



**BOARD OF CORRECTION
CITY OF NEW YORK**

**RESOLUTION OF THE BOARD OF CORRECTION
JUNE 10, 2025 PUBLIC MEETING**

WHEREAS, New York City Charter § 626(e) authorizes the New York City Board of Correction (“BOC” or “Board”) to “establish minimum standards for the care, custody, correction, treatment, supervision, and discipline of all persons held or confined under the jurisdiction” of the New York City Department of Correction (“DOC” or the “Department”);

WHEREAS, section 3-02(c) of Title 40 of the Rules of the City of New York (“RCNY”) defines “sick-call” as “an encounter between an inmate and health care personnel for the purpose of assessing and/or treating an inmate's medical complaint.”

WHEREAS, 40 RCNY § 3-02(c)(1) requires sick-call to be available at each facility to all persons in custody a minimum of five days per week within 24 hours of a request or at the next regularly scheduled sick-call;

WHEREAS, 40 RCNY § 3-02(c)(5) requires the Department to maintain daily adequate records distinguishable by housing area on a form developed by the Department, which must include: (1) the names and number of people in custody requesting sick-call; (2) the names and number of people in custody arriving in the clinic; and (3) the names and number of people in custody seen by health care personnel;

WHEREAS, the Department does not independently track on a form developed by the Department the names and number of people in custody requesting sick-call, arriving at the clinic, or seen by health care personnel, instead relying on NYC Health + Hospitals Correctional Health Services’ (“CHS”) Health Triage Line to afford people in custody access to health care;

WHEREAS, the Department and CHS are collaborating to develop a clinic production dashboard; however, this dashboard tracks visits scheduled by CHS, which are distinct from requests made by people in custody to correctional personnel to access sick-call;

WHEREAS, CHS electronically provides lists of patients to DOC to be produced for scheduled appointments, which is distinct from requests made by people in custody to correctional personnel to access sick-call;

WHEREAS, the Department has failed to comply, and continues to be noncompliant, with 40 RCNY § 3-02(c)(5) by not maintaining adequate daily records on a form developed by the Department reflecting the people in custody who make requests to correctional personnel to access sick-call, arrive in the clinic for sick-call, and are seen by health care personnel once in the clinic;

WHEREAS, adequate and accurate tracking of individuals who make requests to correctional personnel to access sick-call services in the clinic as required by the Board's Minimum Standards is crucial to assessing the effectiveness of these services and identifying areas of improvement to ensure people in custody have timely access to health care;

THEREFORE, BE IT RESOLVED that the Department is in violation of 40 RCNY § 3-02(c)(5);

BE IT FURTHER RESOLVED that the Department shall take the following remedial action to cure this violation:

- (1) By June 24, 2025, the Department shall submit to the Board, in writing, a corrective action plan detailing how it intends to comply with 40 RCNY § 3-02(c)(5) until it implements an electronic database and dashboard (or any other form developed by the Department) to enable real-time tracking of **requests made by people in custody to correctional personnel to access sick-call** (distinct from visits scheduled by CHS);
- (2) The Department shall provide a written report to the Board commencing June 24, 2025 and every month thereafter, stating, in detail, what progress has been made toward development and implementation of a dashboard to track sick call requests made to correctional personnel, arrivals in the clinic, and individuals seen by health care personnel including, but not limited to, (a) an updated timeline for implementation, and (b) specific steps taken or to be taken to develop the dashboard which should, at minimum, include the following data for each sick-call request:
 - a. Name of the person in custody requesting sick-call, the book and case number associated with the person in custody, and the date and time of the sick-call request;
 - b. Date and time individuals arrive at the clinic;
 - c. Date and time individuals are seen by health care personnel;
- (3) Once the electronic database and dashboard are in operation, the Department shall track monthly performance metrics, including the (a) total number of individuals requesting sick-call; (b) the number and percentage of individuals produced to the clinic; (d) the number and percentage of individuals seen by a health care personnel.

IT IS FURTHER AND FINALLY RESOLVED that a copy of this resolution be posted conspicuously on the Board website.

At the Board's June 10, 2025 meeting, the Board voted to approve the Resolution by a vote of [x] in favor and [x] in opposition.

DRAFT