion Program	43	0.4%	25	0.2%	-41.9%
18) Media Review	14	0.1%	18	0.1%	28.6%
19) General Library	23	0.2%	31	0.3%	34.8%
20) Alcohol and Substance Abuse Treatment	84	0.8%	92	0.8%	9.5%
Sub-total	1,623	15.1%	1,547	12.7%	-4.7%
Health Services					
21) Dental	170	1.6%	238	2.0%	40.0%
22) Medical	2,082	19.4%	2,520	20.7%	21.0%
22.1) HIPAA (Health Information)	90	0.8%	122	1.0%	35.6%
Sub-total	2,342	21.8%	2,880	23.7%	23.0%
Facility Operations					
23) Housing - Internal Block Affairs	649	6.0%	735	6.0%	13.3%
23.1) Smoke-Free Policy	7	0.1%	6	0.0%	-14.3%
24) Special Housing Units	388	3.6%	409	3.4%	5.4%
25) Search & Seizure/Frisks/Contraband	154	1.4%	146	1.2%	-5.2%
25.1) Strip Search	4	0.0%	11	0.1%	175.0%
25.2) Strip Frisk	11	0.1%	20	0.2%	81.8%
25.3) Pat Frisk (Female)	1	0.0%	1	0.0%	0.0%
26) Keeplock Policy & Procedure	52	0.5%	41	0.3%	-21.2%
27) Tier I and II Policy & Procedure	46	0.4%	76	0.6%	65.2%
28) Tier III Policy & Procedure	121	1.1%	101	0.8%	-16.5%
29) Property	214	2.0%	216	1.8%	0.9%
30) Package Room	438	4.1%	506	4.2%	15.5%
31) Rules & Regulations	219	2.0%	270	2.2%	23.3%
Sub-total	2,304	21.4%	2,538	20.9%	10.2%
Administrative Services					
32) Industry	25	0.2%	34	0.3%	36.0%
33) Personal Property Claims	102	0.9%	64	0.5%	-37.3%
34) State Issued Clothing and Hygiene Items	63	0.6%	61	0.5%	-3.2%
35) Commissary	119	1.1%	118	1.0%	-0.8%
36) Incarcerated Individual Accounts	226	2.1%	173	1.4%	-23.5%
37) Mess Hall	287	2.7%	347	2.9%	20.9%
38) Laundry	20	0.2%	28	0.2%	40.0%
39) Facility Maintenance	163	1.5%	170	1.4%	4.3%
Sub-total	1,005	9.4%	995	8.2%	-1.0%
Counsel					
40) Law Library	279	2.6%	324	2.7%	16.1%
41) Legal Mail	191	1.8%	238	2.0%	24.6%
42) Legal Rights	163	1.5%	240	2.0%	47.2%
43) Mandatory Court Surcharge	10	0.1%	20	0.2%	100.0%
Sub-total	643	6.0%	822	6.8%	27.8%
Executive Direction					
44) Incarcerated Grievance Program	323	3.0%	344	2.8%	6.5%
45) Temporary Release Committee	7	0.1%	4	0.0%	-42.9%
46) Inter-Facility Transfers	63	0.6%	87	0.7%	38.1%
47) Grooming Standards	21	0.2%	12	0.1%	-42.9%
48) Incarcerated Liaison Committee	12	0.1%	5	0.0%	-58.3%
49) Staff Conduct	2,053	19.1%	2,533	20.8%	23.4%
49.1) Sexual Abuse	1	0.0%	0	0.0%	-100.0%
49.2) Sexual Harassment	0	0.0%	1	0.0%	-
50) Miscellaneous	348	3.2%	403	3.3%	15.8%
Sub-total	2,828	26.3%	3,389	27.8%	19.8%
Grand Total	10,745	100.0%	12,171	100.0%	13.3%