



# Corrections and Community Supervision

## Incarcerated Grievance Program Semi-Annual Report

2021

## Introduction

This report examines the functioning of the Incarcerated Grievance Program utilized by the Department of Corrections and Community Supervision (DOCCS) during the first half of 2021 (January-June). Information is presented on the types of grievances submitted by incarcerated individuals. 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 their problem through informal channels, they 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, they have 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

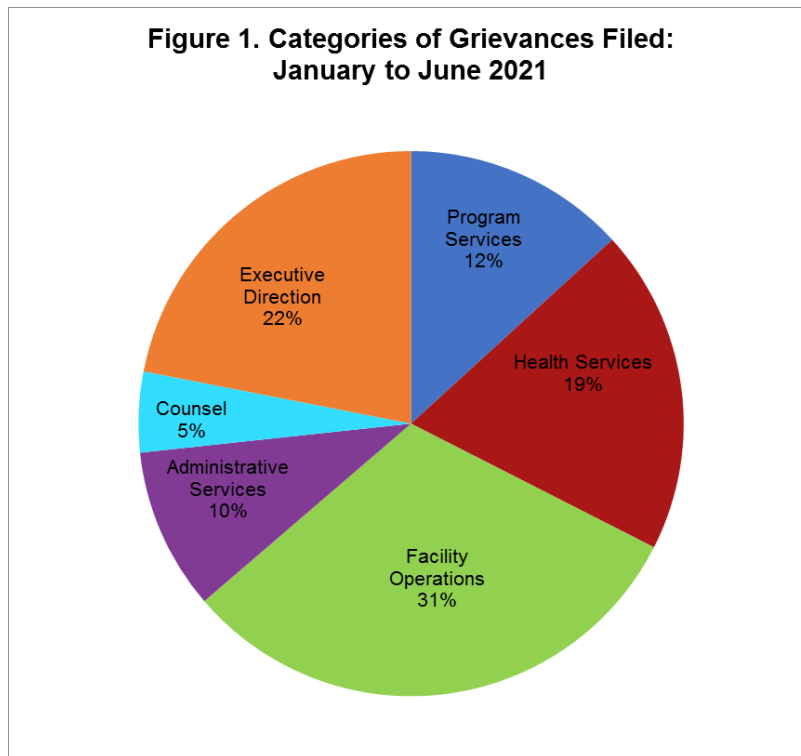
hearing. Grievances must be personal in nature and may not be filed on another incarcerated individual's behalf. Decisions and dispositions of certain programs or procedures that have a written appeal mechanism which extends review outside of the facility are considered non-grievable, such as: temporary 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 the first half of 2021, there were 10,329 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 2021, by Type**

Grievance Type	#	%
<b>Program Services</b>		
1) Program Committee	185	1.8%
2) Incentive Wage Allowance	47	0.5%
3) Correspondence	235	2.3%
4) Phone Home Program	44	0.4%
5) Visiting	62	0.6%
6) Guidance Unit/Counseling	279	2.7%
7) Recreation (TV, Yard, Movies, Radio, etc.)	103	1.0%
8) Adult Basic Education	12	0.1%
9) HSE/College Programs	14	0.1%
10) Language Assistance Program	0	0.0%
11) Vocational Programs	8	0.1%
12) Work Assignments	52	0.5%
13) Hobby Shop/Arts & Crafts	2	0.0%
14) Volunteer Services	0	0.0%
15) Special Events/Organizations	19	0.2%
16) Religion	115	1.1%
17) Family Reunion Program	4	0.0%
18) Media Review	24	0.2%
19) General Library	10	0.1%
20) Alcohol and Substance Abuse Treatment	65	0.6%
<b>Sub-total</b>	<b>1,280</b>	<b>12.4%</b>
<b>Health Services</b>		
21) Dental	150	1.5%
22) Medical	1,669	16.2%
22.1) HIPAA (Health Information)	62	0.6%
<b>Sub-total</b>	<b>1,881</b>	<b>18.2%</b>
<b>Facility Operations</b>		
23) Housing - Internal Block Affairs	991	9.6%
23.1) Smoke-Free Policy	2	0.0%
24) Special Housing Units	557	5.4%
25) Search & Seizure/Frisks/Contraband	102	1.0%
25.1) Strip Search	3	0.0%
25.2) Strip Frisk	6	0.1%
25.3) Pat Frisk (Female)	0	0.0%
26) Keeplock Policy & Procedure	85	0.8%
27) Tier I and II Policy & Procedure	100	1.0%
28) Tier III Policy & Procedure	141	1.4%
29) Property	251	2.4%
30) Package Room	828	8.0%
31) Rules & Regulations	222	2.1%
<b>Sub-total</b>	<b>3,288</b>	<b>31.8%</b>
<b>Administrative Services</b>		
32) Industry	13	0.1%
33) Personal Property Claims	118	1.1%
34) State Issued Clothing and Hygiene Items	79	0.8%
35) Commissary	190	1.8%
36) Incarcerated Individual Accounts	376	3.6%
37) Mess Hall	245	2.4%
38) Laundry	16	0.2%
39) Facility Maintenance	99	1.0%
<b>Sub-total</b>	<b>1,136</b>	<b>11.0%</b>
<b>Counsel</b>		
40) Law Library	195	1.9%
41) Legal Mail	137	1.3%
42) Legal Rights	110	1.1%
43) Mandatory Court Surcharge	8	0.1%
<b>Sub-total</b>	<b>450</b>	<b>4.4%</b>
<b>Executive Direction</b>		
44) Incarcerated Grievance Program	191	1.8%
45) Temporary Release Committee	9	0.1%
46) Inter-Facility Transfers	33	0.3%
47) Grooming Standards	6	0.1%
48) Incarcerated Liaison Committee	8	0.1%
49) Staff Conduct	1,145	11.1%
49.1) Sexual Abuse	117	1.1%
49.2) Sexual Harassment	160	1.5%
50) Miscellaneous	625	6.1%
<b>Sub-total</b>	<b>2,294</b>	<b>22.2%</b>
<b>Grand Total</b>	<b>10,329</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 2021. Table 2-1 lists maximum security facilities, which had a total of 7,565 grievances; this comprised 73.2% of all grievances filed statewide.

Tables 2-2 (a-d) list medium security facilities, which had a total of 2,707 grievances filed in the first half of 2021.

Table 2-3 lists shock, minimum security and drug treatment facilities, which had a total of 57 grievances filed in the first half of 2021.

**Table 2-1. Grievances Filed at Maximum Security Facilities, January-June 2021 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	21	7	1	12	0	0	15	16	15	11	15	0	6	0	7	0	6	132
2) Incentive Wage Allowance	3	0	0	3	0	0	1	10	0	0	19	0	1	0	0	0	0	37
3) Correspondence	34	8	1	20	0	0	3	7	39	10	6	5	6	3	4	20	11	177
4) Phone Home Program	2	3	0	3	0	0	1	1	9	0	3	0	0	3	6	0	1	32
5) Visiting	6	6	3	3	0	2	0	7	7	2	6	1	4	1	0	0	1	49
6) Guidance Unit/Counseling	10	8	2	12	0	2	13	4	23	16	15	6	5	2	3	32	13	166
7) Recreation (TV, Yard, Movies, Radio, etc.)	1	19	7	24	1	1	0	0	5	7	0	1	0	0	3	0	2	71
8) Adult Basic Education	2	2	0	2	0	1	0	0	1	0	0	0	0	1	0	0	0	9
9) HSE/College Programs	2	0	0	3	0	0	0	0	2	0	1	0	1	0	0	0	0	9
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11) Vocational Programs	1	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	4
12) Work Assignments	5	4	2	6	0	1	4	1	1	0	0	2	1	4	1	0	0	32
13) Hobby Shop/Arts & Crafts	1	0	0	0	0	0	0	0	0	1	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
15) Special Events/Organizations	0	2	0	1	0	0	0	0	0	0	7	0	1	0	0	0	0	11
16) Religion	11	7	4	2	1	1	1	6	11	9	13	1	5	1	1	6	7	87
17) Family Reunion Program	0	0	0	0	0	0	2	0	0	0	1	0	0	0	0	0	0	3
18) Media Review	1	0	0	3	0	0	2	1	5	0	3	0	0	1	0	1	2	19
19) General Library	2	0	0	1	0	0	0	0	0	1	0	0	0	0	1	2	0	7
20) Alcohol and Substance Abuse Treatment	7	4	0	5	0	0	2	3	1	3	3	0	0	0	0	0	0	28
<b>Sub-total</b>	<b>109</b>	<b>70</b>	<b>20</b>	<b>101</b>	<b>2</b>	<b>9</b>	<b>44</b>	<b>56</b>	<b>119</b>	<b>61</b>	<b>92</b>	<b>16</b>	<b>30</b>	<b>16</b>	<b>26</b>	<b>61</b>	<b>43</b>	<b>875</b>
<b>Health Services</b>																		
21) Dental	2	9	4	11	0	1	4	5	25	3	6	0	10	2	7	13	4	106
22) Medical	148	71	29	55	5	15	24	43	219	59	130	33	79	38	91	68	97	1,204
22.1) HIPAA (Health Information)	3	3	0	8	0	0	3	3	7	3	11	1	5	0	2	5	1	55
<b>Sub-total</b>	<b>153</b>	<b>83</b>	<b>33</b>	<b>74</b>	<b>5</b>	<b>16</b>	<b>31</b>	<b>51</b>	<b>251</b>	<b>65</b>	<b>147</b>	<b>34</b>	<b>94</b>	<b>40</b>	<b>100</b>	<b>86</b>	<b>102</b>	<b>1,365</b>

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**Table 2-1. Grievances Filed at Maximum Security Facilities, January-June 2021, 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	198	11	52	34	1	8	15	31	124	102	83	9	43	14	21	5	42	<b>793</b>
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	<b>2</b>
24) Special Housing Units	119	37	14	25	2	0	3	2	4	48	14	12	7	11	20	96	8	<b>422</b>
25) Search & Seizure/Frisks/Contraband	16	8	3	3	1	1	2	2	7	0	22	3	7	1	2	0	1	<b>79</b>
25.1) Strip Search	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	<b>2</b>
25.2) Strip Frisk	0	2	0	0	0	0	0	0	0	0	0	0	1	1	0	2	0	<b>6</b>
25.3) Pat Frisk (Female)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
26) Keeplock Policy & Procedure	5	4	10	0	0	0	3	8	10	15	17	0	3	0	0	1	0	<b>76</b>
27) Tier I and II Policy & Procedure	2	12	1	13	0	0	4	0	13	6	6	2	2	0	5	1	0	<b>67</b>
28) Tier III Policy & Procedure	27	16	1	15	0	0	2	7	13	6	2	2	4	2	0	6	1	<b>104</b>
29) Property	33	26	0	18	1	1	1	4	9	14	23	3	13	1	8	26	5	<b>186</b>
30) Package Room	104	45	9	54	6	20	17	59	56	49	87	12	33	6	9	26	19	<b>611</b>
31) Rules & Regulations	3	46	7	8	5	0	13	13	24	2	16	10	2	2	7	0	1	<b>159</b>
<b>Sub-total</b>	<b>507</b>	<b>208</b>	<b>97</b>	<b>170</b>	<b>16</b>	<b>30</b>	<b>60</b>	<b>126</b>	<b>260</b>	<b>242</b>	<b>270</b>	<b>53</b>	<b>117</b>	<b>38</b>	<b>73</b>	<b>163</b>	<b>77</b>	<b>2,507</b>
<b>Administrative Services</b>																		
32) Industry	1	5	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>11</b>
33) Personal Property Claims	10	14	1	3	0	0	2	6	32	3	4	4	8	1	1	3	2	<b>94</b>
34) State Issued Clothing and Hygiene Items	12	6	2	2	0	0	3	3	2	0	11	1	2	0	2	11	2	<b>59</b>
35) Commissary	55	6	3	13	0	4	4	6	11	29	6	3	3	0	4	7	7	<b>161</b>
36) Incarcerated Individual Accounts	55	26	1	19	0	5	12	20	54	18	41	5	14	5	0	20	9	<b>304</b>
37) Mess Hall	35	10	4	10	1	4	4	8	35	17	18	7	6	2	3	14	2	<b>180</b>
38) Laundry	1	0	1	0	0	0	0	2	1	4	1	0	1	0	1	1	1	<b>14</b>
39) Facility Maintenance	4	6	3	1	0	1	6	1	11	6	12	5	0	4	3	3	2	<b>68</b>
<b>Sub-total</b>	<b>173</b>	<b>73</b>	<b>15</b>	<b>53</b>	<b>1</b>	<b>14</b>	<b>31</b>	<b>46</b>	<b>146</b>	<b>77</b>	<b>93</b>	<b>25</b>	<b>34</b>	<b>12</b>	<b>14</b>	<b>59</b>	<b>25</b>	<b>891</b>
<b>Counsel</b>																		
40) Law Library	49	6	7	15	0	0	1	10	20	14	7	4	9	1	2	16	12	<b>173</b>
41) Legal Mail	21	6	0	21	1	2	9	7	20	2	7	0	2	1	1	2	2	<b>104</b>
42) Legal Rights	6	9	0	18	0	2	4	0	3	13	8	2	4	0	2	1	1	<b>73</b>
43) Mandatory Court Surcharge	0	0	0	2	0	1	1	1	1	0	0	0	0	0	0	0	0	<b>6</b>
<b>Sub-total</b>	<b>76</b>	<b>21</b>	<b>7</b>	<b>56</b>	<b>1</b>	<b>5</b>	<b>15</b>	<b>18</b>	<b>44</b>	<b>29</b>	<b>22</b>	<b>6</b>	<b>15</b>	<b>2</b>	<b>5</b>	<b>19</b>	<b>15</b>	<b>356</b>
<b>Executive Direction</b>																		
44) Incarcerated Grievance Program	37	2	0	31	0	1	6	12	15	10	2	4	2	1	5	7	21	<b>156</b>
45) Temporary Release Committee	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	<b>2</b>
46) Inter-Facility Transfers	2	3	0	6	0	0	0	0	3	0	0	0	1	1	0	0	0	<b>16</b>
47) Grooming Standards	0	0	0	0	0	0	0	2	1	1	0	0	1	0	1	0	0	<b>6</b>
48) Incarcerated Liaison Committee	0	0	1	3	0	0	0	0	1	0	0	0	1	0	1	0	0	<b>7</b>
49) Staff Conduct	125	32	5	67	15	20	16	17	64	43	69	19	61	32	27	89	55	<b>756</b>
49.1) Sexual Abuse	20	8	1	6	3	3	1	1	13	8	6	2	5	7	3	3	8	<b>98</b>
49.2) Sexual Harassment	16	12	4	7	1	5	0	0	13	5	5	2	6	5	3	12	17	<b>113</b>
50) Miscellaneous	75	13	14	54	0	27	15	53	35	33	4	1	36	0	21	19	17	<b>417</b>
<b>Sub-total</b>	<b>275</b>	<b>70</b>	<b>25</b>	<b>174</b>	<b>19</b>	<b>56</b>	<b>38</b>	<b>85</b>	<b>145</b>	<b>101</b>	<b>86</b>	<b>28</b>	<b>113</b>	<b>47</b>	<b>61</b>	<b>130</b>	<b>118</b>	<b>1,571</b>
<b>Grand Total</b>	<b>1,293</b>	<b>525</b>	<b>197</b>	<b>628</b>	<b>44</b>	<b>130</b>	<b>219</b>	<b>382</b>	<b>965</b>	<b>575</b>	<b>710</b>	<b>162</b>	<b>403</b>	<b>155</b>	<b>279</b>	<b>518</b>	<b>380</b>	<b>7,565</b>



**Table 2-2a. Grievances Filed at Medium Security Facilities, January-June 2021, 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	1	0	2	9	2	4	3	0	6	1	1	2	4	0	1
2) Incentive Wage Allowance	0	0	0	1	0	0	0	1	0	2	0	0	0	0	0
3) Correspondence	0	0	0	4	4	4	13	3	4	2	0	1	3	0	0
4) Phone Home Program	0	2	1	2	0	2	0	1	0	0	1	0	0	0	0
5) Visiting	0	0	0	0	0	1	0	0	0	0	0	1	1	0	0
6) Guidance Unit/Counseling	1	3	0	3	3	3	4	15	6	0	1	7	6	0	0
7) Recreation (TV, Yard, Movies, Radio, etc.)	2	0	1	2	0	1	2	3	4	3	0	1	2	0	0
8) Adult Basic Education	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
9) HSE/College Programs	0	0	0	1	0	0	0	1	2	0	0	0	0	0	0
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11) Vocational Programs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
12) Work Assignments	0	2	0	0	0	1	3	3	0	0	0	2	1	0	0
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15) Special Events/Organizations	0	0	0	0	0	0	2	0	0	1	0	1	1	0	0
16) Religion	0	2	0	1	3	2	4	1	1	1	0	1	2	0	0
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18) Media Review	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0
19) General Library	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
20) Alcohol and Substance Abuse Treatment	0	1	0	2	1	2	4	0	3	5	0	0	1	0	0
<b>Sub-total</b>	<b>4</b>	<b>10</b>	<b>4</b>	<b>25</b>	<b>13</b>	<b>20</b>	<b>37</b>	<b>28</b>	<b>27</b>	<b>15</b>	<b>3</b>	<b>17</b>	<b>21</b>	<b>0</b>	<b>1</b>
<b>Health Services</b>															
21) Dental	0	2	0	3	0	4	3	2	3	0	0	6	2	0	0
22) Medical	6	21	1	12	6	7	67	28	33	13	2	22	29	2	4
22.1) HIPAA (Health Information)	0	0	0	1	0	0	0	1	0	1	0	0	1	0	0
<b>Sub-total</b>	<b>6</b>	<b>23</b>	<b>1</b>	<b>16</b>	<b>6</b>	<b>11</b>	<b>70</b>	<b>31</b>	<b>36</b>	<b>14</b>	<b>2</b>	<b>28</b>	<b>32</b>	<b>2</b>	<b>4</b>

**Table 2-2b. Grievances Filed at Medium Security Facilities, January-June 2021, 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	2	0	0	2	2	6	5	12	1	2	8	31	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	3	0	1	6	4	31	1	1	5	0	27	4	0	0
25) Search & Seizure/Frisks/Contraband	0	0	0	0	0	1	2	2	0	2	0	4	4	0	0
25.1) Strip Search	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
25.2) Strip Frisk	0	0	0	0	0	0	0	0	0	0	0	0	0	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	0	0	0	1	0	1	1	0	0	0	2	0	0	1
27) Tier I and II Policy & Procedure	0	0	1	2	2	1	1	0	1	0	0	1	6	4	0
28) Tier III Policy & Procedure	0	1	0	0	0	0	11	3	3	0	0	3	1	0	0
29) Property	0	0	1	1	0	2	12	11	4	6	0	3	4	0	1
30) Package Room	1	0	1	4	3	10	7	26	28	7	4	6	12	0	1
31) Rules & Regulations	1	0	1	1	0	1	5	0	2	1	0	5	14	0	1
<b>Sub-total</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>9</b>	<b>14</b>	<b>21</b>	<b>76</b>	<b>49</b>	<b>51</b>	<b>22</b>	<b>6</b>	<b>59</b>	<b>76</b>	<b>4</b>	<b>4</b>
<b>Administrative Services</b>															
32) Industry	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
33) Personal Property Claims	0	0	0	1	2	1	5	1	1	0	1	0	1	0	0
34) State Issued Clothing and Hygiene Items	0	1	0	0	0	0	4	1	0	0	0	0	3	1	0
35) Commissary	1	0	1	5	0	0	5	4	1	2	0	1	1	0	0
36) Incarcerated Individual Accounts	0	0	0	1	0	7	4	4	9	2	0	2	5	0	0
37) Mess Hall	0	2	0	0	0	0	9	5	8	1	0	8	4	0	0
38) Laundry	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
39) Facility Maintenance	0	5	0	0	1	1	2	1	1	0	0	0	2	0	0
<b>Sub-total</b>	<b>1</b>	<b>8</b>	<b>1</b>	<b>7</b>	<b>3</b>	<b>9</b>	<b>29</b>	<b>16</b>	<b>20</b>	<b>5</b>	<b>1</b>	<b>11</b>	<b>16</b>	<b>1</b>	<b>1</b>
<b>Counsel</b>															
40) Law Library	0	0	0	0	0	0	4	2	0	0	0	0	7	0	0
41) Legal Mail	1	0	1	2	0	0	1	3	3	1	1	1	1	1	0
42) Legal Rights	0	0	0	4	0	4	3	0	9	0	4	0	0	0	0
43) Mandatory Court Surcharge	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
<b>Sub-total</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>9</b>	<b>9</b>	<b>3</b>	<b>10</b>	<b>1</b>	<b>5</b>	<b>8</b>	<b>1</b>	<b>0</b>
<b>Executive Direction</b>															
44) Incarcerated Grievance Program	1	0	1	0	1	0	8	0	2	0	1	2	3	0	0
45) Temporary Release Committee	0	0	0	0	0	1	1	0	1	0	0	0	0	0	1
46) Inter-Facility Transfers	0	0	0	1	0	0	4	1	2	0	0	0	1	0	0
47) Grooming Standards	0	0	0	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
49) Staff Conduct	2	17	7	18	19	25	5	7	24	28	4	19	24	6	4
49.1) Sexual Abuse	0	0	0	1	1	0	0	0	2	2	0	3	0	0	0
49.2) Sexual Harassment	0	3	0	1	1	1	1	0	3	6	2	1	8	0	2
50) Miscellaneous	0	5	4	5	0	2	37	6	21	0	12	14	18	2	0
<b>Sub-total</b>	<b>3</b>	<b>25</b>	<b>12</b>	<b>26</b>	<b>22</b>	<b>29</b>	<b>56</b>	<b>14</b>	<b>55</b>	<b>36</b>	<b>19</b>	<b>39</b>	<b>54</b>	<b>8</b>	<b>7</b>
<b>Grand Total</b>	<b>17</b>	<b>72</b>	<b>23</b>	<b>85</b>	<b>62</b>	<b>90</b>	<b>277</b>	<b>147</b>	<b>192</b>	<b>102</b>	<b>32</b>	<b>159</b>	<b>207</b>	<b>16</b>	<b>17</b>

(continued on next page)

**Table 2-2c. Grievances Filed at Medium Security Facilities, January-June 2021, by Type (Con't)**

Grievance Type	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
<b>Program Services</b>															
1) Program Committee	0	1	1	0	3	1	0	0	0	3	2	0	3	3	<b>53</b>
2) Incentive Wage Allowance	1	0	0	0	3	0	0	1	0	1	0	0	0	0	<b>10</b>
3) Correspondence	2	3	1	0	2	3	3	0	0	1	1	0	3	1	<b>58</b>
4) Phone Home Program	1	0	0	0	0	0	0	1	0	0	0	1	0	0	<b>12</b>
5) Visiting	0	2	0	0	1	1	0	0	1	0	2	0	0	1	<b>11</b>
6) Guidance Unit/Counseling	5	17	0	0	4	5	5	0	2	2	2	0	12	4	<b>110</b>
7) Recreation (TV, Yard, Movies, Radio, etc.)	1	0	1	0	0	0	1	1	0	3	0	0	2	2	<b>32</b>
8) Adult Basic Education	0	0	0	0	0	1	0	0	0	0	0	0	1	0	<b>3</b>
9) HSE/College Programs	0	0	0	0	0	0	0	0	0	0	1	0	0	0	<b>5</b>
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
11) Vocational Programs	0	1	0	0	0	0	0	0	0	3	0	0	0	0	<b>4</b>
12) Work Assignments	0	0	2	0	3	0	1	0	0	0	1	0	0	1	<b>20</b>
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
15) Special Events/Organizations	0	0	0	0	1	0	1	0	0	0	0	0	1	0	<b>8</b>
16) Religion	1	1	1	0	2	1	0	0	0	0	0	0	3	1	<b>28</b>
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	0	0	0	1	0	<b>1</b>
18) Media Review	0	0	0	0	2	0	0	0	0	0	0	0	1	0	<b>5</b>
19) General Library	2	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>3</b>
20) Alcohol and Substance Abuse Treatment	3	5	1	0	3	1	0	0	0	1	2	0	0	1	<b>36</b>
<b>Sub-total</b>	<b>16</b>	<b>30</b>	<b>7</b>	<b>0</b>	<b>24</b>	<b>13</b>	<b>11</b>	<b>3</b>	<b>3</b>	<b>14</b>	<b>11</b>	<b>1</b>	<b>27</b>	<b>14</b>	<b>399</b>
<b>Health Services</b>															
21) Dental	3	3	2	0	1	0	3	0	1	0	1	0	2	2	<b>43</b>
22) Medical	29	25	22	4	16	6	9	5	0	23	8	1	44	13	<b>458</b>
22.1) HIPAA (Health Information)	0	0	1	0	0	0	0	0	0	1	0	0	0	0	<b>6</b>
<b>Sub-total</b>	<b>32</b>	<b>28</b>	<b>25</b>	<b>4</b>	<b>17</b>	<b>6</b>	<b>12</b>	<b>5</b>	<b>1</b>	<b>24</b>	<b>9</b>	<b>1</b>	<b>46</b>	<b>15</b>	<b>507</b>

(continued on next page)

**Table 2-2d. Grievances Filed at Medium Security Facilities, January-June 2021, by Type (Con't)**

Grievance Type	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
<b>Facility Operations</b>															
23) Housing - Internal Block Affairs	27	6	6	0	13	4	4	0	0	4	4	1	51	2	193
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
24) Special Housing Units	7	11	0	0	27	0	0	0	0	0	2	0	5	0	135
25) Search & Seizure/Frisks/Contraband	1	0	1	0	1	0	0	0	0	1	0	0	3	0	22
25.1) Strip Search	0	0	0	0	0	0	0	0	1	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
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	1	0	0	0	0	0	2	0	9
27) Tier I and II Policy & Procedure	2	0	2	1	3	0	0	0	0	0	5	0	0	0	32
28) Tier III Policy & Procedure	2	6	0	0	2	0	0	0	0	1	1	0	1	1	36
29) Property	3	3	0	0	8	2	0	1	0	1	0	0	1	1	65
30) Package Room	10	9	7	0	33	9	0	0	1	3	2	0	25	6	215
31) Rules & Regulations	1	0	2	9	1	6	3	1	0	0	2	0	2	0	59
<b>Sub-total</b>	<b>53</b>	<b>35</b>	<b>18</b>	<b>10</b>	<b>88</b>	<b>21</b>	<b>8</b>	<b>2</b>	<b>2</b>	<b>10</b>	<b>16</b>	<b>1</b>	<b>90</b>	<b>10</b>	<b>767</b>
<b>Administrative Services</b>															
32) Industry	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2
33) Personal Property Claims	2	0	1	0	1	2	0	0	3	0	0	0	2	0	24
34) State Issued Clothing and Hygiene Items	4	1	0	0	4	0	1	0	0	0	0	0	0	0	20
35) Commissary	2	0	0	0	0	2	1	0	0	0	1	0	0	2	29
36) Incarcerated Individual Accounts	14	1	0	1	6	1	1	0	1	0	5	0	2	6	72
37) Mess Hall	4	5	1	0	4	0	4	1	0	1	0	0	3	3	63
38) Laundry	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2
39) Facility Maintenance	5	2	1	0	4	3	0	0	0	1	0	1	1	0	31
<b>Sub-total</b>	<b>33</b>	<b>9</b>	<b>3</b>	<b>1</b>	<b>19</b>	<b>8</b>	<b>7</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>8</b>	<b>11</b>	<b>243</b>
<b>Counsel</b>															
40) Law Library	1	1	0	0	1	0	2	0	0	0	0	0	2	1	21
41) Legal Mail	4	2	1	0	4	1	2	0	0	2	1	0	0	0	33
42) Legal Rights	2	4	0	0	0	2	0	1	0	2	0	0	2	0	37
43) Mandatory Court Surcharge	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2
<b>Sub-total</b>	<b>7</b>	<b>8</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>93</b>
<b>Executive Direction</b>															
44) Incarcerated Grievance Program	2	3	1	0	0	0	2	0	0	0	0	0	6	1	34
45) Temporary Release Committee	0	0	0	1	0	0	0	0	0	0	0	0	0	1	6
46) Inter-Facility Transfers	0	0	0	0	1	0	0	0	0	2	1	0	3	0	16
47) Grooming Standards	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
48) Incarcerated Liaison Committee	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
49) Staff Conduct	11	47	9	1	17	12	11	1	4	12	20	0	10	6	370
49.1) Sexual Abuse	0	4	1	0	0	0	1	0	0	1	0	0	1	1	9
49.2) Sexual Harassment	0	7	1	0	0	2	1	0	1	0	0	0	2	3	17
50) Miscellaneous	7	12	1	0	3	3	1	0	2	5	2	0	23	22	207
<b>Sub-total</b>	<b>20</b>	<b>73</b>	<b>13</b>	<b>2</b>	<b>22</b>	<b>17</b>	<b>16</b>	<b>1</b>	<b>7</b>	<b>20</b>	<b>23</b>	<b>0</b>	<b>45</b>	<b>34</b>	<b>698</b>
<b>Grand Total</b>	<b>161</b>	<b>183</b>	<b>67</b>	<b>17</b>	<b>175</b>	<b>68</b>	<b>58</b>	<b>13</b>	<b>17</b>	<b>75</b>	<b>66</b>	<b>4</b>	<b>220</b>	<b>85</b>	<b>2,707</b>

**Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities, January-June 2021, 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	0	0	0	0	0	0	0	0	0
4) Phone Home Program	0	0	0	0	0	0	0	0	0
5) Visiting	1	0	1	1	0	0	1	0	2
6) Guidance Unit/Counseling	3	0	3	0	0	0	0	0	3
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	0	0	0	0	0	0	0	0
8) Adult Basic Education	0	0	0	0	0	0	0	0	0
9) HSE/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	0	0
12) Work Assignments	0	0	0	0	0	0	0	0	0
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/Organizations	0	0	0	0	0	0	0	0	0
16) Religion	0	0	0	0	0	0	0	0	0
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	1	0	1	0	0	0	0	0	1
<b>Sub-total</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>6</b>
<b>Health Services</b>									
21) Dental	0	0	0	0	0	0	0	1	1
22) Medical	4	0	4	1	1	0	2	1	7
22.1) HIPAA (Health Information)	0	0	0	0	0	0	0	1	1
<b>Sub-total</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>9</b>

(continued on next page)

**Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities, January-June 2021, 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	5	0	5	0	0	0	0	0	5
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/Frisky/Contraband	1	0	1	0	0	0	0	0	1
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)	0	0	0	0	0	0	0	0	0
26) Keeplock Policy & Procedure	0	0	0	0	0	0	0	0	0
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) Property	0	0	0	0	0	0	0	0	0
30) Package Room	0	0	0	2	0	0	2	0	2
31) Rules & Regulations	4	0	4	0	0	0	0	0	4
<b>Sub-total</b>	<b>12</b>	<b>0</b>	<b>12</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>14</b>
<b>Administrative Services</b>									
32) Industry	0	0	0	0	0	0	0	0	0
33) Personal Property Claims	0	0	0	0	0	0	0	0	0
34) State Issued Clothing and Hygiene Items	0	0	0	0	0	0	0	0	0
35) Commissary	0	0	0	0	0	0	0	0	0
36) Incarcerated Individual Accounts	0	0	0	0	0	0	0	0	0
37) Mess Hall	1	0	1	1	0	0	1	0	2
38) Laundry	0	0	0	0	0	0	0	0	0
39) Facility Maintenance	0	0	0	0	0	0	0	0	0
<b>Sub-total</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>
<b>Counsel</b>									
40) Law Library	1	0	1	0	0	0	0	0	1
41) Legal Mail	0	0	0	0	0	0	0	0	0
42) 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>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Executive Direction</b>									
44) Incarcerated Grievance Program	1	0	1	0	0	0	0	0	1
45) Temporary Release Committee	0	0	0	0	1	0	1	0	1
46) Inter-Facility Transfers	1	0	1	0	0	0	0	0	1
47) Grooming Standards	0	0	0	0	0	0	0	0	0
48) Incarcerated Liaison Committee	0	0	0	0	0	0	0	0	0
49) Staff Conduct	8	0	8	2	0	0	2	9	19
49.1) Sexual Abuse	1	0	1	0	0	0	0	0	1
49.2) Sexual Harassment	0	0	0	1	0	0	1	0	1
50) Miscellaneous	0	0	0	0	0	0	0	1	1
<b>Sub-total</b>	<b>11</b>	<b>0</b>	<b>11</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>10</b>	<b>25</b>
<b>Grand Total</b>	<b>34</b>	<b>0</b>	<b>34</b>	<b>8</b>	<b>2</b>	<b>0</b>	<b>10</b>	<b>13</b>	<b>57</b>

Table 3 lists the types of grievances filed statewide during the first half of 2021 as compared to the first half of 2020. It is noted that 10,329 grievances were filed statewide in the first half of 2021 as compared to 10,741 grievances filed during the same time period in 2020, a decrease of 3.8%.

Table 4 lists the types of grievances heard by CORC during the first half of 2021 as compared to the first half of 2020. It is noted that 5,442 grievances were reviewed by CORC in the first half of 2021 as compared to 5,802 grievances reviewed during the same time period in 2020, a decrease of 6.2%.

**Table 3. Grievances Filed Statewide, January-June 2020 & 2021, by Type**

Grievance Type	2020		2021		% Chg
	#	%	#	%	
<b>Program Services</b>					
1) Program Committee	168	1.6%	185	1.8%	10.1%
2) Incentive Wage Allowance	86	0.8%	47	0.5%	-45.3%
3) Correspondence	228	2.1%	235	2.3%	3.1%
4) Phone Home Program	66	0.6%	44	0.4%	-33.3%
5) Visiting	67	0.6%	62	0.6%	-7.5%
6) Guidance Unit/Counseling	300	2.8%	279	2.7%	-7.0%
7) Recreation (TV, Yard, Movies, Radio, etc.)	98	0.9%	103	1.0%	5.1%
8) Adult Basic Education	6	0.1%	12	0.1%	100.0%
9) HSE/College Programs	7	0.1%	14	0.1%	100.0%
10) Language Assistance Program	1	0.0%	0	0.0%	-100.0%
11) Vocational Programs	12	0.1%	8	0.1%	-33.3%
12) Work Assignments	67	0.6%	52	0.5%	-22.4%
13) Hobby Shop/Arts & Crafts	3	0.0%	2	0.0%	-33.3%
14) Volunteer Services	1	0.0%	0	0.0%	-100.0%
15) Special Events/Organizations	9	0.1%	19	0.2%	111.1%
16) Religion	113	1.1%	115	1.1%	1.8%
17) Family Reunion Program	17	0.2%	4	0.0%	-76.5%
18) Media Review	36	0.3%	24	0.2%	-33.3%
19) General Library	23	0.2%	10	0.1%	-56.5%
20) Alcohol and Substance Abuse Treatment	99	0.9%	65	0.6%	-34.3%
<b>Sub-total</b>	<b>1,407</b>	<b>13.1%</b>	<b>1,280</b>	<b>12.4%</b>	<b>-9.0%</b>
<b>Health Services</b>					
21) Dental	208	1.9%	150	1.5%	-27.9%
22) Medical	1,903	17.7%	1,669	16.2%	-12.3%
22.1) HIPAA (Health Information)	49	0.5%	62	0.6%	26.5%
<b>Sub-total</b>	<b>2,160</b>	<b>20.1%</b>	<b>1,881</b>	<b>18.2%</b>	<b>-12.9%</b>
<b>Facility Operations</b>					
23) Housing - Internal Block Affairs	972	9.0%	991	9.6%	2.0%
23.1) Smoke-Free Policy	3	0.0%	2	0.0%	-33.3%
24) Special Housing Units	595	5.5%	557	5.4%	-6.4%
25) Search & Seizure/Frisks/Contraband	106	1.0%	102	1.0%	-3.8%
25.1) Strip Search	11	0.1%	3	0.0%	-72.7%
25.2) Strip Frisk	8	0.1%	6	0.1%	-25.0%
25.3) Pat Frisk (Female)	1	0.0%	0	0.0%	-100.0%
26) Keeplock Policy & Procedure	67	0.6%	85	0.8%	26.9%
27) Tier I and II Policy & Procedure	108	1.0%	100	1.0%	-7.4%
28) Tier III Policy & Procedure	136	1.3%	141	1.4%	3.7%
29) Property	330	3.1%	251	2.4%	-23.9%
30) Package Room	708	6.6%	828	8.0%	16.9%
31) Rules & Regulations	242	2.3%	222	2.1%	-8.3%
<b>Sub-total</b>	<b>3,287</b>	<b>30.6%</b>	<b>3,288</b>	<b>31.8%</b>	<b>0.0%</b>
<b>Administrative Services</b>					
32) Industry	18	0.2%	13	0.1%	-27.8%
33) Personal Property Claims	105	1.0%	118	1.1%	12.4%
34) State Issued Clothing and Hygiene Items	71	0.7%	79	0.8%	11.3%
35) Commissary	193	1.8%	190	1.8%	-1.6%
36) Incarcerated Individual Accounts	283	2.6%	376	3.6%	32.9%
37) Mess Hall	297	2.8%	245	2.4%	-17.5%
38) Laundry	21	0.2%	16	0.2%	-23.8%
39) Facility Maintenance	101	0.9%	99	1.0%	-2.0%
<b>Sub-total</b>	<b>1,089</b>	<b>10.1%</b>	<b>1,136</b>	<b>11.0%</b>	<b>4.3%</b>
<b>Counsel</b>					
40) Law Library	219	2.0%	195	1.9%	-11.0%
41) Legal Mail	100	0.9%	137	1.3%	37.0%
42) Legal Rights	156	1.5%	110	1.1%	-29.5%
43) Mandatory Court Surcharge	14	0.1%	8	0.1%	-42.9%
<b>Sub-total</b>	<b>489</b>	<b>4.6%</b>	<b>450</b>	<b>4.4%</b>	<b>-8.0%</b>
<b>Executive Direction</b>					
44) Incarcerated Grievance Program	157	1.5%	191	1.8%	21.7%
45) Temporary Release Committee	15	0.1%	9	0.1%	-40.0%
46) Inter-Facility Transfers	41	0.4%	33	0.3%	-19.5%
47) Grooming Standards	11	0.1%	6	0.1%	-45.5%
48) Incarcerated Liaison Committee	9	0.1%	8	0.1%	-11.1%
49) Staff Conduct	1,341	12.5%	1,145	11.1%	-14.6%
49.1) Sexual Abuse	87	0.8%	117	1.1%	34.5%
49.2) Sexual Harassment	95	0.9%	160	1.5%	68.4%
50) Miscellaneous	553	5.1%	625	6.1%	13.0%
<b>Sub-total</b>	<b>2,309</b>	<b>21.5%</b>	<b>2,294</b>	<b>22.2%</b>	<b>-0.6%</b>
<b>Grand Total</b>	<b>10,741</b>	<b>100.0%</b>	<b>10,329</b>	<b>100.0%</b>	<b>-3.8%</b>



**Table 4. CORC Hearings, January-June 2020 & 2021, by Type**

Grievance Type	2020		2021		% Chg
	#	%	#	%	
<b>Program Services</b>					
1) Program Committee	71	1.2%	76	1.4%	7.0%
2) Incentive Wage Allowance	29	0.5%	31	0.6%	6.9%
3) Correspondence	138	2.4%	118	2.2%	-14.5%
4) Phone Home Program	22	0.4%	20	0.4%	-9.1%
5) Visiting	37	0.6%	45	0.8%	21.6%
6) Guidance Unit/Counseling	163	2.8%	159	2.9%	-2.5%
7) Recreation (TV, Yard, Movies, Radio, etc.)	45	0.8%	30	0.6%	-33.3%
8) Adult Basic Education	5	0.1%	3	0.1%	-40.0%
9) HSE/College Programs	7	0.1%	11	0.2%	57.1%
10) Language Assistance Program	1	0.0%	1	0.0%	0.0%
11) Vocational Programs	6	0.1%	7	0.1%	16.7%
12) Work Assignments	29	0.5%	27	0.5%	-6.9%
13) Hobby Shop/Arts & Crafts	2	0.0%	2	0.0%	0.0%
14) Volunteer Services	0	0.0%	0	0.0%	-
15) Special Events/Organizations	16	0.3%	8	0.1%	-50.0%
16) Religion	101	1.7%	77	1.4%	-23.8%
17) Family Reunion Program	17	0.3%	3	0.1%	-82.4%
18) Media Review	7	0.1%	8	0.1%	14.3%
19) General Library	18	0.3%	4	0.1%	-77.8%
20) Alcohol and Substance Abuse Treatment	46	0.8%	44	0.8%	-4.3%
<b>Sub-total</b>	<b>760</b>	<b>13.1%</b>	<b>674</b>	<b>12.4%</b>	<b>-11.3%</b>
<b>Health Services</b>					
21) Dental	139	2.4%	83	1.5%	-40.3%
22) Medical	1,190	20.5%	1,079	19.8%	-9.3%
22.1) HIPAA (Health Information)	51	0.9%	54	1.0%	5.9%
<b>Sub-total</b>	<b>1,380</b>	<b>23.8%</b>	<b>1,216</b>	<b>22.3%</b>	<b>-11.9%</b>
<b>Facility Operations</b>					
23) Housing - Internal Block Affairs	335	5.8%	356	6.5%	6.3%
23.1) Smoke-Free Policy	3	0.1%	3	0.1%	0.0%
24) Special Housing Units	186	3.2%	208	3.8%	11.8%
25) Search & Seizure/Frisks/Contraband	68	1.2%	57	1.0%	-16.2%
25.1) Strip Search	4	0.1%	2	0.0%	-50.0%
25.2) Strip Frisk	8	0.1%	11	0.2%	37.5%
25.3) Pat Frisk (Female)	1	0.0%	0	0.0%	-100.0%
26) Keeplock Policy & Procedure	20	0.3%	34	0.6%	70.0%
27) Tier I and II Policy & Procedure	38	0.7%	23	0.4%	-39.5%
28) Tier III Policy & Procedure	47	0.8%	48	0.9%	2.1%
29) Property	105	1.8%	81	1.5%	-22.9%
30) Package Room	240	4.1%	274	5.0%	14.2%
31) Rules & Regulations	119	2.1%	198	3.6%	66.4%
<b>Sub-total</b>	<b>1,174</b>	<b>20.2%</b>	<b>1,295</b>	<b>23.8%</b>	<b>10.3%</b>
<b>Administrative Services</b>					
32) Industry	14	0.2%	12	0.2%	-14.3%
33) Personal Property Claims	37	0.6%	21	0.4%	-43.2%
34) State Issued Clothing and Hygiene Items	28	0.5%	25	0.5%	-10.7%
35) Commissary	52	0.9%	48	0.9%	-7.7%
36) Incarcerated Individual Accounts	94	1.6%	79	1.5%	-16.0%
37) Mess Hall	160	2.8%	108	2.0%	-32.5%
38) Laundry	17	0.3%	9	0.2%	-47.1%
39) Facility Maintenance	89	1.5%	72	1.3%	-19.1%
<b>Sub-total</b>	<b>491</b>	<b>8.5%</b>	<b>374</b>	<b>6.9%</b>	<b>-23.8%</b>
<b>Counsel</b>					
40) Law Library	137	2.4%	185	3.4%	35.0%
41) Legal Mail	99	1.7%	147	2.7%	48.5%
42) Legal Rights	87	1.5%	141	2.6%	62.1%
43) Mandatory Court Surcharge	14	0.2%	8	0.1%	-42.9%
<b>Sub-total</b>	<b>337</b>	<b>5.8%</b>	<b>481</b>	<b>8.8%</b>	<b>42.7%</b>
<b>Executive Direction</b>					
44) Incarcerated Grievance Program	175	3.0%	153	2.8%	-12.6%
45) Temporary Release Committee	1	0.0%	2	0.0%	100.0%
46) Inter-Facility Transfers	36	0.6%	42	0.8%	16.7%
47) Grooming Standards	8	0.1%	7	0.1%	-12.5%
48) Incarcerated Liaison Committee	5	0.1%	4	0.1%	-20.0%
49) Staff Conduct	1,252	21.6%	1,026	18.9%	-18.1%
49.1) Sexual Abuse	0	0.0%	0	0.0%	-
49.2) Sexual Harassment	1	0.0%	0	0.0%	-100.0%
50) Miscellaneous	182	3.1%	168	3.1%	-7.7%
<b>Sub-total</b>	<b>1,660</b>	<b>28.6%</b>	<b>1,402</b>	<b>25.8%</b>	<b>-15.5%</b>
<b>Grand Total</b>	<b>5,802</b>	<b>100.0%</b>	<b>5,442</b>	<b>100.0%</b>	<b>-6.2%</b>