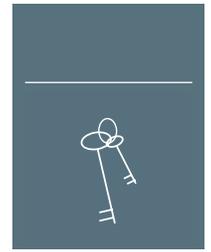


# DEPARTMENT OF CORRECTION



## WHAT WE DO

The Department of Correction (DOC) is dedicated to creating a safe and supportive environment while providing individuals in our care with a path to successfully re-enter their communities. Those in the Department's custody include individuals 18 years of age and older who are awaiting trial, who have been convicted and sentenced to less than one year of incarceration and persons held on state parole warrants. Pursuant to New York's Raise the Age law, 16- and 17-year-olds were removed from Rikers Island prior to October 1st, 2018. The Department operates 8 facilities housing people in custody, 7 of which are located on Rikers Island. The Department also operates court holding facilities in each of the five boroughs and one hospital prison ward. Through the first four months of Fiscal 2022, the Department processed 5,779 admissions and managed a combined daily population (ADP) of approximately 5,700 individuals.

Guided by correctional best practice and collaboration with criminal justice stakeholders, the Department continues to implement substantive reforms. With a focus on improving safety for staff and individuals in DOC custody, the Department is working to implement the use of a new Risk Management Accountability System to address and reduce violence within the jails; develop holistic approaches to behavior management; improve staffing ratios; enhance staff training in Mental Health First Aid, Safe Crisis Management and de-escalation; and expand programming for those in custody that is designed to reduce idleness and promote skills development towards post-release success.

## FOCUS ON EQUITY

The Department is committed to operating a system that is safe and humane for everyone who lives and works in its facilities. We believe that everyone benefits when our staff feel supported and people in the Department's custody are given the tools they need to have less contact with the justice system in the future. With that goal in mind, the Department is focused on improving the conditions of our facilities and the quality of our care.

While the Department doesn't decide who comes in or how long an individual stays in one of our facilities, we work hard to make sure each individual in our care is provided with resources that support successful re-entry into the community upon their release. We offer a range of programming and services to meet an individual's unique needs and challenges, including vocational training, access to education, mental health treatment and substances abuse services. Although many in-person programs and services were paused due to the COVID-19 pandemic, DOC has worked throughout the pandemic to provide services in a safe, modified manner so that people in custody feel productively occupied, supported and able to focus on their future. To meet the challenges of the pandemic, tele-conference booths have been installed in housing areas to safely facilitate court production and confidential attorney conferences. DOC has also implemented a tele-visit program to support and maintain vital connections between people in custody and their loved ones in the community. The Department will continue to work towards the implementation of the Risk Management Accountability System to address and reduce violence within the jails, which impacts both staff and people in custody. While we continue to move towards the borough-based jail system, we are doing everything in our power to repair outdated equipment and fixtures, implement innovative solutions to challenges highlighted by the pandemic, improve conditions within our facilities for people in custody and staff while providing programming that will engage and support incarcerated individuals.

# OUR SERVICES AND GOALS

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## **SERVICE 1 Provide a safe and secure environment for individuals in custody, staff and host communities.**

- Goal 1a Ensure the security and safety of individuals in DOC custody.
- Goal 1b Ensure that use of force is authorized and appropriate.
- Goal 1c Provide individuals in custody with timely access to health services.
- Goal 1d Maximize bed capacity and address cell maintenance and repairs in a timely manner.
- Goal 1e Ensure timely transport of individuals in custody to courts throughout the City.

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## **SERVICE 2 Provide services that support individual development and prepare individuals in custody for return to their neighborhoods.**

- Goal 2a Prepare as many individuals in custody as possible for successful release through participation in skills-building programs including educational opportunities, jobs training, behavioral interventions and mental health services.
- Goal 2b Reduce idleness by increasing participation of individuals in custody in mandated and other programs, services and activities.

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## **SERVICE 3 Provide correction-related services and information to the public.**

- Goal 3a Provide timely notifications to crime victims.

## HOW WE PERFORMED

- The Department remains committed to ensuring the safety and security of all those who work and reside in its facilities. Despite an initial decrease in population at the start of the COVID-19 pandemic, we faced significant challenges during the reporting period resulting from the pandemic and its impact on staffing and operations throughout the justice system. The average daily population has steadily increased since the initial drop and is 37.6 percent higher than this time last year. Many individuals have remained in DOC custody for substantially longer than they otherwise would have; data shows that the longer one remains in custody, the greater the likelihood that they will be involved in a violent incident. Nearly 50 percent of individuals admitted into custody throughout the reporting period were awaiting trial for a violent felony offense, and nearly 20 percent of those in custody are affiliated with a security risk group (SRG), or gang. The result is a population that is challenging to manage, especially under the current staffing crisis; violent incidents among individuals in custody (monthly rate per 1,000 ADP) rose from 84 to 93.8 from this time last year, an 11 percent increase. The Department continues work to address violence within its jails through evidence-based approaches that focus on accountability for serious violent actions, thoughtfully breaking up the housing of gang members, individual behavior change, and productively occupying individuals in custody.
- The increased population has presented a significant challenge to our staff, especially during a period when staffing fell to crisis levels and many programs and services, which served as meaningful and productive outlets for people in custody, were paused. Use of force incidents have increased 41.3 percent. Notwithstanding an increase in the total use of force incidents in the reporting period, the Department continues its efforts to reduce unnecessary use of force and the situations that may give rise to a use of force. Each use of force incident is closely reviewed to identify any incident when force was misused and impose discipline appropriately.
- Although the Department aims to produce as many individuals to the clinic as possible, the current staffing shortages contribute to an increase in overall non-production numbers. The number of clinic visits was 34.8 percent lower than this time last year, while average clinic wait times stayed relatively stable. Individuals in custody have access to high quality medical support without stepping foot in the clinic through Correctional Health Services Health Triage Hotline.
- As a result of COVID-19, many services and operations remained suspended or modified during the reporting period. To support an increased need for remote court appearances and access to counsel, the Department has added tele-conference booths throughout facilities and reconfigured all of its devices to be compatible with the Office of Court Administration's software. Similarly, the Department has implemented a tele-visit program to enable people in custody to have visits with loved ones in the community in lieu of or in addition to in-person visits.
- Due to the COVID-19 pandemic, many program providers that offered group-based programming, discharge planning, and post-release assistance suspended their in-person services. Many providers continued to support people in custody by providing self-guided materials, establishing discharge planning hotlines, and supporting people after their release to the community. In the summer of 2021, DOC resumed in-person programming, allowing the gradual return to offering a wide range of in-person programs, services, and activities. Additionally, the DOC Programs Division offers a wide range of other educational and engaging programming and activities, and tablets are widely available for use by people in custody as a means of staying productively occupied through self-guided activities and access to educational material and information.

# SERVICE 1 Provide a safe and secure environment for individuals in custody, staff and host communities.

## Goal 1a Ensure the security and safety of individuals in DOC custody.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
● Admissions	39,420	23,317	16,179	*	*	5,324	5,779
● Average daily population	7,938	5,841	4,961	*	*	4,193	5,771
Individuals in custody in Security Risk Group (% ADP)	16.4%	18.5%	22.6%	*	*	22.6%	19.6%
Fight/assault infractions	12,008	11,191	11,214	*	*	2,745	3,411
Jail-based arrests of individuals in custody	490	258	145	*	*	44	82
Searches	328,750	282,048	268,579	*	*	79,905	76,425
Weapons recovered	2,882	2,439	2,159	*	*	605	1,103
★ Violent incidents among individuals in custody (monthly rate per 1,000 ADP)	68.9	80.1	98.1	↓	↓	84.0	93.8
★ Serious injury to individuals in custody as a result of violent incidents among individuals in custody (monthly rate per 1,000 ADP)	2.5	9.6	13.0	↓	↓	11.1	19.2
★ Assault on staff by individual in custody (monthly rate per 1,000 ADP)	12.5	15.8	19.6	↓	↓	18.6	18.5
★ Serious injury to staff as a result of assault on staff by individual in custody (monthly rate per 1,000 ADP)	0.49	0.65	0.52	↓	↓	0.48	0.64
★ Escapes	1	2	1	↓	↓	0	3
★ Non-natural deaths of individuals in custody	2	0	2	↓	↓	0	0
Stabbings and Slashings	106	123	247	*	*	43	156
★ Critical Indicator   ● Equity Indicator   "NA" Not Available   ↑↓ Directional Target   * None							

## Goal 1b Ensure that use of force is authorized and appropriate.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Incidents of use of force - total	6,670	6,806	7,506	*	*	1,952	2,758
★ Department use of force incidents with serious injury (rate per 1,000 ADP)	1.56	2.63	5.31	↓	↓	2.90	6.39
Department use of force incidents with minor injury (rate per 1,000 ADP)	19.51	17.79	17.51	*	*	17.59	13.38
Department use of force incidents with no injury (rate per 1,000 ADP)	49.03	77.95	102.29	*	*	95.66	99.60
Incidents and allegations of use of force	7,064	7,047	7,743	*	*	2,020	2,845
★ Critical Indicator   ● Equity Indicator   "NA" Not Available   ↑↓ Directional Target   * None							

## Goal 1c Provide individuals in custody with timely access to health services.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Individuals in custody with a mental health diagnosis (% ADP)	45%	46%	53%	*	*	54%	49%
Individuals in custody with a serious mental health diagnosis (% ADP)	16.8%	14.8%	16.5%	*	*	17.0%	16.2%
Individual in custody health clinic visits	81,405	52,146	16,884	*	*	6,559	4,274
★ – Average clinic waiting time (minutes)	18	17	7	↓	↓	7	8
★ Critical Indicator   ● Equity Indicator   "NA" Not Available   ↑↓ Directional Target   * None							

## Goal 1d Maximize bed capacity and address cell maintenance and repairs in a timely manner.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Jail-cells unavailable (short-term repair) (%)	3.7%	4.3%	3.7%	1.0%	1.0%	4.2%	4.1%
★ Population as percent of capacity (%)	72%	63%	65%	96%	96%	59%	74%
★ Critical Indicator   ● Equity Indicator   "NA" Not Available   ↑↓ Directional Target   * None							

**Goal 1e** Ensure timely transport of individuals in custody to courts throughout the City.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ ● On-trial individuals in custody delivered to court on-time (%)	97.2%	96.7%	94.6%	95.0%	95.0%	NA	75.4%
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↕ Directional Target	* None			

**SERVICE 2 Provide services that support individual development and prepare individuals in custody for return to their neighborhoods.**

**Goal 2a** Prepare as many individuals in custody as possible for successful release through participation in skills-building programs including educational opportunities, jobs training, behavioral interventions and mental health services.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Targeted approach to jail services - Number of Sessions	NA	NA	NA	*	*	NA	2,252
★ Targeted approach to jail services - Number of Participants	NA	NA	NA	↕	↕	NA	4,256
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↕ Directional Target	* None			

**Goal 2b** Reduce idleness by increasing participation of individuals in custody in mandated and other programs, services and activities.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Average daily number of individuals in custody in counseling programs and services	NA	NA	NA	*	*	NA	207
Average daily number of individuals in custody in education programs	NA	NA	NA	*	*	NA	2
Average daily number of individuals in custody in external provider programs and services	NA	NA	NA	*	*	NA	29
Average daily number of individuals in custody in fine arts programs and activities	NA	NA	NA	*	*	NA	11
Average daily number of individuals in custody in the PAWS programs	NA	NA	NA	*	*	NA	NA
Average daily number of individuals in custody in recreation programs	NA	NA	NA	*	*	NA	132
Average daily number of individuals in custody in workforce development programs	NA	NA	NA	*	*	NA	26
Average daily attendance in school programs	77	60	11	*	*	NA	14
★ Individuals in custody participating in programs, services and activities (%)	NA	NA	NA	10.0%	10.0%	NA	4.3%
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↕ Directional Target	* None			

**SERVICE 3 Provide correction-related services and information to the public.**

**Goal 3a** Provide timely notifications to crime victims.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Victim Identification Notification Everyday (VINE) system registrations	23,728	18,843	16,113	*	*	4,909	4,998
VINE confirmed notifications	43,092	29,484	26,303	*	*	7,012	12,504
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↕ Directional Target	* None			

## AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Workplace injuries reported	4,291	4,301	3,911	*	*	1,370	1,194
Accidents involving individuals in custody	27	241	270	*	*	80	102
★ Critical Indicator   ● Equity Indicator   "NA" Not Available   ⇅ Directional Target   * None							

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Customer Experience							
Letters responded to in 14 days (%)	100.0%	100.0%	0.0%	*	*	100.0%	75.0%
E-mails responded to in 14 days (%)	100.0%	100.0%	0.0%	*	*	100.0%	51.9%
★ Critical Indicator   ● Equity Indicator   "NA" Not Available   ⇅ Directional Target   * None							

## AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2021 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY19	FY20	FY21	FY22	FY22 <sup>1</sup>	FY23 <sup>1</sup>	FY21	FY22
Expenditures (\$000,000) <sup>2</sup>	\$1,374.5	\$1,287.2	\$1,259.3	\$1,177.0	\$1,336.2	\$1,229.6	\$421.0	\$466.1
Revenues (\$000,000)	\$19.9	\$12.6	\$11.4	\$15.5	\$11.5	\$15.5	\$3.2	\$3.9
Personnel (uniformed)	10,189	9,237	8,388	7,460	7,460	7,060	8,996	7,842
Personnel (civilian)	1,857	1,803	1,661	1,911	2,035	2,031	1,752	1,621
Overtime paid (\$000,000)	\$180.1	\$146.6	\$153.2	\$87.7	\$139.7	\$132.7	\$26.6	\$75.6
Capital commitments (\$000,000)	\$57.9	\$42.2	\$62.0	\$785.7	\$821.9	\$1,364.4	\$1.5	\$9.0
<sup>1</sup> February 2022 Financial Plan. <sup>2</sup> Expenditures include all funds   "NA" - Not Available								

## SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY21 <sup>1</sup> (\$000,000)	February 2022 Financial Plan FY22 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
Personal Services - Total	\$1,091.9	\$1,092.9	
001 - Administration	\$109.7	\$124.1	All
002 - Operations	\$982.2	\$968.8	All
Other Than Personal Services - Total	\$167.4	\$243.3	
003 - Operations	\$150.6	\$225.4	All
004 - Administration	\$16.8	\$17.9	All
Agency Total	\$1,259.3	\$1,336.2	
<sup>1</sup> Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2021. Includes all funds. <sup>2</sup> Includes all funds. <sup>3</sup> Refer to agency goals listed at front of chapter.   "NA" Not Available   * None			

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The Individualized Corrections Achievement Network (I-CAN) contract, which provided comprehensive reentry services, expired and a new contract, Targeted Approach to Jail Based Services, started April 1, 2021.
- The Department retired the indicator 'Average daily # of individuals in custody in vocational skills training programs' and replaced it with seven, more specific indicators:
  1. Average daily number of individuals in custody in counseling programs and services
  2. Average daily number of individuals in custody in education programs
  3. Average daily number of individuals in custody in external provider programs and services
  4. Average daily number of individuals in custody in fine arts programs and services
  5. Average daily number of individuals in custody in the PAWS programs
  6. Average daily number of individuals in custody in recreation programs
  7. Average daily number of individuals in custody in workforce development programs
- The Department changed the name of the indicator 'Individuals in custody participating in skills-building activities/discharge planning' to 'Individuals in custody participating in programs, services, and other activities' to align with other changes to the indicators under Service 2 and capture participation rates across all programs and services.
- The Department retired the indicator 'Collisions involving City vehicles' because DCAS will be submitting all fleet data in their chapter to the 'Vehicle Fleets and Maintenance Additional Tables'.
- The Department began transferring women in its custody at the Rose M. Singer Center to the New York State Department of Correction and Community Supervision (DOCCS) Bedford Hills Correctional Facility (Bedford Hills) beginning on October 21, 2021. All women entering Department custody complete the intake process at a Department facility and are then evaluated for transfer to Bedford Hills. Women transferred to Bedford Hills are included in the following indicators: Admission (1a), On-trial individuals in custody delivered to court on-time (1e). Women transferred to Bedford Hills are not included in the average daily population for the duration of time that they are housed at Bedford hills or any other indicators."

## ADDITIONAL RESOURCES

- The Social Indicators and Equity Report, EquityNYC  
<http://equity.nyc.gov/>

For more information on the agency, please visit: [www.nyc.gov/doc](http://www.nyc.gov/doc).

