



Corrections and Community Supervision

Incarcerated Grievance Program

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 calendar year 2021 (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 2021, there were 20,929 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 2021. Tables 3-1, 3-2 (a-d) and 3-3 list the rate of grievances filed in 2021 by type and by facility per 1,000 incarcerated individuals.

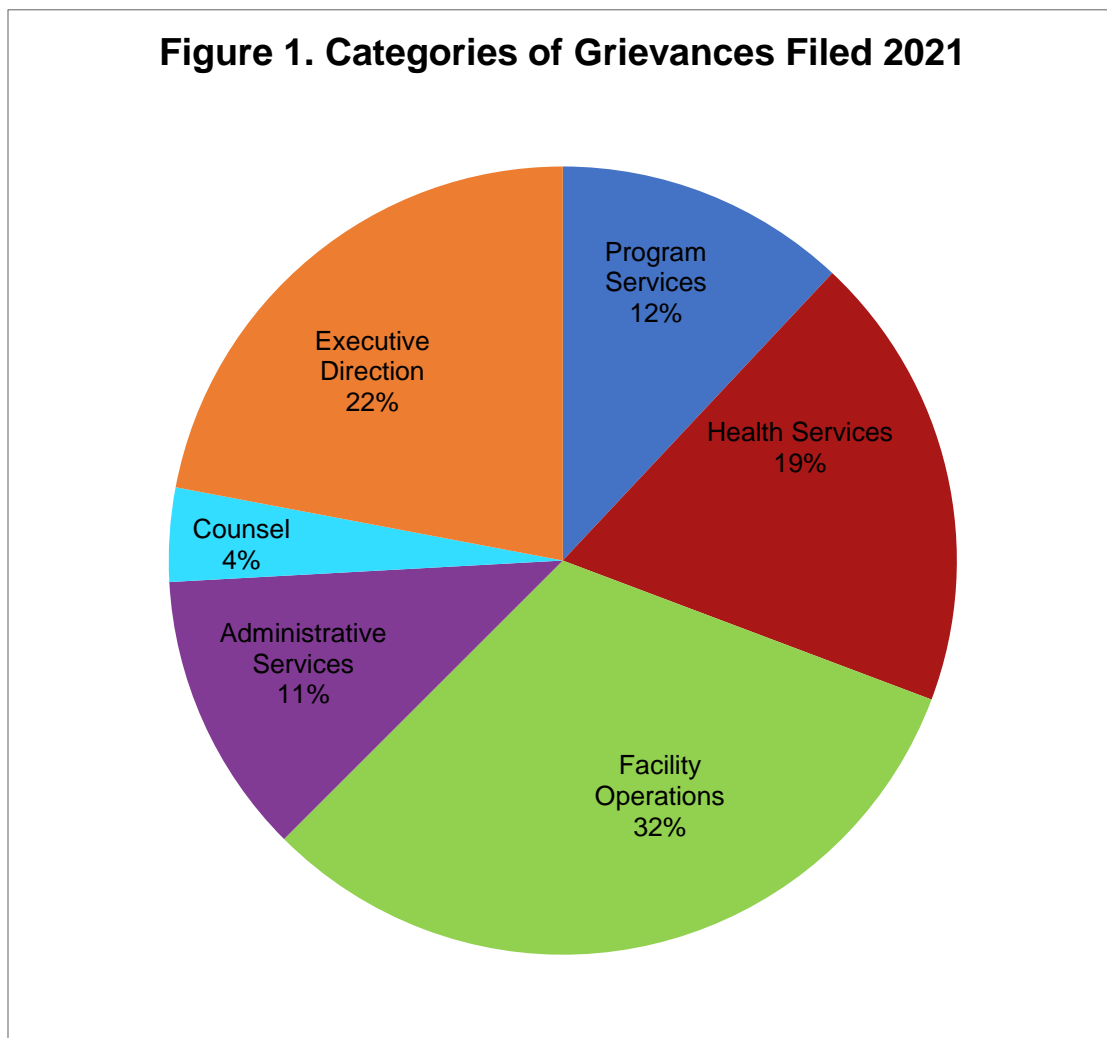


Table 1. Grievances Filed Statewide in 2021, by Type

Grievance Type	#	%
Program Services		
1) Program Committee	312	1.5%
2) Incentive Wage Allowance	84	0.4%
3) Correspondence	413	1.97%
4) Phone Home Program	70	0.3%
5) Visiting	182	0.9%
6) Guidance Unit/Counseling	558	2.7%
7) Recreation (TV, Yard, Movies, Radio, etc.)	203	1.0%
8) Adult Basic Education	16	0.1%
9) HSE/College Programs	24	0.1%
10) Language Assistance Program	2	0.0%
11) Vocational Programs	19	0.1%
12) Work Assignments	97	0.5%
13) Hobby Shop/Arts & Crafts	3	0.0%
14) Volunteer Services	0	0.0%
15) Special Events/Organizations	36	0.2%
16) Religion	246	1.2%
17) Family Reunion Program	23	0.1%
18) Media Review	45	0.2%
19) General Library	22	0.1%
20) Alcohol and Substance Abuse Treatment	154	0.7%
Sub-total	2,509	12.0%
Health Services		
21) Dental	292	1.4%
22) Medical	3,514	16.8%
22.1) HIPAA (Health Information)	118	0.6%
Sub-total	3,924	18.7%
Facility Operations		
23) Housing - Internal Block Affairs	1,796	8.6%
23.1) Smoke-Free Policy	5	0.0%
24) Special Housing Units	1,226	5.9%
25) Search & Seizure/Frisks/Contraband	234	1.1%
25.1) Strip Search	11	0.1%
25.2) Strip Frisk	15	0.1%
25.3) Pat Frisk (Female)	0	0.0%
26) Keeplock Policy & Procedure	129	0.6%
27) Tier I and II Policy & Procedure	206	1.0%
28) Tier III Policy & Procedure	287	1.4%
29) Property	627	3.0%
30) Package Room	1,677	8.0%
31) Rules & Regulations	436	2.1%
Sub-total	6,649	31.8%
Administrative Services		
32) Industry	26	0.1%
33) Personal Property Claims	243	1.2%
34) State Issued Clothing and Hygiene Items	184	0.9%
35) Commissary	394	1.9%
36) Incarcerated Individual Accounts	836	4.0%
37) Mess Hall	495	2.4%
38) Laundry	37	0.2%
39) Facility Maintenance	218	1.0%
Sub-total	2,433	11.6%
Counsel		
40) Law Library	359	1.7%
41) Legal Mail	222	1.1%
42) Legal Rights	211	1.0%
43) Mandatory Court Surcharge	13	0.1%
Sub-total	805	3.8%
Executive Direction		
44) Incarcerated Grievance Program	346	1.7%
45) Temporary Release Committee	13	0.1%
46) Inter-Facility Transfers	80	0.4%
47) Grooming Standards	21	0.1%
48) Incarcerated Liaison Committee	17	0.1%
49) Staff Conduct	2,366	11.3%
49.1) Sexual Abuse	206	1.0%
49.2) Sexual Harassment	312	1.5%
50) Miscellaneous	1,248	6.0%
Sub-total	4,609	22.0%
Grand Total	20,929	100.0%

Table 2-1. Grievances Filed at Maximum Security Facilities in 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
Program Services																		
1) Program Committee	36	15	3	21	0	0	21	29	28	20	24	3	14	0	8	0	7	229
2) Incentive Wage Allowance	7	2	2	5	0	1	1	16	0	0	30	0	2	0	0	0	0	66
3) Correspondence	52	17	7	29	1	1	9	9	63	18	12	6	10	8	6	31	19	298
4) Phone Home Program	10	3	3	3	0	0	2	1	10	1	5	1	0	4	8	0	1	52
5) Visiting	17	16	5	12	0	5	5	18	13	6	13	7	14	3	1	1	1	137
6) Guidance Unit/Counseling	42	14	3	17	0	5	30	7	45	25	26	8	8	8	5	59	15	317
7) Recreation (TV, Yard, Movies, Radio, etc.)	4	47	16	39	1	3	0	2	10	19	1	2	2	1	4	2	2	155
8) Adult Basic Education	2	3	0	2	0	1	0	0	2	0	0	0	0	1	0	0	0	11
9) HSE/College Programs	2	1	0	5	0	0	2	0	3	1	1	0	2	0	0	0	0	17
10) Language Assistance Program	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2
11) Vocational Programs	3	1	1	1	0	1	0	0	0	1	0	0	0	0	0	0	0	8
12) Work Assignments	8	10	4	8	0	1	7	2	3	0	0	2	6	6	1	0	3	61
13) Hobby Shop/Arts & Crafts	2	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	3
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15) Special Events/Organizations	0	7	0	1	0	0	2	0	1	1	11	0	2	0	0	0	0	25
16) Religion	35	11	6	8	1	3	4	9	13	29	22	1	9	2	2	9	12	176
17) Family Reunion Program	1	0	0	1	0	0	5	0	0	0	5	0	3	0	0	0	0	15
18) Media Review	3	0	0	8	0	0	2	2	7	0	5	0	0	1	0	1	2	31
19) General Library	7	1	0	2	0	0	0	0	0	4	0	0	0	0	1	4	0	19
20) Alcohol and Substance Abuse Treatment	21	8	0	11	0	0	6	6	4	5	8	0	2	0	1	0	0	72
Sub-total	253	156	50	173	3	21	96	101	203	131	163	30	74	34	37	107	62	1,694
Health Services																		
21) Dental	19	14	5	21	0	1	8	9	29	10	14	0	18	4	11	30	6	199
22) Medical	343	157	64	117	7	24	61	109	388	119	247	95	145	96	144	175	189	2,480
22.1) HIPAA (Health Information)	11	9	1	8	0	0	5	4	14	5	18	1	8	0	3	13	1	101
Sub-total	373	180	70	146	7	25	74	122	431	134	279	96	171	100	158	218	196	2,780

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Table 2-1. Grievances Filed at Maximum Security Facilities in 2021, by Type (Cont.)

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	404	48	123	41	2	12	24	71	198	163	122	13	98	28	35	12	63	1,457
23.1) Smoke-Free Policy	1	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	3
24) Special Housing Units	315	67	22	36	2	0	7	6	5	86	22	16	24	28	62	219	19	936
25) Search & Seizure/Frisks/Contraband	34	25	9	12	1	1	6	6	9	1	34	3	20	7	9	0	1	178
25.1) Strip Search	1	3	1	0	0	0	0	0	0	0	0	0	5	0	0	0	0	10
25.2) Strip Frisk	0	3	1	0	0	0	0	1	0	0	1	0	5	1	0	2	0	14
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	6	11	17	0	0	0	8	8	13	21	21	2	4	0	0	1	0	112
27) Tier I and II Policy & Procedure	5	18	3	22	0	0	8	0	17	12	11	2	6	0	17	4	1	126
28) Tier III Policy & Procedure	53	30	2	29	0	0	3	12	15	9	6	3	6	9	2	35	3	217
29) Property	100	65	2	32	1	3	7	19	19	29	45	7	45	3	21	70	8	476
30) Package Room	245	101	31	98	8	30	36	122	91	78	140	23	80	10	28	72	32	1,225
31) Rules & Regulations	8	96	15	10	5	0	19	22	34	6	47	39	5	5	9	0	2	322
Sub-total	1,172	467	226	280	19	46	118	267	401	405	449	108	299	91	184	415	129	5,076
Administrative Services																		
32) Industry	2	10	0	5	0	0	0	5	0	0	1	0	0	0	0	0	0	23
33) Personal Property Claims	27	26	5	9	0	0	6	16	45	8	6	7	13	1	3	7	3	182
34) State Issued Clothing and Hygiene Items	28	10	3	7	0	1	7	9	10	1	20	2	6	0	4	20	8	136
35) Commissary	84	15	9	25	0	4	15	16	30	55	13	4	8	1	8	15	14	316
36) Incarcerated Individual Accounts	136	57	5	48	0	11	26	41	137	39	73	6	23	9	12	36	16	675
37) Mess Hall	62	28	10	21	1	6	6	11	52	28	30	13	11	11	14	33	9	346
38) Laundry	7	0	1	0	0	0	2	2	2	5	2	0	1	1	1	3	2	29
39) Facility Maintenance	21	15	5	3	0	1	10	3	20	17	20	5	0	5	8	10	3	146
Sub-total	367	161	38	118	1	23	72	103	296	153	165	37	62	28	50	124	55	1,853
Counsel																		
40) Law Library	90	8	9	20	0	0	5	18	34	27	10	8	14	2	4	26	19	294
41) Legal Mail	39	14	1	27	1	2	9	9	22	3	11	1	3	6	2	6	7	163
42) Legal Rights	7	27	0	26	0	3	9	4	5	16	12	6	10	1	10	2	2	140
43) Mandatory Court Surcharge	0	0	0	4	0	1	1	3	1	0	0	0	0	0	0	0	0	10
Sub-total	136	49	10	77	1	6	24	34	62	46	33	15	27	9	16	34	28	607
Executive Direction																		
44) Incarcerated Grievance Program	65	10	2	45	0	1	8	14	24	13	6	6	5	6	9	15	34	263
45) Temporary Release Committee	0	0	0	0	0	0	0	0	0	1	0	0	0	2	0	0	0	3
46) Inter-Facility Transfers	9	4	0	15	0	0	2	0	5	0	2	1	1	4	1	0	0	44
47) Grooming Standards	2	0	0	1	0	0	0	3	1	4	1	0	1	1	1	0	1	16
48) Incarcerated Liaison Committee	0	0	1	5	0	0	0	0	3	1	0	1	1	0	1	0	0	13
49) Staff Conduct	240	95	20	104	25	35	35	44	114	68	140	62	122	60	42	233	95	1,534
49.1) Sexual Abuse	39	14	2	11	6	4	1	4	16	9	11	2	10	11	7	9	10	166
49.2) Sexual Harassment	37	16	14	9	2	5	5	0	20	11	15	11	11	11	6	21	19	213
50) Miscellaneous	176	22	39	83	0	72	24	99	74	54	11	1	90	1	43	31	30	850
Sub-total	568	161	78	273	33	117	75	164	257	161	186	84	241	96	110	309	189	3,102
Grand Total	2,869	1,174	472	1,067	64	238	459	791	1,650	1,030	1,275	370	874	358	555	1,207	659	15,112

Table 2-2a. Grievances Filed at Medium Security Facilities in 2021, 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	0	2	16	4	4	4	0	8	2	1	4	5	0	2
2) Incentive Wage Allowance	0	0	0	1	0	0	1	2	0	2	0	0	2	0	0
3) Correspondence	0	1	1	6	9	5	23	3	7	6	0	2	8	0	0
4) Phone Home Program	1	2	0	2	0	2	0	1	0	0	1	1	0	0	0
5) Visiting	0	0	1	0	0	5	5	3	0	0	0	1	4	0	0
6) Guidance Unit/Counseling	2	7	0	7	5	7	15	36	7	2	1	10	6	0	3
7) Recreation (TV, Yard, Movies, Radio, etc.)	2	3	1	2	1	1	4	6	5	3	0	1	2	0	0
8) Adult Basic Education	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0
9) HSE/College Programs	0	0	0	1	0	0	0	2	3	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	2	0	0	0	2	0	0	0	1	0	0	0
12) Work Assignments	0	2	0	0	0	1	3	4	1	0	0	2	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	2	0	0	1	0	1	1	0	0
16) Religion	1	3	0	4	4	3	7	2	8	3	0	3	4	0	1
17) Family Reunion Program	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
18) Media Review	1	0	0	1	0	0	2	0	2	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	2	0	12	5	3	4	2	7	8	0	1	6	0	0
Sub-total	8	20	5	54	29	31	72	63	49	27	3	28	42	0	6
Health Services															
21) Dental	1	3	0	3	3	11	7	5	6	3	0	10	5	0	1
22) Medical	8	59	2	26	20	28	123	82	67	30	2	43	50	4	8
22.1) HIPAA (Health Information)	0	1	0	1	0	1	0	2	0	1	0	0	2	0	0
Sub-total	9	63	2	30	23	40	130	89	73	34	2	53	57	4	9

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Table 2-2b. Grievances Filed at Medium Security Facilities in 2021, by Type (Cont.)

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
Facility Operations															
23) Housing - Internal Block Affairs	0	13	0	6	2	5	13	15	16	3	2	17	54	0	0
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
24) Special Housing Units	0	7	0	1	8	5	56	6	5	13	0	63	8	0	0
25) Search & Seizure/Frisks/Contraband	1	0	0	1	1	2	4	5	0	2	0	12	6	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	1	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	2	0	0	1	0	3	2	2	0	0	2	0	0	1
27) Tier I and II Policy & Procedure	0	5	1	5	6	1	1	2	3	2	0	7	13	4	0
28) Tier III Policy & Procedure	0	1	0	0	1	1	21	4	4	2	0	6	4	0	0
29) Property	0	1	0	1	0	5	32	18	15	18	0	9	7	0	2
30) Package Room	3	2	0	8	7	28	33	45	37	11	4	16	26	0	3
31) Rules & Regulations	1	1	1	1	0	3	7	0	8	2	0	10	21	0	2
Sub-total	5	32	2	23	26	50	171	98	90	53	6	142	139	4	8
Administrative Services															
32) Industry	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
33) Personal Property Claims	1	0	1	5	4	3	6	5	4	0	1	0	1	0	0
34) State Issued Clothing and Hygiene Items	1	1	0	0	0	5	10	2	2	0	0	1	6	1	0
35) Commissary	1	0	2	7	0	5	23	11	3	3	0	1	2	0	0
36) Incarcerated Individual Accounts	0	0	0	4	2	14	18	10	14	8	0	7	8	0	0
37) Mess Hall	1	7	0	1	1	0	17	12	12	7	0	12	5	3	1
38) Laundry	0	0	0	0	0	0	1	1	0	0	0	1	0	0	0
39) Facility Maintenance	0	10	0	0	1	1	5	2	1	0	0	3	4	0	0
Sub-total	4	18	3	17	8	28	80	43	36	18	1	25	26	4	2
Counsel															
40) Law Library	0	0	0	2	1	1	4	12	1	2	0	0	9	0	1
41) Legal Mail	1	0	1	2	0	0	2	5	6	2	1	5	4	1	0
42) Legal Rights	1	0	0	0	5	1	7	8	0	18	0	9	1	0	0
43) Mandatory Court Surcharge	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0
Sub-total	2	0	1	5	6	2	13	26	7	22	1	14	14	1	1
Executive Direction															
44) Incarcerated Grievance Program	1	2	1	2	1	1	14	1	4	0	1	4	6	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	1	3	0	3	0	0	8	2	3	0	0	1	1	0	0
47) Grooming Standards	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
48) Incarcerated Liaison Committee	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0
49) Staff Conduct	3	50	9	33	27	59	5	18	56	49	4	51	41	10	9
49.1) Sexual Abuse	0	1	0	2	1	0	0	6	2	2	0	4	0	0	3
49.2) Sexual Harassment	0	7	0	2	2	4	1	8	5	10	2	2	9	0	2
50) Miscellaneous	0	11	4	14	2	4	64	18	34	0	12	18	34	3	0
Sub-total	5	75	14	56	33	69	95	54	105	61	19	80	91	13	15
Grand Total	33	208	27	185	125	220	561	373	360	215	32	342	369	26	41

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Table 2-2c. Grievances Filed at Medium Security Facilities in 2021, by Type (Cont.)

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	1	4	0	5	2	1	0	0	4	2	0	4	5	82
2) Incentive Wage Allowance	1	0	0	0	6	0	0	1	0	2	0	0	0	0	18
3) Correspondence	5	4	2	1	9	5	5	0	0	2	2	0	7	2	115
4) Phone Home Program	1	0	0	0	0	0	0	1	0	4	0	1	1	0	18
5) Visiting	0	3	0	0	4	5	2	1	1	1	4	0	1	1	42
6) Guidance Unit/Counseling	19	28	2	0	12	7	9	0	4	3	6	0	30	8	236
7) Recreation (TV, Yard, Movies, Radio, etc.)	1	0	1	0	1	0	1	2	0	6	0	0	2	2	47
8) Adult Basic Education	0	0	0	0	1	1	0	0	0	0	0	0	1	0	5
9) HSE/College Programs	0	0	0	0	0	0	0	0	0	0	1	0	0	0	7
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11) Vocational Programs	0	1	0	0	1	0	0	0	0	4	0	0	0	0	11
12) Work Assignments	0	0	5	0	3	0	1	2	4	1	2	0	0	1	36
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	0	2	0	0	1	0	11
16) Religion	2	3	2	0	3	1	1	1	0	1	2	0	7	4	70
17) Family Reunion Program	0	0	0	0	0	0	0	0	0	4	0	0	3	0	8
18) Media Review	0	0	0	0	5	1	0	0	0	0	0	0	2	0	14
19) General Library	2	0	0	0	0	0	0	0	0	0	0	0	0	0	3
20) Alcohol and Substance Abuse Treatment	4	11	1	0	7	1	0	0	0	1	3	0	1	1	80
Sub-total	36	51	17	1	58	23	21	8	9	35	22	1	60	24	803
Health Services															
21) Dental	6	7	5	0	2	1	5	0	1	0	1	0	2	3	91
22) Medical	61	45	50	4	27	42	11	11	2	64	23	1	104	20	1,017
22.1) HIPAA (Health Information)	1	0	1	0	0	3	0	1	0	1	0	0	0	0	15
Sub-total	68	52	56	4	29	46	16	12	3	65	24	1	106	23	1,123

(continued on next page)

Table 2-2d. Grievances Filed at Medium Security Facilities in 2021, by Type (Cont.)

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	29	9	8	0	20	9	4	2	2	22	6	1	61	3	322
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2
24) Special Housing Units	28	16	1	0	57	0	0	0	0	1	4	0	9	2	290
25) Search & Seizure/Frisks/Contraband	1	0	1	0	3	5	0	0	1	4	0	0	6	0	55
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	1
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	3	0	17
27) Tier I and II Policy & Procedure	3	0	2	1	6	1	0	0	1	6	6	0	0	0	76
28) Tier III Policy & Procedure	2	11	1	0	5	0	0	0	0	1	1	0	1	2	68
29) Property	7	5	0	0	14	4	0	2	0	2	1	0	4	3	150
30) Package Room	20	18	14	0	52	23	2	5	4	9	10	0	56	14	450
31) Rules & Regulations	1	0	2	9	1	12	5	1	0	1	2	0	10	2	103
Sub-total	91	59	29	10	158	54	12	10	9	47	30	1	150	26	1,535
Administrative Services															
32) Industry	0	0	0	0	0	0	2	0	0	2	0	0	0	0	5
33) Personal Property Claims	3	1	2	0	1	4	3	0	7	3	1	0	5	2	63
34) State Issued Clothing and Hygiene Items	5	1	1	0	8	1	1	0	0	2	0	0	0	0	48
35) Commissary	3	0	1	0	4	4	0	0	1	0	2	0	1	3	77
36) Incarcerated Individual Accounts	25	3	1	1	10	3	0	0	2	2	8	0	6	9	155
37) Mess Hall	8	7	4	0	12	2	4	1	2	6	3	0	7	4	139
38) Laundry	2	0	2	0	0	0	0	0	0	0	0	0	0	0	7
39) Facility Maintenance	9	2	1	0	7	6	0	2	0	14	0	1	1	0	70
Sub-total	55	14	12	1	42	20	10	3	12	29	14	1	20	18	564
Counsel															
40) Law Library	6	2	3	0	5	0	1	0	0	4	1	0	5	3	63
41) Legal Mail	5	4	5	0	5	3	0	0	0	2	1	0	1	0	56
42) Legal Rights	2	4	0	0	1	2	5	1	0	5	1	0	3	0	74
43) Mandatory Court Surcharge	0	1	0	0	0	0	0	0	0	0	0	0	0	0	3
Sub-total	13	11	8	0	11	5	6	1	0	11	3	0	9	3	196
Executive Direction															
44) Incarcerated Grievance Program	4	6	1	0	1	9	3	0	0	7	1	0	10	1	81
45) Temporary Release Committee	0	0	0	1	1	0	0	0	0	0	0	0	0	1	7
46) Inter-Facility Transfers	0	0	0	0	2	2	1	0	0	4	1	0	3	0	35
47) Grooming Standards	1	0	2	0	0	0	0	0	0	0	1	0	0	0	5
48) Incarcerated Liaison Committee	0	0	0	0	1	0	0	0	0	0	0	0	0	0	4
49) Staff Conduct	28	115	15	1	25	42	28	10	12	25	31	0	16	12	784
49.1) Sexual Abuse	2	6	2	0	0	1	1	0	0	1	0	0	2	1	37
49.2) Sexual Harassment	4	14	1	0	1	6	6	0	1	0	0	0	7	4	98
50) Miscellaneous	17	23	2	0	11	19	2	0	3	29	3	0	37	30	394
Sub-total	56	164	23	2	42	79	41	10	16	66	37	0	75	49	1,445
Grand Total	319	351	145	18	340	227	106	44	49	253	130	4	420	143	5,666

Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities in 2021, 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	1	0	0	1	0	1	312
2) Incentive Wage Allowance	0	0	0	0	0	0	0	0	0	84
3) Correspondence	0	0	0	0	0	0	0	0	0	413
4) Phone Home Program	0	0	0	0	0	0	0	0	0	70
5) Visiting	1	0	1	1	0	0	1	1	3	182
6) Guidance Unit/Counseling	5	0	5	0	0	0	0	0	5	558
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	0	0	0	0	0	0	1	1	203
8) Adult Basic Education	0	0	0	0	0	0	0	0	0	16
9) HSE/College Programs	0	0	0	0	0	0	0	0	0	24
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	2
11) Vocational Programs	0	0	0	0	0	0	0	0	0	19
12) Work Assignments	0	0	0	0	0	0	0	0	0	97
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	0	3
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0
15) Special Events/Organizations	0	0	0	0	0	0	0	0	0	36
16) Religion	0	0	0	0	0	0	0	0	0	246
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	45
19) General Library	0	0	0	0	0	0	0	0	0	22
20) Alcohol and Substance Abuse Treatment	2	0	2	0	0	0	0	0	2	154
Sub-total	8	0	8	2	0	0	2	2	12	2,509
Health Services										
21) Dental	1	0	1	0	0	0	0	1	2	292
22) Medical	12	0	12	1	1	0	2	3	17	3,514
22.1) HIPAA (Health Information)	0	0	0	0	0	0	0	2	2	118
Sub-total	13	0	13	1	1	0	2	6	21	3,924

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Table 2-3. Grievances Filed at Shock, Minimum Security and Drug Treatment Facilities in 2021, by Type (Cont.)

Grievance Type	Lakeview Shock	Moriah Shock	Total Shock	Edgcombe	Queensboro	Rochester	Total Minimum	Willard DTC	Total Shock, Minimum & DTC	DOCCS Total
Facility Operations										
23) Housing - Internal Block Affairs	13	0	13	3	1	0	4	0	17	1,796
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	0	5
24) Special Housing Units	0	0	0	0	0	0	0	0	0	1,226
25) Search & Seizure/Frisks/Contraband	1	0	1	0	0	0	0	0	1	234
25.1) Strip Search	0	0	0	0	0	0	0	0	0	11
25.2) Strip Frisk	0	0	0	0	0	0	0	0	0	15
25.3) Pat Frisk (Female)	0	0	0	0	0	0	0	0	0	0
26) Keeplock Policy & Procedure	0	0	0	0	0	0	0	0	0	129
27) Tier I and II Policy & Procedure	4	0	4	0	0	0	0	0	4	206
28) Tier III Policy & Procedure	2	0	2	0	0	0	0	0	2	287
29) Property	0	0	0	1	0	0	1	0	1	627
30) Package Room	0	0	0	1	0	0	1	1	2	1,677
31) Rules & Regulations	7	0	7	3	0	0	3	1	11	436
Sub-total	27	0	27	8	1	0	9	2	38	6,649
Administrative Services										
32) Industry	0	0	0	0	0	0	0	0	0	26
33) Personal Property Claims	1	0	1	0	0	0	0	0	1	243
34) State Issued Clothing and Hygiene Items	0	0	0	0	0	0	0	0	0	184
35) Commissary	0	0	0	0	0	0	0	0	0	394
36) Incarcerated Individual Accounts	0	0	0	2	0	0	2	0	2	836
37) Mess Hall	3	0	3	6	0	0	6	1	10	495
38) Laundry	0	0	0	1	0	0	1	0	1	37
39) Facility Maintenance	1	0	1	0	0	0	0	1	2	218
Sub-total	5	0	5	9	0	0	9	2	16	2,433
Counsel										
40) Law Library	1	0	1	0	0	0	0	0	1	359
41) Legal Mail	0	0	0	0	0	0	0	0	0	222
42) Legal Rights	0	0	0	1	0	0	1	0	1	211
43) Mandatory Court Surcharge	0	0	0	0	0	0	0	0	0	13
Sub-total	1	0	1	1	0	0	1	0	2	805
Executive Direction										
44) Incarcerated Grievance Program	1	0	1	0	0	0	0	1	2	346
45) Temporary Release Committee	0	0	0	2	1	0	3	0	3	13
46) Inter-Facility Transfers	1	0	1	0	0	0	0	0	1	80
47) Grooming Standards	0	0	0	0	0	0	0	0	0	21
48) Incarcerated Liaison Committee	0	0	0	0	0	0	0	0	0	17
49) Staff Conduct	18	0	18	3	1	0	4	26	48	2,366
49.1) Sexual Abuse	2	0	2	0	0	0	0	1	3	206
49.2) Sexual Harassment	0	0	0	1	0	0	1	0	1	312
50) Miscellaneous	1	0	1	1	0	0	1	2	4	1,248
Sub-total	23	0	23	7	2	0	9	30	62	4,609
Grand Total	77	0	77	28	4	0	32	42	151	20,929

Table 3-1. Grievances Filed per 1,000 Incarcerated Individuals at Maximum Security Facilities in 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
Program Services																		
1) Program Committee	21.7	15.4	5.7	13.1	0.0	0.0	26.9	24.3	29.2	15.1	16.2	7.6	11.4	0.0	19.5	0.0	10.4	14.8
2) Incentive Wage Allowance	4.2	2.1	3.8	3.1	0.0	1.5	1.3	13.4	0.0	0.0	20.2	0.0	1.6	0.0	0.0	0.0	0.0	4.3
3) Correspondence	31.3	17.5	13.2	18.1	1.6	1.5	11.5	7.6	65.8	13.6	8.1	15.2	8.1	21.8	14.6	55.3	28.2	19.3
4) Phone Home Program	6.0	3.1	5.7	1.9	0.0	0.0	2.6	0.8	10.4	0.8	3.4	2.5	0.0	10.9	19.5	0.0	1.5	3.4
5) Visiting	10.2	16.5	9.4	7.5	0.0	7.4	6.4	15.1	13.6	4.5	8.7	17.8	11.4	8.2	2.4	1.8	1.5	8.9
6) Guidance Unit/Counseling	25.3	14.4	5.7	10.6	0.0	7.4	38.5	5.9	47.0	18.9	17.5	20.3	6.5	21.8	12.2	105.2	22.3	20.5
7) Recreation (TV, Yard, Movies, Radio, etc.)	2.4	48.4	30.2	24.3	1.6	4.5	0.0	1.7	10.4	14.4	0.7	5.1	1.6	2.7	9.8	3.6	3.0	10.0
8) Adult Basic Education	1.2	3.1	0.0	1.2	0.0	1.5	0.0	0.0	2.1	0.0	0.0	0.0	0.0	2.7	0.0	0.0	0.0	0.7
9) HSE/College Programs	1.2	1.0	0.0	3.1	0.0	0.0	2.6	0.0	3.1	0.8	0.7	0.0	1.6	0.0	0.0	0.0	0.0	1.1
10) Language Assistance Program	0.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1
11) Vocational Programs	1.8	1.0	1.9	0.6	0.0	1.5	0.0	0.0	0.0	0.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.5
12) Work Assignments	4.8	10.3	7.5	5.0	0.0	1.5	9.0	1.7	3.1	0.0	0.0	5.1	4.9	16.3	2.4	0.0	4.5	4.0
13) Hobby Shop/Arts & Crafts	1.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.8	0.0	0.0	0.0	0.0	0.0	0.0	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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
15) Special Events/Organizations	0.0	7.2	0.0	0.6	0.0	0.0	2.6	0.0	1.0	0.8	7.4	0.0	1.6	0.0	0.0	0.0	0.0	1.6
16) Religion	21.1	11.3	11.3	5.0	1.6	4.5	5.1	7.6	13.6	21.9	14.8	2.5	7.3	5.4	4.9	16.0	17.8	11.4
17) Family Reunion Program	0.6	0.0	0.0	0.6	0.0	0.0	6.4	0.0	0.0	0.0	3.4	0.0	2.4	0.0	0.0	0.0	0.0	1.0
18) Media Review	1.8	0.0	0.0	5.0	0.0	0.0	2.6	1.7	7.3	0.0	3.4	0.0	0.0	2.7	0.0	1.8	3.0	2.0
19) General Library	4.2	1.0	0.0	1.2	0.0	0.0	0.0	0.0	0.0	3.0	0.0	0.0	0.0	0.0	2.4	7.1	0.0	1.2
20) Alcohol and Substance Abuse Treatment	12.6	8.2	0.0	6.9	0.0	0.0	7.7	5.0	4.2	3.8	5.4	0.0	1.6	0.0	2.4	0.0	0.0	4.7
Sub-total	152.2	160.7	94.3	107.9	4.8	31.3	123.1	84.7	211.9	99.0	109.7	76.1	60.1	92.6	90.2	190.7	92.1	109.7
Health Services																		
21) Dental	11.4	14.4	9.4	13.1	0.0	1.5	10.3	7.6	30.3	7.6	9.4	0.0	14.6	10.9	26.8	53.5	8.9	12.9
22) Medical	206.4	161.7	120.8	73.0	11.1	35.7	78.2	91.4	405.0	89.9	166.2	241.1	117.7	261.6	351.2	311.9	280.8	160.6
22.1) HIPAA (Health Information)	6.6	9.3	1.9	5.0	0.0	0.0	6.4	3.4	14.6	3.8	12.1	2.5	6.5	0.0	7.3	23.2	1.5	6.5
Sub-total	224.4	185.4	132.1	91.1	11.1	37.2	94.9	102.3	449.9	101.3	187.8	243.7	138.8	272.5	385.4	388.6	291.2	180.0

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Table 3-1. Grievances Filed per 1,000 Incarcerated Individuals at Maximum Security Facilities in 2021, by Type (Cont.)

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	243.1	49.4	232.1	25.6	3.2	17.9	30.8	59.6	206.7	123.2	82.1	33.0	79.5	76.3	85.4	21.4	93.6	94.3
23.1) Smoke-Free Policy	0.6	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	2.4	0.0	0.0	0.2
24) Special Housing Units	189.5	69.0	41.5	22.5	3.2	0.0	9.0	5.0	5.2	65.0	14.8	40.6	19.5	76.3	151.2	390.4	28.2	60.6
25) Search & Seizure/Frisky/Contraband	20.5	25.7	17.0	7.5	1.6	1.5	7.7	5.0	9.4	0.8	22.9	7.6	16.2	19.1	22.0	0.0	1.5	11.5
25.1) Strip Search	0.6	3.1	1.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.1	0.0	0.0	0.0	0.0	0.6
25.2) Strip Frisk	0.0	3.1	1.9	0.0	0.0	0.0	0.0	0.8	0.0	0.0	0.7	0.0	4.1	2.7	0.0	3.6	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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
26) Keelock Policy & Procedure	3.6	11.3	32.1	0.0	0.0	0.0	10.3	6.7	13.6	15.9	14.1	5.1	3.2	0.0	0.0	1.8	0.0	7.3
27) Tier I and II Policy & Procedure	3.0	18.5	5.7	13.7	0.0	0.0	10.3	0.0	17.7	9.1	7.4	5.1	4.9	0.0	41.5	7.1	1.5	8.2
28) Tier III Policy & Procedure	31.9	30.9	3.8	18.1	0.0	0.0	3.8	10.1	15.7	6.8	4.0	7.6	4.9	24.5	4.9	62.4	4.5	14.1
29) Property	60.2	66.9	3.8	20.0	1.6	4.5	9.0	15.9	19.8	21.9	30.3	17.8	36.5	8.2	51.2	124.8	11.9	30.8
30) Package Room	147.4	104.0	58.5	61.1	12.7	44.6	46.2	102.3	95.0	59.0	94.2	58.4	64.9	27.2	68.3	128.3	47.5	79.3
31) Rules & Regulations	4.8	98.9	28.3	6.2	7.9	0.0	24.4	18.5	35.5	4.5	31.6	99.0	4.1	13.6	22.0	0.0	3.0	20.9
Sub-total	705.2	480.9	426.4	174.7	30.2	68.5	151.3	224.0	418.6	306.1	302.2	274.1	242.7	248.0	448.8	739.8	191.7	328.7
Administrative Services																		
32) Industry	1.2	10.3	0.0	3.1	0.0	0.0	0.0	4.2	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	1.5
33) Personal Property Claims	16.2	26.8	9.4	5.6	0.0	0.0	7.7	13.4	47.0	6.0	4.0	17.8	10.6	2.7	7.3	12.5	4.5	11.8
34) State Issued Clothing and Hygiene Items	16.8	10.3	5.7	4.4	0.0	1.5	9.0	7.6	10.4	0.8	13.5	5.1	4.9	0.0	9.8	35.7	11.9	8.8
35) Commissary	50.5	15.4	17.0	15.6	0.0	6.0	19.2	13.4	31.3	41.6	8.7	10.2	6.5	2.7	19.5	26.7	20.8	20.5
36) Incarcerated Individual Accounts	81.8	58.7	9.4	29.9	0.0	16.4	33.3	34.4	143.0	29.5	49.1	15.2	18.7	24.5	29.3	64.2	23.8	43.7
37) Mess Hall	37.3	28.8	18.9	13.1	1.6	8.9	7.7	9.2	54.3	21.2	20.2	33.0	8.9	30.0	34.1	58.8	13.4	22.4
38) Laundry	4.2	0.0	1.9	0.0	0.0	0.0	2.6	1.7	2.1	3.8	1.3	0.0	0.8	2.7	2.4	5.3	3.0	1.9
39) Facility Maintenance	12.6	15.4	9.4	1.9	0.0	1.5	12.8	2.5	20.9	12.8	13.5	12.7	0.0	13.6	19.5	17.8	4.5	9.5
Sub-total	220.8	165.8	71.7	73.6	1.6	34.2	92.3	86.4	309.0	115.6	111.0	93.9	50.3	76.3	122.0	221.0	81.7	120.0
Counsel																		
40) Law Library	54.2	8.2	17.0	12.5	0.0	0.0	6.4	15.1	35.5	20.4	6.7	20.3	11.4	5.4	9.8	46.3	28.2	19.0
41) Legal Mail	23.5	14.4	1.9	16.8	1.6	3.0	11.5	7.6	23.0	2.3	7.4	2.5	2.4	16.3	4.9	10.7	10.4	10.6
42) Legal Rights	4.2	27.8	0.0	16.2	0.0	4.5	11.5	3.4	5.2	12.1	8.1	15.2	8.1	2.7	24.4	3.6	3.0	9.1
43) Mandatory Court Surcharge	0.0	0.0	0.0	2.5	0.0	1.5	1.3	2.5	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6
Sub-total	81.8	50.5	18.9	48.0	1.6	8.9	30.8	28.5	64.7	34.8	22.2	38.1	21.9	24.5	39.0	60.6	41.6	39.3
Executive Direction																		
44) Incarcerated Grievance Program	39.1	10.3	3.8	28.1	0.0	1.5	10.3	11.7	25.1	9.8	4.0	15.2	4.1	16.3	22.0	26.7	50.5	17.0
45) Temporary Release Committee	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	5.4	0.0	0.0	0.0	0.2
46) Inter-Facility Transfers	5.4	4.1	0.0	9.4	0.0	0.0	2.6	0.0	5.2	0.0	1.3	2.5	0.8	10.9	2.4	0.0	0.0	2.8
47) Grooming Standards	1.2	0.0	0.0	0.6	0.0	0.0	0.0	2.5	1.0	3.0	0.7	0.0	0.8	2.7	2.4	0.0	1.5	1.0
48) Incarcerated Liaison Committee	0.0	0.0	1.9	3.1	0.0	0.0	0.0	0.0	3.1	0.8	0.0	2.5	0.8	0.0	2.4	0.0	0.0	0.8
49) Staff Conduct	144.4	97.8	37.7	64.9	39.7	52.1	44.9	36.9	119.0	51.4	94.2	157.4	99.0	163.5	102.4	415.3	141.2	99.3
49.1) Sexual Abuse	23.5	14.4	3.8	6.9	9.5	6.0	1.3	3.4	16.7	6.8	7.4	5.1	8.1	30.0	17.1	16.0	14.9	10.7
49.2) Sexual Harassment	22.3	16.5	26.4	5.6	3.2	7.4	6.4	0.0	20.9	8.3	10.1	27.9	8.9	30.0	14.6	37.4	28.2	13.8
50) Miscellaneous	105.9	22.7	73.6	51.8	0.0	107.1	30.8	83.1	77.2	40.8	7.4	2.5	73.1	2.7	104.9	55.3	44.6	55.0
Sub-total	341.8	165.8	147.2	170.3	52.5	174.1	96.2	137.6	268.3	121.7	125.2	213.2	195.6	261.6	268.3	550.8	280.8	200.9
Grand Total	1,726.2	1,209.1	890.6	665.6	101.7	354.2	588.5	663.6	1,722.3	778.5	858.0	939.1	709.4	975.5	1,353.7	2,151.5	979.2	978.6

Table 3-2a. Grievances Filed per 1,000 Incarcerated Individuals at Medium Security Facilities in 2021, 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	9.7	0.0	14.6	24.6	9.5	7.0	5.4	0.0	10.1	4.1	11.9	4.1	7.1	0.0	34.5
2) Incentive Wage Allowance	0.0	0.0	0.0	1.5	0.0	0.0	1.4	1.6	0.0	4.1	0.0	0.0	2.9	0.0	0.0
3) Correspondence	0.0	2.3	7.3	9.2	21.4	8.7	31.2	2.5	8.8	12.3	0.0	2.1	11.4	0.0	0.0
4) Phone Home Program	9.7	4.6	0.0	3.1	0.0	3.5	0.0	0.8	0.0	0.0	11.9	1.0	0.0	0.0	0.0
5) Visiting	0.0	0.0	7.3	0.0	0.0	8.7	6.8	2.5	0.0	0.0	0.0	1.0	5.7	0.0	0.0
6) Guidance Unit/Counseling	19.4	16.1	0.0	10.8	11.9	12.2	20.3	29.5	8.8	4.1	11.9	10.3	8.6	0.0	51.7
7) Recreation (TV, Yard, Movies, Radio, etc.)	19.4	6.9	7.3	3.1	2.4	1.7	5.4	4.9	6.3	6.2	0.0	1.0	2.9	0.0	0.0
8) Adult Basic Education	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.3	0.0	0.0	1.0	0.0	0.0	0.0
9) HSE/College Programs	0.0	0.0	0.0	1.5	0.0	0.0	0.0	1.6	3.8	0.0	0.0	0.0	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	0.0	0.0	0.0	0.0	0.0
11) Vocational Programs	0.0	0.0	0.0	3.1	0.0	0.0	0.0	1.6	0.0	0.0	0.0	1.0	0.0	0.0	0.0
12) Work Assignments	0.0	4.6	0.0	0.0	0.0	1.7	4.1	3.3	1.3	0.0	0.0	2.1	5.7	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	2.4	0.0	2.7	0.0	0.0	2.1	0.0	1.0	1.4	0.0	0.0
16) Religion	9.7	6.9	0.0	6.2	9.5	5.2	9.5	1.6	10.1	6.2	0.0	3.1	5.7	0.0	17.2
17) Family Reunion Program	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
18) Media Review	9.7	0.0	0.0	1.5	0.0	0.0	2.7	0.0	2.5	0.0	0.0	0.0	0.0	0.0	0.0
19) General Library	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
20) Alcohol and Substance Abuse Treatment	0.0	4.6	0.0	18.5	11.9	5.2	5.4	1.6	8.8	16.5	0.0	1.0	8.6	0.0	0.0
Sub-total	77.7	45.9	36.5	83.1	69.0	54.1	97.6	51.6	61.8	55.6	35.7	28.8	59.9	0.0	103.4
Health Services															
21) Dental	9.7	6.9	0.0	4.6	7.1	19.2	9.5	4.1	7.6	6.2	0.0	10.3	7.1	0.0	17.2
22) Medical	77.7	135.3	14.6	40.0	47.6	48.9	166.7	67.2	84.5	61.7	23.8	44.2	71.3	18.3	137.9
22.1) HIPAA (Health Information)	0.0	2.3	0.0	1.5	0.0	1.7	0.0	1.6	0.0	2.1	0.0	0.0	2.9	0.0	0.0
Sub-total	87.4	144.5	14.6	46.2	54.8	69.8	176.2	72.9	92.1	70.0	23.8	54.5	81.3	18.3	155.2

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Table 3-2b. Grievances Filed per 1,000 Incarcerated Individuals at Medium Security Facilities in 2021, by Type (Cont.)

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
Facility Operations															
23) Housing - Internal Block Affairs	0.0	29.8	0.0	9.2	4.8	8.7	17.6	12.3	20.2	6.2	23.8	17.5	77.0	0.0	0.0
23.1) Smoke-Free Policy	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
24) Special Housing Units	0.0	16.1	0.0	1.5	19.0	8.7	75.9	4.9	6.3	26.7	0.0	64.8	11.4	0.0	0.0
25) Search & Seizure/Frisks/Contraband	9.7	0.0	0.0	1.5	2.4	3.5	5.4	4.1	0.0	4.1	0.0	12.3	8.6	0.0	0.0
25.1) Strip Search	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	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	0.8	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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
26) Keeplock Policy & Procedure	0.0	4.6	0.0	0.0	2.4	0.0	4.1	1.6	2.5	0.0	0.0	2.1	0.0	0.0	17.2
27) Tier I and II Policy & Procedure	0.0	11.5	7.3	7.7	14.3	1.7	1.4	1.6	3.8	4.1	0.0	7.2	18.5	18.3	0.0
28) Tier III Policy & Procedure	0.0	2.3	0.0	0.0	2.4	1.7	28.5	3.3	5.0	4.1	0.0	6.2	5.7	0.0	0.0
29) Property	0.0	2.3	0.0	1.5	0.0	8.7	43.4	14.7	18.9	37.0	0.0	9.3	10.0	0.0	34.5
30) Package Room	29.1	4.6	0.0	12.3	16.7	48.9	44.7	36.9	46.7	22.6	47.6	16.5	37.1	0.0	51.7
31) Rules & Regulations	9.7	2.3	7.3	1.5	0.0	5.2	9.5	0.0	10.1	4.1	0.0	10.3	30.0	0.0	34.5
Sub-total	48.5	73.4	14.6	35.4	61.9	87.3	231.7	80.3	113.5	109.1	71.4	146.1	198.3	18.3	137.9
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	17.2
33) Personal Property Claims	9.7	0.0	7.3	7.7	9.5	5.2	8.1	4.1	5.0	0.0	11.9	0.0	1.4	0.0	0.0
34) State Issued Clothing and Hygiene Items	9.7	2.3	0.0	0.0	0.0	8.7	13.6	1.6	2.5	0.0	0.0	1.0	8.6	4.6	0.0
35) Commissary	9.7	0.0	14.6	10.8	0.0	8.7	31.2	9.0	3.8	6.2	0.0	1.0	2.9	0.0	0.0
36) Incarcerated Individual Accounts	0.0	0.0	0.0	6.2	4.8	24.4	24.4	8.2	17.7	16.5	0.0	7.2	11.4	0.0	0.0
37) Mess Hall	9.7	16.1	0.0	1.5	2.4	0.0	23.0	9.8	15.1	14.4	0.0	12.3	7.1	13.8	17.2
38) Laundry	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.8	0.0	0.0	0.0	1.0	0.0	0.0	0.0
39) Facility Maintenance	0.0	22.9	0.0	0.0	2.4	1.7	6.8	1.6	1.3	0.0	0.0	3.1	5.7	0.0	0.0
Sub-total	38.8	41.3	21.9	26.2	19.0	48.9	108.4	35.2	45.4	37.0	11.9	25.7	37.1	18.3	34.5
Counsel															
40) Law Library	0.0	0.0	0.0	3.1	2.4	1.7	5.4	9.8	1.3	4.1	0.0	0.0	12.8	0.0	17.2
41) Legal Mail	9.7	0.0	7.3	3.1	0.0	0.0	2.7	4.1	7.6	4.1	11.9	5.1	5.7	4.6	0.0
42) Legal Rights	9.7	0.0	0.0	0.0	11.9	1.7	9.5	6.6	0.0	37.0	0.0	9.3	1.4	0.0	0.0
43) Mandatory Court Surcharge	0.0	0.0	0.0	1.5	0.0	0.0	0.0	0.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Sub-total	19.4	0.0	7.3	7.7	14.3	3.5	17.6	21.3	8.8	45.3	11.9	14.4	20.0	4.6	17.2
Executive Direction															
44) Incarcerated Grievance Program	9.7	4.6	7.3	3.1	2.4	1.7	19.0	0.8	5.0	0.0	11.9	4.1	8.6	0.0	0.0
45) Temporary Release Committee	0.0	0.0	0.0	0.0	0.0	1.7	1.4	0.0	1.3	0.0	0.0	0.0	0.0	0.0	17.2
46) Inter-Facility Transfers	9.7	6.9	0.0	4.6	0.0	0.0	10.8	1.6	3.8	0.0	0.0	1.0	1.4	0.0	0.0
47) Grooming Standards	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0
48) Incarcerated Liaison Committee	0.0	2.3	0.0	0.0	0.0	0.0	2.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
49) Staff Conduct	29.1	114.7	65.7	50.8	64.3	103.0	6.8	14.7	70.6	100.8	47.6	52.5	58.5	45.9	155.2
49.1) Sexual Abuse	0.0	2.3	0.0	3.1	2.4	0.0	0.0	4.9	2.5	4.1	0.0	4.1	0.0	0.0	51.7
49.2) Sexual Harassment	0.0	16.1	0.0	3.1	4.8	7.0	1.4	6.6	6.3	20.6	23.8	2.1	12.8	0.0	34.5
50) Miscellaneous	0.0	25.2	29.2	21.5	4.8	7.0	86.7	14.7	42.9	0.0	142.9	18.5	48.5	13.8	0.0
Sub-total	48.5	172.0	102.2	86.2	78.6	120.4	128.7	44.2	132.4	125.5	226.2	82.3	129.8	59.6	258.6
Grand Total	320.4	477.1	197.1	284.6	297.6	383.9	760.2	305.5	454.0	442.4	381.0	351.9	526.4	119.3	706.9

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Table 3-2c. Grievances Filed per 1,000 Incarcerated Individuals at Medium Security Facilities in 2021, by Type (Cont.)

Grievance Type	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Wallkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Program Services															
1) Program Committee	1.3	0.9	4.3	0.0	10.5	4.2	2.5	0.0	0.0	10.4	3.7	0.0	6.0	5.5	5.5
2) Incentive Wage Allowance	1.3	0.0	0.0	0.0	12.6	0.0	0.0	25.6	0.0	5.2	0.0	0.0	0.0	0.0	1.2
3) Correspondence	6.6	3.6	2.2	5.3	18.8	10.4	12.4	0.0	0.0	5.2	3.7	0.0	10.5	2.2	7.8
4) Phone Home Program	1.3	0.0	0.0	0.0	0.0	0.0	0.0	25.6	0.0	10.4	0.0	37.0	1.5	0.0	1.2
5) Visiting	0.0	2.7	0.0	0.0	8.4	10.4	5.0	25.6	3.0	2.6	7.4	0.0	1.5	1.1	2.8
6) Guidance Unit/Counseling	24.9	25.3	2.2	0.0	25.1	14.6	22.3	0.0	11.9	7.8	11.1	0.0	45.2	8.9	15.9
7) Recreation (TV, Yard, Movies, Radio, etc.)	1.3	0.0	1.1	0.0	2.1	0.0	2.5	51.3	0.0	15.5	0.0	0.0	3.0	2.2	3.2
8) Adult Basic Education	0.0	0.0	0.0	0.0	2.1	2.1	0.0	0.0	0.0	0.0	0.0	0.0	1.5	0.0	0.3
9) HSE/College Programs	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.9	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	0.0	0.0	0.0	0.0	0.0	0.0
11) Vocational Programs	0.0	0.9	0.0	0.0	2.1	0.0	0.0	0.0	0.0	10.4	0.0	0.0	0.0	0.0	0.7
12) Work Assignments	0.0	0.0	5.4	0.0	6.3	0.0	2.5	51.3	11.9	2.6	3.7	0.0	0.0	1.1	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	0.0	0.0	0.0	0.0	0.0
15) Special Events/Organizations	0.0	0.0	0.0	0.0	2.1	0.0	2.5	0.0	0.0	5.2	0.0	0.0	1.5	0.0	0.7
16) Religion	2.6	2.7	2.2	0.0	6.3	2.1	2.5	25.6	0.0	2.6	3.7	0.0	10.5	4.4	4.7
17) Family Reunion Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	10.4	0.0	0.0	4.5	0.0	0.5
18) Media Review	0.0	0.0	0.0	0.0	10.5	2.1	0.0	0.0	0.0	0.0	0.0	0.0	3.0	0.0	0.9
19) General Library	2.6	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
20) Alcohol and Substance Abuse Treatment	5.2	9.9	1.1	0.0	14.6	2.1	0.0	0.0	0.0	2.6	5.6	0.0	1.5	1.1	5.4
Sub-total	47.2	46.0	18.4	5.3	121.3	48.0	52.1	205.1	26.9	90.7	40.7	37.0	90.4	26.6	54.2
Health Services															
21) Dental	7.9	6.3	5.4	0.0	4.2	2.1	12.4	0.0	3.0	0.0	1.9	0.0	3.0	3.3	6.1
22) Medical	80.1	40.6	54.1	21.1	56.5	87.7	27.3	282.1	6.0	165.8	42.6	37.0	156.6	22.1	68.6
22.1) HIPAA (Health Information)	1.3	0.0	1.1	0.0	0.0	6.3	0.0	25.6	0.0	2.6	0.0	0.0	0.0	0.0	1.0
Sub-total	89.2	46.9	60.6	21.1	60.7	96.0	39.7	307.7	9.0	168.4	44.4	37.0	159.6	25.5	75.7

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Table 3-2d. Grievances Filed per 1,000 Incarcerated Individuals at Medium Security Facilities in 2021, by Type (Cont.)

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	38.1	8.1	8.7	0.0	41.8	18.8	9.9	51.3	6.0	57.0	11.1	37.0	91.9	3.3	21.7
23.1) Smoke-Free Policy	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.6	0.0	0.0	0.0	0.0	0.1
24) Special Housing Units	36.7	14.4	1.1	0.0	119.2	0.0	0.0	0.0	0.0	2.6	7.4	0.0	13.6	2.2	19.6
25) Search & Seizure/Frisks/Contraband	1.3	0.0	1.1	0.0	6.3	10.4	0.0	0.0	3.0	10.4	0.0	0.0	9.0	0.0	3.7
25.1) Strip Search	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.0	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	2.5	0.0	0.0	0.0	0.0	0.0	4.5	0.0	1.1
27) Tier I and II Policy & Procedure	3.9	0.0	2.2	5.3	12.6	2.1	0.0	0.0	3.0	15.5	11.1	0.0	0.0	0.0	5.1
28) Tier III Policy & Procedure	2.6	9.9	1.1	0.0	10.5	0.0	0.0	0.0	0.0	2.6	1.9	0.0	1.5	2.2	4.6
29) Property	9.2	4.5	0.0	0.0	29.3	8.4	0.0	51.3	0.0	5.2	1.9	0.0	6.0	3.3	10.1
30) Package Room	26.2	16.2	15.2	0.0	108.8	48.0	5.0	128.2	11.9	23.3	18.5	0.0	84.3	15.5	30.3
31) Rules & Regulations	1.3	0.0	2.2	47.4	2.1	25.1	12.4	25.6	0.0	2.6	3.7	0.0	15.1	2.2	6.9
Sub-total	119.4	53.2	31.4	52.6	330.5	112.7	29.8	256.4	26.9	121.8	55.6	37.0	225.9	28.8	103.5
Administrative Services															
32) Industry	0.0	0.0	0.0	0.0	0.0	0.0	5.0	0.0	0.0	5.2	0.0	0.0	0.0	0.0	0.3
33) Personal Property Claims	3.9	0.9	2.2	0.0	2.1	8.4	7.4	0.0	20.9	7.8	1.9	0.0	7.5	2.2	4.2
34) State Issued Clothing and Hygiene Items	6.6	0.9	1.1	0.0	16.7	2.1	2.5	0.0	0.0	5.2	0.0	0.0	0.0	0.0	3.2
35) Commissary	3.9	0.0	1.1	0.0	8.4	8.4	0.0	0.0	3.0	0.0	3.7	0.0	1.5	3.3	5.2
36) Incarcerated Individual Accounts	32.8	2.7	1.1	5.3	20.9	6.3	0.0	0.0	6.0	5.2	14.8	0.0	9.0	10.0	10.5
37) Mess Hall	10.5	6.3	4.3	0.0	25.1	4.2	9.9	25.6	6.0	15.5	5.6	0.0	10.5	4.4	9.4
38) Laundry	2.6	0.0	2.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.5
39) Facility Maintenance	11.8	1.8	1.1	0.0	14.6	12.5	0.0	51.3	0.0	36.3	0.0	37.0	1.5	0.0	4.7
Sub-total	72.2	12.6	13.0	5.3	87.9	41.8	24.8	76.9	35.8	75.1	25.9	37.0	30.1	19.9	38.0
Counsel															
40) Law Library	7.9	1.8	3.2	0.0	10.5	0.0	2.5	0.0	0.0	10.4	1.9	0.0	7.5	3.3	4.2
41) Legal Mail	6.6	3.6	5.4	0.0	10.5	6.3	0.0	0.0	0.0	5.2	1.9	0.0	1.5	0.0	3.8
42) Legal Rights	2.6	3.6	0.0	0.0	2.1	4.2	12.4	25.6	0.0	13.0	1.9	0.0	4.5	0.0	5.0
43) Mandatory Court Surcharge	0.0	0.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
Sub-total	17.1	9.9	8.7	0.0	23.0	10.4	14.9	25.6	0.0	28.5	5.6	0.0	13.6	3.3	13.2
Executive Direction															
44) Incarcerated Grievance Program	5.2	5.4	1.1	0.0	2.1	18.8	7.4	0.0	0.0	18.1	1.9	0.0	15.1	1.1	5.5
45) Temporary Release Committee	0.0	0.0	0.0	5.3	2.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.1	0.5
46) Inter-Facility Transfers	0.0	0.0	0.0	0.0	4.2	4.2	2.5	0.0	0.0	10.4	1.9	0.0	4.5	0.0	2.4
47) Grooming Standards	1.3	0.0	2.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.9	0.0	0.0	0.0	0.3
48) Incarcerated Liaison Committee	0.0	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	0.3
49) Staff Conduct	36.7	103.8	16.2	5.3	52.3	87.7	69.5	256.4	35.8	64.8	57.4	0.0	24.1	13.3	52.9
49.1) Sexual Abuse	2.6	5.4	2.2	0.0	0.0	2.1	2.5	0.0	0.0	2.6	0.0	0.0	3.0	1.1	2.5
49.2) Sexual Harassment	5.2	12.6	1.1	0.0	2.1	12.5	14.9	0.0	3.0	0.0	0.0	0.0	10.5	4.4	6.6
50) Miscellaneous	22.3	20.8	2.2	0.0	23.0	39.7	5.0	0.0	9.0	75.1	5.6	0.0	55.7	33.2	26.6
Sub-total	73.5	148.0	24.9	10.5	87.9	164.9	101.7	256.4	47.8	171.0	68.5	0.0	113.0	54.3	97.5
Grand Total	418.6	316.8	156.9	94.7	711.3	473.9	263.0	1,128.2	146.3	655.4	240.7	148.1	632.5	158.4	382.1

Table 3-3. Grievances Filed per 1,000 Incarcerated Individuals at Shock, Minimum Security and Drug Treatment Facilities in 2021, 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	21.3	0.0	0.0	4.0	0.0	1.3	10.1
2) Incentive Wage Allowance	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.7
3) Correspondence	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	13.3
4) Phone Home Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.3
5) Visiting	3.3	0.0	2.7	21.3	0.0	0.0	4.0	6.6	3.9	5.9
6) Guidance Unit/Counseling	16.7	0.0	13.7	0.0	0.0	0.0	0.0	0.0	6.5	18.0
7) Recreation (TV, Yard, Movies, Radio, etc.)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.6	1.3	6.5
8) Adult Basic Education	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.5
9) HSE/College Programs	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.8
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	0.0	0.0	0.6
12) Work Assignments	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.1
13) Hobby Shop/Arts & Crafts	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1
14) Volunteer Services	0.0	0.0	0.0	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	0.0	0.0	0.0	0.0	0.0	1.2
16) Religion	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	7.9
17) Family Reunion Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7
18) Media Review	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.4
19) General Library	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7
20) Alcohol and Substance Abuse Treatment	6.7	0.0	5.5	0.0	0.0	0.0	0.0	0.0	2.6	5.0
Sub-total	26.7	0.0	21.9	42.6	0.0	0.0	8.0	13.2	15.6	80.8
Health Services										
21) Dental	3.3	0.0	2.7	0.0	0.0	0.0	0.0	6.6	2.6	9.4
22) Medical	40.0	0.0	32.9	21.3	6.3	0.0	8.0	19.7	22.2	113.2
22.1) HIPAA (Health Information)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	13.2	2.6	3.8
Sub-total	43.3	0.0	35.6	21.3	6.3	0.0	8.0	39.5	27.4	126.4

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Table 3-3. Grievances Filed per 1,000 Incarcerated Individuals at Shock, Minimum Security and Drug Treatment Facilities in 2021, 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	43.3	0.0	35.6	63.8	6.3	0.0	16.0	0.0	22.2	57.9
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	39.5
25) Search & Seizure/Frisks/Contraband	3.3	0.0	2.7	0.0	0.0	0.0	0.0	0.0	1.3	7.5
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	0.5
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	0.0	0.0	4.2
27) Tier I and II Policy & Procedure	13.3	0.0	11.0	0.0	0.0	0.0	0.0	0.0	5.2	6.6
28) Tier III Policy & Procedure	6.7	0.0	5.5	0.0	0.0	0.0	0.0	0.0	2.6	9.2
29) Property	0.0	0.0	0.0	21.3	0.0	0.0	4.0	0.0	1.3	20.2
30) Package Room	0.0	0.0	0.0	21.3	0.0	0.0	4.0	6.6	2.6	54.0
31) Rules & Regulations	23.3	0.0	19.2	63.8	0.0	0.0	12.0	6.6	14.3	14.0
Sub-total	90.0	0.0	74.0	170.2	6.3	0.0	36.0	13.2	49.5	214.2
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	3.3	0.0	2.7	0.0	0.0	0.0	0.0	0.0	1.3	7.8
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	5.9
35) Commissary	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	12.7
36) Incarcerated Individual Accounts	0.0	0.0	0.0	42.6	0.0	0.0	8.0	0.0	2.6	26.9
37) Mess Hall	10.0	0.0	8.2	127.7	0.0	0.0	24.0	6.6	13.0	15.9
38) Laundry	0.0	0.0	0.0	21.3	0.0	0.0	4.0	0.0	1.3	1.2
39) Facility Maintenance	3.3	0.0	2.7	0.0	0.0	0.0	0.0	6.6	2.6	7.0
Sub-total	16.7	0.0	13.7	191.5	0.0	0.0	36.0	13.2	20.9	78.4
Counsel										
40) Law Library	3.3	0.0	2.7	0.0	0.0	0.0	0.0	0.0	1.3	11.6
41) Legal Mail	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	7.2
42) Legal Rights	0.0	0.0	0.0	21.3	0.0	0.0	4.0	0.0	1.3	6.8
43) Mandatory Court Surcharge	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.4
Sub-total	3.3	0.0	2.7	21.3	0.0	0.0	4.0	0.0	2.6	25.9
Executive Direction										
44) Incarcerated Grievance Program	3.3	0.0	2.7	0.0	0.0	0.0	0.0	6.6	2.6	11.1
45) Temporary Release Committee	0.0	0.0	0.0	42.6	6.3	0.0	12.0	0.0	3.9	0.4
46) Inter-Facility Transfers	3.3	0.0	2.7	0.0	0.0	0.0	0.0	0.0	1.3	2.6
47) Grooming Standards	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7
48) Incarcerated Liaison Committee	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.5
49) Staff Conduct	60.0	0.0	49.3	63.8	6.3	0.0	16.0	171.1	62.6	76.2
49.1) Sexual Abuse	6.7	0.0	5.5	0.0	0.0	0.0	0.0	6.6	3.9	6.6
49.2) Sexual Harassment	0.0	0.0	0.0	21.3	0.0	0.0	4.0	0.0	1.3	10.1
50) Miscellaneous	3.3	0.0	2.7	21.3	0.0	0.0	4.0	13.2	5.2	40.2
Sub-total	76.7	0.0	63.0	148.9	12.5	0.0	36.0	197.4	80.8	148.5
Grand Total	256.7	0.0	211.0	595.7	25.0	0.0	128.0	276.3	196.9	674.3

Table 4 compares the number of grievances filed at facilities in 2020 and 2021. There were 20,929 grievances filed in 2021, a decrease of 630 (or -2.9%) from the 21,559 filed in 2020. Maximum security facilities saw a net increase of 253 grievances (or 1.7%), increasing from 14,859 in 2020 to 15,112 in 2021. Medium security facilities saw a net decrease of 663 grievances (or -10.5%), decreasing from 6,329 in 2020 to 5,666 in 2021. Shock facilities saw a net decrease of 116 grievances (or -60.1%), decreasing from 193 to 77; minimum security facilities decreased from 43 in 2020 to 32 in 2021, a net decrease of 11 grievances (or -25.6%); and drug treatment facilities decreased from 135 in 2020 to 42 in 2021, a net decrease of 93 grievances (or -68.9%).

Table 4. Grievances Filed at Facilities in 2020 & 2021, by Category, by Security Level

Correctional Facility	Program Services		Health Services		Facility Operations		Administrative Services		Counsel		Executive Direction		Total Grievances			
	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	Chg	% Chg
Maximum Security																
Attica	159	253	234	373	946	1,172	269	367	120	136	438	568	2,166	2,869	703	32.5%
Auburn	124	156	182	180	434	467	81	161	80	49	191	161	1,092	1,174	82	7.5%
Bedford Hills	39	50	64	70	189	226	35	38	28	10	79	78	434	472	38	8.8%
Clinton	236	173	165	146	459	280	128	118	80	77	340	273	1,408	1,067	-341	-24.2%
Coxsackie	2	3	5	7	11	19	2	1	2	1	28	33	50	64	14	28.0%
Downstate	17	21	19	25	59	46	29	23	3	6	88	117	215	238	23	10.7%
Eastern	135	96	91	74	161	118	96	72	50	24	99	75	632	459	-173	-27.4%
Elmira	174	101	164	122	347	267	96	103	63	34	195	164	1,039	791	-248	-23.9%
Five Points	185	203	516	431	320	401	136	296	43	62	217	257	1,417	1,650	233	16.4%
Great Meadow	113	131	144	134	329	405	79	153	38	46	137	161	840	1,030	190	22.6%
Green Haven	227	163	311	279	453	449	199	165	37	33	218	186	1,445	1,275	-170	-11.8%
Shawangunk	53	30	87	96	166	108	35	37	20	15	70	84	431	370	-61	-14.2%
Sing Sing	84	74	153	171	231	299	49	62	38	27	209	241	764	874	110	14.4%
Southport	40	34	94	100	162	91	37	28	13	9	119	96	465	358	-107	-23.0%
Sullivan	66	37	211	158	243	184	93	50	69	16	157	110	839	555	-284	-33.8%
Upstate	90	107	247	218	296	415	94	124	42	34	247	309	1,016	1,207	191	18.8%
Wende	95	62	142	196	139	129	48	55	35	28	147	189	606	659	53	8.7%
Total Maximum Security	1,839	1,694	2,829	2,780	4,945	5,076	1,506	1,853	761	607	2,979	3,102	14,859	15,112	253	1.7%

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Table 4. Grievances Filed at Facilities in 2020 & 2021, by Category, by Security Level (Cont.)

Correctional Facility	Program Services		Health Services		Facility Operations		Administrative Services		Counsel		Executive Direction		Total Grievances			
	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	Chg	% Chg
Medium Security																
Adirondack	5	8	8	9	13	5	9	4	3	2	17	5	55	33	-22	-40.0%
Albion	34	20	48	63	39	32	24	18	4	0	88	75	237	208	-29	-12.2%
Altona	9	5	4	2	7	2	1	3	0	1	22	14	43	27	-16	-37.2%
Bare Hill	42	54	58	30	23	23	14	17	5	5	67	56	209	185	-24	-11.5%
Cape Vincent	35	29	20	23	54	26	14	8	8	6	37	33	168	125	-43	-25.6%
Cayuga	24	31	22	40	20	50	11	28	0	2	48	69	125	220	95	76.0%
Collins	40	72	91	130	131	171	24	80	13	13	75	95	374	561	187	50.0%
Fishkill	87	63	83	89	73	98	26	43	18	26	65	54	352	373	21	6.0%
Franklin	75	49	138	73	115	90	43	36	18	7	201	105	590	360	-230	-39.0%
Gouverneur	30	27	38	34	131	53	19	18	33	22	91	61	342	215	-127	-37.1%
Gowanda*	64	3	28	2	158	6	41	1	19	1	109	19	419	32	-387	-92.4%
Greene	52	28	67	53	159	142	23	25	26	14	113	80	440	342	-98	-22.3%
Groveland	34	42	44	57	93	139	15	26	6	14	77	91	269	369	100	37.2%
Hale Creek	5	0	6	4	2	4	0	4	0	1	17	13	30	26	-4	-15.4%
Hudson	0	6	8	9	5	8	5	2	1	1	8	15	27	41	14	34.1%
Marcy	64	36	129	68	148	91	86	55	31	13	23	56	481	319	-162	-50.8%
Midstate	54	51	77	52	50	59	17	14	8	11	110	164	316	351	35	10.0%
Mohawk	32	17	68	56	15	29	9	12	14	8	34	23	172	145	-27	-18.6%
Ogdensburg	0	1	2	4	7	10	2	1	0	0	5	2	16	18	2	12.5%
Orleans	61	58	44	29	141	158	32	42	12	11	44	42	334	340	6	1.8%
Otisville	26	23	48	46	59	54	5	20	1	5	46	79	185	227	42	22.7%
Riverview	23	21	16	16	20	12	7	10	6	6	55	41	127	106	-21	-16.5%
Taconic	1	8	3	12	7	10	0	3	0	1	1	10	12	44	32	266.7%
Ulster	4	9	31	3	28	9	17	12	1	0	45	16	126	49	-77	-61.1%
Wallkill	35	35	35	65	29	47	19	29	7	11	31	66	156	253	97	62.2%
Washington	30	22	32	24	26	30	9	14	3	3	62	37	162	130	-32	-19.8%
Watertown*	5	1	2	1	15	1	6	1	1	0	19	0	48	4	-44	-91.7%
Woodbourne	62	60	63	106	75	150	12	20	20	9	55	75	287	420	133	46.3%
Wyoming	39	24	55	23	56	26	14	18	5	3	58	49	227	143	-84	-37.0%
Total Medium Security	972	803	1,268	1,123	1,699	1,535	504	564	263	196	1,623	1,445	6,329	5,666	-663	-10.5%
Shock																
Lakeview Shock	16	8	22	13	63	27	37	5	3	1	52	23	193	77	-116	-60.1%
Moriah Shock	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-
Total Shock	16	8	22	13	63	27	37	5	3	1	52	23	193	77	-116	-60.1%
Minimum Security																
Edgecombe	3	2	5	1	5	8	5	9	2	1	3	7	23	28	5	21.7%
Queensboro	0	0	9	1	0	1	2	0	0	0	9	2	20	4	-16	-80.0%
Rochester	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-
Total Minimum Security	3	2	14	2	5	9	7	9	2	1	12	9	43	32	-11	-25.6%
Willard DTC	19	2	23	6	18	2	14	2	0	0	61	30	135	42	-93	-68.9%
DOCCS Total	2,849	2,509	4,156	3,924	6,730	6,649	2,068	2,433	1,029	805	4,727	4,609	21,559	20,929	-630	-2.9%

*Gowanda and Watertown Correctional Facilities closed on March 30, 2021.

Grievance Outcomes

Tables 5-1, 5-2 and 5-3 below detail the outcomes of grievances in 2021 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 4,920 grievances (32.6%) 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 1,778 grievances (31.4%) 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 20,929 grievances filed statewide in 2021, 180 were withdrawn and 3,109 were informally resolved. In addition, 16,608 complaints were resolved by facility grievance staff through non-calendared contacts with incarcerated individuals without a formal grievance being filed. Any grievances designated a Code 25.1 or 25.2 are automatically forwarded to the Superintendent upon filing and do not have an IGRC hearing (similar to staff conduct grievances).

Of the 8,507 grievances heard at the IGRC level only, 1,877 were dismissed and closed; 2,233 had a favorable outcome to the incarcerated individual; and 4,397 had an unfavorable outcome to the incarcerated individual. Of the 9,133 grievances reviewed by facility Superintendents, 2,845 were not heard by the IGRC because they either alleged harassment, unlawful discrimination, staff misconduct, or violations of the Department's strip search/frisk policy, or they exceeded the time frame for an IGRC hearing. In addition, 4,620 were appealed to the Superintendent subsequent to the IGRC hearing; 1,378 were referred to the Superintendent following an IGRC hearing; and 290 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 9,133 total grievances reviewed by Superintendents statewide, 1,214 (13.3%) were found favorable to the incarcerated individual while 7,919 were found unfavorable. Of the 7,755 grievances that were passed through, appealed or deadlocked, 706 had a favorable outcome to the incarcerated individual and 7,049 had an unfavorable outcome to the incarcerated individual. Likewise, of the 1,378 grievances that were referred to the Superintendent, 508 had a favorable outcome while 870 had an unfavorable outcome.

Overall, 6,736 (32.2%) grievances filed statewide in 2021 had favorable outcomes to the incarcerated individual while 14,193 had unfavorable outcomes.

Table 5-1. Grievance Outcomes at Maximum Security Facilities in 2021

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	2,869	1,174	472	1,067	64	238	459	791	1,650	1,030	1,275	370	874	358	555	1,207	659	15,112
Withdrawn	0	6	0	0	0	0	4	1	1	1	2	0	60	0	0	4	0	79
Informally Resolved	614	168	107	133	12	30	101	115	226	218	195	66	14	30	86	88	32	2,235
Heard by IGRC Only	1,651	367	165	382	8	90	113	415	695	493	448	60	378	189	133	556	344	6,487
Favorable (No Appeal)	478	170	56	11	3	53	44	185	15	90	363	28	94	101	0	49	61	1,801
Unfavorable (No Appeal)	1,128	81	80	251	5	22	52	172	475	169	0	1	256	64	99	394	173	3,422
Dismissed	45	116	29	120	0	15	17	58	205	234	85	31	28	24	34	113	110	1,264
Reviewed by Superintendent	604	633	200	552	44	118	241	260	728	318	630	244	422	139	336	559	283	6,311
Passed Through- Not Heard by IGRC	282	116	41	112	26	41	53	61	128	120	182	68	183	62	52	250	98	1,875
Heard by IGRC, Appealed to Superintendent	197	512	68	420	17	58	125	54	580	141	104	66	136	69	269	309	140	3,265
Heard by IGRC, Referred to Superintendent	122	5	91	4	1	17	61	98	18	55	248	101	61	8	0	0	36	926
Heard by IGRC, Deadlocked	3	0	0	16	0	2	2	47	2	2	96	9	42	0	15	0	9	245
Superintendent Outcomes																		
<i>Passed Through, Appealed, or Deadlocked</i>	<i>482</i>	<i>628</i>	<i>109</i>	<i>548</i>	<i>43</i>	<i>101</i>	<i>180</i>	<i>162</i>	<i>710</i>	<i>263</i>	<i>382</i>	<i>143</i>	<i>361</i>	<i>131</i>	<i>336</i>	<i>559</i>	<i>247</i>	<i>5,385</i>
Favorable	35	256	8	18	1	9	14	27	4	17	15	29	4	15	1	4	3	460
Unfavorable	447	372	101	530	42	92	166	135	706	246	367	114	357	116	335	555	244	4,925
<i>Referred to Superintendent</i>	<i>122</i>	<i>5</i>	<i>91</i>	<i>4</i>	<i>1</i>	<i>17</i>	<i>61</i>	<i>98</i>	<i>18</i>	<i>55</i>	<i>248</i>	<i>101</i>	<i>61</i>	<i>8</i>	<i>0</i>	<i>0</i>	<i>36</i>	<i>926</i>
Favorable	67	0	23	0	0	4	43	50	5	46	35	54	12	2	0	0	4	345
Unfavorable	55	5	68	4	1	13	18	48	13	9	213	47	49	6	0	0	32	581
Total Superintendent Outcomes	604	633	200	552	44	118	241	260	728	318	630	244	422	139	336	559	283	6,311
Favorable	102	256	31	18	1	13	57	77	9	63	50	83	16	17	1	4	7	805
Unfavorable	502	377	169	534	43	105	184	183	719	255	580	161	406	122	335	555	276	5,506
Percent Favorable	16.9%	40.4%	15.5%	3.3%	2.3%	11.0%	23.7%	29.6%	1.2%	19.8%	7.9%	34.0%	3.8%	12.2%	0.3%	0.7%	2.5%	12.8%
All Grievance Outcomes																		
Favorable (includes withdrawn & informally resolved)	1,194	600	194	162	16	96	206	378	251	372	610	177	184	148	87	145	100	4,920
Unfavorable (includes dismissed)	1,675	574	278	905	48	142	253	413	1,399	658	665	193	690	210	468	1,062	559	10,192
Percent Favorable	41.6%	51.1%	41.1%	15.2%	25.0%	40.3%	44.9%	47.8%	15.2%	36.1%	47.8%	47.8%	21.1%	41.3%	15.7%	12.0%	15.2%	32.6%
Appealed or Passed Through to CORC	599	305	108	360	14	67	165	172	389	153	323	119	201	99	177	291	273	3,815
Non-Calendared Contacts	339	314	1,095	68	1,262	370	471	383	204	831	774	11	872	2,566	100	78	547	10,285

Table 5-2. Grievance Outcomes at Medium Security Facilities in 2021

Outcome Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Gowanda	Greene	Groveland	Hale Creek	Hudson
Total Grievances	33	208	27	185	125	220	561	373	360	215	32	342	369	26	41
Withdrawn	0	2	0	1	0	0	0	25	0	19	0	0	30	0	0
Informally Resolved	6	23	2	33	49	63	21	6	108	45	5	55	33	2	14
Heard by IGRC Only	7	66	5	43	14	73	328	156	104	56	6	171	172	11	3
Favorable (No Appeal)	0	19	0	0	0	49	114	23	0	2	2	4	16	0	2
Unfavorable (No Appeal)	6	37	5	34	14	22	126	98	97	44	4	12	72	2	1
Dismissed	1	10	0	9	0	2	88	35	7	10	0	155	84	9	0
Reviewed by Superintendent	20	117	20	108	62	84	212	186	148	95	21	116	134	13	24
Passed Through- Not Heard by IGRC	3	52	11	33	28	64	16	18	59	50	21	66	42	11	9
Heard by IGRC, Appealed to Superintendent	17	42	7	75	34	9	180	95	89	45	0	36	71	1	12
Heard by IGRC, Referred to Superintendent	0	22	2	0	0	11	16	72	0	0	0	14	14	0	3
Heard by IGRC, Deadlocked	0	1	0	0	0	0	0	1	0	0	0	0	7	1	0
Superintendent Outcomes															
<i>Passed Through, Appealed, or Deadlocked</i>	20	95	18	108	62	73	196	114	148	95	21	102	120	13	21
Favorable	0	12	0	1	0	25	71	6	1	0	4	28	6	3	5
Unfavorable	20	83	18	107	62	48	125	108	147	95	17	74	114	10	16
<i>Referred to Superintendent</i>	0	22	2	0	0	11	16	72	0	0	0	14	14	0	3
Favorable	0	15	2	0	0	9	9	8	0	0	0	1	6	0	2
Unfavorable	0	7	0	0	0	2	7	64	0	0	0	13	8	0	1
Total Superintendent Outcomes	20	117	20	108	62	84	212	186	148	95	21	116	134	13	24
Favorable	0	27	2	1	0	34	80	14	1	0	4	29	12	3	7
Unfavorable	20	90	18	107	62	50	132	172	147	95	17	87	122	10	17
Percent Favorable	0.0%	23.1%	10.0%	0.9%	0.0%	40.5%	37.7%	7.5%	0.7%	0.0%	19.0%	25.0%	9.0%	23.1%	29.2%
All Grievance Outcomes															
Favorable (includes withdrawn and informally resolved)	6	71	4	35	49	146	215	68	109	66	11	88	91	5	23
Unfavorable (includes dismissed)	27	137	23	150	76	74	346	305	251	149	21	254	278	21	18
Percent Favorable	18.2%	34.1%	14.8%	18.9%	39.2%	66.4%	38.3%	18.2%	30.3%	30.7%	34.4%	25.7%	24.7%	19.2%	56.1%
Appealed or Passed Through to CORC	15	61	11	60	31	39	88	76	88	40	12	50	79	6	5
Non-Calendarated Contacts	60	273	17	63	73	55	224	211	167	147	4	582	50	18	57

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Table 5-2. Grievance Outcomes at Medium Security Facilities in 2021 (Cont.)

Outcome Type	Marcy	Midstate	Mohawk	Ogdensburg	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Watertown	Woodbourne	Wyoming	Total Medium Security
Total Grievances	319	351	145	18	340	227	106	44	49	253	130	4	420	143	5,666
Withdrawn	8	0	0	0	0	3	13	0	0	0	0	0	0	0	101
Informally Resolved	47	0	21	2	105	44	7	6	8	23	16	0	73	30	847
Heard by IGRC Only	174	106	53	6	120	42	30	17	11	16	46	3	69	72	1,980
Favorable (No Appeal)	45	24	26	0	31	14	0	1	0	8	1	0	26	18	425
Unfavorable (No Appeal)	81	82	8	6	74	22	23	4	11	1	21	0	2	45	954
Dismissed	48	0	19	0	15	6	7	12	0	7	24	3	41	9	601
Reviewed by Superintendent	90	245	71	10	115	138	56	21	30	214	68	1	278	41	2,738
Passed Through- Not Heard by IGRC	33	135	18	1	25	49	28	9	14	25	33	0	46	12	911
Heard by IGRC, Appealed to Superintendent	39	68	14	9	70	75	27	7	9	128	20	1	134	23	1,337
Heard by IGRC, Referred to Superintendent	17	42	39	0	19	13	1	5	7	37	7	0	98	6	445
Heard by IGRC, Deadlocked	1	0	0	0	1	1	0	0	0	24	8	0	0	0	45
Superintendent Outcomes															
<i>Passed Through, Appealed, or Deadlocked</i>	73	203	32	10	96	125	55	16	23	177	61	1	180	35	2,293
Favorable	0	15	1	0	8	10	0	1	0	40	0	0	5	0	242
Unfavorable	73	188	31	10	88	115	55	15	23	137	61	1	175	35	2,051
<i>Referred to Superintendent</i>	17	42	39	0	19	13	1	5	7	37	7	0	98	6	445
Favorable	4	33	21	0	9	8	1	1	0	18	0	0	11	5	163
Unfavorable	13	9	18	0	10	5	0	4	7	19	7	0	87	1	282
Total Superintendent Outcomes	90	245	71	10	115	138	56	21	30	214	68	1	278	41	2,738
Favorable	4	48	22	0	17	18	1	2	0	58	0	0	16	5	405
Unfavorable	86	197	49	10	98	120	55	19	30	156	68	1	262	36	2,333
Percent Favorable	4.4%	19.6%	31.0%	0.0%	14.8%	13.0%	1.8%	9.5%	0.0%	27.1%	0.0%	0.0%	5.8%	12.2%	14.8%
All Grievance Outcomes															
Favorable (includes withdrawn and informally resolved)	104	72	69	2	153	79	21	9	8	89	17	0	115	53	1,778
Unfavorable (includes dismissed)	215	279	76	16	187	148	85	35	41	164	113	4	305	90	3,888
Percent Favorable	32.6%	20.5%	47.6%	11.1%	45.0%	34.8%	19.8%	20.5%	16.3%	35.2%	13.1%	0.0%	27.4%	37.1%	31.4%
Appealed or Passed Through to CORC	33	100	25	7	57	74	26	13	15	158	25	1	135	35	1,365
Non-Calendared Contacts	26	1,073	1,172	11	294	128	126	118	96	119	130	0	696	78	6,068

Table 5-3. Grievance Outcomes at Shock, Minimum Security and Drug Treatment Facilities in 2021

Outcome Type	Lakeview Shock	Moriah Shock	Total Shock	Edgecombe	Queensboro	Rochester	Total Minimum Security	Willard DTC	Total Shock, Minimum & DTC	DOCCS Total
Total Grievances	77	0	77	28	4	0	32	42	151	20,929
Withdrawn	0	0	0	0	0	0	0	0	0	180
Informally Resolved	6	0	6	18	0	0	18	3	27	3,109
Heard by IGRC Only	33	0	33	0	0	0	0	7	40	8,507
Favorable (No Appeal)	7	0	7	0	0	0	0	0	7	2,233
Unfavorable (No Appeal)	14	0	14	0	0	0	0	7	21	4,397
Dismissed	12	0	12	0	0	0	0	0	12	1,877
Reviewed by Superintendent	38	0	38	10	4	0	14	32	84	9,133
Passed Through- Not Heard by IGRC	19	0	19	10	4	0	14	26	59	2,845
Heard by IGRC, Appealed to Superintendent	13	0	13	0	0	0	0	5	18	4,620
Heard by IGRC, Referred to Superintendent	6	0	6	0	0	0	0	1	7	1,378
Heard by IGRC, Deadlocked	0	0	0	0	0	0	0	0	0	290
Superintendent Outcomes										
<i>Passed Through, Appealed, or Deadlocked</i>	32	0	32	10	4	0	14	31	77	7,755
Favorable	3	0	3	1	0	0	1	0	4	706
Unfavorable	29	0	29	9	4	0	13	31	73	7,049
<i>Referred to Superintendent</i>	6	0	6	0	0	0	0	1	7	1,378
Favorable	0	0	0	0	0	0	0	0	0	508
Unfavorable	6	0	6	0	0	0	0	1	7	870
Total Superintendent Outcomes	38	0	38	10	4	0	14	32	84	9,133
Favorable	3	0	3	1	0	0	1	0	4	1,214
Unfavorable	35	0	35	9	4	0	13	32	80	7,919
Percent Favorable	7.9%	-	7.9%	10.0%	0.0%	-	7.1%	0.0%	4.8%	13.3%
All Grievance Outcomes										
Favorable (includes withdrawn and informally resolved)	16	0	16	19	0	0	19	3	38	6,736
Unfavorable (includes dismissed)	61	0	61	9	4	0	13	39	113	14,193
Percent Favorable	20.8%	-	20.8%	67.9%	0.0%	-	59.4%	7.1%	25.2%	32.2%
Appealed or Passed Through to CORC	17	0	17	6	2	0	8	4	29	5,209
Non-Calendared Contacts	115	0	115	16	12	0	28	112	255	16,608

Table 6 examines grievance outcomes by facility for 2020 and 2021. 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 2021, 32.2% of grievances had an outcome favorable to the incarcerated individual, a slight increase from 30.1% of grievances that were favorable in 2020.

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 2020 and 2021.

Table 6. Grievance Outcomes at Facilities, by Security Level: 2020 - 2021

Correctional Facility	Total Grievances		Favorable, Informally Resolved or Withdrawn		Unfavorable or Dismissed		% of Total Grievances Favorable, Informally Resolved or Withdrawn		Non-Calendar	
	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021
Maximum Security										
Attica	2,166	2,869	759	1,194	1,407	1,675	35.0%	41.6%	450	339
Auburn	1,092	1,174	510	600	582	574	46.7%	51.1%	481	314
Bedford Hills	434	472	179	194	255	278	41.2%	41.1%	1,090	1,095
Clinton/Clinton Annex	1,408	1,067	235	162	1,173	905	16.7%	15.2%	164	68
Coxsackie	50	64	3	16	47	48	6.0%	25.0%	1,291	1,262
Downstate/Downstate Rec.	215	238	99	96	116	142	46.0%	40.3%	373	370
Eastern	632	459	230	206	402	253	36.4%	44.9%	609	471
Elmira	1,039	791	437	378	602	413	42.1%	47.8%	320	383
Five Points	1,417	1,650	285	251	1,132	1,399	20.1%	15.2%	475	204
Great Meadow	840	1,030	273	372	567	658	32.5%	36.1%	967	831
Green Haven	1,445	1,275	635	610	810	665	43.9%	47.8%	843	774
Shawangunk	431	370	196	177	235	193	45.5%	47.8%	0	11
Sing Sing	764	874	144	184	620	690	18.8%	21.1%	953	872
Southport	465	358	162	148	303	210	34.8%	41.3%	2,317	2,566
Sullivan	839	555	109	87	730	468	13.0%	15.7%	162	100
Upstate	1,016	1,207	92	145	924	1,062	9.1%	12.0%	151	78
Wende	606	659	137	100	469	559	22.6%	15.2%	463	547
Total Maximum Security	14,859	15,112	4,485	4,920	10,374	10,192	30.2%	32.6%	11,109	10,285

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Table 6. Grievance Outcomes at Facilities, by Security Level: 2020 - 2021 (Cont.)

Correctional Facility	Total Grievances		Favorable, Informally Resolved or Withdrawn		Unfavorable or Dismissed		% of Total Grievances Favorable, Informally Resolved or Withdrawn		Non-Calendared	
	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021
Medium Security										
Adirondack	55	33	11	6	44	27	20.0%	18.2%	58	60
Albion	237	208	108	71	129	137	45.6%	34.1%	440	273
Altona	43	27	12	4	31	23	27.9%	14.8%	31	17
Bare Hill	209	185	61	35	148	150	29.2%	18.9%	148	63
Cape Vincent	168	125	40	49	128	76	23.8%	39.2%	127	73
Cayuga	125	220	77	146	48	74	61.6%	66.4%	50	55
Collins	374	561	135	215	239	346	36.1%	38.3%	264	224
Fishkill	352	373	67	68	285	305	19.0%	18.2%	239	211
Franklin	590	360	92	109	498	251	15.6%	30.3%	402	167
Gouverneur	342	215	140	66	202	149	40.9%	30.7%	269	147
Gowanda	419	32	190	11	229	21	45.3%	34.4%	92	4
Greene	440	342	120	88	320	254	27.3%	25.7%	605	582
Groveland	269	369	60	91	209	278	22.3%	24.7%	70	50
Hale Creek	30	26	6	5	24	21	20.0%	19.2%	25	18
Hudson	27	41	13	23	14	18	48.1%	56.1%	29	57
Marcy	481	319	110	104	371	215	22.9%	32.6%	6	26
Midstate	316	351	87	72	229	279	27.5%	20.5%	936	1,073
Mohawk	172	145	60	69	112	76	34.9%	47.6%	1,094	1,172
Ogdensburg	16	18	5	2	11	16	31.3%	11.1%	14	11
Orleans	334	340	150	153	184	187	44.9%	45.0%	276	294
Otisville	185	227	44	79	141	148	23.8%	34.8%	117	128
Riverview	127	106	22	21	105	85	17.3%	19.8%	157	126
Taconic	12	44	2	9	10	35	16.7%	20.5%	122	118
Ulster	126	49	30	8	96	41	23.8%	16.3%	134	96
Walkkill	156	253	51	89	105	164	32.7%	35.2%	88	119
Washington	162	130	21	17	141	113	13.0%	13.1%	205	130
Watertown	48	4	9	0	39	4	18.8%	0.0%	46	0
Woodbourne	287	420	123	115	164	305	42.9%	27.4%	1,633	696
Wyoming	227	143	88	53	139	90	38.8%	37.1%	86	78
Total Medium Security	6,329	5,666	1,934	1,778	4,395	3,888	30.6%	31.4%	7,763	6,068
Shock										
Lakeview Shock	193	77	44	16	149	61	22.8%	20.8%	166	115
Moriah Shock	0	0	0	0	0	0	-	-	0	0
Total Shock	193	77	44	16	149	61	22.8%	20.8%	166	115
Minimum Security										
Edgecombe	23	28	12	19	11	9	-	67.9%	21	16
Lincoln	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Queensboro	20	4	4	0	16	4	20.0%	0.0%	115	12
Rochester	0	0	0	0	0	0	-	-	0	0
Total Minimum Security	43	32	16	19	27	13	37.2%	59.4%	136	28
Willard DTC	135	42	20	3	115	39	14.8%	7.1%	265	112
DOCCS Total	21,559	20,929	6,499	6,736	15,060	14,193	30.1%	32.2%	19,439	16,068

*Gowanda and Watertown Correctional Facilities closed on March 30, 2021.

Table 7 compares the types of grievances heard by CORC in 2020 and 2021. 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 7,790 grievances reviewed in 2021, a decrease of 36.0%.

Table 7. CORC Hearings by Grievance Type: 2020 - 2021

Grievance Type	2020		2021		% Chg
	#	%	#	%	
Program Services					
1) Program Committee	161	1.3%	98	1.3%	-39.1%
2) Incentive Wage Allowance	69	0.6%	41	0.5%	-40.6%
3) Correspondence	272	2.2%	168	2.2%	-38.2%
4) Phone Home Program	48	0.4%	35	0.4%	-27.1%
5) Visiting	78	0.6%	68	0.9%	-12.8%
6) Guidance Unit/Counseling	338	2.8%	221	2.8%	-34.6%
7) Recreation (TV, Yard, Movies, Radio, etc.)	84	0.7%	45	0.6%	-46.4%
8) Adult Basic Education	9	0.1%	6	0.1%	-33.3%
9) HSE/College Programs	12	0.1%	14	0.2%	16.7%
10) Language Assistance Program	5	0.0%	1	0.0%	-80.0%
11) Vocational Programs	11	0.1%	10	0.1%	-9.1%
12) Work Assignments	51	0.4%	37	0.5%	-27.5%
13) Hobby Shop/Arts & Crafts	6	0.0%	3	0.0%	-50.0%
14) Volunteer Services	1	0.0%	0	0.0%	-100.0%
15) Special Events/Organizations	28	0.2%	11	0.1%	-60.7%
16) Religion	208	1.7%	112	1.4%	-46.2%
17) Family Reunion Program	25	0.2%	9	0.1%	-64.0%
18) Media Review	18	0.1%	10	0.1%	-44.4%
19) General Library	31	0.3%	6	0.1%	-80.6%
20) Alcohol and Substance Abuse Treatment	92	0.8%	66	0.8%	-28.3%
Sub-total	1,547	12.7%	961	12.3%	-37.9%
Health Services					
21) Dental	238	2.0%	113	1.5%	-52.5%
22) Medical	2,520	20.7%	1,572	20.2%	-37.6%
22.1) HIPAA (Health Information)	122	1.0%	90	1.2%	-26.2%
Sub-total	2,880	23.7%	1,775	22.8%	-38.4%
Facility Operations					
23) Housing - Internal Block Affairs	735	6.0%	475	6.1%	-35.4%
23.1) Smoke-Free Policy	6	0.0%	7	0.1%	16.7%
24) Special Housing Units	409	3.4%	308	4.0%	-24.7%
25) Search & Seizure/Frisks/Contraband	146	1.2%	86	1.1%	-41.1%
25.1) Strip Search	11	0.1%	4	0.1%	-63.6%
25.2) Strip Frisk	20	0.2%	12	0.2%	-40.0%
25.3) Pat Frisk (Female)	1	0.0%	0	0.0%	-100.0%
26) Keeplock Policy & Procedure	41	0.3%	44	0.6%	7.3%
27) Tier I and II Policy & Procedure	76	0.6%	43	0.6%	-43.4%
28) Tier III Policy & Procedure	101	0.8%	63	0.8%	-37.6%
29) Property	216	1.8%	119	1.5%	-44.9%
30) Package Room	506	4.2%	422	5.4%	-16.6%
31) Rules & Regulations	270	2.2%	267	3.4%	-1.1%
Sub-total	2,538	20.9%	1,850	23.7%	-27.1%
Administrative Services					
32) Industry	34	0.3%	17	0.2%	-50.0%
33) Personal Property Claims	64	0.5%	31	0.4%	-51.6%
34) State Issued Clothing and Hygiene Items	61	0.5%	36	0.5%	-41.0%
35) Commissary	118	1.0%	76	1.0%	-35.6%
36) Incarcerated Individual Accounts	173	1.4%	138	1.8%	-20.2%
37) Mess Hall	347	2.9%	164	2.1%	-52.7%
38) Laundry	28	0.2%	11	0.1%	-60.7%
39) Facility Maintenance	170	1.4%	116	1.5%	-31.8%
Sub-total	995	8.2%	589	7.6%	-40.8%
Counsel					
40) Law Library	324	2.7%	239	3.1%	-26.2%
41) Legal Mail	238	2.0%	198	2.5%	-16.8%
42) Legal Rights	240	2.0%	197	2.5%	-17.9%
43) Mandatory Court Surcharge	20	0.2%	10	0.1%	-50.0%
Sub-total	822	6.8%	644	8.3%	-21.7%
Executive Direction					
44) Incarcerated Grievance Program	344	2.8%	230	3.0%	-33.1%
45) Temporary Release Committee	4	0.0%	2	0.0%	-50.0%
46) Inter-Facility Transfers	87	0.7%	66	0.8%	-24.1%
47) Grooming Standards	12	0.1%	8	0.1%	-33.3%
48) Incarcerated Liaison Committee	5	0.0%	7	0.1%	40.0%
49) Staff Conduct	2,533	20.8%	1,432	18.4%	-43.5%
49.1) Sexual Abuse	0	0.0%	0	0.0%	-
49.2) Sexual Harassment	1	0.0%	0	0.0%	-100.0%
50) Miscellaneous	403	3.3%	226	2.9%	-43.9%
Sub-total	3,389	27.8%	1,971	25.3%	-41.8%
Grand Total	12,171	100.0%	7,790	100.0%	-36.0%