



Department of Corrections and Community Supervision

Incarcerated Grievance Program Annual Report

2023

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 2023 (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.

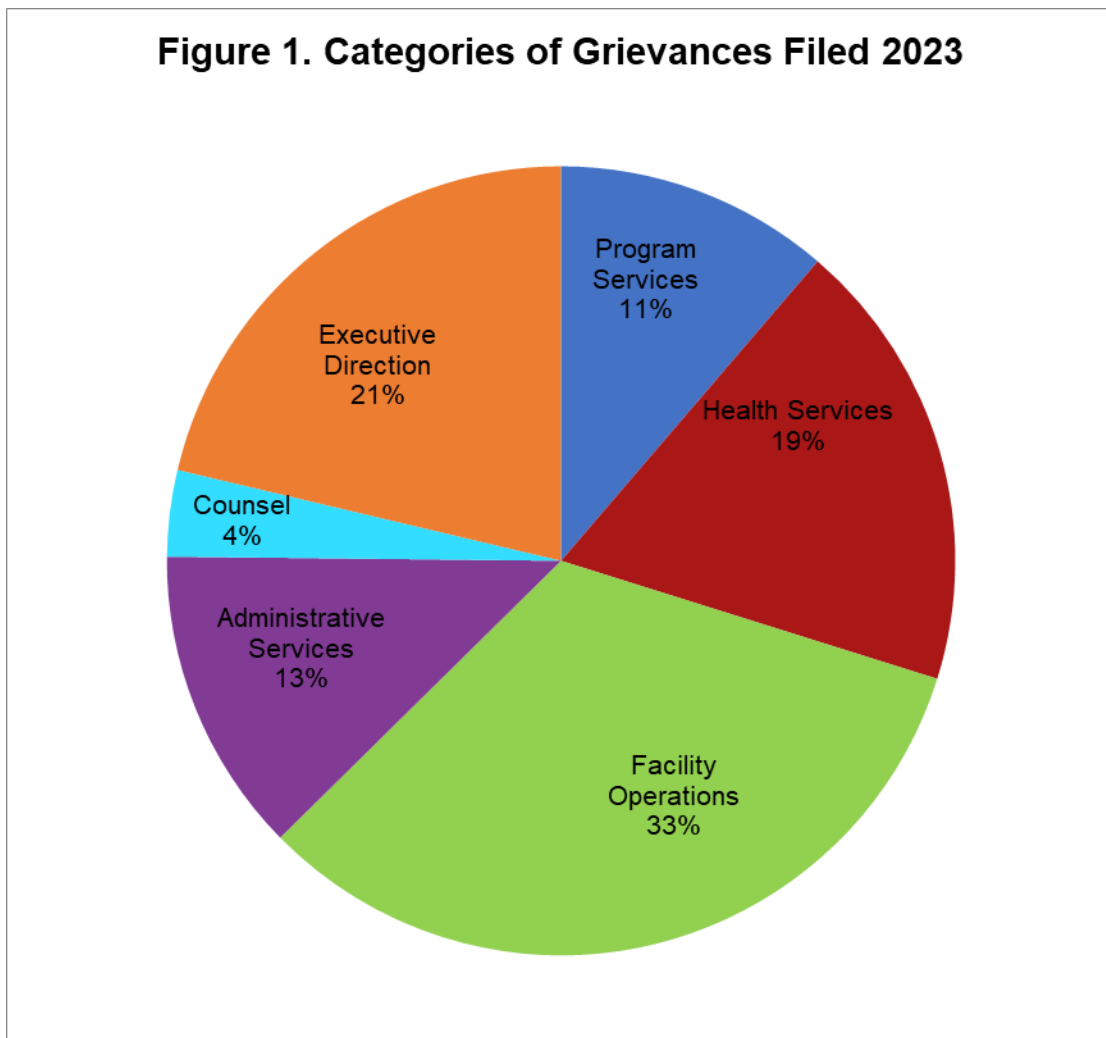
Facilities may not impose preconditions for submitting grievances, but if an incarcerated individual fails to make any effort to resolve the problem on their own, the grievance may be dismissed at an IGRC hearing. Grievances must be personal in nature and may not be filed on another incarcerated individual's 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 2023, there were 26,819 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 58 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 2023. Tables 3-1, 3-2 (a-d) and 3-3 list the rate of grievances filed in 2023 by type and by facility per 1,000 incarcerated individuals.



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

Table 1. Grievances Filed Statewide in 2023, by Type

Grievance Type	#	%
Program Services		
1) Program Committee	294	1.1%
2) Incentive Wage Allowance	157	0.6%
3) Correspondence	511	1.91%
4) Phone Home Program	101	0.4%
5) Visiting	237	0.9%
6) Guidance Unit/Counseling	696	2.6%
7) Recreation (TV, Yard, Movies, Radio, etc.)	210	0.8%
8) Adult Basic Education	21	0.1%
9) HSE/College Programs	24	0.1%
10) Language Assistance Program	1	0.0%
11) Vocational Programs	30	0.1%
12) Work Assignments	84	0.3%
13) Hobby Shop/Arts & Crafts	4	0.0%
14) Volunteer Services	3	0.0%
15) Special Events/Organizations	96	0.4%
16) Religion	346	1.3%
17) Family Reunion Program	36	0.1%
18) Media Review	15	0.1%
19) General Library	38	0.1%
20) Alcohol and Substance Abuse Treatment	122	0.5%
Sub-total	3,026	11.3%
Health Services		
21) Dental	326	1.2%
22) Medical	4,509	16.8%
22.1) HIPAA (Health Information)	140	0.5%
Sub-total	4,975	18.6%
Facility Operations		
23) Housing - Internal Block Affairs	2,081	7.8%
23.1) Smoke-Free Policy	4	0.0%
24) Special Housing Units	387	1.4%
24.1) Residential Rehabilitation Unit (RRU)/Alternative SHU's	2,135	8.0%
25) Search & Seizure/Frisks/Contraband	487	1.8%
25.1) Strip Search	27	0.1%
25.2) Strip Frisk	36	0.1%
25.3) Pat Frisk (Female)	1	0.0%
26) Keeplock Policy & Procedure	10	0.0%
27) Tier I and II Policy & Procedure	241	0.9%
28) Tier III Policy & Procedure	264	1.0%
29) Personal Property	959	3.6%
30) Package Room	1,704	6.4%
31) Rules & Regulations	458	1.7%
Sub-total	8,794	32.8%
Administrative Services		
32) Industry	23	0.1%
33) Personal Property Claims	331	1.2%
34) State Issued Items	297	1.1%
35) Commissary	642	2.4%
36) Incarcerated Individual Accounts	996	3.7%
37) Mess Hall	651	2.4%
38) Laundry	53	0.2%
39) Facility Maintenance	372	1.4%
Sub-total	3,365	12.5%
Counsel		
40) Law Library	395	1.5%
41) Legal Mail	247	0.9%
42) Legal Rights	278	1.0%
43) Mandatory Court Surcharge	27	0.1%
Sub-total	947	3.5%
Executive Direction		
44) Incarcerated Grievance Program	351	1.3%
45) Temporary Release Committee	8	0.0%
46) Inter-Facility Transfers	122	0.5%
47) Grooming Standards	18	0.1%
48) Incarcerated Liaison Committee	17	0.1%
49) Staff Conduct	3,220	12.0%
49.1) Sexual Abuse	306	1.1%
49.2) Sexual Harassment	375	1.4%
50) Miscellaneous	1,295	4.8%
Sub-total	5,712	21.3%
Grand Total	26,819	100.0%

Table 2-1. Grievances Filed at Maximum Security Facilities in 2023, by Type

Grievance Type	Attica	Auburn	Bedford Hills	Clinton	Coxsackie	Eastern	Elmira	Five Points	Great Meadow	Green Haven	Shawangunk	Sing Sing	Sullivan	Upstate	Wende	Total Maximum Security
Program Services																
1) Program Committee	29	14	12	28	1	10	27	34	14	52	2	12	9	0	7	251
2) Incentive Wage Allowance	13	0	10	9	1	0	8	8	4	53	0	11	4	0	1	122
3) Correspondence	56	12	29	29	0	9	24	56	12	28	17	14	18	42	19	365
4) Phone Home Program	7	11	1	6	0	4	2	4	0	8	25	2	0	0	8	78
5) Visiting	34	27	4	0	0	1	13	5	2	35	11	25	9	7	5	178
6) Guidance Unit/Counseling	49	27	20	22	1	14	28	46	6	42	30	12	8	93	26	424
7) Recreation (TV, Yard, Movies, Radio, etc.)	8	38	17	55	0	0	5	6	5	11	0	9	5	4	2	165
8) Adult Basic Education	1	2	0	0	0	2	2	1	0	0	0	0	1	2	1	12
9) HSE/College Programs	3	0	1	2	0	0	2	1	0	4	1	0	0	0	2	16
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11) Vocational Programs	3	2	1	1	1	1	1	2	0	3	1	0	0	0	0	16
12) Work Assignments	2	15	7	2	0	4	3	1	0	1	1	15	2	0	4	57
13) Hobby Shop/Arts & Crafts	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	2
14) Volunteer Services	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2
15) Special Events/Organizations	4	8	13	0	1	3	7	3	0	15	1	16	1	1	1	74
16) Religion	42	19	9	16	2	8	7	14	10	36	13	14	1	30	23	244
17) Family Reunion Program	1	0	1	0	0	3	0	0	3	8	4	6	1	0	5	32
18) Media Review	1	0	0	6	0	3	0	0	0	1	0	0	0	1	1	13
19) General Library	5	2	0	0	0	0	5	5	1	1	0	0	0	2	6	27
20) Alcohol and Substance Abuse Treatment	10	1	0	7	0	5	0	2	6	5	0	0	0	1	3	40
Sub-total	269	179	125	183	7	67	134	188	63	303	106	138	59	183	114	2,118
Health Services																
21) Dental	16	8	6	24	1	6	8	37	6	10	0	25	14	31	2	194
22) Medical	275	200	71	118	32	132	167	382	132	467	124	185	104	337	114	2,840
22.1) HIPAA (Health Information)	2	11	4	7	2	4	6	19	3	18	3	6	2	7	0	94
Sub-total	293	219	81	149	35	142	181	438	141	495	127	216	120	375	116	3,128

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Table 2-1. Grievances Filed at Maximum Security Facilities in 2023, by Type (Cont.)

Grievance Type	Attica	Auburn	Bedford Hills	Clinton	Coxsackie	Eastern	Elmira	Five Points	Great Meadow	Green Haven	Shawangunk	Sing Sing	Sullivan	Upstate	Wende	Total Maximum Security
Facility Operations																
23) Housing - Internal Block Affairs	465	119	164	10	6	20	97	304	41	258	50	110	60	14	59	1,777
23.1) Smoke-Free Policy	0	1	0	0	0	0	0	0	0	1	1	1	0	0	0	4
24) Special Housing Units	87	63	9	2	0	5	16	0	25	14	24	18	29	23	5	320
24.1) Residential Rehabilitation Unit (RRU)/Alternative SHU's	186	79	24	0	0	0	13	147	101	0	0	0	71	844	18	1,483
25) Search & Seizure/Frisks/Contraband	72	36	7	1	4	14	3	30	0	174	1	28	14	25	2	411
25.1) Strip Search	1	7	3	1	1	1	0	1	1	6	1	2	1	0	0	26
25.2) Strip Frisk	5	7	3	0	0	1	0	1	0	2	0	10	0	4	1	34
25.3) Pat Frisk (Female)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26) Keyplock Policy & Procedure	0	0	0	0	2	0	1	0	0	1	0	5	0	0	0	9
27) Tier I and II Policy & Procedure	13	18	21	8	2	11	2	8	5	16	5	10	23	16	2	160
28) Tier III Policy & Procedure	25	31	14	21	0	3	5	26	9	7	3	5	6	44	0	199
29) Property	148	108	13	21	0	14	33	19	33	60	7	68	16	156	10	706
30) Package Room	188	56	159	74	6	35	92	60	41	263	28	136	31	103	32	1,304
31) Rules & Regulations	8	91	28	32	11	14	27	26	6	32	25	2	37	0	2	341
Sub-total	1,198	616	445	170	32	118	289	622	262	834	145	395	288	1,229	131	6,774
Administrative Services																
32) Industry	2	9	0	0	1	0	4	0	2	2	0	0	0	0	0	20
33) Personal Property Claims	8	16	6	18	4	4	5	29	15	10	20	23	6	28	3	195
34) State Issued Clothing and Hygiene Items	51	16	14	26	0	5	12	7	3	34	1	3	16	43	2	233
35) Commissary	111	27	25	21	0	8	22	19	29	123	6	33	18	29	15	486
36) Incarcerated Individual Accounts	122	83	10	78	3	24	20	67	29	163	35	67	8	48	21	778
37) Mess Hall	79	39	24	7	1	13	28	51	31	43	16	7	32	62	6	439
38) Laundry	9	4	8	1	0	0	2	3	0	4	1	1	7	5	3	48
39) Facility Maintenance	35	39	25	17	0	7	13	39	11	40	6	11	5	34	3	285
Sub-total	417	233	112	168	9	61	106	215	120	419	85	145	92	249	53	2,484
Counsel																
40) Law Library	75	20	22	12	7	9	34	34	12	14	2	7	10	24	30	312
41) Legal Mail	21	24	13	14	6	11	5	14	1	32	28	4	2	6	6	187
42) Legal Rights	13	41	2	13	1	9	6	7	16	27	19	2	21	17	13	207
43) Mandatory Court Surcharge	1	0	0	6	0	0	9	0	1	0	0	0	2	0	1	20
Sub-total	110	85	37	45	14	29	54	55	30	73	49	13	35	47	50	726
Executive Direction																
44) Incarcerated Grievance Program	36	36	11	27	2	5	6	30	11	11	6	8	9	18	13	229
45) Temporary Release Committee	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	2
46) Inter-Facility Transfers	15	4	4	27	0	4	4	17	0	3	0	4	5	0	0	87
47) Grooming Standards	2	0	0	2	0	0	3	0	3	0	0	1	1	0	0	12
48) Incarcerated Liaison Committee	0	0	0	5	0	0	2	1	2	0	0	0	1	0	1	12
49) Staff Conduct	276	53	44	20	97	56	40	252	89	201	42	165	76	628	102	2,141
49.1) Sexual Abuse	53	23	7	3	9	4	4	35	9	20	0	6	5	49	9	236
49.2) Sexual Harassment	59	58	14	2	2	0	1	69	1	26	1	11	7	28	12	291
50) Miscellaneous	187	30	136	39	2	29	46	66	49	125	2	119	52	16	21	919
Sub-total	628	204	216	125	112	98	106	470	164	387	51	315	156	739	158	3,929
Grand Total	2,915	1,536	1,016	840	209	515	870	1,988	780	2,511	563	1,222	750	2,822	622	19,159

Table 2-2a. Grievances Filed at Medium Security Facilities in 2023, 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	1	0	4	0	2	6	1	0	0	0	0
2) Incentive Wage Allowance	1	1	0	1	0	4	5	5	1	0	0	2	0	4
3) Correspondence	6	8	0	1	0	12	6	5	13	12	0	4	0	5
4) Phone Home Program	0	1	0	1	0	2	1	3	6	0	1	1	0	0
5) Visiting	2	2	0	0	0	10	7	3	2	2	0	7	0	0
6) Guidance Unit/Counseling	8	2	0	9	3	16	9	15	25	5	1	4	2	4
7) Recreation (TV, Yard, Movies, Radio, etc.)	1	4	0	2	0	2	2	2	10	5	1	2	0	0
8) Adult Basic Education	0	0	0	0	0	0	0	1	0	1	0	2	1	0
9) HSE/College Programs	0	0	0	1	0	1	0	0	0	2	0	0	0	1
10) Language Assistance Program	0	0	0	0	0	0	0	1	0	0	0	0	0	0
11) Vocational Programs	0	1	0	0	2	0	1	2	1	0	0	2	0	0
12) Work Assignments	1	2	0	0	0	0	1	1	3	1	0	4	0	0
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	1	0	0	0	0	0
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15) Special Events/Organizations	0	0	0	0	0	3	1	0	1	1	0	3	0	0
16) Religion	7	9	0	4	1	6	1	6	18	11	0	0	0	1
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	0	1	0	0	0	0	0	0	0
19) General Library	1	1	0	1	0	0	1	0	1	0	0	0	0	0
20) Alcohol and Substance Abuse Treatment	2	3	0	1	2	11	0	5	7	4	0	10	0	0
Sub-total	30	37	0	22	8	71	36	51	95	45	3	41	3	15
Health Services														
21) Dental	1	2	0	5	3	9	12	1	8	14	0	6	2	1
22) Medical	34	103	0	50	13	126	69	91	188	58	10	107	6	28
22.1) HIPAA (Health Information)	3	4	0	0	1	9	1	4	0	1	0	2	5	0
Sub-total	38	109	0	55	17	144	82	96	196	73	10	115	13	29

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Table 2-2b. Grievances Filed at Medium Security Facilities in 2023, 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	23	26	1	5	0	4	3	16	84	2	0	20	0	1
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	0	0	0	0	0	0
24) Special Housing Units	0	10	0	0	0	15	1	7	0	8	1	2	0	2
24.1) Residential Rehabilitation Unit (RRU)/Alternative SHU's	16	22	0	0	0	26	29	59	0	87	0	1	0	1
25) Search & Seizure/Frisks/Contraband	2	4	0	1	2	5	0	6	1	3	1	2	0	1
25.1) Strip Search	0	0	0	0	0	0	0	0	0	0	0	0	0	0
25.2) Strip Frisk	0	0	0	0	0	0	0	0	1	0	0	0	0	0
25.3) Pat Frisk (Female)	0	1	0	0	0	0	0	0	0	0	0	0	0	0
26) Keeplock Policy & Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0
27) Tier I and II Policy & Procedure	10	3	0	9	0	7	9	0	7	2	0	6	1	0
28) Tier III Policy & Procedure	4	0	0	1	2	5	3	1	5	8	0	7	0	0
29) Property	8	3	0	0	2	3	22	22	4	45	1	14	0	2
30) Package Room	6	4	0	13	4	16	22	39	50	12	3	10	0	6
31) Rules & Regulations	7	2	0	0	4	5	14	2	19	0	3	15	0	2
Sub-total	76	75	1	29	14	86	103	152	171	167	9	77	1	15
Administrative Services														
32) Industry	0	0	0	0	0	0	0	2	0	0	0	0	0	0
33) Personal Property Claims	2	0	0	8	0	25	2	2	31	2	1	5	0	2
34) State Issued Clothing and Hygiene Items	2	7	0	0	0	7	7	0	3	5	0	2	0	1
35) Commissary	9	6	0	2	1	13	14	5	11	24	0	1	0	2
36) Incarcerated Individual Accounts	10	3	0	5	1	18	13	10	39	14	1	4	0	6
37) Mess Hall	12	8	0	7	2	12	5	7	15	22	0	7	0	1
38) Laundry	1	2	0	0	0	0	0	0	0	0	0	0	0	0
39) Facility Maintenance	2	16	0	0	0	13	3	9	1	1	1	3	0	0
Sub-total	38	42	0	22	4	88	44	35	100	68	3	22	0	12
Counsel														
40) Law Library	3	1	0	1	0	7	1	4	7	9	2	2	0	4
41) Legal Mail	1	2	0	2	1	3	3	7	2	3	0	4	0	1
42) Legal Rights	2	0	0	0	1	2	3	5	2	18	1	3	0	0
43) Mandatory Court Surcharge	0	1	0	0	0	1	0	1	0	0	0	0	0	0
Sub-total	6	4	0	3	2	13	7	17	11	30	3	9	0	5
Executive Direction														
44) Incarcerated Grievance Program	6	1	0	5	1	3	13	5	13	14	1	2	0	0
45) Temporary Release Committee	0	1	0	0	0	0	0	0	0	0	0	0	0	1
46) Inter-Facility Transfers	3	0	0	2	1	1	4	2	1	0	4	1	0	4
47) Grooming Standards	0	0	0	1	0	0	0	0	0	0	0	0	0	0
48) Incarcerated Liaison Committee	0	0	0	0	0	0	1	0	0	0	0	0	0	0
49) Staff Conduct	13	73	3	68	24	80	1	32	123	57	28	26	3	10
49.1) Sexual Abuse	1	6	0	11	2	3	0	2	7	3	1	0	0	1
49.2) Sexual Harassment	1	4	0	4	0	5	0	0	3	3	1	5	1	0
50) Miscellaneous	14	19	1	7	0	10	40	35	54	0	0	30	1	6
Sub-total	38	104	4	98	28	102	59	76	201	77	35	64	5	22
Grand Total	226	371	5	229	73	504	331	427	774	460	63	328	22	98

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Table 2-2c. Grievances Filed at Medium Security Facilities in 2023, by Type (Cont.)

Grievance Type	Marcy	Midstate	Mohawk	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Woodbourne	Wyoming	Total Medium Security
Program Services													
1) Program Committee	7	0	1	2	2	0	2	0	4	1	5	1	43
2) Incentive Wage Allowance	4	1	0	0	0	0	0	0	1	0	4	1	35
3) Correspondence	4	8	1	25	0	0	1	0	3	2	18	9	143
4) Phone Home Program	0	1	1	1	1	0	0	0	1	0	1	1	23
5) Visiting	1	5	0	10	3	0	0	0	1	1	0	3	59
6) Guidance Unit/Counseling	29	78	3	23	5	3	0	4	4	3	10	7	272
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	1	0	3	1	0	0	1	1	3	1	3	45
8) Adult Basic Education	0	0	0	1	0	0	0	0	0	0	1	2	9
9) HSE/College Programs	0	0	0	0	0	0	0	0	0	1	1	1	8
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	0	0	1
11) Vocational Programs	1	0	0	0	0	0	0	0	1	0	1	2	14
12) Work Assignments	0	0	3	4	3	0	0	2	0	1	1	0	27
13) Hobby Shop/Arts & Crafts	0	0	0	0	1	0	0	0	0	0	0	0	2
14) Volunteer Services	1	0	0	0	0	0	0	0	0	0	0	0	1
15) Special Events/Organizations	0	2	0	1	3	0	0	0	3	0	2	2	22
16) Religion	6	2	5	7	1	1	0	1	1	1	6	3	98
17) Family Reunion Program	0	0	1	0	2	0	0	0	1	0	0	0	4
18) Media Review	0	0	0	0	1	0	0	0	0	0	0	0	2
19) General Library	1	3	0	0	0	0	0	0	0	0	1	0	10
20) Alcohol and Substance Abuse Treatment	12	2	0	2	3	1	1	0	0	3	7	1	77
Sub-total	66	103	15	79	26	5	4	8	21	16	59	36	895
Health Services													
21) Dental	25	5	2	16	3	0	4	1	3	1	1	1	126
22) Medical	169	63	42	99	59	13	12	5	25	53	147	45	1,615
22.1) HIPAA (Health Information)	0	0	1	7	4	0	0	0	1	0	1	0	44
Sub-total	194	68	45	122	66	13	16	6	29	54	149	46	1,785

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Table 2-2d. Grievances Filed at Medium Security Facilities in 2023, by Type (Cont.)

Grievance Type	Marcy	Midstate	Mohawk	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Woodbourne	Wyoming	Total Medium Security
Facility Operations													
23) Housing - Internal Block Affairs	28	7	3	23	1	0	5	0	2	4	25	12	295
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	0	0	0	0	0
24) Special Housing Units	4	6	1	2	0	1	0	0	0	1	3	3	67
24.1) Residential Rehabilitation Unit (RRU)/Alternative SHU's	79	81	0	151	0	0	0	0	0	0	0	2	554
25) Search & Seizure/Frisks/Contraband	3	0	2	17	1	1	1	0	4	0	13	4	74
25.1) Strip Search	0	0	0	1	0	0	0	0	0	0	0	0	1
25.2) Strip Frisk	0	0	0	1	0	0	0	0	0	0	0	0	2
25.3) Pat Frisk (Female)	0	0	0	0	0	0	0	0	0	0	0	0	1
26) Keeplock Policy & Procedure	0	0	1	0	0	0	0	0	0	0	0	0	1
27) Tier I and II Policy & Procedure	1	0	1	6	0	0	0	0	0	6	6	1	75
28) Tier III Policy & Procedure	0	7	1	11	1	0	0	0	0	0	4	2	62
29) Property	30	4	7	54	3	2	0	0	3	9	7	8	253
30) Package Room	29	13	9	68	13	2	2	1	11	7	47	13	400
31) Rules & Regulations	13	0	3	0	7	6	6	0	0	0	6	1	115
Sub-total	187	118	28	334	26	12	14	1	20	27	111	46	1,900
Administrative Services													
32) Industry	0	0	0	0	1	0	0	0	0	0	0	0	3
33) Personal Property Claims	9	9	7	7	6	2	1	1	1	2	5	5	135
34) State Issued Clothing and Hygiene Items	6	1	0	14	0	1	0	0	0	1	3	1	61
35) Commissary	14	2	5	22	5	2	1	0	3	0	0	7	149
36) Incarcerated Individual Accounts	30	9	0	15	7	0	0	3	2	4	12	10	216
37) Mess Hall	19	20	11	28	0	1	0	0	3	3	5	8	196
38) Laundry	0	0	0	1	0	0	0	0	0	0	1	0	5
39) Facility Maintenance	15	3	1	5	4	0	0	2	1	0	2	4	86
Sub-total	93	44	24	92	23	6	2	6	10	10	28	35	851
Counsel													
40) Law Library	4	8	7	7	0	0	1	0	3	0	8	1	80
41) Legal Mail	3	0	8	7	4	0	0	1	3	0	3	1	59
42) Legal Rights	12	2	1	5	3	2	0	0	1	1	7	0	71
43) Mandatory Court Surcharge	2	0	1	0	0	0	0	1	0	0	0	0	7
Sub-total	21	10	17	19	7	2	1	2	7	1	18	2	217
Executive Direction													
44) Incarcerated Grievance Program	7	10	2	4	1	0	0	0	1	2	23	4	118
45) Temporary Release Committee	0	0	0	0	0	0	0	0	0	0	3	0	5
46) Inter-Facility Transfers	0	0	0	1	1	0	0	0	1	3	1	3	33
47) Grooming Standards	0	0	2	1	0	0	0	1	0	0	0	1	6
48) Incarcerated Liaison Committee	0	0	1	1	0	0	0	0	0	0	0	2	5
49) Staff Conduct	14	178	24	65	26	14	1	26	21	27	44	41	1,022
49.1) Sexual Abuse	1	5	2	9	0	1	0	2	0	3	2	5	67
49.2) Sexual Harassment	3	22	0	10	1	0	0	6	0	0	2	4	75
50) Miscellaneous	4	28	3	11	11	2	3	6	5	3	67	9	369
Sub-total	29	243	34	102	40	17	4	41	28	38	142	69	1,700
Grand Total	590	586	163	748	188	55	41	64	115	146	507	234	7,348

Table 2-3. Grievances Filed at Minimum Security and Specialized Facilities in 2023, by Type

Grievance Type	Edgecombe	Lakeview*	Queensboro	Total Minimum & Specialized Facilities	DOCCS Total
Program Services					
1) Program Committee	0	0	0	0	294
2) Incentive Wage Allowance	0	0	0	0	157
3) Correspondence	0	3	0	3	511
4) Phone Home Program	0	0	0	0	101
5) Visiting	0	0	0	0	237
6) Guidance Unit/Counseling	0	0	0	0	696
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	0	0	0	210
8) Adult Basic Education	0	0	0	0	21
9) HSE/College Programs	0	0	0	0	24
10) Language Assistance Program	0	0	0	0	1
11) Vocational Programs	0	0	0	0	30
12) Work Assignments	0	0	0	0	84
13) Hobby Shop/Arts & Crafts	0	0	0	0	4
14) Volunteer Services	0	0	0	0	3
15) Special Events/Organizations	0	0	0	0	96
16) Religion	0	4	0	4	346
17) Family Reunion Program	0	0	0	0	36
18) Media Review	0	0	0	0	15
19) General Library	0	1	0	1	38
20) Alcohol and Substance Abuse Treatment	0	5	0	5	122
Sub-total	0	13	0	13	3,026
Health Services					
21) Dental	0	6	0	6	326
22) Medical	1	52	1	54	4,509
22.1) HIPAA (Health Information)	0	2	0	2	140
Sub-total	1	60	1	62	4,975

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Table 2-3. Grievances Filed at Minimum Security and Specialized Facilities in 2023, by Type (Cont.)

Grievance Type	Edgecombe	Lakeview*	Queensboro	Total Minimum & Specialized Facilities	DOCCS Total
Facility Operations					
23) Housing - Internal Block Affairs	0	9	0	9	2,081
23.1) Smoke-Free Policy	0	0	0	0	4
24) Special Housing Units	0	0	0	0	387
24.1) Residential Rehabilitation Unit (RRU)/Alternative SHU's	0	98	0	98	2,135
25) Search & Seizure/Frisks/Contraband	0	1	1	2	487
25.1) Strip Search	0	0	0	0	27
25.2) Strip Frisk	0	0	0	0	36
25.3) Pat Frisk (Female)	0	0	0	0	1
26) Keeplock Policy & Procedure	0	0	0	0	10
27) Tier I and II Policy & Procedure	0	6	0	6	241
28) Tier III Policy & Procedure	0	3	0	3	264
29) Property	0	0	0	0	959
30) Package Room	0	0	0	0	1,704
31) Rules & Regulations	0	2	0	2	458
Sub-total	0	119	1	120	8,794
Administrative Services					
32) Industry	0	0	0	0	23
33) Personal Property Claims	0	1	0	1	331
34) State Issued Clothing and Hygiene Items	0	3	0	3	297
35) Commissary	0	7	0	7	642
36) Incarcerated Individual Accounts	0	2	0	2	996
37) Mess Hall	0	16	0	16	651
38) Laundry	0	0	0	0	53
39) Facility Maintenance	1	0	0	1	372
Sub-total	1	29	0	30	3,365
Counsel					
40) Law Library	0	3	0	3	395
41) Legal Mail	0	1	0	1	247
42) Legal Rights	0	0	0	0	278
43) Mandatory Court Surcharge	0	0	0	0	27
Sub-total	0	4	0	4	947
Executive Direction					
44) Incarcerated Grievance Program	0	4	0	4	351
45) Temporary Release Committee	1	0	0	1	8
46) Inter-Facility Transfers	0	2	0	2	122
47) Grooming Standards	0	0	0	0	18
48) Incarcerated Liaison Committee	0	0	0	0	17
49) Staff Conduct	0	55	2	57	3,220
49.1) Sexual Abuse	0	2	1	3	306
49.2) Sexual Harassment	0	9	0	9	375
50) Miscellaneous	0	6	1	7	1,295
Sub-total	1	78	4	83	5,712
Grand Total	3	303	6	312	26,819

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

Table 3-1. Grievances Filed per 1,000 Incarcerated Individuals at Maximum Security Facilities in 2023, by Type

Grievance Type	Attica	Auburn	Bedford Hills	Clinton	Coxsackie	Eastern	Elmira	Five Points	Great Meadow	Green Haven	Shawangunk	Sing Sing	Sullivan	Upstate	Wende	Total Maximum Security
Program Services																
1) Program Committee	17.3	14.3	21.3	22.3	1.8	12.7	19.9	35.7	15.5	30.6	4.4	8.8	21.9	0.0	9.0	17.1
2) Incentive Wage Allowance	7.7	0.0	17.7	7.2	1.8	0.0	5.9	8.4	4.4	31.2	0.0	8.1	9.7	0.0	1.3	8.3
3) Correspondence	33.4	12.3	51.4	23.1	0.0	11.4	17.7	58.8	13.3	16.5	37.1	10.3	43.8	44.9	24.3	24.9
4) Phone Home Program	4.2	11.3	1.8	4.8	0.0	5.1	1.5	4.2	0.0	4.7	54.6	1.5	0.0	0.0	10.2	5.3
5) Visiting	20.3	27.7	7.1	0.0	0.0	1.3	9.6	5.2	2.2	20.6	24.0	18.4	21.9	7.5	6.4	12.1
6) Guidance Unit/Counseling	29.2	27.7	35.5	17.5	1.8	17.8	20.6	48.3	6.6	24.7	65.5	8.8	19.5	99.5	33.2	28.9
7) Recreation (TV, Yard, Movies, Radio, etc.)	4.8	38.9	30.1	43.8	0.0	0.0	3.7	6.3	5.5	6.5	0.0	6.6	12.2	4.3	2.6	11.2
8) Adult Basic Education	0.6	2.0	0.0	0.0	0.0	2.5	1.5	1.0	0.0	0.0	0.0	0.0	2.4	2.1	1.3	0.8
9) HSE/College Programs	1.8	0.0	1.8	1.6	0.0	0.0	1.5	1.0	0.0	2.4	2.2	0.0	0.0	0.0	2.6	1.1
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
11) Vocational Programs	1.8	2.0	1.8	0.8	1.8	1.3	0.7	2.1	0.0	1.8	2.2	0.0	0.0	0.0	0.0	1.1
12) Work Assignments	1.2	15.4	12.4	1.6	0.0	5.1	2.2	1.0	0.0	0.6	2.2	11.0	4.9	0.0	5.1	3.9
13) Hobby Shop/Arts & Crafts	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.1
14) Volunteer Services	0.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.1
15) Special Events/Organizations	2.4	8.2	23.0	0.0	1.8	3.8	5.2	3.1	0.0	8.8	2.2	11.8	2.4	1.1	1.3	5.0
16) Religion	25.0	19.5	16.0	12.7	3.6	10.2	5.2	14.7	11.1	21.2	28.4	10.3	2.4	32.1	29.4	16.6
17) Family Reunion Program	0.6	0.0	1.8	0.0	0.0	3.8	0.0	0.0	3.3	4.7	8.7	4.4	2.4	0.0	6.4	2.2
18) Media Review	0.6	0.0	0.0	4.8	0.0	3.8	0.0	0.0	0.0	0.6	0.0	0.0	0.0	1.1	1.3	0.9
19) General Library	3.0	2.0	0.0	0.0	0.0	0.0	3.7	5.2	1.1	0.6	0.0	0.0	0.0	2.1	7.7	1.8
20) Alcohol and Substance Abuse Treatment	6.0	1.0	0.0	5.6	0.0	6.4	0.0	2.1	6.6	2.9	0.0	0.0	0.0	1.1	3.8	2.7
Sub-total	160.3	183.4	221.6	145.7	12.6	85.1	98.6	197.3	69.8	178.6	231.4	101.4	143.6	195.7	145.8	144.3
Health Services																
21) Dental	16.0	8.0	6.0	24.0	1.0	6.0	8.0	37.0	6.0	10.0	0.0	25.0	14.0	31.0	2.0	13.2
22) Medical	275.0	200.0	71.0	118.0	32.0	132.0	167.0	382.0	132.0	467.0	124.0	185.0	104.0	337.0	114.0	193.5
22.1) HIPAA (Health Information)	2.0	11.0	4.0	7.0	2.0	4.0	6.0	19.0	3.0	18.0	3.0	6.0	2.0	7.0	0.0	6.4
Sub-total	174.6	224.4	143.6	118.6	63.1	180.4	133.2	459.6	156.1	291.7	277.3	158.7	292.0	401.1	148.3	213.2

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Table 3-1. Grievances Filed per 1,000 Incarcerated Individuals at Maximum Security Facilities in 2023, by Type (Cont.)

Grievance Type	Attica	Auburn	Bedford Hills	Clinton	Coxsackie	Eastern	Elmira	Five Points	Great Meadow	Green Haven	Shawangunk	Sing Sing	Sullivan	Upstate	Wende	Total Maximum Security
Facility Operations																
23) Housing - Internal Block Affairs	277.1	121.9	290.8	8.0	10.8	25.4	71.4	319.0	45.4	152.0	109.2	80.8	146.0	15.0	75.4	121.1
23.1) Smoke-Free Policy	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	2.2	0.7	0.0	0.0	0.0	0.3
24) Special Housing Units	51.8	64.5	16.0	1.6	0.0	6.4	11.8	0.0	27.7	8.2	52.4	13.2	70.6	24.6	6.4	21.8
24.1) Residential Rehabilitation Unit (RRU)/Alternative SHU's	110.8	80.9	42.6	0.0	0.0	0.0	9.6	154.2	111.8	0.0	0.0	0.0	172.7	902.7	23.0	101.1
25) Search & Seizure/Frisks/Contraband	42.9	36.9	12.4	0.8	7.2	17.8	2.2	31.5	0.0	102.5	2.2	20.6	34.1	26.7	2.6	28.0
25.1) Strip Search	0.6	7.2	5.3	0.8	1.8	1.3	0.0	1.0	1.1	3.5	2.2	1.5	2.4	0.0	0.0	1.8
25.2) Strip Frisk	3.0	7.2	5.3	0.0	0.0	1.3	0.0	1.0	0.0	1.2	0.0	7.3	0.0	4.3	1.3	2.3
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
26) Keeplock Policy & Procedure	0.0	0.0	0.0	0.0	3.6	0.0	0.7	0.0	0.0	0.6	0.0	3.7	0.0	0.0	0.0	0.6
27) Tier I and II Policy & Procedure	7.7	18.4	37.2	6.4	3.6	14.0	1.5	8.4	5.5	9.4	10.9	7.3	56.0	17.1	2.6	10.9
28) Tier III Policy & Procedure	14.9	31.8	24.8	16.7	0.0	3.8	3.7	27.3	10.0	4.1	6.6	3.7	14.6	47.1	0.0	13.6
29) Property	88.2	110.7	23.0	16.7	0.0	17.8	24.3	19.9	36.5	35.4	15.3	50.0	38.9	166.8	12.8	48.1
30) Package Room	112.0	57.4	281.9	58.9	10.8	44.5	67.7	63.0	45.4	155.0	61.1	99.9	75.4	110.2	40.9	88.9
31) Rules & Regulations	4.8	93.2	49.6	25.5	19.8	17.8	19.9	27.3	6.6	18.9	54.6	1.5	90.0	0.0	2.6	23.2
Sub-total	713.9	631.1	789.0	135.4	57.7	149.9	212.7	652.7	290.1	491.5	316.6	290.2	700.7	1,314.4	167.5	461.6
Administrative Services																
32) Industry	1.2	9.2	0.0	0.0	1.8	0.0	2.9	0.0	2.2	1.2	0.0	0.0	0.0	0.0	0.0	1.4
33) Personal Property Claims	4.8	16.4	10.6	14.3	7.2	5.1	3.7	30.4	16.6	5.9	43.7	16.9	14.6	29.9	3.8	13.3
34) State Issued Clothing and Hygiene Items	30.4	16.4	24.8	20.7	0.0	6.4	8.8	7.3	3.3	20.0	2.2	2.2	38.9	46.0	2.6	15.9
35) Commissary	66.2	27.7	44.3	16.7	0.0	10.2	16.2	19.9	32.1	72.5	13.1	24.2	43.8	31.0	19.2	33.1
36) Incarcerated Individual Accounts	72.7	85.0	17.7	62.1	5.4	30.5	14.7	70.3	32.1	96.1	76.4	49.2	19.5	51.3	26.9	53.0
37) Mess Hall	47.1	40.0	42.6	5.6	1.8	16.5	20.6	53.5	34.3	25.3	34.9	5.1	77.9	66.3	7.7	29.9
38) Laundry	5.4	4.1	14.2	0.8	0.0	0.0	1.5	3.1	0.0	2.4	2.2	0.7	17.0	5.3	3.8	3.3
39) Facility Maintenance	20.9	40.0	44.3	13.5	0.0	8.9	9.6	40.9	12.2	23.6	13.1	8.1	12.2	36.4	3.8	19.4
Sub-total	248.5	238.7	198.6	133.8	16.2	77.5	78.0	225.6	132.9	246.9	185.6	106.5	223.8	266.3	67.8	169.3
Counsel																
40) Law Library	44.7	20.5	39.0	9.6	12.6	11.4	25.0	35.7	13.3	8.2	4.4	5.1	24.3	25.7	38.4	21.3
41) Legal Mail	12.5	24.6	23.0	11.1	10.8	14.0	3.7	14.7	1.1	18.9	61.1	2.9	4.9	6.4	7.7	12.7
42) Legal Rights	7.7	42.0	3.5	10.4	1.8	11.4	4.4	7.3	17.7	15.9	41.5	1.5	51.1	18.2	16.6	14.1
43) Mandatory Court Surcharge	0.6	0.0	0.0	4.8	0.0	0.0	6.6	0.0	1.1	0.0	0.0	0.0	4.9	0.0	1.3	1.4
Sub-total	65.6	87.1	65.6	35.8	25.2	36.8	39.7	57.7	33.2	43.0	107.0	9.6	85.2	50.3	63.9	49.5
Executive Direction																
44) Incarcerated Grievance Program	21.5	36.9	19.5	21.5	3.6	6.4	4.4	31.5	12.2	6.5	13.1	5.9	21.9	19.3	16.6	15.6
45) Temporary Release Committee	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.7	0.0	0.0	0.0	0.1
46) Inter-Facility Transfers	8.9	4.1	7.1	21.5	0.0	5.1	2.9	17.8	0.0	1.8	0.0	2.9	12.2	0.0	0.0	5.9
47) Grooming Standards	1.2	0.0	0.0	1.6	0.0	0.0	2.2	0.0	3.3	0.0	0.0	0.7	2.4	0.0	0.0	0.8
48) Incarcerated Liaison Committee	0.0	0.0	0.0	4.0	0.0	0.0	1.5	1.0	2.2	0.0	0.0	0.0	2.4	0.0	1.3	0.8
49) Staff Conduct	164.5	54.3	78.0	15.9	174.8	71.2	29.4	264.4	98.6	118.4	91.7	121.2	184.9	671.7	130.4	145.9
49.1) Sexual Abuse	31.6	23.6	12.4	2.4	16.2	5.1	2.9	36.7	10.0	11.8	0.0	4.4	12.2	52.4	11.5	16.1
49.2) Sexual Harassment	35.2	59.4	24.8	1.6	3.6	0.0	0.7	72.4	1.1	15.3	2.2	8.1	17.0	29.9	15.3	19.8
50) Miscellaneous	111.4	30.7	241.1	31.1	3.6	36.8	33.8	69.3	54.3	73.7	4.4	87.4	126.5	17.1	26.9	62.6
Sub-total	374.3	209.0	383.0	99.5	201.8	124.5	78.0	493.2	181.6	228.0	111.4	231.4	379.6	790.4	202.0	267.7
Grand Total	1,737.2	1,573.8	1,801.4	668.8	376.6	654.4	640.2	2,086.0	863.8	1,479.7	1,229.3	897.9	1,824.8	3,018.2	795.4	1,305.6

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Table 3-2a. Grievances Filed per 1,000 Incarcerated Individuals at Medium Security Facilities in 2023, by Type

Grievance Type	Adirondack	Albion	Alkona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Greene	Groveland	Hale Creek	Hudson
Program Services														
1) Program Committee	8.2	6.4	0.0	1.4	0.0	6.8	0.0	1.5	8.1	1.4	0.0	0.0	0.0	0.0
2) Incentive Wage Allowance	8.2	2.1	0.0	1.4	0.0	6.8	6.8	3.7	1.3	0.0	0.0	3.0	0.0	34.8
3) Correspondence	49.2	17.1	0.0	1.4	0.0	20.3	8.1	3.7	17.5	16.9	0.0	6.0	0.0	43.5
4) Phone Home Program	0.0	2.1	0.0	1.4	0.0	3.4	1.4	2.2	8.1	0.0	0.9	1.5	0.0	0.0
5) Visiting	16.4	4.3	0.0	0.0	0.0	16.9	9.5	2.2	2.7	2.8	0.0	10.5	0.0	0.0
6) Guidance Unit/Counseling	65.6	4.3	0.0	12.4	6.3	27.1	12.2	11.0	33.7	7.0	0.9	6.0	12.7	34.8
7) Recreation (TV, Yard, Movies, Radio, etc.)	8.2	8.5	0.0	2.8	0.0	3.4	2.7	1.5	13.5	7.0	0.9	3.0	0.0	0.0
8) Adult Basic Education	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.0	1.4	0.0	3.0	6.3	0.0
9) HSE/College Programs	0.0	0.0	0.0	1.4	0.0	1.7	0.0	0.0	0.0	2.8	0.0	0.0	0.0	8.7
10) Language Assistance Program	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
11) Vocational Programs	0.0	2.1	0.0	0.0	4.2	0.0	1.4	1.5	1.3	0.0	0.0	3.0	0.0	0.0
12) Work Assignments	8.2	4.3	0.0	0.0	0.0	0.0	1.4	0.7	4.0	1.4	0.0	6.0	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	1.3	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	0.0	5.1	1.4	0.0	1.3	1.4	0.0	4.5	0.0	0.0
16) Religion	57.4	19.2	0.0	5.5	2.1	10.2	1.4	4.4	24.3	15.5	0.0	0.0	0.0	8.7
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	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0
19) General Library	8.2	2.1	0.0	1.4	0.0	0.0	1.4	0.0	1.3	0.0	0.0	0.0	0.0	0.0
20) Alcohol and Substance Abuse Treatment	16.4	6.4	0.0	1.4	4.2	18.6	0.0	3.7	9.4	5.6	0.0	15.0	0.0	0.0
Sub-total	245.9	78.9	0.0	30.3	16.8	120.1	48.7	37.4	128.0	63.3	2.6	61.5	19.0	130.4
Health Services														
21) Dental	8.2	4.3	0.0	6.9	6.3	15.2	16.2	0.7	10.8	19.7	0.0	9.0	12.7	8.7
22) Medical	278.7	219.6	0.0	69.0	27.3	213.2	93.4	66.8	253.4	81.6	8.8	160.4	38.0	243.5
22.1) HIPAA (Health Information)	24.6	8.5	0.0	0.0	2.1	15.2	1.4	2.9	0.0	1.4	0.0	3.0	31.6	0.0
Sub-total	311.5	232.4	0.0	75.9	35.7	243.7	111.0	70.4	264.2	102.7	8.8	172.4	82.3	252.2

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Table 3-2b. Grievances Filed per 1,000 Incarcerated Individuals at Medium Security Facilities in 2023, 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	188.5	55.4	4.3	6.9	0.0	6.8	4.1	11.7	113.2	2.8	0.0	30.0	0.0	8.7
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	0.0	21.3	0.0	0.0	0.0	25.4	1.4	5.1	0.0	11.3	0.9	3.0	0.0	17.4
24.1) Residential Rehabilitation Unit (RRU)/Alternative SHU's	16.4	8.5	0.0	1.4	4.2	8.5	0.0	4.4	1.3	4.2	0.9	3.0	0.0	8.7
25) Search & Seizure/Frisks/Contraband	16.4	8.5	0.0	1.4	4.2	8.5	0.0	4.4	1.3	4.2	0.9	3.0	0.0	8.7
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
25.2) Strip Frisk	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.3	0.0	0.0	0.0	0.0	0.0
25.3) Pat Frisk (Female)	0.0	2.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
26) Keeplock Policy & Procedure	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
27) Tier I and II Policy & Procedure	82.0	6.4	0.0	12.4	0.0	11.8	12.2	0.0	9.4	2.8	0.0	9.0	6.3	0.0
28) Tier III Policy & Procedure	32.8	0.0	0.0	1.4	4.2	8.5	4.1	0.7	6.7	11.3	0.0	10.5	0.0	0.0
29) Property	65.6	6.4	0.0	0.0	4.2	5.1	29.8	16.1	5.4	63.3	0.9	21.0	0.0	17.4
30) Package Room	49.2	8.5	0.0	17.9	8.4	27.1	29.8	28.6	67.4	16.9	2.6	15.0	0.0	52.2
31) Rules & Regulations	57.4	4.3	0.0	0.0	8.4	8.5	18.9	1.5	25.6	0.0	2.6	22.5	0.0	17.4
Sub-total	623.0	159.9	4.3	40.0	29.4	145.5	139.4	111.5	230.5	234.9	7.9	115.4	6.3	130.4
Administrative Services														
32) Industry	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.5	0.0	0.0	0.0	0.0	0.0	0.0
33) Personal Property Claims	16.4	0.0	0.0	11.0	0.0	42.3	2.7	1.5	41.8	2.8	0.9	7.5	0.0	17.4
34) State Issued Clothing and Hygiene Items	16.4	14.9	0.0	0.0	0.0	11.8	9.5	0.0	4.0	7.0	0.0	3.0	0.0	8.7
35) Commissary	73.8	12.8	0.0	2.8	2.1	22.0	18.9	3.7	14.8	33.8	0.0	1.5	0.0	17.4
36) Incarcerated Individual Accounts	82.0	6.4	0.0	6.9	2.1	30.5	17.6	7.3	52.6	19.7	0.9	6.0	0.0	52.2
37) Mess Hall	98.4	17.1	0.0	9.7	4.2	20.3	6.8	5.1	20.2	30.9	0.0	10.5	0.0	8.7
38) Laundry	8.2	4.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
39) Facility Maintenance	16.4	34.1	0.0	0.0	0.0	22.0	4.1	6.6	1.3	1.4	0.9	4.5	0.0	0.0
Sub-total	311.5	89.6	0.0	30.3	8.4	148.9	59.5	25.7	134.8	95.6	2.6	33.0	0.0	104.3
Counsel														
40) Law Library	24.6	2.1	0.0	1.4	0.0	11.8	1.4	2.9	9.4	12.7	1.8	3.0	0.0	34.8
41) Legal Mail	8.2	4.3	0.0	2.8	2.1	5.1	4.1	5.1	2.7	4.2	0.0	6.0	0.0	8.7
42) Legal Rights	16.4	0.0	0.0	0.0	2.1	3.4	4.1	3.7	2.7	25.3	0.9	4.5	0.0	0.0
43) Mandatory Court Surcharge	0.0	2.1	0.0	0.0	0.0	1.7	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0
Sub-total	49.2	8.5	0.0	4.1	4.2	22.0	9.5	12.5	14.8	42.2	2.6	13.5	0.0	43.5
Executive Direction														
44) Incarcerated Grievance Program	49.2	2.1	0.0	6.9	2.1	5.1	17.6	3.7	17.5	19.7	0.9	3.0	0.0	0.0
45) Temporary Release Committee	0.0	2.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	8.7
46) Inter-Facility Transfers	24.6	0.0	0.0	2.8	2.1	1.7	5.4	1.5	1.3	0.0	3.5	1.5	0.0	34.8
47) Grooming Standards	0.0	0.0	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
48) Incarcerated Liaison Committee	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0
49) Staff Conduct	106.6	155.7	13.0	93.8	50.4	135.4	1.4	23.5	165.8	80.2	24.7	39.0	19.0	87.0
49.1) Sexual Abuse	8.2	12.8	0.0	15.2	4.2	5.1	0.0	1.5	9.4	4.2	0.9	0.0	0.0	8.7
49.2) Sexual Harassment	8.2	8.5	0.0	5.5	0.0	8.5	0.0	0.0	4.0	4.2	0.9	7.5	6.3	0.0
50) Miscellaneous	114.8	40.5	4.3	9.7	0.0	16.9	54.1	25.7	72.8	0.0	0.0	45.0	6.3	52.2
Sub-total	311.5	221.7	17.3	135.2	58.8	172.6	79.8	55.8	270.9	108.3	30.8	96.0	31.6	191.3
Grand Total	1,852.5	791.0	21.6	315.9	153.4	852.8	447.9	313.3	1,043.1	647.0	55.5	491.8	139.2	852.2

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Table 3-2c. Grievances Filed per 1,000 Incarcerated Individuals at Medium Security Facilities in 2023, by Type (Cont.)

Grievance Type	Marcy	Midstate	Mohawk	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Woodbourne	Wyoming	Total Medium Security
Program Services													
1) Program Committee	7.7	0.0	1.0	2.9	4.0	0.0	10.6	0.0	8.7	1.7	7.3	1.0	2.6
2) Incentive Wage Allowance	4.4	0.9	0.0	0.0	0.0	0.0	0.0	0.0	2.2	0.0	5.8	1.0	2.1
3) Correspondence	4.4	6.8	1.0	36.4	0.0	0.0	5.3	0.0	6.5	3.4	26.1	9.1	8.7
4) Phone Home Program	0.0	0.9	1.0	1.5	2.0	0.0	0.0	0.0	2.2	0.0	1.5	1.0	1.4
5) Visiting	1.1	4.3	0.0	14.6	6.0	0.0	0.0	0.0	2.2	1.7	0.0	3.0	3.6
6) Guidance Unit/Counseling	32.1	66.5	3.0	33.5	10.0	6.3	0.0	8.4	8.7	5.2	14.5	7.1	16.6
7) Recreation (TV, Yard, Movies, Radio, etc.)	0.0	0.9	0.0	4.4	2.0	0.0	0.0	2.1	2.2	5.2	1.5	3.0	2.8
8) Adult Basic Education	0.0	0.0	0.0	1.5	0.0	0.0	0.0	0.0	0.0	0.0	1.5	2.0	0.6
9) HSE/College Programs	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.7	1.5	1.0	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	0.1
11) Vocational Programs	1.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.2	0.0	1.5	2.0	0.9
12) Work Assignments	0.0	0.0	3.0	5.8	6.0	0.0	0.0	4.2	0.0	1.7	1.5	0.0	1.7
13) Hobby Shop/Arts & Crafts	0.0	0.0	0.0	0.0	2.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1
14) Volunteer Services	1.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1
15) Special Events/Organizations	0.0	1.7	0.0	1.5	6.0	0.0	0.0	0.0	6.5	0.0	2.9	2.0	1.3
16) Religion	6.6	1.7	5.1	10.2	2.0	2.1	0.0	2.1	2.2	1.7	8.7	3.0	6.0
17) Family Reunion Program	0.0	0.0	1.0	0.0	4.0	0.0	0.0	0.0	2.2	0.0	0.0	0.0	0.2
18) Media Review	0.0	0.0	0.0	0.0	2.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1
19) General Library	1.1	2.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.5	0.0	0.6
20) Alcohol and Substance Abuse Treatment	13.3	1.7	0.0	2.9	6.0	2.1	5.3	0.0	0.0	5.2	10.2	1.0	4.7
Sub-total	73.0	87.8	15.2	115.0	52.0	10.5	21.3	16.7	45.8	27.5	85.6	36.3	54.7
Health Services													
21) Dental	27.7	4.3	2.0	23.3	6.0	0.0	21.3	2.1	6.5	1.7	1.5	1.0	7.7
22) Medical	186.9	53.7	42.7	144.1	118.0	27.4	63.8	10.5	54.5	91.2	213.4	45.4	98.8
22.1) HIPAA (Health Information)	0.0	0.0	1.0	10.2	8.0	0.0	0.0	0.0	2.2	0.0	1.5	0.0	2.7
Sub-total	214.6	58.0	45.7	177.6	132.0	27.4	85.1	12.6	63.2	92.9	216.3	46.4	109.2

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Table 3-2d. Grievances Filed per 1,000 Incarcerated Individuals at Medium Security Facilities in 2023, by Type (Cont.)

Grievance Type	Marcy	Midstate	Mohawk	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Woodbourne	Wyoming	Total Medium Security
Facility Operations													
23) Housing - Internal Block Affairs	31.0	6.0	3.0	33.5	2.0	0.0	26.6	0.0	4.4	6.9	36.3	12.1	18.0
23.1) Smoke-Free Policy	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
24) Special Housing Units	4.4	5.1	1.0	2.9	0.0	2.1	0.0	0.0	0.0	1.7	4.4	3.0	4.1
24.1 Residential Rehabilitation Unit (RRU)/Alternate SHU's	87.4	69.1	0.0	219.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.0	33.9
25) Search & Seizure/Frisks/Contraband	3.3	0.0	2.0	24.7	2.0	2.1	5.3	0.0	8.7	0.0	18.9	4.0	4.5
25.1) Strip Search	0.0	0.0	0.0	1.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1
25.2) Strip Frisk	0.0	0.0	0.0	1.5	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	0.1
26) Keeplock Policy & Procedure	0.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1
27) Tier I and II Policy & Procedure	1.1	0.0	1.0	8.7	0.0	0.0	0.0	0.0	0.0	10.3	8.7	1.0	4.6
28) Tier III Policy & Procedure	0.0	6.0	1.0	16.0	2.0	0.0	0.0	0.0	0.0	0.0	5.8	2.0	3.8
29) Property	33.2	3.4	7.1	78.6	6.0	4.2	0.0	0.0	6.5	15.5	10.2	8.1	15.5
30) Package Room	32.1	11.1	9.1	99.0	26.0	4.2	10.6	2.1	24.0	12.0	68.2	13.1	24.5
31) Rules & Regulations	14.4	0.0	3.0	0.0	14.0	12.7	31.9	0.0	0.0	0.0	8.7	1.0	7.0
Sub-total	206.9	100.6	28.5	486.2	52.0	25.3	74.5	2.1	43.6	46.5	161.1	46.4	116.2
Administrative Services													
32) Industry	0.0	0.0	0.0	0.0	2.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
33) Personal Property Claims	10.0	7.7	7.1	10.2	12.0	4.2	5.3	2.1	2.2	3.4	7.3	5.0	8.3
34) State Issued Clothing and Hygiene Items	6.6	0.9	0.0	20.4	0.0	2.1	0.0	0.0	0.0	1.7	4.4	1.0	3.7
35) Commissary	15.5	1.7	5.1	32.0	10.0	4.2	5.3	0.0	6.5	0.0	0.0	7.1	9.1
36) Incarcerated Individual Accounts	33.2	7.7	0.0	21.8	14.0	0.0	0.0	6.3	4.4	6.9	17.4	10.1	13.2
37) Mess Hall	21.0	17.1	11.2	40.8	0.0	2.1	0.0	0.0	6.5	5.2	7.3	8.1	12.0
38) Laundry	0.0	0.0	0.0	1.5	0.0	0.0	0.0	0.0	0.0	0.0	1.5	0.0	0.3
39) Facility Maintenance	16.6	2.6	1.0	7.3	8.0	0.0	0.0	4.2	2.2	0.0	2.9	4.0	5.3
Sub-total	102.9	37.5	24.4	133.9	46.0	12.7	10.6	12.6	21.8	17.2	40.6	35.3	52.0
Counsel													
40) Law Library	4.4	6.8	7.1	10.2	0.0	0.0	5.3	0.0	6.5	0.0	11.6	1.0	4.9
41) Legal Mail	3.3	0.0	8.1	10.2	8.0	0.0	0.0	2.1	6.5	0.0	4.4	1.0	3.6
42) Legal Rights	13.3	1.7	1.0	7.3	6.0	4.2	0.0	0.0	2.2	1.7	10.2	0.0	4.3
43) Mandatory Court Surcharge	2.2	0.0	1.0	0.0	0.0	0.0	0.0	2.1	0.0	0.0	0.0	0.0	0.4
Sub-total	23.2	8.5	17.3	27.7	14.0	4.2	5.3	4.2	15.3	1.7	26.1	2.0	13.3
Executive Direction													
44) Incarcerated Grievance Program	7.7	8.5	2.0	5.8	2.0	0.0	0.0	0.0	2.2	3.4	33.4	4.0	7.2
45) Temporary Release Committee	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.4	0.0	0.3
46) Inter-Facility Transfers	0.0	0.0	0.0	1.5	2.0	0.0	0.0	0.0	2.2	5.2	1.5	3.0	2.0
47) Grooming Standards	0.0	0.0	2.0	1.5	0.0	0.0	0.0	2.1	0.0	0.0	0.0	1.0	0.4
48) Incarcerated Liaison Committee	0.0	0.0	1.0	1.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.0	0.3
49) Staff Conduct	15.5	151.7	24.4	94.6	52.0	29.5	5.3	54.4	45.8	46.5	63.9	41.4	62.5
49.1) Sexual Abuse	1.1	4.3	2.0	13.1	0.0	2.1	0.0	4.2	0.0	5.2	2.9	5.0	4.1
49.2) Sexual Harassment	3.3	18.8	0.0	14.6	2.0	0.0	0.0	12.6	0.0	0.0	2.9	4.0	4.6
50) Miscellaneous	4.4	23.9	3.0	16.0	22.0	4.2	16.0	12.6	10.9	5.2	97.2	9.1	22.6
Sub-total	32.1	207.2	34.6	148.5	80.0	35.9	21.3	85.8	61.0	65.4	206.1	69.6	104.0
Grand Total	652.7	499.6	165.7	1,088.8	376.0	116.0	218.1	133.9	250.5	251.3	735.8	236.1	449.4

Table 3-3. Grievances Filed per 1,000 Incarcerated Individuals at Minimum Security and Specialized Facilities in 2023, by Type

Grievance Type	Edgecombe	Lakeview*	Queensboro	Total Minimum & Specialized Facilities	DOCCS Total
Program Services					
1) Program Committee	0.0	0.0	0.0	0.0	9.17
2) Incentive Wage Allowance	0.0	0.0	0.0	0.0	4.9
3) Correspondence	0.0	5.3	0.0	4.2	15.9
4) Phone Home Program	0.0	0.0	0.0	0.0	3.1
5) Visiting	0.0	0.0	0.0	0.0	7.4
6) Guidance Unit/Counseling	0.0	0.0	0.0	0.0	21.7
7) Recreation (TV, Yard, Movies, Radio, etc.)	0.0	0.0	0.0	0.0	6.5
8) Adult Basic Education	0.0	0.0	0.0	0.0	0.7
9) HSE/College Programs	0.0	0.0	0.0	0.0	0.7
10) Language Assistance Program	0.0	0.0	0.0	0.0	0.0
11) Vocational Programs	0.0	0.0	0.0	0.0	0.9
12) Work Assignments	0.0	0.0	0.0	0.0	2.6
13) Hobby Shop/Arts & Crafts	0.0	0.0	0.0	0.0	0.1
14) Volunteer Services	0.0	0.0	0.0	0.0	0.1
15) Special Events/Organizations	0.0	0.0	0.0	0.0	3.0
16) Religion	0.0	7.1	0.0	5.6	10.8
17) Family Reunion Program	0.0	0.0	0.0	0.0	1.1
18) Media Review	0.0	0.0	0.0	0.0	0.5
19) General Library	0.0	1.8	0.0	1.4	1.2
20) Alcohol and Substance Abuse Treatment	0.0	8.9	0.0	7.0	3.8
Sub-total	0.0	23.2	0.0	18.2	94.4
Health Services					
21) Dental	0.0	10.7	0.0	8.4	10.2
22) Medical	90.9	92.7	7.0	75.6	140.6
22.1) HIPAA (Health Information)	0.0	3.6	0.0	2.8	4.4
Sub-total	90.9	107.0	7.0	86.8	155.1

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Table 3-3. Grievances Filed per 1,000 Incarcerated Individuals at Minimum Security and Specialized Facilities in 2023, by Typ (Cont.)

Grievance Type	Edgecombe	Lakeview*	Queensboro	Total Minimum & Specialized Facilities	DOCCS Total
Facility Operations					
23) Housing - Internal Block Affairs	0.0	16.0	0.0	12.6	64.9
23.1) Smoke-Free Policy	0.0	0.0	0.0	0.0	0.1
24) Special Housing Units	0.0	0.0	0.0	0.0	12.1
24.1) Residential Rehabilitation Unit (RRU)/Alternate SHU's	0.0	174.7	0.0	137.3	66.6
25) Search & Seizure/Frisks/Contraband	0.0	1.8	7.0	2.8	15.2
25.1) Strip Search	0.0	1.8	7.0	2.8	0.8
25.2) Strip Frisk	0.0	0.0	0.0	0.0	1.1
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	0.3
27) Tier I and II Policy & Procedure	0.0	0.0	0.0	0.0	7.5
28) Tier III Policy & Procedure	0.0	10.7	0.0	8.4	8.2
29) Property	0.0	5.3	0.0	4.2	29.9
30) Package Room	0.0	0.0	0.0	0.0	53.1
31) Rules & Regulations	0.0	0.0	0.0	0.0	14.3
Sub-total	0.0	3.6	0.0	2.8	274.2
Administrative Services					
32) Industry	0.0	0.0	0.0	0.0	0.7
33) Personal Property Claims	0.0	0.0	0.0	0.0	10.3
34) State Issued Clothing and Hygiene Items	0.0	1.8	0.0	1.4	9.3
35) Commissary	0.0	5.3	0.0	4.2	20.0
36) Incarcerated Individual Accounts	0.0	12.5	0.0	9.8	31.1
37) Mess Hall	0.0	3.6	0.0	2.8	20.3
38) Laundry	0.0	28.5	0.0	22.4	1.7
39) Facility Maintenance	0.0	0.0	0.0	0.0	11.6
Sub-total	90.9	0.0	0.0	1.4	104.9
Counsel					
40) Law Library	0.0	0.0	0.0	0.0	12.3
41) Legal Mail	0.0	5.3	0.0	4.2	7.7
42) Legal Rights	0.0	1.8	0.0	1.4	8.7
43) Mandatory Court Surcharge	0.0	0.0	0.0	0.0	0.8
Sub-total	0.0	0.0	0.0	0.0	29.5
Executive Direction					
44) Incarcerated Grievance Program	0.0	0.0	0.0	0.0	10.9
45) Temporary Release Committee	90.9	7.1	0.0	5.6	0.2
46) Inter-Facility Transfers	0.0	0.0	0.0	1.4	3.8
47) Grooming Standards	0.0	3.6	0.0	2.8	0.6
48) Incarcerated Liaison Committee	0.0	0.0	0.0	0.0	0.5
49) Staff Conduct	0.0	0.0	0.0	0.0	100.4
49.1) Sexual Abuse	0.0	98.0	14.1	79.8	9.5
49.2) Sexual Harassment	0.0	3.6	7.0	4.2	11.7
50) Miscellaneous	0.0	16.0	0.0	12.6	40.4
Sub-total	90.9	10.7	7.0	9.8	178.1
Grand Total	272.7	540.1	42.3	437.0	836.2

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

Table 4 compares the number of grievances filed at facilities in 2022 and 2023. There were 26,819 grievances filed in 2023, an increase of 3,518 (or 15.1%) from the 23,301 filed in 2022. Maximum security facilities had a net increase of 2,591 grievances (or 15.6%), increasing from 16,568 in 2022 to 19,159 in 2023. Medium security facilities had a net increase of 839 grievances (or 12.9%), increasing from 6,509 in 2022 to 7,348 in 2023. Minimum and Specialized facilities had a net increase of 88 grievances (or 39.3%), increasing from 224 to 312.

Table 4. Grievances Filed at Facilities in 2022 & 2023, by Category, by Security Level

Correctional Facility	Program Services		Health Services		Facility Operations		Administrative Services		Counsel		Executive Direction		Total Grievances			
	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	Chg	% Chg
Maximum Security																
Attica	218	269	360	293	1,255	1,198	386	417	108	110	530	628	2,857	2,915	58	2.0%
Auburn	187	179	197	219	516	616	227	233	72	85	169	204	1,368	1,536	168	12.3%
Bedford Hills	43	125	76	81	203	445	43	112	19	37	86	216	470	1,016	546	116.2%
Clinton	164	183	154	149	191	170	158	168	51	45	154	125	872	840	-32	-3.7%
Coxsackie	6	7	9	35	38	32	5	9	2	14	68	112	128	209	81	63.3%
Downstate*	1	0	1	0	0	0	2	0	0	0	5	0	9	0	-9	-100.0%
Eastern	85	67	78	142	112	118	52	61	26	29	83	98	436	515	79	18.1%
Elmira	83	134	123	181	164	289	70	106	49	54	73	106	562	870	308	54.8%
Five Points	212	188	348	438	496	622	214	215	74	55	400	470	1,744	1,988	244	14.0%
Great Meadow	88	63	132	141	274	262	108	120	37	30	166	164	805	780	-25	-3.1%
Green Haven	190	303	322	495	424	834	263	419	50	73	270	387	1,519	2,511	992	65.3%
Shawangunk	63	106	137	127	141	145	62	85	15	49	82	51	500	563	63	12.6%
Sing Sing	146	138	203	216	479	395	181	145	38	13	487	315	1,534	1,222	-312	-20.3%
Southport*	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-
Sullivan	36	59	97	120	230	288	60	92	17	35	127	156	567	750	183	32.3%
Upstate	245	183	341	375	821	1,229	152	249	67	47	966	739	2,592	2,822	230	8.9%
Wende	94	114	180	116	122	131	54	53	36	50	119	158	605	622	17	2.8%
Total Maximum Security	1,861	2,118	2,758	3,128	5,466	6,774	2,037	2,484	661	726	3,785	3,929	16,568	19,159	2,591	15.6%

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Table 4. Grievances Filed at Facilities in 2022 & 2023, by Category, by Security Level (Cont.)

Correctional Facility	Program Services		Health Services		Facility Operations		Administrative Services		Counsel		Executive Direction		Total Grievances			
	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	Chg	% Chg
Medium Security																
Adirondack	14	30	24	38	34	76	19	38	3	6	13	38	107	226	119	111.2%
Albion	22	37	110	109	42	75	30	42	5	4	92	104	301	371	70	23.3%
Altona	0	0	0	0	0	1	0	0	0	0	3	4	3	5	2	66.7%
Bare Hill	29	22	22	55	15	29	17	22	2	3	44	98	129	229	100	77.5%
Cape Vincent	14	8	15	17	12	14	7	4	5	2	25	28	78	73	-5	-6.4%
Cayuga	68	71	77	144	156	86	97	88	18	13	97	102	513	504	-9	-1.8%
Collins	57	36	92	82	110	103	35	44	11	7	55	59	360	331	-29	-8.1%
Fishkill	68	51	106	96	103	152	33	35	19	17	92	76	421	427	6	1.4%
Franklin	58	95	85	196	88	171	53	100	7	11	151	201	442	774	332	75.1%
Gouverneur	54	45	48	73	128	167	59	68	35	30	78	77	402	460	58	14.4%
Greene	45	3	59	10	223	9	39	3	19	3	94	35	479	63	-416	-86.8%
Groveland	36	41	76	115	122	77	18	22	7	9	75	64	334	328	-6	-1.8%
Hale Creek	2	3	3	13	0	1	0	0	0	0	1	5	6	22	16	72.7%
Hudson	13	15	19	29	15	15	15	12	3	5	12	22	77	98	21	21.4%
Marcy	72	66	134	194	146	187	89	93	19	21	28	29	488	590	102	17.3%
Midstate	60	103	58	68	78	118	33	44	26	10	137	243	392	586	194	33.1%
Mohawk	14	15	49	45	29	28	23	24	10	17	29	34	154	163	9	5.5%
Ogdensburg*	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-
Orleans	80	79	81	122	237	334	72	92	12	19	64	102	546	748	202	37.0%
Otisville	31	26	55	66	43	26	24	23	6	7	65	40	224	188	-36	-16.1%
Riverview	7	5	15	13	22	12	7	6	4	2	30	17	85	55	-30	-35.3%
Taconic	5	4	16	16	4	14	2	2	0	1	9	4	36	41	5	13.9%
Ulster	10	8	8	6	7	1	8	6	0	2	30	41	63	64	1	1.6%
Wallkill	22	21	44	29	36	20	14	10	2	7	31	28	149	115	-34	-22.8%
Washington	13	16	28	54	20	27	7	10	2	1	29	38	99	146	47	47.5%
Woodbourne	60	59	134	149	105	111	29	28	17	18	86	142	431	507	76	17.6%
Wyoming	34	36	27	46	53	46	20	35	7	2	49	69	190	234	44	23.2%
Total Medium Security	888	895	1,385	1,785	1,828	1,900	750	851	239	217	1,419	1,700	6,509	7,348	839	12.9%
Minimum Security & Specialized Facilities																
Edgecombe	0	0	2	1	2	0	3	1	0	0	3	1	10	3	-7	-70.0%
Lakeview**	22	13	36	60	72	119	15	29	4	4	62	78	211	303	92	43.6%
Moriah Shock*	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-
Queensboro	0	0	2	1	0	1	0	0	0	0	0	4	2	6	4	200.0%
Rochester*	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-
Willard*	0	0	0	0	0	0	0	0	0	0	1	0	1	0	-1	-100.0%
Total Minimum Security & Specialized Facilities	22	13	40	62	74	120	18	30	4	4	66	83	224	312	88	39.3%
DOCCS Total	2,771	3,026	4,183	4,975	7,368	8,794	2,805	3,365	904	947	5,270	5,712	23,301	26,819	3,518	15.1%

* Downstate, Rochester, Southport and Ogdensburg Correctional Facilities, 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).

Grievance Outcomes

Tables 5-1, 5-2 and 5-3 below detail the outcomes of grievances in 2023 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 7,314 grievances (39.1%) 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 2,552 grievances (34.7%) 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 26,819 grievances filed statewide in 2023, 322 were withdrawn and 4,297 were informally resolved with 433 cases still pending. In addition, 10,727 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 11,482 grievances heard at the IGRC level only, 2,857 were dismissed and closed; 3,734 had a favorable outcome to the incarcerated individual; and 4,891 had an unfavorable outcome to the incarcerated individual. Of the 10,421 grievances reviewed by facility Superintendents, 3,910 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, 4,332 were appealed to the Superintendent subsequent to the IGRC hearing; 1,851 were referred to the Superintendent following an IGRC hearing; and 328 were automatically forwarded to the Superintendent because the IGRC was deadlocked and could not reach a majority agreement. A grievance is considered "appealed" to the Superintendent when the incarcerated individual disagrees with the IGRC recommendation. Further, a grievance is considered "referred" when the incarcerated individual requests a Superintendent's review even though the individual agreed with the IGRC recommendation.

Of the 10,421 total grievances reviewed by Superintendents statewide, 1,606 (15.4%) were found favorable to the incarcerated individual, 8,679 were found unfavorable and 136 are pending an outcome. Of the 8,434 grievances that were passed through, appealed or deadlocked, 828 had a favorable outcome to the incarcerated individual and 7,606 had an unfavorable outcome to the incarcerated individual. Likewise, of the 1,851 grievances that were referred to the Superintendent, 778 had a favorable outcome while 1,073 had an unfavorable outcome.

Overall, 9,959 (37.7%) grievances filed statewide in 2023 had favorable outcomes to the incarcerated individual while 16,427 had unfavorable outcomes.

Table 5-1. Grievance Outcomes at Maximum Security Facilities in 2023

Outcome Type	Attica	Auburn	Bedford Hills	Clinton	Coxsackie	Eastern	Elmira	Five Points	Great Meadow	Green Haven	Shawangunk	Sing Sing	Sullivan	Upstate	Wende	Total Maximum Security
Total Grievances	2,915	1,536	1,016	840	209	515	870	1,988	780	2,511	563	1,222	750	2,822	622	19,159
Withdrawn	0	3	2	0	11	4	0	36	0	1	0	132	0	37	0	226
Informally Resolved	533	291	278	138	10	96	151	399	129	509	106	67	115	178	126	3,126
Heard by IGRC Only	1,579	649	365	411	39	146	544	837	408	976	155	384	187	1,407	266	8,650
Favorable (No Appeal)	968	277	123	26	3	37	273	13	71	669	52	94	0	114	115	2,835
Unfavorable (No Appeal)	595	16	163	282	31	61	168	343	146	0	60	148	133	1,045	131	3,322
Dismissed	16	356	79	103	5	48	103	481	191	307	43	142	54	248	20	2,196
Pending	0	0	29	0	0	0	0	0	0	0	0	268	0	0	0	297
Reviewed by Superintendent	803	593	342	291	149	269	175	716	243	1,025	302	371	448	1,200	230	7,157
Passed Through- Not Heard by IGRC	317	151	108	25	102	71	53	331	108	266	70	237	96	696	108	2,739
Heard by IGRC, Appealed to Superintendent	165	435	97	248	38	112	47	366	89	236	33	79	348	504	63	2,860
Heard by IGRC, Referred to Superintendent	265	7	133	0	9	85	62	19	46	375	190	51	0	0	49	1,291
Heard by IGRC, Deadlocked	56	0	4	18	0	1	13	0	0	148	9	4	4	0	10	267
Superintendent Outcomes																
Pending	0	0	36	0	0	0	0	0	0	0	0	100	0	0	0	136
<i>Passed Through, Appealed, or Deadlocked</i>	538	586	173	291	140	184	113	697	197	650	112	220	448	1,200	181	5,730
Favorable	42	351	17	27	2	15	21	7	6	78	26	10	2	5	10	619
Unfavorable	496	235	156	264	138	169	92	690	191	572	86	210	446	1,195	171	5,111
<i>Referred to Superintendent</i>	265	7	133	0	9	85	62	19	46	375	190	51	0	0	49	1,291
Favorable	134	2	65	0	1	54	37	10	43	67	61	12	0	0	22	508
Unfavorable	131	5	68	0	8	31	25	9	3	308	129	39	0	0	27	783
Total Superintendent Outcomes	803	593	306	291	149	269	175	716	243	1,025	302	271	448	1,200	230	7,021
Favorable	176	353	82	27	3	69	58	17	49	145	87	22	2	5	32	1,127
Unfavorable	627	240	224	264	146	200	117	699	194	880	215	249	446	1,195	198	5,894
Percent Favorable	21.9%	59.5%	26.8%	9.3%	2.0%	25.7%	33.1%	2.4%	20.2%	14.1%	28.8%	8.1%	0.4%	0.4%	13.9%	16.1%
All Grievance Outcomes																
Favorable (includes withdrawn & informally resolved)	1,677	924	485	191	27	206	482	465	249	1,324	245	315	117	334	273	7,314
Unfavorable (includes dismissed)	1,238	612	466	649	182	309	388	1,523	531	1,187	318	539	633	2,488	349	11,412
Percent Favorable	57.5%	60.2%	51.0%	22.7%	12.9%	40.0%	55.4%	23.4%	31.9%	52.7%	43.5%	36.9%	15.6%	11.8%	43.9%	39.1%
Appealed or Passed Through to CORC	695	357	159	173	62	171	102	372	69	570	135	108	248	499	198	3,918
Non-Calendared Contacts	31	228	979	13	1,051	315	522	156	321	402	62	91	82	64	411	4,728

Table 5-2. Grievance Outcomes at Medium Security Facilities in 2023

Outcome Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Greene	Groveland	Hale Creek	Hudson
Total Grievances	226	371	5	229	73	504	331	427	774	460	63	328	22	98
Withdrawn	6	3	0	2	4	1	0	2	0	39	3	27	0	0
Informally Resolved	45	28	0	47	6	81	44	18	242	49	10	24	6	38
Heard by IGRC Only (Total)	102	170	0	45	25	240	201	283	212	193	9	181	6	28
Favorable (No Appeal)	1	82	0	0	0	134	65	53	0	23	0	21	0	7
Unfavorable (No Appeal)	41	86	0	42	21	68	72	194	200	152	5	76	2	20
Dismissed	60	2	0	3	4	38	64	36	12	18	4	84	4	1
Pending	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Reviewed by Superintendent	73	170	5	135	38	182	86	124	320	179	41	96	10	32
Passed Through- Not Heard by IGRC	13	75	3	73	27	87	6	37	127	58	28	26	4	14
Heard by IGRC, Appealed to Superintendent	55	90	2	62	11	57	65	85	192	113	12	57	2	18
Heard by IGRC, Referred to Superintendent	5	1	0	0	0	38	15	0	1	8	1	10	0	0
Heard by IGRC, Deadlocked	0	4	0	0	0	0	0	2	0	0	0	3	4	0
Superintendent Outcomes														
Pending	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Passed Through, Appealed, or Deadlocked (Total)</i>	<i>68</i>	<i>169</i>	<i>5</i>	<i>135</i>	<i>38</i>	<i>144</i>	<i>71</i>	<i>124</i>	<i>319</i>	<i>171</i>	<i>40</i>	<i>86</i>	<i>10</i>	<i>32</i>
Favorable	1	18	0	0	0	37	23	11	1	6	1	6	1	0
Unfavorable	67	151	5	135	38	107	48	113	318	165	39	80	9	32
<i>Referred to Superintendent (Total)</i>	<i>5</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>38</i>	<i>15</i>	<i>0</i>	<i>1</i>	<i>8</i>	<i>1</i>	<i>10</i>	<i>0</i>	<i>0</i>
Favorable	5	0	0	0	0	24	8	0	1	6	1	1	0	0
Unfavorable	0	1	0	0	0	14	7	0	0	2	0	9	0	0
Total Superintendent Outcomes	73	170	5	135	38	182	86	124	320	179	41	96	10	32
Favorable	6	18	0	0	0	61	31	11	2	12	2	7	1	0
Unfavorable	67	152	5	135	38	121	55	113	318	167	39	89	9	32
Percent Favorable	8.2%	10.6%	0.0%	0.0%	0.0%	33.5%	36.0%	8.9%	0.6%	6.7%	4.9%	7.3%	10.0%	0.0%
All Grievance Outcomes														
Favorable (includes withdrawn and informally resolved)	58	131	0	49	10	277	140	84	244	123	15	79	7	45
Unfavorable (includes dismissed)	168	240	5	180	63	227	191	343	530	337	48	249	15	53
Percent Favorable	25.7%	35.3%	0.0%	21.4%	13.7%	55.0%	42.3%	19.7%	31.5%	26.7%	23.8%	24.1%	31.8%	45.9%
Appealed or Passed Through to CORC	48	98	3	85	11	98	35	62	159	86	12	56	3	2
Non-Calendarated Contacts	45	178	20	83	69	239	145	79	210	154	328	34	11	95

(continued on next page)

Table 5-2. Grievance Outcomes at Medium Security Facilities in 2023 (Cont.)

Outcome Type	Marcy	Midstate	Mohawk	Orleans	Otisville	Riverview	Taconic	Ulster	Walkill	Washington	Woodbourne	Wyoming	Total Medium Security
Total Grievances	590	586	163	748	188	55	41	64	115	146	507	234	7,348
Withdrawn	4	0	0	0	0	2	0	0	0	0	0	0	93
Informally Resolved	121	0	13	135	21	4	4	14	28	35	82	32	1,127
Heard by IGRC Only (Total)	328	158	86	338	69	25	20	15	10	50	76	125	2,995
Favorable (No Appeal)	143	83	22	172	13	1	1	0	2	3	0	39	865
Unfavorable (No Appeal)	127	75	25	141	42	20	8	13	0	31	0	71	1,532
Dismissed	58	0	39	25	14	4	11	2	8	16	76	15	598
Pending	0	0	0	0	0	0	0	0	0	0	0	0	0
Reviewed by Superintendent (Total)	137	428	64	275	98	24	17	35	77	61	349	77	3,133
Passed Through- Not Heard by IGRC	20	209	26	65	28	14	1	25	21	28	48	43	1,106
Heard by IGRC, Appealed to Superintendent	60	125	30	94	65	10	13	9	8	30	130	16	1,411
Heard by IGRC, Referred to Superintendent	24	94	8	116	5	0	3	1	37	3	167	18	555
Heard by IGRC, Deadlocked	33	0	0	0	0	0	0	0	11	0	4	0	61
Superintendent Outcomes													
Pending	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Passed Through, Appealed, or Deadlocked (Total)</i>	113	334	56	159	93	24	14	34	40	58	182	59	2,578
Favorable	5	41	2	22	16	1	0	0	2	2	3	1	200
Unfavorable	108	293	54	137	77	23	14	34	38	56	179	58	2,378
<i>Referred to Superintendent (Total)</i>	24	94	8	116	5	0	3	1	37	3	167	18	555
Favorable	9	75	2	90	3	0	0	1	13	0	15	13	267
Unfavorable	15	19	6	26	2	0	3	0	24	3	152	5	288
Total Superintendent Outcomes	137	428	64	275	98	24	17	35	77	61	349	77	3,133
Favorable	14	116	4	112	19	1	0	1	15	2	18	14	467
Unfavorable	123	312	60	163	79	23	17	34	62	59	331	63	2,666
Percent Favorable	10.2%	27.1%	6.3%	40.7%	19.4%	4.2%	0.0%	2.9%	19.5%	3.3%	5.2%	18.2%	14.9%
All Grievance Outcomes													
Favorable (includes withdrawn and informally resolved)	282	199	39	419	53	8	5	15	45	40	100	85	2,552
Unfavorable (includes dismissed)	308	387	124	329	135	47	36	49	70	106	407	149	4,796
Percent Favorable	47.8%	34.0%	23.9%	56.0%	28.2%	14.5%	12.2%	23.4%	39.1%	27.4%	19.7%	36.3%	34.7%
Appealed or Passed Through to CORC	50	170	23	139	42	5	14	10	33	24	214	57	1,539
Non-Calendared Contacts	0	725	1,378	268	104	52	298	157	86	138	762	52	5,710

Table 5-3. Grievance Outcomes at Shock, Drug Treatment Facilities, Minimum Security and Other Facilities in 2023

Outcome Type	Edgecombe	Lakeview*	Queensboro	Total Minimum & Specialized Facilities	DOCCS Total
Total Grievances	3	303	6	312	26,819
Withdrawn	0	3	0	3	322
Informally Resolved	1	42	1	44	4,297
Heard by IGRC Only	0	134	0	134	11,482
Favorable (No Appeal)	0	34	0	34	3,734
Unfavorable (No Appeal)	0	37	0	37	4,891
Dismissed	0	63	0	63	2,857
Pending	0	0	0	0	297
Reviewed by Superintendent (Total)	2	124	5	131	10,421
Passed Through- Not Heard by IGRC	2	58	5	65	3,910
Heard by IGRC, Appealed to Superintendent	0	61	0	61	4,332
Heard by IGRC, Referred to Superintendent	0	5	0	5	1,851
Heard by IGRC, Deadlocked	0	0	0	0	328
Superintendent Outcomes					
Pending	0	0	0	0	136
<i>Passed Through, Appealed, or Deadlocked (Total)</i>	2	119	5	126	8,434
Favorable	1	8	0	9	828
Unfavorable	1	111	5	117	7,606
<i>Referred to Superintendent (Total)</i>	0	5	0	5	1,851
Favorable	0	3	0	3	778
Unfavorable	0	2	0	2	1,073
Total Superintendent Outcomes	2	124	5	131	10,285
Favorable	1	11	0	12	1,606
Unfavorable	1	113	5	119	8,679
Percent Favorable	50.0%	8.9%	0.0%	9.2%	15.6%
All Grievance Outcomes					
Favorable (includes withdrawn and informally resolved)	2	90	1	93	9,959
Unfavorable (includes dismissed)	1	213	5	219	16,427
Percent Favorable	66.7%	29.7%	16.7%	29.8%	37.7%
Appealed or Passed Through to CORC	2	31	3	36	5,493
Non-Calendared Contacts	3	212	74	289	10,727

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

Table 6 examines grievance outcomes by facility for 2022 and 2023. 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 2023, 38.0% of grievances had an outcome favorable to the incarcerated individual, a slight increase from 34.0% of grievances that were favorable in 2022.

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 2022 and 2023.

Table 6. Grievance Outcomes at Facilities, by Security Level: 2022 - 2023

Correctional Facility	Total Grievances		Favorable, Informally Resolved or Withdrawn		Unfavorable or Dismissed		% of Total Grievances Favorable, Informally Resolved or Withdrawn		Non-Calendar	
	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023
Maximum Security										
Attica	2,857	2,915	1,420	1,677	1,437	1,238	49.7%	57.5%	55	31
Auburn	1,368	1,536	884	924	484	612	64.6%	60.2%	299	228
Bedford Hills	470	1,016	196	485	274	466	41.7%	51.0%	1,187	979
Clinton	872	840	178	191	694	649	20.4%	22.7%	55	13
Coxsackie	128	209	45	27	83	182	35.2%	12.9%	1,665	1,051
Downstate	9	0	5	0	4	0	40.3%	-	0	0
Eastern	436	515	186	206	250	309	42.7%	40.0%	289	315
Elmira	562	870	290	482	272	388	51.6%	55.4%	491	522
Five Points	1,744	1,988	305	465	1,439	1,523	17.5%	23.4%	93	156
Great Meadow	805	780	264	249	541	531	32.8%	31.9%	580	321
Green Haven	1,519	2,511	816	1,324	703	1,187	53.7%	52.7%	1,002	402
Shawangunk	500	563	245	245	255	318	49.0%	43.5%	31	62
Sing Sing	1,534	1,222	354	315	1,180	539	23.1%	36.9%	413	91
Southport*	0	0	0	0	0	0	-	-	0	0
Sullivan	567	750	87	117	480	633	15.3%	15.6%	144	82
Upstate	2,592	2,822	264	334	2,328	2,488	10.2%	11.8%	187	64
Wende	605	622	192	273	413	349	31.7%	43.9%	462	411
Total Maximum Security	16,568	19,159	5,731	7,314	10,837	11,412	34.6%	39.1%	6,953	4,728

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

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Table 6. Grievance Outcomes at Facilities, by Security Level: 2022 - 2023 (Cont.)

Correctional Facility	Total Grievances		Favorable, Informally Resolved or Withdrawn		Unfavorable or Dismissed		% of Total Grievances Favorable, Informally Resolved or Withdrawn		Non-Calendar	
	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023
Medium Security										
Adirondack	107	226	16	58	91	168	15.0%	25.7%	25	45
Albion	301	371	114	131	187	240	37.9%	35.3%	201	178
Altona	3	5	0	0	3	5	0.0%	0.0%	10	20
Bare Hill	129	229	29	49	100	180	22.5%	21.4%	63	83
Cape Vincent	78	73	11	10	67	63	14.1%	13.7%	68	69
Cayuga	513	504	287	277	226	227	55.9%	55.0%	167	239
Collins	360	331	138	140	222	191	38.3%	42.3%	148	145
Fishkill	421	427	73	84	348	343	17.3%	19.7%	202	79
Franklin	442	774	109	244	333	530	24.7%	31.5%	183	210
Gouverneur	402	460	130	123	272	337	32.3%	26.7%	142	154
Gowanda	0	0	0	0	0	0	-	-	0	0
Greene	479	63	140	15	339	48	29.2%	23.8%	518	328
Groveland	334	328	64	79	270	249	19.2%	24.1%	46	34
Hale Creek	6	22	3	7	3	15	50.0%	31.8%	13	11
Hudson	77	98	36	45	41	53	46.8%	45.9%	67	95
Marcy	488	590	174	282	314	308	35.7%	47.8%	3	0
Midstate	392	586	120	199	272	387	30.6%	34.0%	888	725
Mohawk	154	163	30	39	124	124	19.5%	23.9%	1,333	1,378
Ogdensburg*	0	0	0	0	0	0	-	-	0	0
Orleans	546	748	251	419	295	329	46.0%	56.0%	333	268
Otisville	224	188	67	53	157	135	29.9%	28.2%	116	104
Riverview	85	55	12	8	73	47	14.1%	14.5%	92	52
Taconic	36	41	9	5	27	36	25.0%	12.2%	261	298
Ulster	63	64	13	15	50	49	20.6%	23.4%	139	157
Wallkill	149	115	65	45	84	70	43.6%	39.1%	112	86
Washington	99	146	30	40	69	106	30.3%	27.4%	98	138
Watertown	0	0	0	0	0	0	-	-	0	0
Woodbourne	431	507	104	100	327	407	24.1%	19.7%	905	762
Wyoming	190	234	89	85	101	149	46.8%	36.3%	45	52
Total Medium Security	6,509	7,348	2,114	2,552	4,395	4,796	32.5%	34.7%	6,178	5,710
Minimum Security & Specialized Facilities										
Edgecombe	10	3	5	2	5	1	50.0%	66.7%	15	3
Lakeview**	211	303	55	90	156	213	26.1%	29.7%	217	212
Moriah Shock*	0	0	0	0	0	0	-	-	0	0
Queensboro	2	6	1	1	1	5	50.0%	16.7%	22	74
Rochester*	0	0	0	0	0	0	-	-	0	0
Willard*	1	0	0	0	1	0	0.0%	-	6	0
Total Minimum Security & Specialized Facilities	224	312	61	93	163	219	27.2%	29.8%	260	289
DOCCS Total	23,301	26,819	7,906	9,959	15,395	16,427	33.9%	37.7%	13,391	10,727

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

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

The 433 pending grievances for 2023 were excluded when calculating the total percentage favorable for 2023.

Table 7 compares the types of grievances heard by CORC in 2022 and 2023. 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 2022, 4,426 grievances were reviewed by CORC as compared to 4,479 grievances reviewed in 2023, an increase of 1.2%.

Table 7. CORC Hearings by Grievance Type: 2022 - 2023

Grievance Type	2022		2023		% Chg
	#	%	#	%	
Program Services					
1) Program Committee	52	1.2%	30	0.7%	-42.3%
2) Incentive Wage Allowance	19	0.4%	23	0.5%	21.1%
3) Correspondence	95	2.1%	79	1.8%	-16.8%
4) Phone Home Program	18	0.4%	22	0.5%	22.2%
5) Visiting	53	1.2%	47	1.0%	-11.3%
6) Guidance Unit/Counseling	146	3.3%	110	2.5%	-24.7%
7) Recreation (TV, Yard, Movies, Radio, etc.)	17	0.4%	19	0.4%	11.8%
8) Adult Basic Education	0	0.0%	3	0.1%	-
9) HSE/College Programs	12	0.3%	6	0.1%	-50.0%
10) Language Assistance Program	1	0.0%	0	0.0%	-100.0%
11) Vocational Programs	5	0.1%	5	0.1%	0.0%
12) Work Assignments	12	0.3%	6	0.1%	-50.0%
13) Hobby Shop/Arts & Crafts	2	0.0%	0	0.0%	-100.0%
14) Volunteer Services	1	0.0%	0	0.0%	-100.0%
15) Special Events/Organizations	5	0.1%	9	0.2%	80.0%
16) Religion	58	1.3%	67	1.5%	15.5%
17) Family Reunion Program	13	0.3%	9	0.2%	-30.8%
18) Media Review	3	0.1%	0	0.0%	-100.0%
19) General Library	3	0.1%	2	0.0%	-33.3%
20) Alcohol and Substance Abuse Treatment	44	1.0%	32	0.7%	-27.3%
Sub-total	559	12.6%	469	10.5%	-16.1%
Health Services					
21) Dental	63	1.4%	47	1.0%	-25.4%
22) Medical	974	22.0%	786	17.5%	-19.3%
22.1) HIPAA (Health Information)	51	1.2%	55	1.2%	7.8%
Sub-total	1,088	24.6%	888	19.8%	-18.4%
Facility Operations					
23) Housing - Internal Block Affairs	256	5.8%	239	5.3%	-6.6%
23.1) Smoke-Free Policy	2	0.0%	1	0.0%	-50.0%
24) Special Housing Units	264	6.0%	244	5.4%	-7.6%
24.1) Residential Rehabilitation Unit (RRU)/Alternate SHU's	0	0.0%	170	3.8%	-
25) Search & Seizure/Frisks/Contraband	67	1.5%	55	1.2%	-17.9%
25.1) Strip Search	4	0.1%	6	0.1%	50.0%
25.2) Strip Frisk	8	0.2%	17	0.4%	112.5%
25.3) Pat Frisk (Female)	0	0.0%	0	0.0%	-
26) Keeplock Policy & Procedure	5	0.1%	2	0.0%	-60.0%
27) Tier I and II Policy & Procedure	16	0.4%	14	0.3%	-12.5%
28) Tier III Policy & Procedure	22	0.5%	21	0.5%	-4.5%
29) Property	81	1.8%	51	1.1%	-37.0%
30) Package Room	236	5.3%	208	4.6%	-11.9%
31) Rules & Regulations	103	2.3%	67	1.5%	-35.0%
Sub-total	1,064	24.0%	1,095	24.4%	2.9%
Administrative Services					
32) Industry	13	0.3%	7	0.2%	-46.2%
33) Personal Property Claims	20	0.5%	33	0.7%	65.0%
34) State Issued Clothing and Hygiene Items	18	0.4%	20	0.4%	11.1%
35) Commissary	66	1.5%	79	1.8%	19.7%
36) Incarcerated Individual Accounts	97	2.2%	105	2.3%	8.2%
37) Mess Hall	91	2.1%	100	2.2%	9.9%
38) Laundry	8	0.2%	7	0.2%	-12.5%
39) Facility Maintenance	62	1.4%	53	1.2%	-14.5%
Sub-total	375	8.5%	404	9.0%	7.7%
Counsel					
40) Law Library	84	1.9%	91	2.0%	8.3%
41) Legal Mail	78	1.8%	103	2.3%	32.1%
42) Legal Rights	117	2.6%	130	2.9%	11.1%
43) Mandatory Court Surcharge	8	0.2%	6	0.1%	-25.0%
Sub-total	287	6.5%	330	7.4%	15.0%
Executive Direction					
44) Incarcerated Grievance Program	104	2.3%	122	2.7%	17.3%
45) Temporary Release Committee	0	0.0%	1	0.0%	-
46) Inter-Facility Transfers	30	0.7%	36	0.8%	20.0%
47) Grooming Standards	1	0.0%	3	0.1%	200.0%
48) Incarcerated Liaison Committee	3	0.1%	4	0.1%	33.3%
49) Staff Conduct	803	18.1%	1,048	23.4%	30.5%
49.1) Sexual Abuse	1	0.0%	1	0.0%	0.0%
49.2) Sexual Harassment	1	0.0%	1	0.0%	0.0%
50) Miscellaneous	110	2.5%	77	1.7%	-30.0%
Sub-total	1,053	23.8%	1,293	28.9%	22.8%
Grand Total	4,426	100.0%	4,479	100.0%	1.2%