**OFFICE OF THE CORRECTIONS OMBUDSPERSON**

**REPORT OF MONTHLY CONTACTS – JANUARY 2022**

The following is a summation of the contacts that were completed by the Office of the Corrections Ombudsperson (OCO) during the month of January 2022. Contacts with our office can be initiated in a variety of ways including, but not limited to, phone calls directly from the incarcerated persons (I/P), phone calls from friends, family or advocates in the community, written correspondence received in the mail, Request for Assistance Forms available to the incarcerated populations at the institutions and on the spot interviews during tours of the institutions by an Assistant Ombudsperson.

The office documented a total of 1,107 completed contacts in January 2022. Contacts are considered duplicate if the I/P, friends, family, or advocate contacted this office multiple times about the same issue or concern. After removing duplicate records, there were 983 unique contacts.

The information provided below is a very brief summary of the issue or question that was asked as well as a brief description of the answer provided or action taken by this office. Please note that not all contacts reported to this office are complaints. Staff often provides general information as well as information specific to an individual to the incarcerated population and their family/friend. The OCO also refers requests for medical care to the medical providers and educates the incarcerated population on how to self-advocate.

In an effort to ensure confidentiality, all identifying information was removed from the contacts prior to being posted.

The following is a description of the dispositions used for the contacts received.

**Resolved** - Complaint was substantiated by OCO who was able to partially or fully resolve the issue, typically with assistance from DOC or UCHC.

**Solved Prior to Action** - DOC or UCHC resolved issue prior to OCO involvement.

**Referral**- Matter required referral to DOC or UCHC for specialized review and whatever action deemed appropriate.

**Confirmed Unresolved**- OCO substantiates the concern/allegation and it is neither resolved by the DOC or UCHC nor can OCO assist in impacting change.

**No Cause for Action**- Complaint or concern does not fall under the purview of the office.  Most likely does not involve a DOC or UCHC action, NJDOC Incarcerated Person or Incarcerated Person did not first attempt to resolve "minor" issue through NJDOC Remedy System.

**Information**- OCO provided information to Incarcerated Person or family member or OCO instructed Incarcerated Person in self- advocacy.

**No Violation** - After review of complaint and relevant investigatory materials, a determination was made that DOC policy was not violated. ​

**Unsubstantiated**- Sufficient evidence does not exist to substantiate complaint.

**Declined** - IP was previously provided a response and no new information was provided.

**Withdrawn** - Incarcerated Person, or whoever contacted our office, has requested that this office not investigate the matter, most likely because the matter was already resolved.

The Office of the corrections Ombudsperson will continue to evaluate the process in which it posts information to the website in an effort to ensure the data is concise and efficient.