



Department of Corrections and Community Supervision

Incarcerated Grievance Program Semi-Annual Report

2024

Introduction

This report examines the functioning of the Incarcerated Grievance Program utilized by the Department of Corrections and Community Supervision (DOCCS) during the first half of 2024 (January-June). Information is presented on the types of grievances submitted by incarcerated individuals. The Incarcerated Grievance Program (IGP) is designed to assist with complaint resolution and is intended to provide an orderly, fair, simple, and expeditious way of resolving problems that may arise within a correctional facility setting.

While incarcerated individuals are still expected to resolve problems on their own, including through informal communication with staff, the IGP provides a formal structure to help incarcerated individuals peacefully address issues. It also allows DOCCS the opportunity to correct problems internally, identify issues in need of administrative attention, and clarify policies and procedures. The IGP is a non-adversarial process designed to allow staff and incarcerated individuals the opportunity to mediate resolutions to problems in the facility. In addition to addressing formal grievances, IGP staff also interact with incarcerated individuals through non-calendared contacts which assists them in resolving problems without a formal grievance being filed.

The grievance procedure is initiated by the incarcerated individual. If an incarcerated individual is unable to resolve their problem through informal channels, they may file a written grievance within 21 calendar days of the incident in question (exceptions may be granted up to 45 days). The Incarcerated Grievance Resolution Committee (IGRC) has 16 calendar days in which to attempt to informally resolve the complaint or hold a hearing. The IGRC is comprised of two voting incarcerated individuals, two voting staff members, and a non-voting chairperson that can either be an incarcerated individual, staff member, or outside volunteer associated with the facility's program. The incarcerated individual has 7 calendar days from the receipt of the IGRC's written response to appeal to the facility Superintendent. The Superintendent has up to 20 calendar days (25 calendar days for staff conduct complaints) to render a decision. If the incarcerated individual wishes to appeal further, they have 7 calendar days from the receipt of the Superintendent's decision to appeal to the Central Office Review Committee (CORC). CORC is comprised of DOCCS Central Office staff who review grievance appeals on behalf of the DOCCS Commissioner. CORC is the final level of administrative review for grievances filed through the IGP mechanism.

Facilities may not impose preconditions for submitting grievances, but if an incarcerated individual fails to make any effort to resolve the problem on their own, the grievance may be dismissed at an IGRC hearing. Grievances must be personal in nature and may not be filed on another incarcerated individual's behalf. Decisions and dispositions of certain programs or procedures that have a written appeal mechanism which extends review outside of the facility are considered non-grievable, such as: temporary release committees, time allowance committees, family reunion programs, media review committees, disciplinary proceedings, incarcerated individual property claims, central monitoring case reviews, or Freedom of Information Law (FOIL) requests. While the decisions and outcomes of the above-mentioned programs are non-grievable, any policies, procedures or rules related to them may be grieved.

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

Grievances Filed

In the first half of 2024, there were 13,852 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.

**Figure 1. Categories of Grievances Filed:
January to June 2024**

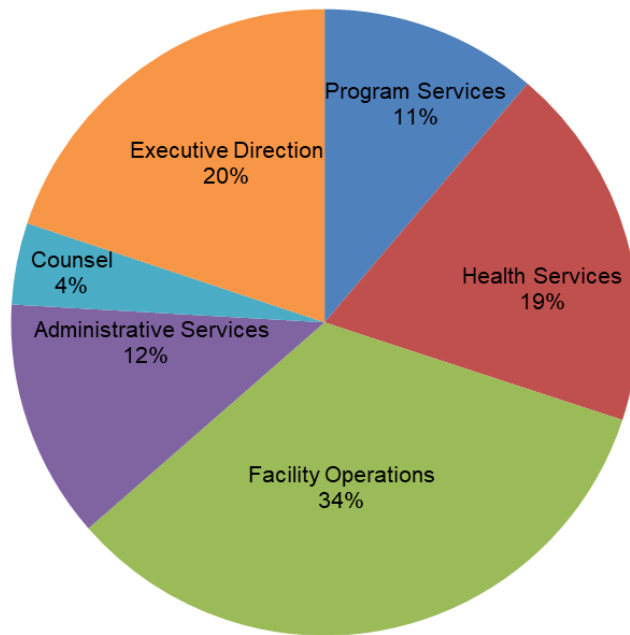


Table 1. Grievances Filed Statewide, January - June 2024, by Type

Grievance Type	#	%
Program Services		
1) Program Committee	177	1.3%
2) Incentive Wage Allowance	46	0.3%
3) Correspondence	252	1.8%
4) Phone Home Program	25	0.2%
5) Visiting	125	0.9%
6) Guidance Unit/Counseling	355	2.6%
7) Recreation (TV, Yard, Movies, Radio, etc.)	104	0.8%
8) Adult Basic Education	16	0.1%
9) HSE/College Programs	12	0.1%
10) Language Assistance Program	1	0.0%
11) Vocational Programs	20	0.1%
12) Work Assignments	49	0.4%
13) Hobby Shop/Arts & Crafts	0	0.0%
14) Volunteer Services	1	0.0%
15) Special Events/Organizations	38	0.3%
16) Religion	209	1.5%
17) Family Reunion Program	14	0.1%
18) Media Review	16	0.1%
19) General Library	15	0.1%
20) Alcohol and Substance Abuse Treatment	77	0.6%
Sub-total	1,552	11.2%
Health Services		
21) Dental	179	1.3%
22) Medical	2,368	17.1%
22.1) HIPAA (Health Information)	63	0.5%
Sub-total	2,610	18.8%
Facility Operations		
23) Housing - Internal Block Affairs	1,216	8.8%
23.1) Smoke-Free Policy	2	0.0%
24) Special Housing Units	108	0.8%
24.1) Residential Rehabilitation Unit (RRU)/Alternative SHUs	1,165	8.4%
25) Search & Seizure/Frisks/Contraband	191	1.4%
25.1) Strip Search	10	0.1%
25.2) Strip Frisk	16	0.1%
25.3) Pat Frisk (Female)	1	0.0%
26) Keeplock Policy & Procedure	2	0.0%
27) Tier I and II Policy & Procedure	133	1.0%
28) Tier III Policy & Procedure	118	0.9%
29) Personal Property	515	3.7%
30) Package Room	943	6.8%
31) Rules & Regulations	224	1.6%
Sub-total	4,644	33.5%
Administrative Services		
32) Industry	8	0.1%
33) Personal Property Claims	189	1.4%
34) State Issued Items	144	1.0%
35) Commissary	280	2.0%
36) Incarcerated Individual Accounts	567	4.1%
37) Mess Hall	315	2.3%
38) Laundry	37	0.3%
39) Facility Maintenance	169	1.2%
Sub-total	1,709	12.3%
Counsel		
40) Law Library	258	1.9%
41) Legal Mail	154	1.1%
42) Legal Rights	158	1.1%
43) Mandatory Court Surcharge	14	0.1%
Sub-total	584	4.2%
Executive Direction		
44) Incarcerated Grievance Program	178	1.3%
45) Temporary Release Committee	6	0.0%
46) Inter-Facility Transfers	53	0.4%
47) Grooming Standards	14	0.1%
48) Incarcerated Liaison Committee	9	0.1%
49) Staff Conduct	1,443	10.4%
49.1) Sexual Abuse	158	1.1%
49.2) Sexual Harassment	180	1.3%
50) Miscellaneous	712	5.1%
Sub-total	2,753	19.9%
Grand Total	13,852	100.0%

Tables 2-1, 2-2 and 2-3 detail the number of grievances filed by type and by facility in the first half of 2024. Table 2-1 lists maximum security facilities, which had a total of 10,141 grievances; this comprised 73.2% of all grievances filed statewide.

Tables 2-2 (a-d) list medium security facilities, which had a total of 3,412 grievances filed in the first half of 2024.

Table 2-3 lists minimum security and specialized facilities, which had a total of 299 grievances filed in the first half of 2024.

Table 2-1. Grievances Filed at Maximum Security Facilities, 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	33	13	9	9	1	6	5	21	5	17	3	12	8	0	5	147
2) Incentive Wage Allowance	0	1	6	1	1	0	1	3	0	14	0	1	1	0	3	32
3) Correspondence	26	11	16	12	7	4	13	25	4	14	11	6	4	28	9	190
4) Phone Home Program	4	1	2	3	2	2	0	0	0	3	2	0	0	0	1	20
5) Visiting	9	11	3	4	1	1	8	5	1	12	8	14	5	5	1	88
6) Guidance Unit/Counseling	32	17	9	3	2	6	32	31	10	13	7	6	3	39	20	230
7) Recreation (TV, Yard, Movies, Radio, etc.)	10	14	7	18	2	1	3	3	4	6	1	3	7	0	2	81
8) Adult Basic Education	1	0	1	1	0	2	4	2	0	1	0	0	0	0	0	12
9) HSE/College Programs	0	0	3	0	0	2	1	0	1	1	0	0	1	1	0	10
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
11) Vocational Programs	2	3	0	2	0	2	0	0	0	2	0	0	0	0	1	12
12) Work Assignments	0	7	3	2	7	0	2	1	0	0	1	0	0	0	6	29
13) Hobby Shop/Arts & Crafts	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	1	0	0	0	0	0	1
15) Special Events/Organizations	2	5	6	1	1	0	2	0	0	13	3	1	1	1	0	36
16) Religion	17	9	10	6	3	7	11	8	8	13	11	11	1	18	11	144
17) Family Reunion Program	0	2	1	0	0	2	0	0	0	3	0	1	1	0	0	10
18) Media Review	1	0	2	0	1	1	2	1	0	1	0	0	1	1	0	11
19) General Library	4	1	1	0	1	0	1	1	0	0	0	0	0	0	1	10
20) Alcohol and Substance Abuse Treatment	1	6	0	3	2	2	2	2	5	1	0	0	0	0	0	24
Sub-total	142	101	79	65	31	38	87	103	38	116	47	55	33	93	60	1,088
Health Services																
21) Dental	12	6	6	12	15	2	6	14	4	8	0	3	9	13	3	113
22) Medical	185	118	57	70	26	65	72	227	43	256	62	68	77	160	59	1,545
22.1) HIPAA (Health Information)	9	1	0	0	0	6	0	7	2	10	1	8	2	3	0	49
Sub-total	206	125	63	82	41	73	78	248	49	274	63	79	88	176	62	1,707

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Table 2-1. Grievances Filed at Maximum Security Facilities, 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	239	61	88	1	23	9	46	234	12	144	15	108	68	2	52	1,102
23.1) Smoke-Free Policy	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	2
24) Special Housing Units	27	31	10	2	2	0	4	0	0	3	2	2	2	1	8	94
24.1) Residential Rehabilitation Unit (RRU)/Alternative SHUs	134	29	57	0	0	0	7	92	94	0	0	0	32	349	19	813
25) Search & Seizure/Frisky/Contraband	20	29	5	0	1	7	4	35	2	11	1	13	17	1	3	149
25.1) Strip Search	0	4	0	0	1	0	0	0	0	0	0	0	2	0	0	7
25.2) Strip Frisk	4	4	1	0	0	0	0	0	0	0	0	2	1	1	0	13
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	1	0	1	0	0	0	0	0	0	0	0	2
27) Tier I and II Policy & Procedure	5	13	12	3	5	4	1	13	4	5	4	0	5	15	2	91
28) Tier III Policy & Procedure	5	9	8	1	6	2	4	11	2	5	2	0	10	20	2	87
29) Property	112	61	12	4	9	4	18	22	16	27	4	37	21	47	7	401
30) Package Room	122	43	121	34	17	13	74	43	15	138	14	36	39	44	11	764
31) Rules & Regulations	2	56	11	2	5	2	9	16	0	28	12	1	24	0	2	170
Sub-total	670	340	326	47	71	41	168	466	145	361	54	199	221	480	106	3,695
Administrative Services																
32) Industry	1	4	0	0	0	0	1	0	0	0	0	0	0	0	0	6
33) Personal Property Claims	15	19	6	4	8	3	7	18	1	12	5	11	7	10	2	128
34) State Issued Clothing and Hygiene Items	27	22	7	6	0	3	9	12	1	9	0	4	2	14	3	119
35) Commissary	67	17	8	6	2	5	10	7	4	35	2	11	10	26	9	219
36) Incarcerated Individual Accounts	86	40	14	34	8	10	20	45	12	61	17	34	7	30	14	432
37) Mess Hall	45	16	18	2	1	2	14	37	9	18	1	3	11	29	5	211
38) Laundry	8	3	2	2	1	1	1	0	2	1	2	2	2	8	0	35
39) Facility Maintenance	16	11	6	6	0	9	3	10	5	16	3	9	6	22	5	127
Sub-total	265	132	61	60	20	33	65	129	34	152	30	74	45	139	38	1,277
Counsel																
40) Law Library	59	9	11	7	7	4	16	22	5	4	2	3	11	18	24	202
41) Legal Mail	9	14	12	0	1	4	4	14	3	27	3	10	4	6	2	113
42) Legal Rights	8	22	5	2	8	2	13	5	7	13	4	3	14	5	6	117
43) Mandatory Court Surcharge	0	0	1	0	0	0	6	0	0	0	0	0	0	0	2	9
Sub-total	76	45	29	9	16	10	39	41	15	44	9	16	29	29	34	441
Executive Direction																
44) Incarcerated Grievance Program	22	14	5	6	5	3	2	18	9	10	6	1	4	14	12	131
45) Temporary Release Committee	0	0	0	5	0	0	0	0	0	0	0	0	0	0	0	5
46) Inter-Facility Transfers	4	10	1	8	3	3	3	7	0	0	0	3	2	0	0	44
47) Grooming Standards	1	0	2	0	0	0	5	0	0	1	0	0	0	0	0	9
48) Incarcerated Liaison Committee	0	2	0	0	0	1	3	1	0	0	0	0	0	0	1	8
49) Staff Conduct	126	76	27	1	95	19	21	69	28	79	24	56	54	244	55	974
49.1) Sexual Abuse	25	9	2	1	7	0	1	34	6	9	0	4	5	22	2	127
49.2) Sexual Harassment	17	35	4	0	7	0	2	27	5	9	0	1	3	11	16	137
50) Miscellaneous	132	24	77	7	2	18	34	68	20	57	1	23	16	4	15	498
Sub-total	327	170	118	28	119	44	71	224	68	165	31	88	84	295	101	1,933
Grand Total	1,686	913	676	291	298	239	508	1,211	349	1,112	234	511	500	1,212	401	10,141

Table 2-2a. Grievances Filed at Medium Security Facilities, January - June 2024, by Type

Grievance Type	Adirondack	Albion	Altona	Bare Hill	Cape Vincent	Cayuga	Collins	Fishkill	Franklin	Gouverneur	Greene	Groveland	Hale Creek	Hudson
Program Services														
1) Program Committee	0	4	0	4	0	3	0	2	1	0	0	1	0	0
2) Incentive Wage Allowance	2	0	0	0	0	0	4	0	1	1	0	3	0	0
3) Correspondence	3	4	0	1	0	4	2	0	5	3	0	0	0	0
4) Phone Home Program	0	1	0	0	0	0	0	1	2	0	0	1	0	0
5) Visiting	0	1	0	0	0	3	2	10	0	0	0	0	0	0
6) Guidance Unit/Counseling	3	3	0	8	4	7	2	14	9	0	1	3	0	0
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	3	0	0	0	5	2	3	4	2	0	0	0	0
8) Adult Basic Education	0	0	0	0	1	0	0	0	1	0	0	1	0	0
9) HSE/College Programs	0	0	0	0	0	0	0	0	0	0	0	1	0	0
10) Language Assistance Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11) Vocational Programs	0	0	0	3	0	1	1	0	2	0	1	0	0	0
12) Work Assignments	0	0	0	0	0	7	4	0	2	0	1	1	0	0
13) Hobby Shop/Arts & Crafts	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14) Volunteer Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15) Special Events/Organizations	0	0	0	0	0	0	1	0	0	0	0	0	0	0
16) Religion	8	5	0	1	0	2	3	4	7	8	0	0	0	1
17) Family Reunion Program	0	0	0	0	0	0	0	2	0	0	0	0	0	0
18) Media Review	0	0	0	1	0	0	1	0	0	0	0	0	0	0
19) General Library	1	0	0	0	0	1	1	1	0	0	0	0	0	0
20) Alcohol and Substance Abuse Treatment	0	4	0	4	0	0	0	3	5	3	0	1	0	0
Sub-total	17	25	0	22	5	33	23	40	39	17	3	12	0	1
Health Services														
21) Dental	1	2	0	4	0	7	4	1	7	3	0	2	0	0
22) Medical	10	56	2	14	5	39	38	55	130	29	12	28	0	15
22.1) HIPAA (Health Information)	1	2	0	0	0	1	0	0	0	0	0	0	0	0
Sub-total	12	60	2	18	5	47	42	56	137	32	12	30	0	15

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Table 2-2b. Grievances Filed at Medium Security Facilities, January - June 2024, 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	4	6	0	7	1	2	3	2	17	2	0	7	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	3	0	0	0	0	0	4	0	0	1	2	0	0
24.1) Residential Rehabilitation Unit (RRU)/Alternative SHUs	8	0	0	0	0	7	19	28	0	34	0	0	0	3
25) Search & Seizure/Frisks/Contraband	1	0	0	0	0	3	1	5	3	4	1	0	0	1
25.1) Strip Search	0	0	0	0	0	0	0	1	0	1	0	0	0	0
25.2) Strip Frisk	0	1	0	0	0	0	0	1	0	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	1	2	0	2	1	0	4	1	2	6	0	2	0	1
28) Tier III Policy & Procedure	3	1	0	1	0	0	2	1	2	0	0	3	0	1
29) Property	0	1	0	2	2	0	6	14	8	16	0	3	0	0
30) Package Room	0	2	0	6	1	2	5	21	29	6	1	2	0	3
31) Rules & Regulations	0	2	0	0	0	0	4	2	11	3	5	2	0	1
Sub-total	17	19	0	18	5	14	44	80	72	72	8	21	0	11
Administrative Services														
32) Industry	0	0	0	0	0	0	0	1	0	0	0	0	0	0
33) Personal Property Claims	3	0	0	7	0	0	2	1	11	1	2	2	1	0
34) State Issued Clothing and Hygiene Items	0	1	0	0	0	0	4	1	0	2	0	0	0	3
35) Commissary	3	4	0	2	0	3	4	0	8	5	1	0	0	0
36) Incarcerated Individual Accounts	5	4	0	3	0	16	15	3	17	6	4	1	1	0
37) Mess Hall	4	8	0	1	1	1	4	4	7	15	0	1	0	0
38) Laundry	0	0	0	0	0	0	0	0	0	0	0	0	0	0
39) Facility Maintenance	0	5	0	0	0	0	0	11	0	0	1	1	0	1
Sub-total	15	22	0	13	1	20	29	21	43	29	8	5	2	4
Counsel														
40) Law Library	1	2	0	1	1	0	3	9	3	5	2	0	0	2
41) Legal Mail	0	1	0	1	0	3	0	3	4	3	1	0	0	0
42) Legal Rights	0	0	0	0	0	0	5	1	0	6	0	0	0	0
43) Mandatory Court Surcharge	0	0	0	2	0	0	0	1	0	0	0	0	0	0
Sub-total	1	3	0	4	1	3	8	14	7	14	3	0	0	2
Executive Direction														
44) Incarcerated Grievance Program	2	3	0	4	0	1	2	2	7	2	0	0	0	0
45) Temporary Release Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0
46) Inter-Facility Transfers	0	0	0	0	0	0	0	1	1	0	0	1	0	0
47) Grooming Standards	0	0	0	0	0	0	0	0	1	0	0	0	0	0
48) Incarcerated Liaison Committee	0	0	0	1	0	0	0	0	0	0	0	0	0	0
49) Staff Conduct	3	24	1	25	14	12	1	15	46	39	13	8	0	8
49.1) Sexual Abuse	0	5	0	4	1	0	0	0	4	3	1	1	0	1
49.2) Sexual Harassment	1	4	0	1	0	0	0	0	3	4	3	0	0	0
50) Miscellaneous	1	6	0	15	0	6	25	16	34	1	4	18	0	1
Sub-total	7	42	1	50	15	19	28	34	96	49	21	28	0	10
Grand Total	69	171	3	125	32	136	174	245	394	213	55	96	2	43

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Table 2-2c. Grievances Filed at Medium Security Facilities, January - June 2024, by Type (Cont.)

Grievance Type	Marcy	Midstate	Mohawk	Orleans	Otisville	Riverview	Taconic	Ulster	Wallkill	Washington	Woodbourne	Wyoming	Total Medium Security
Program Services													
1) Program Committee	4	0	0	0	1	0	0	0	2	0	7	0	29
2) Incentive Wage Allowance	0	0	0	0	0	0	0	0	0	0	2	1	14
3) Correspondence	0	5	0	16	0	0	0	0	1	2	3	10	59
4) Phone Home Program	0	0	0	0	0	0	0	0	0	0	0	0	5
5) Visiting	1	2	0	5	5	0	0	0	2	0	0	4	35
6) Guidance Unit/Counseling	9	28	3	8	3	0	0	2	7	1	5	3	123
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	0	1	0	0	0	0	0	0	0	3	0	23
8) Adult Basic Education	0	0	0	0	0	1	0	0	0	0	0	0	4
9) HSE/College Programs	0	0	0	0	0	0	0	0	1	0	0	0	2
10) Language Assistance Program	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	8
12) Work Assignments	0	0	2	1	1	0	0	0	0	0	0	0	19
13) Hobby Shop/Arts & Crafts	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
15) Special Events/Organizations	0	0	0	0	0	0	0	0	0	0	1	0	2
16) Religion	7	0	1	5	2	0	0	1	1	0	3	3	62
17) Family Reunion Program	0	0	0	0	1	0	0	1	0	0	0	0	4
18) Media Review	0	0	0	1	0	0	0	0	0	0	2	0	5
19) General Library	0	0	1	0	0	0	0	0	0	0	0	0	5
20) Alcohol and Substance Abuse Treatment	6	1	6	2	3	2	0	0	0	1	11	1	53
Sub-total	27	36	14	38	16	3	0	4	14	4	37	22	452
Health Services													
21) Dental	8	4	3	11	1	0	1	1	1	0	4	1	66
22) Medical	61	28	25	52	27	6	8	3	26	13	85	25	792
22.1) HIPAA (Health Information)	0	0	1	2	2	0	0	0	0	0	5	0	14
Sub-total	69	32	29	65	30	6	9	4	27	13	94	26	872

(continued on next page)

Table 2-2d. Grievances Filed at Medium Security Facilities, January - June 2024, 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	16	4	2	7	3	0	3	0	2	1	15	8	113
23.1) Smoke-Free Policy	0	0	0	0	0	0	0	0	0	0	0	0	0
24) Special Housing Units	0	0	0	0	0	1	0	0	0	0	1	1	13
24.1) Residential Rehabilitation Unit (RRU)/Alternative SHUs	34	53	0	62	0	0	0	0	0	0	0	1	249
25) Search & Seizure/Frisky/Contraband	0	0	1	11	3	0	0	0	1	0	4	1	40
25.1) Strip Search	0	0	0	0	0	0	0	0	0	0	0	1	3
25.2) Strip Frisk	0	0	0	0	0	0	0	0	0	0	0	1	3
25.3) Pat Frisk (Female)	0	0	0	0	0	0	0	0	0	0	0	0	1
26) Keeplock Policy & Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0
27) Tier I and II Policy & Procedure	0	1	4	7	3	0	1	0	1	1	1	1	42
28) Tier III Policy & Procedure	1	4	0	11	0	0	0	0	0	0	0	1	31
29) Property	9	9	0	23	5	0	0	1	1	1	7	3	111
30) Package Room	10	6	10	33	7	1	1	0	2	0	15	15	178
31) Rules & Regulations	4	0	0	0	7	4	2	0	0	0	5	1	53
Sub-total	74	77	17	154	28	6	7	1	7	3	48	34	837
Administrative Services													
32) Industry	0	0	0	0	0	0	0	0	1	0	0	0	2
33) Personal Property Claims	2	4	0	12	3	0	0	0	1	3	1	2	58
34) State Issued Clothing and Hygiene Items	6	0	0	4	0	0	0	0	0	1	0	1	23
35) Commissary	5	3	3	10	5	0	0	1	1	0	0	0	58
36) Incarcerated Individual Accounts	23	4	1	13	8	0	0	0	1	1	0	5	131
37) Mess Hall	5	7	5	13	0	0	0	0	3	1	4	3	87
38) Laundry	0	0	0	2	0	0	0	0	0	0	0	0	2
39) Facility Maintenance	2	3	2	3	1	0	0	0	1	2	3	3	39
Sub-total	43	21	11	57	17	0	0	1	8	8	8	14	400
Counsel													
40) Law Library	4	1	1	11	0	0	0	0	0	0	2	4	52
41) Legal Mail	1	1	1	5	2	0	1	0	2	0	5	3	37
42) Legal Rights	1	6	4	6	0	0	0	0	1	0	10	1	41
43) Mandatory Court Surcharge	0	0	0	0	2	0	0	0	0	0	0	0	5
Sub-total	6	8	6	22	4	0	1	0	3	0	17	8	135
Executive Direction													
44) Incarcerated Grievance Program	3	5	1	2	1	1	0	0	2	0	1	3	42
45) Temporary Release Committee	0	0	0	0	0	0	0	0	0	0	1	0	1
46) Inter-Facility Transfers	0	0	0	2	0	0	0	0	0	1	0	1	7
47) Grooming Standards	0	0	1	1	0	0	0	1	0	1	0	0	5
48) Incarcerated Liaison Committee	0	0	0	0	0	0	0	0	0	0	0	0	1
49) Staff Conduct	20	43	6	32	12	4	0	12	7	10	22	15	392
49.1) Sexual Abuse	1	1	0	4	0	1	0	0	1	0	0	3	31
49.2) Sexual Harassment	0	3	0	5	0	0	0	2	1	0	0	0	27
50) Miscellaneous	1	18	3	3	8	0	1	1	9	2	24	13	210
Sub-total	25	70	11	49	21	6	1	16	20	14	48	35	716
Grand Total	244	244	88	385	116	21	18	26	79	42	252	139	3,412

Table 2-3. Grievances Filed at Minimum Security and Specialized Facilities, January - June 2024, by Type

Grievance Type	Edgecombe	Lakeview*	Queensboro	Total Minimum & Specialized
Program Services				
1) Program Committee	0	0	1	1
2) Incentive Wage Allowance	0	0	0	0
3) Correspondence	0	3	0	3
4) Phone Home Program	0	0	0	0
5) Visiting	0	1	1	2
6) Guidance Unit/Counseling	0	2	0	2
7) Recreation (TV, Yard, Movies, Radio, etc.)	0	0	0	0
8) Adult Basic Education	0	0	0	0
9) HSE/College Programs	0	0	0	0
10) Language Assistance Program	0	0	0	0
11) Vocational Programs	0	0	0	0
12) Work Assignments	0	1	0	1
13) Hobby Shop/Arts & Crafts	0	0	0	0
14) Volunteer Services	0	0	0	0
15) Special Events/Organizations	0	0	0	0
16) Religion	0	3	0	3
17) Family Reunion Program	0	0	0	0
18) Media Review	0	0	0	0
19) General Library	0	0	0	0
20) Alcohol and Substance Abuse Treatment	0	0	0	0
Sub-total	0	10	2	12
Health Services				
21) Dental	0	0	0	0
22) Medical	0	30	1	31
22.1) HIPAA (Health Information)	0	0	0	0
Sub-total	0	30	1	31
Facility Operations				
23) Housing - Internal Block Affairs	0	1	0	1
23.1) Smoke-Free Policy	0	0	0	0
24) Special Housing Units	0	1	0	1
24.1) Residential Rehabilitation Unit (RRU)/Alternative SHUs	0	103	0	103
25) Search & Seizure/Frisky/Contraband	0	2	0	2
25.1) Strip Search	0	0	0	0
25.2) Strip Frisk	0	0	0	0
25.3) Pat Frisk (Female)	0	0	0	0
26) Keeplock Policy & Procedure	0	0	0	0
27) Tier I and II Policy & Procedure	0	0	0	0
28) Tier III Policy & Procedure	0	0	0	0
29) Property	0	3	0	3
30) Package Room	0	1	0	1
31) Rules & Regulations	0	0	1	1
Sub-total	0	111	1	112
Administrative Services				
32) Industry	0	0	0	0
33) Personal Property Claims	0	3	0	3
34) State Issued Clothing and Hygiene Items	0	2	0	2
35) Commissary	0	3	0	3
36) Incarcerated Individual Accounts	0	4	0	4
37) Mess Hall	0	17	0	17
38) Laundry	0	0	0	0
39) Facility Maintenance	2	1	0	3
Sub-total	2	30	0	32
Counsel				
40) Law Library	0	4	0	4
41) Legal Mail	0	4	0	4
42) Legal Rights	0	0	0	0
43) Mandatory Court Surcharge	0	0	0	0
Sub-total	0	8	0	8
Executive Direction				
44) Incarcerated Grievance Program	0	5	0	5
45) Temporary Release Committee	0	0	0	0
46) Inter-Facility Transfers	0	2	0	2
47) Grooming Standards	0	0	0	0
48) Incarcerated Liaison Committee	0	0	0	0
49) Staff Conduct	0	76	1	77
49.1) Sexual Abuse	0	0	0	0
49.2) Sexual Harassment	0	16	0	16
50) Miscellaneous	0	4	0	4
Sub-total	0	103	1	104
Grand Total	2	292	5	299

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

Table 3 lists the types of grievances filed statewide during the first half of 2024 as compared to the first half of 2023. It is noted that 13,852 grievances were filed statewide in the first half of 2024 as compared to 12,639 grievances filed during the same time period in 2023, an increase of 9.6%.

Table 4 lists the types of grievances heard by CORC during the first half of 2024 as compared to the first half of 2023. It is noted that 2,201 grievances were reviewed by CORC in the first half of 2024 as compared to 2,329 grievances reviewed during the same time period in 2023, a decrease of 5.5%.

Table 3. Grievances Filed Statewide, January - June 2023 & 2024, by Type

Grievance Type	2023		2024		% Chg
	#	%	#	%	
Program Services					
1) Program Committee	145	1.1%	177	1.3%	22.1%
2) Incentive Wage Allowance	85	0.7%	46	0.3%	-45.9%
3) Correspondence	252	2.0%	252	1.8%	0.0%
4) Phone Home Program	63	0.5%	25	0.2%	-60.3%
5) Visiting	133	1.1%	125	0.9%	-6.0%
6) Guidance Unit/Counseling	368	2.9%	355	2.6%	-3.5%
7) Recreation (TV, Yard, Movies, Radio, etc.)	87	0.7%	104	0.8%	19.5%
8) Adult Basic Education	11	0.1%	16	0.1%	45.5%
9) HSE/College Programs	14	0.1%	12	0.1%	-14.3%
10) Language Assistance Program	0	0.0%	1	0.0%	-
11) Vocational Programs	14	0.1%	20	0.1%	42.9%
12) Work Assignments	43	0.3%	49	0.4%	14.0%
13) Hobby Shop/Arts & Crafts	2	0.0%	0	0.0%	-100.0%
14) Volunteer Services	1	0.0%	1	0.0%	-
15) Special Events/Organizations	43	0.3%	38	0.3%	-11.6%
16) Religion	158	1.3%	209	1.5%	32.3%
17) Family Reunion Program	20	0.2%	14	0.1%	-30.0%
18) Media Review	5	0.0%	16	0.1%	220.0%
19) General Library	23	0.2%	15	0.1%	-34.8%
20) Alcohol and Substance Abuse Treatment	65	0.5%	77	0.6%	18.5%
Sub-total	1,532	12.1%	1,552	11.2%	1.3%
Health Services					
21) Dental	167	1.3%	179	1.3%	7.2%
22) Medical	2,131	16.9%	2,368	17.1%	11.1%
22.1) HIPAA (Health Information)	76	0.6%	63	0.5%	-17.1%
Sub-total	2,374	18.8%	2,610	18.8%	9.9%
Facility Operations					
23) Housing - Internal Block Affairs	888	7.0%	1,216	8.8%	36.9%
23.1) Smoke-Free Policy	0	0.0%	2	0.0%	-
24) Special Housing Units	243	1.9%	108	0.8%	-55.6%
24.1) Residential Rehabilitation Unit (RRU)/Alternative SHUs	984	7.8%	1,165	8.4%	18.4%
25) Search & Seizure/Frisky/Contraband	171	1.4%	191	1.4%	11.7%
25.1) Strip Search	9	0.1%	10	0.1%	11.1%
25.2) Strip Frisk	17	0.1%	16	0.1%	-5.9%
25.3) Pat Frisk (Female)	0	0.0%	1	0.0%	-
26) Keyplock Policy & Procedure	3	0.0%	2	0.0%	-33.3%
27) Tier I and II Policy & Procedure	136	1.1%	133	1.0%	-2.2%
28) Tier III Policy & Procedure	132	1.0%	118	0.9%	-10.6%
29) Property	471	3.7%	515	3.7%	9.3%
30) Package Room	765	6.1%	943	6.8%	23.3%
31) Rules & Regulations	224	1.8%	224	1.6%	0.0%
Sub-total	4,043	32.0%	4,644	33.5%	14.9%
Administrative Services					
32) Industry	15	0.1%	8	0.1%	-46.7%
33) Personal Property Claims	184	1.5%	189	1.4%	2.7%
34) State Issued Clothing and Hygiene Items	116	0.9%	144	1.0%	24.1%
35) Commissary	301	2.4%	280	2.0%	-7.0%
36) Incarcerated Individual Accounts	465	3.7%	567	4.1%	21.9%
37) Mess Hall	298	2.4%	315	2.3%	5.7%
38) Laundry	24	0.2%	37	0.3%	54.2%
39) Facility Maintenance	142	1.1%	169	1.2%	19.0%
Sub-total	1,545	12.2%	1,709	12.3%	10.6%
Counsel					
40) Law Library	196	1.6%	258	1.9%	31.6%
41) Legal Mail	102	0.8%	154	1.1%	51.0%
42) Legal Rights	116	0.9%	158	1.1%	36.2%
43) Mandatory Court Surcharge	14	0.1%	14	0.1%	0.0%
Sub-total	428	3.4%	584	4.2%	36.4%
Executive Direction					
44) Incarcerated Grievance Program	167	1.3%	178	1.3%	6.6%
45) Temporary Release Committee	1	0.0%	6	0.0%	500.0%
46) Inter-Facility Transfers	61	0.5%	53	0.4%	-13.1%
47) Grooming Standards	12	0.1%	14	0.1%	16.7%
48) Incarcerated Liaison Committee	10	0.1%	9	0.1%	-10.0%
49) Staff Conduct	1,623	12.8%	1,443	10.4%	-11.1%
49.1) Sexual Abuse	131	1.0%	158	1.1%	20.6%
49.2) Sexual Harassment	159	1.3%	180	1.3%	13.2%
50) Miscellaneous	553	4.4%	712	5.1%	28.8%
Sub-total	2,717	21.5%	2,753	19.9%	1.3%
Grand Total	12,639	100.0%	13,852	100.0%	9.6%

Table 4. CORC Hearings, January - June 2023 & 2024, by Type

Grievance Type	2023		2024		% Chg
	#	%	#	%	
Program Services					
1) Program Committee	12	0.5%	22	1.0%	83.3%
2) Incentive Wage Allowance	12	0.5%	10	0.5%	-16.7%
3) Correspondence	37	1.6%	43	2.0%	16.2%
4) Phone Home Program	6	0.3%	12	0.5%	100.0%
5) Visiting	24	1.0%	17	0.8%	-29.2%
6) Guidance Unit/Counseling	63	2.7%	45	2.0%	-28.6%
7) Recreation (TV, Yard, Movies, Radio, etc.)	7	0.3%	10	0.5%	42.9%
8) Adult Basic Education	3	0.1%	1	0.0%	0.0%
9) HSE/College Programs	5	0.2%	0	0.0%	-100.0%
10) Language Assistance Program	0	0.0%	0	0.0%	-
11) Vocational Programs	2	0.1%	3	0.1%	50.0%
12) Work Assignments	2	0.1%	7	0.3%	250.0%
13) Hobby Shop/Arts & Crafts	0	0.0%	0	0.0%	-
14) Volunteer Services	0	0.0%	0	0.0%	-
15) Special Events/Organizations	4	0.2%	7	0.3%	75.0%
16) Religion	33	1.4%	38	1.7%	15.2%
17) Family Reunion Program	5	0.2%	5	0.2%	0.0%
18) Media Review	0	0.0%	1	0.0%	-
19) General Library	1	0.0%	1	0.0%	0.0%
20) Alcohol and Substance Abuse Treatment	16	0.7%	11	0.5%	-31.3%
Sub-total	232	10.0%	233	10.6%	0.4%
Health Services					
21) Dental	31	1.3%	35	1.6%	12.9%
22) Medical	385	16.5%	437	19.9%	13.5%
22.1) HIPAA (Health Information)	20	0.9%	33	1.5%	65.0%
Sub-total	436	18.7%	505	22.9%	15.8%
Facility Operations					
23) Housing - Internal Block Affairs	128	5.5%	134	6.1%	4.7%
23.1) Smoke-Free Policy	1	0.0%	2	0.1%	100.0%
24) Special Housing Units	193	8.3%	31	1.4%	-83.9%
24.1) Residential Rehabilitation Unit (RRU)/Alternative SHUs	18	-	123	5.6%	583.3%
25) Search & Seizure/Frisks/Contraband	29	1.2%	36	1.6%	24.1%
25.1) Strip Search	4	0.2%	4	0.2%	0.0%
25.2) Strip Frisk	9	0.4%	14	0.6%	55.6%
25.3) Pat Frisk (Female)	0	0.0%	0	0.0%	-
26) Keeplock Policy & Procedure	1	0.0%	0	0.0%	-100.0%
27) Tier I and II Policy & Procedure	3	0.1%	7	0.3%	133.3%
28) Tier III Policy & Procedure	14	0.6%	6	0.3%	-57.1%
29) Property	27	1.2%	40	1.8%	48.1%
30) Package Room	118	5.1%	86	3.9%	-27.1%
31) Rules & Regulations	33	1.4%	40	1.8%	21.2%
Sub-total	578	24.8%	523	23.8%	-9.5%
Administrative Services					
32) Industry	2	0.1%	4	0.2%	100.0%
33) Personal Property Claims	12	0.5%	12	0.5%	0.0%
34) State Issued Clothing and Hygiene Items	6	0.3%	11	0.5%	83.3%
35) Commissary	35	1.5%	19	0.9%	-45.7%
36) Incarcerated Individual Accounts	56	2.4%	43	2.0%	-23.2%
37) Mess Hall	51	2.2%	50	2.3%	-2.0%
38) Laundry	4	0.2%	6	0.3%	50.0%
39) Facility Maintenance	27	1.2%	34	1.5%	25.9%
Sub-total	193	8.3%	179	8.1%	-7.3%
Counsel					
40) Law Library	41	1.8%	42	1.9%	2.4%
41) Legal Mail	53	2.3%	39	1.8%	-26.4%
42) Legal Rights	62	2.7%	73	3.3%	17.7%
43) Mandatory Court Surcharge	3	0.1%	2	0.1%	-33.3%
Sub-total	159	6.8%	156	7.1%	-1.9%
Executive Direction					
44) Incarcerated Grievance Program	69	3.0%	64	2.9%	-7.2%
45) Temporary Release Committee	0	0.0%	0	0.0%	-
46) Inter-Facility Transfers	15	0.6%	14	0.6%	-6.7%
47) Grooming Standards	1	0.0%	1	0.0%	0.0%
48) Incarcerated Liaison Committee	4	0.2%	0	0.0%	-100.0%
49) Staff Conduct	598	25.7%	471	21.4%	-21.2%
49.1) Sexual Abuse	1	0.0%	1	0.0%	-
49.2) Sexual Harassment	0	0.0%	1	0.0%	-
50) Miscellaneous	43	1.8%	53	2.4%	23.3%
Sub-total	731	31.4%	605	27.5%	-17.2%
Grand Total	2,329	100.0%	2,201	100.0%	-5.5%