



## What We Do

The Department of Correction (DOC) provides for the care, custody and control of adults, persons 16 years of age and older, accused of crimes or convicted and sentenced to one year or less of incarceration. The Department operates 14 facilities, including 10 jails on Rikers Island, four borough houses of detention, one each in Brooklyn, the Bronx, Queens and Manhattan, court pens in each of the five boroughs, and two hospital prison wards, processes over 81,000 admissions and releases annually, and manages an average daily inmate population of approximately 11,800 individuals.

## Our Services and Goals

### **Service 1: Provide a safe and secure environment for inmates, staff and host communities.**

- Goal 1a: Ensure the security and safety of inmates in DOC custody.
- Goal 1b: Ensure that use of force is authorized and appropriate.
- Goal 1c: Provide inmates 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 inmates to courts throughout the City.

### **Service 2: Prepare inmates for return to their neighborhoods as civil and contributing members.**

- Goal 2a: Prepare as many inmates 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 inmate participation in mandated and other programs, services and activities.

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

- Goal 3a: Provide timely notifications to crime victims.

## How We Performed

- The rate of uses of force resulting in serious injury increased 12 percent in Fiscal 2014 from 0.9 incidents per 1,000 average daily population (ADP) to 1.0 incident per 1,000 ADP. The rate of uses of force resulting in no injury increased 30 percent, from 10.0 per 1,000 ADP in Fiscal 2012 to 13.0 per 1,000 ADP in Fiscal 2013. Where force is warranted, the Department uses the least restrictive means possible to achieve compliance; notably, the use of handheld chemical agents (OC spray) continues to make up 48 percent of use of force incidents in Fiscal 2014.
- A slight rise in the number of inmate-on-inmate fights led to a slight rise in the overall rate of violent inmate-on-inmate incidents (from 29.3 to 30.9, a 5.5 percent increase). The rate of serious injuries to inmates as a result of a violent inmate-on-inmate incident increased from 1.4 per 1,000 ADP to 1.7, a 21 percent increase. The rate of serious injuries to staff as a result of inmate assaults increased from 0.25 per 1,000 ADP to 0.38 per 1,000 ADP. Assaults on staff encompass all physical contacts of any kind with a uniformed employee.
- The Department disciplines inmates who assault staff and pursues their arrest and prosecution by the district attorney. Arrests of inmates for jail-based criminal misconduct decreased 28 percent during the reporting period with 211 arrests in Fiscal 2014, down from 292 in Fiscal 2013. The most common reasons for jail-based arrests of inmates involved possession of contraband, assaults on staff and obstruction of government administration.

- The Department conducted 82,833 searches during the first four months of Fiscal 2014, five percent more than in Fiscal 2013. This increase in enforcement coupled with the acquisition of state-of-the-art full body imaging equipment to find weapons secreted on and in inmates has increased the number of jail-made weapons found; 834 weapons were recovered during the first four months of Fiscal 2014 versus 676 in the prior reporting period, a 23 percent increase.
- As of October 2013, 38 percent of DOC's average daily population had a mental health diagnosis, up from 35 percent in Fiscal 2013 and appreciably higher than the rate a few years ago. To address the needs of this growing proportion of the jail population, DOC and the Department of Health and Mental Hygiene developed two new programs for mentally ill inmates; the Clinical Alternative to Punitive Segregation (CAPS) is for seriously mentally ill inmates who incur infractions and new Restricted Housing Units (RHU) are for those with non-serious mental health diagnoses who incur infractions. During the first four months of Fiscal 2014, DOC established resource hubs in each of the five boroughs to divert eligible defendants from jail to treatment in the community.
- A smaller proportion of on-trial inmates were delivered to court on-time during the first four months of Fiscal 2014 compared to the same period last year. DOC has enacted a management plan to ensure on-time court arrivals going forward. Inmates are staged earlier, buses depart on schedule and additional buses are deployed when necessary to transport inmates outside of the existing schedule. DOC notifies judges any time it is anticipated that an inmate will be late for a scheduled court appearance to allow for other business to proceed before the inmate arrives.
- The Department continues its work to reduce recidivism. In February 2013, DOC introduced the Individualized Correction Achievement Network (I-CAN). I-CAN is a jail-based community reentry program for both pre-trial and sentenced inmates with the highest risk for readmission to the city jails. As of October 2013, there were 784 I-CAN enrollments in 497 workshops, which provide skill-building, cognitive behavioral therapy, job readiness training and family reunification support. The Department anticipates that this program will serve at least 2,270 inmates per year.

## Service 1: Provide a safe and secure environment for inmates, staff and host communities.

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Admissions	87,515	84,754	81,758	*	*	29,011	27,258
Average daily population	12,790	12,287	11,827	*	*	12,101	11,726
Fight/assault infractions	7,431	7,552	7,622	*	*	2,804	2,756
Jail-based arrests of inmates	642	650	798	*	*	292	211
Searches	215,038	225,501	247,868	*	*	79,012	82,833
Weapons recovered	1,901	2,324	2,162	*	*	676	834
★ Violent inmate-on-inmate incidents (monthly rate per 1,000 ADP)	25.2	26.9	27.2	↓	↓	29.3	30.9
★ Serious injury to inmate(s) as a result of violent inmate-on-inmate incidents (monthly rate per 1,000 ADP)	1.2	1.3	1.4	↓	↓	1.4	1.7
★ Inmate assault on staff (monthly rate per 1,000 ADP)	3.5	4.0	4.7	↓	↓	4.3	5.1
★ Serious injury to staff as a result of inmate assault on staff (monthly rate per 1,000 ADP)	0.27	0.27	0.20	↓	↓	0.25	0.38
★ Escapes	0	0	1	↓	↓	0	0
★ Non-natural deaths of inmates in custody	NA	2	3	↓	↓	2	1

★ Critical Indicator \*NA\* - means Not Available in this report ↓ ↑ shows desired direction

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Department use of force incidents with serious injury (rate per 1,000 ADP)	NA	1.00	0.92	↓	↓	0.83	0.98
Department use of force incidents with minor injury (rate per 1,000 ADP)	NA	8.15	10.95	*	*	11.38	11.39
Department use of force incidents with no injury (rate per 1,000 ADP)	NA	7.20	9.11	*	*	10.00	12.96
Incidents and allegations of use of force	2,272	2,837	3,413	*	*	1,213	1,361

★ Critical Indicator \*NA\* - means Not Available in this report ↓ ↑ shows desired direction

**Goal 1c: Provide inmates with timely access to health services.**

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Inmates with a mental health diagnosis (% ADP)	32.0%	34.0%	37.0%	*	*	35.0%	38.0%
Inmate health clinic visits	79,385	83,914	75,664	*	*	27,684	25,617
★ - Average clinic waiting time (minutes)	29	28	35	*	*	29	45

★ Critical Indicator    \*NA\* - means Not Available in this report    ↕ ↑ shows desired direction

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Jail-cells unavailable (short-term repair) (%)	1.2%	1.8%	3.1%	1.0%	1.0%	2.9%	3.2%
★ Population as percent of capacity (%)	94%	92%	89%	96%	96%	89%	87%

★ Critical Indicator    \*NA\* - means Not Available in this report    ↕ ↑ shows desired direction

**Goal 1e: Ensure timely transport of inmates to courts throughout the City.**

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ On-trial inmates delivered to court on time (%)	97.5%	96.9%	94.9%	95.0%	95.0%	95.3%	91.4%

★ Critical Indicator    \*NA\* - means Not Available in this report    ↕ ↑ shows desired direction

**Service 2: Prepare inmates for return to their neighborhoods as civil and contributing members.****Goal 2a: Prepare as many inmates 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	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
I-CAN Referrals	NA	NA	1,420	*	*	NA	1,458
★ I-CAN Enrollments	NA	NA	634	*	*	NA	784
I-CAN Workshops	NA	NA	333	*	*	NA	497

★ Critical Indicator    \*NA\* - means Not Available in this report    ↕ ↑ shows desired direction

**Goal 2b: Reduce idleness by increasing inmate participation in mandated and other programs, services and activities.**

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Average daily number of inmates in vocational skills training programs	161	148	204	*	*	170	173
Average daily attendance in school programs	782	713	693	*	*	682	576
★ Inmates participating in skills-building activities/discharge planning (%)	10.0%	10.0%	10.9%	10.0%	10.0%	10.0%	8.2%

★ Critical Indicator    \*NA\* - means Not Available in this report    ↕ ↑ shows desired direction

**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	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Victim Identification Notification Everyday (VINE) system registrations	20,558	16,111	14,929	*	*	5,128	5,015
VINE confirmed notifications	32,604	16,925	17,396	*	*	5,540	6,155

★ Critical Indicator    "NA" - means Not Available in this report    ↕ ↑ shows desired direction

## Agency-wide Management

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Accidents involving city vehicles	NA	69	60	*	*	21	39
Workplace injuries reported	NA	NA	2,545	*	*	646	1,039
Accidents involving inmates	NA	38	43	*	*	13	15

## Agency Customer Service

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Customer Experience							
Letters responded to in 14 days (%)	76.2%	91.4%	82.7%	*	*	68.3%	100.0%
E-mails responded to in 14 days (%)	93.5%	100.0%	99.9%	*	*	99.9%	100.0%

## Agency Resources

Resource Statistics	Actual			Sept. 2013 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY11	FY12	FY13	FY14	FY14 <sup>1</sup>	FY15 <sup>1</sup>	FY13	FY14
Expenditures (\$000,000) <sup>2</sup>	\$1,045.1	\$1,078.8	\$1,090.9	\$1,065.1	\$1,070.5	\$1,062.7	\$351.5	\$342.0
Revenues (\$000,000)	\$22.8	\$24.4	\$22.5	\$23.7	\$21.8	\$22.2	\$6.9	\$7.0
Personnel (uniformed)	8,456	8,540	8,991	8,869	8,882	8,873	8,696	9,200
Personnel (civilian)	1,423	1,459	1,394	1,611	1,635	1,634	1,434	1,392
Overtime paid (\$000,000)	\$113.8	\$144.7	\$154.6	\$74.6	\$74.6	\$73.7	\$50.3	\$42.1
Capital commitments (\$000,000)	\$69.0	\$95.4	\$104.2	\$691.8	\$948.3	\$53.2	\$6.9	\$104.4
<sup>1</sup> February 2014 Financial Plan <sup>2</sup> Expenditures include all funds.      "NA" - Not Available in this report								

## Noteworthy Changes, Additions or Deletions

None.

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