



Corrections and Community Supervision

Incarcerated Grievance Program Semi-Annual Report

2022

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 2022 (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 2022, there were 10,584 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.

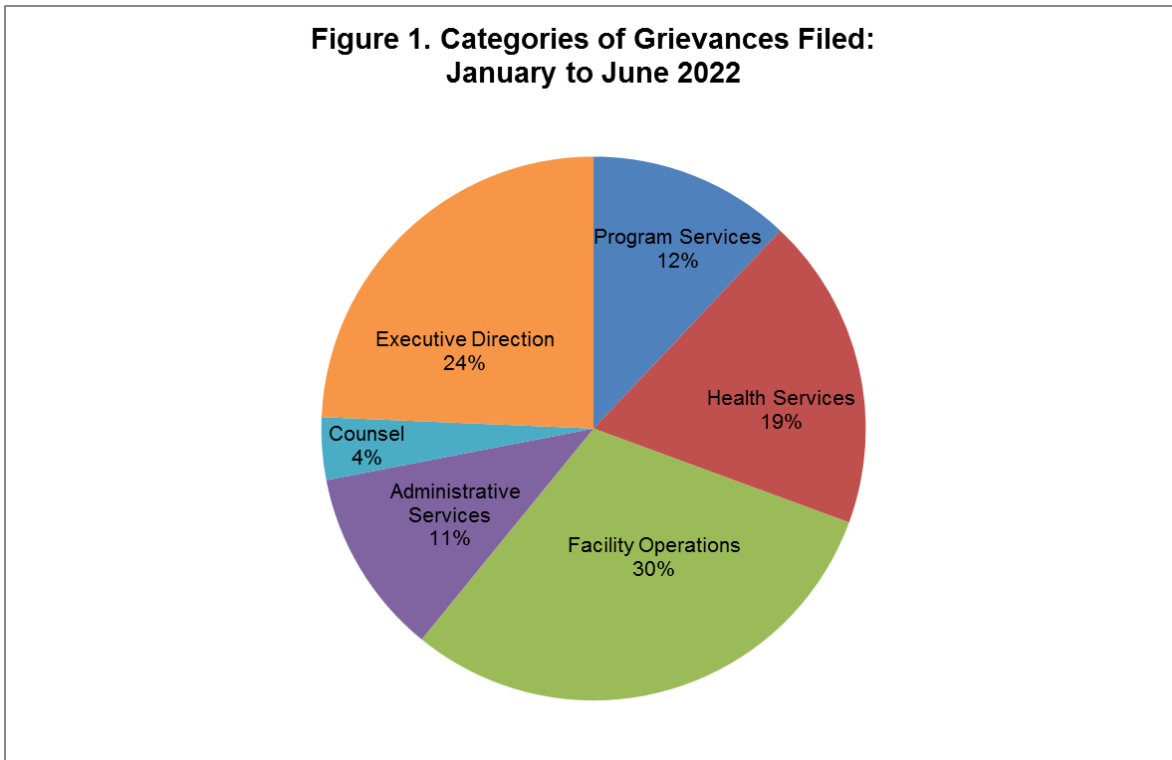


Table 1. Grievances Filed Statewide, January-June 2022, by Type

Table 1. Grievances Filed by Type, Statewide		
Grievance Type	#	%
Program Services		
1) Program Committee	137	1.3%
2) Incentive Wage Allowance	48	0.5%
3) Correspondence	197	1.9%
4) Phone Home Program	38	0.4%
5) Visiting	116	1.1%
6) Guidance Unit/Counseling	345	3.3%
7) Recreation (TV, Yard, Movies, Radio, etc.)	93	0.9%
8) Adult Basic Education	10	0.1%
9) HSE/College Programs	16	0.2%
10) Language Assistance Program	0	0.0%
11) Vocational Programs	10	0.1%
12) Work Assignments	30	0.3%
13) Hobby Shop/Arts & Crafts	0	0.0%
14) Volunteer Services	2	0.0%
15) Special Events/Organizations	12	0.1%
16) Religion	124	1.2%
17) Family Reunion Program	17	0.2%
18) Media Review	8	0.1%
19) General Library	13	0.1%
20) Alcohol and Substance Abuse Treatment	58	0.5%
Sub-total	1,274	12.0%
Health Services		
21) Dental	139	1.3%
22) Medical	1,788	16.9%
22.1) HIPAA (Health Information)	39	0.4%
Sub-total	1,966	18.6%
Facility Operations		
23) Housing - Internal Block Affairs	821	7.8%
23.1) Smoke-Free Policy	2	0.0%
24) Special Housing Units	789	7.5%
25) Search & Seizure/Frisks/Contraband	138	1.3%
25.1) Strip Search	6	0.1%
25.2) Strip Frisk	10	0.1%
25.3) Pat Frisk (Female)	0	0.0%
26) Keeplock Policy & Procedure	6	0.1%
27) Tier I and II Policy & Procedure	60	0.6%
28) Tier III Policy & Procedure	166	1.6%
29) Property	308	2.9%
30) Package Room	692	6.5%
31) Rules & Regulations	205	1.9%
Sub-total	3,203	30.3%
Administrative Services		
32) Industry	9	0.1%
33) Personal Property Claims	102	1.0%
34) State Issued Clothing and Hygiene Items	66	0.6%
35) Commissary	248	2.3%
36) Incarcerated Individual Accounts	386	3.6%
37) Mess Hall	225	2.1%
38) Laundry	21	0.2%
39) Facility Maintenance	116	1.1%
Sub-total	1,173	11.1%
Counsel		
40) Law Library	198	1.9%
41) Legal Mail	92	0.9%
42) Legal Rights	86	0.8%
43) Mandatory Court Surcharge	17	0.2%
Sub-total	393	3.7%
Executive Direction		
44) Incarcerated Grievance Program	143	1.4%
45) Temporary Release Committee	4	0.0%
46) Inter-Facility Transfers	45	0.4%
47) Grooming Standards	4	0.0%
48) Incarcerated Liaison Committee	11	0.1%
49) Staff Conduct	1,442	13.6%
49.1) Sexual Abuse	141	1.3%
49.2) Sexual Harassment	192	1.8%
50) Miscellaneous	593	5.6%
Sub-total	2,575	24.3%
Grand Total	10,584	100.0%

Tables 2-1, 2-2 and 2-3 detail the number of grievances filed by type and by facility in the first half of 2022. Table 2-1 lists maximum security facilities, which had a total of 7,556 grievances; this comprised 71.4% of all grievances filed statewide.

Tables 2-2 (a-d) list medium security facilities, which had a total of 2,962 grievances filed in the first half of 2022.

Table 2-3 lists shock, minimum security and drug treatment facilities, which had a total of 66 grievances filed in the first half of 2022.

Table 2-1. Grievances Filed at Maximum Security Facilities, January-June 2022 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	13	10	1	10	0	0	6	9	12	6	16	0	13	0	1	1	4	102
2) Incentive Wage Allowance	4	0	1	4	0	0	0	5	0	1	14	0	5	0	1	0	3	38
3) Correspondence	26	7	2	14	0	0	4	3	31	7	8	1	8	0	1	19	16	147
4) Phone Home Program	14	1	0	3	0	0	1	0	3	0	5	3	1	0	3	1	0	35
5) Visiting	9	17	2	5	2	1	6	4	0	0	6	2	21	0	3	2	3	83
6) Guidance Unit/Counseling	28	10	1	10	1	0	9	11	40	7	16	5	8	0	6	54	9	215
7) Recreation (TV, Yard, Movies, Radio, etc.)	1	15	7	23	0	0	1	3	3	5	3	0	3	0	1	0	0	65
8) Adult Basic Education	0	2	0	1	0	0	0	0	1	0	1	0	0	0	0	1	1	7
9) HSE/College Programs	0	1	0	0	0	0	2	0	0	0	0	0	1	0	0	1	0	5
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	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3
12) Work Assignments	0	5	2	0	0	0	6	0	0	2	0	0	0	0	0	0	2	17
13) Hobby Shop/Arts & Crafts	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
15) Special Events/Organizations	0	2	0	0	0	0	2	0	0	0	3	1	0	0	0	0	0	8
16) Religion	16	6	4	4	0	0	1	4	7	9	4	4	7	0	0	10	9	85
17) Family Reunion Program	1	0	0	0	0	0	2	1	0	0	2	3	6	0	0	0	0	15
18) Media Review	0	0	0	1	0	0	1	0	2	0	0	0	0	0	0	0	0	4
19) General Library	3	1	0	1	0	0	2	0	1	0	0	0	0	0	0	0	0	8
20) Alcohol and Substance Abuse Treatment	2	2	0	8	0	0	3	2	8	2	2	1	1	0	0	0	1	32
Sub-total	118	80	20	85	3	1	46	42	108	39	80	20	74	0	16	89	48	869
Health Services																		
21) Dental	15	7	7	9	0	0	3	4	9	1	9	1	12	0	3	18	1	99
22) Medical	176	70	45	62	3	1	36	62	154	52	110	75	92	0	28	139	104	1,209
22.1) HIPAA (Health Information)	0	6	2	3	0	0	3	2	1	0	5	2	2	0	0	4	0	30
Sub-total	191	83	54	74	3	1	42	68	164	53	124	78	106	0	31	161	105	1,338

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Table 2-1. Grievances Filed at Maximum Security Facilities, January-June 2022, by Type (Con't)

Grievance Type	Attica	Auburn	Bedford Hills	Clinton	Coxsackie	Downstate	Eastern	Elmira	Five Points	Great Meadow	Green Haven	Shawangunk	Sing Sing	Southport	Sullivan	Upstate	Wende	Total Maximum Security	
Facility Operations																			
23) Housing - Internal Block Affairs	165	29	44	21	3	0	19	16	110	53	50	7	105	0	14	14	23	673	
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	
24) Special Housing Units	174	27	12	13	4	0	0	13	3	32	3	24	8	0	38	177	10	538	
25) Search & Seizure/Frisks/Contraband	27	15	1	5	0	0	5	2	8	1	10	1	23	0	6	0	1	105	
25.1) Strip Search	0	2	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	4	
25.2) Strip Frisk	0	3	3	0	0	0	0	0	0	0	1	0	2	0	0	0	0	9	
25.3) Pat Frisk (Female)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
26) Keeplock Policy & Procedure	0	1	1	0	0	0	0	0	1	2	1	0	0	0	0	0	0	6	
27) Tier I and II Policy & Procedure	1	6	1	5	0	0	2	1	4	1	6	1	8	0	4	0	0	40	
28) Tier III Policy & Procedure	21	12	3	22	1	0	1	1	13	1	3	7	5	0	1	25	2	118	
29) Property	64	41	2	3	0	0	11	9	3	2	10	3	31	0	9	24	2	214	
30) Package Room	113	26	20	30	0	0	15	34	42	21	65	6	45	0	9	32	25	483	
31) Rules & Regulations	12	34	15	7	1	0	7	2	17	13	9	12	0	0	14	0	0	143	
Sub-total	577	196	103	106	10	0	60	79	201	126	158	61	227	0	95	272	63	2,334	
Administrative Services																			
32) Industry	0	2	0	5	0	0	0	1	0	0	1	0	0	0	0	0	0	9	
33) Personal Property Claims	6	10	2	8	0	0	0	5	3	2	4	4	6	0	2	8	0	60	
34) State Issued Clothing and Hygiene Items	8	2	1	3	0	0	3	5	4	3	2	0	0	0	5	3	4	43	
35) Commissary	43	21	3	16	0	0	2	7	12	19	13	1	25	0	3	17	11	193	
36) Incarcerated Individual Accounts	60	33	4	30	1	2	9	11	32	13	22	10	53	0	1	10	10	301	
37) Mess Hall	31	11	8	6	0	0	1	10	22	7	6	4	5	0	7	19	10	147	
38) Laundry	2	1	0	2	0	0	0	0	2	0	5	0	0	0	0	3	1	16	
39) Facility Maintenance	2	12	6	8	1	0	4	3	3	13	18	1	2	0	4	10	2	89	
Sub-total	152	92	24	78	2	2	19	42	78	57	71	20	91	0	22	70	38	858	
Counsel																			
40) Law Library	34	3	7	20	0	0	4	8	20	9	7	2	24	0	5	11	10	164	
41) Legal Mail	7	8	6	3	0	0	4	5	6	3	13	2	3	0	1	3	4	68	
42) Legal Rights	2	11	0	6	0	0	5	4	1	5	2	3	4	0	1	11	0	55	
43) Mandatory Court Surcharge	0	0	0	3	0	0	1	7	0	0	0	0	0	0	1	0	0	12	
Sub-total	43	22	13	32	0	0	14	24	27	17	22	7	31	0	8	25	14	299	
Executive Direction																			
44) Incarcerated Grievance Program	17	1	1	14	0	0	4	5	11	1	7	2	9	0	7	19	9	107	
45) Temporary Release Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
46) Inter-Facility Transfers	1	5	0	9	0	0	0	2	0	1	0	3	2	0	1	1	0	25	
47) Grooming Standards	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	1	3	
48) Incarcerated Liaison Committee	0	0	0	1	0	0	0	0	3	0	0	1	3	0	0	0	0	8	
49) Staff Conduct	162	38	21	28	15	2	25	11	99	38	72	34	96	0	26	317	44	1,028	
49.1) Sexual Abuse	23	6	4	4	1	0	1	1	15	6	2	2	8	0	2	32	4	111	
49.2) Sexual Harassment	16	11	4	4	2	0	0	1	15	6	12	1	18	0	9	44	4	147	
50) Miscellaneous	82	9	30	29	1	3	13	20	37	12	11	1	124	0	19	31	7	429	
Sub-total	301	70	61	89	19	5	43	41	180	64	104	44	260	0	64	444	69	1,858	
Grand Total	1,382	543	275	464	37	9	224	296	758	356	559	230	789	0	236	1,061	337	7,556	

Table 2-2a. Grievances Filed at Medium Security Facilities, January-June 2022, by Type

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Greene	Groveland	Hale Creek	Hudson
Program Services														
1) Program Committee	0	1	0	4	1	4	0	2	1	0	4	3	0	0
2) Incentive Wage Allowance	0	1	0	1	0	0	2	0	0	1	1	1	0	1
3) Correspondence	3	2	0	3	1	11	2	3	5	0	2	0	0	2
4) Phone Home Program	0	0	0	0	0	1	0	1	0	0	0	0	0	0
5) Visiting	0	0	0	0	0	3	0	2	0	0	5	1	0	0
6) Guidance Unit/Counseling	2	5	0	5	0	7	18	15	2	6	1	2	0	6
7) Recreation (TV, Yard, Movies, Radio, etc.)	1	0	0	1	0	2	1	4	3	4	2	0	0	0
8) Adult Basic Education	0	0	0	0	0	0	0	1	0	0	0	1	0	0
9) HSE/College Programs	0	0	0	0	0	1	0	1	0	1	0	2	0	0
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11) Vocational Programs	0	1	0	1	0	0	1	0	0	0	0	0	0	1
12) Work Assignments	2	0	0	0	0	0	0	1	3	1	0	0	0	1
13) Hobby Shop/Arts & Crafts	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
15) Special Events/Organizations	0	0	0	0	0	0	1	0	0	0	0	1	0	0
16) Religion	0	0	0	2	0	1	5	0	7	3	2	2	0	0
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18) Media Review	0	0	0	0	0	1	1	0	1	0	0	0	0	0
19) General Library	0	0	0	0	0	0	0	1	0	1	0	0	0	1
20) Alcohol and Substance Abuse Treatment	0	0	0	2	1	0	2	3	8	0	1	1	0	0
Sub-total	8	10	0	19	3	31	33	34	30	17	18	14	0	12
Health Services														
21) Dental	0	0	0	0	2	7	3	1	1	0	3	1	0	0
22) Medical	7	35	0	8	3	22	52	49	32	19	36	19	3	4
22.1) HIPAA (Health Information)	0	0	0	0	0	3	0	0	0	0	0	1	0	0
Sub-total	7	35	0	8	5	32	55	50	33	19	39	21	3	4

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Table 2-2b. Grievances Filed at Medium Security Facilities, January-June 2022, by Type (Con't)

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Greene	Groveland	Hale Creek	Hudson
Facility Operations														
23) Housing - Internal Block Affairs	2	7	0	3	1	7	4	11	9	4	17	10	0	1
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	0	0	1	0	0	0
24) Special Housing Units	8	6	0	1	0	27	28	1	2	14	55	1	0	1
25) Search & Seizure/Frisks/Contraband	0	1	0	0	1	0	1	4	0	1	3	1	0	0
25.1) Strip Search	0	0	0	0	0	0	0	1	0	0	0	0	0	0
25.2) Strip Frisk	0	0	0	0	0	0	0	0	0	0	0	0	0	0
25.3) Pat Frisk (Female)	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
27) Tier I and II Policy & Procedure	0	2	0	2	0	1	1	0	2	0	0	2	0	0
28) Tier III Policy & Procedure	0	1	0	0	0	4	9	3	0	4	7	1	0	0
29) Property	1	1	0	0	0	7	7	10	2	25	12	4	0	0
30) Package Room	5	4	0	2	3	12	8	14	12	11	13	7	0	3
31) Rules & Regulations	0	0	0	0	0	9	4	1	3	5	10	3	0	1
Sub-total	16	22	0	8	5	67	62	45	30	64	118	29	0	6
Administrative Services														
32) Industry	0	0	0	0	0	0	0	0	0	0	0	0	0	0
33) Personal Property Claims	0	0	0	3	3	5	1	2	6	0	5	0	0	0
34) State Issued Clothing and Hygiene Items	0	0	0	0	4	1	1	0	2	2	1	0	0	0
35) Commissary	3	1	0	1	0	8	1	2	3	5	3	0	0	0
36) Incarcerated Individual Accounts	5	0	0	2	1	9	11	3	12	1	5	1	0	0
37) Mess Hall	1	2	0	2	0	8	5	2	1	19	3	0	0	4
38) Laundry	0	1	0	0	0	1	0	1	0	0	0	0	0	0
39) Facility Maintenance	1	2	0	0	0	4	0	0	1	0	4	0	0	1
Sub-total	10	6	0	8	4	39	19	11	23	27	22	2	0	5
Counsel														
40) Law Library	0	0	0	1	0	1	1	7	2	1	3	0	0	0
41) Legal Mail	0	0	0	1	0	0	0	2	4	1	3	2	0	0
42) Legal Rights	0	0	0	0	2	2	0	2	0	13	3	0	0	0
43) Mandatory Court Surcharge	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sub-total	0	0	0	2	2	3	1	11	6	15	9	2	0	0
Executive Direction														
44) Incarcerated Grievance Program	1	0	0	0	0	1	5	1	2	2	2	2	0	0
45) Temporary Release Committee	0	0	0	0	0	0	2	0	0	0	1	0	0	0
46) Inter-Facility Transfers	1	0	0	0	1	4	1	2	0	0	1	1	0	0
47) Grooming Standards	0	0	0	0	0	0	0	0	0	1	0	0	0	0
48) Incarcerated Liaison Committee	0	0	0	0	0	0	2	1	0	0	0	0	0	0
49) Staff Conduct	4	32	3	21	12	29	1	18	41	24	39	12	1	3
49.1) Sexual Abuse	0	1	0	1	0	1	0	1	4	4	5	0	0	0
49.2) Sexual Harassment	0	1	0	0	1	1	1	12	2	2	7	1	0	1
50) Miscellaneous	1	6	0	6	0	2	19	16	19	3	3	10	0	0
Sub-total	7	40	3	28	14	38	31	51	68	36	58	26	1	4
Grand Total	48	113	3	73	33	210	201	202	190	178	264	94	4	31

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Table 2-2c. Grievances Filed at Medium Security Facilities, January-June 2022, by Type (Con't)

Grievance Type	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Woodbourne	Wyoming	Total Medium Security
Program Services														
1) Program Committee	0	0	2	0	5	1	1	0	0	1	0	1	3	34
2) Incentive Wage Allowance	0	0	0	0	0	1	1	0	0	0	0	0	0	10
3) Correspondence	1	1	1	0	4	1	1	0	0	1	0	4	2	50
4) Phone Home Program	0	0	0	0	0	0	0	0	0	0	0	1	0	3
5) Visiting	1	0	0	0	8	2	0	0	1	2	1	5	1	32
6) Guidance Unit/Counseling	11	17	5	0	6	1	0	0	5	0	2	10	1	127
7) Recreation (TV, Yard, Movies, Radio, etc.)	2	0	0	0	2	2	1	0	0	1	0	1	1	28
8) Adult Basic Education	0	0	0	0	0	0	0	0	0	0	0	0	1	3
9) HSE/College Programs	0	0	0	0	0	0	0	0	0	0	0	6	0	11
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11) Vocational Programs	1	0	0	0	0	0	0	0	0	1	0	0	1	7
12) Work Assignments	0	0	1	0	1	2	0	0	0	0	0	0	1	13
13) Hobby Shop/Arts & Crafts	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	2	0	2
15) Special Events/Organizations	0	0	0	0	1	1	0	0	0	0	0	0	0	4
16) Religion	4	1	1	0	1	1	0	1	1	2	0	1	3	38
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	1	0	1	0	2
18) Media Review	0	0	0	0	0	0	0	0	0	0	0	1	0	4
19) General Library	1	1	0	0	0	0	0	0	0	0	0	0	0	5
20) Alcohol and Substance Abuse Treatment	1	2	0	0	1	2	1	0	0	0	1	0	0	26
Sub-total	22	22	10	0	29	14	5	1	7	9	4	33	14	399
Health Services														
21) Dental	8	1	4	0	1	1	1	0	2	1	1	1	0	39
22) Medical	42	30	19	0	41	32	1	7	4	19	13	65	5	567
22.1) HIPAA (Health Information)	0	0	0	0	0	2	1	0	0	0	0	2	0	9
Sub-total	50	31	23	0	42	35	3	7	6	20	14	68	5	615

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Table 2-2d. Grievances Filed at Medium Security Facilities, January-June 2022, by Type (Con't)

Grievance Type	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Wallkill	Washington	Woodbourne	Wyoming	Total Medium Security
Facility Operations														
23) Housing - Internal Block Affairs	24	4	3	0	5	3	1	0	0	2	4	16	6	144
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	0	0	0	0	0	1
24) Special Housing Units	16	9	0	0	81	0	0	0	0	0	0	0	0	251
25) Search & Seizure/Frisks/Contraband	2	0	0	0	1	2	3	0	0	9	0	4	0	33
25.1) Strip Search	0	0	0	0	0	0	0	0	0	1	0	0	0	2
25.2) Strip Frisk	0	0	0	0	1	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
26) Keeplock Policy & Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0
27) Tier I and II Policy & Procedure	0	0	0	0	5	0	0	0	0	1	2	0	1	19
28) Tier III Policy & Procedure	0	3	1	0	10	0	0	0	0	2	0	2	2	47
29) Property	1	2	1	0	6	1	0	1	4	0	1	2	5	93
30) Package Room	10	13	7	0	26	17	1	0	2	8	4	17	9	208
31) Rules & Regulations	1	0	0	0	1	4	8	1	0	0	0	0	3	54
Sub-total	54	31	12	0	136	27	13	2	6	21	13	39	27	853
Administrative Services														
32) Industry	0	0	0	0	0	0	0	0	0	0	0	0	0	0
33) Personal Property Claims	3	1	4	0	1	3	0	0	0	1	0	3	0	41
34) State Issued Clothing and Hygiene Items	5	0	0	0	5	1	1	0	0	0	0	0	0	23
35) Commissary	1	0	1	0	12	1	1	1	2	4	0	2	2	54
36) Incarcerated Individual Accounts	11	3	2	0	7	1	0	0	4	0	0	3	4	85
37) Mess Hall	5	2	1	0	9	1	1	0	1	1	1	4	3	76
38) Laundry	0	0	2	0	0	0	0	0	0	0	0	0	0	5
39) Facility Maintenance	3	1	0	0	3	5	0	0	0	1	0	0	0	26
Sub-total	28	7	10	0	37	12	3	1	7	7	1	12	9	310
Counsel														
40) Law Library	4	4	2	0	1	1	0	0	0	2	2	2	2	34
41) Legal Mail	1	1	2	0	1	3	0	0	0	1	0	1	1	24
42) Legal Rights	0	1	1	0	2	1	0	0	0	1	0	3	0	31
43) Mandatory Court Surcharge	1	2	0	0	0	0	1	0	0	0	0	0	1	5
Sub-total	6	8	5	0	4	5	1	0	0	2	2	6	4	94
Executive Direction														
44) Incarcerated Grievance Program	1	3	1	0	1	3	1	1	0	3	1	3	2	36
45) Temporary Release Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	3
46) Inter-Facility Transfers	0	0	0	0	1	0	1	0	1	0	1	1	1	17
47) Grooming Standards	0	0	0	0	0	0	0	0	0	0	0	0	0	1
48) Incarcerated Liaison Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	3
49) Staff Conduct	5	33	21	0	14	19	17	2	14	7	9	9	7	397
49.1) Sexual Abuse	1	1	0	0	2	0	0	0	2	1	1	3	0	11
49.2) Sexual Harassment	0	5	0	0	1	0	3	1	2	0	2	0	1	15
50) Miscellaneous	9	5	1	0	4	11	0	0	2	4	1	27	13	162
Sub-total	16	47	23	0	23	33	22	4	21	15	15	43	24	691
Grand Total	176	146	83	0	271	126	47	15	47	74	49	201	83	2,962

Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities, January-June 2022, by Type

Grievance Type	Lakeview Shock	Moriah Shock	Total Shock	Edgecombe	Queensboro	Rochester	Total Minimum	DTP*	Table Total
Program Services									
1) Program Committee	1	0	1	0	0	0	0	0	1
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	0	0	0	0	0	1
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	1	0	1	0	0	0	0	0	1
17) Family Reunion Program	0	0	0	0	0	0	0	0	0
18) Media Review	0	0	0	0	0	0	0	0	0
19) General Library	0	0	0	0	0	0	0	0	0
20) Alcohol and Substance Abuse Treatment	0	0	0	0	0	0	0	0	0
Sub-total	6	0	6	0	0	0	0	0	6
Health Services									
21) Dental	1	0	1	0	0	0	0	0	1
22) Medical	10	0	10	2	0	0	2	0	12
22.1) HIPAA (Health Information)	0	0	0	0	0	0	0	0	0
Sub-total	11	0	11	2	0	0	2	0	13

*The Drug Treatment Program was located at Willard until March 10, 2022, at which time it was relocated to Lakeview Correctional Facility.

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Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities, January-June 2022, by Type (Con't)

Grievance Type	Lakeview Shock	Moriah Shock	Total Shock	Edgecombe	Queensboro	Rochester	Total Minimum	DTP*	Table Total
Facility Operations									
23) Housing - Internal Block Affairs	4	0	4	0	0	0	0	0	4
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	0	0	0	0	0	0	0	0	0
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	1	0	1	0	0	0	0	0	1
30) Package Room	0	0	0	1	0	0	1	0	1
31) Rules & Regulations	8	0	8	0	0	0	0	0	8
Sub-total	15	0	15	1	0	0	1	0	16
Administrative Services									
32) Industry	0	0	0	0	0	0	0	0	0
33) Personal Property Claims	0	0	0	1	0	0	1	0	1
34) State Issued Clothing and Hygiene Items	0	0	0	0	0	0	0	0	0
35) Commissary	1	0	1	0	0	0	0	0	1
36) Incarcerated Individual Accounts	0	0	0	0	0	0	0	0	0
37) Mess Hall	2	0	2	0	0	0	0	0	2
38) Laundry	0	0	0	0	0	0	0	0	0
39) Facility Maintenance	1	0	1	0	0	0	0	0	1
Sub-total	4	0	4	1	0	0	1	0	5
Counsel									
40) Law Library	0	0	0	0	0	0	0	0	0
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
Sub-total	0	0	0	0	0	0	0	0	0
Executive Direction									
44) Incarcerated Grievance Program	0	0	0	0	0	0	0	0	0
45) Temporary Release Committee	0	0	0	1	0	0	1	0	1
46) Inter-Facility Transfers	3	0	3	0	0	0	0	0	3
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	16	0	16	0	0	0	0	1	17
49.1) Sexual Abuse	2	0	2	0	0	0	0	0	2
49.2) Sexual Harassment	1	0	1	0	0	0	0	0	1
50) Miscellaneous	1	0	1	1	0	0	1	0	2
Sub-total	23	0	23	2	0	0	2	1	26
Grand Total	59	0	59	6	0	0	6	1	66

*The Drug Treatment Program was located at Willard until March 10, 2022, at which time it was relocated to Lakeview Correctional Facility.

Table 3 lists the types of grievances filed statewide during the first half of 2022 as compared to the first half of 2021. It is noted that 10,584 grievances were filed statewide in the first half of 2022 as compared to 10,329 grievances filed during the same time period in 2021, an increase of 2.5%.

Table 4 lists the types of grievances heard by CORC during the first half of 2022 as compared to the first half of 2021. It is noted that 2,315 grievances were reviewed by CORC in the first half of 2022 as compared to 5,442 grievances reviewed during the same time period in 2021, a decrease of 57.5%.

Table 3. Grievances Filed Statewide, January-June 2021 & 2022, by Type

Grievance Type	2021		2022		% Chg
	#	%	#	%	
Program Services					
1) Program Committee	185	1.8%	137	1.3%	-25.9%
2) Incentive Wage Allowance	47	0.5%	48	0.5%	2.1%
3) Correspondence	235	2.3%	197	1.9%	-16.2%
4) Phone Home Program	44	0.4%	38	0.4%	-13.6%
5) Visiting	62	0.6%	116	1.1%	87.1%
6) Guidance Unit/Counseling	279	2.7%	345	3.3%	23.7%
7) Recreation (TV, Yard, Movies, Radio, etc.)	103	1.0%	93	0.9%	-9.7%
8) Adult Basic Education	12	0.1%	10	0.1%	-16.7%
9) HSE/College Programs	14	0.1%	16	0.2%	14.3%
10) Language Assistance Program	0	0.0%	0	0.0%	-
11) Vocational Programs	8	0.1%	10	0.1%	25.0%
12) Work Assignments	52	0.5%	30	0.3%	-42.3%
13) Hobby Shop/Arts & Crafts	2	0.0%	0	0.0%	-100.0%
14) Volunteer Services	0	0.0%	2	0.0%	-
15) Special Events/Organizations	19	0.2%	12	0.1%	-36.8%
16) Religion	115	1.1%	124	1.2%	7.8%
17) Family Reunion Program	4	0.0%	17	0.2%	325.0%
18) Media Review	24	0.2%	8	0.1%	-66.7%
19) General Library	10	0.1%	13	0.1%	30.0%
20) Alcohol and Substance Abuse Treatment	65	0.6%	58	0.5%	-10.8%
Sub-total	1,280	12.4%	1,274	12.0%	-0.5%
Health Services					
21) Dental	150	1.5%	139	1.3%	-7.3%
22) Medical	1,669	16.2%	1,788	16.9%	7.1%
22.1) HIPAA (Health Information)	62	0.6%	39	0.4%	-37.1%
Sub-total	1,881	18.2%	1,966	18.6%	4.5%
Facility Operations					
23) Housing - Internal Block Affairs	991	9.6%	821	7.8%	-17.2%
23.1) Smoke-Free Policy	2	0.0%	2	0.0%	0.0%
24) Special Housing Units	557	5.4%	789	7.5%	41.7%
25) Search & Seizure/Frisky/Contraband	102	1.0%	138	1.3%	35.3%
25.1) Strip Search	3	0.0%	6	0.1%	100.0%
25.2) Strip Frisk	6	0.1%	10	0.1%	66.7%
25.3) Pat Frisk (Female)	0	0.0%	0	0.0%	-
26) Keeplock Policy & Procedure	85	0.8%	6	0.1%	-92.9%
27) Tier I and II Policy & Procedure	100	1.0%	60	0.6%	-40.0%
28) Tier III Policy & Procedure	141	1.4%	166	1.6%	17.7%
29) Property	251	2.4%	308	2.9%	22.7%
30) Package Room	828	8.0%	692	6.5%	-16.4%
31) Rules & Regulations	222	2.1%	205	1.9%	-7.7%
Sub-total	3,288	31.8%	3,203	30.3%	-2.6%
Administrative Services					
32) Industry	13	0.1%	9	0.1%	-30.8%
33) Personal Property Claims	118	1.1%	102	1.0%	-13.6%
34) State Issued Clothing and Hygiene Items	79	0.8%	66	0.6%	-16.5%
35) Commissary	190	1.8%	248	2.3%	30.5%
36) Incarcerated Individual Accounts	376	3.6%	386	3.6%	2.7%
37) Mess Hall	245	2.4%	225	2.1%	-8.2%
38) Laundry	16	0.2%	21	0.2%	31.3%
39) Facility Maintenance	99	1.0%	116	1.1%	17.2%
Sub-total	1,136	11.0%	1,173	11.1%	3.3%
Counsel					
40) Law Library	195	1.9%	198	1.9%	1.5%
41) Legal Mail	137	1.3%	92	0.9%	-32.8%
42) Legal Rights	110	1.1%	86	0.8%	-21.8%
43) Mandatory Court Surcharge	8	0.1%	17	0.2%	112.5%
Sub-total	450	4.4%	393	3.7%	-12.7%
Executive Direction					
44) Incarcerated Grievance Program	191	1.8%	143	1.4%	-25.1%
45) Temporary Release Committee	9	0.1%	4	0.0%	-55.6%
46) Inter-Facility Transfers	33	0.3%	45	0.4%	36.4%
47) Grooming Standards	6	0.1%	4	0.0%	-33.3%
48) Incarcerated Liaison Committee	8	0.1%	11	0.1%	37.5%
49) Staff Conduct	1,145	11.1%	1,442	13.6%	25.9%
49.1) Sexual Abuse	117	1.1%	141	1.3%	20.5%
49.2) Sexual Harassment	160	1.5%	192	1.8%	20.0%
50) Miscellaneous	625	6.1%	593	5.6%	-5.1%
Sub-total	2,294	22.2%	2,575	24.3%	12.2%
Grand Total	10,329	100.0%	10,584	100.0%	2.5%

Table 4. CORC Hearings, January-June 2021 & 2022, by Type

Grievance Type	2021		2022		% Chg
	#	%	#	%	
Program Services					
1) Program Committee	76	1.4%	30	1.3%	-60.5%
2) Incentive Wage Allowance	31	0.6%	8	0.3%	-74.2%
3) Correspondence	118	2.2%	47	2.0%	-60.2%
4) Phone Home Program	20	0.4%	7	0.3%	-65.0%
5) Visiting	45	0.8%	21	0.9%	-53.3%
6) Guidance Unit/Counseling	159	2.9%	72	3.1%	-54.7%
7) Recreation (TV, Yard, Movies, Radio, etc.)	30	0.6%	9	0.4%	-70.0%
8) Adult Basic Education	3	0.1%	0	0.0%	-100.0%
9) HSE/College Programs	11	0.2%	4	0.2%	-63.6%
10) Language Assistance Program	1	0.0%	1	0.0%	0.0%
11) Vocational Programs	7	0.1%	2	0.1%	-71.4%
12) Work Assignments	27	0.5%	9	0.4%	-66.7%
13) Hobby Shop/Arts & Crafts	2	0.0%	1	0.0%	-50.0%
14) Volunteer Services	0	0.0%	1	0.0%	-
15) Special Events/Organizations	8	0.1%	2	0.1%	-75.0%
16) Religion	77	1.4%	27	1.2%	-64.9%
17) Family Reunion Program	3	0.1%	7	0.3%	133.3%
18) Media Review	8	0.1%	2	0.1%	-75.0%
19) General Library	4	0.1%	3	0.1%	-25.0%
20) Alcohol and Substance Abuse Treatment	44	0.8%	30	1.3%	-31.8%
Sub-total	674	12.4%	283	12.2%	-58.0%
Health Services					
21) Dental	83	1.5%	35	1.5%	-57.8%
22) Medical	1,079	19.8%	525	22.7%	-51.3%
22.1) HIPAA (Health Information)	54	1.0%	30	1.3%	-44.4%
Sub-total	1,216	22.3%	590	25.5%	-51.5%
Facility Operations					
23) Housing - Internal Block Affairs	356	6.5%	133	5.7%	-62.6%
23.1) Smoke-Free Policy	3	0.1%	2	0.1%	-33.3%
24) Special Housing Units	208	3.8%	93	4.0%	-55.3%
25) Search & Seizure/Frisks/Contraband	57	1.0%	34	1.5%	-40.4%
25.1) Strip Search	2	0.0%	3	0.1%	50.0%
25.2) Strip Frisk	11	0.2%	1	0.0%	-90.9%
25.3) Pat Frisk (Female)	0	0.0%	0	0.0%	-
26) Keeplock Policy & Procedure	34	0.6%	3	0.1%	-91.2%
27) Tier I and II Policy & Procedure	23	0.4%	11	0.5%	-52.2%
28) Tier III Policy & Procedure	48	0.9%	14	0.6%	-70.8%
29) Property	81	1.5%	43	1.9%	-46.9%
30) Package Room	274	5.0%	138	6.0%	-49.6%
31) Rules & Regulations	198	3.6%	64	2.8%	-67.7%
Sub-total	1,295	23.8%	539	23.3%	-58.4%
Administrative Services					
32) Industry	12	0.2%	4	0.2%	-66.7%
33) Personal Property Claims	21	0.4%	5	0.2%	-76.2%
34) State Issued Clothing and Hygiene Items	25	0.5%	12	0.5%	-52.0%
35) Commissary	48	0.9%	34	1.5%	-29.2%
36) Incarcerated Individual Accounts	79	1.5%	48	2.1%	-39.2%
37) Mess Hall	108	2.0%	47	2.0%	-56.5%
38) Laundry	9	0.2%	5	0.2%	-44.4%
39) Facility Maintenance	72	1.3%	38	1.6%	-47.2%
Sub-total	374	6.9%	193	8.3%	-48.4%
Counsel					
40) Law Library	185	3.4%	47	2.0%	-74.6%
41) Legal Mail	147	2.7%	34	1.5%	-76.9%
42) Legal Rights	141	2.6%	49	2.1%	-65.2%
43) Mandatory Court Surcharge	8	0.1%	6	0.3%	-25.0%
Sub-total	481	8.8%	136	5.9%	-71.7%
Executive Direction					
44) Incarcerated Grievance Program	153	2.8%	46	2.0%	-69.9%
45) Temporary Release Committee	2	0.0%	0	0.0%	-100.0%
46) Inter-Facility Transfers	42	0.8%	13	0.6%	-69.0%
47) Grooming Standards	7	0.1%	1	0.0%	-85.7%
48) Incarcerated Liaison Committee	4	0.1%	3	0.1%	-25.0%
49) Staff Conduct	1,026	18.9%	446	19.3%	-56.5%
49.1) Sexual Abuse	0	0.0%	1	0.0%	-
49.2) Sexual Harassment	0	0.0%	1	0.0%	-
50) Miscellaneous	168	3.1%	63	2.7%	-62.5%
Sub-total	1,402	25.8%	574	24.8%	-59.1%
Grand Total	5,442	100.0%	2,315	100.0%	-57.5%