

Place of Incident	Internet Notes	Internet Action Taken	Disposition
ADULT DIAGNOSTIC & TREATMENT CENTER			
ADTC	I/P call regarding his eligibility for the PHEC	Advised caller that if the PHE is extended and still active 2/26/22 NJDOC will apply 122 PHEC, if the PHE is ended early the PHEC will be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised date. No action is needed and if the I/P is eligible they will be awarded the credits.	Information
ADTC	I/P contacted OCO regarding telephone discrepancy form-duplicate contact.	OCO staff contacted GTL regarding I/P's concerns and requested a review. Response received from GTL stating that all numbers were submitted however, no discrepancy forms were received by I/P for the Month of December. I/P advised that due to the March 1st deadline for submission of additional numbers, It is recommended that the I/P submit these numbers during this period and to also provide OCO with a copy should there be further issues. No further action required.	Resolved
ADTC	I/P is questioning the application date of PHE	Explained to I/P the present guidance on PHE credit.	Information
ADTC	I/P states he meets the criteria for the 10 days COVID vaccine credit but has not received the credits	OCO referred to ADTC admin to determine eligibility. Feedback provided by ADTC Administration advises I/P is eligible for special credits. Electronic Classification record will be updated accordingly in the very nearer future. LTI/P sent advising of the same.	Resolved
ADTC	I/P approached AO during a tier visit on 3Wing at ADTC requesting assistance with obtaining a tablet due to the one he has on-person not syncing. I/P has not utilized the tablet since November	JPAY advised a replacement tablet will be sent to I/P accordingly. I/P notified in writing of the same.	Resolved
ADTC	I/P contacted OCO regarding telephone discrepancy form-duplicate contact.	OCO staff contacted GTL regarding I/P's concerns and requested a review. Response received from GTL stating that all numbers were submitted however, no discrepancy forms were received by I/P for the Month of December. I/P advised that due to the March 1st deadline for submission of additional numbers, that it would serve better to submit these numbers and provide OCO with a copy should there be further issues. No further action required.	Resolved

ADTC	I/P contacted OCO regarding what he perceives as issues with his current actual maximum date.	OCO staff interviewed I/P and advised that a review of his electronic classification record indicates that the previous month's work/minimum credits have not been applied as of yet. Additionally, I/P was advised to contact ADTC Classification to request his final projected maximum date.	Information
ADTC	I/P did not receive 10 credits for receiving the covid-19 vaccine.	OCO referred to ADTC admin to determine eligibility. Feedback provided by ADTC Administration advises I/P is eligible for special credits. Electronic Classification record will be updated accordingly. LT/I/P sent advising of the same.	Resolved
ADTC	I/P PDS placed on hold as his out of state plan is still pending. He claims they plan to investigate the address on his original PDS and he is asking if there is a chance he will be released	Advised I/P that there is a process for approval of out of state parole plans and institutional release and it is highly unlikely that the paperwork would be processed in time for his release on original PDS.	Information
		BO ROBINSON ASSESSMENT CENTER	
Bo Robinson	Caller indicated I/P missed transfer out of assessment center due to quarantine and would like to know when he will transfer.	Explained that transfers are scheduled/facilitated through OCP and provided contact information for OCP to caller.	Information
Bo Robinson	Email inquiry from family member inquiring when I/P will transfer to halfway	Referred to OCP who confirmed I/P is on transfer waiting list.	Information
Bo Robinson	Family call regarding a JPlayer refund.	Family was advised the credit was received by the I/P.	Resolved
Bo Robinson	Family call regarding I/P being removed from the minimum unit.	OCO explained the process to the family and encouraged them to call back for additional information next week.	Information
Bo Robinson	Family call regarding I/P receiving the additional 122 days PHEC.	Advised caller that he will be eligible for additional credits which are expected to be posted on March 13, 2022.	Information
Bo Robinson	Family call regarding I/P's eligibility for the additional 122 days PHEC since the PHE was extended.	Advised this office is pending guidance on the application of the additional credit from the DOC.	Information
Bo Robinson	Family call regarding I/P's work release checks in the amount of \$166 and \$254	OCO contacted the halfway house and was informed by the Director that the check will be forwarded to incarcerated person.	Resolved
Bo Robinson	Family call regarding the additional PHEC and if I/P is eligible.	Explained PHE credit application.	Information
Bo Robinson	Family called regarding I/P receiving the additional PHEC.	OCO informed family member that the I/P is set to max-out prior to the next award of PHEC; therefore, he will not be eligible to receive additional PHEC.	Information

Bo Robinson	Family member of I/P called to ask about documents a person needs in order to obtain work release. I/P was unable to obtain a non-	OCO provided caller with the contact number for the Office of Community Programs to inquire about the requirements for work release.	Information
Bo Robinson	Fiancée' call regarding I/P's transfer to the halfway house.	Informed caller that unfortunately OCO does not have the authority to schedule transfers.	Information
Bo Robinson	Girlfriend call concerning I/P's parole eligibility date.	Review of electronic classification record does not indicate a PED. I/P received a parole denial in the past, however his current actual maximum date was recorded and provided to caller accordingly.	Information
Bo Robinson	Girlfriend called regarding I/P's eligibility for the PHEC and whether or not the 8 months will be applied.	OCO informed caller that he is eligible, and in fact, has already received the PHEC credit, which lowered his max date to be 6/27/22.	Information
Bo Robinson	I/P believes he is missing 60 days work credits from the county jail.	I/P was advised, per DOC electronic record, he was awarded the county jail credits.	No Cause for Action
Bo Robinson	I/P believes he was not paid for the period that he was at Bo Robinson.	Review of Trust account shows I/P was paid. Trust account statement sent to I/P. Advised I/P to inquire with Hope Hall to see if money was transferred.	Information
Bo Robinson	I/P believes his max date is 2/1/22, but he is being told it is on 2/10/22.	OCO staff reviewed the classification record and informed I/P that his correct max date is 2/10/22.	Unsubstantiated
Bo Robinson	I/P call regarding concerns over his max date.	Explained to I/P Itag does show an actual max date of 3/23/22. However, this date is not reduced by January 2022 credit. These credits will post on or about 2/25. Therefore, bringing his max date to 3/13/22.	Information
Bo Robinson	I/P call regarding his eligibility for the PHEC.	Review of I/P's electronic classification record indicates his current max date is 3/22/2023. As of this date, Gov. Murphy has not extended the eligibility for PHEC another 30 days. Caller was advised to await confirmation of the Governor's directive, should he extend it. Eligibility cannot be determined until further clarification is received.	Information
Bo Robinson	I/P call regarding his PED and his correct amount of credits not being awarded.	Call disconnected. Provided I/P with correspondence providing maximum expiration date and explanation of when previous months work and minimum credits will post. Also, advised the I/P's PED is his mandatory minimum date and will not reduce.	Information
Bo Robinson	I/P called to inquire about the status of his out of state parole plan and where he will go when he is released.	OCO advised that if the parole plan is not approved, he will be released to placement, meaning the SPB will likely select a halfway house or shelter for him to be released to pending approval of his out of state plan.	Information

Bo Robinson	I/P inquiring about additional PHEC eligibility and max date,	The DOC is awaiting the official extension of the Public Health Emergency before the award of additional Public Health Credits. When the date for the next award of the credits is determined, the DOC will notify the I/P with any updates to their release date.	Information
Bo Robinson	I/P inquiring about PHE extension.	Advised this office is not aware of the Governor's intent to extend PHE at this time.	Information
Bo Robinson	I/P inquiry about his eligibility for the PHEC.	I/P was advised he is eligible PHEC and the credits were applied to his sentence.	Information
Bo Robinson	I/P inquiry about his funds at the Assessment center and when they will be transferred to him.	OCO contacted the assessment center and was advised that his balance transfer will be forwarded this week. Letter sent to I/P advising of same	Resolved
Bo Robinson	I/P inquiry about his PED.	LTI/P advising of date.	Information
Bo Robinson	I/P inquiry about his PHEC award and his updated max date.	Provided I/P information about the application of PHEC.	Information
Bo Robinson	I/P inquiry about his transfer to the halfway house.	Referred to OCP, who confirmed I/P is on transfer waiting list.	Information
Bo Robinson	I/P inquiry about work/minimum credits for November 2021, December 2021 and January 2022 and his max date.	Reviewed work credits. Advised I/P the work credits were posted for November and December at the maximum allotted. Also explained January credits have yet to post, but he will assume a 5 day credit for minimum status. Provided maximum expiration date.	Information
Bo Robinson	I/P is following up on his reimbursement for property destroyed at the assessment center.	OCO contacted the facility Director and was advised that I/P's property claim is being processed by the Business Office.	Information
Bo Robinson	I/P is inquiring about his eligibility for the PHEC.	LTI/P to inform of eligibility	Information
Bo Robinson	I/P is inquiring about his max date with the PHEC.	OCO advised I/P of his adjusted max date of 4/13/22 after receiving 122 PHEC.	Information
Bo Robinson	I/P is inquiring about his missing overnight bag.	Provided I/P with a blank claim form along with instructions on submitting a claim	Information
Bo Robinson	I/P is inquiring about the status of his out-of-state parole approval.	Referred to SPB and provided I/P with information provided to the OCO.	Information
Bo Robinson	I/P is requesting not to transfer to a halfway house.	LTI/P advising that the OCO does not facilitate transfers. Provided appropriate course of action for this request.	Declined
Bo Robinson	I/P states he is not receiving the correct amount of days off per month. He receiving 6 days	Referred to the facility's Classification Department. Upon further review I/P awarded supplemental pay and work credit	Resolved

Bo Robinson	I/P's inquiry about eligibility for the PHEC.	I/P was advised he is not eligible of the PHEC due to the timeframe of their release date.	Information
Bo Robinson	I/P's property could not be found when he returned from quarantine. He was told to submit receipt for reimbursement and has not heard anything further after submitting the receipts.	OCO contacted the Director at the Assessment center and was advised I/P's property was located and provided to him.	Resolved
Bo Robinson	I/P is inquiring about the transfer of his funds.	OCO contacted the facility and was advised I/P 's funds will be sent out on 2/7/22. I/P advised of same.	Resolved
Bo Robinson	I/P is inquiring as to why he never received the 10 days education credit for their COVID-19 vaccination and education.	Per GSCF Classification Department I/P did fulfill obligation requirements to received special credits. I/P's electronic classification record was updated accordingly. LTI/P advising of the same.	Resolved
Bo Robinson	I/P is requesting his application of work and minimum credits be	AO reviewed I/P record. LTI/P with explanation of credits. I/P advised that DOC calculation of credits is accurate.	Unsubstantiated
Bo Robinson	I/P's transfer to the halfway house continues to be postponed.	Referred to OCP for review. Per OCP: file is under review. I/P will be transferred barring no issues.	Resolved
Bo Robinson	Parolee inquiry about his credentials that were not received when he paroled	OCO referred this matter the Department of Corrections Office of Transitional Services for review and any action deemed appropriate.	Referral
Bo Robinson	Telephone inquiry family member inquiring when I/P will transfer to the halfway	Referred to OCP. OCO advised that I/P will be transferred when administratively possible.	Information
Bo Robinson	Telephone inquiry from family member concerning I/P's property at the RCRP.	I/P received property upon return to RCRP.	Resolved
		BAYSIDE STATE PRISON	
BSP	Caller alleges I/P is missing jail credit and therefore is past his max date.	Review of Itag shows credits are appropriately applied according to the Judgments of Conviction. Advised caller that the I/P or his attorney must contact the courts for matters related to his current sentences.	Information
BSP	Caller alleges I/P was not awarded proper PHEC.	Explained to caller that January credits will post this Friday and that once Classification advances February and March Credit the max date should reduce to the anticipated release date of 3/13/21.	Information
BSP	Caller inquiring about picking up property for I/P that has been held in the mailroom.	Referred to Property Sergeant at BSP. Response noted that family can pick up property from mailroom and that the process was explained to the I/P on JPay. Returned call and left message regarding picking up the property.	Information
BSP	Caller stated the I/P needs clean clothing while he waits for his property.	Referred to BSP administration who advised I/P was given state issued clothing. Follow up call provided to the family.	Resolved

BSP	Caller wanted the I/P's exact max date with the 122 days March Public Health credits applied.	Caller was advised BSP has not updated the calculation and to allow the institution a couple of weeks to do so.	Information
BSP	Caller wanted to know if DOC received updated court paperwork.	Referred to BSP classification department who confirmed the court documents were received, follow up call provided to family.	Information
BSP	Caller wanted to know if the I/P was found guilty of an institutional charge.	Caller was advised the I/P was found not guilty per the court line hearing.	Information
BSP	Caller wanted to know the status of I/P's transfer to the full min. camps.	Caller was advised to allow DOC a couple of weeks to conduct the transfer since the I/P was transferred to the institution less than a week ago.	Information
BSP	During an interview with the Asst. Ombudsperson, I/P reported drug activity at BSP.	OCO referred the allegations to the NJDOC SID office at Central Office. LTI/P - This matter was referred to COHQ Special Investigation Division for their review and any action deemed appropriate.	Referral
BSP	E-mail from I/P's fiancée inquiring about his PED and Max Date.	Follow-up call provided to the family to explain the parole process and advising the I/P is eligible for the Public Health Emergency credits. The family was provided the I/P's updated max date.	Information
BSP	E-mail from Mother of I/P inquiring about her son's eligibility for the PHEC.	LTI/P explaining the eligibility of PHE credits	Information
BSP	Family call inquiry about I/P's eligibility for the PHEC.	OCO staff review of I/P's electronic classification record indicates I/P did receive PHEC credits. Information provided to family member accordingly.	Information
BSP	Family call regarding I/P did not receive socks, or his personal property. He is upset, and he has no TV or his tablet and has nothing	Contacted the BSP mailroom Sergeant and was advised the I/P will receive the rest of the property today. A follow-up telephone call was provided to the I/P's family.	Resolved
BSP	Family call regarding I/P being eligible for the PHEC but not receiving the credits.	Referred to BSP Classification who advised they are still working on entering PHEC for everyone who is eligible. Returned call to explain Classification is still entering PHEC and advised I/P is eligible for all 244 PHEC which should reduce his max date to 5/27/22.	Information
BSP	Family call regarding I/P being released with a MV I.D. and application for	Caller was advised DOC did process the applications for the MVC ID and SNAP benefits.	Resolved
BSP	Family call regarding I/P returning to minimum unit.	OCO informed the caller that the record indicated that the matter was under investigation and that we could not determine the length of the investigation. Caller was advised to contact the BSP administration for additional information.	Information
BSP	Family call regarding I/P's classification review on	Family was provided with an update regarding the classification review.	Information

BSP	Family call regarding I/P's transfer back to the minimum camps.	Advised caller that I/P requested a full minimum review and it appears he is to be scheduled by the Classification Department.	Information
BSP	Family call regarding the additional PHEC being awarded.	Family was advised, per the DOC record, the additional PHEC were applied and the I/P will be released on March 13th.	Information
BSP	Family call to thank OCO for their intervention.	Caller was advised if they have any further concerns to contact our office again.	No Cause for Action
BSP	Family called regarding property that was going to be picked up, was mailed instead, and they want reimbursement for shipping cost.	The matter was referred to the Business office manager and it was determined there was miscommunication between the I/P and Officer, therefore, the I/P will not be charged for shipping costs. Follow up call was provided to the family.	Resolved
BSP	Family called to see if BSP has the I/P scheduled for a court trip on 2-4-22	Informed caller that the I/P received a response via JPAY advising him that he would be notified of his scheduled court appearance.	Information
BSP	Family member called regarding I/P needing his telephone I/PIN number reset, because he is not able to make calls.	OCO referred to the GTL staff at BSP for resolution. They advised that there is an issue with his account which has been referred to tech support for resolution. Once they resolve the issue, he will be able to make calls again. A follow-up call was provided to the sister to inform her of the status. Two days later, we were advised that the issue was resolved and that GTL provided the I/P with his I/PIN so he could make calls.	Resolved
BSP	Family member contacted AO office regarding the status of books recently delivered to the facility.	Family called AO to advise the I/P received the books though the facility.	No Cause for Action
BSP	Family member is concerned that I/P was transferred back to BSP.	OCO referred the concerns to the SWSP Administration and SID at DOC Central Office. The family was updated on the matter via telephone. LTI/P - This matter was referred to SWSP Administration and COHQ Special Investigations Division on February 22, 2022, for their review and any action deemed appropriate.	Referral
BSP	Family member of I/P called about him getting a charge for refusing a housing	Upon caller's request, OCO provided them with the contact information for BSP Administration	Information
BSP	Family member of I/P called and advised that his property was stolen from his room when was sent out for a medical trip.	Family member was advised that I/P must file a property claim and submit copies of documents to help prove ownership and possession. The claim will then be investigated and referred to the property claim committee.	Information
BSP	Family stated I/P is in need of basic need items.	Referred to BSP Admin and was advised the I/P was provided with basic need items. Follow up call provided to the family.	Resolved
BSP	Fiancé call regarding I/P's initial parole hearing	This matter was referred to parole and a follow-up call was provided to the Fiancé to explain the parole hearing process.	Resolved
BSP	I/P called to request his current account balance.	OCO provided the I/P with his current account balance.	Information

BSP	I/P calling for assistance with locating his property. He transferred from BSP and did not get some of his	OCO referred the allegations to the Property Sgt at BSP. The response indicates that their investigation did not reveal any evidence that the items were left at BSP.	Referral
BSP	I/P filed a disciplinary appeal and never received a disposition	Spoke to caller and sent letter to I/P advising that there is no appeal on file and provided the 10A guidelines on filing an appeal. Suggested I/P contact the law library for assistance and to submit the appeal to BSP where the infraction occurred.	Information
BSP	I/P is inquiring about his eligibility for the PHEC.	Review of Itag shows I/P was awarded 154 PHEC with a current max of 4/5/22. Explained to I/P this included credits earned through 12/31/21. January credits will post 2/25/22, Classification will advance February and March credits which will bring the max to 3/13/22. Verified in Release schedule screen I/P has a projected max of 3/13/22.	Information
BSP	I/P is questioning why PHE credit was removed.	LT/I/P explaining the application of PHE credit for parole violators.	Information
BSP	I/P would like a copy of the receipt for his TV	I/P was provided Commissary receipt and claim procedures.	Information
BSP	I/P correspondence received wanting to know if they are eligible for the Public Health Credits.	LT/I/P advising he was granted 122 day Public Health Credits.	Information
BSP	I/P did not agree with the DOC taking deductions from his stimulus check.	LT/I/P stating DOC will deduct a percentage of the stimulus check for court imposed fee and fines. A review of the I/P account shows the correct amount was deducted.	Unsubstantiated
BSP	I/P is inquiring about his eligibility for the Public Health Emergency Credits.	LT/I/P advising, per DOC records, I/P was awarded the 122 days Public Health Emergency Credits.	Information
BSP	I/P is requesting a copy of the paperwork sent to Bayside State Prison Administration regarding his appeal. He is requesting a polygraph and a blank	Letter to I/P with the requested paperwork attached and advising that requests for polygraph be submitted to Administration for consideration.	Information
BSP	I/P is requesting PC status until he maxes out.	LT/I/P advising the matter was referred to BSP Administration for any actions deemed appropriate. Per Administration the I/P was interviewed and declined protective custody status.	Referral
BSP	I/P reports that he is missing property from BSP and his receipts.	Referred to property officer at BSP. Receipts mailed to I/P.	Referral
BSP	I/P would like to know when he will be scheduled to go to the halfway house .	LT/I/P advising the Office of Community Programs will determine when he is transferred to the half-way house.	Information
BSP	Mother of I/P inquiring about her son's missing property.	Referred to NJSP mailroom who confirmed all property was received and distributed. LT/I/P advising they will have to submit a property claim form for the missing property.	Resolved

BSP	Telephone inquiry family member calling to thank OCO, I/P received his	Filed and noted.	No Cause for Action
BSP	Telephone inquiry family member requesting I/P's max date.	Provided caller with I/P's maximum expiration date and explained the application of PHE, work, and minimum credit.	Information
BSP	Telephone inquiry from family member requesting assistance when I/P will have FM review.	Email inquiry to BSP requesting when I/P will be scheduled for a status review as I/P was advised via JPAY he was to be scheduled "ASAP," but database showed no review date. I/P scheduled for Classification Committee meeting for housing review. Follow up call placed to family member to advise of same.	Resolved
		CLINTON HOUSE	
Clinton House	I/P call to advise that he has not been receiving 11 days per month. He is only receiving 1 or 2 days off.	Advised I/P that I would contact the institution to review his record. GYCF Classification adjusted the credits.	Resolved
Clinton House	I/P inquiry about his credits.	I/P was provided with updated information concerning his work/min. credits.	Information
Clinton House	I/P is inquiring about his credits as he believes he is not being awarded the appropriate amount per month.	A review of the DOC records indicates the I/P is missing work credit for the month of Dec. GYCF was notified and the error was corrected. LTI/P advising the issue was resolved and the credits applied.	Resolved
		CURA INC.	
CURA, Inc.	I/P inquiring about additional PHEC and when they would be applied.	Advised caller the PHE was extended and NJDOC will apply the additional 122 PHEC at the end of the 30 days, if the PHE is ended early the PHEC may be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised projected max dates. No action is needed, and if the I/P is eligible they will be awarded the credits.	Information
		EAST JERSEY STATE PRISON	
EJSP	AO staff interviewed I/P regarding housing concerns at EJSP. During the interview I/P alleged there has been incidents that have transpired involving numerous I/P's harassing I/P. I/P is requesting a	OCO staff interviewed I/P regarding housing concerns and harassment allegations. Matter was referred to EJSP Administration and SID. Follow-up interview completed with I/P and EJSP Administrative/Custody Staff. As a result of the meeting/discussion it was determined I/P would be transferred to another housing unit.	Resolved
EJSP	Caller would like her son to be seen by medical.	Referred to DOC and UCHC medical providers who advised the I/P will be scheduled for a sick call appointment. Follow up call provided to the family.	Referral
EJSP	Correspondence received from I/P requesting assistance with medical services as I/P alleges he has been experiencing medical issues with his	Referred to both NJDOC Health Services Unit and Rutgers UCHC medical staff for review, response and action deemed medically necessary. LTI/P sent providing and update regarding Medical's response and course of action as it pertains to his medical concerns.	Referral

EJSP	Family call concerning when I/P will return to the halfway house as he has	Provided contact information for OCP for caller to seek additional information regarding potential return to Harbor House.	Information
EJSP	Family call regarding I/P being harassed and asked to be an informant by custody staff.	OCO staff interviewed I/P regarding concerns and issues pertaining to the allegations. OCO staff referred the matter in writing to EJSP Administration. EJSP and OCO staff discussed matter in person. Matter is currently under investigation.	Referral
EJSP	Family call regarding I/P being seen by the Medical Department after submitting a slip to be seen a month	OCO staff referred the medical concern to the NJDOC Health Services Unit and Rutgers UCHC medical staff resulting in I/P being scheduled for a medical appointment.	Referral
EJSP	Family call, I/P cellmate attempted to rape him and was moved from the cell but remains on the unit and is threatening him.	Referral to EJSP Administration and Special Investigations for review and action deemed necessary. Updated information obtained from EJSP Administration provided alleged perpetrator was transferred to another facility.	Resolved
EJSP	Family called I/P was moved to EMCF from the half-way house and does not have proper clothing.	Referred to EMCF Admin. and advised I/P was given proper clothing, return call provided to the family.	Referral
EJSP	Family member called to complain that the I/P still has an ear infection. She doesn't believe he received the appropriate medication.	OCO referred the concerns to DOC & UCHC medical staff for their review and appropriate follow-up. Per medical, I/P was seen by a provider on 1/24/22 and provided 3 medications. He has not submitted any follow-up sick call slips; however, site medical leadership was advised of the family's concern.	Referral
EJSP	Family member of I/P called back to inquire about the location of the tablet that was sent to her son.	OCO staff contacted EJSP Mailroom to confirm JPAY tablet was delivered. Item will be provided to I/P on the following business day. Follow-up call made to I/P Family member to update them regarding the matter was completed.	Resolved
EJSP	Family member of I/P called for assistance with locating a JPay tablet she previously ordered.	OCO referred to JPay Account Manager in order to resolve this matter. As a result of the referral, he issued a replacement tablet which was provided to the I/P on 2/16/22.	Resolved
EJSP	Family of I/P in Veteran's Program requested that the I/P be moved from a dorm to a cell	Confirmed with EJSP Administration that there are no cells assigned to the Veterans Program. It is all dormitory style housing. Advised caller of same.	Information
EJSP	I/P alleges meal trays are still arriving cold and portions are not adequate.	As of 2/22/2, EJSP Administration has reinstated the drive-thru meal pick-up for their incarcerated persons population. Matter has been solved prior to this contact. No further action required.	Solved Prior to Contact
EJSP	I/P believes his max date is incorrect.	OCO staff completed a cursory review of the I/P's Electronic Classification Record in which the Max Date listed appears to be correct. However, the I/P was advised to request a calculation letter from EJSP Classification Unit for his records.	Unsubstantiated

EJSP	I/P called regarding not receiving his medical appointments with two	The matter was referred to DOC and UCHC medical providers. LTI/P with the response provided by medical.	Referral
EJSP	I/P called with medical concerns and concerns for scheduling of medical testing.	Referred to NJDOC HSU and UCHC. Response noted I/P met with his provider this week and this matter was discussed. I/P is scheduled for further diagnostic testing but cannot be advised of the specific date for security purposes.	Referral
EJSP	I/P contacted OCO regarding job assignment status.	OCO staff contacted EJSP Administration after reviewing I/P's electronic classification record which indicated I/P was still awaiting approval for a job assignment. Follow-up information obtained from EJSP Administration, confirmed I/P was assigned to a job detail accordingly on 2/7/22. No further action required.	Resolved
EJSP	I/P contacted OCO regarding missing housing transfer paperwork submitted to EJSP.	LTI/P advising him to place the paperwork in the OCO box and as with other I/P's the AO would hand deliver his paperwork to ensure it is received by EJSP Custody/Administrative Staff.	Resolved
EJSP	I/P inquiring about obtaining his credentials from the facility where he was	OCO contacted the facility and was advised that the I/P's credentials will be forwarded to the halfway house.	Resolved
EJSP	I/P is inquiring about his return to Tully House.	OCO staff contacted EJSP Administration regarding the I/P's inquiry. Information obtained revealed I/P is on a medical hold and will return in approximately two weeks as per Medical. Letter to I/P advising of the same.	Resolved
EJSP	I/P is requesting assistance with obtaining his funds.	OCO contacted the facility and was advised that I/P's funds will be forwarded to him next week.	Resolved
EJSP	I/P states that he did not receive his new tablet from	LTI/P informing that player was returned to JPAY. I/P should receive credit to his account	Information
EJSP	I/P states that he was sanctioned to 30 days loss of privileges. He claims it's now over 30 days and his privileges haven't been	OCO staff contacted EJSP Disciplinary Unit regarding reinstatement of I/P's privileges. EJSP Disciplinary Unit provided update that I/P's privileges have been restored as of 2/1/22.	Resolved

EJSP	I/P contacted OCO complaining about NJDOC quarantine guidelines, denial of legal access, complaints about food, obtaining a typewriter vendor list and denial of recreation.	OCO contacted various NJDOC Units regarding the I/P's complaints. JPAY review indicated I/P was afforded some legal services during quarantine periods however the I/P alleged they were not sufficient and/or cancelled. Custody staff confirmed that if any passes were cancelled they were for operational reasons. However, as of this date, law-library in-person services have since resumed. As it pertains to food service issues, OCO has not received widespread complaints regarding the food at EJSP as provided by NJDOC as well. The meal delivery times were reviewed and appear to be adequate. In addition, ITI staff have advised I/P's concerns have been received and actions have been taken to try and mitigate the issue. A review of statewide facility protocols sent from NJDOC Headquarters indicate quarantine protocols were uniform statewide. I/P's complaints about the protocol were duly noted however, NJDOC is following the guidance of CDC and NJDOC Health Services Unit during the quarantine timeframes. However, as of this date the majority of the units at EJSP have been released from quarantine. Lastly, this writer sought out 2 vendors the I/P could purchase the typewriters and word processors from and provided them to the I/P in writing. Secondly, the one vendor submitted by the I/P could not be verified, therefore vendor was denied by NJDOC.	Unsubstantiated
EJSP	I/P contacted OCO regarding his transfer back to Harbor House.	OCO staff contacted EJSP Classification regarding I/P's impending transfer back to halfway house. Information obtained provided I/P was being transferred back to halfway house same day of inquiry.	Solved Prior to Contact
EJSP	I/P contacted OCO requesting assistance with a classification appeal delivery to EJSP	OCO staff hand-delivered classification appeal to Administrator's office accordingly.	Resolved
EJSP	I/P contacted OCO requesting assistance with obtaining missing special credits that were not issued after I/P completed the vaccination incentive program requirements.	Contacted NJDOC Operations regarding clarification as it pertains to I/P(s) that have not received the special credits for completing the vaccination incentive requirements. I/P's complaint was reviewed by EJSP Administration and a response was submitted to I/P via JPAY regarding this matter. Subsequently, the I/P was awarded the 10 special credits accordingly. LTI/P sent advising of the same.	Resolved
EJSP	I/P contacted OCO requesting copies of two JPAY inquires in conjunction with requesting to obtain a custody staff	OCO provided the I/P with the requested copy of the JPAY inquiry. However, I/P was advised to OPRA the custody staff member's name to ensure he was obtaining the correct information.	Information

EJSP	I/P contacted OCO seeking assistance with funds recovery as it pertains to an order he did not receive prior to being transferred back to the HH from EJSPS.	OCO staff contacted EJSP Business Office regarding the I/P's refund for commissary not received. EJSP Business Office provided confirmation of the refund and that the I/P's funds were transferred to Tully house on 2/3/22.	Information
EJSP	I/P funds were transferred to East Jersey State Prison. He is requesting they be returned to his account at	LT/I/P advising \$312.42 was transferred into the I/Ps account from EJSP on 2-3-22.	Resolved
EJSP	I/P is seeking assistance from OCO regarding his return back to HH upon completion of quarantine at	OCO staff reviewed I/P's electronic classification record which indicated his transfer back to Harbor House was completed 2/8/22. No further action required.	Solved Prior to Contact
EJSP	I/P mailed OPRA request to OCO for handling.	OCO referred the matter to NJDOC OPRA Records Custodian for processing. LT/I/P advising of the same.	Referral
EJSP	I/P reports that a check was accidentally deposited into his account for an I/P with the same name.	OCO staff contacted EJSP Business Office and referred matter for review and resolution. Information obtained by OCO staff from EJSP confirmed complaint was substantiated however, matter will be rectified by end of the week. Additionally, EJSP Business Office has placed another identifying factor to the I/P's record to offset the error from happening again.	Resolved
EJSP	RFA correspondence received from I/P requesting assistance with obtaining medical services as he is experiencing some	OCO staff referred the matter to NJDOC Health Services Unit and Rutgers UCHC staff for review and action deemed necessary as it pertains to is medical concerns. LT/I/P advising of the same.	Referral
		EDNA MAHAN CORRECTIONAL FACILITY	
EMCF	Caller indicated I/P had concerns related to living conditions, alleging a leak and possible mold.	Referred to EMCF Administration who advised that maintenance was aware and already addressing the concerns/ affected areas.	Referral
EMCF	Caller indicated I/P was concerned about housing moves of COVID-19 positive I/P into the units housing those who tested	Referred to EMCF Administration who responded noting UCHC is following CDC guidelines for isolation and quarantine times for Correctional Facilities.	Unsubstantiated
EMCF	Caller indicated I/P was concerned about housing moves of COVID-19 positive I/P into the units housing those who tested	Referred to EMCF Administration who responded noting UCHC is following CDC guidelines for isolation and quarantine times for Correctional Facilities.	Unsubstantiated
EMCF	Correspondence received addressed housing status concerns.	Referred to EMCF Administration and SID. Response noted matter was previously investigated.	Referral
EMCF	Correspondence received from I/P alleging harassment from another I/P located in the same dormitory unit as the I/P is currently in.	Matter referred to EMCF Administration and the Asst. Commissioner of Women's Services for review, response and action deemed necessary. Follow-up information received indicates I/P's are no longer on same housing unit. LT/I/P advising of the same.	Referral

EMCF	During an interview on the housing unit, the I/P (and others) expressed heating concerns at EMCF North Hall. Several I/Ps relayed being cold in their rooms.	OCO conducted a unit tour to take temperatures in the units. Temperatures ranged from 65-73. I/P continued to note concerns of overnight temperatures. Referred to EMCF Administration and AC Tome. Additional heaters and blankets deployed to areas with temperature concerns.	Referral
EMCF	During an interview with I/P, they detailed ongoing harassment/bullying issues by other I/P on the housing	Referred to EMCF Administration and AC of Women's Services. Response indicated that housing moves were made and an investigation started.	Referral
EMCF	During an interview with the Asst. Ombudsperson, I/P alleged harassment by staff and that a disciplinary charge was fabricated to prevent her from contacting her family or officials about	I/Ps concerns and allegations were referred to NJDOC CO SID. LTI/P informing her of same.	Referral
EMCF	During an interview with the I/P, they requested assistance with obtaining medical care.	Referred to NJDOC HSU, UCHC. Response noted patient will be scheduled for medical trip once those trips resume after a pause due to Covid. Response also noted that the I/P has been explicitly explained the process for the medical care they are requesting. LTI/P advising them of same.	Referral
EMCF	During an interview, I/P expressed concern regarding ongoing bullying by other I/P on the housing	Referred to EMCF Administration and AC of Women's Services. Response indicated that housing moves were made and an investigation started.	Information
EMCF	During an interview, I/P expressed concerns regarding ongoing and escalating hostility of another I/P in her building which is causing problems	Referred to EMCF Administration and AC of Women's Services. Response indicated that housing moves were made and an investigation started.	Referral
EMCF	Family call alleging I/P's medication that makes her urine positive for K2 when urine is tested. Family is concerned I/P will be held past her max date for a	Explained to caller that I/P cannot be held past her max date. Also explained that per UCHC and NJDOC HSU there are NO medications that can result in a false positive K2 test.	Information
EMCF	Family call concerning when I/P will transfer to the halfway house.	OCO provided caller with general information pertaining to OCO transfers. When the facility obtains approval from OCP for the I/P to be transferred, transfer will take place. I/P advised previously by OCP regarding the status of her impending transfer.	Information
EMCF	Family call regarding a check sent to family member that was not received.	Spoke to caller and relayed the same message the I/P received on JPay. I/P must submit a request for a stop payment on the check. Business Office will then ensure the check is still outstanding and stop payment. I/P can then send the money again.	Information

EMCF	Family call, I/P is not receiving any mail sent to her by the family.	Referred to mailroom Sergeant who advised that I/P has received mail and that all mail received has been delivered. Advised caller that without tracking information, there is no way to confirm that the mail was received at the facility.	Information
EMCF	I/P alleges an officer shut her hand in the food port.	Referred to EMCF Administration and SID. I/P was interviewed regarding her allegation by SID on the same date it was referred to their attention.	Referral
EMCF	I/P alleges she is not getting 4 hours out of her cell each day.	Referred to EMCF Administration who advised that per the officers log on the unit, the I/P is receiving her out of cell time each day.	Unsubstantiated
EMCF	I/P alleges she was charged and not refunded for sick call copays.	Referred to NJDOC HSU and UCHC. Due to the referral, I/P was refunded for 7 copays charged between 6/5/2020 and 1/11/2021.	Resolved
EMCF	I/P alleges she was found not guilty of a charge on 12/21/21.	LTI/P: A review of your records shows you were found guilty at courtline on 12/28/21 of an .013 (Unauthorized physical contact) that took place 12/21/21 and sanctioned to 90 days LOCT, 30 days Loss of Privileges including television, commissary and JPay/Email. As such you are not 90 days charge-free until 3/21/22 provided you do not incur any additional infractions prior to that date.	Information
EMCF	I/P alleges that she requires follow up medical care following an assault several	Referred to NJDOC HSU and UCHC. Response noted that I/P was referred to follow-up with her provider.	Referral
EMCF	I/P alleges that the heat goes on and off in her room. Alleges that the nights are often very cold and they only have 1	Referred to EMCF Administration. Plumbers went to inspect and noted temperatures were "in the 70s". LTI/P advising them of same and suggesting they contact this office if the heating issue is not resolved.	Referral
EMCF	I/P called and expressed concerns regarding medication refills and administration as well as request for a thicker or additional mattress for	Referred to NJDOC HSU and UCHC. Response from Patient Advocate noted that medication concerns have been addressed. Response from UCHC physician is there is "never a medical reason to order an extra mattress." Letter to I/P indicating same.	Referral
EMCF	I/P called to express concern regarding medication administration.	Referred to NJDOC HSU and UCHC. Response noted medication administration is in line with current policy.	Referral
EMCF	I/P claims that she is receiving inadequate medical care.	Referred to NJDOC HSU and UCHC. Response received detailed extensive medical care for I/P.	Referral
EMCF	I/P complained that her property claim for her damaged Television was denied.	Referred to the Property Sergeant and EMCF Administration. Response noted I/P's claim was not submitted in accordance with NJDOC Policy. LTI/P advising that they can appeal the denial to the Appellate Court.	No Violation

EMCF	I/P complained that their wing was unbearably hot.	Referred to EMCF Administration in person who responded that with the current system they cannot adjust the temperature. The weather was unseasonably warm at the time but temperatures were due to drop significantly overnight therefore the heat had to remain on.	Referral
EMCF	I/P complains that her recent marriage request was denied though no official denial has been received. She requested an interview with the Asst. Ombudsperson.	Review of Itag shows no information regarding a final decision on the marriage request. Advised I/P she should wait for the official decision to be received. Advised I/P the marriage approval was beyond the purview of this office. I/P's concerns were appropriately addressed via the JPay grievance process. Subsequently informed I/P's marriage request was approved.	Unsubstantiated
EMCF	I/P expressed concern about harassment and bullying on the housing unit by other I/P.	Referred to EMCF Administration and AC of Women's Services. Response indicated that housing moves were made and an investigation started.	Referral
EMCF	I/P expressed concerns regarding housing placement upon release from RHU.	Referred to EMCF Administration. Response noted that I/P will be assigned appropriate housing according to her classification score, security needs and bed availability.	Referral
EMCF	I/P expressed concerns regarding medication administration and medical test results.	Referred to NJDOC HSU and UCHC. Response noted I/P met with nursing staff to address all medication concerns.	Referral
EMCF	I/P expressed concerns regarding needed a porter to assist with wheelchair.	Referred to EMCF Administration, NJDOC HSU and UCHC. 2/18/22 clarification from physician noted I/P has an active order for wheelchair but not a porter. LTI/P indicating the same.	Referral
EMCF	I/P expressed concerns regarding the number of books in possession of another I/P.	Area Lieutenant was already aware of I/P's complaint, and the I/P in question was previously removed from housing unit pending an investigation by DOC.	No Cause for Action
EMCF	I/P expressed concerns related to discipline sanctions that include loss of phone and loss of email privileges. I/P stated she did not think that it was permissible to lose both privileges as she had no	Explained to I/P that she could still send and receive letters in the mail to communicate with family. I/P's Loss of Phone privileges expired 2/18/22 therefore she is now able to make phone calls.	No Violation
EMCF	I/P expressed concerns related to medication, medical device repair and surgical consultation scheduling.	Referred to NJDOC HSU and UCHC. Response noted I/P must speak to their provider regarding the medication concerns and has been referred to do so. Surgical consultations are delayed due to trips on hold due to COVID mitigation protocols and the UCHC will follow up on the medical device repair for an update.	Referral
EMCF	I/P expressed safety concerns for her fiancée.	Referred to EMCF Administration and SID. SID interviewed I/P regarding their personal safety and I/P stated they are not in danger and refused PC.	Referral

EMCF	I/P inquired about when she would receive the JPay tablet she ordered.	Referred to EMCF & JPay Sgt. Confirmed I/P received the tablet as of 2/5/22.	Resolved
EMCF	I/P inquired as to why North Hall had electrical outlets installed to support large heaters but South Hall was not afforded the same.	Referred to EMCF Administrator who explained that the outlet project in North Hall was a Capital Construction project based on the building that was experiencing extremely cool temperatures/issues with heat. I/P was offered to be relocated during recent issues with the heat in her cell and declined.	Referral
EMCF	I/P inquiring about the status of receiving a medically recommended apparatus.	Referred to EMCF Admin, NJDOC HSU, UCHC. Response noted process for such orders. I/P will be provided items through medical once approved through Administration and custody.	Referral
EMCF	I/P is experiencing a medical issue and not receiving care.	Referred to UCHC and NJDOC Health Services for review and any action deemed appropriate. Per UCHC- referred to facility medical to ensure I/P receives care.	Referral
EMCF	I/P is requesting a different medication.	Referred to DOC HSU and UCHC for their review and any action deemed appropriate. Per UCHC: matter referred to facility medical for follow-up.	Referral
EMCF	I/P is requesting an immediate transfer from EMCF to NJSP.	Advised I/P she must follow proper procedure for transfer requests. Review of JPay shows I/P has rescinded her transfer request.	Withdrawn
EMCF	I/P is requesting gender affirmation surgery.	Referred to NJDOC HSU and UCHC. Response noted Patient Advocate will submit a request for care on behalf of the I/P. LTI/P stating concerns were referred to medical staff.	Referral
EMCF	I/P is requesting results of her request to get married.	Per JPay, I/P received marriage approval letter on 2/3/22.	Solved Prior to Contact
EMCF	I/P is requesting the ability to purchase a wig due to hair loss.	Referred to NJDOC HSU and UCHC. The response indicates that the I/P has not yet discussed this matter with medical or mental health staff; therefore, it is recommended that she submit a sick call slip to discuss. LTI/P informing her of same.	Referral
EMCF	I/P noted a complaint that a loaf of bread and fruit were removed from her unit.	Handbook describes a policy in which only those I/P housed on "grounds" are permitted to remove food and fruit from Food Services. I/P is currently not housed on grounds. No violation found. LTI/P indicating the aforementioned information.	No Violation
EMCF	I/P reported complaint regarding an alleged comment from Medical	Referred to NJDOC HSU and UCHC. I/P was interviewed by the nurse manager regarding her concerns.	Referral
EMCF	I/P reporting alleged harassment from another I/P.	Referred to EMCF and CO SID. CO SID responded indicating that the matter would be referred to EMCF/SID. Letter to I/P advising them of same.	Referral
EMCF	I/P reporting ceiling tiles fell and exposed mold.	Referred to facility's administration to ensure proper repairs are being made.	Referral

EMCF	I/P reports that she is being harassed by another I/P, but Administration refuses to take her allegations	Referred to EMCF Administration and AC of Women's Services. Response indicated that housing moves were made and an investigation started.	Referral
EMCF	I/P requested assistance with medical order.	Referred to NJDOC HSU and UCHC. Response notes that the requested medical order was issued on 1/26/22. LTI/P indicating the response received.	Referral
EMCF	I/P requested assistance with medication refill concerns.	Referred to NJDOC HSU and UCHC. Response noted I/P met with nursing staff to address all medication concerns.	Referral
EMCF	I/P requested information regarding compassionate release, medical clemency and PHEC.	Advised I/P compassionate releases are approved by a Judge and you must meet the criteria. I/P was advised to submit a request to SPB for information regarding medical clemency. I/P was informed she must be within one year of release to be eligible for PHEC.	Information
EMCF	I/P requested the remaining PHEC credits be applied to her maximum expiration date	Advised I/P that the initial 122 days will be applied on 2-10-22 and it appears that the Governor has decided to extend the Public Health Emergency an additional 30 days. Classification is in the process of reviewing records and will provide the updated maximum expiration date.	Information
EMCF	I/P requesting statement on medical complaint for legal purposes.	LTI/P: You state in your correspondence that you have reported your concerns to medical staff. As there are no medical staff in our office, we are unable to provide a statement regarding the quality of the medical care you receive. If you have additional medical concerns, they would be referred to the UCHC Statewide Medical Patient Advocate, NJDOC Director of Medical and UCHC Director of Health Services for review and any action deemed appropriate. Based on their review, they will decide the appropriate course of action.	Declined
EMCF	I/P requests assistance with medical care/medication.	Referred to NJDOC HSU and UCHC. Response from Patient Advocate requested on site medical staff ensure that patient has all medications as prescribed. Per conversation with I/P, all medication concerns have been resolved.	Referral
EMCF	I/P seeking assistance enrolling in NJSTEP program.	LTI/P: Please be advised that this matter does not fall under the purview of this office. If you have any further questions regarding NJSTEP I suggest you contact the Education Department as they are best suited to answer your inquiries about this process. I am confident they will be able to answer your questions.	Information

EMCF	I/P sent a check to her mother and is alleging her mother did not receive the check. I/P would like the money back into her Trust Account.	LTI/P: This office reached out to the Business Office on your behalf. Unfortunately, the Business Office advised they do not have a request from you to stop payment. However, the check is still outstanding. As advised via JPay, you must submit a stop payment request form. I have attached one for you.	Information
EMCF	I/P stated that the wing was recently advised that the room/cell doors would be locked at all times. I/P alleges that this would amount to being on a "locked down unit" and felt	Referred to Administration who advised that this was a misunderstanding and that the doors will not be locked with the I/P in the rooms with the exception of count times and night lock in. I/P was advised of same by custody on JPay.	Unsubstantiated
EMCF	I/P states a staff member continues to harass her.	Referred to EMCF Admin and DOC Executive Staff. Response noted that I/P has been interviewed by custody supervisors and SID several times.	Referral
EMCF	I/P states that DOC is incorrectly running her sentences consecutively instead of concurrent.	Review of Itag shows amended sentences were received and are now running concurrently. LTI/P indicating sentences are running concurrently and enclosed a copy of the sentence calculation for their review.	Information
EMCF	I/P submitted a request for assistance getting footballs.	Referred to EMCF Administration who advised that footballs are not approved at this time. LTI/P informing them of same.	No Violation
EMCF	I/P submitted an RFA indicating concerns regarding recent guidance about a new "rule" from the ILC that all concerns must go through her first or I/P	Referred to EMCF Administration who confirmed there is no such rule in place. LTI/P advising I/P to continue to use previously established chain of command and procedures to address concerns.	Unsubstantiated
EMCF	I/P submitted RFA regarding a leak in the unit and potential mold. I/P is also alleging medical concerns related to the alleged mold. DUPLICATE	Referred to EMCF Administration & NJDOC HSU, and UCHC. Response from UCHC noted I/P was seen by medical the day the correspondence was authored and that she would be referred for her ongoing concerns. Administration responded and advised that damaged ceiling tiles were being replaced. LTI/P indicating aforementioned responses.	Referral
EMCF	I/P transferred from SWSP to EMCF on 2/7/22 ; however, I/P states they have not yet received their property, as of 2/19/22.	Referred to the EMCF Property Sergeant to inquire about the status of the property. Response noted that property was received from SWSP 2/18/22, is being processed today, 2/24/22, and will then be provided to the I/P today, 2/24/22. I/P confirmed that property was received 2/24/22.	Solved Prior to Contact
EMCF	I/P would like to transfer to another correctional facility. She does not feel safe around I/Ps and staff.	Referred concerns to EMCF Administration and AC of Women's services. Response noted that I/P has been interviewed by custody supervisors and SID several times.	Referral

EMCF	I/P wrote and detailed ongoing harassment/bullying issues by other I/P on the housing	Referred to EMCF Administration and AC of Women's Services. Response indicated that housing moves were made and an investigation started.	Referral
EMCF	I/P wrote concerns regarding food trays, out of cell time allotted and status.	Referred to EMCF Administration and SID. Response noted safety and sanitation measures taken with regard to food service. Logs reviewed regarding out of cell time noting compliance and confirmation regarding I/P's current status. LTI/P: indicating same.	Unsubstantiated
EMCF	I/P wrote correspondence requesting assistance with getting the medication prescribed by her provider.	Referred to NJDOC HSU and UCHC. Caller wrote to this office indicating that her concerns were resolved.	Referral
EMCF	I/P wrote inquiring about her approval and return to minimum custody housing.	OCO reviewed records, I/P was approved to return to minimum custody housing 2/16/22. I/P was actually returned to grounds (minimum custody housing) on 2/20/2022.	Solved Prior to Contact
EMCF	I/P claims the food quality is poor.	Referred to facility's Administration. Per Admin: Food Services has no reported discrepancies and statewide menu is being followed.	Referral
EMCF	I/P is being released and needs to contact her family however she has lost her phone privileges for 60	Advised Social Services of I/P's request to make arrangements for her upcoming release. Received confirmation that they would address her request.	Referral
EMCF	I/P is concerned about contaminants in the water causing cancer and is requesting to be allowed to open the windows on the unit	EMCF Administration advised that the water is tested regularly and water is acceptable for use and consumption. The names of the companies that complete the testing were provided. A directive was issued for all windows to remain closed to prevent overall heat loss on the unit as a whole. LTI/P advising I/P of same.	Information
EMCF	I/P is requesting an interview	OCO Staff spoke to I/P on the telephone on 2-1-22 and 2-14-22 and concerns were addressed and referred	Referral
EMCF	I/P is requesting an update on her appeal	Met with I/P and advised that her appeal was heard and confirmed that she received a copy of her appeal decision	Resolved
EMCF	I/P is requesting information on the cost for her upcoming wedding	Advised the I/P that once the cost is calculated, Social Services will provide that information. A review of her JPAY requests that she was informed of this on 2-4-22.	Information
EMCF	I/P states that custody is attempting to move her to a dorm and she claims she is not safe there	I/P is currently in the Restorative Housing Unit due to disciplinary infractions. Met with the I/P and she confirmed this is no longer an issue.	Resolved
EMCF	I/P states that her sentences are being run consecutively and that a clarification letter was sent to the court. She is	Letter sent to I/P advising that the sentence was amended to reflect concurrent and two additional sentences were received.	Resolved

EMCF	I/P was moved to RHU and hasn't received her tablet as of 2/2/22.	LTI/P advising EMCF Property Room was contacted and OCO was advised that they are unable to locate the tablet at this time but will continue to look. Provided I/P with a property claim form. Per I/P, tablet has been received as of 2/7/22.	Information
EMCF	Kiosk is in need of repair.	Referred to Administration who confirmed the kiosk is actively working.	Referral
EMCF	Letter received indicating I/P's fears related to transferring to another facility.	Referred to EMCF Administration who responded noting I/P is appropriately housed according to her classification score, security needs and availability. Any change in status or facility will be thoroughly reviewed prior to facilitation of changes.	Referral
EMCF	Mother called asking when I/P would be returned to Garrett House.	I/P saw C4 on 1/27/22 and was approved to return to Garrett . Advised that OCP would make the transfer arrangements and that I/P should be patient. I/P was already provided contact information for OCP on JPay and told her mother that she had written to them already. Advised mother to call back if I/P has not transferred by the end of the month.	Information
EMCF	RFA from I/P requesting reimbursement for an allegedly stolen food package.	Referred to the Property Sergeant who advised that no property claim has been received to date. LTI/P that they will need to submit a property claim form for reimbursement, along with receipts, for their missing property. This will allow Edna Mahan Correctional Facility to investigate the matter. Once a determination is made they will be notified of the result. If they receive the results of their claim and are not satisfied, their next course of action is to take the matter to the Appellate Division of the Superior Court of New Jersey.	Information
EMCF	RFA from I/P requests assistance with getting printed copies of JPay from SWSP, BSP and GYCF.	Referred to the Mailroom Sgt who handles JPay copies. Advised they need to request copies of inquiries and grievances from other institutions through the facility JPay coordinator. I/P provided copies requested.	Information
EMCF	RFA received requesting PREA complaint records.	Referred to EMCF Administration and SID. Response noted I/P must submit this request through OPRA. LTI/P providing this response and a copy of the form to make said request.	Information
EMCF	The ceiling in the south wing of South Hall is leaking and the ceiling	Referred to EMCF Administration. Advised that maintenance has repaired the leak and will clean up the mess.	Resolved
EMCF	Water fountain leaking in South Hall South Wing.	Toured area and observed that water fountain has been repaired.	Resolved
		FENWICK HOUSE	

Fenwick House	Boyfriend call, I/P is not permitted to go to school, nor is she getting computer access to complete work online.	Matter referred to Fenwick House Director, OCP Director and OCP email for review, response and action deemed necessary. Family member advised the matter was sent to OCP for review and advisement. Upon receipt of information from OCP, family member was advised information obtained indicates I/P must request permission from school to attend in-class sessions on other days. Secondly, I/P was provided access to a computer since 1/3/22 as per Director of Fenwick House.	Information
		FLETCHER HOUSE	
Fletcher House	I/P calling to inquire about additional PHEC, stated he only received the first 122 credits.	Advised caller the PHE was extended and NJDOC will apply the additional 122 PHEC at the end of the 30 days, if the PHE is ended early the PHEC may be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised projected max dates. No action is needed, and if the I/P is eligible they will be awarded the credits.	Information
		GARRETT HOUSE	
Garrett House	Family call concerning I/P not seeing classification.	Advised family member that I/P was reviewed by CC and should be receiving notification of the outcome via inter-institutional mail.	Information
		GARDEN STATE CORRECTIONAL FACILITY	
GSCF	Caller alleged I/P has been on quarantine status for "almost two months" and would like to know when he	Review of records shows I/P was in reception housing pending bed space in GP unit. Review of Itag shows I/P was placed in GP unit on 2/15/22.	Information
GSCF	Caller reporting alleged threats of sexual violence against her son by an	Referred to GSCF Administration and CO SID. PREA Protocol initiated. I/P transferred to another institution on 2/7/22.	Referral
GSCF	Caller stated the bread is moldy, the milk is expired, the food is being served cold and the housing unit is very cold.	Referred to GSCF Administration. Additionally referral sent concerning the I/P's meals. Per GSCF Administration notified the Food Services Supervisor of need to be diligent in monitoring expiration dates.	Referral
GSCF	Caller stated that her son had an altercation with an officer at GYCF.	Incident was referred to GYCF Admin, SID, and the PREA compliance unit. PER GYCF Admin. SID is investigating this claim and the I/P was seen and evaluated by the Medical Department. Follow up call was provided to the family.	Referral
GSCF	E-mail from fiancé of I/P regarding the living conditions at GSCF. She claims the facility is freezing, winter hats and boots are not provided, and the facility is infested with rats and roaches.	Matter was referred to GSCF Administration for review, response and action deemed necessary. A follow up call was placed to inform the family member that all noted concerns were addressed by GYCF Administration to include a headwear being provided, cleaning supplies issued, notification of weekly exterminator schedule and modified recreation schedules due to covid precautions.	Referral

GSCF	Email inquiry from loved one concerning living conditions at facility.	Follow-up telephone call provided to love one requesting and providing additional information. Family to provide additional information concerning location of I/P. Unfortunately, OCO did not receive updated correspondence from family. Previous recent referrals regarding living conditions at facility indicate exterminator is onsite weekly.	No Cause for Action
GSCF	Family call concerning I/P's return to community release.	Referred to facility Classification. I/P was advised that a C4 meeting will be scheduled in the near future.	Information
GSCF	Family call regarding harassment from an officer and said officer allowing other I/P's to go in his cell and take his tablet, TV, clothing and spit in his	Referred to facility's Administration for review and any action deemed appropriate. Per Admin- I/P was interviewed by SID. Admin contacted caller to discuss concerns.	Referral
GSCF	Family call regarding I/P's eligibility for the PHEC and his max date	Advised caller the PHE was extended and NJDOC will apply the additional 122 PHEC at the end of the 30 days, if the PHE is ended early the PHEC may be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised projected max dates. No action is needed, and if the I/P is eligible they will be awarded the credits.	Information
GSCF	Family call regarding PHEC eligibility.	Explained criteria for PHE credit.	Information
GSCF	Family call requesting a prison transfer due to I/P's life being threatened.	Referral to GSCF Administration for review and any action deemed appropriate. Keep separate established, but transfer is not possible at this time due to the age of the I/P. Follow up call to family to advise of same	Referral
GSCF	Family call to report that I/P fears for his safety and nothing is being done.	Follow up call placed to family member to obtain additional information. Referred to GSCF Administration and SID for review and any action deemed appropriate. Follow up telephone call to advise family. Notified by SID the I/P was interviewed regarding concerns.	Referral
GSCF	Family call, I/P is being harassed by an officer because of his charges.	Refer to GSCF Admin for their review and any action deemed appropriate. Per Admin: the matter is under investigation and we are in contact with the caller.	Referral
GSCF	Family inquiry about I/P being let out of his cell 1	Advised caller of DOC Covid mitigation tactics in place.	Information
GSCF	Family member request for I/P to be interviewed.	Interview conducted by AO. I/P indicated he had no concerns to that needed to be addressed at this time. Provided information regarding return to FM Unit.	Resolved
GSCF	Fiancé call regarding I/P's institutional transfer.	Advised caller that NJDOC had suspended all non emergent transfer due to COVID. With the numbers increasing transfers should begin again soon.	Information

GSCF	Friend call regarding I/P's return to the HWH.	Provided caller with contact information for Office of Community Programs and explained that OCP determines all of the transfers in and out of the HWH.	Information
GSCF	Girlfriend called regarding I/P's living conditions	Matter was referred to GSCF Administration for review, response and action deemed necessary. A follow up call was placed to inform the family member that all noted concerns were addressed by GYCF Administration to include a headwear being provided, cleaning supplies issued, notification of exterminator schedule and modified recreation schedules due to covid precautions.	Referral
GSCF	I/P believes he was scored in error for a county institutional disciplinary	OCO reviewed I/P's record and found no error with the DOC's objective classification score. LTI/P advising same.	No Violation
GSCF	I/P believes recent infraction at HWH was retaliation and would like to return to the HWH.	Review of Itag shows C4 determined I/P would be classified to BSP. If caller is displeased with the disposition of the appeal completed by the facility administration, they may further appeal the result of their disciplinary hearing by submitting an appeal to the Appellate Division of the Courts.	Information
GSCF	I/P called alleging that he was assaulted by staff. He believes medical and SID are trying to cover it up.	OCO referred the medical concerns to the DOC & UCHC medical staff and the allegations of a cover-up to DOC Central Office SID Office. The medical director at the facility indicated they would follow-up with the I/P while SID indicated the matter would be referred to the appropriate SID staff.	Referral
GSCF	I/P called to complain that he did not receive the credits for taking the vaccine and watching the	OCO was unable to verify the information provided by the I/P; as a result, we could not assist him in obtaining the credits.	Unsubstantiated
GSCF	I/P called to report that he only received 3 days credits last month.	Contacted GSCF and confirmed that the I/P is entitled to credit for the month of 12-21. NSP Classification entered the missing credit. LTI/P advising his record has been updated.	Resolved
GSCF	I/P claims out of cell time is being reduced by Custody staff.	Referred to Custody Majors for their review and any action deemed appropriate. Per Major: all housing areas are operating under modified passive recreation as part of the Covid mitigation strategies.	Referral
GSCF	I/P inquiring about return to HWH after quarantine at	Referred to Classification who confirmed I/P is pending transfer to halfway house.	Information
GSCF	I/P inquiring when he will return to Bo Robinson	LTI/P advising of review process for community release returns.	Information
GSCF	I/P is inquiring about his transfer to community	LTI/P explaining OCP coordinates transfers as bed space is available.	Information
GSCF	I/P is requesting assistance in receiving his funds from the assessment center. I/P is concerned because of his close release date.	Referred to Business Office. Business Office is working on the transfer of funds prior to I/P's release. LTI/P advising of same.	Resolved

GSCF	I/P is requesting assistance with out of state parole plan.	Referred to the SPB. I/P interviewed by the SPB and collected information for the out of state plan. He was advised that he will be paroled to Union County first, and that he can report to the parole district office where staff will help to expedite parole plan to New York.	Resolved
GSCF	I/P is requesting assistance with state pay.	Advised I/P that while housed in RHU he was not assigned a work detail as per DOC policy. I/P was awarded work credits and state pay for March 2021 through May 2021.	Unsubstantiated
GSCF	I/P reports that his telephone pin does not work, and he is unable to	Referred to Global Tel Link for resolution.	Referral
GSCF	Interview I/P inquired about maximum expiration date and PHE credit.	Provided I/P actual maximum expiration date and explanation on PHE credit.	Information
GSCF	I/P alleges ongoing sexual assault	Referred to facility's Administration, SID, PREA Compliance Unit, State-wide Patient Advocate for their review and any action deemed appropriate	Referral
GSCF	I/P is requesting assistance with a missing debit card.	This matter was referred to the business office at GYCF. GYCF advised the debit card was located. Follow-up interview provided with the I/P to advise GYCF located the debit card and to obtain an address to have the card mailed to.	Resolved
GSCF	I/P is requesting assistance with a missing tablet from GYCF	J-pay was contacted on the I/P's behalf and stated a new tablet will be sent to the institution, I/P was advised the new tablet should arrive in a couple of weeks.	Resolved
GSCF	I/P reports that his toilet leaks and there is dirty water all over his cell floor.	Referred to Administration for their review and any action deemed appropriate. I/P housing changed. AO conducted tour of unit	Referral
		HARBOR HOUSE	
Harbor House	Family member called stating that the I/P was returned from the Halfway House in November and	Advised caller that the I/P was found not guilty and the next step is for him to go before the C4 committee to determine if he can be returned to the halfway house.	Resolved
Harbor House	Fiancée' call regarding I/P's max date and PHEC	OCO staff reviewed I/P's electronic classification record and information obtained, provides that I/P appears to be eligible. Caller was provided current actual maximum date and advised that after EJSP Classification Unit completed their review, if I/P is deemed eligible, credits will be awarded accordingly.	Information
Harbor House	Friend call regarding the whereabouts of I/P's credentials.	LT/I/P advising I/P that his credentials and remaining balance were forwarded to his present housing location.	Resolved

Harbor House	I/P call regarding the additional 122 days PHEC.	Advised caller the PHE was extended and NJDOC will apply the additional 122 PHEC at the end of the 30 days, if the PHE is ended early the PHEC may be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised projected max dates. No action is needed, and if the I/P is eligible they will be awarded the credits.	Information
Harbor House	I/P called to inquire about his eligibility for the PHEC.	I/P was advised that he had already received 122 PHEC and that additional PHEC would be awarded at the end of the Public Health Emergency, which right now is expected to be 3/13/22.	Information
Harbor House	I/P contacted OCO inquiring about Harbor House quarantine extension. I/P would like to know when it will end.	OCO staff advised I/P to await today's COVID testing results as previously advised by HH Director. Any extension and/or removal of quarantine status are determined based on the positivity data. Secondly, OCO advised I/P there are numerous HH's where the quarantine statuses have been removed therefore, once The Harbor is cleared they will be removed from quarantine status as well.	Information
Harbor House	I/P contacted OCO seeking assistance with finding his return date back to work. I/P alleges HH staff are not providing him with an update.	OCO contacted OCP Staff and Director of The Harbor for review and response. Information obtained advised I/P was previously informed of the status of his RTW date. I/P will resume work in approximately 2 weeks. Letter to I/P sent providing an update in conjunction with Harbor House Staff advising him of the same.	Information
Harbor House	I/P contacted OCO staff requesting assistance with obtaining employment while housed at The Harbor. I/P alleges The Harbor House staff is not assisting him with finding employment.	OCO staff contacted Harbor House Staff to obtain information/status of I/P's employment inquiry. Information provided states that I/P declined previous employment opportunities, choosing to find his own employer. Due to those attempts not securing employment, I/P was advised that The Harbor currently has him on the waiting list. As such, I/P was advised via correspondence he is currently at the top of the list due to his seniority.	Resolved
Harbor House	I/P inquiry if PHE was extended.	Explained at present this office is unaware if the PHE will be extended, but if it is the appropriate credits will be awarded to applicable individuals.	Information
Harbor House	I/P is inquiring about the PHEC.	Advised that DOC is awaiting guidance on how to apply PHE credits. Explained that if the Public Health Emergency ends early, either I/Ps would receive prorated credits and not the full amount.	Information
Harbor House	I/P is inquiring on PHE credit	Explained the application of PHEC.	Information

Harbor House	I/P is requesting a halfway house transfer so he can be closer to his family.	OCO staff contacted OCP Director regarding I/P's request for a halfway house transfer. Information received indicates hardship transfer was pending additional information to be submitted by I/P however, information was not obtained and transfer request was submitted accordingly. It should be noted, all transfers are currently on hold as per NJDOC Assistant Commissioner of OCP. LTI/P sent to I/P to advise accordingly.	Resolved
Harbor House	I/P is requesting follow up on the mandatory minimum bill.	Advised I/P that matter does not fall under the purview of this office as it is legal in nature. Provided I/P guidance on self advocacy.	Information
Harbor House	I/P is requesting medical supplies	Referred to UCHC and DOC HSU for their review and any action deemed appropriate. Per UCHC: I/P's supplies were ordered and provided, however the preferred brand is not available to order.	Referral
Harbor House	I/P is requesting a copy of his covid test results.	I/P was advised he can request his medical records through the medical department at the institution.	Information
Harbor House	I/P is requesting a transfer to a smaller halfway house and assistance with MH services.	OCO staff contacted OCP staff regarding the I/P's claims of current mental health issues in conjunction with the I/P's request for a transfer. Information obtained from OCP staff advised I/P will be provided information regarding MH services/options provided while at the HH. Secondly, I/P will be advised to complete transfer paperwork however, at this time all transfers are currently on hold as per Assistant Commissioner of the NJDOC OCP. LTI/P sent advising of the same.	Resolved
Harbor House	I/P is requesting to know what his max date will change to once he's granted the additional 122 PHEC.	OCO advised I/P that if the PHE is still active 3/13/22 NJDOC will apply an additional 122 PHEC, if the PHE is ended between 2/11/22 and 3/13/22 the PHEC will be applied on a prorated basis. If the additional 122 credits would bring max below 3/13/22 the amount would be prorated to result in a 3/13/22 max date. Classification will be applying these credits and advising I/P of their revised max date. No action is needed and if the I/P is eligible they will be awarded the credits.	Information
Hemm House	Family call regarding I/P's eligibility for additional PHEC.	Advised caller the PHE was extended and NJDOC will apply the additional 122 PHEC at the end of the 30 days, if the PHE is ended early the PHEC may be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised projected max dates. No action is needed, and if the I/P is eligible they will be awarded the credits.	Information
		HEMM HOUSE	

Hemm House	I/P inquiry about his max date and PHEC.	OCO informed the caller of the number of PHEC that have been awarded, his new max date with these credits and when he might be receiving the next round of credits.	Information
Hemm House	I/P inquiry about resources for housing.	I/P was provided with the telephone number for the Board of Social Services and advised to have his counselor at Hemm house assist him with the call. I/P was advised if the HWH does not assist him with housing to contact us back for further assistance.	Information
		HOPE HALL	
Hope Hall	Caller wanted to know if I/P was eligible for the Public Health Credit.	Caller was advised I/P is eligible and will receive the Public Health Credits.	Information
Hope Hall	Family call regarding I/P's max date.	OCO staff advised family member the NJDOC will be providing further guidance to the OCO in the nearer future. I/P Lee appears eligible for PHEC and his max date is currently 4/5/2022. Advised caller to call back OCO in approximately a week to see if clarification has been provided.	Information
Hope Hall	Family call regarding I/P's eligibility for the PHEC.	Caller was advised that the I/P is eligible to receive 122 day PHEC and was provided with adjusted max date.	Information
Hope Hall	Family call regarding whether I/P will be receiving the additional PHEC.	Advised caller the PHE was extended and NJDOC will apply the additional 122 PHEC at the end of the 30 days, if the PHE is ended early the PHEC may be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised projected max dates. No action is needed, and if the I/P is eligible they will be awarded the credits.	Information
Hope Hall	Family member called regarding I/P's eligibility for the PHEC.	OCO advised the caller that the I/P received the first 122 PHEC and appears to be eligible for additional credits which will be applied at the expiration of the PHE.	Information
Hope Hall	Friend called inquiring if I/P will be receiving the PHEC.	Caller was advised that the I/P will be eligible for the PHEC during the current emergency. The I/P will receive 122 credits unless the PHEC is ended early, at which point they may be awarded on a prorated basis.	Information
Hope Hall	Friend of I/P called about his max date and eligibility for the PHEC	Caller was advised that the I/P was previously given incorrect information. The I/P was not eligible for PHEC during the first 30-day public health emergency because his max date was not within one year. The I/P is eligible for the credits during the present emergency, and will receive 122 if the public health emergency ends on March 13, 2022. The credits may be prorated if the emergency is ended early.	Information
Hope Hall	I/P call regarding his eligibility for the PHEC.	OCO informed caller that he will be eligible for additional PHEC; however, at this time we cannot determine the total number of credits in the event the emergency is ended early.	Information

Hope Hall	I/P called about his eligibility for the PHEC.	OCO informed caller that he had already received 122 PHEC and that additional credits will be awarded at the end of the public health emergency.	Information
Hope Hall	I/P called regarding his eligibility for the additional PHEC.	Review of Itag shows I/P awarded 244 PHEC with a current max of 5/12/22 with all credits earned through 12/31/21. Explained to caller that the 5/12/22 date will continue to work down as credits post and that he will be notified of his projected release date from GYCF Classification.	Information
Hope Hall	I/P called stating his Hope Hall counselor told him that he would have parole supervision when he left, but he thought he was maxing on the Mandatory Parole Supervision term	Review of Itag shows I/P has a current max of 3/13/22 on the MPSV with the application of PHEC. It does not appear I/P will be maxing to any parole supervision, however I encouraged I/P to verify this information with SPB.	Information
Hope Hall	I/P called this office requesting assistance. Per I/P between 10.21.21-1.24.22, I/P did not receive all the credits he is entitled too. He stated, he only received 11 days and that is incorrect. He was GM while	LTI/P - Per GYCF Classification DEPT, Total Credits while here at GYCF = 11.2 (ACCURATE).	Information
Hope Hall	I/P inquired about his projected max date.	Provided I/P with date and explained how this date is subject to change.	Information
Hope Hall	I/P inquiring about additional PHEC eligibility.	Advised caller that if the PHE is extended NJDOC will apply 122 PHEC at the end of the 30 days, if the PHE is ended early the PHEC may be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised date. No action is needed and if the I/P is eligible they will be awarded the credits.	Information
Hope Hall	I/P inquiry about his eligibility for the PHEC.	Advised caller the PHE was extended and NJDOC will apply the additional 122 PHEC at the end of the 30 days, if the PHE is ended early the PHEC may be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised projected max dates. No action is needed, and if the I/P is eligible they will be awarded the credits.	Information
Hope Hall	I/P inquiry about the halfway being on quarantine . I/P states that I/Ps who went to GSCF are	LTI/P providing insight on COVID mitigation tactics.	Information
Hope Hall	I/P is inquiring about the PHEC.	OCO advised I/P he received the first set (122) and any additional credits will be awarded at the end of the PHE.	Information

Hope Hall	I/P is requesting assistance in obtaining a MV ID prior to his parole date. I/P is concerned this form of ID is necessary to fly to his out of	Referred to the OCP. I/P to be scheduled for MV trip. LTI/P advising of same and the DOC provides a state picture ID upon release.	Referral
Hope Hall	I/P is requesting to know if he is eligible for PHEC and if his out of state parole address is approved	I/P advised to contact State Parole Board concerning out of state parole plans. Advised NJDOC is seeking guidance on application of PHEC.	Information
Hope Hall	I/P reports that he hasn't received his funds from Hope Hall.	OCO contacted the halfway house and was advised there were no remaining funds for the I/P at the facility.	Information
Hope Hall	Inquiry on how good time (commutation credit) effects PHE credit.	Explained to caller commutation and PHE credit	Information
Hope Hall	I/P called to inquire if he is eligible for PHE credit.	Explanation of PHEC.	Information
Hope Hall	I/P's family member contacted OCO regarding his eligibility for PHEC.	OCO staff completed a review of I/P's electronic classification record. I/P's record indicates he appears to be eligible however, caller was advised that SWSP Classification Unit would complete their final review and if deemed eligible, I/P would receive the PHEC credits accordingly.	Information
Hope Hall	Telephone inquiry from loved one requesting PHE	Explanation of PHE credit application.	Information
		JONES FARM- MINIMUM UNIT FOR NEW JERSEY STATE PRISON	
Jones Farm	E-mail from loved one inquiring about a certificate for a class I/P completed.	I/P did not complete the course at Jones Farm. Matter was referred to OSAPAS and I/P informed in writing on how to request class at BSP.	Information
Jones Farm	Family member called to inquire if the I/P can submit an application for the	OCO explained that movements to the halfway house should be resuming soon which will allow new applications to be accepted.	Information
Jones Farm	Friend call regarding movement to CMR, and whether that will result in halfway applications being processed again.	OCO explained that movements to the halfway houses should be resuming in the upcoming 1-2 months which will allow the DOC to start processing new applications for the halfway house.	Information
		KINTOCK BRIDGETON	
Kintock Bridgeton	Cousin calling about what I/P's max will be with additional PHEC.	Advised caller the DOC is currently stating the additional PHEC will be awarded as of 3/13/22. Advised caller that NJDOC will advise of I/P's amended projected max date after the credits are awarded.	Information
Kintock Bridgeton	Family call regarding I/P's eligibility for the PHEC.	Explained the application of PHE credit.	Information

Kintock Bridgeton	Family call regarding I/P's eligibility for the PHEC.	OCO staff reviewed I/P's electronic classification record. Record indicates I/P appears to be eligible. However, SWSP Classification will review and apply credits accordingly should he be eligible. I/P's current actual maximum date is 7/18/2022. Family advised accordingly	Information
Kintock Bridgeton	Family call, I/P is requesting a recalculation of his good time.	OCO responded to I/P via letter and advised that his award of commutation credits is correct.	Information
Kintock Bridgeton	Family call, I/P is scheduled for release on 1/19/22 but will not be released due to the facility being on lock down. He has to sign release papers at SWSP	I/P was unable to be released because the facility was on quarantine due to Covid and the SPB had placed an administrative hold on his parole date. He ended up being released to parole on 1/28/22, after the quarantine was lifted.	Solved Prior to Contact
Kintock Bridgeton	Family inquiring about I/P's eligibility for the earn your way out program.	Caller was advised they would have to write/call the NJ parole board for an explanation as to why the I/P was not eligible for the "earn your way out program."	Information
Kintock Bridgeton	I/P call regarding work credits not received from January 2019 to October 2019.	Advised I/P that he is not missing any credit for that time frame. The only month he is missing is January 2020 and his trust account indicates he did not work that month. I/P requested his maximum expiration date and it was provided.	Information
Kintock Bridgeton	I/P is inquiring about his property and funds from Kintock.	LT/I/P - you have three boxes containing your property stored in KB1 property room. Additionally, you have \$5.10 remaining in your commissary account and 13 stamps locked in the safe. Please have your approved person listed on your Disposition of Property document, retrieve your property. Your check for \$5.10 will be transferred to SWSP.	Resolved
Kintock Bridgeton	I/P is inquiring about the calculation of his PED.	Provided guidance on reaching out to the SPB as they calculate PED. If I/P has any difficulties receiving a response he may reach out to our office for assistance.	Declined
Kintock Bridgeton	I/P wanted to know if he received the PHEC.	Per DOC records I/P was advised he did receive the first half of the PHEC, 122 days.	Information
Kintock Bridgeton	I/P would like to know if he is eligible for PHEC.	Advised I/P that he is eligible for the first PHEC-122 days. Explained that the DOC is waiting for clarification from Governor's office on how to apply 2nd set of credits.	Information
Kintock Bridgeton	I/P inquiring on PHE credit eligibility.	Explanation of PHE credit application.	Information
Kintock Bridgeton	I/P is inquiring about the PHEC.	OCO staff advised I/P by letter that 184 Public Health Emergency Credits have been awarded.	Information
		KINTOCK NEWARK	
Kintock Newark	Caller wanted to know the results of her son's COVID test and when he will be moved back to the halfway	The matter was referred to DOC and UCHC medical providers. Per medial the I/P is cleared to return to the halfway house. A follow-up call was provided to the family.	Information

Kintock Newark	Family call inquiring about when work release classes will resume at the halfway house.	OCO staff contacted Kintock-Newark Director to obtain readiness/pre-employment classes start dates. Information provided indicated classes will resume once they are permitted to resume group gatherings at Kintock. Secondly, the matter was referred to the I/P's treatment plan coordinator for review of the I/P's status, to determine if all his treatment plan requirements are fulfilled prior to entry into the work readiness groups.	Resolved
Kintock Newark	Family call regarding the living conditions at parole facility.	OCO provided caller with contact information for the NJ State Parole Board since the I/P is a parolee in the custody of the SPB.	Information
Kintock Newark	Family member contacted OCO regarding policy for HH I/P's whose COVID tests are indeterminate.	OCO staff advised caller that I/P is required to have 2 negative tests before being returned to HH. I/P will have to await test results, which will determine his transfer status. OCO staff advised family member of the same.	Information
Kintock Newark	Family member of I/P called to complain that he is not receiving the correct number of credits each	OCO responded to I/P via letter and informed him that he is receiving the correct work and minimum credit each month.	No Violation
Kintock Newark	Friend calling about I/P, worried that credits have not properly posted.	Review of Itag shows credits posting appropriately. Explained to caller that credits post the 4th Friday after the month they are earned and that January credits will not post until 2/25/22.	Information
Kintock Newark	Girlfriend calling to inquire if I/P would receive additional PHEC.	Advised caller the PHE was extended and NJDOC will apply the additional 122 PHEC at the end of the 30 days, if the PHE is ended early the PHEC may be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised projected max dates. No action is needed, and if the I/P is eligible they will be awarded the credits.	Information
Kintock Newark	I/P called to report that he was accused of smoking in the bathroom by staff and was put on sanction. No cigarettes were recovered and he submitted a grievance, however the	Referred to OCP for review and any action deemed appropriate. Per OCP: I/P was immediately interviewed.	Referral
Kintock Newark	I/P is inquiring about his eligibility for the PHEC.	LTI/P-Please be advised, as long as your max is below February 10, 2023 and you do not have any disqualifying offenses (2C: 11-3, 2C: 14-2A, 2C: 47-1 and was characterized by a pattern of repetitive and compulsive), you are eligible for the 122 days that will be awarded on February 10, 2022, if the Governor terminates the public health emergency the credits will be prorated. If he extends Incarcerated Persons are eligible for a maximum amount of 244 days	Information

Kintock Newark	I/P contacted this office stating that those individuals who finished treatment at Kintock N are not being permitted on work	Advised I/P that he was approved for transfer from treatment to work release status on February 7, 2022. The change is effective February 14, 2022.	Resolved
Kintock Newark	I/P is inquiring about the PHEC.	OCO staff advised I/P that if his falls on/or below February 10, 2023 and he does not have any disqualifying offenses to include- 2C: 11-3, 2C: 14-2A, 2C: 47-1 or his history provides he was classified as having a pattern of repetitive and compulsive), then he would be eligible for the 122 days that will be awarded on February 10, 2022. Lastly, if the Governor terminates the public health emergency the credits before this date then credits shall be prorated. If he extends it, Incarcerated Persons would then be eligible for a maximum amount of 244 days.	Information
Kintock Newark	Recently released I/P is requesting assistance from OCO with obtaining his identification card/ss card from Kintock-Newark.	OCO staff referred the matter to Director Conner, Kintock Newark, Rosalind Preston OCP Director and OCP email for review and response. Follow up call placed to EX-I/P. Matter under investigation by OCP. OCP contact number provided to caller.	Referral
Kintock Newark	Wife calling regarding the I/P needing assistance correcting last name on credentials.	Advised caller that our office cannot assist with obtaining the legal documents she needs, directed her to Office of Vital Statistic for the state of Texas for assistance.	Information
MSCF	Family call regarding I/P not seeing courtline yet.	I/P will not have hearing until results are received from NJ State Police Crime lab.	Information
MSCF	I/P called to report that COVID-19 positive I/Ps are being moved onto the housing unit, causing the quarantine period to be	OCO referred the I/Ps allegation to the Administration at MSCF. They advised that no positive I/Ps were moved to the unit and the unit was released from quarantine on 2/5/22.	Unsubstantiated
MSCF	I/P called to report that COVID-19 positive I/Ps are being moved onto the housing unit, causing the quarantine period to be	OCO referred the I/P's allegation to the Administration at MSCF. They advised that no positive I/Ps were moved to the unit and the unit was released from quarantine on 2/5/22.	Unsubstantiated
MSCF	Letter from I/P alleging that he was denied getting the PHEC and that he believes he is entitled to the PHEC even though his max date is more than 1 year in the	OCO advised I/P that the law is very clear, that only those that are within one year of their maximum expiration date during the public health emergency are eligible for the credits.	No Violation
		NEW JERSEY STATE PRISON	
NJSP	Admin requested AO accompany them to interview I/P concerning	I/P was transferred to an appropriate housing unit.	Information
NJSP	Caller expressed concerns regarding son's safety in GP housing, alleging that he is being threatened by other I/Ps.	Referred to NJSP Administration: Response noted I/P has been interviewed multiple times regarding their concerns and at this time he is housed accordingly, with his safety in mind as well as the safety of the facility.	Referral

NJSP	Caller stated I/P is still waiting for a refund that was approved last summer.	Per NJDOC COHQ Admin- claim was approved by Treasury and will be paid in July 2022.	Information
NJSP	Email from Advocate regarding I/P's concerns of receiving legal access.	Advised Advocate that OCO has assisted I/P in receiving copies.	Solved Prior to Contact
NJSP	Email from family member concerning I/P's property.	Caller advised that I/P's property will be sent in the next few weeks. Referred to NJSP Property Sergeant to ensure property is sent in a timely manner.	Information
NJSP	Email from family member concerning I/P's recent medical lay in. Caller is requesting information concerning I/P's condition.	Advised family member that request for information would be referred to UCHC and DOC Health Services. Provided family member with UCHC phone number. UCHC advised that I/P is aware of reason for lay-in. Notified I/P in writing if he wished to share his medical record a medical request form would need to be submitted. Provided I/P medical request form	Referral
NJSP	E-mail from friend of I/P with concerns about a missing package. I/P ordered a package that was allegedly delivered and signed for by an officer, yet	Referred to Property Sgt. Matter under investigation. I/P encouraged to file Property Claim for compensation.	Information
NJSP	E-mail from loved one inquiring about I/P's missing	I/P provided Property Claim Form.	Information
NJSP	Email inquiry from family member concerning the application of the additional PHE credit with the	Explained the OCO is pending guidance on the application of credit.	Information
NJSP	Family call stating I/P cannot download music to his JPlayer & I/P's telephone calls cannot be accepted or there is no one there when caller answers	Caller instructed to contact GTL. I/P provided Discrepancy Form. JPay contacted regarding music and photos that will not download. JPay advised they are working on a resolution.	Information
NJSP	Family call concerning I/P's wellbeing as he has not called her in over three days.	Family was advised the I/P switched housing units which could account for why they are unable to place a call, caller was provided the telephone number for the administration from NJSP.	Resolved
NJSP	Family call regarding assistance for I/P with tax information and JPay password.	I/P interviewed and provided information from IRS on how to request stimulus payment if one was not received. I/P's password and security questions were reset.	Resolved
NJSP	Family call regarding I/P being eligible to apply for community release.	Caller was aware that I/P must be within two years of release to be eligible for reduced custody status. Explained that I/P is eligible for transfer once movements resume.	Information
NJSP	Family call regarding I/P being placed near his K/S and the K/S facilitating an assault on him by another I/P.	Family stated they would like to pursue legal actions against the Department of Corrections. Family was advised this office cannot assist with legal actions and they would need to contact an attorney for assistance.	Information

NJSP	Family call regarding I/P getting a single cell.	No action required as matter was solved prior to contact. Follow-up call placed to family member to advise of the same as I/P was transferred to another cell and housed with a different cellmate.	Solved Prior to Contact
NJSP	Family call regarding I/P PC status	Caller advised that the I/P does not wish to be returned to PC and would like to remain in his current housing. Advised caller that the requests would be referred to NJSP Administration. NJSP Administration advised that they would have the I/P interviewed regarding his safety concerns.	Referral
NJSP	Family call regarding I/P transferring to a facility with a veterans unit.	OCO staff contacted Transitional Services regarding Veteran's Program at EJSP. OCO staff confirmed I/P's application was received and he was placed on the waiting list. Family member advised accordingly.	Information
NJSP	Family call regarding I/P's additional PHEC.	Advised caller that the I/P received the 1st round of credit. As long as the Governor continues the PHE he will receive the 2nd round of credit on 3-13-22. If he terminates it early the credit will be awarded on a prorated basis of 4.06 days per day served in that month of the PHE.	Information
NJSP	Family call regarding I/P's eligibility for the PHEC.	Advised caller the PHE was extended and NJDOC will apply the additional 122 PHEC at the end of the 30 days, if the PHE is ended early the PHEC may be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised projected max dates. No action is needed, and if the I/P is eligible they will be awarded the credits.	Information
NJSP	Family call regarding I/P's mail not being received.	Advised caller that unless mail is sent certified it cannot be tracked and it is difficult to determine if it arrived at the facility. Referred to NJSP Mailroom staff.	Referral
NJSP	Family call regarding I/P's sentencing information being incorrect in the DOC system.	OCO advised caller that the DOC has calculated the sentence correctly. The reason for the difference in the max dates was explained to the family member. The OCO provided information to the caller on how to petition the Court to possibly get the credits changed.	Information
NJSP	Family call regarding the kiosk being down for over a week.	Confirmed with Administration that JPay is aware of matter. Family was notified JPay is working on the issue.	Information

NJSP	Family inquiry about I/P's CMRP application status.	Review of Itag and JPay shows I/P was advised on 2/11/22 that they may NOT sign an application for HWH consideration "for another week." Explained to caller that I/P must submit the application, be reviewed by the Classification Committee, if approved by CC, I/P would then need approval by the Administration. If approved by Administration, I/P would need to be approved by OCP. Explained that I/P must be patient through this process and that our office cannot do anything to expedite aforementioned reviews or approvals.	Information
NJSP	Family member advised that vent is not working in	I/P filed IRF and received an appropriate response.	Information
NJSP	Family member called alleging that I/P has run out of toilet paper and has resorted to using pieces of his clothing. She alleges that when he asks for toilet	OCO referred the allegations to the Administration at NJSP for their review. The response from Administration indicates that the I/P was provided toilet paper on the morning of the family member's call to our office.	Referral
NJSP	Family member contacted office stating the food portions are not correct.	Referred to NJSP Administration for review and any action deemed appropriate. Response from NJSP Administration advised the complaint was reviewed and measures were placed to ensure moving forward adequate portions are provided to I/P'S. Measures taken included increase in servers and additional oversight by I/P staff. Follow-up call to family member to advise of the same completed.	Referral
NJSP	Family member contacted the office regarding I/Ps housing unit at NJSP. Family is concerned I/P is housed with a Keep	Referred to NJSP Admin. As a result of the referral, the I/P was moved to a different housing unit away from his Keep Separate.	Resolved
NJSP	Family member contacting office to determine if NSP Claim was reviewed.	Disposition received from NSP and provided to I/P.	Resolved
NJSP	Family member has concerns regarding medical/mental health care and living conditions.	Referred to UCHC and DOC Health Services. Per UCHC- I/P has been seen daily by medical/mental health as per Isolated Confinement Act. I/P discussed living conditions with AO and stated he understood housing assignment.	Referral
NJSP	Family member of I/P called about the denial of a property claim for being submitted outside the required timeframe. Caller indicated the claim was	OCO informed caller that property claims must be submitted within 15 days, not 30 days; therefore, the denial was in accordance with DOC policy.	No Violation
NJSP	Family member of I/P called alleging that he is in pain and cannot get out of bed due to an assault by other	OCO referred to DOC and UCHC medical staff for their review. I/P was subsequently seen by the medical staff.	Referral

NJSP	Family member states I/P doesn't have access to his legal paperwork.	Property and Housing Unit confirmed I/P received property. I/P notified via letter of information and directed to respond back if any property was not provided.	Resolved
NJSP	Family member would like information on PHEC.	Advised caller that 122 was deducted from I/P's max date. Explained PHEC.	Information
NJSP	Fiancée' call regarding I/P's eligibility for PHEC.	Advised caller I/P received the first set of PHEC. Not clear at this time if 2nd set will be awarded. DOC is pending guidance from Governor.	Information
NJSP	Girlfriend call regarding a request for a stop payment on a check for \$415.00 on I/P behalf for jewelry that	Provided caller with information on how to complete a stop payment.	Information
NJSP	Girlfriend call regarding I/P housing placement.	Caller was provided with housing unit information.	Information
NJSP	Girlfriend called inquiring about I/P's eligibility for the additional PHEC.	Explained PHE credit application	Information
NJSP	I/P advised that several commissary items have been out of stock for years.	I/P advised that concerns will be addressed with Administration at upcoming Commissary Committee meeting.	Referral
NJSP	I/P believes he paid incorrect postage.	After several reviews, AO could find no evidence that postal rates are incorrect. Rates are based on weight and destination.	No Violation
NJSP	I/P believes he was paid incorrectly for January	I/P was paid the appropriate amount for January 2022.	Unsubstantiated
NJSP	I/P believes his max date is calculated incorrectly.	Record review conducted by OCO. LT/P providing explanation of his maximum expiration date calculation and information that DOC calculation is accurate.	Unsubstantiated
NJSP	I/P believes staff are incorrectly deducting fines/loans from his Trust	Deductions to account are appropriate as I/P owes restitution to NJDOC.	No Violation
NJSP	I/P called requesting that her gender is changed in ITAG to reflect female and requested to receive the commissary list for female	OCO referred the complaints to the NJSP administration for resolution. I/P's gender was corrected to reflect Female and she was provided the commissary list for female I/Ps.	Referral
NJSP	I/P claims he is not being provided access to the JPAY kiosks.	LT/I/P advising of COVID mitigation tactics and access to the I/P grievance system.	No Violation
NJSP	I/P declares he doesn't want to participate in disciplinary process. I/P did not receive the receipt for the postage remit he	I/P advised that his concerns were noted and filed. I/P's full postage remit was sent with his letter. I/P interviewed and confirmed receipt of mail.	Information
NJSP	I/P did not receive TV or cosmetics at NJSP.	LT/P Cosmetics to be held until determined if they are permissible. TV is being reviewed and should have no issues being cleared for retention.	Information
NJSP	I/P does not agree with decision of DHO.	I/P advised that he can appeal disciplinary decision of DHO to Administration.	Information

NJSP	I/P does not want to attend Chronic Care appts. I/P is not refusing all medical care. Expressed concerns regarding medical care for chronic illnesses.	Referred to UCHC and NJDOC Health Services for review and any action deemed appropriate. Per UCHC- matter referred to facility medical director, however I/P must be offered chronic care appointment. He can refuse.	Referral
NJSP	I/P had oral surgery and has not received all his medication.	The matter was referred to DOC and UCHC medical providers as well as the Dental Director. I/P to be seen by dental on 2/9/2022.	Referral
NJSP	I/P has not received ORPA request from NJDOC.	I/P provided with the OPRA numbers for his pending requests. I/P advised to contact GRC with concerns of denials or incorrect documents.	Information
NJSP	I/P is experiencing issues with his tablet.	Per JPay- issue is not with the tablet. JPay is working to remedy the issue.	Resolved
NJSP	I/P is having an issue with the business office at NJSP concerning the stop payment of a check.	Advised I/P that NJSP Business Office appropriately processed his stop payment.	Information
NJSP	I/P is in need of clothing and would like to speak to a social worker.	Administration advised staff to provide I/P with clothing. Referral to Social Services. Per Social Services- I/P will be interviewed.	Referral
NJSP	I/P is missing property from NSP. I/P has limited access due to PHDH	I/P provided property claim and educated on property claim process. I/P instructed on how to request legal access.	Information
NJSP	I/P is not being permitted to make legal copies.	Copies were completed and I/P's request to complete the documents for the court was approved. I/P to be provided two days of legal access the following week.	Resolved
NJSP	I/P is not being provided the opportunity to make legal copies.	Copies were completed and I/P's request to complete the documents for the court was approved. I/P to be provided two days of legal access the following week.	Resolved
NJSP	I/P is not receiving appropriate legal access and the law library has no	Referred to NJSP Administration. Law library has paper and is operational with limited appointments due to COVID mitigation efforts.	Information
NJSP	I/P is notifying office he was delayed in filing Inmate Claim for Lost, Damaged or Destroyed Property.	I/P advised that only one claim was received in January 2022. If this is not the claim in question, please resubmit.	Information
NJSP	I/P is requesting a unit transfer and transfer to EJSP upon release from	Referred to SARC. Per SARC appropriate housing assignment has been selected.	Referral
NJSP	I/P is requesting an interview	I/P provided AO MM with documents regarding a civil law suit for review. I/P advised that OCO does not provide legal assistance.	Information
NJSP	I/P is requesting assistance being removed from quarantine unit.	I/P transferred off quarantine unit on 2/15/2022.	Solved Prior to Contact
NJSP	I/P is requesting assistance in resolving an error with his telephone discrepancy	Referred to GTL. Matter corrected. LT/P advising of correction.	Resolved
NJSP	I/P is requesting assistance setting up a power of attorney.	Unfortunately this does not fall under the purview of this office. Provided I/P guidance on how to access assistance.	Declined

NJSP	I/P is requesting copies of Inmate Remedy Forms (ASAP).	Provided copies as a one time courtesy. Advised I/P that OCO does not have the resources to make copies for the I/P population.	Resolved
NJSP	I/P is requesting why his housing was not changed upon Classification's	Referred to the Classification Department I/P is awaiting final approval on CC's recommendation. LTI/P advising of same.	Information
NJSP	I/P is seeking assistance with issues concerning his criminal conviction.	I/P advised that the office cannot assist with issues concerning I/P's underlying criminal conviction.	Information
NJSP	I/P is unable to purchase a tablet. Old one was stolen a few weeks ago.	I/P instructed on procedures to remove tablet from electronics list. Once completed OCO will contact JPay to activate purchase button.	Information
NJSP	I/P mailed property home and it did not get to the	Items located and I/P instructed on necessary documents to provide to the Property Room.	Resolved
NJSP	I/P needs additional legal access to complete his legal work.	Referred request for an immediate law library appointment to NJSP Administration. Administration will attempt to accommodate request.	Referral
NJSP	I/P needs assistance contacting the Public Defender's Office. I/P would like to confirm that his attorney was added to his	I/P advised this office cannot assist with legal calls. OCO ensured attorney number was added to I/PIN list.	Resolved
NJSP	I/P needs assistance with property claim.	I/P advised his claim has been processed and is pending investigation.	Information
NJSP	I/P needs property to work on legal work. Property was held due to PHDH	OCO conferred with Custody Major and advised the I/P will be provided property.	Resolved
NJSP	I/P provided additional information/documents for Property Sgt.	Copy of documents provided to NJSP Property Sgt for inclusion with claims package. Originals returned to I/P.	Information
NJSP	I/P provided training suggestions for work	Suggested I/P notify Tier Rep or notify Admin of his recommendations via the kiosk.	Information
NJSP	I/P reports he was assaulted by staff upon transfer of units. I/P wants to ensure SID was notified.	Referred to NJSP Admin and COHQ SID for review and any action deemed appropriate. Per Admin, matter is under review by SID.	Referral
NJSP	I/P reports that he and other I/Ps on the unit are being harassed by another	I/P interviewed and reported no current concerns.	Solved Prior to Contact
NJSP	I/P reports that he was seen by an Optometrist approximately 2 months ago. He was told he would receive a pair of glasses within 4-6 weeks, but has yet to receive them. I/P states that he experiences headaches without them. I/P also reports that he is	I/P was provided response via Medical Form MR-007. Request for booster referred to UCHC and DOC Health Services.	Referral
NJSP	I/P reports that the kiosk on his unit needs a replacement USB cord.	Provided I/P with NJSP procedure for requesting new cord.	Information

NJSP	I/P reports that the legal telephone lines and LexisNexis services aren't working.	Referred to Education Supervisor. No issue with I/Ps making staff assisted phone calls. LexisNexis is being addressed by vendor. I/P advised to provide additional information regarding issues with legal telephone lines.	Information
NJSP	I/P reports that the LexisNexis program needs	Referred to Administration. Program is currently being updated by the vendor.	Information
NJSP	I/P sent a correspondence regarding a replacement tablet.	LTI/P advising the matter was referred to JPay and JPay stated a replacement tablet will be sent to the institution.	Resolved
NJSP	I/P sent I/PIN Add/delete form.	Form provided to GTL Liaison. GTL will notify I/P if form can be processed.	Referral
NJSP	I/P stated he has not received his I/PIN from GTL.	Advised I/P that I would notify GTL, however all phones issues should be addressed via discrepancy form.	Referral
NJSP	I/P stated he has not received his I/PIN from GTL.	Advised I/P that I would notify GTL, however all phones issues should be addressed via discrepancy form.	Referral
NJSP	I/P states a phone number was deleted from his I/PIN list is deleted in error.	Matter referred to GTL and corrected	Resolved
NJSP	I/P states another I/P forged his name on business remits for three food packages, but he only	Advised I/P that he needed to allow NJSP to conduct an investigation. Suggested I/P formally contact SID if he believes fraud was committed by another I/P.	Information
NJSP	I/P states he is overcharged for postage.	After several reviews, AO could find no evidence that postal rates are incorrect. Rates are based on weight and destination.	No Violation
NJSP	I/P states he never received a commissary refund from 11/2021.	Referred to Business Office, Commissary. Account credited on 2/16/2022 for full commissary order.	Resolved
NJSP	I/P states he suffered a medical emergency.	LTI/P advising the matter was referred to NJDOC and UCHC medical providers and he has been scheduled for a medical appointment.	Referral
NJSP	I/P states he was found guilty of a disciplinary offense he did not commit and DHO took all of his	I/P advised that the sanctions are not excessive. I/P encouraged to appeal decision of DHO. I/P remains able to write and receive letters from family and friends.	No Violation
NJSP	I/P states he was sprayed with o/c spray for no reason and held in constant watch after he was cleared. I/P wants to file a complaint to	Referred to NJSP Admin and COHQ SID for review and any action deemed appropriate. Matter is under review by SID.	Referral
NJSP	I/P states he was told in an IRF that he was sanctioned to loss of sending or receiving USPS mail.	I/P's email privileges were reinstated on 2/9/2022. No indication I/P was sanctioned to loss of USPS mail. I/P notified Mailroom who is investigating the matter.	No Violation
NJSP	I/P states staff are tampering with his legal mail by taping the envelope.	Referred to NJSP Admin for review and any action deemed appropriate. Admin requested a review of incoming mail to document if any items are received taped.	Referral

NJSP	I/P states that he was given two charges after being attacked by 2 I/P's. He believes the charges should be overturned and that the unit officer should be held accountable for not calling a code during the attack. I/P would like to be	I/P advised that his complaints regarding disciplinary infraction and those against staff are being investigated by SID as per the responses to his IRFs. I/P advised that if the NJDOC believes that his safety is comprised, this office cannot overturn the decision.	Information
NJSP	I/P submitted an OPRA form and has not received a response. I/P has not received property from	I/P was instructed on how to contact facility staff for information on property. I/P advised process for OPRA.	Information
NJSP	I/P submitted requests, but has not received legal services.	Referred to Education Supervisor. I/P provided services as per Education Department. Population is experiencing some delays due to COVID-19 Mitigation Efforts.	Unsubstantiated
NJSP	I/P wants a replacement tablet.	Advised I/P that JPay reported they are working on the issues the population is experiencing with pictures.	Information
NJSP	I/P wants to know when he will take exit photo.	DOC took exit photo.	Solved Prior to Contact
NJSP	I/P was ordered a special diet and not receiving it, has not received glasses or medical records.	I/P was ordered a heart healthy diet which is the DOC diet. Glasses referred to UCHC and NJDOC Health Services. Per UCHC : I/P is schedule for an optometry appointment.	Referral
NJSP	I/P would like assistance filing for social security and disability benefits.	I/P advised that he will be contacted by Social Services 45 days prior to release.	Information
NJSP	I/P would like assistance to see the eye doctor and dietician.	Referred to UCHC and COHQ HSU for review and any action deemed appropriate. Per UCHC- Sick call slip submitted on behalf of I/P.	Referral
NJSP	I/P would like balance from savings account and to know if a check was sent out.	I/P provided trust account statement which provides information on balance transfers and deductions. I/P advised on how to file a stop payment for a check if needed.	Information
NJSP	I/P would like information on the new mandatory	LTI/P providing guidance on how to access information about AG Directive 2021-4	Information
NJSP	I/P would like OCO to confirm max date. I/P would like to address out of state health care and food stamps. I/P wants information on withdrawing	I/P advised that his concerns were addressed through the inmate remedy system. I/P encouraged to discuss any issues concerning release in his upcoming release planning interview.	Information
NJSP	I/P would like to confirm his max date with the new PHEC.	I/P was notified of his max date as per his electronic record. I/P advised the date is subject to change and he will be notified of exact date closer to release.	Information
NJSP	I/P would like to discuss parole plans with parole.	Referred to NJSP State Parole Board as per I/P's request.	Referral
NJSP	I/P would like to ensure his medical tests are being scheduled.	Referred to UCHC and DOC Health Services for review and any action deemed appropriate. Per UCHC - I/P is scheduled for testing.	Referral

NJSP	I/P would like to file a lawsuit regarding PC.	I/P advised this office cannot provide legal assistance. I/P directed to contact the law library for assistance.	Information
NJSP	I/P would like to know if he is eligible for PHEC.	Advised I/P that he is not eligible due to the length of his sentence.	Information
NJSP	I/P would like to know if he is eligible for the second set of PHEC.	Advised that DOC is awaiting guidance on how to apply credits. Explained that if the Public Health Emergency ends early, I/Ps would receive prorated credits and not the full amount.	Information
NJSP	I/P would like to know if NJDOC reinstated visits.	Per NJDOC COHQ directive, window and contact visits remain suspended.	Information
NJSP	I/P would like to know the status of his OPRA request.	I/P informed he has six pending OPRA requests, some of which are pending payment.	Information
NJSP	I/P would like to know the status of his RMA (JP6 tablet).	OCO referred concern to JPAY and the Custody Response Team. I/P will be sent RMA.	Resolved
NJSP	I/P would like to know when he is being released.	I/P advised he can contact the State Parole Board on the JPAY kiosk. I/P advised of his current maximum expiration date and notified this date is subject to change. Classification will confirm exact date prior to release.	Information
NJSP	I/P would like to know when he will have a disciplinary	Per NJSP staff, I/P is scheduled for a hearing next week.	Information
NJSP	I/P would like to speak to SID and PREA regarding incidents. I/P states blood was drawn and wants to know where it went.	Referred to UCHC and DOC HSU, PREA Compliance Unit, NJSP Admin and SID for review and any action deemed appropriate. UCHC to meet with I/P to discuss blood draw. SID advised that matter is currently under investigation.	Referral
NJSP	I/P wrote for assistance in obtaining a replacement JPay tablet.	OCO advised I/P that only JPay can authorize him to receive a replacement. Suggested that he submit a support ticket to JPay.	Information
NJSP	I/P wrote for assistance in obtaining his eyeglasses.	OCO referred to the medical patient advocate and medical staff. They advised that he received his eyeglasses on 2/10/22	Referral
NJSP	I/P wrote to complain that the business office is making him wait 6 months before they will process a stop payment request.	OCO contacted Director of Financial Services Unit who advised the I/P was provided incorrect information by the business office staff. Letter to I/P informing him to resubmit his request and it will be processed.	Referral
NJSP	I/P reports that he has not received his property from BSP.	Referred to NJSP mailroom who confirmed all property was received and distributed. LTI/P advising they will have to submit a property claim form for the missing property.	Resolved
NJSP	I/P reports that he submitted a commissary order two weeks ago, but it has yet to be processed.	LTI/P advising the commissary order was not processed and no funds were deducted from your account.	Information
NJSP	I/P reports that the kiosk on his unit needs a replacement USB cord.	Provided I/P with NJSP procedure for requesting new cord.	Information

NJSP	I/P states he was removed from his work detail because someone made a false PREA allegation against him. I/P is requesting assistance with	I/P advised that OCO cannot circumvent DOC investigative procedures to identify false allegations. I/P remains in job assignment.	Information
NJSP	Per family member, I/P purchased a gift for her and she has not received it yet. I/P sent the check to the vendor last month.	Referred to NJSP Business Office. Information provided indicates check has not been cashed to date. I/P can wait or submit stop payment.	Information
NJSP	The family is requesting an investigation into why I/P was housed with mental ill and violent cellmates.	No action required as matter was solved prior to contact. Follow-up call placed to family member to advise of the same as I/P was transferred to another cell and housed with a different cellmate.	Solved Prior to Contact
		NORTHERN STATE PRISON	
NSP	Anonymous complaint called into OCO regarding and SCPO assigned to NSP. Caller alleges that I/P's assigned to D Unit are not being allowed out for recreation, phones and	Complaint referred to NSP Administration for review and action deemed necessary.	Referral
NSP	Anonymous note received stating that an officer will be assaulted by an I/P	Provided original copy of note to NSP Administration.	Referral
NSP	Called inquiring about PHEC applicability to brother's sentence.	Advised caller that if the PHE is extended and still active 2/26/22 NJDOC will apply 122 PHEC, if the PHE is ended early the PHEC will be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised date. No action is needed and if the I/P is eligible they will be awarded the credits.	Information
NSP	Caller alleged I/P signed paperwork to return to HWH and was subsequently denied.	Review of Itag shows C4 results noting I/P to remain at NSP due to discipline history and nature of disciplinary offenses. Advised caller that I/P may reapply for the HWH in 6 months.	Information
NSP	Caller alleges I/P has not seen Classification despite being at NSP for 6 weeks.	Advised caller that in-person Classification meetings were not being held due to COVID mitigation protocols. C4 committee decision was for I/P to remain at NSP due to impending Max Date.	Information
NSP	Caller inquired about PHEC eligibility for I/P	Advised caller that if the PHE is still active 2/10/22 NJDOC will apply 122 PHEC, if the PHE is ended early the PHEC may be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised projected release date. No action is needed and if the I/P is eligible they will be awarded the credits.	Information

NSP	Caller inquiring about I/P's eligibility for PHEC.	Advised caller that PHEC is only applied to I/P with max dates within 365 days of the PHE therefore the I/P in question is ineligible at this time due to 12/24/25 max date.	Information
NSP	Caller inquiring about PHEC, concerned her husband was missed. Also alleging website shows incorrect max date.	Review of Itag shows current max of 3/4/23 including any credits earned through 12/31/21. Explained to caller that January credits will not post to the I/P's account until 2/25/22. Explained to caller that I/P must be patient as Classification applies the credits to everyone who is eligible. Explained to caller that I/P would be eligible for 122 credits at this time and would not receive 244 unless the PHE is extended another month.	Information
NSP	Caller inquiring about when their brother would be seen for their HWH review.	Informed caller that I/P has not completed the HWH application process. Also explained that once the application is received, the Classification Committee will review and I/P must be approved by the committee, the Administrator and the Office of Community Programs before he can be scheduled to transfer to a HWH.	Information
NSP	Caller stated the I/P believed they were missing CJ work credits for "6 to 8 months while in Bergen County Jail in 2020."	Review of Itag shows I/P was awarded 7 day a week county jail work credit from 1/29/20 to 1/15/21 and from 2/9/21 to 4/6/21. Advised caller that if they I/P believes they are missing credits earned in addition to these we would need specific dates, but that it appeared he was awarded everything for which he was eligible.	Information
NSP	Caller states her brother is awaiting transfer off a detention unit.	Follow up call provided to family advising I/P is in a General Population Housing unit.	Resolved
NSP	Caller states that she was told I/P was coming home last week but then told it was a mistake. She would like to know I/P's max date.	Review of Itag shows I/P was awarded 122 PHEC and has a current max of 5/13/22. Advised caller and stated that I/P may receive additional PHEC which could reduce the max to March 13, 2022. Classification will be applying these credits and advising I/P of their revised date. No action is needed and if the I/P is eligible they will be awarded the credits.	Information
NSP	Caller wanted to know if I/P is eligible for the Public Health Emergency Credit.	Caller was advised if the Governor's office extends the public health emergency into March then the I/P will be eligible for the PHEC.	Information
NSP	Caller wanted to know if the I/P was accepted into a program.	Caller was advised per DOC records the I/P is not pending acceptance to any parole programs and is not in the release process.	Information
NSP	Caller wanted to know why her son was being denied an appointment with a specialist.	Referred to DOC and UHC medical providers. Per medical the I/P was informed to follow up with a dentist. Follow up call provided to family who was informed, per medical, the I/P will be seen by a dentist.	Referral

NSP	Email from concerned party that I/P is not receiving the appropriate dental care	Referred to UCHC patient advocate and NJDOC HSU management who confirmed that the dental procedure has been scheduled.	Referral
NSP	Family call concerning eligibility for the PHEC and I/P's max date.	OCO advised caller that the I/P already received the first 122 PHEC and could receive additional PHEC if the Governor extends the public health emergency.	Information
NSP	Family call concerning I/P's max date.	Provided maximum expiration date to caller and explained application of PHE credit. I/P's actual max date is 10/3/2022 with 122 PHEC applied. Also, informed caller that PHE was extended and the I/P should be eligible for additional credit.	Information
NSP	Family call inquiring about I/P's return to halfway house as he was found not guilty of his disciplinary	OCO advised that the C4 committee will need to review the outcome of the charge and make a determination whether or not he could return.	Information
NSP	Family call regarding I/P not being eligible for the PHEC.	Review of Itag, I/P appears eligible, already received 122 PHEC. Advised caller PHE was extended and NJDOC will apply the additional 122 PHEC at the end of the 30 days, if the PHE is ended early the PHEC may be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised projected. No action is needed and if the I/P is eligible they will be awarded the credits.	Information
NSP	Family call regarding I/P not receiving his kosher meals.	Confirmation received from Food Service that I/P is now receiving his kosher meals. Advised caller that I/P is now receiving his kosher meals.	Resolved
NSP	Family call regarding I/P receiving the additional 122 days PHEC.	OCO advised caller that if the public health emergency runs for the full 30 days, the I/P will be eligible to receive an additional 122 days; however, if the emergency is ended before the expiration, it is possible that the amount of the credit could be prorated.	Information
NSP	Family call regarding I/P requesting a replacement	Confirmed with JPAY and family that the issue has been corrected.	Resolved
NSP	Family call regarding I/P's eligibility for the PHEC and his adjusted max date.	Caller was advised the I/P did receive the PHEC and his max date was adjusted.	Information
NSP	Family call regarding I/P's eligibility for PHEC	Left VM for caller advising that the I/P received the 1st award of 122 days and the 2nd credit posting is scheduled for 3-13-22 for an additional 122 days as long as the Governor doesn't terminate the public health emergency early. Instructed caller to contact the office if she has additional questions	Information
NSP	Family call regarding I/P's eligibility for the PHEC	OCO staff advised family member that the I/P does not meet the criteria for PHEC eligibility. Therefore, he will not be awarded any PHEC credits.	Information

NSP	Family call regarding I/P's eligibility for the PHEC.	Advised caller the PHE was extended and NJDOC will apply the additional 122 PHEC at the end of the 30 days, if the PHE is ended early the PHEC may be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised projected max dates. No action is needed, and if the I/P is eligible they will be awarded the credits.	Information
NSP	Family call regarding I/P's eligibility for the PHEC.	Explained the application of PHE credit.	Information
NSP	Family call regarding I/P's eligibility for the PHEC.	OCO staff reviewed I/P's electronic classification record which indicates he is not eligible for PHEC. Family member provided information accordingly.	Information
NSP	Family call regarding I/P's eligibility for the PHEC.	Reviewed ltag and explained to caller that I/P is ineligible for the PHEC at this time due to their 9/4/2023 max date. Explained that in order to qualify for the credit, the I/P's max date needs to be within one year of the PHE.	Information
NSP	Family call regarding I/P's JPlayer not syncing to the kiosk	Spoke to caller and advised that the I/P had a pending inquiry to JPAY and it is not overdue. They will provide him with steps to troubleshoot the problem. If those steps don't work the I/P can request a new tablet.	Information
NSP	Family call regarding I/P's max date and eligibility for the PHEC.	Advised caller PHE was extended and NJDOC will apply the additional 122 PHEC at the end of the 30 days. If the PHE is ended early the PHEC may be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised max date. No action is needed and if the I/P is eligible they will automatically be awarded the credits.	Information
NSP	Family call regarding I/P's max date and if it will be reduced by the PHEC.	OCO provided information on how the PHEC will impact the max date of their family member.	Information
NSP	Family call regarding I/P's PHEC being awarded and	Explained PHE credit application.	Information
NSP	Family call regarding I/P's PHEC being awarded.	Advised caller his maximum expiration meets the time criteria for PHEC. PHEC is going to be awarded on 2-10-22 as long as the Governor doesn't terminate the public health emergency. Classification is in the process of reviewing records to determine if he meets the remaining criteria. They are prioritizing cases right now and reviewing records in order of maximum expiration dates.	Information
NSP	Family call regarding the additional PHEC and if I/P received them.	OCO staff review of I/P's classification record indicates additional PHEC credits have not posted. Caller advised that NJDOC has requested patience as they are diligently working to update eligible I/P's records accordingly, should they be eligible.	Information

NSP	Family call regarding the additional PHEC.	Advised caller that I/P received the 1st PHEC of 122 days and that he should receive the 2nd 122 days on 3-13-22. That is the earliest the I/P can be released. Classification is prioritizing and is in the process of reviewing records in date order and will advise the I/P of his new date.	Information
NSP	Family call regarding the PHEC.	Caller requested I/P's maximum expiration date and his parole eligibility date. Provided the dates as requested.	Information
NSP	Family call, inquiry about I/P's eligibility for the PHEC.	Provided explanation of PHE credit.	Information
NSP	Family call, I/P is hard of hearing and is requesting an audiology evaluation in addition to a sickle on his door to indicate that he is hard of hearing.	Referred to UCHC patient advocate and NJDOC HSU management. Response received that the patient has already been referred to an audiologist and this appointment will take place when medical trips resume, which are currently on hold due to COVID. Patient was previously referred to an audiologist in March 2020 however, the patient declined the appointment. Follow up call provided to the family.	Referral
NSP	Family called stating that I/P should receive credit for whatever he signed up for but wasn't able to do due to the pandemic	After reviewing the record, OOC contacted the Classification Department about missing county jail work credits. Credits were then awarded for work credit accrued in county jail as a result of delayed transfer to state prison due to the pandemic.	Resolved
NSP	Family called to see if I/P is eligible for PHEC	Advised caller his maximum expiration meets the time criteria for PHEC. PHEC is going to be awarded on 2-10-22 as long as the Governor doesn't terminate the public health emergency. Classification is in the process of reviewing records to determine if he meets the remaining criteria. They are prioritizing cases right now and reviewing records in order of maximum expiration dates.	Information
NSP	Family friend contacted OCO to obtain clarification regarding I/P's current custody status.	OCO staff review of I/P's Electronic Classification Record indicates that I/P is serving a concurrent sentence out of PA/NJ. I/P cannot obtain a change in custody status until he completes the PA sentence. As of this date the I/P's actual maximum date is listed as 2/16/2026. Family friend advised accordingly.	Information
NSP	Family inquired why his parole eligibility date is later than his mandatory minimum	Explained to caller that I/Ps are required to serve 1/3 of their sentence prior to becoming eligible for parole. 1/3 of 5 years is 1 year 8 months. They can not be released any sooner than their mandatory minimum.	Information
NSP	Family inquiry about additional PHEC as PHE was extended.	Advised of PHEC application and pending DOC guidance on the application of the second set of credits.	Information

NSP	Family inquiry into why the I/P did not receive the full 244 days public health emergency credit.	Advised caller that the I/P received the 1st round of credits on 2-10-22. The 2nd round of credit isn't being officially awarded until 3-13-22. That is the earliest the I/P can be released. As a result, the I/P is only eligible for a portion of the credit that will bring him to that 3-13-22 release date.	Information
NSP	Family member asked for maximum expiration date.	I/P provided info regarding maximum expiration date as listed on DOC website.	Information
NSP	Family member called about eligibility for additional PHEC.	OCO advised that the I/P will receive additional credits at the expiration of the public health emergency.	Information
NSP	Family member called about I/Ps eligibility for the	OCO advised that the I/P appears to be eligible to receive 122 PHEC as of 2/10/22.	Information
NSP	Family member contacted the office stating that I/Ps unit has been quarantined for 3 weeks even though no one on unit is positive.	Advised caller that the unit was placed on quarantine today 2-25-22 for 10 days as a precautionary measure due to an increase in positive cases.	Information
NSP	Family member of I/P called to inquire about eligibility for the PHEC	OCO advised caller that the I/P had been granted 122 PHEC in advance, in anticipation that the public health emergency will last through 2/10/22. Explained that the I/P could become eligible for additional PHEC is the Governor extends the PHE.	Information
NSP	Family member of I/P called to inquire about when the I/P might be moved into the halfway house assessment	OCO advised caller that the NJ DOC has advised that transfers to the assessment center will resume after mid-March 2022.	Information
NSP	Family member of I/P calling about the impact of PHEC on his max date.	OCO discussed how the PHEC would impact the max date, but cautioned caller that the date could change if the Governor ended the public health emergency early.	Information
NSP	Family member wants to know if I/P qualifies for the 2nd set of PHEC and has I/P received 10 special	Advised caller that I/P received 10 special credits and explained that I/P is eligible for the additional PHEC, however NJDOC is awaiting guidance on application of credits.	Information
NSP	Family member would like to know if I/P is eligible for	Advised caller I/P does not meet eligibility criteria due to current max date and offense.	Information
NSP	Family member would like to know if I/P is eligible for	I/P received 122 PHEC.	Information
NSP	Friend call regarding I/P getting the additional 122 days PHEC since PHE was extended.	Advised caller that the 1st 122 public health emergency credits should be awarded today and that the Governor has extended the Public Health Emergency. I/Ps can receive up to a maximum of 244 days public health emergency credit. If the Governor terminates the public health emergency early credits will be awarded on a prorated basis.	Information
NSP	Friend call regarding I/P's eligibility for the PHEC.	Explained PHE credit application.	Information
NSP	Friend called and indicated that I/P cannot access his I/PIN or the kiosk.	Letter to I/P with instructions on how to obtain a new password from JPay and provided a Telephone Discrepancy Form for him to submit to GTL to resolve the issue with the I/PIN.	Information

NSP	Friend calling to see if I/P is eligible for PHEC	Advised caller that the I/P meets the time criteria. As long as he meets the remaining criteria then the credits will be awarded on 2-10-22. Classification is in the process of reviewing records to determine if he meets the remaining criteria and he will be notified accordingly.	Information
NSP	Friend inquiry about I/P leaving for the RCRP as he has approved for sometime.	Advised caller that the I/P is not approved for RCRP and the institution does not have an application on file for the I/P. However, he will be scheduled for an interview and given an application	Information
NSP	Friend inquiry about I/P's eligibility for the PHEC.	Explained the application of PHEC.	Information
NSP	Friend of I/P called alleging I/P is missing all of their property.	Referred to NSP Administration, Response advised that I/P was provided with essentials and that custody is presently looking into his property allegations.	Information
NSP	Girlfriend call regarding I/P receiving his PHEC.	Advised caller that if the PHE is still active 2/10/22 NJDOC will apply 122 PHEC, if the PHE is ended early the PHEC may be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised date. No action is needed and if the I/P is eligible they will be awarded the credits.	Information
NSP	Girlfriend called to ensure I/P receives the PHEC.	Advised that I/P meets the time criteria for PHEC however Classification is reviewing records to ensure he meets the remaining criteria. The record review is being done in order of max date so I/P's with earlier max dates are being reviewed first. They will notify him if he meets the criteria.	Information
NSP	Girlfriend inquiry about when PHEC will be awarded to I/P.	Caller was advised the I/P is eligible for PHEC and allow the institution time to apply the credits.	Information
NSP	I/P would like to know if he is eligible for the next PHEC credits.	Advised that DOC is awaiting guidance on how to apply credits. Explained that if the Public Health Emergency ends early, I/Ps would receive prorated credits and not the full amount.	Information
NSP	I/P advised that he is having difficulty with trying to obtain medical records.	OCO referred the matter to the medical patient advocate for resolution. The I/P was scheduled to pick them up on 2/18/22 but was apparently at work and could not get them. He was subsequently re-scheduled to pick-up the medical records on 3/7/22.	Referral
NSP	I/P alleges another I/P (food services) worker is tampering with his meal tray.	Referred to the Administration for their review and any action deemed appropriate. Per NSP's Administration custody staff will be reminded to be present during distribution of meals. LTI/P advising of same.	Referral
NSP	I/P alleges their cell was not cleaned for days after a toilet overflowed. I/P was also denied the shower.	Referred to the facility's administration for review and any action deemed appropriate. AO inquiry to custody staff for investigation. LTI/P advising of same.	Referral

NSP	I/P asked about PHEC and how it may impact his parole date.	OCO explained that he should receive the full PHEC as long as the Governor does not end the public health emergency early.	Information
NSP	I/P asked if he would receive work and minimum credits after being found not guilty.	OCO referred to NSP Class Dept. to ensure that the I/P receives the appropriate work and minimum credit after being found not guilty of a disciplinary infraction.	Referral
NSP	I/P asked when he will be released from Restorative Housing Unit (RHU).	Referred to the Classification Department and was provided the I/P's RHU release date. LT/I/P advising of RHU release date.	Information
NSP	I/P called about eligibility for the PHEC.	Advised I/P that he could become eligible for PHEC, but only if the public health emergency runs the full 30 days. If the PHE is ended early, he will not be eligible for any credits.	Information
NSP	I/P called about his amended Judgment lowering his term of imprisonment. He explained that his attorney said the JOC is now available.	OCO located the new Judgment of Conviction which resulted in a lesser term of imprisonment. The DOC was notified of and provided a copy of the amended Judgment and the record was updated to reflect the change. I/P was released from custody the next day.	Resolved
NSP	I/P called about missing pay and work credits for March 2019 while at SWSP	OCO referred via email to SWSP Classification Department and Business Manager. The response indicates that the offender did not dispute the issue within 90 days of becoming aware of it as required by DOC policy; therefore, they will not make any adjustments.	Referral
NSP	I/P called requesting transfer to SWSP for a visit	Advised I/P to submit a JPAY request to Classification for visit hardship transfer.	Information
NSP	I/P called stating he was wrongfully denied administrative parole release due to a conviction in AZ.	Advised I/P that the NJSPB is seeking clarification on the final charges for the AZ conviction. Upon receipt they will make a determination on eligibility for Administrative Parole Release.	Information
NSP	I/P called to ask if he was being paroled to a program or to his home.	OCO reviewed the computerized record which shows that the I/P will be paroled to the STEPS program at Bo Robinson on 2/17/22.	Information
NSP	I/P called to ask when he would be transferred to the halfway house.	I/P advised that transfers are starting to resume after the pause during the increase in Covid cases and that he should remain patient until the transfer takes place.	Information
NSP	I/P called to determine why he was initially given the PHEC and had them taken away.	I/P was advised that the PHEC credits were taken away because the I/P had not been revoked yet. Explained that he must be revoked before he can receive any credits.	Information
NSP	I/P called to inquire about eligibility for restoration of commutation credit.	I/P was advised of the correct procedure for him to follow in order to request restoration on the date he is eligible.	Information
NSP	I/P called to inquire about his eligibility for the PHEC.	OCO advised I/P that he has been granted 122 PHEC in advance, in anticipation that the public health emergency will last through 2/10/22.	Information
NSP	I/P called to inquire about his max date.	OCO staff advised I/P that his max date was 3/12/22 and that the max date did not include any additional PHEC as those credits could not be awarded until 3/13/22.	Information

NSP	I/P contacted OCO regarding eligibility for PHEC	Review of electronic classification record indicates I/P appears to be eligible for PHEC. I/P advised NSP Classification will review his Classification record and upon confirmation he is eligible, PHEC credits will be awarded accordingly.	Information
NSP	I/P contacted OCO to inquire as to whether or not he was eligible for PHEC.	Review of I/P's electronic classification record indicates the I/P's actual maximum date falls beyond the eligibility period. I/P was advised he is not eligible.	Information
NSP	I/P expressed concerns regarding the way he is being weaned off his	Referred to NJ DOC HSU and UCHC. Response indicated patient is being offered appropriate medication.	Referral
NSP	I/P had 5 guitars at NSP and he didn't receive them upon transfer. There were items he felt he should have had that were missing from his overnight bag.	LTI/P advising I/P that 1 guitar has been located. It will be shipped to SWSP. I/P was only approved to have 1 guitar. Advised him to file a claim for the remaining 4. Provided a list of items that are in the overnight bag per the "Inmate Handbook".	Resolved
NSP	I/P had a question regarding his parole date.	LTI/P explaining his parole eligibility date.	Information
NSP	I/P has not received his property from NSP.	Per Property I/P received his property. I/P notified to file claim if items are missing or damaged.	Information
NSP	I/P inquired about complaint number and offense code for the detainer lodged	Reviewed Itag and provided information to the caller.	Information
NSP	I/P inquired about transfers to the HWH	Advised caller that transfers to the HWH were on hold due to COVID concerns. Transfers to Bo Robinson Assessment Center are anticipated to resume in a few weeks and OCP will be working through the list of I/P who have been approved.	Information
NSP	I/P inquiring about PHEC, states he "still didn't get the credits"	Advised caller that if the PHE is extended and still active 2/26/22 NJDOC will apply 122 PHEC, if the PHE is ended early the PHEC will be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised date. No action is needed and if the I/P is eligible they will be awarded the credits.	Information
NSP	I/P inquiring when he would see parole to be revoked and get the PHEC.	Review of Itag shows I/P was revoked 2/11/22 and awarded 100 PHEC reducing his current to 3/13/22.	Information
NSP	I/P is inquiring about eligibility for the PHEC.	Advised caller that if the PHE is still active 2/10/22 NJDOC will apply 122 PHEC, if the PHE is ended early the PHEC may be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised date. No action is needed and if the I/P is eligible they will be awarded the credits.	Information
NSP	I/P is inquiring about his eligibility for the PHEC	LTI/P advising his maximum expiration date does not fall within the eligible time criteria for the Public Health Emergency Credit.	Information

NSP	I/P is inquiring about his eligibility for the PHEC.	Explained in detail that if the PHE remains in place on 3/12/22 I/P will be eligible for 122 PHEC.	Information
NSP	I/P is inquiring about his eligibility for the PHEC.	I/P was advised that he appears to be eligible for the PHEC; however, they have not yet been posted to his account. Explained that the credits are being applied to I/Ps based on their max dates.	Information
NSP	I/P is inquiring about his eligibility for the PHEC.	Letter to I/P informing him that he appears to be eligible for 122 PHEC which will be awarded on 2/10/22	Information
NSP	I/P is inquiring about his eligibility for the PHEC.	Advised caller that if the PHE is extended and still active 2/26/22 NJDOC will apply 122 PHEC, if the PHE is ended early the PHEC will be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised date. No action is needed and if the I/P is eligible they will be awarded the credits.	Information
NSP	I/P is inquiring about PHEC and parole.	LTI/P advising he is time eligible to receive PHEC, however Classification is reviewing records to determine if he meets the remaining criteria. If he does he will receive 122 days on 2-10-22. The Governor has extended the public health emergency. He can receive up to a maximum of 244 days. Once the Classification Department calculates his maximum expiration date, the State Parole Board will contact him for his parole plan.	Information
NSP	I/P is inquiring about the PHEC and eligibility for additional PHEC if on parole.	Advised caller the PHE was extended and NJDOC will apply the additional 122 PHEC at the end of the 30 days, if the PHE is ended early the PHEC may be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised projected max dates. No action is needed, and if the I/P is eligible they will be awarded the credits.	Information
NSP	I/P is inquiring about the PHEC.	OCO advised caller that the I/P had already received the first 122 days of PHEC and would likely be eligible for additional PHEC credits which are expected to be awarded on 3/13/22.	Information
NSP	I/P is inquiring about the PHEC.	Advised caller the PHE was extended and NJDOC will apply the additional 122 PHEC at the end of the 30 days, if the PHE is ended early the PHEC may be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised projected max dates. No action is needed, and if the I/P is eligible they will be awarded the credits.	Information

NSP	I/P is inquiring about the PHEC.	OCO advised I/P that his electronic classification record indicates that he received 206 PHEC. We further explained how these credits impact his max date, but cautioned that the date could change if the Governor ended the public health emergency early.	Information
NSP	I/P is inquiring about the PHEC.	Advised that DOC is awaiting guidance on how to apply credits. Explained that if the Public Health Emergency ends early, I/Ps would receive prorated credits and not the full amount.	Information
NSP	I/P is inquiring about the PHEC.	OCO advised I/P that he was granted 122 PHEC in advance, in anticipation that the public health emergency will last through 2/10/22.	Information
NSP	I/P is inquiring if his open charges are still active in the computer system	Advised I/P the OCO does not have access to view the court database. However, the DOC record does indicate an open charge.	Information
NSP	I/P is missing property from EJSP.	Per NJSP Property Room, I/P provided with property sent from EJSP.	Information
NSP	I/P is requesting a psychological report to have him removed off D Wing.	Referred to UCHC patient advocate and NJDOC HSU management. Response received from UCHC Patient Advocate that by copy of email she will notify the NSP mental health supervisors, however, mental health staff rarely weigh in on housing issues unless a patient is suffering from a mental illness and needs to be transferred to an inpatient mental health unit. This patient is not on the special needs roster however he is being monitored carefully by mental health staff in keeping with the Isolated Confinement Restriction Act, and in keeping with the policy for his housing unit.	Referral
NSP	I/P is requesting assistance with special housing order and Mental Health services.	Referred to facility's administration, DOC HSU, and Rutgers UCHC for review and any action deemed appropriate. Advised the I/P does not have a special order designated at this time, I/P is seen by Mental Health provider biweekly, I/P request to see provider was referred to the facility. LTI/P advising the same.	Referral
NSP	I/P is requesting his C4 meeting date and reason	Advised I/P of halfway house return reviews.	Information
NSP	I/P placed a property claim form and receipts in Ombudsman mailbox on the North Side of the	AO hand delivered the property claim to NSP Administrative staff.	Referral
NSP	I/P received 3 vaccine shots and is requesting 10 days COVID vaccine	LTI/P advising 10 days COVID vaccine incentive credit were entered into his record.	Resolved

NSP	I/P reports allegations of harassment and retaliation by medical and custody staff.	Referred to NSP Administration and SID for their review and any action deemed appropriate. Per SID Principal: I/P has already been interviewed multiple times regarding his concerns. Referred to DOC HSU, Rutgers UCHC, and the Statewide Patient Advocate for review of medication. OCO advised the I/P's MARS were checked and confirmed receipt of appropriate medication.	Referral
NSP	I/P requested an interview regarding her strip search preference, medication, privacy concerns when speaking to medical, fear of being transferred, issues with a former cellmate and drugs in the facility	Met with I/P who advised that NSP Administration updated her strip search preference card as she had checked the wrong box originally and it was causing confusion. Referred her concerns over medication to UCHC patient advocate and HSU management who advised that her concerns will be forwarded to the patient's physician and the facility medical director, as well as the nurse managers, for review. Prior to meeting with the I/P, I confirmed with the mental health clinician that the officer escorts her to the door, however the Officer will stand back so that they may discuss any issues she is having. If it is particularly sensitive in nature, she will request for the I/P to be brought somewhere more private to have a discussion. She advised that she had an issue with a certain Officer threatening to have her transferred and that K2 was being smoked on the housing unit. Referred her complaints to NSP Administration verbally and in writing and they confirmed that that will review her concerns.	Referral
NSP	I/P requested to speak to someone from the OCO.	I/P was seen for an in-person interview. I/P expressed concerns about being harassed due to being transgender. The concerns were referred to NSP Administration and Majors. Administration advised they will look into and resolve her reported concerns.	Referral
NSP	I/P requests Kosher trays.	Confirmed that I/P is approved a Kosher diet. Referred to NSP Food Service Supervisor who advised that the matter will be handled. Letter sent to I/P advising same.	Resolved
NSP	I/P saved legal documents on the computer in the Law Library at NSP and is requesting copies	LT/I/P advising the legal documents were located by the Supervisor of Education at NSP and is being shipped to the Supervisor of Education at SWSP.	Resolved
NSP	I/P sent a correspondence reporting his TV was stolen.	I/P was mailed a property claim form and instructions on completion and submitting the form.	Information
NSP	I/P sent an email advising he placed a commissary order prior to transfer and	Letter sent to I/P advising that a refund has been issued and funds are being sent to his current housing unit.	Resolved

NSP	I/P sent IRF inquiring about the PHEC.	LTI/P advising 122 days were posted to his record on 2-10-22 and additional credit will be awarded as long as the Governor doesn't terminate the PHE early.	Information
NSP	I/P states he is getting released 4-13-23 on parole and maxing in 2024. Parole gave him a 27 month "hit" and a 30 days "hit".	LTI/P advising that a review of his electronic record indicates a parole eligibility date of May 2, 2023 and a maximum expiration date of September 17, 2024. On December 21, 2020, a future eligibility term of 27 months was established. If he wishes to appeal the denial, he may submit an appeal to the New Jersey State Parole Board. Otherwise, he will begin the parole review process approximately 4-6 months prior to next parole eligibility.	Information
NSP	I/P states his Institutional Classification Committee appearance keeps getting postponed	I/P was seen for an in person interview and confirmed that he saw the ICC on 2-9-22. Informed him that the Mental Health Department has 30 days to complete his status evaluation.	Solved Prior to Contact
NSP	I/P states she is out of her KOP's and was told they were submitted for refill but she still hasn't received them.	Referred to UCHC patient advocate and NJDOC HSU management. Response received from NSP medical staff that all the meds in Delta Unit were checked personally. She has all medications being dispensed by the Medical Staff daily, she cannot have her KOP considering her housing unit, the KOP's are dispensed daily along with her other medications, and the remaining KOP medication (creams and ointments) have been ordered from Pharmacy.	Referral
NSP	I/P stopped AO during the course of a housing unit tour and stated that the housing unit is too cold	Interviewed I/P on the unit. NOTE at time of interview the outdoor temperature was recorded as 67 degrees. Housing unit temperature was comfortable. Advised the I/P if OCO requests a temperature read today it will show as being within acceptable limits and to contact our office if the temperature in the unit drops below acceptable levels.	No Cause for Action
NSP	I/P was returned from Tully on 7-30-21 with disciplinary charges and hasn't seen	I/P's charges have been adjudicated and he is scheduled to see the C4 committee.	Resolved
NSP	I/P would like to know how he will receive funds from his release account when he is released	Letter sent to I/P advising that he can receive up to \$75 in cash and the remainder, in \$20 increments, will be loaded on a debit release card.	Information
NSP	I/P would like to know if he is eligible for PHEC.	OCO advised that I/P that he is not yet eligible because his parole has not yet been revoked. At the request of the I/P, this office notified the SPB of his wish to be revoked.	Information

NSP	I/P believes that his mail is being tampered with and not being sent out. He provided individual examples	Advised I/P that his inmate trust account shows several deductions for postage which makes it difficult for this office to discern which letter the postage is for. Requested that he provide a tracking number if he has one so that OCO can assist. Confirmed receipt of one of his examples.	Information
NSP	I/P calling about max date with additional PHEC.	Advised caller the PHE was extended and NJDOC will apply the additional 122 PHEC at the end of the 30 days, if the PHE is ended early the PHEC may be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised projected max dates. No action is needed, and if the I/P is eligible they will be awarded the credits.	Information
NSP	I/P contacted OCO requesting assistance with obtaining his property from NSP	OCO reviewed property logs. I/P's property has not transferred to EJSP as of yet. I/P advised that transfer of property could take a few weeks to receive however, a property claim form was enclosed for use if necessary.	Resolved
NSP	I/P doesn't agree with the denial of his marriage request and is requesting to show this office his denial	LT/I/P advising AO reviewed denial paperwork and it meets requirements set forth in NJAC Title 10A Chapter 17. Therefore, the denial meets the criteria.	No Violation
NSP	I/P feels as though his classification score is too high.	Provided I/P with copy of his initial score sheet along with the 10A site that shows he is scored correctly.	No Violation
NSP	I/P feels he should have been released from RHU in April 2021.	Provided the I/P with his RHU sanction dates and length of sanction as well as his no later than release date from RHU.	Information
NSP	I/P functioning as a Tier Representative sent a list of tier related issues to Administrator prior to his transfer so the OCO could note his concerns	Met with I/P on 2-7-22 to discuss issues regarding staff and he advised that he had sent a list of concerns to previous Administrator. He requested that his list of concerns be documented by the OCO . I/P provided a copy of the letter sent to NSP Administration. Scanned letter to current NSP Administration who confirmed receipt	Information
NSP	I/P has questions regarding his Federal Stimulus Check	LTI/P providing the I/P with the address for the Internal Revenue Service office in Newark, NJ	Information
NSP	I/P is attempting to get his \$1800 stimulus check and has been working with an accountant. He states that the accountant sent him a letter stating that the Business Office needs to	I/P confirms that his SS# listed with the IRS is different than what is listed in his I/P record. He advised that it is listed wrong on his Judgment of Conviction, which is what NJDOC is using. Recommended that he have his JOC amended and then NJDOC can update their records accordingly.	Information
NSP	I/P is being released in 2 weeks and would like to know how his disciplinary charges will be resolved	LTI/P advising disciplinary charges were adjudicated on 2-2-22. Provided I/P with information on the appeal process.	Information

NSP	I/P is inquiring about a settlement check that was mailed to the facility. It has yet to be processed into his account.	LT/I/P advising AO confirmed the check was received by NSP Business Office and is currently on hold until the bank clears the check. If the check clears after I/P is released, then a check will be sent to his intended release address.	Resolved
NSP	I/P is inquiring about eligibility for the PHEC.	Advised caller that if the PHE is still active 3/13/22 NJDOC will apply an additional 122 PHEC, if the PHE is ended between 2/11/22 and 3/13/22 the PHEC may be applied on a prorated basis. If the additional 122 credits would bring max below 3/13/22 the amount would be prorated to result in a 3/13/22 release date. Classification will be applying these credits and advising I/P of their revised date. No action is needed and if the I/P is eligible they will be awarded the credits.	Information
NSP	I/P is inquiring about his eligibility for the PHEC.	Letter sent to I/P advised that he does not meet the time criteria to be eligible for the PHEC.	Information
NSP	I/P is inquiring about his eligibility for the PHEC.	LT/I/P advising that 244 Public Health Emergency Credits have been awarded.	Information
NSP	I/P is inquiring about his eligibility for the Public Health Emergency Credits.	LT/I/P advising he meets the time criteria however classification is reviewing records to determine if the remaining criteria is met. He will be notified if he meets the requirements.	Information
NSP	I/P is inquiring about the PHEC.	Advised that he received 122 days public health emergency and if the Governor extends the public health emergency he may be entitled to additional credit on a prorated basis.	Information
NSP	I/P is inquiring about the PHEC.	Advised I/P that he received 122 days public health emergency credits adjusting his maximum expiration date to June 8, 2022. If the Governor chooses to extend the Public Health Emergency Executive Order, he may be eligible for additional credit. The next earliest release date will March 13, 2022 as long as the Governor does not terminate the Public Health Emergency Executive Order prior to that date. If terminated early, he may receive public health emergency credit on a prorated basis.	Information
NSP	I/P is inquiring about transferring to the full minimum unit.	Advised I/P that he was recommended for FM by the ICC. The Administrator has to issue final approval and if so, he will be moved when a bed becomes available.	Information
NSP	I/P is inquiring about when the additional PHE credit	Explained the PHE credit application.	Information
NSP	I/P is inquiring as to why he hasn't received PHEC	Advised I/P that based on his max date he is time eligible for a portion of the PHEC. His max date would have to be prior to 2-10-23 in order to receive the full 244 PHEC. Classification is in the process of reviewing records in order of release. The next credit posting will be 3-13-23 as long as the Governor doesn't terminate the PHE early.	Information

NSP	I/P is inquiring if a non asterisk infraction can affect his parole date	Advised I/P that SPB would review his full record prior to making a decision.	Information
NSP	I/P is missing work credit for April 2019 and December 2021	LTI/P advising per NJAC Title 10A:13-4.3(b) I/P has 90 days to dispute wage issues. Inmate trust account shows zero days worked for April 2019. Missing work credits posted for December 2021 in the amount of 3.8 days.	Resolved
NSP	I/P is past his Parole Eligibility Date and when he questioned the NJSPB he was provided with a	Advised I/P that he is considered "structural" and the NJSPB has 120 days to complete the hearing process from when they became aware of the case.	Information
NSP	I/P is requesting a refund for a defective JPAY tablet.	I/P received a replacement tablet 2-10-22	Resolved
NSP	I/P is requesting his kiosk password.	Request to NSP Administration sent 1-26-22 for password to be sent to I/P. A review of JPAY shows an inquiry sent 1-30-22 demonstrating that he has access	Resolved
NSP	I/P is requesting to have the B override removed from his classification record.	LTI/P advising that he has a bench warrant issued by PA. Until that matter is resolved the B Override will remain on his record.	Information
NSP	I/P is seeking information on financial assistance for his upcoming release	LTI/P advising that a review of I/P's JPAY Inquiries shows that Social Service advised him that he will have an opportunity to apply during his release planning and OSAPAS provided information regarding the IRTS Program and a peer navigator	Information
NSP	I/P reports that he was brought back to lock up after already being released for a charge he caught 3 weeks ago.	LTI/P advising that his return to RHU was due to his being found guilty of .254 charge on January 24, 2022 sanctioned 60 days RHU. The charge was incurred on November 16, 2021.	Information
NSP	I/P reports that the business office processed two of his business remits for the incorrect amount.	Confirmed that checks were sent by the Business Office in the incorrect amount. I/P sent a subsequent remit requesting for the remaining funds be sent. Check sent 1-28-22.	Resolved
NSP	I/P saw the C4 committee and was advised to re-apply in 6 months. He doesn't feel that is fair.	Advised I/P that per NJAC 10A he is not entitled to be in a halfway house and that C4 is not in violation of code to make the decision not to return him at this time.	Information
NSP	I/P sent a JPAY inquiry to NSP Administration requesting to speak to someone in our office regarding a PREA that occurred on 10-26-21.	OCO previously referred the matter to NSP Admin, SID and PREA Compliance Unit and was advised that it was reviewed and determined that PREA protocol was not warranted. Met with SID investigators and reviewed the interview tape where the I/P stated that he repeatedly failed to identify himself in the shower when the Officer asked who was in there. I/P stated that the Officer "briefly" opened the curtain to ascertain who was in the shower then closed it. It was found that the Officer was acting in the course of his duties and no PREA was warranted. Advised I/P that in the absence of additional information, no further action would be taken.	No Violation

NSP	I/P sent money and the name was spelled wrong on the check. I/P alleges that the recipient did not receive	NSP Business Office staff confirms that the check was cashed. Letter to I/P advising of same.	Information
NSP	I/P states he had a medical order for a special mattress and it was taken away. He would like it back	Referred to UCHC patient advocate and NJDOC HSU management. A response was received stating Medical will provide treatment for back pain but does not write orders for mattresses. The NJDOC provides mattresses and bedding, not UCHC. His medical orders were reviewed and the medical department has never written an order for a special mattress or bedding items for this patient. LTI/P advising him from the response from medical.	Referral
NSP	I/P states he is missing work credits for October, November, December and January	LTI/P advising they received 3 days work credit for October. November credit was missing. Supplemental pay was posted and Classification entered the corresponding credits. December credits automatically posted after the I/P contact. January Credits will not post until the 4th Friday in February.	Resolved
NSP	I/P states he was approved to return to CURA house and he would like to know when he will be returned.	Advised I/P that OCO does not have access to his date of return and instructed him to contact OCP.	Information
NSP	I/P states he was told to lock in by the Sgt as too many people were out on the unit but he feels he should be allowed out as the tier representative.	Met with the Administration and relayed the I/Ps concerns. Informed the I/P that the schedule posted on the unit is outdated and there have been several changes since then due to COVID protocols. In addition, schedules are subject to change based on what is happening in other areas of the institution and he may not be privy to the reasons for change.	Information
NSP	I/P states he was unfairly terminated from his job assignment by a Sgt. and requests back pay	Advised I/P that he was removed upon a vote by the job committee and that NJAC Title 10A:13-3.1 states that an I/P is expected to perform their job adequately. He was reassigned to a new job and received compensation. Provided him with a job change request form and the NSP guidelines for job change requests.	Information
NSP	I/P states his parole contract was terminated but he was resentenced so his PED date changed. He has completed programs and feels he is still eligible for	Referred to NSP SPB staff to review. NJSPB staff met with I/P on 2-22-22. Provided NJSPB with programs completed prior to contract termination. Letter to I/P advising that NJSPB is reviewing his concerns and will address accordingly.	Information
NSP	I/P states his race and name are incorrect on the NJDOC website	Advised I/P that his name is recorded as listed on the Judgment of Conviction (JOC) and if he would like it updated, he needs to request an amended JOC. The system does not have an option for Hispanic therefore it is recorded as "Other"	Information

NSP	I/P states that he is missing a lot of his property and he believes it was stolen.	Provided I/P with property claim form along with instructions on submitting the form.	Information
NSP	I/P states that he mailed a disciplinary appeal to the OCO a few days ago and is requesting submission on	Scanned information to SWSP and SSCF Administration for their review and consideration. LTI/P advising the information has been submitted for review.	Information
NSP	I/P states that he was returned from the halfway house due to disciplinary infractions. He signed a paper stating he would like to return to the halfway house and his mother was told by Classification that he would be returned. The C4 committee denied his return to the halfway house. He	Met with the I/P and advised him that the C4 decision is a committee decision and that he would be seen by the Institutional Classification Committee on 3-3-22.	Information
NSP	I/P states that the business office failed to process his stop payment request in a timely fashion. This resulted in the check being cashed, therefore he feels the business office owes him a refund.	LTI/P advising there is no way for this office to determine when the stop payment request was received by the Business Office. The NJDOC policy does not provide a time frame in which it needs to be processed. Once the check is cashed it cannot be refunded by the NJDOC. The I/P must request a refund from the recipient or he can pursue criminal charges.	Information
NSP	I/P states that the officer refused to open the doors for phone, showers, kiosks.	Met with the Administration and relayed the I/Ps concerns. Informed the I/P that the schedule posted on the unit is outdated and there have been several changes since then due to COVID protocols. In addition, schedules are subject to change based on what is happening in other areas of the institution and he may not be privy to the reasons for the change.	Resolved
NSP	I/P states that the recreation schedule was run out of order	Met with the Administration and relayed the I/Ps concerns. Informed the I/P that the schedule posted on the unit is outdated and there have been several changes since then due to COVID protocols. In addition, schedules are subject to change based on what is happening in other areas of the institution and he may not be privy to the reasons for change.	Information
NSP	I/P states the Business Office is taking too many deductions for his fines and would like to know how much he still owes in fines.	Reviewed the I/P's trust account statement. LTI/P advising deductions do not appear in excess of the schedule of deductions outlined in the Inmate Handbook. Provided I/P with a copy of his fines owed.	Unsubstantiated

NSP	I/P stopped AO during the course of a tour. He wanted to follow up regarding the C4 decision to deny his return to the halfway house. He stated he filled out paperwork stating he wished to return to the	Advised I/P that that is standard paperwork that all I/P's complete before appearing before the C4 committee and it was not a guarantee that he would be returned. He states that he was told he would keep his minimum status. Informed him that decision will be made by the ICC.	Information
NSP	I/P tested positive for COVID 19 and the unit he was moved to is unlivable. There is no heat, freezing water, cells are leaking. He is not allowed kiosk,	I/P was transferred to another housing unit.	Resolved
NSP	I/P was told by the Sgt. he wasn't allowed to wear socks on his hands for gloves and feels that the Sgt should be psychologically evaluated due to a sadistic desire to	Met with I/P and advised that I referred his concerns to NSP Administration and that he is not allowed to wear socks on his hands as it's a misuse of state issued clothing.	Resolved
NSP	I/P would like the J override removed from his record and to be fast tracked to the Minimum Unit then the	LTI/P advising he is scheduled for review and the Institutional Classification Committee will determine his housing at that time.	Information
NSP	I/P would like to know how his property claim will be resolved as he is being released in 2 weeks	LTI/P advising Administration has not received his claim but if he wishes to submit one, the determination will be mailed to his intended release address.	Information
NSP	I/P would like to know the application process for the Veteran's Programs	Provided requirements for the program and advised him to request an application from Social Services if interested.	Information
NSP	I/P would like to know what happens to his COVID 19 test sample after it is processed and is requesting his 10 days vaccine incentive credit	Advised I/P to submit questions regarding medical testing to the Medical Department and provided the requirements to receive the 10 days vaccine incentive credit and request for documentation that those requirements were met.	Information
NSP	I/P's tablet went missing and he is attempting to purchase a new one. He is unable to do so and has submitted requests to JPAY	Submitted a request to JPAY to have purchase button activated. Received confirmation that it is now active. Advised I/P he may now submit a request to purchase a new tablet.	Resolved
NSP	Mother calling to inquire what I/P's max will be when/if additional PHEC are applied.	The DOC is awaiting the official extension of the Public Health Emergency before the award of additional Public Health Credits. When the date for the next award of the credits is determined the DOC will notify the I/P with any updates to their release date.	Information
NSP	Parolee called to inquire about his eligibility for the PHEC.	OCO informed caller that the SPB is responsible for awarding PHEC to individuals on parole.	Information

NSP	Telephone inquiry family member I/P is not receiving his medications	Referred to DOC HSU, Rutgers UCHC, and the Statewide Patient Advocate. Advised the prescriptions were renewed and I/P will be provided medications.	Referral
NSP	Telephone inquiry from loved one inquiring when I/P will transfer to halfway	Advised caller that per OCP they will not be conducting transfers to Bo Robinson until after March 13, 2022.	Information
NSP	Telephone inquiry from loved one requesting owed credits for vaccination incentive program	Advised loved one the I/P's mandatory minimum is controlling. Therefore, he would not have been eligible for the 10 day reduction. However, there were other incentives he should have received.	Information
NSP	Telephone inquiry loved one requesting assistance for I/P to rescheduled for missed appointment. I/P scheduled for two	Referred to Social Services to review and reschedule if deemed appropriate. Social Services Supervisor referred the concern to the SSD liaison.	Referral
NSP	Wife inquiring about I/P's transfer to Bo Robinson.	Advised caller that HWH transfers have been paused due to COVID-19 mitigation and NJDOC is not due to resume transfers to Bo Robinson Assessment Center until the middle of March. Advised caller that transfers are arranged through OCP, provided contact information for OCP.	Information
		OTHER	
Other	Family call regarding I/P receiving the PHEC.	OCO informed the caller that because the I/P's max date was more than 1 year away, he was not eligible for the first award of PHEC. I explained that it is possible that he could become eligible in the future if the Governor extends the PHE.	Information
Other	Family call regarding I/P's medical condition and being sent out to the hospital.	Referred to UCHC and NJDOC Health Services for review and any action deemed appropriate. Per UCHC: Staff contacted caller to discuss concerns.	Referral
Other	Family member contacted OCO requesting to obtain medical information about I/P who is currently hospitalized.	OCO staff informed family member that contact was made with SWSP Custody Shift Commander who advised the hospital is aware that she is the I/P's medical power of attorney. Therefore, the family member was advised to call the hospital directly for updates. Subsequently, information provided later revealed the hospital did make contact with family member to provide an update.	Referral
Other	I/P has not received his property from Maine DOC.	Maine DOC was contacted. Property sent from Maine to NJSP. To be inventoried and permissible items provided to I/P.	Resolved
Other	Inquiry about I/P's property from an out of state prison.	Property sent from Maine to NJSP. To be inventoried and permissible items provided to I/P.	Information
Other	ISP release inquiry about his eligibility for the PHEC.	Caller was advised they are not eligible for the PHEC due to the fact they were not in DOC custody during the time frame of the public health emergency.	Information

Other	Parolee called regarding eligibility for the PHEC and requested the phone number for the SPB.	OCO provided the phone number for the SPB.	Information
Other	Parolee called regarding his eligibility for the PHEC	OCO advised parolee that as of the date of his call, he has been awarded 122 PHEC which reduced his max date to 5/22/22.	Information
Other	Parolee called to determine his eligibility for the PHEC.	OCO advised parolee that he appears to be eligible for the 244 PHEC; however, they have not yet been awarded. Suggested he call back after March 14, 2022 for more information and to confirm total awarded.	Information
Other	Parolee called to inquire about the status of his identification documents, which were supposed to be	OCO provided caller with the phone number for the OTS, so that he could contact them directly to arrange for him to receive the documents.	Information
Other	Parolee calling to find out about eligibility for PHEC.	Advised caller that it appears due to his 2/24/23 max date and the recent extension of the PHE, he may be eligible for PHEC; however, those credits are awarded by SPB as he is on parole. Advised caller to reach out to SPB for additional information about PHEC and an updated max date.	Information
Other	Parolee inquired about his eligibility for the PHEC.	Explained that the best contact for these inquiries is SPB and provided phone number. Explained that our office can only view the information in Itag through the DOC's computer system, which will not include the earn your way out credits applying while on parole.	Information
Other	Parolee inquiring about his eligibility for the Public Health Emergency Credits.	Parolee was advised he is not eligible for the Public Health Emergency Credits since he was not in DOC custody when the Governor declared the public health emergency.	Information
Other	Parolee inquiring about his PHEC.	Referred to SPB and advised parolee of new max date.	Information
Other	Parolee inquiry about his eligibility for the PHEC.	OCO staff spoke with I/P and provided him with his current maximum date. Secondly, I/P received a total of 258 Parolee Public Health Emergency Credits and advised of the same.	Information
Other	Parolee inquiry about his eligibility for the second round of PHEC.	AO advised caller that time wise he appears to be eligible for PHEC which will be awarded by the SPB on 3/13/22.	Information
		ST. FRANCIS HOSPITAL- NEW JERSEY STATE PRISON	
SFH	Family call regarding I/P's medical boots that have not been received yet.	Referred to DOC and UCHC medical providers who advised the I/P's boots should be received in time for next clinic which is on 2/15/22.	Referral
SFH	Family call regarding PHEC cut-off date.	Explained to caller that I/P's must be within 365 days of the end of the Public Health Emergency. Currently the PHE will expire 3/13/22.	Information
		SOUTHERN STATE CORRECTIONAL FACILITY	

SSCF	Caller had follow-up questions regarding medical care provided to her father.	Provided caller with the contact information for Statewide Medical Patient Advocate as our office has made several referrals about this I/P and she would be better suited to answer her questions.	Information
SSCF	Caller inquiring about I/P's ROCT pending and impact on their max date.	Referred to SSCF Classification. Review of the matter today shows I/P is eligible for ROCT. With the 22.5 ROCT the PHEC was prorated to 242 and I/P will be released with those leaving on 3/13/22. Called father back to advise that ROCT has been awarded and I/P will max-out on 3/13/22.	Information
SSCF	Caller stated I/P is requesting an interview to discuss a meeting he had	The I/P was scheduled and seen for an in person interview.	Resolved
SSCF	Caller stated that I/P is not receiving his work credit or the PHEC. He needs a halfway house application	Advised caller that he is receiving his monthly credit, however credits are only posted up to 12-31-21. I/P's maximum expiration date is currently 2-14-23. I/P's with a max date prior to 2-10-23 were reviewed for PHEC. With the extension of the public health emergency his record will be reviewed for public health emergency credit. A review of JPAY shows that the I/P submitted several requests to Classification that are not currently overdue.	Information
SSCF	Childs mother inquired about the I/P receiving notification that he received the PHEC	OCO advised caller that the I/P had already received the first 122 days of PHEC and would likely be eligible for additional PHEC credits which are expected to be awarded on 3/13/22.	Information
SSCF	Family call concerning the I/P being awarded the PHEC and his new max date.	OCO staff advised family member that NJDOC has provided this office with similar information the I/P population has been given as it pertains to PHEC. NJDOC is currently in the process of updating eligible I/P's classification records accordingly and they have requested patience during this process.	Information
SSCF	Family call regarding I/P being awarded the PHEC.	Explained PHEC to caller. Suggested she call back after 2/10/2022 to confirm credits were applied.	Information
SSCF	Family call regarding I/P being awarded the PHEC.	Advised caller the PHE was extended and NJDOC will apply the additional 122 PHEC at the end of the 30 days, if the PHE is ended early the PHEC may be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised projected max dates. No action is needed, and if the I/P is eligible they will be awarded the credits.	Information
SSCF	Family call regarding I/P being placed in isolation for an inconclusive test and having no recreation or	I/P was moved off of isolation/quarantine on 2/15/2022, follow up call provided to the family.	Resolved

SSCF	Family call regarding I/P being reviewed for reduced custody status.	Family was provided with the date of the classification meeting. Family was advised I/P will be reviewed and notified if he is eligible for reduced custody at that time.	Information
SSCF	Family call regarding I/P not being seen for anxiety and not receiving his medication.	OCO advised caller that we would refer this matter to the Health Services Unit. Referred to UCHC and DOC Health Services. Per UCHC: I/P has not requested any medication for anxiety, but if he believes it is necessary, he can request to be seen by mental health by submitting a sick call slip.	Referral
SSCF	Family call regarding I/P not receiving any clean clothes while at SSCF infirmary.	I/P was transferred to BSP, the matter was referred to BSP Administration for any actions deemed appropriate. Admin. Advised the I/P will be given essential items while awaiting for his property. Follow up call was provided to the family.	Referral
SSCF	Family call regarding I/P's additional PHEC due to the extension the of the PHE.	Caller was advised the office is still waiting for clarification from DOC regarding how the credits will be applied.	Information
SSCF	Family call regarding I/P's eligibility for the PHEC.	Advised caller that PHEC is being awarded to I/Ps with a max date up to 2-10-23. At this time so he does not meet the time criteria. If the Governor chooses to extend the PHEC then he may become eligible	Information
SSCF	Family call regarding I/P's PHEC being applied.	Family was advised the I/P is eligible for the PHEC.	Information
SSCF	Family call regarding I/P's restoration of commutation time.	Family was advised the I/P just became eligible for restoration of commutation time and to allow SSCF a couple of weeks to process and apply the credit.	Information
SSCF	Family call requesting if I/P is eligible for PHEC	Provided caller with most recent information on the application of PHEC. Advised I/P is eligible at this time. If Governor stops PHE, I/P would not be eligible.	Information
SSCF	Family member called to see if I/P is eligible for the PHEC.	OCO informed caller that the I/P had already received 122 PHEC and could receive additional PHEC if the Governor extended the public health emergency for a second month.	Information
SSCF	Family member contacted OCO regarding I/P's parole max date. Family member requests clarification.	OCO staff contacted NJSPB to request information pertaining to I/P's revocation hearing and max date information. Information received from NJSPB indicates I/P's parole has not been revoked. Therefore, he will be released to a program designated by the NJSPB. OCO staff advised caller of the information obtained from the NJSPB. Subsequently, caller stated he was provided a clearer understanding of his son's situation and he did not have any further questions.	Resolved
SSCF	Family member of I/P called about his Objective Classification score.	OCO advised caller that the I/P has a weapons conviction which is likely the reason he was scored for having a prior assaultive offense history. Suggested that I/P submit an Inquiry to the Classification Department to confirm.	Information

SSCF	Family member of I/P called because they don't believe he is receiving the correct number of work credits.	OCO reviewed the case and determined that the I/P is receiving the appropriate number of work credits. I/P was assigned a 7-day job in January and will see the credits posted to his account at the end of February.	Information
SSCF	Family member of I/P called regarding his parole ineligibility and max date.	OCO explained that the I/P cannot be considered for parole prior to the expiration of the m/m term and that the max date can be reduced as the I/P earns work and minimum credits.	Information
SSCF	Family member of I/P located at SSCF contacted OCO requesting assistance with obtaining further medical assistance for her father due to an alleged ongoing medical issue.	Referred to NJDOC Health Services Unit and Rutgers UCHC for review, response and action medically deemed necessary. Follow-up call made to family member to advise of Medical's response. I/P was scheduled to be seen by Medical.	Referral
SSCF	Friend call regarding I/P's eligibility for the PHEC.	Caller was advised if the Governor's office extends the Public Health Emergency until March then the I/P will be eligible for the PHEC.	Information
SSCF	Girlfriend called regarding I/P getting the additional PHEC.	OCO explained that the I/P will be eligible for additional PHEC; however, the amount will depend if the Governor ends the PHE early or allows the full 30 days to be completed.	Information
SSCF	Girlfriend calling to find out if I/P would get PHEC in October if PHE ended prior to that since he has been incarcerated during the pandemic.	Advised caller that PHEC are only awarded during the active Public Health Emergency. I/P's max date is currently 10/25/2023 therefore the PHE would have to be active as of 10/25/2022 in order for the I/P to be eligible for any PHEC.	Information
SSCF	I/P called to inquire about a detainer and parole eligibility.	OCO provided information about Administrative Parole and instructed I/P on how the detainer will be handled upon the I/P's release from custody.	Information
SSCF	I/P calling about a JPay tablet that he never received.	I/P was instructed to submit a Grievance to Central Office so the DOC's JPay Lieutenant can review and respond.	Information
SSCF	I/P is complaining that he was not given the PHEC, even though he was already revoked.	OCO contacted the Class Dept.; however, they have not yet received documentation showing the I/P was revoked. Once it is received, the credits will be posted.	Information
SSCF	I/P is inquiring about his eligibility for the PHEC.	Explained to I/P they are not eligible for PHE credit at this time as their maximum expiration date does not fall within one year of the PHE.	Information
SSCF	I/P is inquiring about the status of his community release application.	I/P will be sent a correspondence from the Classification Department stating his community release application has been approved at the institutional level.	Resolved
SSCF	I/P is requesting to know why his max date was increased by a year.	LTI/P advising the matter was referred to the SSCF Classification supervisor who advised the I/P will be seen and provided an explanation.	Resolved
SSCF	I/P reports that he did not receive his last state pay from SSCF.	Referred to Business Office. I/P's funds were transferred on date of referral. LT/P advising him of same.	Information

SSCF	I/P reports that he returned his tablet the same day he received it because it was defective. He is inquiring about how long it will take before he receives a new	LTI/P advising to I/P submit a request to J-Pay concerning how long the tablet will take to ship.	Information
SSCF	I/P reports that he was transferred to a different housing unit and lost his job after someone made false allegations against him. An investigation proved these allegations to be false, therefore he would like his	This matter was referred to SSCF Administration who advised the I/P will need to submit a job change form.	Information
SSCF	I/P requested to return to minimum unit	I/P was returned to min unit on 2/1/2022.	Solved Prior to Contact
SSCF	I/P requests assistance with obtaining a book that was confiscated by the mailroom.	LTI/P stating the confiscated book did not include a source of sale receipt, therefore, this office is unable to assist him with obtaining the book. He should follow departmental procedures for returning the book to the sender.	Information
SSCF	I/P requests assistance with obtaining full minimum status.	LTI/P advising full minimum approval is granted by the institution and this office cannot dispute the committee decision.	No Violation
SSCF	I/P wanted to ensure his classification appeal was received by central office.	I/P was advised the matter was referred to central office who advised the appeal was received.	Resolved
SSCF	I/P called stating he has not received his public health credits and he is eligible.	LTI/P stating the institution confirmed they are eligible for PHEC and the credits will be applied.	Information
SSCF	I/P correspondence received requesting clarification why their	LTI/P explaining the increase in his classification score.	Information
SSCF	I/P feels his jail credit is not being applied correctly to his maximum expiration date	LTI/P advising I/P that he has a Violation of Probation and Non-Violation of Probation. While they are running concurrently, the credits on the Judgment of Conviction cannot be aggregated and the one with the lesser jail credit controls the maximum expiration date.	Unsubstantiated
SSCF	I/P feels that his maximum expiration date is wrong and states he is under the old standard for his parole future eligibility term	Provided I/P with his maximum expiration date and his parole eligibility date. The I/P was confused in thinking that his future eligibility term is affecting his maximum expiration date. Informed him that they are two separate calculations and one doesn't impact the other. Suggested that he request a copy of both calculations to see how they are calculating those dates.	Information
SSCF	I/P is concerned that he is missing work credits.	Advised I/P that credits are only posted up to 12-31-21. With the January credit posting, he will become eligible for review for the public health emergency credit.	Information

SSCF	I/P is inquiring about his classification review.	I/P was reviewed by classification on 1/19/2022 and provided the results.	No Violation
SSCF	I/P is inquiring about the shipment of a tablet he purchased two weeks ago.	LT/I/P advising to wait thirty days to allow the shipment of the tablet, if the tablet is not received within thirty days to notify the AO office.	Information
SSCF	I/P is questioning why he received a classification override.	I/P was seen for an in-person interview and the reason for the override was explained at that time.	Information
SSCF	I/P is requesting assistance with expediting the results of a drug test.	LT/I/P advising the AO office cannot expedite the lab results of a drug test.	No Cause for Action
SSCF	I/P is requesting assistance with getting a response to a grievance he submitted	LRI/P confirming a review of their J-Pay inquiries indicates they did receive a response to the grievance within the 30 day time period.	No Violation
SSCF	I/P is requesting assistance with missing property.	LT/I/ stating the process is for them to submit a property claim form to allow the institution to investigate the claim.	Information
SSCF	I/P is requesting assistance with obtaining a word processor that was confiscated.	I/P was sent a correspondence advising the matter was being referred to Administration. Per Administration the word processor has been altered and will not be returned to the I/P.	No Violation
SSCF	I/P is requesting copies of grievances he believes were deliberately not sent	LT/I/P with copies of the grievances he requested.	Resolved
SSCF	I/P is requesting copies of paperwork from classification this office	LT/I/P advising this office did not request paperwork through classification to be sent to him.	Information
SSCF	I/P reports that he is not receiving any of his mail or getting a J-pay response.	A review of the I/P J-Pay inquiries indicates SSCF is in compliance with the time frame for providing a response. LT/I/P advised to allow SSCF time to address his concerns.	Information
SSCF	I/P requested assistance correcting information in the Parole Release Packet.	On 2/3/22 I/P requested to serve max, the Parole Release Packet is no longer relevant.	No Cause for Action
SSCF	I/P requested assistance with adding a number to his telephone list.	LT/I/P advising, per departmental policy, he must wait until the next add/delete period to add a new number to his list.	Information
SSCF	I/P requested assistance with placing a legal call.	LT/I/P advising the matter was referred to the education department at SSCF and they will be scheduled for a legal call through the law library.	Resolved
SSCF	I/P sent certified mail to the Social Services Administration and requests the OCO to confirm its	LT/I/P advising this office cannot ensure documents will be received by Social Services Administration.	Resolved
SSCF	I/P states that he was classified as gang minimum status, but believes he's entitled to full minimum	LT/I/P advising this office cannot overturn the decision made by the intuitional classification meeting.	Information

SSCF	I/P's father contacted OCO regarding son's eligibility for PHEC.	I/P's family member advised of the following: Review of Electronic Classification Record indicates I/P's max date falls in the eligibility period in conjunction with his offense. I/P appears to be eligible and SSCF Classification will review and confirm accordingly. Should I/P be eligible, credits will post accordingly	Information
SSCF	Telephone Inquiry loved one : I/P claims he is not receiving all of his credits	AO reviewed I/P's job assignment history and Offender Adjustment screen in DOC database. The I/P is receiving the appropriate credits for a 5 day job assignment. Confirmed I/P's job detail is a 5 day job. Explained to caller the I/P received the maximum amount of PHE credit	Information
		SOUTH WOODS STATE PRISON	
SWSP	Anonymous letter received by OCO alleging an I/P Porter is taking advantage of his fellow I/Ps and have access to their personal information/US Mail. Letter states, the Officers on duty allow for such behavior on	Matter referred to SWSP Administration. Information obtained provides that Custody Management, spoke to both ECU-1 and ECU-2 Officers, they all assured us this is not the case. Both Units were reminded that I/Ps passing out other I/Ps mail is unacceptable and prohibited. Filed and noted.	Referral
SWSP	Both kiosks on 5-2L are offline and haven't worked in 3 days.	Matter referred to SWSP Administration accordingly. Response from SWSP Administration indicates JPay techs will be on site 2.22.22 to service kiosks in 5-2L. LTI/P advising of the same.	Information
SWSP	Caller alleges that I/P has been at SWSP almost a month without his property. Caller unsure if I/P filed a property claim or and caller unsure if I/P was provided with clothing and	The family was informed via follow-up call by this office that the property arrived at SWSP on 2.10.22. Per Mailroom Officer, the I/P will receive his property shortly.	Information
SWSP	Caller inquiring about I/P's max date after the resentencing.	Review of Itag shows resentence not yet entered. Advised caller that JOC was just entered into eJOC today and should be processed in the next 2 weeks. If new max date is not reflected on DOC website, advised caller to call back.	Information
SWSP	Caller inquiring about I/P's return to the HWH. States he was brought in from Kintock for COVID-19 and has cleared the quarantine period and would like to	Explained to caller that these moves are facilitated through the Office and Community Programs. I/P has only been at SWSP for 14 days. Provided caller with contact information for OCP.	Information
SWSP	Caller reported officers were off their post during an emergency therefore assistance was unavailable for twenty minutes.	OCO staff referred the matter to SWSP Administration for review and response. Response provided advised that as per SWSP Administration, there is not enough information to investigate the claim. Claim was filed and noted accordingly.	Referral

SWSP	Caller wishing to remain anonymous called to advise the housing unit is not receiving mail regularly.	Referred to SWSP Administration. Response noted there were in fact issues with mail during December due to staffing issues which were deemed resolved; however, the custody supervisors will continue to monitor the situation.	Referral
SWSP	Correspondence from I/P requesting assistance with getting his 14 month parole hit overturned.	LTI-Please contact the SPB directly, regarding the concerns stated in your correspondence via kiosk or written remedy.	Information
SWSP	Correspondence rec'd 12.15.22- Dear SWSP Asst Ombudsperson thank you for your prompt attention in this matter which was discussed on 11.24.21 regarding my ISP Meeting. This matter was resolved. Your kind and courteous service gives me hope that SWSP Admin is not failing	File and noted- I/P is released from NJDOC Custody.	No Cause for Action
SWSP	Correspondence received from I/P alleges the kiosks on 5-2L hasn't worked for days.	Matter referred to SWSP Administration. Response from SWSP Administration indicates JPay techs will be on site 2.22.22 to service kiosks in 5-2L. LTI/P advising of the same.	Information
SWSP	Correspondence received from I/P alleges the kiosks on 5-2L hasn't worked for days.	Matter referred to SWSP Administration accordingly. Response from SWSP Administration indicates JPay techs will be on site 2.22.22 to service kiosks in 5-2L. LTI/P advising of the same.	Information
SWSP	Correspondence received from I/P alleges the wire on the kiosk needs to be fixed. I/P stated someone from JPAY came to fix it, but it only worked for a few days. The wire doesn't allow I/P's	Matter referred to SWSP Administration accordingly. Response from SWSP Administration indicates JPay techs will be on site 2.22.22 to service kiosks in 5-2L. LTI/P advising of the same.	Information
SWSP	Correspondence received from I/P alleging the kiosks on 5-2L aren't working, specifically the USB cord.	Matter referred to SWSP Administration accordingly. Response from SWSP Administration indicates JPay techs will be on site 2.22.22 to service kiosks in 5-2L. LTI/P advising of the same.	Information
SWSP	During a phone call with a family member of an I/P, he reported drug smuggling at SSCF and SWSP Correctional facilities.	OCO referred caller's concerns to the attention of the SWSP Admin and SID. LTI/P - This matter was forwarded to SWSP Special Investigations Division and SWSP Administration for their review and any action deemed appropriate.	Referral
SWSP	Email from family stating that I/P was told he isn't being released on parole	Electronic records indicate a parole date set for 3-1-22. I/P took his exit photo on 2-7-22 so he is aware of the new parole date.	No Cause for Action

SWSP	E-mail from I/P's family member referred by OAG with allegations that I/P is being mentally and physically abused by staff at	I/P transferred to NSP on 2-2-22. Referred concerns to SID, PREA, and HSU. Letter sent to I/P advising him how to contact this office if he would like assistance	Referral
SWSP	Family call complaining that I/P has not received a disposition for his disciplinary appeal	OCO contacted SWSP Courtline officer who advised he was in possession of a copy of the completed appeal form. Family member informed via follow-up call that I/P will receive a copy tomorrow per Courtline Officer.	Resolved
SWSP	Family call concerning I/P being placed behind the wall due to refusing a court trip and not having enough	Referred to SWSP Administration, response noted that I/P has 3 sets of clothing at this time.	Information
SWSP	Family call concerning I/P's max date and PHEC.	Family was advised the I/P was awarded the PHEC.	Information
SWSP	Family call inquiring about when an I/P will return to the halfway house.	OCO staff referred the matter to the attention of the RCRP coordinator assigned to SWSP. Approximately, three days after the referral the I/P was transferred back to Kintock-Bridgeton. Family provided an update via telephone call.	Resolved
SWSP	Family call received alleging there is no ventilation on the unit and I/P constantly test positive for COVID-19.	OCO referred concerns to the Minimum Unit Lt at SWSP. This office informed the family member that the entire minimum unit has been placed on quarantine with the exception of 13 unit pods (116 I/Ps) placed on isolation. Phones are in use during first and second shifts for 20 min intervals and sanitized between use. Where phone use time is restricted due to covid protocols all quarantine I/Ps have the opportunity to use the phone daily. Unit sanitation is conducted regularly and I/Ps not in isolation are spread out as much as space restrictions allow. Ventilation concerns were referred to the maintenance department.	Referral
SWSP	Family call regarding an update on I/P transfer.	This writer informed the family member that I/P was advised the I/P in person of the transfer process. I/P was informed he must submit the request via SWSP Classification (JPay) state the location and reason. This request must be approved by the sending and receiving prison.	Information
SWSP	Family call regarding I/P being harassed due to not cooperating with a disciplinary charge investigation regarding a cell phone	I/P had a disciplinary hearing on 2-17-22 and then transferred to NSP on 2-18-22. Met with I/P who states his issues have been resolved since his transfer to NSP. He was instructed to file a disciplinary appeal and complete a property claim form for his missing property.	Information
SWSP	Family call regarding I/P being returned to CMR.	I/P returned to CMR on 2/2/2022. Provided family member location of I/P.	Solved Prior to Contact
SWSP	Family call regarding I/P being returned to the	Family was advised to allow SWSP a week to facilitate the transfer back to the camps.	Information

SWSP	Family call regarding I/P being transferred back to the halfway house.	I/P was returned on 2.2.22- matter resolved	Solved Prior to Contact
SWSP	Family call regarding I/P needing to see courtline.	This writer interviewed I/P this morning (2.18.22) in his cell. Per I/P is scheduled to see Courtline on 2.18.22. This writer called his family members to update them on his status.	Information
SWSP	Family call regarding I/P not being placed back in the minimum unit after being taken out for a court trip. Additionally, he has no clothes for inside the	This writer called the family and left a voicemail regarding the matter. This writer also recommended that the I/P order additional underclothes from commissary.	No Violation
SWSP	Family call regarding I/P not having proper hygiene items or being retested for COVID as he has been in quarantine over 5 days.	Referred to SWSP Administration and Custody Majors for resolution of hygiene products. As well as, the DOC HSU, Rutgers UCHC, and Statewide Medical Advocate inquiry on retesting at Day 5. Advised I/P will be provided necessities and the isolation period is 10 days. Follow up call to loved one to advise of same.	Resolved
SWSP	Family call regarding I/P returning to the Minimum Camps.	Referred to the Classification Department. Follow up call placed to family member advising transfers are on hold on due to quarantine practices.	Information
SWSP	Family call regarding I/P updating his visit list to include her as an approved visitor.	OCO referred this matter to SWSP SID and Administration. This writer contacted the family member with an update and was informed SWSP Admin stated she is now approved; therefore, this matter is now resolved.	Resolved
SWSP	Family call regarding I/P's early release and information and how much advance notice of his	Provided caller with I/P's maximum expiration date and explained the application of PHE credit. I/P received PHEC reducing his maximum expiration date to March 13, 2022.	Information
SWSP	Family call regarding I/P's living conditions while in quarantine, inability to access JPAY account, and concerns when he will be returned to the halfway house. Caller indicated that she did not want these	Referred to facility's AO to interview I/P regarding caller's concerns. Referral made to JPAY for password to be reset; which was completed and provided to I/P during the interview. It is noted that the I/P is currently pending receipt of medical clearance in order to return to halfway house.	Referral
SWSP	Family call regarding I/P's property, he received some but not his JPlayer, charger or prayer rug.	LTI/P-Please submit an Inmate Claim for Lost, Damaged or Destroyed Property Claim Form, if you have not already done so. SWSP will investigate your claim and refer their investigation to the property claim committee at SWSP. Upon conclusion of their review, you will be notified of the result. Please be patient as it can take many weeks to complete this process.	Information

SWSP	Family call regarding I/P's release from isolation. I/P participates in NJSTEP; therefore, he must be housed on a particular housing unit in order to participate in the classes.	OCO contacted the Education supervisor to relay the family's concerns; as a result, I/P was moved to a housing unit that will enable him to participate in NJSTEP. Follow-up call to family member to inform them that the I/P has been released from isolation and assigned to his initial facility assignment allowing him to participate in NJSTEP.	Resolved
SWSP	Family call regarding I/P's return the halfway house as he completed quarantine.	Referred to RCRP Coordinator at facility. I/P referred for medical clearance. Once received the OCP will be notified for review and if appropriate scheduled for return to the halfway house. LTI/P advising of same.	Referral
SWSP	Family call regarding I/P's television allegedly being sold by his former cellmate.	OCO staff referred the matter to SWSP Administration for review and action deemed necessary. Caller was advised that matter was referred to SWSP Administration however, I/P should complete a property claim form and submit to respective facility for processing.	Referral
SWSP	Family call regarding I/P's transfer to his previous institutions	OCO staff advised caller I/P is currently serving sanction-Restorative Housing Unit. Upon completion of this sanction I/P will be assigned to a facility as designated by NJDOC SASRC Committee.	Resolved
SWSP	Family call regarding the additional PHEC.	Advised that the I/P received 1st round of PHEC. The 2nd round will be awarded on 3-13-22 as long as the Governor doesn't terminate the public health emergency prior to that date.	Information
SWSP	Family call, I/P is unable to contact his girlfriend or grandmother. He gets a recording stating the numbers are not on his list.	OCO staff advised family member the telephone system is operated by GTL, and any and all requests, questions or complaints regarding the telephone system must be directed to the GTL representative at South Woods using a Telephone Discrepancy Form (TEL-005).	Information
SWSP	Family call, regarding I/P eligibility for the PHEC	Information provided to caller indicating I/P's electronic classification record was reviewed. I/P appears to be eligible. Caller provided general information and advised that SWSP Classification Department will complete the final review and update to I/P's electronic classification record should the I/P be eligible.	Information
SWSP	Family called regarding I/P transferring to community release.	Advised caller that the most recent guidance our office received is that transfers to the assessment center would resume after the 3/13/22 releases due to PHEC.	Information
SWSP	Family contacted OCO regarding I/P receiving the remainder of his property i.e. prayer rug and tablet.	LTI/P- Please submit an Inmate Claim for Lost, Damaged or Destroyed Property Claim Form, if you have not already done so. SWSP will investigate your claim and refer their investigation to the property claim committee at SWSP. Upon conclusion of their review, you will be notified of the result. Please be patient as it can take many weeks to complete this process.	Information

SWSP	Family inquiry about the I/P's eligibility for additional PHEC.	OCO advised the caller that additional credits will be awarded at the end of the public health emergency.	Information
SWSP	Family member called regarding difficulty with scheduling a video visit.	Caller was provided the phone number to the DOC staff member handling these complaints	Referral
SWSP	Family member called to report that custody staff threatened his son as a result of his reported	LTI/P - This matter has been referred to SWSP Special Investigations Division on February 24, 2022, for their review and any action deemed appropriate.	Referral
SWSP	Family member called to report the I/P's tablet is disabled.	LTI- you must contact JPAY via the ticketing system on the kiosk or put in a remedy with the complaint. In addition, there is no way to "disable" a tablet.	Information
SWSP	Family member contacted OCO alleging recreation was taken from I/P yesterday because his mask slipped off his face.	OCO staff reviewed the matter with a SWSP Custody Lieutenant. Information received indicates I/P interfered in a matter between another I/P and an officer and was sanctioned for the said incident. Call placed to family member to advise accordingly.	Unsubstantiated
SWSP	Family member contacted office stating I/P has not received clothing.	This office contacted the family member and was informed the I/P received the requested clothing.	Resolved
SWSP	Family member contacted SWSP Social Worker for assistance, which resulted in a referral to this office. Per Family member, she wanted to know why her son was transferred to SWSP ECU. Additional information from I/P revealed I/P alleges	LTI/P - This matter was referred to SWSP Administration and COHQ Special Investigations Division on February 18, 2022, for their review and any action deemed appropriate.	Referral
SWSP	Family member inquired about transitional housing	OCO staff provided family member with VOA-SAFE RETURNS contact information.	Information
SWSP	Family member of I/P called regarding him being placed into disciplinary housing without any property.	OCO provided the caller with an overview of the disciplinary process. We also referred the concerns about the lack of clothing to the SWSP Administration. Administration responded and indicated that they would handle the matter.	Referral
SWSP	Family member of I/P called regarding his custody status.	OCO reviewed and determined that the Objective Classification Score and custody status are accurate.	No Violation
SWSP	Family member of I/P called regarding recent unit change for I/P and that he needs to see MH staff.	Referred to SWSP Administration and NJDOC HSU and UCHC. Administration advised that he I/P's housing unit was changed as a result of a confidential investigation. I/P was referred to mental health staff.	Referral
SWSP	Family member of I/P called to complain that drugs are easily available to those in	OCO referred the caller's concerns to the SWSP Administration for their review and investigation.	Referral
SWSP	Family member of I/P called to inquire if the video visit scheduled for tomorrow will	Advised caller to contact SWSP to confirm. Provided contact information.	Information

SWSP	Family member of I/P calling back to ask about the outcome from a prior contact to this office regarding a transfer to	OCO informed caller that the prior transfer request had been denied and provided instruction on how the I/P could request a unit transfer.	Information
SWSP	Family member of I/P forwarded a letter from him inquiring about eligibility for	OCO informed I/P that he is not eligible for the PHEC because his max date is not within one year during the PHE.	Information
SWSP	Family member reported that I/P was stabbed 6-8 times with a key. He also alleged that he received information regarding custody staff assaulting an older special-needs I/P on 3-	OCO staff referred these allegations to the Special Investigations Division for their review, response and any action deemed appropriate. Follow-up call placed to family member to advise the matter was referred to the Special Investigations Division.	Referral
SWSP	Family member would like to know if I/P is eligible for PHEC and do we have an estimate of his release date.	OCO called and left a message as requested. Advised that the I/P is eligible for, and has in fact been given, 122 days of PHEC. Additionally advised that I/P has a parole date of 2/22/22.	Information
SWSP	Family member would like to know when her father will be transferred back to the HWH	OCO contacted Medical Staff to determine if the I/P was medically cleared to return to the HWH. This office contacted the family member with an update. I/P was returned to Kintock on 2.22.22.	Referral
SWSP	Family member would like to know when I/P will be returned to Bo Rob.	The family was informed, the NJDOC will not be conducting transfers into Bo Robinson until after the March 13th PHEC release.	Information
SWSP	Family regarding I/P being sent to a facility from a halfway house to quarantine a month ago	This writer contacted the family the day after movement to confirm he was returned to RCRP.	Information
SWSP	Family reported several concerns regarding the I/P's current assigned cell.	Per family, do not call with updates. Therefore this matter was sent to the I/P in writing. LTI/P - Custody reassigned you to another cell to remedy the concern. This writer was present during said transfer.	Resolved
SWSP	Family wants to ensure, I/P's Parole Date Set, will not change due to Covid Isolation.	OCO contacted SPB regarding family member's concern. Family member informed via follow-up call that per SPB, they will not be requesting a hold on his parole date.	Referral
SWSP	Family would like to know the status of I/Ps visit hardship transfer.	This office informed the family that transfers just resumed. I/P will be scheduled soon.	Information
SWSP	Friend call regarding I/P being placed in PC as he fears for his safety because he informed Administration that other I/P's were	OCO referred the allegations to the SWSP Admin SID. This office contacted the family member with a detailed update regarding said matter.	Referral

SWSP	Friend called for I/P stating his request for RCT will make him eligible for PHEC and it has yet to be processed	Advised caller that the Classification Department has acknowledged his request and that I would contact them to follow up. Confirmed with Classification Supervisor that they are aware of his request however they are currently prioritizing imminent releases due to the Public Health Emergency Credit. She will review and handle accordingly.	Resolved
SWSP	Girlfriend call inquiring about I/P eligibility for the	Explained the application of PHEC.	Information
SWSP	Girlfriend call regarding I/P's glucose level being too low and medical not sending him to an outside hospital.	OCO referred to the Medical Patient Advocate and DOC & UCHC medical staff. LTI/P - UCHC will submit a sick call slip on your behalf due to your reported insulin concerns. Caller was also provided an updated via a follow-up call.	Referral
SWSP	Girlfriend call regarding I/P's restoration of	Records indicate ROCT approved and credits provided to I/P.	Information
SWSP	Girlfriend call regarding video visits being canceled three times by custody staff.	This writer informed the family member her personal information must be updated before the visit can be approved. The family member was instructed to call the visit coordinator to rectify the matter.	Information
SWSP	Girlfriend call, I/P is being harassed by an officer. She advised he was moved from the unit due to an altercation but was moved back.	Matter referred to SWSP Administration and Custody Major for review and response. Follow-up call placed on 2.4.22, but to no avail. This office left voicemail informing her the matter has been investigated. Please contact this office if you have any further questions.	Referral
SWSP	Girlfriend called about the parole hold placed on the I/P's parole date. She believes he was medically	Follow-up call to girlfriend who advised that she spoke to SPB staff at SWSP and wished to withdraw her request for assistance from the OCO at this time.	Withdrawn
SWSP	Girlfriend contacted office regarding 10 days credit for receiving the vaccine.	Advised caller I/P should submit an inquiry to the Administration requesting the course. Follow up review conducted I/P referred to another Department. Follow up call to loved one to advise of I/P's close release due to PHEC. I/P would only be eligible for monetary incentive.	Information
SWSP	Girlfriend inquiry about when I/P will be transferred back to SWSP.	OCO staff advised caller that I/P was provided information on 2/3/22 that he would be transferred back to HH when a bed became available. Should she want further information, caller was provided contact information for OCP.	Information
SWSP	I/P requested to house with a particular I/P due to their sexual orientation, he stated, he would feel more	LTI-This matter was referred to SWSP LT/MAJOR for their review and any action deemed appropriate.	Referral
SWSP	I did not receive my stimulus	Duplicate. I/P provided with IRS information.	Information

SWSP	I/P is requesting assistance with ordering a laundry bag.	OCO staff referred the matter to SWSP Administration. Information obtained from SWSP Custody Lt advised the I/P can add it to his next commissary order and he will authorize the purchase. OCO also recommended SWSP Admin add it to the RHU commissary list. This matter is currently under review.	Resolved
SWSP	I/P reported his Trust Account was placed on hold and wanted to know the reason.	OCO staff provided I/P with information obtained directly from the NJDOC. LTI/P-"Please be advised, incarcerated persons that are scheduled to be released under the recent Public Health Emergency Credit process will have their I/P Trust Account placed on hold effective today, January 28, 2022. No transactions will be posted to your account until your anticipated release date on February 10, 2022."	Information
SWSP	I/P reports alleged abuse by ECU officer.	LT/PI- This matter has been referred to Special Investigation Division for their review and any action deemed appropriate.	Referral
SWSP	I/P accidentally applied \$ 200.00 instead of \$ 2.00 to his media account.	LTI/P OCO contacted the appropriate staff and as a result, the \$200.00 was refunded to the I/P's trust account.	Resolved
SWSP	I/P alleges that his pre-parole package has been delayed by SPB unjustly at the instruction of SWSP Admin.	LTI/P - Per SPB, parole entered receipt of the PPP on 12-3-21. His status is currently pending his initial parole hearing. There is no evidence that this process is being delayed by anyone.	Unsubstantiated
SWSP	I/P alleges that SCO targeted him to prevent his from gaining FM status and gave him a disciplinary charge. I/P requested the Major investigate the matter.	LTI/P - Per SWSP Upper Level Custody personnel, you were charged on 8-31-21, with a .254 charge and were found guilty at courtline and sanctioned to 15 days LOCP. You appealed and the sanction was upheld. Your due process took place through the courtline and the appeal processes. You may appeal to the Appellate Court if you wish.	Unsubstantiated
SWSP	I/P attempted to mail a package home to his family, but his family received the wrong package from a	Referred matter to mail/property room custody supervisor. Families are to return packages for resolution by custody staff.	Referral
SWSP	I/P believes his prescription was opened prior to receipt. I/P states his prescriptions are delayed or missing.	Referred to DOC HSU and UCHC.	Referral
SWSP	I/P believes that his sentence is calculated incorrectly.	Review of I/P's Judgment of Conviction and Classification record. LTI/P advising his mandatory minimum date is longer than his actual max date. Therefore, it is the controlling term.	Unsubstantiated

SWSP	I/P called noting that he required medical attention and inquired about the status of receiving a new wheelchair.	Referred to Patient Advocate at SWSP who responded that a new sick call has been generated for the patient and that the wheelchair is expected back from modifications and will need approval before it is given to the patient for use.	Referral
SWSP	I/P Called regarding PHEC.	Please be advised, as long as your max is below February 10, 2023 and you do not have any disqualifying offenses (2C: 11-3, 2C: 14-2A, 2C: 47-1 and was characterized by a pattern of repetitive and compulsive), you are eligible for the 122 days that will be awarded on February 10, 2022, if the Governor terminates the public health emergency the credits will be prorated. If he extends it, Incarcerated Persons are eligible for a maximum amount of 244 days.	Information
SWSP	I/P called to allege that he is not receiving the proper medical supplies	OCO referred I/P's concerns to the Medical Patient Advocate, DOC and UCHC medical staff. I/P informed in person that Per UCHC, you were in receipt of the required medical supplies as of 2.9.22.	Referral
SWSP	I/P called to inquire about the PHEC.	LTI/P :Please be advised, as long as your max is below February 10, 2023 and you do not have any disqualifying offenses (2C: 11-3, 2C: 14-2A, 2C: 47-1 and was characterized by a pattern of repetitive and compulsive), you are eligible for the 122 days that will be awarded on February 10, 2022, if the Governor terminates the public health emergency the credits will be prorated. If he extends it, Incarcerated Persons are eligible for a maximum amount of 244 days.	Information
SWSP	I/P claims he reported a PREA incident (verbal) at the facility approximately one month earlier, but it has yet to be acknowledged.	OCO referred to the SWSP Administration and appropriate staff for PREA notifications for their review and any action deemed appropriate.	Referral
SWSP	I/P claims his medication is producing false positive urinalysis testing and is requesting a note be added to his chart indicating this.	Referred to Assistant Director Disciplinary Hearings and the Statewide Patient Advocate for guidance. Guidance received from UCHC and DOC indicates I/P is required to participate in testing. OCO has no authority to add notations to I/P records.	Information
SWSP	I/P claims the business office collected fines owed for warrant #19000192-00, but classification claims that complaint number is still active.	OCO referred the matter to SWSP Classification for review and response. Information received indicates warrant has been satisfied. LTI/P - Please note this information was verified via AOCTELE and NJDOC records have been updated accordingly to reflect that the complaint was previously resolved.	Resolved

SWSP	I/P complained that he submitted several times for the Law Library but to no avail.	LTI/P - You will be scheduled for the Law Library after you are released from isolation. Per Education, be sure to request access to the Law Library via JPAY	Information
SWSP	I/P contacted OCO regarding his eligibility for PHEC.	OCO staff reviewed Electronic Classification Record and I/P appears to be eligible. However, I/P was advised that SWSP Classification Unit is responsible for providing the final review and updating of his records should he be deemed eligible.	Information
SWSP	I/P did not receive his TV guide.	Family member contacted via telephone with information from SWSP Mailroom. Per Mailroom, all subscriptions from the USPO are forwarded to SWSP delayed. Once SWSP is in receipt, the mail is sent to the I/P.	Information
SWSP	I/P filed a property claim with OCO.	Advised I/P that his property claim paperwork was hand delivered to the Chairperson of the Property Claims Committee at Northern State Prison for investigation.	Resolved
SWSP	I/P has been without a job since September 2021 and has not received any state pay or work credit.	OCO contacted classification department and requested that the I/P be assigned a job and provided back pay and work credit. As a direct result of our involvement, the I/P was given back pay and work credit for the months in question.	Resolved
SWSP	I/P inquired about the Administrative parole process	LTI-As per our conversation on December 1, 2021, it was recommended that you contact the State Parole Board (SPB) with any questions regarding Administrative Parole and your eligibility. Any questions, regarding parole should be addressed with the SPB via JPAY or written remedy.	Information
SWSP	I/P inquiring about his return to Kintock.	Review of Itag shows I/P was returned to Kintock later on the same day of his call, 2/4/22.	Solved Prior to Contact
SWSP	I/P is a NJSTEP student. He did not receive the educational packet needed to start classes.	OCO staff contacted the SWSP Educational Supervisor to obtain information pertaining to the I/P's request for assistance to obtain educational packets. LTI/P- Per SWSP Education Supv, all matters related to NJSTEP must be addressed with NJSTEP via JPAY. However, his concerns were relayed to the NJSTEP Coordinator.	Information
SWSP	I/P is a NJSTEP student. He would like to return to the unit for these I/P students are housed.	OCO staff referred the matter to the Education Supervisor at SWSP. LTI/P - Per SWSP Education Supervisor, a request for reassignment to the appropriate housing unit has been submitted.	Resolved

SWSP	I/P is displeased with his adjudicated sanction and claims he is not in receipt of his appeal notification.	LTI-Per Courtline, you were served your appeal results last Thursday on 2/10/22. However, when you left you threw your copy in the administration area trash can. In regards to your displeasure with your adjudicated sanction, this office is unable to provide assistance with this matter. However, you may appeal said administrative denial via the Appellant Court. Please contact the Institutional Law Library for services.	Information
SWSP	I/P is inquiring about his eligibility for the PHEC.	LTI/P: explained the application of PHE credit. The incarcerated person's maximum expiration date must be within 365 days during the public health emergency. Unfortunately, the I/P's does not fall within one year of the PHE. Therefore, I/P is not eligible at this time	Information
SWSP	I/P is inquiring about his eligibility for the PHEC.	LTI/P advising of application of PHE credit.	Information
SWSP	I/P is inquiring about his transfer to Bo Robinson.	OCO staff advised I/P that per OCP, transfers to Bo Robinson will not resume until after the March 13th PHEC release of I/Ps.	Information
SWSP	I/P is inquiring about ROCT.	LTI/P - Please refer to Ref# SWSP22003330. Your request for restoration was processed and the credits applied to your record on 2/4/22.	Solved Prior to Contact
SWSP	I/P is inquiring about the PHEC.	LTI/P - Please be advised, as long as your max is below March 13, 2023 and you do not have any disqualifying offenses you are eligible for the 122 days that will be awarded on March 12, 2022, if the Governor terminates the public health emergency early the credits will be prorated. If he extends it, I/Ps are eligible for a maximum amount of 244 days. Please refer to Ref# SWSP22007843 regarding your circumstances. Please contact the Classification Department with any questions or concerns via JPAY or written remedy.	Information
SWSP	I/P is inquiring about the PHEC.	LTI-This correspondence will acknowledge your Request for Assistance Form received by this office on February 22, 2022, regarding Public Health Emergency Credits. Please be advised, as long as your max is below February 10, 2023 and you do not have any disqualifying offenses (2C: 11-3, 2C: 14-2A, 2C: 47-1 and was characterized by a pattern of repetitive and compulsive), you are eligible for the 122 days that will be awarded on February 10, 2022, if the Governor terminates the public health emergency the credits will be prorated. If he extends it, Incarcerated Persons are eligible for a maximum amount of 244 days. Please note, per NJDOC record, your current max is May 6, 2022 (244 credits applied-subject to change).	Information

SWSP	I/P is inquiring about transferring to the min. unit.	LTI/P - Please be advised, due to COVID positive cases, the min unit is currently on quarantine. Once the quarantine is lifted, if approved by SWSP Administration, you will be transferred.	Information
SWSP	I/P is requesting assistance with CPAP machine.	Referred to DOC HSU and UCHC for review and any action deemed appropriate. Per UCHC: matter was referred to facility medical to ensure I/P receives distilled water and medications.	Referral
SWSP	I/P is requesting ROCT.	LTI/P advising that his IRF has been received by staff and please allow staff time to respond.	Information
SWSP	I/P is requesting the telephone number to the SPB and OCP.	OCO staff provided I/P with both telephone numbers and advised he must have his family call on his behalf.	Information
SWSP	I/P is seeking assistance with appealing a RHU Sanction.	OCO staff advised I/P that he would have to seek remedy with the Appellate Court as he did not file an appeal within the window to do so. I/P advised that legal matters do not fall under the purview of the OCO however, he should utilize the paralegal services provided at NSP for assistance with his appeal.	Information
SWSP	I/P is under the impression that his mail is being intercepted. Therefore, he requested this writer send	LTI/P- Per mail recipient, said letter to SPB which I/P believed was intercepted was previously received by the SPB and a response was sent back to the I/P.	Information
SWSP	I/P needs a copy of his I/P ID and proof that he's incarcerated so he can obtain copies of his	LTI/P- I/P was informed to follow the instructions that SWSP Social Services provided. This writer provided a redacted copy of his facesheet.	Information
SWSP	I/P received a tablet for Federal I/Ps in error, he reported the tablet since it had phone/wifi access. The tablet was returned several months ago however he	Matter referred to JPAY for review and response. LTI/P- This matter is currently under review by JPAY. Please allow thirty days for remedy.	Information
SWSP	I/P reported concerns with a disciplinary sanction considering he asked for a reassignment before the incident occurred.	Matter referred to SWSP Administration for review and action deemed necessary. LTI/P- this matter was referred to SWSP Administration for their review and any action deemed appropriate.	Referral
SWSP	I/P reported he is not in receipt of his VA Check.	LTI-Please refer to Ref# SWSP22006734 concerning the status of your VA Check.	Information
SWSP	I/P reported his sink in his cell is broken, he stated, he requested assistance but to no avail.	OCO staff referred the matter via email to Custody Major and SWSP Maintenance staff accordingly. LTI/P was sent advising of the same.	Referral
SWSP	I/P reported, he was returned to SWSP from a court trip prematurely due to a medical concern and upon his return to SWSP he was threatened and	OCO referred the I/P's concerns to the SWSP Administration and Special Investigations Division. LTI/P- Per Special Investigations Division, an investigator will be interviewing you regarding your complaints in the near future.	Referral

SWSP	I/P reports continued medical problems that have yet to be resolved. I/P also requested his concerns be escalated to a higher authority.	LTI/P-Per the patient's request that this be addressed by a higher authority, I am copying the facility/regional medical director, the regional nurse manager, the regional director of psychiatry, the mental health clinician supervisor, and the mental health clinician administrator. The statewide director of psychiatry, the statewide medical director, and the statewide director of nursing are already copied, as are the NJDOC HSU section chief and HSU supervising physician.	Referral
SWSP	I/P reports that 2 officers continually deny his unit recreation.	This matter was referred to SWSP Administration for their review and any action deemed appropriate.	Referral
SWSP	I/P reports that custody staff are leaving his meal trays on the floor outside of	Matter referred to SWSP Administration Food Services for their review.	Referral
SWSP	I/P reports that he handed his overnight bag to an officer after arriving at the facility, but he never received it back.	OCO staff reviewed the matter with Custody staff to obtain information pertaining to this complaint. This writer contacted the family member regarding a separate matter and was advised that the overnight bag was never recovered; however, the officer instructed I/P to complete a property claim form. She stated, as of today, he has received or purchased products for person hygiene.	Information
SWSP	I/P request that SWSP Admin accommodate I/Ps in RHU since there are no outlets.	OCO staff referred the matter to SWSP Administration. LTI/P/P advising that the matter was referred to SWSP Administration for review and handling. Secondly, it was determined the I/P can utilize the docking station to charge his JPlayer.	No Violation
SWSP	I/P request that the porters ensure his laundry is dried fully before return.	LTI- Per Correctional Police Lieutenant , once in receipt of new laundry bags, to ensure his clothes are cleaned and dried entirely, he cannot fill to capacity.	Information
SWSP	I/P requested an explanation for his exit interview cancellation.	OCO staff obtained information from the SWSP ID Officer. LTI/P - the SWSP Minimum Unit is on Quarantine; therefore, your appointment with the ID Office was postponed. However, when you are rescheduled for release, you will be re-scheduled for your exit photo. Please remain patient during this process.	Information
SWSP	I/P requested an explanation for his transfer denial.	LTI/P - As previously stated, on October 28, 2021, New Jersey State Prison Administration denied your request for transfer to Jones Farm. Please note, this office is not privy to any further information regarding this matter therefore it is recommended you contact SWSP Administration via JPAY to obtain further clarification regarding your transfer request.	Solved Prior to Contact

SWSP	I/P requested an update on his ADA Accommodations.	Matter referred to SWSP Administrative ADA Coordinator for review and handling. LTI/P - I/P is ineligible for services while on close custody. Your ADA matters have been forwarded to the NSP ADA Coordinator to pursue the items requested at SWSP.	Referral
SWSP	I/P requested an update on his property claim submitted in 1.22.	OCO staff completed a follow-up with the SWSP Property Claim Sgt and obtained updated information. LTI/P-This office was informed on February 23, 2022, that your claim is currently under investigation. Once the investigation is complete, it will be referred to the Property Claim Committee. Upon conclusion of their review, you will be notified of the result. Please be patient as it can take many weeks to complete this process.	Information
SWSP	I/P requested his attorney re-fax documentation to this office for special credit consideration.	LTI/P-This matter was referred to SWSP/COHQ Education, Classification and the Office of Interstate Services on February 2, 2022, for their review and any action appropriate. It was determined that you are currently ineligible for the requested credits for the following reason. NYDOC indicated that you did not complete the program. If you disagree, you must request that NYDOC provide certified documentation indicating you did in fact complete the program.	Information
SWSP	I/P requested his covid vaccination but to no avail.	Matter referred to Rutgers UCHC and NJDOC Health Services Unit for review, response and any action deemed necessary. LTI/P- This matter was referred to UCHC for their review and any action deemed appropriate. Medical informed this office that intake notes indicate that you advised of receiving two doses of the Pfizer vaccine in the community prior to being incarcerated. Your case will be reviewed for a booster.	Referral
SWSP	I/P requested information on the stimulus check	LTI/P - This office recommends that you write to the IRS at the following address to request information pertaining to the stimulus refund.	Information
SWSP	I/P requested new dentures.	LTI/P - Per UCHC, I/P would be eligible to have a new set of dentures made if interested. Advised him to submit a sick call slip to see Dental.	Information
SWSP	I/P requested to be interviewed by an Assistant	This office met with the I/P in person at his request.	Information
SWSP	I/P requested to be interviewed by an Assistant Ombudsperson.	LTI- This matter has been referred to UCHC for their review and any action deemed appropriate.	Referral
SWSP	I/P requested to be interviewed by an Assistant	I/P as interviewed by this office at his request.	Information

SWSP	I/P requesting medication.	Referred to DOC HSU and UCHC for review and any action deemed appropriate. Per UCHC: matter was referred to facility medical to ensure I/P receives distilled water and medications.	Referral
SWSP	I/P requesting to serve RHU at SWSP.	LTI-This matter was referred To SWSP Admin for their review and any action deemed appropriate.	Referral
SWSP	I/P sated he is not receiving any information regarding PHEC	LTI-Please be advised, as long as your max is below February 10, 2023 and you do not have any disqualifying offenses (2C: 11-3, 2C: 14-2A, 2C: 47-1 and was not characterized as having a pattern of repetitive and compulsive), you are eligible for the 122 days that will be awarded on February 10, 2022, if the Governor terminates the public health emergency the credits will be prorated. If he extends it, Incarcerated Persons are eligible for a maximum amount of 244 days. Please note, per NJDOC record, your current max is September 09, 2022 (subject to change).	Information
SWSP	I/P stated he has not received his credits for horticulture, which he completed in 12.21.	OCO staff referred the matter to the SWSP Educational and Classification Units. LTI/P - SWSP Classification indicated that they did receive the completion verification for horticulture and those completion credits have now been entered	Resolved
SWSP	I/P stated he has not received his credits for the covid vaccine.	OCO reviewed the matter with SWSP Classification Department. LTI/P- Informed he did not complete educational course required for the credit, therefore he is ineligible.	No Violation
SWSP	I/P stated he is not receiving adequate mental health services.	OCO referred I/P's concerns to the Medical Patient Advocate, DOC and UCHC medical staff. LTI/P This matter was referred to UCHC for their review and any action deemed appropriate.	Referral
SWSP	I/P stated he requested assistance from this office on 1.28.22. I/P reported he was not paid properly nor received the correct work credits. I/P did contact the Business Office via JPAY (11.18.21), but was instructed to resolve the	OCO contacted the custody supervisor about the missing state pay. LTI/P - OCO staff advised I/P that the housing officer will submit a supplemental pay adjustment to pay him for the time in question. This will also allow him to receive the appropriate work credit. .	Resolved
SWSP	I/P stated he should be back on parole by now.	LTI-This matter was addressed per Ref# GYCF22004405. Any further concerns, please contact the State Parole Board (SPB) directly via kiosk or written remedy	Information
SWSP	I/P stated he should be receiving 5 work credits a	Advised I/P of earning pattern of work credit.	Information

SWSP	I/P stated he submitted two sick calls but to no avail.	Referred to UCHC and NJDOC Health Services for review and any action deemed appropriate. LTI/P:- This matter was referred to UCHC for their review and any action deemed appropriate.	Referral
SWSP	I/P states that he has been threatened by Officers, they make homosexual remarks, make fun of his colostomy bag, and are disrespectful	LTI/P advising the matter was referred to SWSP Administration. A response was received stating that these allegations were already investigated by the Special Investigation Division.	Referral
SWSP	I/P states that he hasn't received his appeal paper from RHU for both charges	LTI- Per SWSP Administration the appeal was delivered on 1.25.22. However, there is no record for the alleged submitted appeal dated 12.21.	Information
SWSP	I/P states that he's owed work credits and pay from September - December.	AO review of I/P's electronic record and Work Detail/Vacancy List. LT/P advising how to request for supplemental pay and explained work credits are awarded based on state pay.	Information
SWSP	I/P states that his face sheet reflects an inaccurate amount of disciplinary reports as compared to his reclassification instrument.	LTI-Per JPAY, you have not contacted SWSP Classification for clarification on your Objective Score. Please contact Classification via JPAY or written remedy for an explanation of your maximum custody level.	Information
SWSP	I/P states that his parole date was put on hold twice and he is inquiring if a new date was scheduled.	Caller hung up before speaking to AORF. LTI/P: If you have any further questions regarding the parole hold I suggest you contact the State Parole Board. The State Parole Board is best suited to answer your inquiries about the parole process. I am confident they will be able to answer your questions.	Information
SWSP	I/P states that the showers haven't been cleaned, the food ports sanitized, Officers don't wear masks. The kiosks and tables are	LTI/P advising the matter was referred to SWSP Administration. A response was received stating that these allegations were already investigated by the Special Investigation Division.	Referral
SWSP	I/P transferred from SWSP and was unable to pack an overnight bag. He is missing essential items	Referred to NSP Administration and Custody Majors. Confirmation received that I/P was supplied with shower shoes, towel and 2 sets of clothes. Letter sent to the I/P with a property claim form advising that it may take several weeks for his property to arrive at NSP.	Resolved
SWSP	I/P transferred to NSP from SWSP and has not received his property	LTI/P advising that property can take several weeks to transfer . Property claim form provided.	Information
SWSP	I/P was transferred to SWSP RHU, the family requested this writer contact SWSP in advance to ensure he received the	The family informed, per Correctional Police Lieutenant an extra set of clothing, towel, washcloth and toiletries has been provided.	Referral
SWSP	I/P was unable to work due to quarantine and requests payment since it was no fault of his own.	OCO referred to the SWSP Business Office and Classification Department. LTI/P - Per Business Office, you were paid on February 11, 2022; therefore, this matter is now considered to be resolved.	Resolved

SWSP	I/P was under the impression that he was due to release on 2.10.22 per executive order.	LTI-Please be advised, as long as your max is below February 10, 2023 and you do not have any disqualifying offenses (2C: 11-3, 2C: 14-2A, 2C: 47-1 and was characterized by a pattern of repetitive and compulsive), you are eligible for the 122 days that will be awarded on February 10, 2022, if the Governor terminates the public health emergency the credits will be prorated. If he extends it, Incarcerated Persons are eligible for a maximum amount of 244 days. Please note, per NJDOC record, your current max is October 2, 2022 (subject to change).	Information
SWSP	I/P would like to know about the PHEC	LTI/P-Please be advised, as long as your max is below February 10, 2023 and you do not have any disqualifying offenses, you are eligible for the 122 days that will be awarded on February 10, 2022, if the Governor terminates the public health emergency the credits will be prorated. If he extends Incarcerated Persons are eligible for a maximum amount of 244 days. Any questions regarding your eligibility for credits can be addressed by classification via JPay.	Information
SWSP	I/P would like to know if he is eligible for PHEC.	Please be advised, as long as your max is below February 10, 2023 and you do not have any disqualifying offenses (2C: 11-3, 2C: 14-2A, 2C: 47-1 and was identified as being characterized by a pattern of repetitive and compulsive), you are eligible for the 122 days that will be awarded on February 10, 2022, if the Governor terminates the public health emergency the credits will be prorated. If he extends Incarcerated Persons are eligible for a maximum amount of 244 days. Please note, per NJDOC record, your current max is October 13, 2022 (subject to change). Any questions regarding your eligibility for credits can be addressed by classification via JPay.	Information
SWSP	I/P would like to know the status of his interstate parole request.	OCO contacted the SPB to determine if the I/P's request had been received. LTI/P - The SPB system reflects that the paperwork for the out of state parole request was received. Please remain patient during this time while your request is being processed.	Referral

SWSP	I/P would like to know when he will receive his 8 months off for PHEC.	LTI-Please be advised, as long as your max is below March 13, 2023 and you do not have any disqualifying offenses (2C: 11-3, 2C: 14-2A, 2C: 47-1 and was characterized by a pattern of repetitive and compulsive), you are eligible for the 122 days that will be awarded on March 13, 2023, if the Governor terminates the public health emergency the credits will be prorated. If he extends it, Incarcerated Persons are eligible for a maximum amount of 244 days. Please note, per NJDOC record, your current max is April 19, 2023 (subject to change).	Information
SWSP	I/P wrote a letter reporting difficulty taking his prescribed medication.	LTI/P - OCO referred this matter to the Medical Patient Advocate and DOC & UCHC medical staff. They advised that since the date of your correspondence, your physician adjusted your pain meds for efficacy.	Solved Prior to Contact
SWSP	I/P wrote complaining that he received charges for informing staff that he was being threatened with bodily harm due to being gay and	OCO referred the allegations to the SWSP Administration. They advised staff to interview the I/P regarding his allegations and to refer him to mental health as well as medical.	Referral
SWSP	I/P wrote complaining that his property was missing after receiving charges for refusing a housing	I/Ps allegations were referred to SWSP Administration for their review. I/P was provided a property claim form for the missing items.	Referral
SWSP	I/P's sister contacted this office regarding her brother's recent transfer to SWSP.	Family member informed via telephone of the I/P's status and reason for transfer. Family member requested this writer meet I/P in person, which was scheduled for 2/18/22	Information
SWSP	I/P alleges that an officer refuses to give him his legal mail.	LTI/P- This matter was referred to SWSP Administration on February 18, 2022, for their review and any action deemed appropriate. Per Major: matter is being investigated.	Referral
SWSP	I/P alleges that he is unable to get a kufi while in RHU.	OCO staff contacted Chaplaincy Services in conjunction with reviewing the policy pertaining to religious items. LTI/P - Per SWSP Admin, the religious item is not currently on the commissary list for I/P in the RHU; however, they should be allowed to purchase the item. Per Chaplaincy Supervisor assigned to SWSP, the religious items purchase list will be updated to allow I/P to purchase the item.	Resolved
SWSP	I/P called stating his trust account is on hold and would like the reason why.	I/P's was advised their account is on hold because they are in the release process.	Information
SWSP	I/P called wanting to know if he is eligible for the PHEC.	I/P was advised they are eligible for the PHEC and to allow the institution time to apply the credits.	Information
SWSP	I/P correspondence received stating the I/P is requesting to see the doctor regarding his health	LTI/P advising the matter was referred to DOC and UCHC medical providers and he will be scheduled with a provider immediately.	Referral

SWSP	I/P has not received the books or pictures his family ordered him. I/P's family has receipts indicating the items were delivered.	LTI/P Please be advised, the mailroom doesn't track regular mail. Every day the mailroom prints an I/P locator to deliver mail, packages and property. Once the mail and/or packages are searched for contraband, it is sent to the facility for the 2nd shift unit officer to deliver. The mailroom doesn't hold mail. If the item is rejected, a mailroom memo will be sent to you. To ensure receipt of your correspondence, make sure your name and number is stated correctly. In addition, when concerns such as this arise, please contact the Mailroom directly via JPAY or utilizing the written remedy forms.	Information
SWSP	I/P is inquiring about the PHEC.	LTI- Please be advised, as long as your max is below February 10, 2023 and you do not have any disqualifying offenses, you are eligible for the 122 days that will be awarded on February 10, 2022, if the Governor terminates the public health emergency the credits will be prorated. If he extends Incarcerated Persons are eligible for a maximum amount of 244 days. Please note, per NJDOC record, your current max is February 10, 2022.	Information
SWSP	I/P is requesting assistance in receiving the PHE credit	LTI/P-Please be advised, as long as your max is below February 10, 2023 and you do not have any disqualifying offenses, you are eligible for the 122 days that will be awarded on February 10, 2022, if the Governor terminates the public health emergency the credits will be prorated. If he extends Incarcerated Persons are eligible for a maximum amount of 244 days	Information
SWSP	I/P is requesting assistance with missing television.	Referral to facility's property supervisor. LTI/P indicating outcome and guidance for resolution.	Information
SWSP	I/P is requesting housing in a dorm setting or single man cell.	Matter referred to SWSP Administration. Per Admin: matter was investigated by SID. LTI/P- this matter was referred to SWSP Administration for their review and any action deemed appropriate.	Referral
SWSP	I/P is requesting to appeal the denial of his property claim.	Advised I/P that he can either appeal to the Appellate Division or the Court of file a claim in Small Claims Court. He may request assistance from the law library.	Information
SWSP	I/P is unable to set up a video visit with family because the kiosks on 5-2L aren't working.	OCO referred this matter to the attention of the SWSP administrative secretary to determine when JPay Tech would be onsite to make repairs. We were advised that JPay techs will be on site on 2.22.22 to service kiosks. I/P was transferred to BSP on 2.14.22; therefore, no follow-up was necessary.	Referral
SWSP	I/P reports the JPAY kiosk on 5-2L has been offline for a while.	OCO referred the matter to SWSP Administration accordingly. Response provided indicates JPay techs will be on site 2.22.22 to service kiosks in 5-2L. LTI/P sent advising of the same.	Information

SWSP	I/P states there is no privacy in the camps for kiosk video visits.	OCO staff informed I/P in person on 2.3.22, that JPAY is an outside vendor. Any questions, concerns and/or recommendations can be delivered via kiosk or written letter.	Information
SWSP	I/P wrote a letter stating he was in need of medical care.	OCO referred to the Medical Patient Advocate and DOC and UCHC medical staff for their review. LTI/P advising the matter was referred to DOC and UCHC medical providers who stated a sick call slip will be submitted on their behalf.	Referral
SWSP	Kiosk offline.	Matter referred to SWSP Administration accordingly. Response from SWSP Administration indicates JPay techs will be on site 2.22.22 to service kiosks in 5-2L. LTI/P advising of the same.	Information
SWSP	Letter from I/P complaining that the Business Office lost his legal document. He will explain in detail in person during an interview.	I/P interviewed in person, per his request. OCO then provided the I/P's last copy of the legal document to the SWSP Business Office for their signature. Follow-up LTI/P - Per SWSP Business, this matter was resolved. Your confirmation will be sent via mail.	Resolved
SWSP	Letter from I/P complaining that the kiosk on 5-2L hasn't worked in 3-4 days.	OCO referred this matter to the attention of the SWSP administrative secretary to determine when JPay Tech would be onsite to make repairs. We were advised that JPay techs will be on site on 2.22.22 to service kiosks in 5-2L. I/P released from NJDOC on 2.10.22.	Referral
SWSP	Mother calling to inquire about her son's eligibility for the PHEC.	Advised caller that if the PHE is extended NJDOC will apply 122 PHEC at the end of the 30 days, if the PHE is ended early the PHEC may be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised date. No action is needed and if the I/P is eligible they will be awarded the credits.	Information
SWSP	Per family call, the I/P has not been afforded access to the shower, phone, recreation, toiletries or proper clothing while in CCU pending return to	OCO referred the caller's concerns to the Major at SWSP for resolution for most of these issues. This writer updated the family on the matter via telephone.	Information
SWSP	Per family member, I/P was returned to SWSP on 1.17.22 due to positive covid. He remained at SWSP until 2.4.22 when he was returned to Kintock. Per family member he is being prepped for transfer back to SWSP due to a positive covid result, however if positive, he is	OCO contacted Medical Patient Advocate and DOC & UCHC medical staff. Family informed that the despite error in testing an I/P who should not have been tested, UCHC must follow the established procedure and ordered the I/P into isolation as a precaution.	Referral

SWSP	Per family member, I/P was returned to the main from the Min due to covid on 1.27.22. As of today, he does not have the bare necessities such as underwear, socks, t shirt etc.	Matter referred to SWSP Administration for review, response and action deemed necessary. Response from SWSP advising I/P was provided an overnight bag. Follow-up call to family was completed to inform them SWSP Custody Staff issued an overnight bag with the requested items and will contact his last housing unit assignment for his property.	Resolved
SWSP	Per family member, the I/P was transferred to the regional due to a positive covid and she has not received a phone call from him in several weeks.	This writer interviewed I/P in person at the family's request. The I/P was not provided with an I/PIN to make phone calls. This matter was referred to SWSP Administration. The family member was updated.	Information
SWSP	Per family member, the officers are constantly leaving their post unattended. As a result, the I/P are missing their opportunity to receive phone calls and this concern is happening on 1st and 2nd shift. Per family member, the I/Ps are housed in a congested housing unit with poor ventilation, the vents are full of dust and debris. Per family member, I/P's don't have access to their love ones via in-person visits,	OCO referred concerns to the Minimum Unit Lt at SWSP. This office informed the family member that the entire minimum unit has been placed on quarantine with the exception of 13 unit pods (116 I/Ps) placed on isolation. Phones are in use during first and second shifts for 20 min intervals and sanitized between use. Where phone use time is restricted due to covid protocols all quarantine I/Ps have the opportunity to use the phone daily. Unit sanitation is conducted regularly and I/Ps not in isolation are spread out as much as space restrictions allow. Ventilation concerns were referred to the maintenance department.	Referral
SWSP	Per family member, there is black mold on the ceiling and he was told by 2 NJDOC employees they will give him tools to remove it	This writer contacted the father with an update. This office inspected the cell in person. The I/P was later moved to another cell as a remedy.	Resolved
SWSP	Per I/P , the housing unit officers often cut the electricity to his room. He stated, he has a c-pap therefore his electricity should not be interrupted.	LTI/P: The officers on the housing unit floor cannot turn the electric on and off, the unit it set up with circuit breakers in the LCP with each breaker connected to 2 cells. The officers would use the circuit breaker to turn the electric back on if the breaker is tripped.	No Violation
SWSP	Per I/P he has sent several requests for medical care via this office and medical but has not received the services needed.	OCO referred the concern to the appropriate medical staff. Secondly, OCO staff visited the I/P on 2.18.22, the date of his medical appointment, to ensure the appointment was listed on the appointment sheet (it was). OCO staff spoke to the I/P at 7:30 am and informed him in person that he must get ready for his 8:00 am appt. OCO staff then followed up with the housing unit officer and LT to ensure, I/P would be permitted to attend said appt, which was confirmed by all parties.	Referral

SWSP	Per I/P he returned to the main at his own request on 2.6.22 but has not received his property as of yet.	LTI/P - Per Correctional Police Lieutenant, this matter was addressed yesterday, 2.8.22. You should be in receipt of your property by the time you receive this letter. It was also noted that you were given bare necessities the day after your transfer.	Solved Prior to Contact
SWSP	Per I/P he was not paid in Aug, Sept and October 2021.	OCO staff reviewed the matter and noted there was no violation made by the NJDOC. LTI/P-The Inmate Handbook states that inmates have 90 calendar days from the time the payroll was posted to address an issue, anything older than 90 days will not be addressed. This writer checked JPAY, however the I/P did not contact the Business Office via JPAY until 1.31.22.	No Violation
SWSP	Per I/P, Parole wanted him to sign paperwork without explaining what he was signing therefore he refused. He wasn't sure if it was related to the PHEC.	OCO staff referred the matter to SWSP Classification for review and response. LTI/P Please be advised that it appears you are eligible for the 122 days that will be awarded on February 10, 2022, if the Governor terminates the public health emergency early, the credits will be prorated. If he extends the emergency I/P may be eligible for and additional 122 days. Please note, per NJDOC record, your current max is July 22, 2022. Any questions regarding your eligibility for credits can be addressed by classification via JPay.	Information
SWSP	Per I/P, due to recent transfer, he does not have socks, underwear or t-shirts.	OCO referred I/P's concern to the Major's office via email. Asst. Ombudsperson also spoke with the housing unit officer regarding the matter.. LTI/P - advising the matter was referred to the SWSP Correctional Police Lieutenant and Sergeant for their review and any action deemed appropriate. Per housing officer, underclothes and socks are also available for purchase via Commissary.	Referral
SWSP	Per I/P, due to recent transfer, he does not have socks, underwear or t-shirts.	OCO referred the matter to the appropriate custody staff. Response received indicated I/P will be provided an overnight bag should it be determined he does not have any. LTI/P - This matter was referred to the SWSP Correctional Police Lieutenant and Sergeant for their review and any action deemed appropriate. You will be provided an overnight bag should it be determined that you do not have any of the afore-mentioned items.	Referral
SWSP	Per I/P, he completed horticulture but has not received the credits nor the certificate he earned.	LTI/P - This matter was resolved on 2/3/22. Your credits were applied to your record at that time.	Solved Prior to Contact
SWSP	Per I/P, he has an infected tooth that is causing unbearable pain. I/P reports, he has been in pain for over 90 days and	OCO referred the I/P's concern to the UCHC Director of Dentistry. LTI/P - Per UCHC staff, your dental care will be expedited to resolve your dental issue.	Referral

SWSP	Per I/P, he has been in custody several months without his revocation hearing.	OCO referred I/P's concern to the SPB staff at SWSP. LTI/P - Per SPB, we are currently attempting to reschedule I/Ps hearing as we are obtaining his attorney's availability and then obtaining the VTC availability at SWSP.	Referral
SWSP	Per I/P, he requires a filter for his C-PAP since the current filter has been recalled. Per I/P, he is experiencing complications breathing due to the lack of proper equipment. He also mentioned that his lack of access to distilled water causes wear and tear on	OCO referred I/P's concerns to the Medical Patient Advocate and DOC and UCHC medical staff. LTI/P - this matter was referred to UCHC for their review and any action deemed appropriate. Medical staff followed-up and advised that I/P would be on the schedule to pick-up the needed items on 2/10/22.	Referral
SWSP	Per I/P, instead of the appropriate departments responding to his inquiries via JPAY, Custody staff is sent in person to tell I/P to get off of Hunger Strike if he wants the requested information. I/P reports this is intended to harass and intimidate him rather than	OCO referred the I/P's concerns to the SWSP Administration, SPB and Classification Departments. LTI/P - This matter has been referred to the appropriate departments for their review any action deemed appropriate. OCO ensured that the appropriate staff provided the requested information.	Referral
SWSP	Per I/P, the distilled water concern is still outstanding. He advised that he has not received distilled water in over two months for his c-	LTI/P - OCO again referred this matter to the appropriate medical staff. Per UCHC, you are were provided distilled water; therefore, this matter is now resolved.	Referral
SWSP	Per letter from I/P he has been denied access to the law library, which is a violation of his constitutional rights.	OCO contacted the Education Supervisor regarding the allegations LTI/P - The Law Library schedule is set based on available staffing and resources. On the reported days in question, there were weather-related delayed openings which impacted the schedule. I/P advised he was rescheduled to make-up for those missed days. .	Information
SWSP	Per phone call from wife, I/P has not received confirmation of a positive covid result nor has his temperature been checked.	OCO referred concerns to the Medical Patient Advocate and DOC and UCHC medical staff. Family member informed,= via follow-up call that if the patient has questions about his test results, he can ask medical staff when they are on his unit, or he can submit a request for a paper copy of his test result by submitting the MR 022. Similarly, if the patient is feeling symptomatic, he should notify medical staff when they report to his unit or tell his housing officer.	Referral
SWSP	Pub Defender call regarding I/P's medical and dental concerns. She is requesting a medical	OCO provided a contact number for the Dental Director.	Information

SWSP	Public Defender called referring concerns regarding medical care for	Provided contact information for Statewide Medical Patient Advocate to caller to inquire about medical care.	Information
SWSP	Referral from Advocacy group regarding the medical care of an I/P. I/P is requesting to be seen by a doctor, pain medicine and staff assisted showers.	Referred to UCHC and NJDOC Health Services. Per UCHC: I/P was seen by specialist and scheduled for follow-up. I/P has been assessed by PT and determined to be independent to complete activities of daily living.	Referral
SWSP	Released I/P called to advised that he did not get medication when he left and was advised to pick up his medication at East Jersey. When he arrived it	Per conversation with released I/P, he does not require assistance with getting his medication. He is only interested in his outstanding property at SWSP.	Withdrawn
SWSP	Released I/P left property with an officer at the facility on 1/11/22 and now he is attempting to get his	This writer informed the released I/P on 2.28.22- Per Mailroom Sgt, The bag was located and is ready for pick up in the mailroom.	Resolved
SWSP	Telephone inquiry family member inquiring about	Explained the application of PHE credit.	Information
SWSP	Telephone inquiry family member requesting assistance with finding I/P's property and requesting	Referred to SWSP Custody Majors. I/P's property was located and provided to I/P. Follow up call to loved one to advise.	Resolved
SWSP	Telephone inquiry friend: Caller received the wrong I/P's property and is requesting assistance in	Referred to institution's mail/property custody supervisor for resolution. Packages are to be returned to facility for custody to resolve error.	Referral
SWSP	Telephone inquiry from family member inquiring on health insurance upon release and parole restrictions.	Explained I/P's are provided application through the Social Services Department for Affordable Health Care Act prior to release. Also, discussed that the State Parole Board will review the restrictions and rules of parole with I/P.	Information
SWSP	Telephone inquiry from family member requesting to speak with Medical.	Referred to DOC HSU and Rutgers UCHC requesting staff contact caller to discuss her concerns.	Referral
SWSP	Telephone inquiry from loved one requesting assistance with the educational Covid class	Provided instruction to caller how I/P may request the course.	Information
SWSP	The family called to inquire when I/P will move to the appropriate RHU.	OCO reached out to SWSP Administration to obtain information pertaining to the family member's inquiry. Telephone call made to family member to inform information obtained from SWSP Administration advised the decision will be made by the Division of Operations-COHQ.	Information
SWSP	The kiosk on 5-2L is having problems. The cables don't work.	Matter referred to SWSP Administration accordingly. Response from SWSP Administration indicates JPay techs will be on site 2.22.22 to service kiosks in 5-2L. LTI/P advising of the same.	Information

SWSP	The kiosks has been offline for a few days.	Matter referred to SWSP Administration accordingly. Response from SWSP Administration indicates JPay techs will be on site 2.22.22 to service kiosks in 5-2L. LTI/P advising of the same.	Information
SWSP	The kiosks have been offline for 3 days.	LTI- JPay techs will be on site 2.22.22 to service kiosks in 5-2L	Information
SWSP	The kiosks on 5-2L are offline.	Matter referred to SWSP Administration accordingly. Response from SWSP Administration indicates JPay techs will be on site 2.22.22 to service kiosks in 5-2L. LTI/P advising of the same.	Information
SWSP	The kiosks on 5-2L has been offline for 3 days. He wasn't able to have his scheduled video visit. Funds were taken from his account and never refunded.	Matter referred to SWSP Administration accordingly. Response received indicates JPay techs will be on site in the near future to repair kiosk. LTI/P- JPay techs will be on site 2.22.22 to service kiosks in 5-2L. If a refund is requested, please contact JPAY directly via correspondence or Kiosk.	Information
SWSP	This office received an email this morning from I/P's father stating his cell has black mold	OCO referred the caller's allegations to SWSP Custody staff and Maintenance Dept. Family informed that per Custody Staff, it appears to be graffiti from a pen; however, a maintenance work order has been completed and maintenance will look at it. Follow-up call completed to provide an update regarding the I/P's concerns.	Referral
SWSP	This writer interviewed I/P on 2.14.22 regarding a needed personal item which is not available to I/Ps on RHU status. Per I/P, he has been on RHU status for some time; as a result, items such as his laundry bag has given way due to wear and tear. Per I/P, he has piecemealed several old laundry bags to	OCO referred this matter to Custody staff. Per LT, the I/P can add it to his next order and he will authorize the purchase. This office also recommended SWSP Admin add it to the RHU commissary list. This matter is currently under review.	Resolved
SWSP	This writer observed I/P walking from his housing unit on 2.1.22 with short sleeves and no coat. Recorded temperature for Bridgeton on said day was 29 degrees. Per I/P, he was	OCO referred this matter to the attention of SWSP Custody Staff for resolve. LTI/P - Per Custody staff, this matter will be resolved. Any I/P's who have not received a coat, will receive one today.	Resolved

SWSP	This writer observed I/P walking from his housing unit on 2.1.22 with short sleeves and no coat. Recorded temperature for Bridgeton on said day was 29 degrees. Per I/P, he was not issued a coat.. He requested a coat, but to no avail.	Matter referred to the SWSP Custody Major. LTI/P- Per Custody staff, this matter will be resolved. I/P's who have not received a coat will receive one.	Resolved
SWSP	I/P claims he submitted multiple property claims and has not received a decision	LTI/P- This matter has been referred to Admin for there review and any action deemed appropriate. NJDOC received a property claim on 5/11/21. It was denied. If I/P submitted since then SWSP has not investigated yet or never received another.	Information
		TULLY HOUSE	
Tully House	Family call regarding I/P receiving the entire 122 days PHEC.	The I/P was awarded enough PHEC to reduce his max date to end of PHE.	Information
Tully House	Family call regarding I/P's remaining balance at a halfway house.	OCO contacted the halfway house and was advised that funds will be forwarded this week.	Referral
Tully House	Family inquiring about eligibility for Administrative Parole Review.	Advised caller that the SPB will do a full record review to ensure he doesn't have any disqualifying offenses. Approx. 4-6 months prior to his PED someone from the SPB will contact him regarding his parole plan. He will have an initial hearing and then his case will be referred to the panel.	Information
Tully House	Friend call regarding I/P being eligible for additional PHEC if it is extended by	Caller was advised the I/P will be eligible for the additional credits if the Governor extends the public health emergency into March.	Information
Tully House	I/P called to complain that he has paid a significant amount toward his court-imposed obligations; however, his account statement does not reflect	OCO referred this matter to the DOC Revenue Unit and his court obligations account has been updated to reflect the correct payments.	Resolved
Tully House	I/P called to inquire about eligibility for PHE credit.	Explained the application of PHE credit.	Information
Tully House	I/P called to inquire about eligibility for PHEC and possible adjusted max date.	Referred to Classification Supervisor at EJSP. Clarification is needed as the most recent Judgment of Conviction shows an offense that would make him ineligible for the PHEC.	Referral
Tully House	I/P called to inquire when the additional PHE credit will be applied.	Explained to I/P this office is awaiting guidance from the DOC on when the additional credits will post.	Information
Tully House	I/P inquired when is his max date and inquired about the parole process.	Provided max date to I/P. Advised on how to contact SPB for parole information.	Information

Tully House	I/P inquiring about PED, PHEC and wanting the Court to remove his mandatory minimum term.	Explained that PHEC would not apply as I/P's is beyond 365 days (10/12/23) from the current end of the PHE. Directed questions regarding his PED to the SPB and advised he must contact the courts regarding the motion to drop the mandatory minimum.	Information
Tully House	I/P inquiring about the extension of the PHE and potential impact on their max date	Advised caller that if the PHE is still active 3/13/22 NJDOC will apply an additional 122 PHEC, if the PHE is ended between 2/11/22 and 3/13/22 the PHEC may be applied on a prorated basis. If the additional 122 credits would bring max below 3/13/22 the amount would be prorated to result in a 3/13/22 release date. Classification will be applying these credits and advising I/P of their revised date. No action is needed and if the I/P is eligible they will be awarded the credits.	Information
Tully House	I/P inquiring on max date and PED.	Provided I/P with max date and advised to direct parole question to SPB.	Information
Tully House	I/P is calling to inquire when the additional PHEC will be applied.	Explained to I/P this office is pending clarification from the DOC on when the PHEC will be posted.	Information
Tully House	I/P is inquiring about eligibility for the PHEC.	Explained I/P is ineligible for PHEC as the max date is beyond 365 days (2/21/25) and the PHEC does not apply to the expiration of the man/min unless it is the controlling term AND within 365 days of the PHE.	Information
Tully House	I/P is inquiring about his max date and PHEC	Advised caller the PHE was extended and NJDOC will apply the additional 122 PHEC at the end of the 30 days, if the PHE is ended early the PHEC may be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised projected max dates. No action is needed, and if the I/P is eligible they will be awarded the credits.	Information
Tully House	I/P is inquiring about his social security card as he has completed three applications to date.	OCO contacted the DOC Office of Community Programs and was advised that the Social Security Administration has an application back log and I/P is being directed to reapply.	Resolved
Tully House	I/P is inquiring when the additional PHEC will be posted	Explained this office is pending guidance from the DOC as to when the next month's PHEC will be applied.	Information
Tully House	I/P is requesting information on where he is with the parole process.	Provided information to I/P.	Information
Tully House	I/P is requesting the status of his appeal to SPB	Provided I/P guidance on how to contact the SPB. Self Advocacy	Information
Tully House	I/P states that his fine and obligations balance is inaccurate.	OCO referred concern to the DOC's Central Office Revenue Unit. I/P provided with his payment obligations statement and provided explanation of the documents and reason the that he has outstanding court ordered obligations.	Information

Tully House	I/P wants to know what his max date will change to if he's awarded an additional 122 PHEC.	OCO advised I/P that if the PHE is still active 3/13/22 NJDOC will apply an additional 122 PHEC; however, if the PHE is ended early, the PHEC may be applied on a prorated basis. If the additional 122 credits would bring max below 3/13/22 the amount would be prorated to result in a 3/13/22. Classification will be applying these credits and advising I/P of their revised. No action is needed and if the I/P is eligible they will be awarded the credits.	Information
Tully House	I/P wants to know what his max date will change to if he's awarded an additional 122 PHEC.	Advised caller that if the PHE is still active 3/13/22 NJDOC will apply an additional 122 PHEC, if the PHE is ended between 2/11/22 and 3/13/22 the PHEC may be applied on a prorated basis. If the additional 122 credits would bring max below 3/13/22 the amount would be prorated to result in a 3/13/22 release date. Classification will be applying these credits and advising I/P of their revised date. No action is needed and if the I/P is eligible they will be awarded the credits.	Information
Tully House	I/P would like to know about PHEC and his PED.	I/P was advised of pending PED date and explained how max date will be reduced due to PHEC.	Information
Tully House	I/P would like to know if he is eligible for the PHEC.	Advised caller he received the first set (122) and NJDOC is pending guidance from GOV's office on how to apply credits.	Information
Tully House	I/P's family member called to inquire about I/P's eligibility for PHEC.	OCO staff reviewed I/P's electronic classification record which indicates I/P received 122 PHEC credits. Information provided to caller accordingly.	Information
Tully House	Inquiry on the next application of PHE credit.	Explanation of PHE credit.	Information
Tully House	I/P called to inquire about his max date and PED.	Explained to caller that 122 days PHEC would be applied as of 2/10/22 so long as the PHE is not ended early which would result in the 122 days being prorated for the days the PHE was active. If the PHE ends 2/10/22 and the 122 credits are applied his adjusted will be 10/19/22.	Information
Tully House	I/P is requesting assistance contacting Union Co. Public Defender's Office.	Unfortunately, the OCO does not provide legal assistance. Provided guidance to I/P on how to enlist services.	Declined
Tully House	I/P is requesting assistance with obtaining employment.	OCO staff referred the matter to the Director of Tully House for review and action deemed necessary. This matter does not fall under the purview of OCO. LTI/P advising of the same.	Referral
Tully House	Telephone inquiry family member inquiring if I/P is	Explained the application of PHE credit.	Information
Tully House	Telephone inquiry from loved one requesting I/P receive his prescribed medication.	Referred to DOC HSU and Rutgers UCHC. OCO advised the medication orders were completed. I/P should be in receipt shortly. Follow up call placed to loved one to notify of the same.	Referral