NEW YORK STATE | Corrections and Community Supervision

Incarcerated Grievance Program

Annual Report

2022

The Harriman State Campus, 1220 Washington Avenue, Albany, NY 12226-2050 I www.doccs.ny.gov

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 2022 (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.

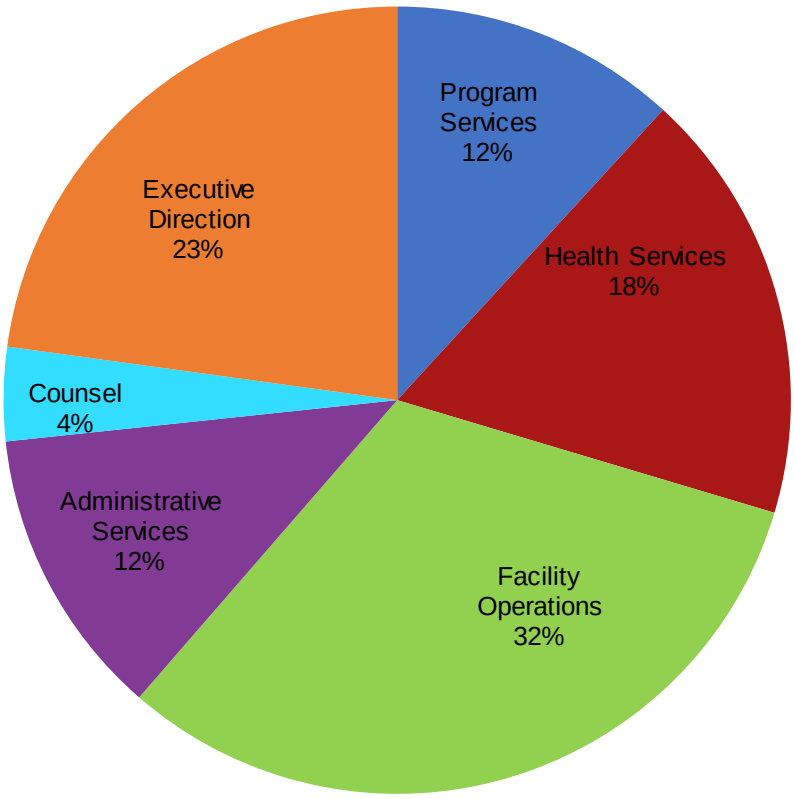
Grievance records are maintained by IGP staff, in each DOCCS facility, who report on the types of grievances initiated and their outcomes to the Central Office IGP on a monthly basis.

Grievances Filed

In 2022, there were 23,301 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 2022. Tables 3-1, 3-2 (a-d) and 3-3 list the rate of grievances filed in 2022 by type and by facility per 1,000 incarcerated individuals.

Figure 1. Categories of Grievances Filed 2022



*Total percentage may be greater than 100% due to rounding

Table 1. Grievances Filed Statewide in 2022, by Type

Grievance Type	#	%
Program Services		
1) Program Committee	283	1.2%
2) Incentive Wage Allowance	107	0.5%
3) Correspondence	442	1.9%
4) Phone Home Program	61	0.3%
5) Visiting	267	1.1%
6) Guidance Unit/Counseling	781	3.4%
7) Recreation (TV, Yard, Movies, Radio, etc.)	188	0.8%
8) Adult Basic Education	20	0.1%
9) HSE/College Programs	30	0.1%
10) Language Assistance Program	1	0.0%
11) Vocational Programs	20	0.1%
12) Work Assignments	61	0.3%
13) Hobby Shop/Arts & Crafts	2	0.0%
14) Volunteer Services	2	0.0%
15) Special Events/Organizations	43	0.2%
16) Religion	251	1.1%
17) Family Reunion Program	27	0.1%
18) Media Review	21	0.1%
19) General Library	34	0.1%
20) Alcohol and Substance Abuse Treatment	130	0.6%
Sub-total	**2,771**	**11.9%**
Health Services		
21) Dental	314	1.3%
22) Medical	3,776	16.2%
22.1) HIPAA (Health Information)	93	0.4%
Sub-total	**4,183**	**18.0%**
Facility Operations		
23) Housing - Internal Block Affairs	1,873	8.0%
23.1) Smoke-Free Policy	5	0.0%
24) Special Housing Units	2,031	8.7%
25) Search & Seizure/Frisks/Contraband	279	1.2%
25.1) Strip Search	25	0.1%
25.2) Strip Frisk	30	0.1%
25.3) Pat Frisk (Female)	0	0.0%
26) Keeplock Policy & Procedure	15	0.1%
27) Tier I and II Policy & Procedure	153	0.7%
28) Tier III Policy & Procedure	322	1.4%
29) Personal Property	714	3.1%
30) Package Room	1,429	6.1%
31) Rules & Regulations	492	2.1%
Sub-total	**7,368**	**31.6%**
Administrative Services		
32) Industry	24	0.1%
33) Personal Property Claims	271	1.2%
34) State Issued Items	184	0.8%
35) Commissary	598	2.6%
36) Incarcerated Individual Accounts	861	3.7%
37) Mess Hall	524	2.2%
38) Laundry	44	0.2%
39) Facility Maintenance	299	1.3%
Sub-total	**2,805**	**12.0%**
Counsel		
40) Law Library	434	1.9%
41) Legal Mail	216	0.9%
42) Legal Rights	227	1.0%
43) Mandatory Court Surcharge	27	0.1%
Sub-total	**904**	**3.9%**
Executive Direction		
44) Incarcerated Grievance Program	332	1.4%
45) Temporary Release Committee	9	0.0%
46) Inter-Facility Transfers	114	0.5%
47) Grooming Standards	12	0.1%
48) Incarcerated Liaison Committee	21	0.1%
49) Staff Conduct	2,921	12.5%
49.1) Sexual Abuse	292	1.3%
49.2) Sexual Harassment	371	1.6%
50) Miscellaneous	1,198	5.1%
Sub-total	**5,270**	**22.6%**
Grand Total	**23,301**	**100.0%**

Table 2-1. Grievances Filed at Maximum Security Facilities in 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	25	25	1	25	0	0	12	20	29	13	33	3	21	0	1	2	11	**221**
2) Incentive Wage Allowance	7	0	2	7	0	0	0	7	3	4	32	0	14	0	3	0	4	**83**
3) Correspondence	49	12	6	29	1	0	18	6	54	14	17	20	13	0	7	47	26	**319**
4) Phone Home Program	15	4	0	7	0	0	1	3	4	1	9	4	3	0	4	1	1	**57**
5) Visiting	19	44	2	7	2	1	7	7	2	3	37	5	35	0	3	14	6	**194**
6) Guidance Unit/Counseling	65	30	2	19	1	0	15	20	77	20	30	10	13	0	9	153	28	**492**
7) Recreation (TV, Yard, Movies, Radio, etc.)	2	29	20	43	1	0	2	6	7	7	4	2	8	0	4	1	0	**136**
8) Adult Basic Education	1	4	0	1	0	0	0	0	2	0	1	0	1	0	2	1	1	**14**
9) HSE/College Programs	1	2	0	1	0	0	3	0	0	0	2	0	2	0	0	3	0	**14**
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	2	0	1	0	0	2	0	0	0	0	0	0	0	0	0	0	**6**
12) Work Assignments	0	13	2	0	0	0	9	0	0	3	0	0	3	0	0	0	2	**32**
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	1	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**
15) Special Events/Organizations	0	3	0	1	0	0	2	0	1	0	6	1	3	0	1	1	0	**19**
16) Religion	21	12	6	7	1	0	1	8	15	18	10	10	18	0	1	18	12	**158**
17) Family Reunion Program	2	0	0	1	0	0	3	1	1	0	4	3	10	0	0	0	0	**25**
18) Media Review	3	0	0	1	0	0	3	0	2	0	0	4	0	0	0	1	1	**15**
19) General Library	4	1	1	1	0	0	3	3	6	0	1	0	0	0	0	3	1	**24**
20) Alcohol and Substance Abuse Treatment	3	6	1	13	0	0	3	2	9	5	4	1	2	0	1	0	1	**51**
Sub-total	**218**	**187**	**43**	**164**	**6**	**1**	**85**	**83**	**212**	**88**	**190**	**63**	**146**	**0**	**36**	**245**	**94**	**1,861**
Health Services																		
21) Dental	26	10	8	28	0	0	4	9	22	8	16	1	19	0	9	29	3	**192**
22) Medical	333	177	66	118	9	1	69	110	319	124	297	133	177	0	84	299	177	**2,493**
22.1) HIPAA (Health Information)	1	10	2	8	0	0	5	4	7	0	9	3	7	0	4	13	0	**73**
Sub-total	**360**	**197**	**76**	**154**	**9**	**1**	**78**	**123**	**348**	**132**	**322**	**137**	**203**	**0**	**97**	**341**	**180**	**2,758**

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Table 2-1. Grievances Filed at Maximum Security Facilities in 2022, 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	378	65	87	28	11	0	29	32	279	89	154	20	200	0	27	31	51	**1,481**
23.1) Smoke-Free Policy	0	0	0	0	2	0	0	1	0	1	0	0	0	0	0	0	0	**4**
24) Special Housing Units	464	138	30	16	11	0	3	22	7	109	25	30	18	0	110	516	20	**1,519**
25) Search & Seizure/Frisks/Contraband	41	31	4	5	3	0	9	2	10	2	32	6	37	0	9	8	2	**201**
25.1) Strip Search	0	7	2	0	1	0	0	0	0	0	0	0	13	0	0	0	0	**23**
25.2) Strip Frisk	0	10	6	0	0	0	0	0	0	0	1	1	6	0	0	1	0	**25**
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	3	1	0	0	0	0	0	1	4	1	1	0	0	0	0	0	**11**
27) Tier I and II Policy & Procedure	9	14	4	7	1	0	8	1	13	4	12	4	17	0	9	3	2	**108**
28) Tier III Policy & Procedure	28	39	6	31	1	0	3	6	30	2	4	9	13	0	2	58	3	**235**
29) Property	131	81	2	11	1	0	17	30	16	13	22	9	63	0	18	83	6	**503**
30) Package Room	189	59	29	70	5	0	26	50	83	33	149	25	111	0	25	117	37	**1,008**
31) Rules & Regulations	15	69	32	23	2	0	17	20	57	17	24	36	1	0	30	4	1	**348**
Sub-total	**1,255**	**516**	**203**	**191**	**38**	**0**	**112**	**164**	**496**	**274**	**424**	**141**	**479**	**0**	**230**	**821**	**122**	**5,466**
Administrative Services																		
32) Industry	0	10	0	5	0	0	1	2	0	0	1	2	0	0	0	0	0	**21**
33) Personal Property Claims	10	20	8	20	0	0	0	9	15	10	17	8	17	0	4	15	2	**155**
34) State Issued Clothing and Hygiene Items	32	10	1	8	0	0	4	8	13	5	23	0	1	0	9	10	4	**128**
35) Commissary	106	44	7	26	0	0	11	11	36	31	73	7	55	0	9	32	17	**465**
36) Incarcerated Individual Accounts	155	73	4	67	2	2	26	16	70	27	79	23	97	0	5	23	12	**681**
37) Mess Hall	66	32	9	16	1	0	4	20	53	17	21	15	9	0	17	41	14	**335**
38) Laundry	9	1	0	3	0	0	0	0	5	1	7	0	0	0	0	5	2	**33**
39) Facility Maintenance	8	37	14	13	2	0	6	4	22	17	42	7	2	0	16	26	3	**219**
Sub-total	**386**	**227**	**43**	**158**	**5**	**2**	**52**	**70**	**214**	**108**	**263**	**62**	**181**	**0**	**60**	**152**	**54**	**2,037**
Counsel																		
40) Law Library	83	16	11	27	1	0	6	20	56	18	10	3	29	0	7	34	25	**346**
41) Legal Mail	21	19	8	7	1	0	8	9	12	6	31	5	4	0	1	11	10	**153**
42) Legal Rights	4	37	0	12	0	0	10	10	6	13	9	7	5	0	8	22	0	**143**
43) Mandatory Court Surcharge	0	0	0	5	0	0	2	10	0	0	0	0	0	0	1	0	1	**19**
Sub-total	**108**	**72**	**19**	**51**	**2**	**0**	**26**	**49**	**74**	**37**	**50**	**15**	**38**	**0**	**17**	**67**	**36**	**661**
Executive Direction																		
44) Incarcerated Grievance Program	32	14	3	24	0	0	6	5	42	9	13	6	18	0	10	55	15	**252**
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	7	12	0	21	2	0	2	2	1	2	1	6	6	0	5	2	0	**69**
47) Grooming Standards	0	0	1	1	0	0	0	1	0	0	1	0	0	0	0	0	1	**5**
48) Incarcerated Liaison Committee	1	0	0	3	0	0	0	0	7	0	0	1	5	0	0	0	0	**17**
49) Staff Conduct	256	64	23	44	53	2	48	22	210	89	161	58	195	0	51	705	70	**2,051**
49.1) Sexual Abuse	43	13	5	5	10	0	1	2	27	19	6	2	11	0	5	65	11	**225**
49.2) Sexual Harassment	26	37	4	10	2	0	0	2	44	8	25	7	28	0	14	81	6	**294**
50) Miscellaneous	165	29	50	46	1	3	26	39	69	39	63	2	224	0	42	58	16	**872**
Sub-total	**530**	**169**	**86**	**154**	**68**	**5**	**83**	**73**	**400**	**166**	**270**	**82**	**487**	**0**	**127**	**966**	**119**	**3,785**
Grand Total	**2,857**	**1,368**	**470**	**872**	**128**	**9**	**436**	**562**	**1,744**	**805**	**1,519**	**500**	**1,534**	**0**	**567**	**2,592**	**605**	**16,568**

*Downstate and Southport Correctional Facilities closed on March 10, 2022

Table 2-2a. Grievances Filed at Medium Security Facilities in 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	1	3	0	6	2	9	0	3	2	0	5	5	0	0
2) Incentive Wage Allowance	0	1	0	1	0	0	2	1	1	2	6	2	0	1
3) Correspondence	3	6	0	3	1	26	9	4	8	6	6	6	0	3
4) Phone Home Program	0	0	0	0	0	1	0	2	0	0	0	0	0	0
5) Visiting	0	1	0	0	0	10	3	4	3	1	6	1	0	0
6) Guidance Unit/Counseling	5	5	0	9	5	10	24	28	10	22	11	6	0	6
7) Recreation (TV, Yard, Movies, Radio, etc.)	3	0	0	2	0	2	2	9	4	8	3	0	0	0
8) Adult Basic Education	0	1	0	0	0	0	0	1	0	0	0	1	0	0
9) HSE/College Programs	0	1	0	0	0	1	0	2	0	1	0	3	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	2	0	1	1	0	1	0	1	0	0	1
12) Work Assignments	2	0	0	0	0	1	2	3	3	1	2	3	2	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	1	1	2	0	1	0	1	2	0	0
16) Religion	0	1	0	3	3	2	6	2	13	11	3	3	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	1	0	1	0	2	0	0	0	1
20) Alcohol and Substance Abuse Treatment	0	2	0	3	2	2	5	8	11	0	1	4	0	0
Sub-total	**14**	**22**	**0**	**29**	**14**	**68**	**57**	**68**	**58**	**54**	**45**	**36**	**2**	**13**
Health Services														
21) Dental	0	3	0	2	3	15	6	5	12	3	4	4	0	0
22) Medical	23	106	0	20	11	56	86	100	73	45	55	71	3	18
22.1) HIPAA (Health Information)	1	1	0	0	1	6	0	1	0	0	0	1	0	1
Sub-total	**24**	**110**	**0**	**22**	**15**	**77**	**92**	**106**	**85**	**48**	**59**	**76**	**3**	**19**

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Table 2-2b. Grievances Filed at Medium Security Facilities in 2022, by Type (Cont.)

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	7	14	0	3	2	11	10	25	28	4	29	33	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	12	6	0	2	2	84	49	11	3	28	98	28	0	2
25) Search & Seizure/Frisks/Contraband	1	1	0	0	3	5	2	10	0	2	11	3	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	1	0	1	0	1	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	1	0	0	0	0	0	0	1	0	0	1	0	0	0
27) Tier I and II Policy & Procedure	3	4	0	2	1	2	2	2	4	1	1	3	0	0
28) Tier III Policy & Procedure	0	3	0	0	0	9	11	6	1	8	10	5	0	1
29) Property	5	4	0	0	0	10	10	20	9	52	26	11	0	2
30) Package Room	5	7	0	8	4	25	17	25	33	20	30	25	0	7
31) Rules & Regulations	0	3	0	0	0	10	9	1	10	12	16	13	0	2
Sub-total	**34**	**42**	**0**	**15**	**12**	**156**	**110**	**103**	**88**	**128**	**223**	**122**	**0**	**15**
Administrative Services														
32) Industry	0	0	0	0	0	0	0	2	0	0	0	0	0	0
33) Personal Property Claims	1	0	0	7	4	14	2	3	17	2	9	3	0	0
34) State Issued Clothing and Hygiene Items	1	1	0	0	0	7	2	1	0	3	2	5	0	2
35) Commissary	5	6	0	2	0	17	9	5	7	13	4	0	0	3
36) Incarcerated Individual Accounts	9	3	0	3	2	26	16	5	21	3	15	7	0	1
37) Mess Hall	2	9	0	5	1	18	6	9	7	34	4	2	0	8
38) Laundry	0	1	0	0	0	1	0	1	0	0	0	0	0	0
39) Facility Maintenance	1	10	0	0	0	14	0	7	1	4	5	1	0	1
Sub-total	**19**	**30**	**0**	**17**	**7**	**97**	**35**	**33**	**53**	**59**	**39**	**18**	**0**	**15**
Counsel														
40) Law Library	1	1	0	1	0	6	2	11	2	6	3	3	0	3
41) Legal Mail	1	4	0	1	1	5	6	4	5	1	4	4	0	0
42) Legal Rights	1	0	0	0	4	7	3	4	0	28	12	0	0	0
43) Mandatory Court Surcharge	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sub-total	**3**	**5**	**0**	**2**	**5**	**18**	**11**	**19**	**7**	**35**	**19**	**7**	**0**	**3**
Executive Direction														
44) Incarcerated Grievance Program	3	2	0	0	0	2	9	2	5	6	2	9	0	0
45) Temporary Release Committee	0	1	0	0	0	2	2	0	1	0	1	0	0	0
46) Inter-Facility Transfers	2	0	0	0	1	6	4	4	0	0	6	5	0	0
47) Grooming Standards	1	0	0	0	0	1	0	0	0	1	2	0	0	0
48) Incarcerated Liaison Committee	0	0	0	0	0	0	2	1	0	0	0	0	0	0
49) Staff Conduct	6	64	3	34	23	78	4	29	100	54	58	29	1	9
49.1) Sexual Abuse	0	2	0	3	0	5	0	4	5	6	8	0	0	1
49.2) Sexual Harassment	0	5	0	0	1	1	1	13	3	5	11	3	0	2
50) Miscellaneous	1	18	0	7	0	2	33	39	37	6	6	29	0	0
Sub-total	**13**	**92**	**3**	**44**	**25**	**97**	**55**	**92**	**151**	**78**	**94**	**75**	**1**	**12**
Grand Total	**107**	**301**	**3**	**129**	**78**	**513**	**360**	**421**	**442**	**402**	**479**	**334**	**6**	**77**

(continued on next page)

Table 2-2c. Grievances Filed at Medium Security Facilities in 2022, by Type (Cont.)

Grievance Type	Marcy	Midstate	Mohawk	Ogdensburg*	Orleans	Otisville	Riverview	Taconic	Ulster	Wallkill	Washington	Woodbourne	Wyoming	Total Medium Security
Program Services														
1) Program Committee	5	0	2	0	7	1	1	1	0	2	0	3	3	**61**
2) Incentive Wage Allowance	1	0	0	0	1	1	1	0	0	2	0	0	1	**24**
3) Correspondence	6	1	2	0	9	4	1	0	0	1	1	11	4	**121**
4) Phone Home Program	0	0	0	0	0	0	0	0	0	0	0	1	0	**4**
5) Visiting	3	1	0	0	18	3	0	0	1	3	1	10	3	**72**
6) Guidance Unit/Counseling	33	50	6	0	24	2	0	0	7	3	5	11	4	**286**
7) Recreation (TV, Yard, Movies, Radio, etc.)	2	0	0	0	3	2	1	2	0	1	1	1	6	**52**
8) Adult Basic Education	0	0	0	0	0	0	0	0	0	0	0	1	2	**6**
9) HSE/College Programs	0	0	0	0	0	0	0	0	0	0	1	7	0	**16**
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	0	1	0	**1**
11) Vocational Programs	1	0	0	0	0	1	0	0	0	3	0	0	1	**14**
12) Work Assignments	0	0	1	0	4	2	0	0	0	0	0	0	2	**29**
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	1	0	0	0	0	0	0	**1**
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	4	7	0	0	0	2	0	0	3	**24**
16) Religion	12	4	1	0	4	3	0	1	2	3	1	6	4	**88**
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	3	0	**6**
19) General Library	3	1	0	0	0	0	1	0	0	0	0	0	0	**10**
20) Alcohol and Substance Abuse Treatment	6	3	2	0	6	5	1	1	0	1	3	2	1	**69**
Sub-total	**72**	**60**	**14**	**0**	**80**	**31**	**7**	**5**	**10**	**22**	**13**	**60**	**34**	**888**
Health Services														
21) Dental	23	4	6	0	7	3	4	1	2	5	2	3	1	**118**
22) Medical	111	54	43	0	73	49	10	15	6	38	26	129	26	**1,247**
22.1) HIPAA (Health Information)	0	0	0	0	1	3	1	0	0	1	0	2	0	**20**
Sub-total	**134**	**58**	**49**	**0**	**81**	**55**	**15**	**16**	**8**	**44**	**28**	**134**	**27**	**1,385**

*Ogdensburg Correctional Facility closed on March 10, 2022

(continued on next page)

Table 2-2d. Grievances Filed at Medium Security Facilities in 2022, by Type (Cont.)

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	95	6	6	0	21	4	1	1	0	5	4	38	9	**357**
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	0	0	0	0	0	**1**
24) Special Housing Units	16	39	1	0	123	0	0	0	0	0	2	4	2	**512**
25) Search & Seizure/Frisks/Contraband	3	0	2	0	6	6	3	0	0	10	0	7	0	**75**
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	1	0	**5**
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	1	0	**4**
27) Tier I and II Policy & Procedure	0	0	1	0	5	0	0	0	0	1	4	3	4	**43**
28) Tier III Policy & Procedure	1	6	1	0	16	0	0	0	0	0	2	1	3	**84**
29) Property	9	4	4	0	9	6	1	1	4	1	1	8	12	**209**
30) Package Room	20	23	12	0	55	22	2	0	3	18	7	33	19	**420**
31) Rules & Regulations	2	0	2	0	1	5	15	2	0	0	0	9	4	**116**
Sub-total	**146**	**78**	**29**	**0**	**237**	**43**	**22**	**4**	**7**	**36**	**20**	**105**	**53**	**1,828**
Administrative Services														
32) Industry	0	0	0	0	0	0	0	0	0	1	0	0	0	**3**
33) Personal Property Claims	8	4	15	0	3	9	1	0	0	3	0	7	1	**113**
34) State Issued Clothing and Hygiene Items	15	1	0	0	8	3	1	0	0	0	1	0	3	**56**
35) Commissary	10	3	2	0	24	3	1	1	3	4	0	4	4	**130**
36) Incarcerated Individual Accounts	26	7	2	0	7	2	1	0	4	2	2	9	6	**179**
37) Mess Hall	15	16	2	0	21	1	2	0	1	3	3	9	4	**182**
38) Laundry	1	0	2	0	2	0	0	0	0	0	0	0	0	**8**
39) Facility Maintenance	14	2	0	0	7	6	1	1	0	1	1	0	2	**79**
Sub-total	**89**	**33**	**23**	**0**	**72**	**24**	**7**	**2**	**8**	**14**	**7**	**29**	**20**	**750**
Counsel														
40) Law Library	12	14	4	0	2	1	0	0	0	0	2	8	2	**84**
41) Legal Mail	4	5	4	0	4	3	1	0	0	1	0	2	3	**63**
42) Legal Rights	1	4	1	0	6	2	2	0	0	1	0	7	1	**84**
43) Mandatory Court Surcharge	2	3	1	0	0	0	1	0	0	0	0	0	1	**8**
Sub-total	**19**	**26**	**10**	**0**	**12**	**6**	**4**	**0**	**0**	**2**	**2**	**17**	**7**	**239**
Executive Direction														
44) Incarcerated Grievance Program	1	8	2	0	5	7	1	1	0	4	1	6	3	**79**
45) Temporary Release Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	**7**
46) Inter-Facility Transfers	0	0	1	0	1	0	1	0	1	1	2	1	4	**40**
47) Grooming Standards	0	0	1	0	0	0	0	0	0	0	0	1	0	**7**
48) Incarcerated Liaison Committee	0	0	0	0	0	0	0	0	0	0	0	0	1	**4**
49) Staff Conduct	12	97	23	0	42	30	24	4	21	17	18	28	19	**827**
49.1) Sexual Abuse	1	9	1	0	4	0	0	0	2	1	2	7	2	**63**
49.2) Sexual Harassment	0	7	0	0	1	0	4	3	3	1	4	1	1	**70**
50) Miscellaneous	14	16	1	0	11	28	0	1	3	7	2	42	19	**322**
Sub-total	**28**	**137**	**29**	**0**	**64**	**65**	**30**	**9**	**30**	**31**	**29**	**86**	**49**	**1,419**
Grand Total	**488**	**392**	**154**	**0**	**546**	**224**	**85**	**36**	**63**	**149**	**99**	**431**	**190**	**6,509**

*Ogdensburg Correctional Facility closed on March 10, 2022

Table 2-3. Grievances Filed at Minimum Security and Specialized Facilities in 2022, by Type

Grievance Type	Edgecombe	Lakeview**	Moriah Shock*	Queensboro	Rochester*	Willard*	Total Minimum & Specialized	DOCCS Total
Program Services								
1) Program Committee	0	1	0	0	0	0	**1**	**283**
2) Incentive Wage Allowance	0	0	0	0	0	0	**0**	**107**
3) Correspondence	0	2	0	0	0	0	**2**	**442**
4) Phone Home Program	0	0	0	0	0	0	**0**	**61**
5) Visiting	0	1	0	0	0	0	**1**	**267**
6) Guidance Unit/Counseling	0	3	0	0	0	0	**3**	**781**
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	0	0	0	0	0	**0**	**188**
8) Adult Basic Education	0	0	0	0	0	0	**0**	**20**
9) HSE/College Programs	0	0	0	0	0	0	**0**	**30**
10) Language Assistance Program	0	0	0	0	0	0	**0**	**1**
11) Vocational Programs	0	0	0	0	0	0	**0**	**20**
12) Work Assignments	0	0	0	0	0	0	**0**	**61**
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	**0**	**2**
14) Volunteer Services	0	0	0	0	0	0	**0**	**2**
15) Special Events/Organizations	0	0	0	0	0	0	**0**	**43**
16) Religion	0	5	0	0	0	0	**5**	**251**
17) Family Reunion Program	0	0	0	0	0	0	**0**	**27**
18) Media Review	0	0	0	0	0	0	**0**	**21**
19) General Library	0	0	0	0	0	0	**0**	**34**
20) Alcohol and Substance Abuse Treatment	0	10	0	0	0	0	**10**	**130**
Sub-total	**0**	**22**	**0**	**0**	**0**	**0**	**22**	**2,771**
Health Services								
21) Dental	0	4	0	0	0	0	**4**	**314**
22) Medical	2	32	0	2	0	0	**36**	**3,776**
22.1) HIPAA (Health Information)	0	0	0	0	0	0	**0**	**93**
Sub-total	**2**	**36**	**0**	**2**	**0**	**0**	**40**	**4,183**

*Moriah Shock, Rochester and Willard Correctional Facilities closed on March 10, 2022

** Lakeview includes several specialized units across different security levels (e.g. Drug Treatment, Shock, I-ASAT).

(continued on next page)

Table 2-3. Grievances Filed at Minimum Security and Specialized Facilities in 2022, by Type (Cont.)

Grievance Type	Edgecombe	Lakeview**	Moriah Shock*	Queensboro	Rochester*	Willard DTC*	Total Minimum & Specialized	DOCCS Total
Facility Operations								
23) Housing - Internal Block Affairs	0	35	0	0	0	0	**35**	**1,873**
23.1) Smoke-Free Policy	0	0	0	0	0	0	**0**	**5**
24) Special Housing Units	0	0	0	0	0	0	**0**	**2,031**
25) Search & Seizure/Frisks/Contraband	0	3	0	0	0	0	**3**	**279**
25.1) Strip Search	0	0	0	0	0	0	**0**	**25**
25.2) Strip Frisk	0	0	0	0	0	0	**0**	**30**
25.3) Pat Frisk (Female)	0	0	0	0	0	0	**0**	**0**
26) Keeplock Policy & Procedure	0	0	0	0	0	0	**0**	**15**
27) Tier I and II Policy & Procedure	0	2	0	0	0	0	**2**	**153**
28) Tier III Policy & Procedure	0	3	0	0	0	0	**3**	**322**
29) Property	1	1	0	0	0	0	**2**	**714**
30) Package Room	1	0	0	0	0	0	**1**	**1,429**
31) Rules & Regulations	0	28	0	0	0	0	**28**	**492**
Sub-total	**2**	**72**	**0**	**0**	**0**	**0**	**74**	**7,368**
Administrative Services								
32) Industry	0	0	0	0	0	0	**0**	**24**
33) Personal Property Claims	1	2	0	0	0	0	**3**	**271**
34) State Issued Clothing and Hygiene Items	0	0	0	0	0	0	**0**	**184**
35) Commissary	0	3	0	0	0	0	**3**	**598**
36) Incarcerated Individual Accounts	0	1	0	0	0	0	**1**	**861**
37) Mess Hall	1	6	0	0	0	0	**7**	**524**
38) Laundry	1	2	0	0	0	0	**3**	**44**
39) Facility Maintenance	0	1	0	0	0	0	**1**	**299**
Sub-total	**3**	**15**	**0**	**0**	**0**	**0**	**18**	**2,805**
Counsel								
40) Law Library	0	4	0	0	0	0	**4**	**434**
41) Legal Mail	0	0	0	0	0	0	**0**	**216**
42) Legal Rights	0	0	0	0	0	0	**0**	**227**
43) Mandatory Court Surcharge	0	0	0	0	0	0	**0**	**27**
Sub-total	**0**	**4**	**0**	**0**	**0**	**0**	**4**	**904**
Executive Direction								
44) Incarcerated Grievance Program	0	1	0	0	0	0	**1**	**332**
45) Temporary Release Committee	2	0	0	0	0	0	**2**	**9**
46) Inter-Facility Transfers	0	5	0	0	0	0	**5**	**114**
47) Grooming Standards	0	0	0	0	0	0	**0**	**12**
48) Incarcerated Liaison Committee	0	0	0	0	0	0	**0**	**21**
49) Staff Conduct	0	42	0	0	0	1	**43**	**2,921**
49.1) Sexual Abuse	0	4	0	0	0	0	**4**	**292**
49.2) Sexual Harassment	0	7	0	0	0	0	**7**	**371**
50) Miscellaneous	1	3	0	0	0	0	**4**	**1,198**
Sub-total	**3**	**62**	**0**	**0**	**0**	**1**	**66**	**5,270**
Grand Total	**10**	**211**	**0**	**2**	**0**	**1**	**224**	**23,301**

*Moriah Shock, Rochester and Willard Correctional Facilities closed on March 10, 2022

** Lakeview includes several specialized units across different security levels (e.g. Drug Treatment, Shock, I-ASAT).

Table 3-1. Grievances Filed per 1,000 Incarcerated Individuals at Maximum Security Facilities in 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	14.0	21.7	1.7	11.5	0.0	0.0	13.4	14.2	27.4	9.5	19.2	6.8	16.0	0.0	2.2	3.5	15.6	**12.6**
2) Incentive Wage Allowance	3.9	0.0	3.4	3.2	0.0	0.0	0.0	5.0	2.8	2.9	18.6	0.0	10.6	0.0	6.6	0.0	5.7	**4.7**
3) Correspondence	27.5	10.4	10.1	13.4	1.3	0.0	20.1	4.3	51.0	10.2	9.9	45.4	9.9	0.0	15.3	81.5	36.8	**18.2**
4) Phone Home Program	8.4	3.5	0.0	3.2	0.0	0.0	1.1	2.1	3.8	0.7	5.2	9.1	2.3	0.0	8.7	1.7	1.4	**3.2**
5) Visiting	10.7	38.2	3.4	3.2	2.7	1.3	7.8	5.0	1.9	2.2	21.5	11.3	26.6	0.0	6.6	24.3	8.5	**11.1**
6) Guidance Unit/Counseling	36.5	26.1	3.4	8.8	1.3	0.0	16.7	14.2	72.7	14.6	17.5	22.7	9.9	0.0	19.7	265.2	39.7	**28.0**
7) Recreation (TV, Yard, Movies, Radio, etc.)	1.1	25.2	33.6	19.8	1.3	0.0	2.2	4.3	6.6	5.1	2.3	4.5	6.1	0.0	8.7	1.7	0.0	**7.7**
8) Adult Basic Education	0.6	3.5	0.0	0.5	0.0	0.0	0.0	0.0	1.9	0.0	0.6	0.0	0.8	0.0	4.4	1.7	1.4	**0.8**
9) HSE/College Programs	0.6	1.7	0.0	0.5	0.0	0.0	3.3	0.0	0.0	0.0	1.2	0.0	1.5	0.0	0.0	5.2	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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	**0.0**
11) Vocational Programs	0.6	1.7	0.0	0.5	0.0	0.0	2.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	**0.3**
12) Work Assignments	0.0	11.3	3.4	0.0	0.0	0.0	10.0	0.0	0.0	2.2	0.0	0.0	2.3	0.0	0.0	0.0	2.8	**1.8**
13) Hobby Shop/Arts & Crafts	0.0	0.0	0.0	0.0	0.0	0.0	1.1	0.0	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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	**0.0**
15) Special Events/Organizations	0.0	2.6	0.0	0.5	0.0	0.0	2.2	0.0	0.9	0.0	3.5	2.3	2.3	0.0	2.2	1.7	0.0	**1.1**
16) Religion	11.8	10.4	10.1	3.2	1.3	0.0	1.1	5.7	14.2	13.1	5.8	22.7	13.7	0.0	2.2	31.2	17.0	**9.0**
17) Family Reunion Program	1.1	0.0	0.0	0.5	0.0	0.0	3.3	0.7	0.9	0.0	2.3	6.8	7.6	0.0	0.0	0.0	0.0	**1.4**
18) Media Review	1.7	0.0	0.0	0.5	0.0	0.0	3.3	0.0	1.9	0.0	0.0	9.1	0.0	0.0	0.0	1.7	1.4	**0.9**
19) General Library	2.2	0.9	1.7	0.5	0.0	0.0	3.3	2.1	5.7	0.0	0.6	0.0	0.0	0.0	0.0	5.2	1.4	**1.4**
20) Alcohol and Substance Abuse Treatment	1.7	5.2	1.7	6.0	0.0	0.0	3.3	1.4	8.5	3.6	2.3	2.3	1.5	0.0	2.2	0.0	1.4	**2.9**
Sub-total	**122.5**	**162.5**	**72.3**	**75.5**	**8.0**	**1.3**	**94.9**	**59.0**	**200.2**	**64.1**	**110.6**	**142.9**	**110.9**	**0.0**	**78.6**	**424.6**	**133.1**	**106.0**
Health Services																		
21) Dental	14.6	8.7	13.4	12.9	0.0	0.0	4.5	6.4	20.8	5.8	9.3	2.3	14.4	0.0	19.7	50.3	4.2	**10.9**
22) Medical	187.1	153.8	110.9	54.4	12.0	1.3	77.0	78.2	301.2	90.3	172.9	301.6	134.5	0.0	183.4	518.2	250.7	**142.0**
22.1) HIPAA (Health Information)	0.6	8.7	3.4	3.7	0.0	0.0	5.6	2.8	6.6	0.0	5.2	6.8	5.3	0.0	8.7	22.5	0.0	**4.2**
Sub-total	**202.2**	**171.2**	**127.7**	**70.9**	**12.0**	**1.3**	**87.1**	**87.4**	**328.6**	**96.1**	**187.4**	**310.7**	**154.3**	**0.0**	**211.8**	**591.0**	**255.0**	**157.1**

*Downstate and Southport Correctional Facilities closed on March 10, 2022.

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Table 3-1. Grievances Filed per 1,000 Incarcerated Individuals at Maximum Security Facilities in 2022, 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	212.4	56.5	146.2	12.9	14.7	0.0	32.4	22.7	263.5	64.8	89.6	45.4	152.0	0.0	59.0	53.7	72.2	**84.4**
23.1) Smoke-Free Policy	0.0	0.0	0.0	0.0	2.7	0.0	0.0	0.7	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	**0.2**
24) Special Housing Units	260.7	119.9	50.4	7.4	14.7	0.0	3.3	15.6	6.6	79.4	14.6	68.0	13.7	0.0	240.2	894.3	28.3	**86.5**
25) Search & Seizure/Frisks/Contraband	23.0	26.9	6.7	2.3	4.0	0.0	10.0	1.4	9.4	1.5	18.6	13.6	28.1	0.0	19.7	13.9	2.8	**11.5**
25.1) Strip Search	0.0	6.1	3.4	0.0	1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	9.9	0.0	0.0	0.0	0.0	**1.3**
25.2) Strip Frisk	0.0	8.7	10.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	2.3	4.6	0.0	0.0	1.7	0.0	**1.4**
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) Keeplock Policy & Procedure	0.0	2.6	1.7	0.0	0.0	0.0	0.0	0.0	0.9	2.9	0.6	2.3	0.0	0.0	0.0	0.0	0.0	**0.6**
27) Tier I and II Policy & Procedure	5.1	12.2	6.7	3.2	1.3	0.0	8.9	0.7	12.3	2.9	7.0	9.1	12.9	0.0	19.7	5.2	2.8	**6.2**
28) Tier III Policy & Procedure	15.7	33.9	10.1	14.3	1.3	0.0	3.3	4.3	28.3	1.5	2.3	20.4	9.9	0.0	4.4	100.5	4.2	**13.4**
29) Property	73.6	70.4	3.4	5.1	1.3	0.0	19.0	21.3	15.1	9.5	12.8	20.4	47.9	0.0	39.3	143.8	8.5	**28.7**
30) Package Room	106.2	51.3	48.7	32.2	6.7	0.0	29.0	35.5	78.4	24.0	86.7	56.7	84.3	0.0	54.6	202.8	52.4	**57.4**
31) Rules & Regulations	8.4	59.9	53.8	10.6	2.7	0.0	19.0	14.2	53.8	12.4	14.0	81.6	0.8	0.0	65.5	6.9	1.4	**19.8**
Sub-total	**705.1**	**448.3**	**341.2**	**88.0**	**50.7**	**0.0**	**125.0**	**116.6**	**468.4**	**199.6**	**246.8**	**319.7**	**364.0**	**0.0**	**502.2**	**1,422.9**	**172.8**	**311.4**
Administrative Services																		
32) Industry	0.0	8.7	0.0	2.3	0.0	0.0	1.1	1.4	0.0	0.0	0.6	4.5	0.0	0.0	0.0	0.0	0.0	**1.2**
33) Personal Property Claims	5.6	17.4	13.4	9.2	0.0	0.0	0.0	6.4	14.2	7.3	9.9	18.1	12.9	0.0	8.7	26.0	2.8	**8.8**
34) State Issued Clothing and Hygiene Items	18.0	8.7	1.7	3.7	0.0	0.0	4.5	5.7	12.3	3.6	13.4	0.0	0.8	0.0	19.7	17.3	5.7	**7.3**
35) Commissary	59.6	38.2	11.8	12.0	0.0	0.0	12.3	7.8	34.0	22.6	42.5	15.9	41.8	0.0	19.7	55.5	24.1	**26.5**
36) Incarcerated Individual Accounts	87.1	63.4	6.7	30.9	2.7	2.7	29.0	11.4	66.1	19.7	46.0	52.2	73.7	0.0	10.9	39.9	17.0	**38.8**
37) Mess Hall	37.1	27.8	15.1	7.4	1.3	0.0	4.5	14.2	50.0	12.4	12.2	34.0	6.8	0.0	37.1	71.1	19.8	**19.1**
38) Laundry	5.1	0.9	0.0	1.4	0.0	0.0	0.0	0.0	4.7	0.7	4.1	0.0	0.0	0.0	0.0	8.7	2.8	**1.9**
39) Facility Maintenance	4.5	32.1	23.5	6.0	2.7	0.0	6.7	2.8	20.8	12.4	24.4	15.9	1.5	0.0	34.9	45.1	4.2	**12.5**
Sub-total	**216.9**	**197.2**	**72.3**	**72.8**	**6.7**	**2.7**	**58.0**	**49.8**	**202.1**	**78.7**	**153.1**	**140.6**	**137.5**	**0.0**	**131.0**	**263.4**	**76.5**	**116.1**
Counsel																		
40) Law Library	46.6	13.9	18.5	12.4	1.3	0.0	6.7	14.2	52.9	13.1	5.8	6.8	22.0	0.0	15.3	58.9	35.4	**19.7**
41) Legal Mail	11.8	16.5	13.4	3.2	1.3	0.0	8.9	6.4	11.3	4.4	18.0	11.3	3.0	0.0	2.2	19.1	14.2	**8.7**
42) Legal Rights	2.2	32.1	0.0	5.5	0.0	0.0	11.2	7.1	5.7	9.5	5.2	15.9	3.8	0.0	17.5	38.1	0.0	**8.1**
43) Mandatory Court Surcharge	0.0	0.0	0.0	2.3	0.0	0.0	2.2	7.1	0.0	0.0	0.0	0.0	0.0	0.0	2.2	0.0	1.4	**1.1**
Sub-total	**60.7**	**62.6**	**31.9**	**23.5**	**2.7**	**0.0**	**29.0**	**34.8**	**69.9**	**26.9**	**29.1**	**34.0**	**28.9**	**0.0**	**37.1**	**116.1**	**51.0**	**37.7**
Executive Direction																		
44) Incarcerated Grievance Program	18.0	12.2	5.0	11.1	0.0	0.0	6.7	3.6	39.7	6.6	7.6	13.6	13.7	0.0	21.8	95.3	21.2	**14.4**
45) Temporary Release Committee	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**
46) Inter-Facility Transfers	3.9	10.4	0.0	9.7	2.7	0.0	2.2	1.4	0.9	1.5	0.6	13.6	4.6	0.0	10.9	3.5	0.0	**3.9**
47) Grooming Standards	0.0	0.0	1.7	0.5	0.0	0.0	0.0	0.7	0.0	0.0	0.6	0.0	0.0	0.0	0.0	0.0	1.4	**0.3**
48) Incarcerated Liaison Committee	0.6	0.0	0.0	1.4	0.0	0.0	0.0	0.0	6.6	0.0	0.0	2.3	3.8	0.0	0.0	0.0	0.0	**1.0**
49) Staff Conduct	143.8	55.6	38.7	20.3	70.8	2.7	53.6	15.6	198.3	64.8	93.7	131.5	148.2	0.0	111.4	1,221.8	99.2	**116.9**
49.1) Sexual Abuse	24.2	11.3	8.4	2.3	13.4	0.0	1.1	1.4	25.5	13.8	3.5	4.5	8.4	0.0	10.9	112.7	15.6	**12.8**
49.2) Sexual Harassment	14.6	32.1	6.7	4.6	2.7	0.0	0.0	1.4	41.5	5.8	14.6	15.9	21.3	0.0	30.6	140.4	8.5	**16.8**
50) Miscellaneous	92.7	25.2	84.0	21.2	1.3	4.0	29.0	27.7	65.2	28.4	36.7	4.5	170.2	0.0	91.7	100.5	22.7	**49.7**
Sub-total	**297.8**	**146.8**	**144.5**	**70.9**	**90.8**	**6.7**	**92.6**	**51.9**	**377.7**	**120.9**	**157.2**	**185.9**	**370.1**	**0.0**	**277.3**	**1,674.2**	**168.6**	**215.6**
Grand Total	**1,605.1**	**1,188.5**	**789.9**	**401.7**	**170.9**	**12.1**	**486.6**	**399.4**	**1,646.8**	**586.3**	**884.2**	**1,133.8**	**1,165.7**	**0.0**	**1,238.0**	**4,492.2**	**856.9**	**943.9**

Table 3-2a. Grievances Filed per 1,000 Incarcerated Individuals at Medium Security Facilities in 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	17.5	4.5	0.0	6.2	3.3	12.1	0.0	2.1	1.9	0.0	4.0	6.6	0.0	0.0
2) Incentive Wage Allowance	0.0	1.5	0.0	1.0	0.0	0.0	2.1	0.7	1.0	2.6	4.8	2.7	0.0	6.2
3) Correspondence	52.6	8.9	0.0	3.1	1.6	35.1	9.6	2.8	7.6	7.7	4.8	8.0	0.0	18.6
4) Phone Home Program	0.0	0.0	0.0	0.0	0.0	1.3	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.0
5) Visiting	0.0	1.5	0.0	0.0	0.0	13.5	3.2	2.8	2.9	1.3	4.8	1.3	0.0	0.0
6) Guidance Unit/Counseling	87.7	7.4	0.0	9.3	8.1	13.5	25.6	19.6	9.5	28.1	8.8	8.0	0.0	37.3
7) Recreation (TV, Yard, Movies, Radio, etc.)	52.6	0.0	0.0	2.1	0.0	2.7	2.1	6.3	3.8	10.2	2.4	0.0	0.0	0.0
8) Adult Basic Education	0.0	1.5	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0	1.3	0.0	0.0
9) HSE/College Programs	0.0	1.5	0.0	0.0	0.0	1.3	0.0	1.4	0.0	1.3	0.0	4.0	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
11) Vocational Programs	0.0	1.5	0.0	2.1	0.0	1.3	1.1	0.0	1.0	0.0	0.8	0.0	0.0	6.2
12) Work Assignments	35.1	0.0	0.0	0.0	0.0	1.3	2.1	2.1	2.9	1.3	1.6	4.0	5.6	6.2
13) Hobby Shop/Arts & Crafts	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	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
15) Special Events/Organizations	0.0	0.0	0.0	0.0	1.6	1.3	2.1	0.0	1.0	0.0	0.8	2.7	0.0	0.0
16) Religion	0.0	1.5	0.0	3.1	4.9	2.7	6.4	1.4	12.4	14.1	2.4	4.0	0.0	0.0
17) Family Reunion Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
18) Media Review	0.0	0.0	0.0	0.0	0.0	1.3	1.1	0.0	1.0	0.0	0.0	0.0	0.0	0.0
19) General Library	0.0	0.0	0.0	0.0	0.0	1.3	0.0	0.7	0.0	2.6	0.0	0.0	0.0	6.2
20) Alcohol and Substance Abuse Treatment	0.0	3.0	0.0	3.1	3.3	2.7	5.3	5.6	10.5	0.0	0.8	5.3	0.0	0.0
Sub-total	**245.6**	**32.7**	**0.0**	**29.9**	**22.8**	**91.8**	**60.9**	**47.6**	**55.3**	**69.1**	**35.9**	**47.9**	**5.6**	**80.7**
Health Services														
21) Dental	0.0	4.5	0.0	2.1	4.9	20.2	6.4	3.5	11.5	3.8	3.2	5.3	0.0	0.0
22) Medical	403.5	157.5	0.0	20.6	17.9	75.6	91.9	69.9	69.7	57.5	43.9	94.4	8.4	111.8
22.1) HIPAA (Health Information)	17.5	1.5	0.0	0.0	1.6	8.1	0.0	0.7	0.0	0.0	0.0	1.3	0.0	6.2
Sub-total	**421.1**	**163.4**	**0.0**	**22.7**	**24.4**	**103.9**	**98.3**	**74.1**	**81.1**	**61.4**	**47.1**	**101.1**	**8.4**	**118.0**

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Table 3-2b. Grievances Filed per 1,000 Incarcerated Individuals at Medium Security Facilities in 2022, by Type (Cont.)

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	122.8	20.8	0.0	3.1	3.3	14.8	10.7	17.5	26.7	5.1	23.1	43.9	0.0	6.2
23.1) Smoke-Free Policy	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.8	0.0	0.0	0.0
24) Special Housing Units	210.5	8.9	0.0	2.1	3.3	113.4	52.4	7.7	2.9	35.8	78.2	37.2	0.0	12.4
25) Search & Seizure/Frisks/Contraband	17.5	1.5	0.0	0.0	4.9	6.7	2.1	7.0	0.0	2.6	8.8	4.0	0.0	0.0
25.1) Strip Search	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0
25.2) Strip Frisk	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.0	1.3	0.0	1.3	0.0	0.0
25.3) Pat Frisk (Female)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
26) Keeplock Policy & Procedure	17.5	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.8	0.0	0.0	0.0
27) Tier I and II Policy & Procedure	52.6	5.9	0.0	2.1	1.6	2.7	2.1	1.4	3.8	1.3	0.8	4.0	0.0	0.0
28) Tier III Policy & Procedure	0.0	4.5	0.0	0.0	0.0	12.1	11.8	4.2	1.0	10.2	8.0	6.6	0.0	6.2
29) Property	87.7	5.9	0.0	0.0	0.0	13.5	10.7	14.0	8.6	66.5	20.8	14.6	0.0	12.4
30) Package Room	87.7	10.4	0.0	8.2	6.5	33.7	18.2	17.5	31.5	25.6	23.9	33.2	0.0	43.5
31) Rules & Regulations	0.0	4.5	0.0	0.0	0.0	13.5	9.6	0.7	9.5	15.3	12.8	17.3	0.0	12.4
Sub-total	**596.5**	**62.4**	**0.0**	**15.5**	**19.5**	**210.5**	**117.5**	**72.0**	**84.0**	**163.7**	**178.0**	**162.2**	**0.0**	**93.2**
Administrative Services														
32) Industry	0.0	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
33) Personal Property Claims	17.5	0.0	0.0	7.2	6.5	18.9	2.1	2.1	16.2	2.6	7.2	4.0	0.0	0.0
34) State Issued Clothing and Hygiene Items	17.5	1.5	0.0	0.0	0.0	9.4	2.1	0.7	0.0	3.8	1.6	6.6	0.0	12.4
35) Commissary	87.7	8.9	0.0	2.1	0.0	22.9	9.6	3.5	6.7	16.6	3.2	0.0	0.0	18.6
36) Incarcerated Individual Accounts	157.9	4.5	0.0	3.1	3.3	35.1	17.1	3.5	20.0	3.8	12.0	9.3	0.0	6.2
37) Mess Hall	35.1	13.4	0.0	5.2	1.6	24.3	6.4	6.3	6.7	43.5	3.2	2.7	0.0	49.7
38) Laundry	0.0	1.5	0.0	0.0	0.0	1.3	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0
39) Facility Maintenance	17.5	14.9	0.0	0.0	0.0	18.9	0.0	4.9	1.0	5.1	4.0	1.3	0.0	6.2
Sub-total	**333.3**	**44.6**	**0.0**	**17.5**	**11.4**	**130.9**	**37.4**	**23.1**	**50.6**	**75.4**	**31.1**	**23.9**	**0.0**	**93.2**
Counsel														
40) Law Library	17.5	1.5	0.0	1.0	0.0	8.1	2.1	7.7	1.9	7.7	2.4	4.0	0.0	18.6
41) Legal Mail	17.5	5.9	0.0	1.0	1.6	6.7	6.4	2.8	4.8	1.3	3.2	5.3	0.0	0.0
42) Legal Rights	17.5	0.0	0.0	0.0	6.5	9.4	3.2	2.8	0.0	35.8	9.6	0.0	0.0	0.0
43) Mandatory Court Surcharge	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Sub-total	**52.6**	**7.4**	**0.0**	**2.1**	**8.1**	**24.3**	**11.8**	**13.3**	**6.7**	**44.8**	**15.2**	**9.3**	**0.0**	**18.6**
Executive Direction														
44) Incarcerated Grievance Program	52.6	3.0	0.0	0.0	0.0	2.7	9.6	1.4	4.8	7.7	1.6	12.0	0.0	0.0
45) Temporary Release Committee	0.0	1.5	0.0	0.0	0.0	2.7	2.1	0.0	1.0	0.0	0.8	0.0	0.0	0.0
46) Inter-Facility Transfers	35.1	0.0	0.0	0.0	1.6	8.1	4.3	2.8	0.0	0.0	4.8	6.6	0.0	0.0
47) Grooming Standards	17.5	0.0	0.0	0.0	0.0	1.3	0.0	0.0	0.0	1.3	1.6	0.0	0.0	0.0
48) Incarcerated Liaison Committee	0.0	0.0	0.0	0.0	0.0	0.0	2.1	0.7	0.0	0.0	0.0	0.0	0.0	0.0
49) Staff Conduct	105.3	95.1	9.7	35.1	37.5	105.3	4.3	20.3	95.4	69.1	46.3	38.6	2.8	55.9
49.1) Sexual Abuse	0.0	3.0	0.0	3.1	0.0	6.7	0.0	2.8	4.8	7.7	6.4	0.0	0.0	6.2
49.2) Sexual Harassment	0.0	7.4	0.0	0.0	1.6	1.3	1.1	9.1	2.9	6.4	8.8	4.0	0.0	12.4
50) Miscellaneous	17.5	26.7	0.0	7.2	0.0	2.7	35.3	27.3	35.3	7.7	4.8	38.6	0.0	0.0
Sub-total	**228.1**	**136.7**	**9.7**	**45.4**	**40.7**	**130.9**	**58.8**	**64.3**	**144.1**	**99.7**	**75.0**	**99.7**	**2.8**	**74.5**
Grand Total	**1,877.2**	**447.3**	**9.7**	**133.0**	**127.0**	**692.3**	**384.6**	**294.4**	**421.8**	**514.1**	**382.3**	**444.1**	**16.7**	**478.3**

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Table 3-2c. Grievances Filed per 1,000 Incarcerated Individuals at Medium Security Facilities in 2022, by Type (Cont.)

Grievance Type	Marcy	Midstate	Mohawk	Ogdensburg*	Orleans	Otisville	Riverview	Taconic	Ulster	Wallkill	Washington	Woodbourne	Wyoming	Total Medium Security
Program Services														
1) Program Committee	5.0	0.0	1.9	0.0	11.3	1.9	1.7	4.6	0.0	4.4	0.0	4.1	2.8	**3.0**
2) Incentive Wage Allowance	1.0	0.0	0.0	0.0	1.6	1.9	1.7	0.0	0.0	4.4	0.0	0.0	0.9	**1.2**
3) Correspondence	6.0	0.8	1.9	0.0	14.5	7.6	1.7	0.0	0.0	2.2	1.4	15.0	3.8	**6.0**
4) Phone Home Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.0	**0.2**
5) Visiting	3.0	0.8	0.0	0.0	29.0	5.7	0.0	0.0	2.4	6.6	1.4	13.7	2.8	**3.5**
6) Guidance Unit/Counseling	33.3	41.0	5.8	0.0	38.6	3.8	0.0	0.0	16.9	6.6	7.2	15.0	3.8	**14.1**
7) Recreation (TV, Yard, Movies, Radio, etc.)	2.0	0.0	0.0	0.0	4.8	3.8	1.7	9.1	0.0	2.2	1.4	1.4	5.7	**2.6**
8) Adult Basic Education	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.4	1.9	**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	1.4	9.6	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	0.0	0.0	1.4	0.0	**0.0**
11) Vocational Programs	1.0	0.0	0.0	0.0	0.0	1.9	0.0	0.0	0.0	6.6	0.0	0.0	0.9	**0.7**
12) Work Assignments	0.0	0.0	1.0	0.0	6.4	3.8	0.0	0.0	0.0	0.0	0.0	0.0	1.9	**1.4**
13) Hobby Shop/Arts & Crafts	0.0	0.0	0.0	0.0	0.0	0.0	1.7	0.0	0.0	0.0	0.0	0.0	0.0	**0.0**
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	2.7	0.0	**0.1**
15) Special Events/Organizations	0.0	0.0	0.0	0.0	6.4	13.4	0.0	0.0	0.0	4.4	0.0	0.0	2.8	**1.2**
16) Religion	12.1	3.3	1.0	0.0	6.4	5.7	0.0	4.6	4.8	6.6	1.4	8.2	3.8	**4.3**
17) Family Reunion Program	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.2	0.0	1.4	0.0	**0.1**
18) Media Review	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.1	0.0	**0.3**
19) General Library	3.0	0.8	0.0	0.0	0.0	0.0	1.7	0.0	0.0	0.0	0.0	0.0	0.0	**0.5**
20) Alcohol and Substance Abuse Treatment	6.0	2.5	1.9	0.0	9.7	9.6	1.7	4.6	0.0	2.2	4.3	2.7	0.9	**3.4**
Sub-total	**72.6**	**49.1**	**13.5**	**0.0**	**128.8**	**59.3**	**12.2**	**22.8**	**24.2**	**48.1**	**18.8**	**82.1**	**32.2**	**43.8**
Health Services														
21) Dental	23.2	3.3	5.8	0.0	11.3	5.7	7.0	4.6	4.8	10.9	2.9	4.1	0.9	**5.8**
22) Medical	111.9	44.2	41.5	0.0	117.6	93.7	17.5	68.5	14.5	83.2	37.6	176.5	24.6	**61.4**
22.1) HIPAA (Health Information)	0.0	0.0	0.0	0.0	1.6	5.7	1.7	0.0	0.0	2.2	0.0	2.7	0.0	**1.0**
Sub-total	**135.1**	**47.5**	**47.3**	**0.0**	**130.4**	**105.2**	**26.2**	**73.1**	**19.4**	**96.3**	**40.5**	**183.3**	**25.6**	**68.2**

*Ogdensburg Correctional Facility closed on March 10, 2022.

(continued on next page)

Table 3-2d. Grievances Filed per 1,000 Incarcerated Individuals at Medium Security Facilities in 2022, by Type (Cont.)

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	95.8	4.9	5.8	0.0	33.8	7.6	1.7	4.6	0.0	10.9	5.8	52.0	8.5	**17.6**
23.1) Smoke-Free Policy	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	**0.0**
24) Special Housing Units	16.1	31.9	1.0	0.0	198.1	0.0	0.0	0.0	0.0	0.0	2.9	5.5	1.9	**25.2**
25) Search & Seizure/Frisks/Contraband	3.0	0.0	1.9	0.0	9.7	11.5	5.2	0.0	0.0	21.9	0.0	9.6	0.0	**3.7**
25.1) Strip Search	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.2	0.0	0.0	0.0	**0.1**
25.2) Strip Frisk	0.0	0.0	0.0	0.0	1.6	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.0	**0.2**
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**
26) Keeplock Policy & Procedure	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.0	**0.2**
27) Tier I and II Policy & Procedure	0.0	0.0	1.0	0.0	8.1	0.0	0.0	0.0	0.0	2.2	5.8	4.1	3.8	**2.1**
28) Tier III Policy & Procedure	1.0	4.9	1.0	0.0	25.8	0.0	0.0	0.0	0.0	0.0	2.9	1.4	2.8	**4.1**
29) Property	9.1	3.3	3.9	0.0	14.5	11.5	1.7	4.6	9.7	2.2	1.4	10.9	11.4	**10.3**
30) Package Room	20.2	18.8	11.6	0.0	88.6	42.1	3.5	0.0	7.3	39.4	10.1	45.1	18.0	**20.7**
31) Rules & Regulations	2.0	0.0	1.9	0.0	1.6	9.6	26.2	9.1	0.0	0.0	0.0	12.3	3.8	**5.7**
Sub-total	**147.2**	**63.9**	**28.0**	**0.0**	**381.6**	**82.2**	**38.4**	**18.3**	**16.9**	**78.8**	**28.9**	**143.6**	**50.2**	**90.1**
Administrative Services														
32) Industry	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.2	0.0	0.0	0.0	**0.1**
33) Personal Property Claims	8.1	3.3	14.5	0.0	4.8	17.2	1.7	0.0	0.0	6.6	0.0	9.6	0.9	**5.6**
34) State Issued Clothing and Hygiene Items	15.1	0.8	0.0	0.0	12.9	5.7	1.7	0.0	0.0	0.0	1.4	0.0	2.8	**2.8**
35) Commissary	10.1	2.5	1.9	0.0	38.6	5.7	1.7	4.6	7.3	8.8	0.0	5.5	3.8	**6.4**
36) Incarcerated Individual Accounts	26.2	5.7	1.9	0.0	11.3	3.8	1.7	0.0	9.7	4.4	2.9	12.3	5.7	**8.8**
37) Mess Hall	15.1	13.1	1.9	0.0	33.8	1.9	3.5	0.0	2.4	6.6	4.3	12.3	3.8	**9.0**
38) Laundry	1.0	0.0	1.9	0.0	3.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	**0.4**
39) Facility Maintenance	14.1	1.6	0.0	0.0	11.3	11.5	1.7	4.6	0.0	2.2	1.4	0.0	1.9	**3.9**
Sub-total	**89.7**	**27.0**	**22.2**	**0.0**	**115.9**	**45.9**	**12.2**	**9.1**	**19.4**	**30.6**	**10.1**	**39.7**	**18.9**	**37.0**
Counsel														
40) Law Library	12.1	11.5	3.9	0.0	3.2	1.9	0.0	0.0	0.0	0.0	2.9	10.9	1.9	**4.1**
41) Legal Mail	4.0	4.1	3.9	0.0	6.4	5.7	1.7	0.0	0.0	2.2	0.0	2.7	2.8	**3.1**
42) Legal Rights	1.0	3.3	1.0	0.0	9.7	3.8	3.5	0.0	0.0	2.2	0.0	9.6	0.9	**4.1**
43) Mandatory Court Surcharge	2.0	2.5	1.0	0.0	0.0	0.0	1.7	0.0	0.0	0.0	0.0	0.0	0.9	**0.4**
Sub-total	**19.2**	**21.3**	**9.7**	**0.0**	**19.3**	**11.5**	**7.0**	**0.0**	**0.0**	**4.4**	**2.9**	**23.3**	**6.6**	**11.8**
Executive Direction														
44) Incarcerated Grievance Program	1.0	6.6	1.9	0.0	8.1	13.4	1.7	4.6	0.0	8.8	1.4	8.2	2.8	**3.9**
45) Temporary Release Committee	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	**0.3**
46) Inter-Facility Transfers	0.0	0.0	1.0	0.0	1.6	0.0	1.7	0.0	2.4	2.2	2.9	1.4	3.8	**2.0**
47) Grooming Standards	0.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.0	**0.3**
48) Incarcerated Liaison Committee	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.9	**0.2**
49) Staff Conduct	12.1	79.4	22.2	0.0	67.6	57.4	41.9	18.3	50.8	37.2	26.0	38.3	18.0	**40.7**
49.1) Sexual Abuse	1.0	7.4	1.0	0.0	6.4	0.0	0.0	0.0	4.8	2.2	2.9	9.6	1.9	**3.1**
49.2) Sexual Harassment	0.0	5.7	0.0	0.0	1.6	0.0	7.0	13.7	7.3	2.2	5.8	1.4	0.9	**3.4**
50) Miscellaneous	14.1	13.1	1.0	0.0	17.7	53.5	0.0	4.6	7.3	15.3	2.9	57.5	18.0	**15.9**
Sub-total	**28.2**	**112.2**	**28.0**	**0.0**	**103.1**	**124.3**	**52.4**	**41.1**	**72.6**	**67.8**	**42.0**	**117.6**	**46.4**	**69.9**
Grand Total	**491.9**	**321.0**	**148.8**	**0.0**	**879.2**	**428.3**	**148.3**	**164.4**	**152.5**	**326.0**	**143.3**	**589.6**	**179.9**	**320.7**

*Ogdensburg Correctional Facility closed on March 10, 2022.

Table 3-3. Grievances Filed per 1,000 Incarcerated Individuals at Minimum Security and Specialized Facilities in 2022, by Type

Grievance Type	Edgecombe	Lakeview**	Moriah Shock*	Queensboro	Rochester*	Willard*	Total Minimum & Specialized Facilities	DOCCS Total
Program Services								
1) Program Committee	0.0	2.2	0.0	0.0	0.0	0.0	**0.8**	**7.2**
2) Incentive Wage Allowance	0.0	0.0	0.0	0.0	0.0	0.0	**0.0**	**2.1**
3) Correspondence	0.0	4.4	0.0	0.0	0.0	0.0	**1.6**	**11.3**
4) Phone Home Program	0.0	0.0	0.0	0.0	0.0	0.0	**0.0**	**1.8**
5) Visiting	0.0	2.2	0.0	0.0	0.0	0.0	**0.8**	**6.8**
6) Guidance Unit/Counseling	0.0	6.6	0.0	0.0	0.0	0.0	**2.4**	**20.0**
7) Recreation (TV, Yard, Movies, Radio, etc.)	0.0	0.0	0.0	0.0	0.0	0.0	**0.0**	**5.2**
8) Adult Basic Education	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**	**0.8**
10) Language Assistance Program	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	0.0	0.0	0.0	**0.0**	**0.5**
12) Work Assignments	0.0	0.0	0.0	0.0	0.0	0.0	**0.0**	**2.5**
13) Hobby Shop/Arts & Crafts	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**	**0.1**
15) Special Events/Organizations	0.0	0.0	0.0	0.0	0.0	0.0	**0.0**	**1.1**
16) Religion	0.0	11.0	0.0	0.0	0.0	0.0	**3.9**	**6.3**
17) Family Reunion Program	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**	**1.2**
19) General Library	0.0	0.0	0.0	0.0	0.0	0.0	**0.0**	**0.9**
20) Alcohol and Substance Abuse Treatment	0.0	21.9	0.0	0.0	0.0	0.0	**7.9**	**3.3**
Sub-total	**0.0**	**48.2**	**0.0**	**0.0**	**0.0**	**0.0**	**17.4**	**72.3**
Health Services								
21) Dental	0.0	8.8	0.0	0.0	0.0	0.0	**3.2**	**8.0**
22) Medical	33.3	70.2	0.0	7.5	0.0	0.0	**28.4**	**96.5**
22.1) HIPAA (Health Information)	0.0	0.0	0.0	0.0	0.0	0.0	**0.0**	**2.4**
Sub-total	**33.3**	**78.9**	**0.0**	**7.5**	**0.0**	**0.0**	**31.5**	**106.9**

*Moriah Shock, Rochester Correctional Facility and Willard DTC closed on March 10, 2022

** Lakeview includes several specialized units across different security levels e.g. (Drug Treatment, Shock, I-ASAT).

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Table 3-3. Grievances Filed per 1,000 Incarcerated Individuals at Minimum Security and Specialized Facilities in 2022, by Type (Cont'd)

Grievance Type	Edgecombe	Lakeview**	Moriah Shock*	Queensboro	Rochester*	Willard*	Total Minimum & Specialized Facilities	DOCCS Total
Facility Operations								
23) Housing - Internal Block Affairs	0.0	76.8	0.0	0.0	0.0	0.0	**27.6**	**45.9**
23.1) Smoke-Free Policy	0.0	0.0	0.0	0.0	0.0	0.0	**0.0**	**0.1**
24) Special Housing Units	0.0	6.6	0.0	0.0	0.0	0.0	**0.0**	**51.9**
25) Search & Seizure/Frisks/Contraband	0.0	0.0	0.0	0.0	0.0	0.0	**2.4**	**7.1**
25.1) Strip Search	0.0	0.0	0.0	0.0	0.0	0.0	**0.0**	**0.6**
25.2) Strip Frisk	0.0	0.0	0.0	0.0	0.0	0.0	**0.0**	**0.8**
25.3) Pat Frisk (Female)	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**	**0.4**
27) Tier I and II Policy & Procedure	0.0	4.4	0.0	0.0	0.0	0.0	**1.6**	**5.3**
28) Tier III Policy & Procedure	0.0	6.6	0.0	0.0	0.0	0.0	**2.4**	**7.3**
29) Property	16.7	2.2	0.0	0.0	0.0	0.0	**1.6**	**16.0**
30) Package Room	16.7	0.0	0.0	0.0	0.0	0.0	**0.8**	**42.9**
31) Rules & Regulations	0.0	61.4	0.0	0.0	0.0	0.0	**22.1**	**12.6**
Sub-total	**33.3**	**157.9**	**0.0**	**0.0**	**0.0**	**0.0**	**58.4**	**191.0**
Administrative Services								
32) Industry	0.0	0.0	0.0	0.0	0.0	0.0	**0.0**	**0.7**
33) Personal Property Claims	16.7	4.4	0.0	0.0	0.0	0.0	**2.4**	**6.2**
34) State Issued Clothing and Hygiene Items	0.0	0.0	0.0	0.0	0.0	0.0	**0.0**	**4.7**
35) Commissary	0.0	6.6	0.0	0.0	0.0	0.0	**2.4**	**15.3**
36) Incarcerated Individual Accounts	0.0	2.2	0.0	0.0	0.0	0.0	**0.8**	**21.4**
37) Mess Hall	16.7	13.2	0.0	0.0	0.0	0.0	**5.5**	**13.4**
38) Laundry	16.7	4.4	0.0	0.0	0.0	0.0	**2.4**	**1.1**
39) Facility Maintenance	0.0	2.2	0.0	0.0	0.0	0.0	**0.8**	**7.6**
Sub-total	**50.0**	**32.9**	**0.0**	**0.0**	**0.0**	**0.0**	**14.2**	**71.7**
Counsel								
40) Law Library	0.0	8.8	0.0	0.0	0.0	0.0	**3.2**	**9.2**
41) Legal Mail	0.0	0.0	0.0	0.0	0.0	0.0	**0.0**	**5.7**
42) Legal Rights	0.0	0.0	0.0	0.0	0.0	0.0	**0.0**	**5.4**
43) Mandatory Court Surcharge	0.0	0.0	0.0	0.0	0.0	0.0	**0.0**	**0.7**
Sub-total	**0.0**	**8.8**	**0.0**	**0.0**	**0.0**	**0.0**	**3.2**	**20.9**
Executive Direction								
44) Incarcerated Grievance Program	0.0	2.2	0.0	0.0	0.0	0.0	**0.8**	**8.5**
45) Temporary Release Committee	33.3	0.0	0.0	0.0	0.0	0.0	**1.6**	**0.2**
46) Inter-Facility Transfers	0.0	11.0	0.0	0.0	0.0	0.0	**3.9**	**2.9**
47) Grooming Standards	0.0	0.0	0.0	0.0	0.0	0.0	**0.0**	**0.3**
48) Incarcerated Liaison Committee	0.0	0.0	0.0	0.0	0.0	0.0	**0.0**	**0.5**
49) Staff Conduct	0.0	92.1	0.0	0.0	0.0	3.2	**33.9**	**74.7**
49.1) Sexual Abuse	0.0	8.8	0.0	0.0	0.0	0.0	**3.2**	**7.5**
49.2) Sexual Harassment	0.0	15.4	0.0	0.0	0.0	0.0	**5.5**	**9.5**
50) Miscellaneous	16.7	6.6	0.0	0.0	0.0	0.0	**3.2**	**31.9**
Sub-total	**50.0**	**136.0**	**0.0**	**0.0**	**0.0**	**3.2**	**52.1**	**136.0**
Grand Total	**166.7**	**462.7**	**0.0**	**7.5**	**0.0**	**3.2**	**176.7**	**598.8**

*Moriah Shock, Rochester Correctional Facility and Willard DTC closed on March 10, 2022

** Lakeview includes several specialized units across different security levels e.g. (Drug Treatment, Shock, I-ASAT).

Table 4 compares the number of grievances filed at facilities in 2021 and 2022. There were 23,301 grievances filed in 2022, an increase of 2,372 (or 11.3%) from the 20,929 filed in 2021. Maximum security facilities had a net increase of 1,456 grievances (or 9.6%), increasing from 15,112 in 2021 to 16,568 in 2022. Medium security facilities had a net increase of 843 grievances (or 14.9%), increasing from 5,666 in 2021 to 6,509 in 2022. Minimum and Specialized facilities had a net increase of 73 grievances (or 48.3%), increasing from 151 to 224.

Table 4. Grievances Filed at Facilities in 2021 & 2022, by Category, by Security Level

Correctional Facility	Program Services		Health Services		Facility Operations		Administrative Services		Counsel		Executive Direction		Total Grievances			
	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	Chg	% Chg
Maximum Security																
Attica	253	218	373	360	1,172	1,255	367	386	136	108	568	530	2,869	2,857	-12	-0.4%
Auburn	156	187	180	197	467	516	161	227	49	72	161	169	1,174	1,368	194	16.5%
Bedford Hills	50	43	70	76	226	203	38	43	10	19	78	86	472	470	-2	-0.4%
Clinton	173	164	146	154	280	191	118	158	77	51	273	154	1,067	872	-195	-18.3%
Coxsackie	3	6	7	9	19	38	1	5	1	2	33	68	64	128	64	100.0%
Downstate*	21	1	25	1	46	0	23	2	6	0	117	5	238	9	-229	-96.2%
Eastern	96	85	74	78	118	112	72	52	24	26	75	83	459	436	-23	-5.0%
Elmira	101	83	122	123	267	164	103	70	34	49	164	73	791	562	-229	-29.0%
Five Points	203	212	431	348	401	496	296	214	62	74	257	400	1,650	1,744	94	5.7%
Great Meadow	131	88	134	132	405	274	153	108	46	37	161	166	1,030	805	-225	-21.8%
Green Haven	163	190	279	322	449	424	165	263	33	50	186	270	1,275	1,519	244	19.1%
Shawangunk	30	63	96	137	108	141	37	62	15	15	84	82	370	500	130	35.1%
Sing Sing	74	146	171	203	299	479	62	181	27	38	241	487	874	1,534	660	75.5%
Southport*	34	0	100	0	91	0	28	0	9	0	96	0	358	0	-358	-100.0%
Sullivan	37	36	158	97	184	230	50	60	16	17	110	127	555	567	12	2.2%
Upstate	107	245	218	341	415	821	124	152	34	67	309	966	1,207	2,592	1,385	114.7%
Wende	62	94	196	180	129	122	55	54	28	36	189	119	659	605	-54	-8.2%
Total Maximum Security	**1,694**	**1,861**	**2,780**	**2,758**	**5,076**	**5,466**	**1,853**	**2,037**	**607**	**661**	**3,102**	**3,785**	**15,112**	**16,568**	**1,456**	**9.6%**

*Downstate and Southport Correctional Facilities closed on March 10, 2022

(continued on next page)

Table 4. Grievances Filed at Facilities in 2021 & 2022, by Category, by Security Level (Cont.)

Correctional Facility	Program Services		Health Services		Facility Operations		Administrative Services		Counsel		Executive Direction		Total Grievances			
	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	Chg	% Chg
Medium Security																
Adirondack	8	14	9	24	5	34	4	19	2	3	5	13	33	107	74	224.2%
Albion	20	22	63	110	32	42	18	30	0	5	75	92	208	301	93	44.7%
Altona	5	0	2	0	2	0	3	0	1	0	14	3	27	3	-24	-88.9%
Bare Hill	54	29	30	22	23	15	17	17	5	2	56	44	185	129	-56	-30.3%
Cape Vincent	29	14	23	15	26	12	8	7	6	5	33	25	125	78	-47	-37.6%
Cayuga	31	68	40	77	50	156	28	97	2	18	69	97	220	513	293	133.2%
Collins	72	57	130	92	171	110	80	35	13	11	95	55	561	360	-201	-35.8%
Fishkill	63	68	89	106	98	103	43	33	26	19	54	92	373	421	48	12.9%
Franklin	49	58	73	85	90	88	36	53	7	7	105	151	360	442	82	22.8%
Gouverneur	27	54	34	48	53	128	18	59	22	35	61	78	215	402	187	87.0%
Gowanda*	3	0	2	0	6	0	1	0	1	0	19	0	32	0	-32	-100.0%
Greene	28	45	53	59	142	223	25	39	14	19	80	94	342	479	137	40.1%
Groveland	42	36	57	76	139	122	26	18	14	7	91	75	369	334	-35	-9.5%
Hale Creek	0	2	4	3	4	0	4	0	1	0	13	1	26	6	-20	-333.3%
Hudson	6	13	9	19	8	15	2	15	1	3	15	12	41	77	36	46.8%
Marcy	36	72	68	134	91	146	55	89	13	19	56	28	319	488	169	34.6%
Midstate	51	60	52	58	59	78	14	33	11	26	164	137	351	392	41	10.5%
Mohawk	17	14	56	49	29	29	12	23	8	10	23	29	145	154	9	5.8%
Ogdensburg*	1	0	4	0	10	0	1	0	0	0	2	0	18	0	-18	-100.0%
Orleans	58	80	29	81	158	237	42	72	11	12	42	64	340	546	206	60.6%
Otisville	23	31	46	55	54	43	20	24	5	6	79	65	227	224	-3	-1.3%
Riverview	21	7	16	15	12	22	10	7	6	4	41	30	106	85	-21	-19.8%
Taconic	8	5	12	16	10	4	3	2	1	0	10	9	44	36	-8	-18.2%
Ulster	9	10	3	8	9	7	12	8	0	0	16	30	49	63	14	28.6%
Wallkill	35	22	65	44	47	36	29	14	11	2	66	31	253	149	-104	-41.1%
Washington	22	13	24	28	30	20	14	7	3	2	37	29	130	99	-31	-23.8%
Watertown*	1	0	1	0	1	0	1	0	0	0	0	0	4	0	-4	-100.0%
Woodbourne	60	60	106	134	150	105	20	29	9	17	75	86	420	431	11	2.6%
Wyoming	24	34	23	27	26	53	18	20	3	7	49	49	143	190	47	32.9%
Total Medium Security	**803**	**888**	**1,123**	**1,385**	**1,535**	**1,828**	**564**	**750**	**196**	**239**	**1,445**	**1,419**	**5,666**	**6,509**	**843**	**14.9%**
Minimum Security & Specialized																
Edgecombe	2	0	1	2	8	2	9	3	1	0	7	3	28	10	-18	-64.3%
Lakeview**	8	22	13	36	27	72	5	15	1	4	23	62	77	211	134	174.0%
Moriah Shock*	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-
Queensboro	0	0	1	2	1	0	0	0	0	0	2	0	4	2	-2	-50.0%
Rochester*	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-
Willard*	2	0	6	0	2	0	2	0	0	0	30	1	42	1	-41	-97.6%
Total Minimum Security & Specialized	**12**	**22**	**21**	**40**	**38**	**74**	**16**	**18**	**2**	**4**	**62**	**66**	**151**	**224**	**73**	**48.3%**
DOCCS Total	**2,509**	**2,771**	**3,924**	**4,183**	**6,649**	**7,368**	**2,433**	**2,805**	**805**	**904**	**4,609**	**5,270**	**20,929**	**23,301**	**2,372**	**11.3%**

*Gowanda and Watertown Correctional Facilities closed on March 30, 2021. Downstate, Moriah Shock, Ogdensburg, Rochester, Southport and Willard Correctional Facilities closed on March 10, 2022.

** Lakeview includes several specialized units across different security levels (e.g. Drug Treatment, Shock, I-ASAT).

Grievance Outcomes

Tables 5-1, 5-2 and 5-3 below detail the outcomes of grievances in 2022 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 5,731 grievances (34.6%) 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 2,114 grievances (32.5%) that were found favorable to the incarcerated individual, and Table 5-3 details the grievance outcomes at minimum security and specialized facilities, along with the statewide totals.

Overall, of the 23,301 grievances filed statewide in 2022, 240 were withdrawn and 3,383 were informally resolved. In addition, 13,189 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 9,902 grievances heard at the IGRC level only, 2,310 were dismissed and closed; 2,778 had a favorable outcome to the incarcerated individual; and 4,814 had an unfavorable outcome to the incarcerated individual. Of the 9,776 grievances reviewed by facility Superintendents, 3,651 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 exceeded the time frame for an IGRC hearing. In addition, 4,558 were appealed to the Superintendent subsequent to the IGRC hearing; 1,315 were referred to the Superintendent following an IGRC hearing; and 252 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 9,776 total grievances reviewed by Superintendents statewide, 1,505 (15.4%) were found favorable to the incarcerated individual while 8,271 were found unfavorable. Of the 8,461 grievances that were passed through, appealed or deadlocked, 952 had a favorable outcome to the incarcerated individual and 7,509 had an unfavorable outcome to the incarcerated individual. Likewise, of the 1,315 grievances that were referred to the Superintendent, 553 had a favorable outcome while 762 had an unfavorable outcome.

Overall, 7,907 (33.9%) grievances filed statewide in 2022 had favorable outcomes to the incarcerated individual while 15,395 had unfavorable outcomes.

Table 5-1. Grievance Outcomes at Maximum Security Facilities in 2022

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	2,857	1,368	470	872	128	9	436	562	1,744	805	1,519	500	1,534	0	567	2,592	605	**16,568**
Withdrawn	0	3	0	0	0	0	7	4	8	0	0	0	99	0	0	33	0	**154**
Informally Resolved	530	199	113	123	22	1	91	93	272	175	303	59	44	0	85	170	82	**2,362**
Heard by IGRC Only	**1,652**	**544**	**223**	**314**	**17**	**3**	**125**	**325**	**750**	**396**	**529**	**110**	**691**	**0**	**219**	**1,021**	**297**	**7,216**
Favorable (No Appeal)	774	242	62	16	7	3	32	130	18	57	397	53	194	0	0	50	107	**2,142**
Unfavorable (No Appeal)	864	46	64	188	8	0	59	125	418	147	1	22	443	0	172	794	175	**3,526**
Dismissed	14	256	97	110	2	0	34	70	314	192	131	35	54	0	47	177	15	**1,548**
Reviewed by Superintendent	**675**	**622**	**134**	**435**	**89**	**5**	**213**	**140**	**714**	**234**	**687**	**331**	**700**	**0**	**263**	**1,368**	**226**	**6,836**
Passed Through- Not Heard by IGRC	336	105	43	51	63	4	54	37	242	133	195	77	395	0	61	790	76	**2,662**
Heard by IGRC, Appealed to Superintendent	296	509	41	363	14	1	100	30	465	72	139	49	195	0	202	576	95	**3,147**
Heard by IGRC, Referred to Superintendent	27	7	49	3	12	0	59	59	7	29	264	186	105	0	0	0	37	**844**
Heard by IGRC, Deadlocked	16	1	1	18	0	0	0	14	0	0	89	19	5	0	0	2	18	**183**
Superintendant Outcomes																		
Passed Through, Appealed, or Deadlocked	*648*	*615*	*85*	*432*	*77*	*5*	*154*	*81*	*707*	*205*	*423*	*145*	*595*	*0*	*263*	*1,368*	*189*	***5,992***
Favorable	100	437	4	38	7	1	12	25	2	7	55	35	11	0	2	11	0	**747**
Unfavorable	548	178	81	394	70	4	142	56	705	198	368	110	584	0	261	1,357	189	**5,245**
Referred to Superintendent	*27*	*7*	*49*	*3*	*12*	*0*	*59*	*59*	*7*	*29*	*264*	*186*	*105*	*0*	*0*	*0*	*37*	**844**
Favorable	16	3	17	1	9	0	44	38	5	25	61	98	6	0	0	0	3	**326**
Unfavorable	11	4	32	2	3	0	15	21	2	4	203	88	99	0	0	0	34	**518**
Total Superintendent Outcomes	**675**	**622**	**134**	**435**	**89**	**5**	**213**	**140**	**714**	**234**	**687**	**331**	**700**	**0**	**263**	**1,368**	**226**	**6,836**
Favorable	116	440	21	39	16	1	56	63	7	32	116	133	17	0	2	11	3	**1,073**
Unfavorable	559	182	113	396	73	4	157	77	707	202	571	198	683	0	261	1,357	223	**5,763**
Percent Favorable	17.2%	70.7%	15.7%	9.0%	18.0%	20.0%	26.3%	45.0%	1.0%	13.7%	16.9%	40.2%	2.4%	--	0.8%	0.8%	1.3%	**15.7%**
All Grievance Outcomes																		
Favorable (includes withdrawn & informally resolved)	1,420	884	196	178	45	5	186	290	305	264	816	245	354	0	87	264	192	**5,731**
Unfavorable (includes dismissed)	1,437	484	274	694	83	4	250	272	1,439	541	703	255	1,180	0	480	2,328	413	**10,837**
Percent Favorable	49.7%	64.6%	41.7%	20.4%	35.2%	55.6%	42.7%	51.6%	17.5%	32.8%	53.7%	49.0%	23.1%	--	15.3%	10.2%	31.7%	**34.6%**
Appealed or Passed Through to CORC	595	295	91	286	31	3	139	89	423	42	407	132	317	0	137	714	205	**3,906**
Non-Calendared Contacts	55	299	1,187	55	1,665	0	289	491	93	580	1,002	31	413	0	144	187	462	**6,953**

*Downstate and Southport Correctional Facilities closed on March 10, 2022

Table 5-2. Grievance Outcomes at Medium Security Facilities in 2022

Outcome Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Greene	Groveland	Hale Creek	Hudson
Total Grievances	107	301	3	129	78	513	360	421	442	402	479	334	6	77
Withdrawn	3	2	0	3	1	0	0	20	1	42	0	7	0	0
Informally Resolved	10	29	0	24	10	111	21	10	108	71	115	19	1	28
Heard by IGRC Only (Total)	**34**	**116**	**0**	**34**	**20**	**256**	**191**	**237**	**122**	**144**	**242**	**197**	**3**	**26**
Favorable (No Appeal)	3	44	0	0	0	137	79	36	0	12	9	24	2	7
Unfavorable (No Appeal)	21	62	0	34	17	83	66	138	115	118	24	76	1	8
Dismissed	10	10	0	0	3	36	46	63	7	14	209	97	0	11
Reviewed by Superintendent	**60**	**154**	**3**	**68**	**47**	**146**	**148**	**154**	**211**	**145**	**122**	**111**	**2**	**23**
Passed Through- Not Heard by IGRC	7	66	3	38	24	80	12	52	100	55	74	36	2	12
Heard by IGRC, Appealed to Superintendent	53	72	0	30	23	29	124	87	111	86	31	56	0	11
Heard by IGRC, Referred to Superintendent	0	13	0	0	0	37	12	15	0	4	10	11	0	0
Heard by IGRC, Deadlocked	0	3	0	0	0	0	0	0	0	0	7	8	0	0
Superintendent Outcomes														
Passed Through, Appealed, or Deadlocked (Total)	*60*	*141*	*3*	*68*	*47*	*109*	*136*	*139*	*211*	*141*	*112*	*100*	*2*	*23*
Favorable	0	29	0	2	0	15	32	7	0	1	11	5	0	1
Unfavorable	60	112	3	66	47	94	104	132	211	140	101	95	2	22
Referred to Superintendent (Total)	*0*	*13*	*0*	*0*	*0*	*37*	*12*	*15*	*0*	*4*	*10*	*11*	*0*	*0*
Favorable	0	10	0	0	0	24	6	0	0	4	5	9	0	0
Unfavorable	0	3	0	0	0	13	6	15	0	0	5	2	0	0
Total Superintendent Outcomes	**60**	**154**	**3**	**68**	**47**	**146**	**148**	**154**	**211**	**145**	**122**	**111**	**2**	**23**
Favorable	0	39	0	2	0	39	38	7	0	5	16	14	0	1
Unfavorable	60	115	3	66	47	107	110	147	211	140	106	97	2	22
Percent Favorable	0.0%	25.3%	0.0%	2.9%	0.0%	26.7%	25.7%	4.5%	0.0%	3.4%	13.1%	12.6%	0.0%	4.3%
All Grievance Outcomes														
Favorable (includes withdrawn and informally resolved)	16	114	0	29	11	287	138	73	109	130	140	64	3	36
Unfavorable (includes dismissed)	91	187	3	100	67	226	222	348	333	272	339	270	3	41
Percent Favorable	15.0%	37.9%	0.0%	22.5%	14.1%	55.9%	38.3%	17.3%	24.7%	32.3%	29.2%	19.2%	50.0%	46.8%
Appealed or Passed Through to CORC	43	100	1	22	21	95	76	85	129	71	30	55	0	10
Non-Calendared Contacts	25	201	10	63	68	167	148	202	183	142	518	46	13	67

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Table 5-2. Grievance Outcomes at Medium Security Facilities in 2022 (Cont.)

Outcome Type	Marcy	Midstate	Mohawk	Ogdensburg*	Orleans	Otisville	Riverview	Taconic	Ulster	Wallkill	Washington	Woodbourne	Wyoming	Total Medium Security
Total Grievances	488	392	154	0	546	224	85	36	63	149	99	431	190	**6,509**
Withdrawn	2	0	0	0	0	1	3	0	0	0	0	0	0	**85**
Informally Resolved	72	0	23	0	126	31	9	4	12	36	28	59	33	**990**
Heard by IGRC Only (Total)	**272**	**101**	**77**	**0**	**231**	**52**	**25**	**19**	**20**	**10**	**26**	**53**	**101**	2,609
Favorable (No Appeal)	85	49	2	0	75	10	0	3	0	3	2	0	36	**618**
Unfavorable (No Appeal)	156	52	17	0	128	23	21	4	20	1	13	0	54	**1,252**
Dismissed	31	0	58	0	28	19	4	12	0	6	11	53	11	**739**
Reviewed by Superintendent (Total)	**142**	**291**	**54**	**0**	**189**	**140**	**48**	**13**	**31**	**103**	**45**	**319**	**56**	2,825
Passed Through- Not Heard by IGRC	12	113	25	0	43	34	26	4	23	18	19	32	21	**931**
Heard by IGRC, Appealed to Superintendent	80	108	25	0	93	90	22	7	7	32	21	155	19	**1,372**
Heard by IGRC, Referred to Superintendent	30	70	4	0	51	11	0	2	1	31	5	132	16	**455**
Heard by IGRC, Deadlocked	20	0	0	0	2	5	0	0	0	22	0	0	0	**67**
Superintendent Outcomes														
Passed Through, Appealed, or Deadlocked (Total)	*112*	*221*	*50*	*0*	*138*	*129*	*48*	*11*	*30*	*72*	*40*	*187*	*40*	***2,370***
Favorable	9	12	4	0	16	15	0	1	0	14	0	16	4	**194**
Unfavorable	103	209	46	0	122	114	48	10	30	58	40	171	36	**2,176**
Referred to Superintendent (Total)	*30*	*70*	*4*	*0*	*51*	*11*	*0*	*2*	*1*	*31*	*5*	*132*	*16*	***455***
Favorable	6	59	1	0	34	10	0	1	1	12	0	29	16	**227**
Unfavorable	24	11	3	0	17	1	0	1	0	19	5	103	0	**228**
Total Superintendent Outcomes	**142**	**291**	**54**	**0**	**189**	**140**	**48**	**13**	**31**	**103**	**45**	**319**	**56**	2,825
Favorable	15	71	5	0	50	25	0	2	1	26	0	45	20	**421**
Unfavorable	127	220	49	0	139	115	48	11	30	77	45	274	36	**2,404**
Percent Favorable	10.6%	24.4%	9.3%	--	26.5%	17.9%	0.0%	15.4%	3.2%	25.2%	0.0%	14.1%	35.7%	**14.9%**
All Grievance Outcomes														
Favorable (includes withdrawn and informally resolved)	174	120	30	0	251	67	12	9	13	65	30	104	89	**2,114**
Unfavorable (includes dismissed)	314	272	124	0	295	157	73	27	50	84	69	327	101	**4,395**
Percent Favorable	35.7%	30.6%	19.5%	--	46.0%	29.9%	14.1%	25.0%	20.6%	43.6%	30.3%	24.1%	46.8%	**32.5%**
Appealed or Passed Through to CORC	100	114	21	0	110	83	26	11	7	54	19	153	53	**1,489**
Non-Calendared Contacts	3	888	1,333	0	333	116	92	261	139	112	98	905	45	**6,178**

*Ogdensburg Correctional Facility closed on March 10, 2022

Table 5-3. Grievance Outcomes at Minimum Security and Specialized Facilities in 2022

Outcome Type	Edgecombe	Lakeview**	Moriah Shock*	Queensboro	Rochester*	Willard*	Total Minimum & Specalized	DOCCS Total
Total Grievances	10	211	0	2	0	1	**224**	**23,301**
Withdrawn	0	1	0	0	0	0	**1**	**240**
Informally Resolved	3	27	0	1	0	0	**31**	**3,383**
Heard by IGRC Only	**0**	**77**	**0**	**0**	**0**	**0**	**77**	**9,902**
Favorable (No Appeal)	0	18	0	0	0	0	**18**	**2,778**
Unfavorable (No Appeal)	0	36	0	0	0	0	**36**	**4,814**
Dismissed	0	23	0	0	0	0	**23**	**2,310**
Reviewed by Superintendent (Total)	**7**	**106**	**0**	**1**	**0**	**1**	**115**	**9,776**
Passed Through- Not Heard by IGRC	7	49	0	1	0	1	**58**	**3,651**
Heard by IGRC, Appealed to Superintendent	0	39	0	0	0	0	**39**	**4,558**
Heard by IGRC, Referred to Superintendent	0	16	0	0	0	0	**16**	**1,315**
Heard by IGRC, Deadlocked	0	2	0	0	0	0	**2**	**252**
Superintendent Outcomes								
Passed Through, Appealed, or Deadlocked (Total)	*7*	*90*	*0*	*1*	*0*	*1*	*99*	***8,461***
Favorable	2	9	0	0	0	0	**11**	**952**
Unfavorable	5	81	0	1	0	1	**88**	**7,509**
Referred to Superintendent (Total)	*0*	*16*	*0*	*0*	*0*	*0*	*16*	***1,315***
Favorable	0	0	0	0	0	0	**0**	**553**
Unfavorable	0	16	0	0	0	0	**16**	**762**
Total Superintendent Outcomes	**7**	**106**	**0**	**1**	**0**	**1**	**115**	**9,776**
Favorable	2	9	0	0	0	0	**11**	**1,505**
Unfavorable	5	97	0	1	0	1	**104**	**8,271**
Percent Favorable	28.6%	8.5%	-	0.0%	-	0.0%	**9.6%**	**15.4%**
All Grievance Outcomes								
Favorable (includes withdrawn and informally resolved)	5	55	0	1	0	0	**61**	**7,906**
Unfavorable (includes dismissed)	5	156	0	1	0	1	**163**	**15,395**
Percent Favorable	50.0%	26.1%	-	50.0%	-	0.0%	**27.2%**	**33.9%**
Appealed or Passed Through to CORC	1	40	0	0	0	0	**41**	**5,436**
Non-Calendared Contacts	15	217	0	22	0	6	**260**	**13,391**

*Moriah Shock, Rochester Correctional Facility and Willard closed on March 10, 2022

** Lakeview includes several specialized units across different security levels e.g. (Drug Treatment, Shock, I-ASAT).

Table 6 examines grievance outcomes by facility for 2021 and 2022. 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 2022, 34.0% of grievances had an outcome favorable to the incarcerated individual, a slight increase from 32.2% of grievances that were favorable in 2021.

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 2021 and 2022.

Table 6. Grievance Outcomes at Facilities, by Security Level: 2021 - 2022

Correctional Facility	Total Grievances		Favorable, Informally Resolved or Withdrawn		Unfavorable or Dismissed		% of Total Grievances Favorable, Informally Resolved or Withdrawn		Non-Calendared	
	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022
Maximum Security										
Attica	2,869	2,857	1,194	1,420	1,675	1,437	41.6%	49.7%	339	55
Auburn	1,174	1,368	600	884	574	484	51.1%	64.6%	314	299
Bedford Hills	472	470	194	196	278	274	41.1%	41.7%	1,095	1,187
Clinton/Clinton Annex	1,067	872	162	178	905	694	15.2%	20.4%	68	55
Coxsackie	64	128	16	45	48	83	25.0%	35.2%	1,262	1,665
Downstate/Downstate Rec.*	238	9	96	5	142	4	40.3%	55.6%	370	0
Eastern	459	436	206	186	253	250	44.9%	42.7%	471	289
Elmira	791	562	378	290	413	272	47.8%	51.6%	383	491
Five Points	1,650	1,744	251	305	1,399	1,439	15.2%	17.5%	204	93
Great Meadow	1,030	805	372	264	658	541	36.1%	32.8%	831	580
Green Haven	1,275	1,519	610	816	665	703	47.8%	53.7%	774	1,002
Shawangunk	370	500	177	245	193	255	47.8%	49.0%	11	31
Sing Sing	874	1,534	184	354	690	1,180	21.1%	23.1%	872	413
Southport*	358	0	148	0	210	0	41.3%	-	2,566	0
Sullivan	555	567	87	87	468	480	15.7%	15.3%	100	144
Upstate	1,207	2,592	145	264	1,062	2,328	12.0%	10.2%	78	187
Wende	659	605	100	192	559	413	15.2%	31.7%	547	462
Total Maximum Security	**15,112**	**16,568**	**4,920**	**5,731**	**10,192**	**10,837**	**32.6%**	**34.6%**	**10,285**	**6,953**

*Downstate and Southport Correctional Facilities closed on March 10, 2022.

(continued on next page)

Table 6. Grievance Outcomes at Facilities, by Security Level: 2021 - 2022 (Cont.)

Correctional Facility	Total Grievances		Favorable, Informally Resolved or Withdrawn		Unfavorable or Dismissed		% of Total Grievances Favorable, Informally Resolved or Withdrawn		Non-Calendared	
	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022
Medium Security										
Adirondack	33	107	6	16	27	91	18.2%	15.0%	60	25
Albion	208	301	71	114	137	187	34.1%	37.9%	273	201
Altona	27	3	4	0	23	3	14.8%	0.0%	17	10
Bare Hill	185	129	35	29	150	100	18.9%	22.5%	63	63
Cape Vincent	125	78	49	11	76	67	39.2%	14.1%	73	68
Cayuga	220	513	146	287	74	226	66.4%	55.9%	55	167
Collins	561	360	215	138	346	222	38.3%	38.3%	224	148
Fishkill	373	421	68	73	305	348	18.2%	17.3%	211	202
Franklin	360	442	109	109	251	333	30.3%	24.7%	167	183
Gouverneur	215	402	66	130	149	272	30.7%	32.3%	147	142
Gowanda	32	0	11	0	21	0	34.4%	-	4	0
Greene	342	479	88	140	254	339	25.7%	29.2%	582	518
Groveland	369	334	91	64	278	270	24.7%	19.2%	50	46
Hale Creek	26	6	5	3	21	3	19.2%	50.0%	18	13
Hudson	41	77	23	36	18	41	56.1%	46.8%	57	67
Marcy	319	488	104	174	215	314	32.6%	35.7%	26	3
Midstate	351	392	72	120	279	272	20.5%	30.6%	1,073	888
Mohawk	145	154	69	30	76	124	47.6%	19.5%	1,172	1,333
Ogdensburg*	18	0	2	0	16	0	11.1%	-	11	0
Orleans	340	546	153	251	187	295	45.0%	46.0%	294	333
Otisville	227	224	79	67	148	157	34.8%	29.9%	128	116
Riverview	106	85	21	12	85	73	19.8%	14.1%	126	92
Taconic	44	36	9	9	35	27	20.5%	25.0%	118	261
Ulster	49	63	8	13	41	50	16.3%	20.6%	96	139
Wallkill	253	149	89	65	164	84	35.2%	43.6%	119	112
Washington	130	99	17	30	113	69	13.1%	30.3%	130	98
Watertown	4	0	0	0	4	0	0.0%	-	0	0
Woodbourne	420	431	115	104	305	327	27.4%	24.1%	696	905
Wyoming	143	190	53	89	90	101	37.1%	46.8%	78	45
Total Medium Security	**5,666**	**6,509**	**1,778**	**2,114**	**3,888**	**4,395**	**31.4%**	**32.5%**	**6,068**	**6,178**
Minimum Security & Specialized Facilities										
Edgecombe	28	10	19	5	9	5	67.9%	50.0%	16	15
Lakeview**	77	211	16	55	61	156	20.8%	26.1%	115	217
Moriah Shock*	0	0	0	0	0	0	-	-	0	0
Queensboro	4	2	0	1	4	1	0.0%	50.0%	12	22
Rochester*	0	0	0	0	0	0	-	-	0	0
Willard*	42	1	3	0	39	1	7.1%	0.0%	112	6
Total Minimum Security & Specialized Facilities	**151**	**224**	**38**	**61**	**113**	**163**	**25.2%**	**27.2%**	**255**	**260**
DOCCS Total	**20,929**	**23,301**	**6,736**	**7,906**	**14,193**	**15,395**	**32.2%**	**33.9%**	**16,608**	**13,391**

*Gowanda and Watertown Correctional Facilities closed on March 30, 2021. Rochester and Ogdensburg Correctional Facilities closed on March 10, 2022; Moriah Shock and Willard closed on March 10, 2022

** Lakeview includes several specialized units across different security levels (e.g. Drug Treatment, Shock, I-ASAT).

Table 7 compares the types of grievances heard by CORC in 2021 and 2022. 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 2021, 7,790 grievances were reviewed by CORC as compared to 4,426 grievances reviewed in 2022, a decrease of 43.2%.

Table 7. CORC Hearings by Grievance Type: 2021 - 2022

Grievance Type	2021		2022		% Chg
	#	%	#	%	
Program Services					
1) Program Committee	98	1.3%	52	1.2%	-46.9%
2) Incentive Wage Allowance	41	0.5%	19	0.4%	-53.7%
3) Correspondence	168	2.2%	95	2.1%	-43.5%
4) Phone Home Program	35	0.4%	18	0.4%	-48.6%
5) Visiting	68	0.9%	53	1.2%	-22.1%
6) Guidance Unit/Counseling	221	2.8%	146	3.3%	-33.9%
7) Recreation (TV, Yard, Movies, Radio, etc.)	45	0.6%	17	0.4%	-62.2%
8) Adult Basic Education	6	0.1%	0	0.0%	-100.0%
9) HSE/College Programs	14	0.2%	12	0.3%	-14.3%
10) Language Assistance Program	1	0.0%	1	0.0%	0.0%
11) Vocational Programs	10	0.1%	5	0.1%	-50.0%
12) Work Assignments	37	0.5%	12	0.3%	-67.6%
13) Hobby Shop/Arts & Crafts	3	0.0%	2	0.0%	-33.3%
14) Volunteer Services	0	0.0%	1	0.0%	-
15) Special Events/Organizations	11	0.1%	5	0.1%	-54.5%
16) Religion	112	1.4%	58	1.3%	-48.2%
17) Family Reunion Program	9	0.1%	13	0.3%	44.4%
18) Media Review	10	0.1%	3	0.1%	-70.0%
19) General Library	6	0.1%	3	0.1%	-50.0%
20) Alcohol and Substance Abuse Treatment	66	0.8%	44	1.0%	-33.3%
Sub-total	**961**	**12.3%**	**559**	**12.6%**	**-41.8%**
Health Services					
21) Dental	113	1.5%	63	1.4%	-44.2%
22) Medical	1,572	20.2%	974	22.0%	-38.0%
22.1) HIPAA (Health Information)	90	1.2%	51	1.2%	-43.3%
Sub-total	**1,775**	**22.8%**	**1,088**	**24.6%**	**-38.7%**
Facility Operations					
23) Housing - Internal Block Affairs	475	6.1%	256	5.8%	-46.1%
23.1) Smoke-Free Policy	7	0.1%	2	0.0%	-71.4%
24) Special Housing Units	308	4.0%	264	6.0%	-14.3%
25) Search & Seizure/Frisks/Contraband	86	1.1%	67	1.5%	-22.1%
25.1) Strip Search	4	0.1%	4	0.1%	0.0%
25.2) Strip Frisk	12	0.2%	8	0.2%	-33.3%
25.3) Pat Frisk (Female)	0	0.0%	0	0.0%	-
26) Keeplock Policy & Procedure	44	0.6%	5	0.1%	-88.6%
27) Tier I and II Policy & Procedure	43	0.6%	16	0.4%	-62.8%
28) Tier III Policy & Procedure	63	0.8%	22	0.5%	-65.1%
29) Property	119	1.5%	81	1.8%	-31.9%
30) Package Room	422	5.4%	236	5.3%	-44.1%
31) Rules & Regulations	267	3.4%	103	2.3%	-61.4%
Sub-total	**1,850**	**23.7%**	**1,064**	**24.0%**	**-42.5%**
Administrative Services					
32) Industry	17	0.2%	13	0.3%	-23.5%
33) Personal Property Claims	31	0.4%	20	0.5%	-35.5%
34) State Issued Clothing and Hygiene Items	36	0.5%	18	0.4%	-50.0%
35) Commissary	76	1.0%	66	1.5%	-13.2%
36) Incarcerated Individual Accounts	138	1.8%	97	2.2%	-29.7%
37) Mess Hall	164	2.1%	91	2.1%	-44.5%
38) Laundry	11	0.1%	8	0.2%	-27.3%
39) Facility Maintenance	116	1.5%	62	1.4%	-46.6%
Sub-total	**589**	**7.6%**	**375**	**8.5%**	**-36.3%**
Counsel					
40) Law Library	239	3.1%	84	1.9%	-64.9%
41) Legal Mail	198	2.5%	78	1.8%	-60.6%
42) Legal Rights	197	2.5%	117	2.6%	-40.6%
43) Mandatory Court Surcharge	10	0.1%	8	0.2%	-20.0%
Sub-total	**644**	**8.3%**	**287**	**6.5%**	**-55.4%**
Executive Direction					
44) Incarcerated Grievance Program	230	3.0%	104	2.3%	-54.8%
45) Temporary Release Committee	2	0.0%	0	0.0%	-100.0%
46) Inter-Facility Transfers	66	0.8%	30	0.7%	-54.5%
47) Grooming Standards	8	0.1%	1	0.0%	-87.5%
48) Incarcerated Liaison Committee	7	0.1%	3	0.1%	-57.1%
49) Staff Conduct	1,432	18.4%	803	18.1%	-43.9%
49.1) Sexual Abuse	0	0.0%	1	0.0%	-
49.2) Sexual Harassment	0	0.0%	1	0.0%	-
50) Miscellaneous	226	2.9%	110	2.5%	-51.3%
Sub-total	**1,971**	**25.3%**	**1,053**	**23.8%**	**-46.6%**
Grand Total	**7,790**	**100.0%**	**4,426**	**100.0%**	**-43.2%**