

NYC Board of Correction Analysis of COVID-
Related Grievances Received by
Department of Correction's Office of
Constituent & Grievance Services (OCGS)
March 5th to April 30th, 2020



**BOARD OF CORRECTION
CITY OF NEW YORK**

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INTRODUCTION & KEY FINDINGS

This report presents findings and information from the Board’s review of complaints, concerns and requests for information received by OCGS from March 5th, when DOC began tracking COVID-related grievances, through April 30, 2020.

In reviewing and presenting these findings the Board seeks to understand the issues and concerns raised by people in custody, staff and their respective families in the first two months of the COVID-19 pandemic and to identify lessons learned to inform COVID-19 response efforts moving forward.

Key findings include:

- From March 5th to April 30th DOC received a total of 5,351 grievances (including requests for information). Nineteen percent (19%, n=1,016) of these grievances were identified as COVID-related by OCGS.
- Over this period the jail population decreased by 30% from a census of 5,505 on March 5th to a census of 3,842 on April 30th. The total number of grievances also decreased by 30% from March to April, from a total of 2,521 in March (March 5-March 30th) to 1,724 in April. The number of COVID-related concerns decreased by 38% from 627 in March (March 5-March 30th) to 387 in April.
- DOC Staff and incarcerated individuals had similar concerns during March and April. Many reported needing more information or access to PPE to feel safe during the pandemic. Eighteen percent (18%, n=179) of all staff-related COVID grievances were filed by DOC staff or their families.
- Medical and Mental health concerns were the most frequent kind of grievances received by OCGS. The number and proportion of these grievances increased during March in the midst of the pandemic as people were concerned about exposure to COVID-19 and wanted to know how to prevent the spread of the virus.¹
- Of the 1,016 COVID-related grievances received by OCGS from March 5-April 30th, 76% (n=775) were accepted, 20% (n=204) of grievances were rejected, 3% (n=28) were returned, 1% (n=9) were modified, and <1% (n=1) were not addressed due to complainant’s transfer or discharge from custody.
- Twenty-two percent (22%, n=171) of all concerns filed via 311 were “rejected” and 45% (n=28) of all grievances filed on paper were “returned” via a Return of Grievance form.
 - It is not possible to know the reasons for rejection or return of a grievance without a manual review of each grievance as these reasons are not systematically recorded in a distinct field in the Service Desk system.
 - Grievances filed via 311 or other modes may be rejected if they do not include enough information for OCGS to investigate and resolve the issue.

¹The Board continues to receive complaints and concerns directly from people in custody, staff, family members, defense counsel, and advocates phone, email, mail, and web form. Phone calls from jail to the Board are free and not monitored. Board staff developed a new complaint protocol to review these complaints or concerns and refer them to the appropriate agency for a response. The Board also reviews complaints to identify systemic and urgent issues which are escalated to DOC and CHS as appropriate. Of the OCGS grievances referenced above 37 were referred from the Board in March and 130 were referred in April.

- Board staff reviewed all Return of Grievance Forms for the month of April and found the most frequent reasons for returning paper-based grievances were that the grievance had been previously addressed, the grievance was filed on behalf of a group not and individual, or the grievance was related to multiple issues.
- Of the 784 COVID-related grievances accepted by OCGS, 29% (n=231) were unsubstantiated, 14% (n=112) were abated, and 56% (n=441) were recorded as “not assigned” in Service Desk the Department’s system for tracking complaints and their resolutions.
 - The “not assigned” category included 216 complaints that were referred to CHS, representing nearly half of all “not assigned” COVID related grievances.² While many of these “not assigned” grievances appear to have been investigated or resolved by OCGS it is not possible to know the outcome of the remaining 225 accepted grievances in the “not assigned” category without a manual review because the field tracking resolutions in Service Desk does not appear to be consistently updated.
- To further understand how grievances are being investigated and resolved Board staff have audited 86 accepted COVID-19 related Environmental and Staff complaints and will be sharing and discussing its findings with the Department.

BACKGROUND

The Board has been working closely with DOC’s Office of Constituent and Grievance Services (OCGS) and reviewing all COVID-related grievances submitted to DOC. OCGS is the office responsible for handling complaints, concerns and requests for information received from people in custody, family, attorneys, and others.³

DOC currently has 35 OCGS staff members. In addition to responding to 311 concerns (including from people in custody who can call 311 from their housing areas), OCGS civilian and uniform staff are assigned to each facility and, prior to the current pandemic, would tour all housing areas.

Since March 5th, OCGS has been tracking COVID-related concerns in three categories: Environmental (e.g., lack of access to PPE and cleaning supplies), Medical (e.g., concerns about COVID-19 exposure safety and access to medical care), and Staff (e.g., concerns about DOC staff from people in custody as well as grievances made by DOC staff members or their families regarding staff working conditions).⁴

Due to the pandemic, DOC civilian grievance staff are now working remotely to review grievances and ensure they are addressed. Working from home has presented technical challenges and OCGS is

² Some grievances are categorized as “not assigned” because they fall outside the purview of the grievance system and are therefore not investigated or resolved by OCGS staff. These can include grievances tasked to Medical H+H, DOC’s Investigation Division or Department of Investigation.

³A “grievance” received by OCGS is **not** necessarily a complaint. It may be a question or an inquiry. Not all complaints, are substantiated. Some may be misdirected, for example, they may have been intended for state corrections (i.e., DOCCS), not the NYC DOC. Grievances may be unfounded, and complaints are often made routinely by the same individuals, for reasons unrelated to the issue identified in the grievance. Additionally, multiple grievances may be filed for one alleged issue.

⁴ OCGS began tracking COVID-related environmental grievances on March 5th, Medical H+H COVID-related grievances on March 6th and Staff COVID-related grievances on March 13th.

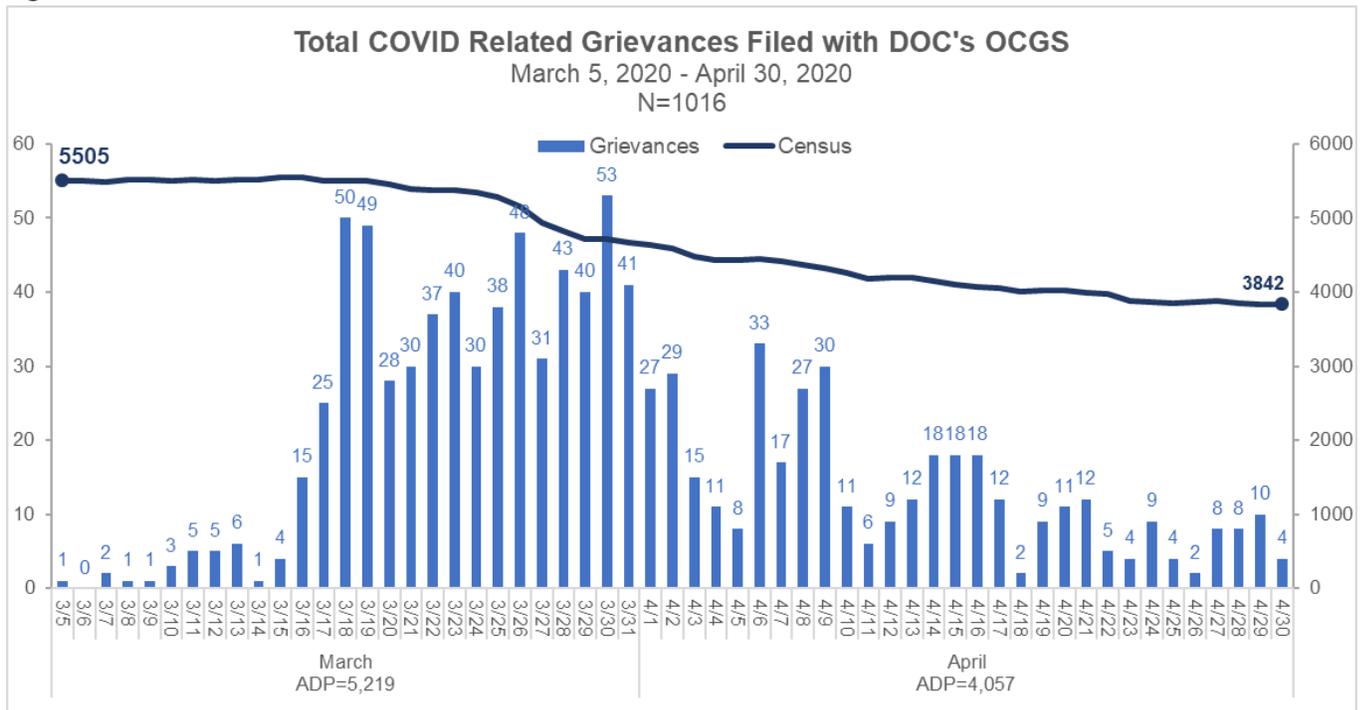
currently working with limited staff capacity. To minimize disruption in services 10 uniform grievance officers are still working directly in the facilities and distributing resolutions to people in custody.

HOW MANY GRIEVANCES HAVE BEEN FILED?

From March 5th to April 30th DOC received a total of 5,351 grievances (including requests for information). Nineteen percent (19%, n=1,016) of these concerns were identified as COVID-related by OCGS.

Over this period the jail population decreased by 30% from a census of 5,505 on March 5th to a census of 3,842 on April 30th. The total number of grievances also decreased by 30% from March to April, from a total of 2,521 in March (March 5-March 30th) to 1,724 in April. The number of COVID-related concerns decreased by 38% from 627 in March (March 5-March 30th) to 387 in April.

Figure 1.



Sources: Total grievance numbers are from OCGS's electronic data base Service Desk. Census numbers are from DOC Inmates in Custody File, automated daily pull from the DOC Inmate Information System (IIS) at 11:00am.

WHAT ISSUES ARE PEOPLE CONCERNED ABOUT?

All Grievances

In March, the top three grievance categories were Environmental, Medical & Mental Health, and Staff. In April, the top three grievance categories were Medical and Mental Health, Staff, and Other Requests.

Excluding grievances DOC identified as COVID-related, Medical and Mental Health and Staff grievances remained among the top complaint categories in both March and April. The table below describes the kinds of grievances in each category.

Table 1.

OCGS Complaint Types	
Environmental	Environmental grievances concern the sanitation of the jail, temperature inside the facility, or equipment such as shower curtains, light bulbs or telephones. COVID-19 related environmental concerns were generally about the lack of access to cleaning supplies and PPE and unsanitary conditions in housing units.
Medical H+H	Medical H&H grievances concern the quality of health or mental health care and are referred to CHS's Patient Relations Unit for handling. OCGS does not track resolution for medical H+H concerns as they are outside of the purview of the grievance system. These grievances are investigated and addressed by CHS staff. COVID-related medical grievances were generally from people in custody who felt they had symptoms of the virus and wanted to see a doctor.
Staff	Staff grievances are typically about DOC staff which are referred to the Warden's office for investigation. COVID-19 related staff grievances included those filed by or on behalf of people in custody as well as concerns made by or on behalf of DOC staff members themselves. COVID-19 grievances from staff were related to lack of personal protective equipment (PPE) and cleaning supplies. COVID-19 grievances about staff were generally about the non-use of PPE by staff and concerns about staff spreading the virus.
Other Request	Matters in the "Other Request" category include grievances and requests for information from people in custody, attorneys, and families of incarcerated individuals as well as staff. Grievances in this category concern a broad range of issues and may include concerns about individuals in other jurisdictions. Requests range from students asking to interview the DOC commissioner, lawyers trying to setup a call with their client, and a concern from DOC staff regarding a perception of unfair procedures and assignments.

COVID-19 Grievances

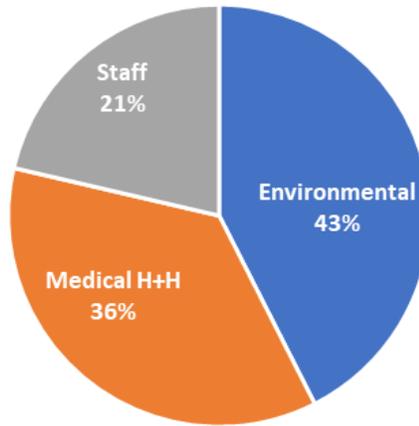
Since March 5th, OCGS has been tracking COVID-related grievances. From March 5 through April 30th 42% (n=432) of COVID-19 concerns were categorized as Environmental (e.g., lack of access to PPE and cleaning supplies), 36% (n=367) were categorized as Medical H&H (e.g., concerns about COVID-19 exposure safety and access to medical care), and 21% (n=217) were categorized as Staff (e.g., concerns about DOC staff from people in custody as well as grievances made by DOC staff members or their families regarding staff working conditions).

Figure 2.

COVID-Related Grievance Categories

March 5th to April 30th 2020

N=1016



Source: COVID-related grievances as categorized by OCGS in the Service Desk system.

Table 2.

COVID-Related Grievances				
March 5th to April 30th				
Grievance Category	Mar	Apr	Total	Percent Change
Environmental	217	215	432	-1%
Medical – H&H Related	232	135	367	-42%
Staff	178	39	217	-78%
Total	627	389	1016	-38%

Source: COVID-related grievances as categorized by OCGS in the Service Desk system.

BOC Review of COVID-19 Grievances

BOC staff reviewed and recoded all COVID-related concerns into more specific categories to better understand the underlying issues raised in the grievances.⁵ The categories of grievances identified by BOC were found across the three main categories Environmental, Medical H+H and Staff used by DOC to categorize the concerns. Table 4 provides examples of concerns reported in each category. The following five (5) BOC coded subcategories made up 75% (n=804) of all COVID-related grievances:

- 26% (n=264) were grievances about lack of **PPE & Cleaning Supplies**.
 - 42% (n=112) filed by people in custody, 27% (n=72) filed by DOC staff.

⁵ BOC’s Grievance team reviewed all COVID-related complaints received by OCGS and recoded the grievances into 14 more specific subcategories to understand the underlying nature of the complaints.

- 18% (n=185) were grievances about people concerned with **COVID-19 Exposure Safety**.
- 14% (n=140) were grievances regarding the lack of **COVID Preventive Measures Concerns**.
- 11% (n=117) were grievances about lack of **Access to Medical**.
- 6% (n=62) were grievances about **Quarantine Unit Safety**.

Across all DOC categories and nearly all BOC coded categories COVID-concerns decreased from March to April.

Table 3.

COVID-Related Grievances by BOC-Recoded Categories							
<i>March 5th to April 30th</i>							
	Environmental		Medical H+H		Staff		Total
	March	April	March	April	March	April	
OCGS Grievance Category	217	215	232	135	178	39	1016
BOC Complaint Category							
PPE & Cleaning Supplies	68	103	8	7	63	15	264
COVID Preventive Measures Concerns	35	32	21	24	24	4	140
COVID-19 Exposure Safety	43	12	71	12	41	6	185
Quarantine Unit Safety	11	25	14	11	1	0	62
Unsanitary Conditions	22	9	2	5	1	1	40
Social Distancing	15	14	4	3	7	0	43
Early Release-COVID	10	6	18	9	1	0	44
COVID Testing Concerns	4	2	32	9	8	3	58
Access to Medical	0	6	58	52	1	0	117
Unsafe & Unsanitary Working Conditions	3	0	1	1	23	9	37
COVID Preventive Measures Information	3	0	3	0	8	0	14
Source: BOC staff analysis of all OCGS COVID-19 grievances in the OCGS Service Desk system.							
Notes: BOC Complaint Category represents a breakdown of the 1016 total grievances. BOC recoded complaint categories do not add up to OCGS category totals above because of 12 complaints: BOC staff were unable to read five (5) attachments in Service Desk, three (3) grievances were excluded because they related to individuals in other jurisdictions, and four (4) grievances were not COVID-related and appear to have been miscategorized in Service Desk.							

Table 4.

EXAMPLES OF COVID RELATED GRIEVANCES

PPE & Cleaning Supplies

A family member of a DOC officer was concerned for their daughter because she was assigned to work with incarcerated individuals who had tested positive and had not been given any PPE. (March 18, 2020)

An incarcerated individual's sister was concerned because there was no hand sanitizer or soap for people in custody. She was particularly concerned about how phones were being disinfected after every use. (April 1, 2020)

COVID-19 Exposure Safety

A DOC officer had concerns of exposure from other officers who went home for one day sick and came back to work and had contact with other officers. (March 18, 2020)

An incarcerated individual with concerns about being exposed to COVID-19 by people in his unit who had been removed and quarantined and later brought back to the same unit. (April 24, 2020)

COVID Preventive Measures

A DOC Officer asked what precautions were being taken by DOC in response to coronavirus for officers. (March 15, 2020)

A DOC Officer asked what protections the Department had in place for officers over 50 with underlying health problems. The officer stated that incarcerated individuals with similar health risks were being released and he still had to come to work. (March 19, 2020)

Access to Medical

An incarcerated individual felt they had symptoms of the corona virus and was requesting medical attention for 3 days. (March 7, 2020)

An attorney sent an email on behalf of a client who had a 102.5 fever on April 7th and had not received any follow up care. (April 15, 2020)

COVID Testing

A person in custody had requested to be tested for COVID but had not been tested. (March 13, 2020)

A wife was concerned because her husband had been exposed to the coronavirus and wanted him to get tested as soon as possible. (April 29, 2020)

Note: The grievances cited above were selected and paraphrased by Board staff to provide of the types of grievances in each category coded by BOC staff. They are not intended to be statistically representative of all complaints in each category and these specific complaints may not have been substantiated by OCGS.

Medical H+H

During March and April there were 367 COVID-related concerns categorized as Medical H+H. Ninety-five percent (95%, n=349) were grievances from people in custody (n=230) or their families (n=119).

Thirty percent (30%, n=110) were about access to medical. These grievances were generally from people in custody who felt they had symptoms of the virus and wanted to see a doctor. Twenty-three percent (23%, n=83) were from people concerned about exposure to COVID-19, and 12% (n=45) were about the lack of preventive measures occurring in the facilities, including lack of testing.⁶

OCGS refers all Medical H+H concerns to Correctional Health Services (CHS) for handling as these grievances fall outside of the purview of the grievance system. These grievances are investigated and resolved by CHS and the Board does not have access to these resolutions.

WHO IS FILING COVID-RELATED GRIEVANCES?

Over a quarter (76%, n=818) of all grievances received during March 5th to April 30th were filed by people in custody (53%, n=568) or their families (23%, n=250). Fourteen percent (14%, n=153) were from DOC staff. Three percent (3%, n=28) were filed on behalf of DOC staff by their families, and 4% (n=42) were from attorneys on behalf of their clients. The largest decreases in COVID-related grievances from March to April were from DOC staff (75% decrease) and their families (73% decrease).

Table 5.

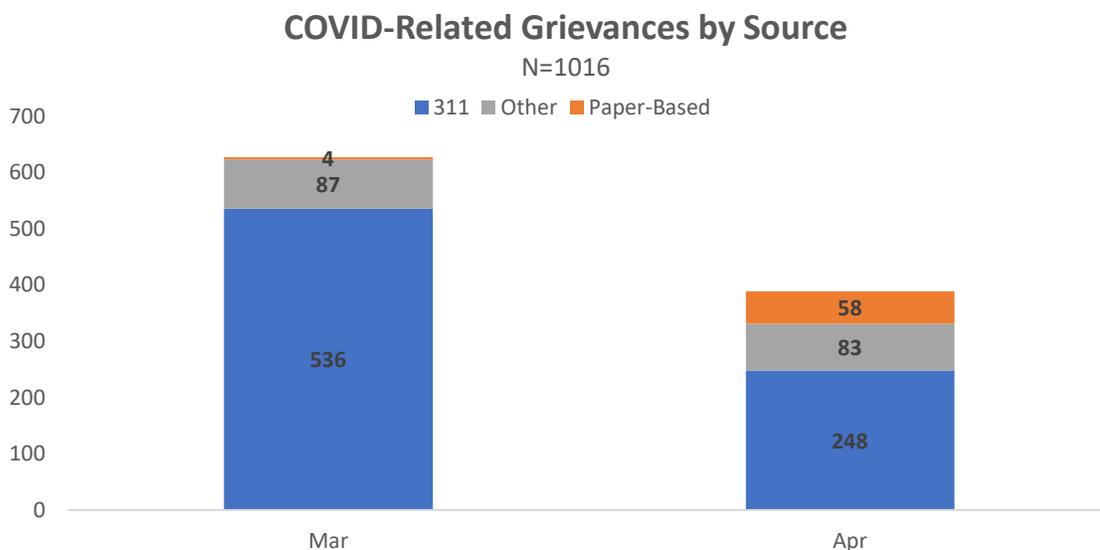
COVID-Related Grievances by Who Filed the Grievance				
<i>March 5th to April 30th</i>				
Grievance From	Mar	Apr	Total	Percent Change
Person in Custody	315	213	528	-32%
Family of Person in Custody	146	100	246	-32%
DOC Staff	121	30	151	-75%
Attorney	13	23	36	77%
Family of Staff	22	6	28	-73%
Unknown	6	6	12	0%
City hall/ City Council	1	4	5	300%
Advocate	1	3	4	200%
Citizen	1	2	3	100%
Correctional Health Services	-	1	1	
Vendor	1	-	1	
State Senator's Office		1	1	
Total	627	389	1016	-38%
Source: BOC staff analysis of all OCGS COVID-19 grievances in the OCGS Service Desk system.				
Note: The categories in the above table were coded by BOC staff as DOC does not require OCGS staff to categorize who is filing complaints in Service Desk.				

⁶ The Board has requested but CHS has not confirmed the date the hotline became operational in each facility and CHS has not yet reported the number of calls received via its hotline. As of March 31st, CHS updated their process for obtaining certain appointments. Scheduling clinic, dental, medication, and glasses appointments are accessed via the CHS Hotline. Clinic hours were also expanded from 10 am to 10 pm. See CHS presentation Correctional Health Services Update, NYC Board of Correction Meeting, March 10, 2020 (slide 5) https://www1.nyc.gov/assets/boc/downloads/pdf/chs_boc_presentation_final.pdf

HOW ARE PEOPLE FILING COVID-RELATED GRIEVANCES?

Over three quarters (77%, n=784) of all COVID-related grievances received by OCGS during March 5th to April 30th were filed via 311, 16% (n=166) were filed by other modes (i.e. by attorneys, contact the commissioner forms), and 6% (n=61) were paper-based grievances filed directly in the facility.

Figure 3.



Source: BOC staff analysis of all OCGS COVID-Related concerns in the OCGS Service Desk system.

Note: Other category includes: concerns from attorneys, BOC referrals, Contact the Commissioner page, Emails, CHS.

HOW IS DOC RESPONDING TO COVID-RELATED GRIEVANCES?

Due to the pandemic DOC civilian grievance staff are now working remotely to review concerns and ensure they are addressed. Working from home has presented significant technical challenges and OCGS is currently working with limited staff capacity. To minimize disruption in services 10 uniform grievance officers are working directly in the facilities and distributing resolutions to people in custody.

To better understand how DOC is responding to COVID-related grievances, BOC staff reviewed aggregate resolution data for all COVID-19 grievances from March 5th to April 30th. Of the 1,016 COVID-related grievances received by OCGS, 76% (n=775) were accepted, 20% (n=204) of grievances were rejected, 3% (n=28) were returned, 1% (n=9) were modified, and <1% (n=1) were not addressed due to complainant's transfer or discharge from custody.

Twenty-two percent (22%, n=171) of all 311 concerns were "rejected" and 45% (n=28) of all grievances filed on paper were "returned" via a Return of Grievance form. It is not possible to know the reasons for rejection or return of a grievance without a manual review of each grievance as these reasons are not systematically recorded in a distinct field in the Service Desk system.

Table 6.

COVID Related Grievances Filed with DOC Resolution Status				
Resolution Status	March 2020	April 2020	Total	Percent
Accepted	478	297	775	76%
Modified	3	6	9	1%
Rejected (Non-paper grievances)	146	58	204	20%
Return of Grievance (Form 7117R) * (paper grievances)	0	27	27	3%
Transferred / Discharged	0	1	1	0%
Total	627	389	1016	100%

Source: Data for COVID-related grievances from OCGS electronic database Service Desk during March and April of 2020.
 Note: *Return of Grievance form 7117R is only for grievances filed on paper in the facility.

Table 7.

OCGS RESOLUTION	
Resolution Status	Definition
Accepted	Used when the grievance is being handled and/or tasked to any unit/facility. This does not indicate whether a grievance is substantiated/unsubstantiated. Selecting this field also confirms an individual in custody's requested action is met.
Modified	Used when an inmate's requested action is only met in part, but the result is satisfactory to the inmate.
Rejected	Used when the grievance is not being handled or tasked, when an individual in custody's requested action is not met, when according to policy and/or procedure the requested action cannot be accommodated, and/or when the claim cannot be substantiated. OCGS reports that grievances can be rejected if there is not enough information for grievance staff to identify a complainant and investigate the issue, or if the grievance is a duplicate concern. Currently, OCGS does not track reasons for grievance rejection in Service Desk, it is not possible to know why a complaint was rejected without a manual review.
Return of Grievance (Form 7117R)	This form is used when grievance staff receives a paper grievance from the inmate that is not within OCGS jurisdiction. People in custody have five (5) business days to re-submit their concern after a grievance form is returned. This form has 12 reasons for returning the paper-based grievance. The Return of Grievance Forms, which include a reason for return, are scanned and saved in Service Desk.
Transferred / Discharge	Used when an inmate is transferred to another Department facility prior to the completion of the grievance process or the inmate is discharged from Department custody. If an inmate is transferred to another Department facility, the Grievance Coordinator shall notify the appropriate facility Grievance staff to complete the initial grievance filed by the inmate.
Withdrawn	Used when an inmate requests their grievance be withdrawn.

Source: Definitions provided by DOC's Office of Constituent and Grievance Services.

BOC Review of Return of Grievance Forms

People in custody who file paper grievances are given a Return of Grievance form when their grievance does not meet guidelines identified in the DOC Directive “Inmate Grievance Procedures” 3376R-A.⁷ The form provides the reason for the return and allows the person in custody five (5) business days to resubmit their grievance. Form 7117R “Return of Grievance” identifies 12 reasons for returning the concern.⁸ Some forms identify more than one reason for the return. A similar process does not exist for grievances filed via 311 or through other modes of filing (non-paper grievances).

During the month of April, people in custody filed 58 paper-based grievances and nearly half (48%, n=28) were returned.

To better understand the reasons for returning these paper-based grievances, BOC staff manually reviewed all Return of Grievance forms available in the Service Desk tracking system (n=27) for the concerns filed in the month of April.⁹

Table 8.

OCGS Return of Grievance Form Review				
April 2020				
N=27				
	Environmental Grievances	Staff Grievances	Medical Grievances	Total
OCGS Grievance Category	11	1	16	27
BOC Coded Complaint Category				
COVID-19 Exposure Safety	2	0	5	7
Access to Medical	1	0	5	6
PPE & Cleaning Supplies	5	0	0	5
COVID Testing Concerns	1	1	1	3
Not COVID-Related	1	0	1	2
Social Distancing	1	0	1	2
Early Release COVID	0	0	1	1
Quarantine Unit Safety	0	0	1	1
COVID Preventive Measures Concerns	0	0	1	1
Source: BOC staff analysis of all OCGS COVID-19 grievances in the OCGS Service Desk system.				
Note: The categories in the above table were coded by BOC staff and show a breakdown of the 27 “Return of Grievance Forms” reviewed.				

The most frequently selected reasons for return of paper grievances were: the grievance has been previously addressed, the grievance appears to be a group grievance, which is not allowed under DOC policy, and the grievance has multiple issues on one complaint form. Information about the grievance

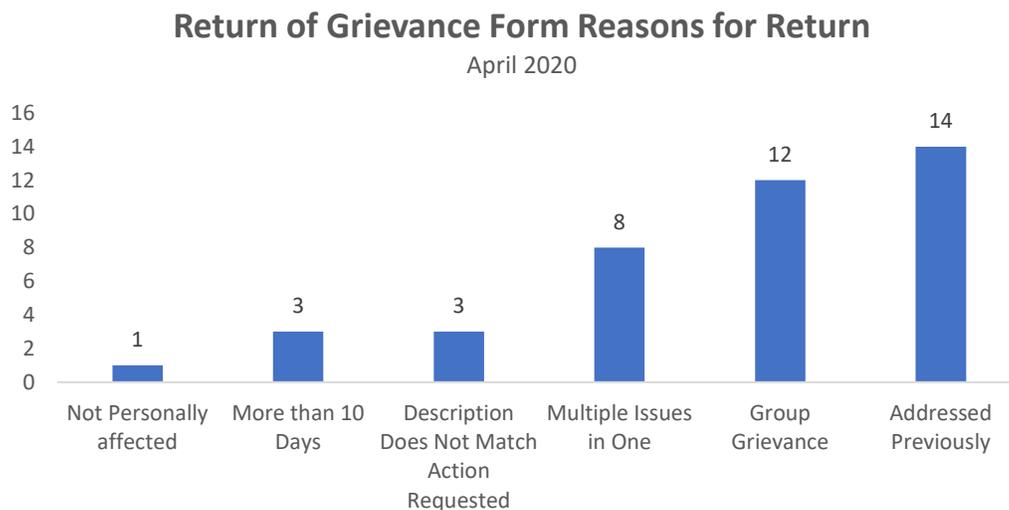
⁷ NEW YORK CITY DEP’T OF CORR., DIRECTIVE 3376R-A, INMATE GRIEVANCE PROCEDURES (eff. Dec. 10, 2018), *available at* <https://on.nyc.gov/2YsXaWl>

⁸ Reasons identified on the Return of Grievance Form 7117R includes grievances that concern: a disciplinary hearing, not being personally affected by an issue, on behalf of group, not signed and /or dated or missing name and book and case, grievance contains multiple issues, grievance is incomplete, grievance contains an issue that cannot be resolved DOC because it is beyond DOC authority, Grievance not within 10 day timeframe, issue was previously addressed, description does not match action requested, UOF, Nunez.

⁹ One form had not been scanned into Service Desk.

process and the requirements for filing a grievance can be found in the Person in Custody handbook, which is issued to all persons in custody at admission.¹⁰

Figure 4.



Source: BOC’s review of DOC “Return of Grievance Form” 7117R from April 2020.

Note: Numbers in figure will not match the total number of forms reviewed (27) because forms may include multiple reasons for the return.

HOW WERE ACCEPTED OR MODIFIED COVID-RELATED GRIEVANCES RESOLVED?

Of the 784 COVID-related grievances accepted by OCGS, 29% (n=231) were unsubstantiated, 14% (n=112) were abated, and 56% (n=441) were recorded as “not assigned” in Service Desk the Department’s system for tracking complaints and their resolutions. The “not assigned” category includes 216 complaints that were referred to CHS, representing nearly 50% of all “not assigned” COVID related grievances.¹¹ While many of these grievances appear to have been investigated or resolved by OCGS it is not possible to know the outcome of the remaining 225 accepted grievances in the “not assigned” category without a manual review because the field tracking resolutions in Service Desk does not appear to be consistently updated.

¹⁰ Person in Custody Handbook”, can be found on the Department’s website https://www1.nyc.gov/assets/doc/downloads/pdf/HB_ENG.pdf

¹¹ Some grievances are categorized as “not assigned” because they fall outside the purview of the grievance system and are therefore not investigated or resolved by OCGS staff. These can include grievances tasked to Medical H+H, DOC’s Investigation Division or Department of Investigation.

Table 9.

Accepted and Modified COVID Related Grievances by Request Validation <i>March 5th to April 30th</i>		
Validation Category	Count	Percent of Total
Abated	112	14%
Not Assigned*	441	56%
Unsubstantiated	231	29%
Total	784	100%
Source: Note: The 784 total includes all COVID-related grievances that were accepted or modified from March 5th to April 30 th (See table 6). The "Not Assigned" category includes 216 Medical H+H concerns that are not investigated or resolved by OCGS.		

OCGS also provides an appeal process should the parties disagree about the resolution of a grievance.¹² Between March 5- April 30, there was one (1) COVID-19 related appeal. The grievance, originally filed on April 13th, was about lack of available masks in a quarantine unit at NIC. It was appealed to the Warden on April 20th who responded that, "On April 18th all housing areas received 200 surgical masks to distribute as needed."

To further understand how grievances are being investigated and resolved Board staff have audited 86 accepted COVID-19 related Environmental and Staff grievances and will be sharing and discussing its findings with the Department.

¹² NEW YORK CITY DEP'T OF CORR., DIRECTIVE 3376R-A, INMATE GRIEVANCE PROCEDURES (eff. Dec. 10, 2018), *available at* <https://on.nyc.gov/2YsXaWL>

Appendix A

All Grievances Received by OCGS						
January 1st to April 30th						
N=11,385						
Complaint Categories	Jan 2020	Feb 2020	*Mar 2020	Apr 2020	Total	Percent of Total
Medical & Mental Health	618	555	808	544	2525	22%
Staff	273	302	392	157	1124	10%
Other Request	258	168	267	244	937	8%
Environmental	167	106	301	252	826	7%
Employment	146	116	144	119	525	5%
Jail Release	124	96	207	104	531	5%
Housing	108	129	170	91	498	4%
Fear for Safety/Request for Protective Custody	117	117	117	50	401	4%
Sexual Assault/Abuse Allegation	169	118	80	43	410	4%
Property	80	106	63	52	301	3%
Inmate Account	78	71	76	48	273	2%
Food	51	71	73	62	257	2%
Correspondence/Mail	64	72	61	54	251	2%
Visit	85	63	40	52	240	2%
Assault Allegation	75	55	60	39	229	2%
Use of Force	66	43	44	28	181	2%
Disciplinary Process	50	49	31	27	157	1%
Court	44	38	31	13	126	1%
Assault Allegation (No UOF)	47	27	30	23	127	1%
Harassment Allegation	44	39	26	15	124	1%
Commissary	31	31	21	37	120	1%
Classification	30	45	25	6	106	1%
Jail Time	32	31	37	6	106	1%
Other (timeliness or personal jurisdiction)	26	26	21	23	96	1%
Law Library	23	17	17	29	86	1%
Social Services	33	25	16	12	86	1%
Personal Hygiene	20	20	23	22	85	1%
Search	28	13	13	1	55	0%
Request for information	10	14	10	17	51	0%
Religion	15	15	11	13	54	0%
Phone	16	12	17	9	54	0%
Public Information	7	12	16	16	51	0%
Security	14	25	6	2	47	0%
Request for accommodation due to disability	9	22	9	7	47	0%
Clothing	19	6	7	6	38	0%
Recreation	11	9	7	10	37	0%
Intake	6	6	16	7	35	0%
Programs	12	9	5	5	31	0%
Transportation	5	14	9	3	31	0%
Bail	11	10	4	2	27	0%
Laundry	8	5	4	2	19	0%
Human Resources	5	5	3	2	15	0%
Inmate Altercation	5	5	2	2	14	0%
FOIL requests	3	5	1	2	11	0%
Inmate Grievance Resolution Program	4	1	1	6	12	0%
Contraband	1	3	2	0	6	0%
Identification	3	2	1	0	6	0%
Security Risk Group/Watch Group	1	1	2	2	6	0%
Rules and Regulation	3	1	1	0	5	0%
School	1	1	1	1	4	0%
Noise	0	0	0	1	1	0%
Total	3056	2732	3329	2268	11385	100%

Source: NYC Department of Correction Grievances received by OCGS tracked in the electronic database Service Desk.
 Note: Health and Mental Health category includes complaints that are assigned to both CHS and DOC's Health Affairs unit.