

| Notes | Action Taken | Disposition |
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| Family member called concerning I/P's eligibility for the PHEC. | Family was advised the I/P is eligible for the 122 days PHEC. | Information |
| Family member of I/P called seeking information on a bedside visit for a dying relative. | OCO provided caller with the contact information for commissioner's office. Due to Covid, bedside visits are not currently available. | Information |
| Family caller - I/P has not contacted his family in over a week. | OCO advised the caller to contact NSP Social Services for assistance on this matter. This writer informed the caller that his status remained the same; however, there may be limited access to phones right now. | Information |
| Friend called regarding I/P returning the minimum unit. | This office notified the friend that movement has not resumed as of yet; however, we have been advised that movements may be resuming soon. | Information |
| I/P believes his max date is calculated incorrectly. | I/P DOC record was reviewed and max date is being calculated correct. | No Violation |
| Family call requesting contact information for the Department of Corrections Health Services Unit. | Provided caller with the requested information. | Referral |
| Family member of I/P called to inquire about a loss of phone privileges sanction. | OCO informed caller that if the hearing officer imposes a loss of telephone privileges sanction, he will lose the ability to make any phone calls for the duration of the sanction. | Information |
| Family call regarding a video visit that the kiosk was not compatible with. | OCO contacted DOC staff regarding this matter. Caller was advised that per the DOC: "In an effort to ensure fair and equitable time on the kiosks for the I/P population, we need to change some of the accesses on the kiosk system. These changes are going to cause some scheduled Video Visits to be cancelled. If your approved Video Visit gets cancelled, you will need to just reschedule the Video Visit. We apologize for the inconvenience." | Information |
| I/P is inquiring about eligibility for the PHEC. | I/P was advised DOC will make the final determination if he will receive the PHEC. I/P is serving a parole violation for a sexual offense that may exclude him from being eligible. | Information |
| I/P wants to return to work. | Referred to OCP. Per OCP, the matter has been resolved and I/P cleared for return to work. | Referral |
| Family call regarding the PHEC being awarded to I/P who had to endure limited programs, visits and recreation during the pandemic even though he is not within one year of sentence expiration. | OCO advised caller that the law requires I/P to be within one year of their maximum expiration date in order to be eligible. I/P is approximately 15 months from his max date and is therefore not eligible for these credits at this time. | Information |
| Family member of I/P called claiming he was supposed to have an MRI but did not and he is experiencing pain in his knee. | OCO referred to UCHC and NJDOC HSU staff who advised that I/P is scheduled for surgery. | Referral |

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| I/P states a Mental Health staff member threatened him. | Referred to NJSP Admin and UCHC & DOC Health Services for review any action deemed appropriate. Matter under investigation. | Referral |
| Fiancée call regarding I/P's transfer to the halfway house being delayed. | Caller was provided information regarding transportation to halfway houses being impacted by Covid. Caller was also given the number for OCP. | Resolved |
| Family inquired if I/P is eligible for PHEC. | Family informed based on his current max date, I/P is not currently eligible. | Information |
| Family call regarding I/P's institutional transfer | The family was informed, the only movement the I/P is eligible for at this time is RHU placement. | Information |
| Family member of I/P called indicating that his son has a bed sore because he is not receiving the appropriate care. | OCO forwarded the complaint to the DOC and UCHC medical staff for their review. I/P was seen by the facility/regional medical director and has been referred to a specialist for this issue. | Referral |
| Family call to confirm I/P's max date. | The max date was confirmed with the family member. | Information |
| Called wanted to know when I/P will be transferred to the half way house. | Caller was advised the DOC does not give out transfer dates due to security reasons. | Information |
| I/P inquiry about funds from previous facility. | OCO contacted the assessment center to advise of I/P's upcoming transfer and request funds to be transferred as soon as administratively possible. | Referral |
| Family member of I/P called to inquire about eligibility for the PHEC. | OCO informed caller that the I/P appears to be eligible to receive 122 PHEC on February 10, 2022. | Information |
| Family call regarding I/P being sent back to the halfway house | Family informed I/P is due to be released as a result of receiving PHEC; therefore, he will remain at SWSP until his release. | Information |
| Family member called concerning I/P's return back to work release. | Provided caller with the contact information for OCP. | Referral |
| I/P called regarding living condition concerns, medical concerns and concerns related to searches. | Referred to NSP Admin as well as NJDOC HSU and UCHC. Medical to see I/P, living condition concerns and search concerns were remediated by NSP Admin. | Resolved |
| I/P requested assistance with his open detainers. | I/P was sent a letter with the information concerning his open charges. | Information |
| Family member of I/P called regarding having no electricity in the cell and a broken window. | OCO referred the concern to the GSCF Administration. They responded and advised that the cell was checked, the electricity was on, the window was covered in plastic and the temperature was 68 degrees. | Referral |

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| I/P alleges that they are mixing I/Ps who are testing false positive with those who are sick and testing positive. I/P alleges that Officers, Administration and staff are not following safety protocols. | Referred I/Ps allegations of staff not following safety protocols to NSP Administration. Advised the I/P that Medical Staff is providing guidance to Administration on the housing of I/P's testing positive for COVID 19. Response from NSP Administration received stating NSP Administration is housing I/Ps per UCHC Medical advice. NSP Administration is enforcing all COVID guidelines and directives from NJDOC COHQ for staff and I/Ps. | No Violation |
| Caller inquiring about I/P's commissary orders and possible refund. | Returned call and advised that I/P must give the Business Office time to respond to her concerns on JPay but that commissary orders were delayed across the compound due to staffing shortages, inclement weather delays and holidays. | No Cause for Action |
| Mother inquiring about I/P's eligibility for PHEC. | Explained to caller that the PHE would have to be extended until at least 5/12/2022 for the I/P to be eligible as they must be within one year of sentence expiration. | Information |
| I/P called to dispute balance owed on fines | Provided information for the Central Office Revenue Unit. | Information |
| Family member of I/P called with medical concerns about him not receiving his medications consistently. | Concerns were forwarded to the DOC and UCHC medical staff. Medical advised that all I/Ps are encouraged to go to med line while they await receipt of KOP meds. | Referral |
| I/P called stating he is missing two months of work credits and his points are incorrect. | I/P received appropriate work credit for the months in question and is scored on the Objective Classification instrument in accordance with Title 10A. Letter to I/P explaining credit earning and the reason for his Objective Classification Score. | Unsubstantiated |
| Family member contacted office regarding I/P's mental health. | Referred to UCHC and DOC Health Services to follow up with family member to address questions/concerns. | Referral |
| I/P alleges violation of housing policies. | OCO review revealed no violation of DOC policy regarding housing of I/P. | Unsubstantiated |
| Friend call about I/P's max date. | Caller was advised of max date and that I/P received PHEC. | Information |
| I/P is inquiring about the PHEC | I/P was advised he is eligible for the 122 day Public Health Emergency Credit. | Information |
| I/P called concerning his medical procedure being on hold due to COVID | Referred to DOC and UCHC medical providers. OCO was advised that specialty appointments are currently suspended due to Covid; however, I/P was scheduled to be seen in medical due to his complaint of chest pain. | Referral |
| I/P inquiring about quarantine rules. | Advised caller that DOC and the RCRP follow quarantine protocols as suggested by the NJ Department of Health and the CDC. | Information |
| I/P called with housing concerns. | Referred to EMCF Administration. Response noted housing appropriate due to pending institutional charges and current medical needs. | No Violation |

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| Family member would like to know if I/P is eligible for PHEC. | Provided information that I/P is eligible for PHEC. | Information |
| Parolee called inquiring about eligibility for PHEC and how they would be applied. | Explained to caller that 122 days PHEC would be applied as of 2/10/22. | Information |
| Caller advised I/P is at Bo Robinson but his money is still at GYCF. | OCO contacted the Business Office at GYCF and was advised that the checks were picked up today by Bo Robinson staff. I/P 's funds will be posted to his account as soon as administratively possible. | Resolved |
| I/P reports that he hasn't received his property from BSP. | Advised I/P that property takes approximately 4 weeks to transfer to the receiving facility | Information |
| I/P reports that he transferred from BSP last week and has yet to receive his funds. | \$85.39 transferred into his trust account on 1-27-22 | Solved Prior to Contact |
| I/P is inquiring about his eligibility for the Public Health Emergency Credits. | I/P maximum expiration date is 2-21-23. Advised him that he is not currently time eligible for the Public Health Emergency Credit | Information |
| I/P is inquiring about PHEC eligibility. | OCO staff review of I/P's Electronic Classification Record indicates his current actual maximum date is 2/25/23, at this time he is not eligible to receive the PHEC credits. | Information |
| Caller concerned that I/P was not moved out of isolation. | Review of records shows I/P was moved to a GP unit today. | Solved Prior to Contact |
| Caller reporting alleged unprofessional interaction with Medical Staff and her son that she wanted on record but not reported. | Concerns filed and noted and information regarding I/P's max date provided. | No Cause for Action |
| Caller stated I/P was in fear of retaliation for prior claims against an officer. | Referred to NJSP Administration. Response noted retaliation is monitored and if the I/P has any specific concerns related to retaliation, he can write to the PREA compliance manager through JPay. | Referral |
| Family call regarding a prescription refill that I/P submitted over a month ago. | Matter referred to NJDOC Health Services Unit and Rutgers UCHC. Response received indicates matter was referred to medical staff directing them to ensure I/P has his medications as prescribed. | Referral |
| Caller states I/P is having issues receiving video messages on jay. | Advised I/P must submit a trouble ticket with JPay. | Information |
| I/P reports that he transferred out of Bo Robinson approximately 2 months ago and has yet to receive his funds. | OCO forwarded letter to I/P advised that his funds were forwarded to Bo Robinson last week. | Resolved |
| Family member called requesting I/P's max date and whether he is eligible for PHEC. | OCO advised caller that the I/P will be eligible to receive the PHEC on 2/10/22. | Information |
| I/P is inquiring about his max date | Advised caller that if the PHE is still active on 2/10/22 NJDOC will apply 122 PHEC. Classification will apply these credits and advise I/P of his revised max date. | Information |

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| Family call, I/P is being moved from North Hall. I/P did not request this move. | Referred to EMCF Administration who advised that several housing moves from North Hall to Stowe were made for incarcerated persons that were appropriate for dorm housing relative to their custody status. | No Violation |
| Family call inquiring about I/P being transferred as he was approved prior to movement being stopped. | Provided information regarding transfers to caller. | Information |
| I/P is inquiring about his eligibility for the Public Health Emergency Credits. | OCO staff advised I/P that his current actual maximum date is 1/9/23. As such, he is eligible for PHEC credits, which will be reviewed by NSP Classification Dept. and posted by 2/10/22. | Information |
| I/P states that his parole eligibility date is tomorrow, but he hasn't heard from Parole. | Advised I/P that NJSPB is awaiting his mental health evaluation to complete the hearing. Informed I/P that I spoke to the company that provides the mental health evaluation and they stated that it will be completed in the coming week. | Resolved |
| I/P is requesting a copy of his Judgment of Conviction. | I/P will be sent a letter explaining how he can obtain a copy of his Judgement of Conviction. | Information |
| Friend call regarding several issues I/P is having at the facility. | OCO waiting for additional information from family member. I/P interviewed and indicated he had no issues. | No Cause for Action |
| I/P is inquiring about his eligibility for the Public Health Emergency Credits. | Letter to I/P informing him that he appears to be eligible for the credits which will be awarded on or after February 10, 2022, at the conclusion of the 30 day public health emergency. | Information |
| I/P is inquiring about the transfer of his tablet from SSCF. | Tablet was sent to SWSP on 1/26/2022. | Resolved |
| Father of I/P wrote the OCO to determine if his son was eligible for PHEC. | OCO called and advised that the offender will be entitled to the credits if he is still in DOC custody as of February 10, 2022. If he is paroled prior that, the credits will be awarded by the SPB. | Information |
| I/P inquired how public health emergency credit would be awarded | Advised I/P that as long as his max is below 2-10-23 and he doesn't have any disqualifying offenses, he is eligible for the 122 days that will be awarded on 2-10-22, If the Governor terminates the public health emergency the credits will be prorated. If he extends I/P's are eligible for a maximum amount of 244 days | Information |
| I/P is requesting copies of his medical records. | I/P will be sent the proper medical forms so he can request copies of his medical records. | Information |
| I/P is requesting an explanation of the covid testing/isolation/quarantine guidelines. | I/P will be sent a letter with an OPRA form so he can request the current guidelines. | Information |

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| I/P is inquiring about the PHEC. | I/P will be sent a letter explaining the eligibility for PHEC. | Information |
| Family call inquiring if I/P received a parole date. | Family member was advised that the I/P is not yet eligible for parole and that the SPB has not yet conducted a parole hearing. | Information |
| I/P wrote to this office complaining about price increases for commissary items. | OCO informed I/P that all price increases are difficult, but that the price increases seem to be inline with price increases caused by the pandemic. | Information |
| Family call regarding I/P's eligibility for the PHEC. | OCO contacted family to advise that I/P does not fall within the guidelines of eligibility to be awarded PHEC credits. | Information |
| Family call, I/P did not receive his tablet when he transferred to another facility. | Family member informed the property was located and will be delivered to I/P | Resolved |
| I/P correspondence with concerns about how his medication is administered. | Referred to NJDOC HSU and UCHC. Per Medical, the I/P medication is being crushed to decrease diversion and crushing the meds is a reasonable and acceptable option. | Referral |
| Family call regarding I/P's mental health issues not being addressed. | Referred to NJDOC HSU and UCHC. Response noted patient is seen regularly by her primary therapist and psychiatrist. | Referral |
| I/P wants to know when he will get the rest of the 122 days PHEC | Advised I/P that the first 122 will be awarded on 2-10-22. Credits are already entered in his record. If the Governor extends the PHE then he will receive the remaining credit on a prorated basis up to a max of 244. | Information |
| Family call regarding I/P's eligibility for the PHEC as his max date is in 1/23. | Advised caller that he falls in the time criteria for PHEC however Classification staff are reviewing records in priority order to see if he meets the additional requirements. Credits will be awarded on 2-10-22 and if the Governor extends the PHE, additional credits up to a max of 244 may be awarded | Information |
| I/P alleges that the Officer intentionally opened his cell door at a time when it shouldn't have been to allow I/Ps in to fight him | Referred to COHQ Special Investigation Division. Response received that it was forwarded to BSP SID for review | Referral |
| Family member requested information on a Visit Hardship Transfer. | Family informed Visit Hardship Transfer request is pending. | Information |
| I/P is requesting the contact info for the ICE field office in Newark, NJ | OCO staff provided I/P with the contact info listed on the ICE website. | Information |

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| I/P reports that he was being seen for anxiety at BSP and hasn't been seen since he transferred to NSP | Referred to UCHC patient advocate and NJDOC HSU. Response received: Patient is not on the special needs roster but while housed in RHU, per policy, was seen every 14 days by a therapist. Patient will likely continue at this frequency if he is still in an RHU unit. We encourage patients to submit the sick call slip to the mental health department if they would like to be seen, as this is the most efficient way to reach out for care. By copy of this email, I will let the clinician supervisors at NSP know of the patient's concern. | Referral |
| Family member requested update regarding I/P's return to RCRP. | Family member informed additional documentation is required before movement. I/P will be interviewed this week to complete process. | Information |
| I/P was questioning how the Public Health Credit effects his Parole eligibility date. | I/P was advised PHEC would not affect his Parole eligibility date. | Information |
| Anonymous tip from I/P at NJSP that another I/P will be assaulted today at 2:30pm | Contacted NJSP SID and Administration and relayed information from anonymous caller. SID advised that they would look into it and NJSP Admin Davis advised that they were actively looking into the complaint | Referral |
| I/P is requesting a facility transfer. | Letter to I/P advising him that he can request a transfer by submitting a request to the Classification Department, Once his RHU sanction is complete the SARC committee will review his records and classify him to an appropriate facility. | Information |
| I/P alleges that an officer is not opening the door to allow him back into his cell. | Letter to I/P advising him that the matter was referred to the Major's office. The Major advised that the matter would be reviewed. | Referral |
| Family call, I/P feel his max date is incorrect as his commutation awarded is not correct. | Advised caller that I/P has 733 commutation credits and this is based on total term minus any jail credit, She felt he should receive additional commutation credits as he has been charge free. Explained that this amount is awarded up front and they don't earn additional over time. Caller inquired about parole eligibility. Provided the date and advised that he was recently denied. Caller inquired when he will return to the halfway house and explained that our office does not have that information at this time, | Information |
| Parolee call regarding his eligibility for the PHEC | Advised caller that he appears to be eligible for the credits which will be awarded by the SPB. | Information |
| I/P is inquiring about his eligibility for the Public Health Emergency Credits. | Advised I/P that to be eligible his max would have to be below 2-10-23. His max is 8-15-23 so he does not meet the criteria. | Information |

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| I/P is requesting to know when the AG will remove the mandatory minimum from their sentence | Advised I/P that we haven't received guidance or a time line but it appears that they will be automatically reviewing all cases that meet the criteria. DOC can't do anything until they receive an amended JOC. He or his family can attempt to reach out to the prosecutor's office in the county he was sentenced in | Information |
| I/P is inquiring about his eligibility for the Public Health Emergency Credits. | I/P informed, PHEC will be awarded at the end of the current Public Health Emergency on February 10, 2022. At that time, anyone with a max date of 2/10/23 or less will be entitled to up to 122 PHEC with the exception of exclusionary offenses (Serving a sentence). Also informed, his folder is scheduled for review on 2.5.22. Please remain patient. | Information |
| I/P states he is in a condemned building. The unit is freezing and the socket caught fire. He is not receiving regular showers and is often denied kiosk. | Interviewed I/P and advised that the building is not condemned. Confirmed that he received a shower and used the kiosk. Referred concerns to NSP Administration who advised that they will move him to a new cell. | Unsubstantiated |
| I/P is inquiring about his eligibility for the Public Health Emergency Credits. | I/P was advised he is not eligible for the Public Health Emergency Credits. | Information |
| I/P submitted an inquiry in regards to his KOP medication for service related PTSD and his 2nd covid vaccination | LT/I/P - OCO received an update per UCHC, instructing medical staff to ensure the I/P receives his medications and reminding the I/P that he can report to med line to obtain any medications that have run out. . | Referral |
| I/P was recently resented and would like to know how that effects his release date | Advised the I/P that the court system does not yet have the updated paperwork and DOC can not process his release until they receive the official paperwork. | Information |
| I/P needs assistance getting approved for the MAT program | LT/I/P- This matter was referred to UCHC for their review. They indicated that your record was being evaluated for eligibility for the program. | Referral |
| I/P submitted a remit for GTL which was processed by DOC but not GTL. | Per GTL- I/P is calling numbers not on his list. Funds show on account. I/P was advised via letter how to resolve this issue. | Information |
| I/P states that the Office of Community Programs came to Tully to have them fill out paperwork for BC and SS card. He would like to know when they will receive them | Advised I/P that applications for both Social Security card and Birth Certificate were sent out however I do not know how long it takes for them to be received after submission | Information |
| I/P reports that he was scheduled for a medical procedure this morning, but it was cancelled. | OCO staff referred the matter to both NJDOC Health Services Unit and Rutgers UCHC. UCHC provided I/P with update regarding his medical appointment. | Referral |

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| I/P states that the m/m was removed from his drug charge but it was not done correctly so they reinstated his original term. He would like to know when it will be removed again under this new AG directive | Advised I/P that we haven't received guidance or a time line but it appears that they will be automatically reviewing all cases that meet the criteria. DOC can't do anything until they receive an amended JOC. He or his family can attempt to reach out to the prosecutor's office in the county in which he was sentenced. | Information |
| Parolee inquiry about his eligibility for the PHEC | Spoke to caller and advised that he does meet the time criteria however he needs to speak to his PO to see how and when the credit will be applied. | Information |
| Anonymous reporting that unit B3W I/P's were unable to email their families through Jay. | Referred to NSP Administration who advised that JPAY staff are at the facility today attempting to resolve the issue | Referral |
| Family call regarding I/P's medication being changed to extended release. | Referred to DOC and UCHC medical providers who advised that the medical record does not support the claim. Follow-up call provided to family member. | Referral |
| I/P states parole date was placed on hold due to COVID. He doesn't think it is fair. | OCO wrote to the I/P informing him that the SPB placed an Administrative Hold on his parole date. The hold will be removed when the quarantine is lifted. | Information |
| I/P's in requesting paint to refresh chipping paint on trim and discolored wall paint in the unit. | Referred to EMCF Administration for review and any action deemed appropriate. Response noted a future paint detail will be discussed with the area's supervisors. | Referral |
| I/P alleges harassment and threats from an officer on her unit. | Referred to COHQ SID. Response noted that it would be reviewed by the Deputy Chief for any action deemed appropriate. LTI/P advising her of this information. | Referral |
| I/P alleged ongoing harassment from another I/P on her unit. | Referred to EMCF Administration, custody supervision to look into the matter. LTI/P advising her that the matter was referred to Admin. | Referral |
| I/P inquired about a reduction in their RHU time. | Referred to EMCF Administration who responded noting that it is up to the SARC committee. There are no set rules regarding reducing RHU time. I/P's request will be placed in file for consideration by SARC. LTI/P advising them of same. | Referral |
| I/P reports that the kiosk on his unit hasn't worked in two weeks. | Letter to I/P advising that NSP Administration is aware of the problem with the kiosks and is actively trying to make repairs. The technician advised that he is waiting for a part to complete the repair. | Information |
| I/P asking for help getting some jay grievances printed. | Grievances printed by custody supervisor and sent to I/P. | Solved Prior to Contact |
| I/P is inquiring about his eligibility for the Public Health Emergency Credits. | Advised I/P that he meets the time criteria and Classification is in the process of reviewing records to determine if the remaining criteria is met. 122 days credit were awarded on 2-10-22. | Information |

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| I/P was allegedly told that he will no longer receive pain medication since he refused to take a medication that was making him sick. | Referred to UCHC patient advocate and NJDOC HSU management. I/P was seen in sick call and a referral was made for him to see the provider to review this matter. | Referral |
| I/P inquiry regarding his state pay. | OCO advised I/P that his pay would be sent to the halfway house. | Resolved |
| I/P reports that he is not receiving his mail. | Referred complaint to the Mailroom Sergeant at NSP who advised that all mail received at NSP is delivered to I/P population as soon as it is processed by NSP staff. The mailroom did not refuse any packages for I/P. Letter to I/P requesting that the I/P provide tracking numbers for the items in question so that we are better able to assist | Information |
| I/P submitted RFA regarding harassment and bullying on the unit. | Referred to EMCF Administration and AC of Women's Services. I/P was moved to a different housing unit due to these concerns. | Resolved |
| Friend call, I/P forgot his IPIN code and needs it reset to make calls | Family informed the I/P was returned to the RCRP therefore the matter is resolved. | Information |
| Mother calling about son's eligibility for PHEC. | 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 max date will be 9/4/22. | Information |
| Family member of county jail I/P contacted OCO seeking assistance with contacting Essex County Jail as family member is concerned about I/P's safety and well being. Family alleges they have not spoken to I/P in a few weeks. | OCO staff advised caller that this office is for state-sentenced I/P only; however, we did refer the matter to the Essex County Jail Warden and Director of Social Services for review and action deemed necessary. | Referral |
| Family inquiring about movement to Bo Robinson and when it will begin. | Advised that OCP is using guidance from DOC HSU and UCHC to determine movement | Information |
| Family member wanted to know what day her son was scheduled for Covid Isolation release. | This writer called the family member with the Covid Release date information. | Information |
| I/P does not believe IVPC is warranted. | Concerns referred to NJSP Admin and SID. I/P was advised that if NJDOC believes PC is warranted, this office cannot overturn the decision. | Referral |
| I/P is inquiring about his eligibility for the Public Health Credits. | 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 max date will be 2/15/22. | Information |

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| Family call regarding a request for a recalculation of I/P's good time. | This writer informed I/P of SWSP Classification's mailing address for clarification, so that he can request the recalculation | Information |
| Family call, I/P isn't safe in her current housing location, as she was assaulted and threatened by two I/P's on the unit. I/P believes she would be safer in RHU housing status. | Referred to EMCF Administration and AC of Women's Services. I/P placed in requested housing unit. Concerns regarding keep separate requests investigated. | Referral |
| Family call, inquiring about when I/P will be transferred back to the halfway house. | Provided explanation of halfway house returns to family member | Information |
| Family call, Inquiry about I/P's max date as he received the 122 day PHEC. | Explanation to caller about the application of PHE credit and projected maximum expiration dates | Information |
| I/P contacted OCO regarding his max date. | OCO staff review of ITAG indicates that a/o this date I/P max date has decreased to 10/17/22. LTI/P advising of the same. | Information |
| Family called to confirm his pick up for release. I/P was transferred to the Regional yesterday and the family was not notified. | This office notified the family member that I/P will be held on a detainer and picked up by said jurisdiction. | Information |
| I/P states that he was charged for a commissary item that he did not receive. | Per Commissary missing item should be delivered to I/P in the next four days. | Information |
| I/P reports that being housed in the close custody unit is starting to mentally break her down. | Referred to EMCF Administration and Mental Health Staff. I/P evaluated by Mental Health Staff. | Referral |
| Family called this morning to request approval to pick up the I/P's property and check from Tully House. | This writer informed family member she is approved to pick up the property from RCRP at anytime. However, his check must be released to I/P. This writer recommended family call RCRP Contact to make arrangements. | Resolved |
| I/P is questioning how and why his maximum release date was pushed back 90 days. | Letter sent to I/P advising that the change was due to 100 days loss of commutation credit being entered into the record | Information |
| I/P is questioning if he was indicted on a charge he caught last year while on parole. | Review of iTag only shows an open charge with a hearing scheduled for early January. I/P noted that the hearing did not take place. Advised we have no access to review if he was indicted and to inquire on JPay with Classification or utilize the law library. I/P inquired about Public Defenders office. Provided number from Essex County Public Defender website. | Information |
| Girlfriend called regarding an update on I/P's eligibility for the PHEC. | Advised caller that they are prioritizing cases. He falls within the time criteria but his records need to be reviewed to see if he meets the remaining criteria. If awarded on 2-10-22 it will reduce his maximum expiration date to 2-12-22. | Information |

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| Family call regarding I/P's eligibility for the PHEC. | Family member informed- On January 11, 2022 a public health emergency was declared. I/Ps who have meet the eligibility criteria will receive 122 days credit and will be released on February 10, 2022. SWSP Classification has started the review process, please remain patient during this time. | Information |
| Family member called concerned that her son incurred new charges | This office informed family member I/P is pending lab results to verify a urine test that was positive for drugs. | Information |
| Family member contacted office stating I/P has not received his commissary that was paid for. | Provided caller with info that items should be delivered this week. | Information |
| I/P inquiry about his credits posting for December 2021. | LTI/P advising information on when work and minimum credits post | Information |
| I/P states that he was denied community release because he hasn't completed enough programs. However, he claims he's been on the waiting list for a few programs, but staff hasn't been available to teach them. | I/P was advised, per the Office of Community Programs, he can reapply in six months. | Resolved |
| Family member reported I/Ps father passed away several days ago. The parent did not want a referral to Mental Health at her son's request. | This office interviewed I/P in person to confirm that he was not interested in a mental health referral for grief counseling. He declined Mental Health intervention. | Resolved |
| Friend requested an update on RCRP return. | Friend informed I/P was returned to RCRP. | Information |
| I/P is transgender female and DOC records do not reflect this. I/P would like to transfer to EMCF. | Referred to PAC. Meeting was rescheduled. | Information |
| Telephone inquiry loved one inquiring if max date includes projected work and minimum credits | Informed caller when credits post. Additionally that the Classification Department is working on PHEC projected release dates and will notify I/P. | Information |
| Caller indicated that her father had not received medication that had been ordered and that it was a time sensitive issue. | Referred to NJDOC HSU and UCHC. They advised that patient will have received the dose this afternoon. | Referral |
| I/P had a questions regarding the second round of the Public Health Credits. | I/P was sent a letter explaining the Governor had not yet approved the second round of PHEC. | Information |
| I/P is inquiring about his eligibility for the Public Health Emergency Credits. | LTI/P explanation of PHEC application | Information |
| I/P states that his Parole Eligibility Date is next week, but he has yet to hear from parole. | Provided caller information as available in iTag and suggested contacting SPB for further details. Self advocacy | Information |
| I/P contacted OCO regarding impending parole release date from Tully House. | OCO staff contacted EJSP Parole Unit and obtained information I/P would be released the following day on parole. No further action required. | Information |

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| Family member inquiry about I/P's media account and will the funds be transferred to his account. | J-Pay advised the funds will be transferred from the I/P's media account into his trust account. Family member was advised. | Resolved |
| Family member contacted OCO seeking assistance with getting I/P medical services. | OCO staff referred the matter immediately to NJDOC Health Services and Rutgers UCHC for review, response and action deemed necessary. Response provided by provider indicates I/P was seen for medical services that same day. | Referral |
| Family Call, I/P is being treated for some type of bite on his arm and the treatment given since 1/8/22 is not working. Family is requesting a second opinion from outside doctor | Referred to DOC and UCHC medical staff who advised the I/P was seen by a provider and referred to a Specialist. | Referral |
| I/P believes max date is calculated incorrectly. | Advised I/P that he has 2 separate Indictments. One is for a VOP and the other was committed while on probation. As a result, jail credits cannot be aggregated. The 85% is his mandatory minimum and his parole eligibility. | Unsubstantiated |
| I/P inquiry about the PHEC. | LTI/P explaining the current guidance on the application of PHE credit | Information |
| I/P sent a letter regarding his missing property from SWSP. | I/P was sent correspondence instructing him to submit a property claim form. | Information |
| Family call regarding I/P's eligibility for the PHEC | Explained guidance regarding application of PHEC | Information |
| Family member letter received on 1/24/22 dated 1/20/22 regarding living conditions at ADTC. | OCO review of I/P's institutional record indicates a transfer to another unit was completed prior to receipt of letter. Call placed to family member who advised no further complaints to be provided at this time. | Solved Prior to Contact |
| Friend call, I/P was denied his methadone because he went back to his unit to get his mask. | Referred to SSCF administration for further review and any actions deemed appropriate. Family member was advised that movements are regulated due to Covid and he was not able to immediately return. | Referral |
| I/P is requesting his dental records and names of Dental Department staff at the facility. | LTI/P- This office informed the I/P of the process for obtaining medical records and provided a form for his convenience. The I/P will be interviewed on 1.28.22 at his request. | Referral |
| I/P is inquiring about his eligibility for the Public Health Emergency Credits. | LTI/P with explanation of PHEC application | Information |
| Family friend contacted OCO inquiring about I/P's impending transfer back to halfway house. | OCO staff advised caller that per NJDOC Community Programs notification, only emergent transfers are taking place at Bo-Robinson. | Information |
| I/P states he has not received his property from SWSP. | Property transferred to NSP 12-20-21. Advised I/P to submit a property claim for any missing or damaged items | Information |

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| I/P postponed his parole hearing under the impression that it wouldn't affect his PED but he is now being told that it will | I/P is considered "structural" Advised I/P that the NJSPB has 120 days from when he requested to be reinstated back into the process to complete his hearing and to contact our office if he has not had his hearing by March 24, 2022. | Resolved |
| Family member reported I/P's housed on 5-2L (SWSP) are being denied their allotted recreation. | Per Major at SWSP, the camera and log book was checked for clarity. Per Major, I/P's are in fact receiving recreation. This office contacted the family member with an update. | Unsubstantiated |
| Family call regarding the inability to video call with I/P. | This writer informed family member that her video visit is pending approval. | Information |
| I/P is inquiring about his eligibility for the Public Health Emergency Credits. | Advised I/P that he meets the time criteria however Classification staff is reviewing records to ensure the remaining criteria is met. I/P will be notified if he is eligible. 122 days will be applied to eligible I/Ps on 2-10-22 and if the Governor extends additional credits up to a maximum of 244 days will be applied. | Information |
| I/P reports that the kiosk on his unit hasn't worked in two weeks. | Referred to NJSP Admin for referral to JPay to repair kiosk. | Referral |
| I/P inquired if the PHEC he was given can be taken back? | LTI/P explaining if PHE is terminated prior to 2/10/22 his credits may be adjusted to reflect the accurate amount applicable with the PHE expiration date | Information |
| Mother of I/P inquiring about her son's transfer to a state facility. I/P was sentenced earlier this month, but is still in the county jail. | General information provided to caller. NJDOC advised that county jail intake cycle is currently paused due to impacts of Covid. | Information |
| Family call, I/P's cell has mold in it. | I/P was provided cleaning supplies. Recommendation from family to use an alternate cleaning product will be discussed with Admin during monthly meeting. | Information |
| I/P is inquiring about returning to community release. | Provided I/P an explanation of the C4 process. | Information |
| I/P is inquiring about the Public Health Emergency Credits. | Explained current PHEC guidance | Information |
| Friend call regarding I/P's max date as he was told he was eligible for the PHEC | Advised caller that I/P meets the time criteria however Classification is reviewing records to see if he meets the remaining criteria. 122 days will be awarded to eligible I/Ps on 2-10-22 as long as the Governor doesn't terminate the public health emergency early. | Information |
| I/P is inquiring about his max date and his eligibility for the public health emergency credits. | OCO staff advised I/P that a/o this date his maximum date is listed at 6/29/22. Once his full min credits and work credits are posted for the past two months the date will be reduced in conjunction with PHEC credits being applied on 2/10/22. | Information |
| I/P alleges that the property room has broken 3 TV screens and cracked his Jplayer. | I/P filed a property claim and it was assigned a claim number. It will be reviewed by the property claims committee and a written disposition will be provided. | Information |

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| E-mail from mother of I/P inquiring about how the Public Health Credits effect her son's release date. | Explained to family member PHEC guidance | Information |
| I/P sent a letter requesting copies of receipts for 2020 and requesting the names of the Administrator and Property Sergeant for NSP & SWSP. | I/P was provided with Commissary receipts and staff names from NSP & SWSP | Resolved |
| RFA requests information regarding whether the I/P's request for medical clemency has been received by Central office and forwarded to the Governor's Office | Review of JPay shows I/P received response to duplicate question noting: Administration received your Executive Clemency packet and it is scheduled to be delivered to Central Office on 1/26/2022. | Solved Prior to Contact |
| I/P didn't receive his suboxone on 1/11/22. | LT/I/P- This matter was referred to UCHC for their review and determination. | Referral |
| I/P requesting assistance with medical footwear and medication. | Referred to DOC HSU and UCHC for review and any action deemed appropriate. The provider was made aware of the requests. | Referral |
| I/P submitted a request for assistance indicating that she did not feel safe in current housing assignment and requesting keep separate alerts with certain other I/P. | Referred to EMCF Administration and AC of Women's Services. I/P placed in requested housing unit. Concerns regarding keep separate requests investigated. | Resolved |
| I/P inquiring about his Gap Time and PHEC. | LT/I/P Please be advised as long as your max is below February 10, 2023 and you do not have any disqualifying offenses, you will be 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 extend the PHE, you will be eligible for a maximum amount of 244 days. Please note, per NJDOC record, your current max is March 25, 2023. No gap time was awarded on the Judgment of Conviction. Any additional questions regarding your eligibility for credits (Gap, PHEC) can be addressed to classification via JPay. | Information |
| I/P submitted RFA addressing concerns regarding housing unit and custody status as well as their impact on their mental health. | Referred to EMCF Administration, AC of Women's Services and Mental health staff. Housing decisions are made by DOC staff. | Referral |
| Family call concerning I/P eligibility for PHEC | Family was advised I/P is eligible for the PHEC and the credits will automatically be applied to his sentence. | Information |
| Family call, I/P is a C4 return and requested hygiene items and underclothes 26 days ago and has not received them. | Referred to EMCF Administration. Response provided indicated that the I/P confirmed receipt of hygiene items and undergarments were being provided imminently by the business office. As per the business office, undergarments were provided by housekeeping on 1/25/22. | Resolved |

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| I/P would like to know if he is eligible for PHEC. | LTI/P - If your max is below 2-10-23 and you do not have any disqualifying offenses, you are eligible for the 122 days that will be awarded on 2-10-22. If the Governor terminates the public health emergency the credits will be prorated. If he extends I/P's are eligible for a maximum amount of 244 days | Information |
| Family member of I/P called to inquire about eligibility for PHEC. | OCO informed the caller that the I/P would be eligible for 122 PHEC if the public health emergency is in effect through the expiration date of 2/10/22. | Information |
| I/P submitted a request for a re-appeal of disciplinary sanctions and request for a rehearing for a disciplinary charge due to the pandemic and recent omicron surge and requested it be forwarded to NSP Administration. | Forwarded I/P's request for rehearing to NSP Administration. Letter sent to I/P advising that the information was forwarded and if he would like to further appeal he should appeal to the Appellate Division of the Courts. | Referral |
| Telephone inquiry from family member asking about PHEC | Advised family member of present guidance on PHE credit | Information |
| I/P is inquiring about his eligibility for the PHEC and when can he expect the credits to be posted if eligible. | Review of I/P's electronic classification record indicates he was awarded the PHEC credits a/o 1/27/22. No cause for action. LTI/P advising of the same. | Solved Prior to Contact |
| I/P inquiry about his eligibility for the PHEC and if it includes the PHEC awarded last year. | Advised I/P that he meets the time criteria and Classification is in the process of reviewing records to determine is the remaining criteria is met. 122 days credit will be awarded on 2-10-22. | Information |
| Telephone inquiry loved one inquiring if I/P is eligible for PHE | Advised caller of present guidance on the application of PHE credit | Information |
| I/P is inquiring about his eligibility for the PHEC | Public Health Emergency Credits have been entered in the I/Ps record. Advised I/P that Classification is in the process of reviewing I/P records and if all remaining criteria is met, it may result in his release on Feb 10th and that he will be notified by the NJDOC. | Information |
| I/P sent a letter requesting a telephone Discrepancy Form. | I/P was sent a telephone Discrepancy Form. | Resolved |
| In January 2022, 4 I/Ps tested positive, but they weren't removed from the unit. | SWSP was on Quarantine In Place. UCHC and the NJDOC are abiding by the CDC's isolation and quarantine guidelines for correctional facilities, which are different than the CDC guidelines for the general community | Information |
| 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 |
| I/P was returned from the halfway house and is need of his four number pass code and pin number. | Referred to GTL. Advised that matter was resolved via telephone discrepancy form | Information |

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| Fiancée call regarding I/P's I/PIN being reset as he forgot the pin number. | NSP GTL coordinator confirmed that he sent the I/P his I/PIN today 1-21-22 | Resolved |
| I/P complaint received regarding HH quarantine policy. | OCO staff contacted OCP regarding I/P's complaint. OCP advised due to recent positive cases, the quarantine period was extended until 1/31/22. Secondly, increased sanitation of the facility twice daily was incorporated. LTI/P to advise of the same. | Information |
| I/P did not receive all of his property from NSP. | No claim located for I/P. I/P advised to resubmit his property claim. | Information |
| I/P requesting assistance in returning to the halfway house | LTI/P advising that he is scheduled for the Classification Committee to review custody status and facility assignment | Information |
| Family call regarding I/P eligibility for the PHEC | Family member was informed that the DOC will award up to 122 days on February 10, 2022. (This is the expiration of the Governor's 30-day public health emergency). No credits will be awarded prior to 2/10/22 unless the governor ends the public health emergency early. I/P's folder is scheduled to be reviewed per SWSP's classification record. | Information |
| Request for Assistance Form mailed from I/P stating that he's been waiting for over 3 weeks to receive his property after transferring to a different housing unit within the facility. | Met with I/P who confirmed that he has received his property | Resolved |
| I/P is unhappy with the quarantine plan at Harbor House. I/P feels that it's unfair that he's not allowed out of the building for work. | OCO contact with NJDOC Community Programs yielded information pertaining to the extension of quarantine at Harbor House due to numerous positive COVID cases being confirmed. Letter to I/P advising of the same. | Information |
| Family member called regarding I/P's return to RCRP. | This office contacted the family member with an update regarding RCRP clearance and movement. | Information |
| Girlfriend call, regarding I/P being transferred back to the camps. | Family member informed per SWSP Administration, that unit is quarantine in place; therefore, no movement can occur at this time. | Information |
| I/P is requesting assistance with his PED | I/P met with SPB today and was advised they are reviewing the PED | Information |
| Fiancée call inquiring about I/P's PED. | Caller was provided with PED. | Information |
| RFA from I/P requesting assistance with obtaining his funds from previous institution. | OCO determined that the Issue was resolved prior to receipt of RFA form. | Solved Prior to Contact |
| I/P is requesting to be moved to general population housing | I/P moved to general population prior to receipt of correspondence Referred additional I/P concerns to Administration for their review and any action deemed appropriate | Referral |

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| I/P reports that he hasn't been able to call his family because the phone doesn't recognize his voice. He submitted 3 GTL forms, but the issue hasn't been resolved. | NSP GTL coordinator reset I/P's voice on his account. Provided a telephone discrepancy form for him to complete if he still has problems making phone calls | Resolved |
| I/P reports that 3 of his business remits submitted at SWSP haven't been processed. | Review of account does not show any checks being sent from SWSP. Advised I/P to submit a remit to NSP Business Office now that his funds are held at NSP | Information |
| Family call regarding I/P returning to his unit after quarantine/isolation period is completed. | The family member was informed that his education will resume after his release from Covid Isolation. In addition, he will be returned to his previous housing unit. | Information |
| Family call regarding I/P living conditions. | Referred to ADTC Administration for review, response and action deemed appropriate. CO staff advised caller the matter was referred and response received from ADTC Administration indicates IP was provided missing items to utilize until transferred back to regular housing unit. | Referral |
| Anonymous call reporting no heat on 4-wing: 6 tier and 8 tier. | Referral to both Custody and EJSP Administration for review and advisement. EJSP feedback obtained provided that 4-Wing heat is working accordingly on all tiers. | Referral |
| I/P did not receive order details for his tablet. | Refer to JPay. I/Ps order was received and they were advised. | Referral |
| I/P is requesting copies of recent legislation regarding eligibility for the public health emergency credits | Advised I/P to submit a request to the Law Library | Information |
| Family call regarding I/P being transferred back to the camps after completing isolation | Referred to SWSP Admin, UCHC and NJDOC Health Services for review. This office updated the family member via telephone regarding his removal from isolation status on 1/21/22; however, SWSP advised that all movements are currently on hold due to covid. . | Referral |
| I/P calling regarding the housing unit not getting their commissary orders. | Referred to EMCF Administration and Business Office. Response noted delays in commissary orders due to staffing, holiday and inclement weather. Unit received orders the following week. | Information |
| Family member requested information regarding I/P parole eligibility. | OCO informed family member that I/P is parole eligible based on his record. This writer suggested, she remain patient until I/P receives a response from SPB via JPAY. | Information |
| I/P wrote to complain about portion sizes for the dinner meal. | I/P submitted an Inquiry to Food Service regarding this matter. They apologized for the issue and provided extra portions during the dinner meal 3 days later. | Solved Prior to Contact |
| I/P has attempted to mail a clemency packet to parole twice, but it has yet to be received. | OCO staffed interviewed I/P on 1/31/22 and obtained clemency package for delivery to COHQ NUCO Unit. | Resolved |

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| I/P would like to know when he will get the additional 122 days credit for the PHE | Advised I/P that the first 122 days PHEC will be awarded effective 2-10-22. If the Governor extends the PHE then he will receive credits on a prorated basis up to a maximum of 244 days | Information |
| Per I/P, he received a parole hold due to quarantine and would like to know his PDS status. | LTI/P- The parole hold will be lifted once a bed becomes available at Liberty House. | Information |
| I/P called wanting to know when he will be moved back to the minimum unit. | I/P was transferred to minimum unit on January 24th. | Resolved |
| Telephone inquiry loved one: JPAY kiosk is not working on I/P's housing unit | Referred to the Administrative JPAY Liaison | Referral |
| I/P calling regarding the housing unit not getting their commissary orders. | Referred to EMCF Administration and Business Office. Response noted delays in commissary orders due to staffing, holiday and inclement weather. Unit received orders the following week. | Information |
| Family call, I/P does not have to access to request medical attention | Referred to NJDOC Health Services Unit and Rutgers UCHC for review and action deemed necessary. Follow-up to advise that I/P was seen by medical. | Referral |
| Family call inquiring about when I/P in halfway house can return to work. | OCO contact with NJDOC Community Programs yielded information pertaining to the extension of quarantine at Harbor House due to numerous positive COVID cases being confirmed. Letter to I/P advising of the same. | Information |
| I/P is requesting to see if he is eligible for the PHEC | Advised I/P that his current max is 2-26-24. I/Ps with a max up to 2-10-23 are eligible if they meet the other criteria. He is not currently eligible for PHEC | Information |
| I/P is requesting to see if he is eligible for PHEC | Advised I/P that with the 122 his max date would be 6-4-22. Credits are not officially awarded until 2-10-22. | Information |
| Family member contacted this office regarding I/P's return to RCRP. | Family member was advised that per OCP, they have not yet been advised that the I/P is medically cleared; however, they indicated that they would be contacting them to determine his status. | Information |
| Telephone inquiry loved one requesting assistance with I/P's return to the halfway house | Referred to Classification Dept. Provided loved one with updated information | Information |
| Family call regarding I/P being owed credits this month and also alleging that time was added to his sentence. | OCO staff reviewed IP's ITAG record and provided him his max date and credit totals. I/P was advised that we did not identify any errors with his credits or max date. Credits and monthly earning pattern. | Resolved |
| Family call regarding PHEC criteria. | Explained to loved one the current guidance on awarding PHE credit | Information |
| I/P wrote to complain about the small portions on the dinner tray for one dinner meal. | I/P submitted an Inquiry to Food Service regarding this matter. They apologized for the issue and provided extra portions during the dinner meal 3 days later. | Solved Prior to Contact |

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| I/P wrote to complain about the small portions on the dinner tray for one dinner meal | I/P submitted an Inquiry to Food Service regarding this matter. They apologized for the issue and provided extra portions during the dinner meal 3 days later. | Solved Prior to Contact |
| I/P is inquiring about his eligibility for the Public Health Emergency Credits. | Advised I/P 122 credits will be awarded on 2-10-22 as long as the Governor doesn't terminate the Public Health Emergency early and that his current maximum expiration date meets the time criteria. Classification will be reviewing the records to see if he meets all the requirements. | Information |
| I/P wrote to complain about the small portions on the dinner tray for one dinner meal. | I/P submitted an Inquiry to Food Service regarding this matter. They apologized for the issue and provided extra portions during the dinner meal 3 days later. | Solved Prior to Contact |
| I/P is inquiring about his return to community release. | LTI/P provided explanation on next steps of community return | Information |
| I/P claims the light in his cell doesn't work properly. | OCO referred to the concerns to the institutional major, who advised that the matter was referred to maintenance for resolution. | Referral |
| I/P is inquiring about his eligibility for the Public Health Credits. | OCO advised that the I/P is not currently eligible for the PHEC because his maximum expiration date is not within one year of the public health emergency. | Information |
| I/P is inquiring about his eligibility for the Public Health Emergency Credits. | Explained current PHE credit guidance | Information |
| Family member wants to know if I/P is eligible for PHEC. | Explained guidance on PHEC. | Information |
| Telephone inquiry I/P is not receiving his medication | Referred to DOC HSU and UCHC staff for review and any action deemed appropriate. Nurse managers were requested to ensure medication was ordered. I/P was advised that he can go to the med line if they run out of KOP. | Referral |
| I/P indicated concerns about proximity of COVID testing to meal time. | Referred to NJDOC HSU and UCHC: Response noted concerns were forwarded to UCHC site leadership and the leadership involved in UCHC's COVID 19 response. | Referral |
| I/P is requesting assistance with purchasing a tablet. | Referred to JPAY - Purchase button activated to allow I/P to order player | Resolved |
| I/P wrote to complain about the small portions on the dinner tray for one dinner meal. | I/P submitted an Inquiry to Food Service regarding this matter. They apologized for the issue and provided extra portions during the dinner meal 3 days later. | Solved Prior to Contact |
| I/P states that he hasn't been seen by Courtline and it's a due process violation | I/P charges were adjudicated 1-14-22. Advised I/P to file appeal and provided guidelines for doing so. | Information |
| Family member called to report a PREA Matter. | Family member informed this matter was reported by I/P one day earlier and is currently under investigation. | Information |

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| I/P wrote to complain about the small portions on the dinner tray for one dinner meal. | I/P submitted an Inquiry to Food Service regarding this matter. They apologized for the issue and provided extra portions during the dinner meal 3 days later. | Solved Prior to Contact |
| Family call regarding a refund for Jplayer that I/P has yet to receive and also he is requesting a refund from I/P's media account. | J-pay advised the funds will be transferred from the I/P's media account to his trust account. | Resolved |
| I/P is requesting assistance with proving his ISP fines are paid off. | I/P was advised his concerns were forwarded to the Central Office Revenue Unit. They will review and respond directly to I/P. | Referral |
| I/P is inquiring about his max date. | OCO staff reviewed I/P's electronic classification record which indicated his PHEC credits have been applied. Information provided to I/P accordingly. I/P had no further questions. | Information |
| I/P is inquiring about his max date. | Provided I/P with his max date. | Information |
| I/P is inquiring about his max date. | LTI/P providing maximum expiration per iTag. | Information |
| Family member of I/P called to inquire about his eligibility for the PHEC. | OCO advised that the I/P is not currently eligible for the PHEC because his maximum expiration date is not within one year of the public health emergency. | Information |
| Family member contacted OCO requesting assistance with finding out why her husband was transferred to another Unit within the same facility. Family member also alleged that I/P's personal property was not transferred with him. | OCO staff contacted EJSP Administration regarding the concerns of I/P's family. EJSP Administration provided OCO staff with information pertaining to I/P's transfer and personal property. Family member was provided an update accordingly. | Information |
| Family friend of I/P contacted OCO seeking assistance with obtaining toiletries for I/P in conjunction with complaints about living conditions at SWSP. | Complaint referred to SWSP Administration for review, response and action deemed necessary. Follow-up call to advise that I/P was provided toiletries. | Referral |
| I/P reported Kiosk Inoperable in the SWSP. | LTI/P- JPay techs are scheduled to be on site on Thursday 1/20/22 to service Kiosk. | Referral |
| I/P called wanted to know the status of his HWH application. | Referred to the facilities halfway coordinator and advised they are still processing the application. | Information |
| I/P is inquiring about his max date. | Provided I/P with his max date. | Information |
| I/P called to complain about the lack of TV channels available to I/Ps at SWSP. | I/P was advised that issue needs to be discussed with the tier representative for discussion during Tier Rep meetings.. | Information |
| Family call regarding I/P sending out a tv for repair and receiving back once its repaired | Per Property- I/P will be permitted to get TV back once received from repairer. | Information |
| I/P is seeking to know if he will receive any PHEC. | I/P was informed that he may be eligible to receive 122 PHEC if the Governor does not end the public health emergency early, and that he could receive a max of 244 if the emergency is extended or less if the emergency ends early. | Information |

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| Caller inquired about stepson's max date, credits, eligibility for PHEC and PED. | Explained to caller current max date, the jail credits as applied, the current PED and the ineligibility for PHEC. | Information |
| I/P called to inquire about the status of his property claim. He said that he received the letter from this office, but questioned why he needed to file a new claim. | I/P was advised that the NSP administration advised that they are not in possession of his property claim form; therefore, he must submit a new claim. The administration indicated that they would waive the normal time requirement because they can see through JPay that the I/P was trying to resolve this matter. | Information |
| I/P called inquiring about the difference between the max date on their trust account and the DOC website. Also inquired about special credits for trades and the COVID vaccine and their eligibility to PHEC. | Explained to caller that the trust account reflected December pay which will not post and update the work credit until the 4th Friday of each month therefore the DOC website does not reflect those credits. Discussed that education provides the special credit information to classification to enter and that he received 5. Discussed that the answer he received on JPay regarding the COVID education credits is accurate and that he would have to wait to see what SWSP medical provides. Even with the COVID education credits, I/P still ineligible for PHEC due to max date beyond 365 days from end of PHE. Discussed that current max will be reduced by 5 min credits and 6 work credits starting this month (January 2022). | Information |
| Caller inquiring about when I/P would see SPB as he is past his PED. | Review of JPay shows that I/P inquired and was informed that SPB had not yet received his Pre parole packet. Explained to caller that SPB would likely schedule him after they receive the packet and that he can use JPay to further inquire. | Information |
| Caller asking why son has been waiting since 12/3/21 to see courtline for an infraction written at the halfway house. Would like update on status. | Advised caller that hearings were taking approximately 6-8 weeks prior to the COVID surge but COVID has caused further delays. She stated she will call back in the beginning of February if he still hasn't had his hearing. | Information |
| I/P calling about PHEC eligibility and possible adjusted max date. | 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. Informed of possible adjusted max date with these credits. | Information |
| Caller following up regarding her fiancé going back to the HWH after a negative COVID test. | Provided contact information for the Office of Community Programs. | Information |
| I/P reported cold air and cold water in SWSP Min unit (C-POD). | LTI/P I/P informed, per SWSP Admin, maintenance will adjust the water temperature on January 25, 2022. | Resolved |

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| I/P reported he submitted three sick slips but to no avail. | LT/I/P- I/P was informed this matter was referred to UCHC for their review and any action deemed appropriate. Medical advised that they were not in receipt of any sick call requests from the I/P; therefore, they submitted a sick call slip on his behalf. | Referral |
| I/P stated his medication is never in stock via med line. I/P recommended University Correctional Health Care keep a thirty day supply in the event of an emergency. | LT/I/P-Per UCHC Statewide Medical Director that this medication is always available from stock-meds at the facility and med line. | Referral |
| I/P filed undated RFA stating he has not received his RMA for a new tablet. He also is having issues with games. | Per JPay- tablet will ship on 1/21/2022 | Resolved |
| I/P would like to know if he is eligible for PHEC | Advised I/P that his maximum expiration date is 11-8-23 and the time eligibility requirement is a maximum expiration date prior to 2-10-23. If he becomes eligible EJSP classification staff will advise him | Information |
| I/P is inquiring about his release date. | Explained to caller that a maximum of 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. Also explained that no one will be released due to PHEC prior to 2/10/22 therefore the amount may be adjusted to bring the max to that date. | Information |
| I/P states he is not being permitted to use the phone. | Referred to Admin for review and any action deemed appropriate. Matter assigned to Custody Supervisor for review. GTL confirmed that I/P did make calls during the specific period of time. | Referral |
| I/P is inquiring about his max date. | Provided I/P with his max date. | Information |
| I/P believes his max date is incorrect. | I/P's max date did change to remove credits that DOC said had been applied incorrectly. At OCO's request, they are sending him a letter to explain why. Letter to I/P advising him of same. | Unsubstantiated |
| I/P believes he has earned privileges in MCU that are not being provided to him. | Referred to Admin for review and any action deemed appropriate. Matter assigned to Custody Supervisor for review. | Referral |
| I/P is requesting a lesser sanction for an intuitional charge. | I/P was sanctioned to only 15 days LOP. | Solved Prior to Contact |
| Fiancée call regarding when I/P will be transferred to Kintock III | OCO staff contacted EJSP Classification to obtain status of I/P's impending transfer. As per, NJDOC Community Programs directive I/P will be transferred once quarantine status is lifted. Family of I/P advised accordingly. | Information |
| I/P states that he is being paroled to a program in Trenton, NJ, but he would like to stay in Newark, NJ. | I/P was advised to contact the SPB regarding his desire to remain in Newark and that this office has no involvement in parole plans. | Information |

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| I/P calling about eligibility for PHEC and possible adjusted max date. | 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. Informed I/P of possible adjusted max date if 122 credits are applied. | Information |
| I/P is inquiring about his eligibility for the Public Health Emergency Credits. | I/P advised of his eligibility for the PHEC. | Information |
| I/P is a C4 return, saw courtline and has not been returned to RCRP. | Referred to OCP. I/P will be returned to Bo Robinson once transfers resume. | Information |
| I/P would like the address for University Correctional Health Care. | LTI/I/P provided the requested information. | Information |
| I/P states he was assaulted by an Officer while at SSCF | Referred to NJDOC Central Office Special Investigation Division. Response received that it is being sent to the respective field unit to be handled | Referral |
| I/P correspondence stating he is having an issue with an officer in BSP. | Referred to BSP Admin. I/P advised Special Investigations Division will investigate further. | Referral |
| I/P requesting assistance with obtaining his funds from the assessment center. | OCO determined that the Issue was resolved prior to receipt of RFA form. | Solved Prior to Contact |
| Friend called to inform this office that the water is ice cold and does not warm up in ECU. | This matter was resolved by SWSP Maintenance however the I/P has moved to another location within SWSP. | Resolved |
| I/P states that he has missed a court appearance for the 2nd time due to be called out late | Court records show that hearings were postponed due to incomplete discovery. LTI/I/P advising him of same. | Information |
| I/P would like to know why he was not returned to RCRP. | Referred to OCP. I/P will be returned to Bo Robinson once transfers resume. LTI/I/P: I have referred your concerns to the Office of Community Programs. I have been advised that you will be returned to Bo Robinson once transfers resume. Unfortunately I cannot provide of date of when this will occur. | Information |
| I/P requested to be transferred to NJSP. | This writer informed I/P in person, it is Administration's discretion to transfer I/P, which must be approved by both facilities in question. This matter is currently under review. | Solved Prior to Contact |
| I/P he would like a functional wheelchair. | LTI/I/P- I/P's wheelchair is currently being modified by an outside vendor. | Solved Prior to Contact |
| I/P reported a PREA Claim against several custody staff at SWSP. | This matter was referred to the appropriate staff for PREA protocol and investigation. | Referral |
| Per I/P, nutritional supplements were discontinued by medical. I/P requests the option to order his own protein shakes via commissary while on Hunger Strike. | LTI/I/P-This matter was referred to SWSP Admin for their review and any action deemed appropriate. OCO wrote to I/P to inform him of the referral. Administration indicated that Medical policy is being followed on this matter. | Referral |

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| Per I/P, he filed for his stimulus check while assigned NSP, however, by the time they were distributed, he was transferred to SWSP. I/P would like to know the process to for obtaining said stimulus check. | LTI/P- indicating there is no indication he received a stimulus check while at NSP. This office provided his I/P Account statements and the address for IRS. | Information |
| I/P called to inquire about eligibility for PHEC and any change in their max date. | Explained to caller that 122 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. Informed of possible release dates with these credits. | Information |
| Caller inquired about SPB hold being lifted and PHEC eligibility. | Informed caller that I/P can contact SPB on JPay regarding the hold on their PDS. 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. | Information |
| Caller wanted to know if I/P is eligible for the Public Health Emergency Credits. | Advised caller that the I/P would only be eligible for public health credits if the Governor extends the public health emergency for a second month as his max date is not within one year of the PHE. | Information |
| I/P's mother contacted OCO to inquire about PHEC extension. | OCO staff advised that should I/P be eligible, it has been confirmed that credits will be awarded on 2/10/22-122 credits. Subsequently, should there be another 30 day extension granted by Gov. Murphy a maximum of additional 122 credits will be awarded on 3/13/22. | Information |
| I/P would like to know if he qualifies for PHEC. | I/P advised he does not qualify at this time. If Public Health Emergency is extended, he can contact this office for further information | Information |
| Letter from mother of I/P pleading for her son's release. | Advised that this office can not advocate for the I/Ps release from custody. Explained PHEC stating that I/P's max date is 7-10-23 and they are currently reviewing I/P's with a max prior to 2-10-23. Informed her that she will need to go through the court if she wants a reduction in I/Ps sentence. | Information |
| I/P contacted OCO to obtain information regarding the PHEC Order issued by Governor Murphy. | OCO staff advised I/P that it has been confirmed no credits will be awarded until 2/10/22-122 credits and if there is another 30 day extension by Gov. Murphy an additional 122 credits may be awarded on or about 3/13/22 | Information |
| Telephone inquiry family member concerning water entering cell and cold temperatures on unit | Referred to Administration for their review and any action deemed appropriate. Temp check showed a temperature of 70 degrees. Maintenance advised that condensation on the walls is caused by temperature changes. | Referral |

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| I/P called wanting to know if he is eligible for the Public Health Credit. | I/P was advised he is eligible to receive the Public Health Credit and classification will adjust his max date accordingly. | Information |
| Family member contacted OCO to file a complaint regarding the living conditions at NJSP, specifically 7-Wing. Caller alleges that I/Ps are not being provided cleaning supplies while being in quarantine/isolation, SCPOs are not wearing their masks, temperatures are not being taken | Referred to NJSP Administration for review and any action deemed necessary. Admin reported that there are adequate cleaning supplies on the unit. Custody supervisors were questioned and advised that they did not view staff without masks, and nursing staff advised that they complete their rounds on the unit as required. Follow-up call to inform caller of this information. | Referral |
| Caller wanted to know when I/P will be sent back to the halfway house. | Caller was advised per, the Office of Community Programs, there is no movement to the half way houses due to the rise in COVID cases. | Information |
| Family member asked about I/P eligible for PHEC. | Provided caller with explanation of PHEC and how it relates to I/Ps current max date. | Information |
| Caller stated her sister is no longer on quarantine status but is not being moved off the unit. | Per MH Staff and Administration, I/P is pending clearance to return to GP housing. Returned call to explain current situation. | Information |
| I/P contacted OCO to inquire about the extension of PHEC. | Advised I/P that 122 public health credits will be awarded on 2/10/22 if the public health emergency remains in effect. Additional credits can only be awarded if the public health emergency is extended. | Information |
| I/P is inquiring about his return to community release. | LT/I/P advising that he will be scheduled for the Classification meeting to determine custody status and assign a facility | Information |
| Family member believes I/P should have had a disciplinary hearing. | Provided family member information regarding hearing and process of a halfway house return | Information |
| Caller wanted to know when the I/P can start working again in the HWH. | Caller was advised due to the high COVID numbers the HWH are reducing movement and her brother should follow up with the staff at Harbor House regarding when he will be able to work again. | Information |
| I/P would like to know if he is eligible for PHEC | Provided info on PHEC eligibility. | Information |
| I/P believes her sentence was vacated and that she should be released from custody. | Review shows that I/P's sentence was NOT vacated but rather the appellate court reversed and remanded the sentence back to the original judge. Currently pending resentence and has a pending charges in superior court therefore not eligible for release. | Unsubstantiated |
| I/P contacted OCO to obtain information pertaining to PHEC. | Advised I/P that 122 public health credits will be awarded on 2/10/22 if the public health emergency remains in effect. Additional credits can only be awarded if the public health emergency is extended. | Information |

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| I/P attempted to swap property with another I/P by giving the items to an Officer to deliver. The other I/P did not exchange items but kept received items. I/P wants his items back | Referred to the Lt supervising the housing unit for review who advised that she confirmed the items the I/Ps had in the possession with receipts and counseled the Officer who allowed the swap of property. Letter to I/P advising that I have referred your concerns to the area Lieutenant of Delta Unit for review and any action deemed appropriate. Please note that per the I/P Handbook, all I/Ps are responsible for the safeguarding of their personal property and personal property is held by them at their own risk. | Information |
| Family called stating that I/P doesn't have a change of clothes and hasn't showered in 4 days | Referred to NSP Administration. Advised that the I/P is medically discharged and is returning to the halfway house. Confirmed with the housing unit officer that the I/P had a shower last night. | Referral |
| Family call regarding I/P being paroled. | Family member of I/P advised that the quarantine is due to expire on 1/20/22; however, it could be extended if medically necessary, which would continue to delay the parole release. | Information |
| I/P requests assistance with finding the outcome of a property claim. | Referred to EMCF Administration who responded noting "This property claim has been reviewed, and denied. She will be provided written notification." | Information |
| Mother of I/P calling to find out if her son is eligible for the Public Health Emergency Credits. | Caller was advised that her son does not qualify for the public health credits because the max date is not within one year. | Information |
| I/P contacted OCO to obtain information regarding the PHEC Order issued by Governor Murphy. | OCO staff advised I/P that it has been confirmed no credits will be awarded until 2/10/22-122 credits and if there is another 30 day extension by Gov. Murphy an additional 122 credits will be awarded on or around 3/13/22 | Information |
| I/P is inquiring about the Public Health Emergency Credits. | I/P was advised that the DOC will award PHEC to eligible I/P on 2/10/22 if the public health emergency is in effect on that date. If the emergency ends early, the credits will be prorated. | Information |
| I/P wanted to know if he is eligible for the PHEC. | I/P was advised the Governor's office extended the PHE until February 10, 2022 so he is eligible to receive 122 day PHEC. I/P was advised classification will update his max date. | Information |

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| I/P contacted OCO advising that Kintock Bridgeton is currently under quarantine status however, other I/P are being transported to Motor Vehicle this morning. I/P stated that he cannot be paroled due to the quarantine status therefore, no movement should be taking place if that is indeed the case. I/P alleges the staff are coming to work sick and it is affecting the I/P populations. I/P is requesting this issue be addressed. | Referred to Director Preston, CRP, Paulette Forbes, Treatment Program Director, and OCP email for review, response and action deemed necessary. Residents were provided with an update from parole regarding their releases. | Referral |
| Family member contacted office regarding out of state property. | Property was located and information received from out of state facility indicates it will be sent to NJ soon. | Information |
| Family member contacted OCO inquiring about his brother's impending return back to the halfway house since he has been released from quarantine. | Caller advised there has been some movement on returns as it pertains to I/P returning back to the HH. However, OCO cannot provide an exact date as to when the I/P will be returned. | Information |
| Caller stated I/P has not received his chronic care medication since 1/12. | Referred to medical and advised GYCF will look into the matter. Follow-up call provided to family and the family was advised if the I/P does not receive his medication to please contact us back. | Referral |
| Family member of I/P wanted to know if I/P is eligible for PHEC. | Family member was advised that the I/P does not qualify for the credits because the max date is not within one year of the public health emergency. | Information |
| Caller wanted to know when I/P will be returned to HWH because I/P is running out of basic needs items. | Referred to SWSP Admin. Staff are preparing I/P for transfer back to half way house. | Resolved |
| Family member contacted office stating I/P is in need of specific medical care. I/P is in infirmary. | Referred to UCHC and DOC Health Services. Per UCHC: I/P is being treated for multiple issues. Site leadership advised of the family's concerns. | Referral |
| Family member would like to confirm TV was sent out for repair. | Property confirmed TV was sent out to repair shop. | Information |
| Family member had general questions concerning loss of privilege sanction. | Provided general information to caller as requested. | Information |
| State sentenced I/P housed in the County Jail requesting maximum expiration date, total time incarcerated, and parole eligibility date | LT/I/P providing information on the DOC intake process and the SPB address. Self advocacy | Information |
| Family member call - is I/P eligible for PHEC. | Provided caller with explanation of PHEC and how it relates to I/Ps current max date. | Information |
| I/P was classified to NSP and does not feel safe. | I/P was reclassified to a different correctional facility by DOC. | Solved Prior to Contact |

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| I/P is inquiring about the Public Health Emergency Credits. | I/P was advised that the DOC will award PHEC to eligible I/P on 2/10/22 if the public health emergency is in effect on that date. If the emergency ends early, the credits will be prorated. | Information |
| email from friend to see if I/P is eligible for early release under the new PHE. | Advised concerned party that Classification is in the process of reviewing records to determine eligibility and they will notify the I/P if he is eligible. | Information |
| I/P submitted a Request for Assistance alleging she is not being paid the correct rate. | Referred to Custody Supervisors and Classification. I/P placed in the correct pay rate and awarded supplemental for days previously paid at a lower rate. | Resolved |
| I/P inquiring about the status of receiving additional medically recommended items due to wear and tear and hygiene. | Referred to EMCF Administration, AC of Women's Services, NJDOC HSU and UCHC. Response noted that I/P was recently issued two items and that they would be addressing obtaining additional as requested by the I/P. | Referral |
| I/P inquired about copays. | Referred to UCHC for clarification. Response noted that the copays were accurately charged for prescriptions as the result of a sick call. | No Violation |
| I/P inquired about his status in the HWH application process. | LTI/P-This matter was answered on JPAY Ref# SWSP21056875, by SWSP Classification. As stated, your record will be reviewed and a determination rendered. Please remain patient during this process. | Solved Prior to Contact |
| I/P inquired about his parole status. | LTI/P-Per NJDOC record, you have a PDS of 3.15.22, therefore this matter is resolved. | Information |
| I/P requesting the status of a form she completed | Referred to EMCF Administrator who explained that the form was incorrect and she would be meeting with the I/P to address the situation. | Information |
| I/P contacted OCO inquiring about the extension of PHEC by Governor Murphy. | OCO staff advised I/P that it has been confirmed no credits will be awarded until 2/10/22-122 credits and if there is another 30 day extension by Gov. Murphy an additional 122 credits will be awarded on or about 3/13/22. | Information |
| I/P reported Kiosk Inoperable at SWSP. | LTI/P- JPay techs are scheduled to be on site on Thursday 1/20/22 to service Kiosk. | Referral |
| I/P called stating he was not released on parole today. | I/P was advised on 1/18 SPB placed a hold on his date due to his housing unit being quarantined. | Information |
| I/P contacted OCO regarding newly signed extension of PHEC by Governor Murphy. I/P is requesting general information pertaining to the awarding of credits. | OCO staff provided I/P with information pertaining to the recent extension of the PHEC. I/P was advised that should he be eligible Classification will award the first round of 122 credits to be applied by 2/10/22 and should the PHEC be extended, the other round of 122 credits will be applied on 3/13/22 | Information |

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| I/P requesting a prior commissary order be delivered. | Per the Business Manager the order was not received and since it has been over a month the I/P must place commissary orders with her current housing unit's commissary cycles. Letter to I/P indicating this information. | No Violation |
| I/P states she placed a food package order that she did not receive nor did she receive a refund. | Referred to Mailroom Sgt who confirmed package was not received, Parkway reviewed the matter and advised they sent a refund on 1/24/22. I/P notified. | Resolved |
| I/P is inquiring about the Public Health Emergency Credits, | IP was advised that the DOC will award public health credits on 2/10/22 provided the public health emergency is still in effect on that date. If it ends early, the credits will be prorated. | Information |
| I/P requesting N95 or KN95 masks either be provided to or made available for purchase by the incarcerated population. | Referred to AC of Women's Service and EMCF Administration. Response noted that EMCF is issuing 2 new surgical masks to each I/P and that the use of a surgical mask and the cloth mask equates to an N95. | Resolved |
| I/P is inquiring about his eligibility for the Public Health Emergency Credits. | I/P was advised that the DOC will award PHEC to eligible I/P on 2/10/22 if the public health emergency is in effect on that date. If the emergency ends early, the credits will be prorated. | Information |
| Family member wants to know if I/P is eligible for PHEC. | Advised caller that PHEC is only available to I/P within NJDOC custody. Family member of caller is in the county jail. | Information |
| I/P sent fax to NJDOC and cc'd OCO claiming that he did not receive work credits for time served in Federal custody. | Advised I/P that NJDOC has received his request and will research and advise. Information received from Classification indicates I/P is not eligible for work credits for NJDOC term. | Information |
| Family member would like to know if I/P qualifies for PHEC. | Provided caller with explanation of PHEC and how it relates to I/P's current max date. | Information |
| Caller wanted to know when I/P will be moved back to the full min. camps. | Family member informed per SWSP Administration, that unit is also quarantine in place, no movement at this time. | Information |
| Family member of I/P called to ask about his eligibility for the PHEC. | OCO advised that it appeared I/P would be eligible to receive 122 days PHEC is the public health emergency was still in place on 2/10/22. He could receive more credits if the emergency was extended or fewer credits if the emergency ended early. | Information |
| I/P is calling for information because someone from EJSP called him today asking about his plans for release. | I/P was advised that it appears that he will receive 122 PHEC on 2/10/22 if the public health emergency is still in effect. He could also receive additional credits if the emergency is extended beyond 30 days. | Information |
| I/P believes that the DOC deducted too much money from his IRS checks to pay for court-imposed obligations. | OCO informed I/P that the DOC actually took less than they were allowed to deduct for court-imposed fines. Suggested that I/P could appeal if he believed they deducted too much. | No Violation |

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| Family member of I/P called about I/P's interest in applying for the halfway house. | OCO informed caller of the information that the I/P received from the Classification Department; that he would be reviewed for eligibility once movements to the halfway house resume. | Information |
| I/P reported Kiosk Inoperable in the SWSP. | LTI/P- JPay techs are scheduled to be on site on Thursday 1/20/22 to service Kiosk. | Referral |
| I/P wanted to know if he was eligible for the Public Health Emergency Credits. | I/P was advised he does not meet the criteria at this time. | Information |
| I/P contacted OCO to inquire about his PHEC eligibility | OCO reviewed I/P's electronic classification record. I/P appeared to be eligible. PHEC credits were posted to his record on 1/20/22 current actual maximum date updated accordingly. | Information |
| Family of I/P contacted OCO requesting assistance with obtaining medical attention for an I/P at EJSP. | OCO staff contacted Medical regarding the family's concerns. Information obtained from Medical's response advises I/P will be provided a sick call slip and the provider will be notified of the I/P's medical issues he is currently experiencing. Follow-up call placed to family member to advise of the same.. | Referral |
| Family member requested an update on the I/P wheelchair modification. | This office informed the family member that the vendor has been notified to retrieve the wheelchair from SWSP for correction. However due to the Covid restriction at SWSP, there has been a delay. | Referral |
| I/P called to inquire about eligibility for the PHEC | I/P was advised that the credits will be awarded on 2/10/22 provided the public health emergency is still in effect on that date. | Information |
| I/P reported Kiosk Inoperable in SWSP. | LTI/P- JPay techs are scheduled to be on site on Thursday 1/20/22 to service Kiosk. | Referral |
| I/P reported Kiosk Inoperable in SWSP | LTI/P- JPay techs are scheduled to be on site on Thursday 1/20/22 to service Kiosk. | Referral |
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| I/P reported Kiosk Inoperable in SWSP. | LTI/P- JPay techs are scheduled to be on site on Thursday 1/20/22 to service Kiosk. | Referral |
| I/P wants to know when he will see parole. | I/P provided IRF response from parole. | Information |

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| Called wanted to know if I/P was eligible for PHEC. | Caller was advised DOC is seeking guidance on how the new PHE impacts the award of the PHEC. No information can be provided at this time. The DOC will notify the I/P's with any updates. | Information |
| Caller stated I/P is awaiting transfer back to the Half-way house. | Caller was advised the Office of Community Programs restricted movements to and from the halfway houses due to the rising numbers for COVID positive cases statewide. The date as to when the movements can resume has not yet been determined. | Information |
| Family call regarding I/P being paroled. | OCO contacted Family member to advise this matter falls under the purview of the NJ State Parole Board. However, information obtained by OCO staff regarding this matter from NJSPB indicates the release process for an I/P who is released from quarantine will resume shortly thereafter. No firm date given. | Information |
| I/P wants to be reconsidered for parole. | Referred to SPB. Outcome, I/P to reenter the parole process | Resolved |
| Advocate emailed this office requesting that the I/P be interviewed because they were concerned about his safety due to an editorial that was recently published that was critical of staff. | OCO met with I/P who indicated that he had no safety concerns at the present time. OCO relayed the information to the advocate. | No Cause for Action |
| Family member of I/P called about a check that her son sent to her but she never received. | OCO referred via email to NSP Business Office. They advised the check was cashed on 11/9/21. Follow-up call to family member to inform them of same. | Information |
| I/P is inquiring about his eligibility for the Public Health Credits. | I/P advised that the DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify the I/P with any updates. | Information |
| Caller stated I/P is in lock up because he refused housing with an I/P who tested positive for COVID. | Caller was advised I/P has not yet received an institutional charge. I/P will have a disciplinary hearing during which he can explain what happened. If he is found guilty, he can appeal the charge to the SWSP Administration. | Information |
| Telephone call received from friend/family advising that there have been five I/P that work in the kitchen that tested positive for COVID19 and were sent back to the regional facility. | The family member was informed her concerns were forwarded to OCP for their review and any action deemed appropriate. PER OCP: All I/P who test positive at the RCRP are immediately returned to the Regional Facility for isolation. | Information |

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| Family member of I/P called alleging the I/P was left in the shower for an extended time. I/P is partially paralyzed and could not get himself out of the shower. | OCO referred the allegations to the SWSP Administration as well as DOC & UCHC medical staff. Per the nurse, I/P informed her that he would have the porter assist him out of the shower. | Referral |
| Family call regarding I/P's return to Bo Robinson. | Referred to the OCP. They advised I/P would be returned when movements resume. Follow-up call to family member. | Information |
| I/P was returned from the halfway house due to a positive COVID test. He is requesting to be returned to the halfway house | Letter to I/P advising that he has been medically cleared and the paperwork is being processed for return to the halfway house | Resolved |
| Family call regarding I/P staying at EJSP as he opted out of program and fears he will be sent back to South Woods State Prison. | OCO staff contacted the family member with the following explanation: Family member advised that EJSP Administration/Classification will classify I/P Martin accordingly as it pertains to his status should he opt out of the program. OCO staff advised that the directives regarding the quarantine policy are statewide therefore, I/P may experience the same protocol at another facility. As the positivity rates decline, quarantine statuses are inclined to be lifted however, updates are forthcoming on a weekly basis. | Information |
| I/P claims the living conditions in his unit are terrible and there is no heat or hot water. I/P is requesting to return to the halfway house | Referred to NSP Administration. Response received from Administration that Maintenance checked this issue out already and that there is no issues with heat & hot water at this time in ACSU. I/P was advised to contact the OCO if there are further issues with the heat and hot water and the Office of Community Programs is processing his return to the halfway house | Unsubstantiated |
| Friend inquiry about reinstatement of PHEC. | No information has been published regarding this matter. Suggested he call back next week. | Information |
| Family call regarding a replacement tablet for I/P. | Referred to JPay, JPay advised the tablet will be shipped out this Friday. Follow up call provided to the family. | Resolved |
| Friend called for update on I/P's Parole Date Set. | Friend was updated with I/P's parole status. | Information |
| I/P states that he did not receive work credits from July to September 2021 or the 10 days vaccine incentive credits | Advised I/P that missing work credit has been entered and to request that documentation be sent to Classification if he meets the requirements for the COVID vaccine credit. Instructed him to submit a request to medical If he has not completed the education requirement. | Resolved |
| I/P is inquiring about his eligibility for the Public Health Emergency Credits. | I/P advised that the DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify the I/P with any updates. | Information |

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| I/P is inquiring about the COVID educational course incentive | Referred to DOC Division of Operations. I/P received incentive after the referral. | Resolved |
| I/P has not received his property from BSP. | I/P will be sent correspondence advising to submit a property claim form. | Information |
| Advocate referred concerns regarding an I/P who worried about contracting COVID from food service workers | Referred to EMCF Administration who advised that I/Ps are still tested weekly. If a kitchen worker is medically cleared from Isolation for normal General Population housing they are therefor approved to return to Food Service Duties. Additionally, once an I/P tests positive they are not tested for 90 days from the date that their initial positive test was collected. | No Violation |
| I/P is inquiring about his eligibility for the Public Health Emergency Credits. | I/P advised that the DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify the I/P with any updates. | Information |
| Friend call Inquiry about when I/P will return to halfway house after an inconclusive Covid test. | Advised friend that I/P was transferred to back to RCRP | Information |
| Family member of I/P called seeking to get her son released from the disciplinary unit. | OCO referred caller to the Administration at NJSP to discuss his placement in his current unit. | Information |
| I/P did not receive his tablet that he purchased in January 2021. | Referred to JPAY. Outcome, I/P's account was credited for the tablet order. | Resolved |
| I/P states more than 33% was taken from his Federal Stimulus check and he would like a refund | Reviewed deductions with NSP Business Manager who confirmed that they are accurate. Letter to I/P providing formula NJDOC utilizes to calculate deductions. | Unsubstantiated |
| Caller stated his son is being harassed by an officer. | Referred to EJSP Admin and advised the matter will be referred to SID for further investigation. Caller was given update. | Referral |
| I/P states they are not receiving an hour out of cell each day | Advised I/P that indoor recreation is suspended due to the spread of COVID, however there is a schedule for outdoor recreation and they are attempting to accommodate phone, shower and kiosk usage. | Information |
| Girlfriend call, I/P should be off of isolation and being seen by courtline. | Family member was notified that I/P was released from Isolation and was the charge was adjudicated. | Information |
| I/P would like an interview with the Ombudsperson. | I/P provided information regarding the claims process and the status of his claim. | Information |
| Received referral from DOC staff that I/P is requesting an interview | Spoke to I/P who shared multiple complaints regarding staff, kiosk password and mental health care. Referrals made and new contacts opened for each individual concern. | Resolved |
| I/P is inquiring about the Public Health Emergency Credits. | Advised I/P current PHEC guidance received by the DOC | Information |
| I/P requested her max date | LTI/P advising her of her max date. | Information |

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| Family member of I/P called about him being transferred back to the minimum unit after testing positive for covid. | OCO informed caller that the movement was delayed due to the isolation period not yet being completed. | Information |
| Caller stated her husband's meds expired and was not renewed. | Referred to medical and was advised on 1/11 medication was approved for refill. | Referral |
| Family call regarding I/P being held from parole because the halfway house is on quarantine. | OCO informed caller that the SPB had placed Administrative Holds on all I/P who were in isolation or quarantine. | Information |
| Family call, I/P was scheduled for video court today and was not present. Caller wants to ensure he will be present at the next one. | Per BSP I/P did not attend VTC due to housing unit being quarantined. | Information |
| I/P states he is being charged twice for his Court Ordered Restitution | Letter to I/P advising that 10% deduction is taken for JPAY receipts and 33.33% for state pay wages. Information can be found in the I/P Handbook | Information |
| Family call regarding I/P eligibility for PHEC. | Caller provided with general information about the PHEC. | Information |
| Family call, I/P was eligible for ROCT on 12/12/21 and it has not been restored and he believes his has affected his eligibility for the PHEC | Contacted NSP Classification regarding RCT and they stated that they are aware and are processing the request. Advised caller that even with RCT, I/P is not currently eligible for PHEC, however if the Governor extends it he will be automatically reviewed for eligibility. | Information |
| I/P is requesting the reinstatement of PHEC. | LT/I/P explaining the present guidance on PHE credit | Information |
| I/P sent a letter stating he is having an issue with parole | The I/P was seen for an in person interview and stated since he wrote the letter his issues have been resolved and he no longer need assistance. | Solved Prior to Contact |
| Family call regarding I/P's port not being cleaned in a month, in addition to his stitches not being removed in over a month. | Email to UCHC Rutgers staff and DOC Health Services Unit staff. OCO provided written response to I/P. Per medical, the port was used over the weekend with no issue. I/P will be seen by provider and the port will be re-assessed. | Referral |
| Family call regarding I/P returning to CMR. | Returned call and gave contact information for the Office of Community Programs. | Information |
| I/Ps Passaic County Indictment was resentenced on August 7, 2019 and his fines were vacated. I/P is requesting a refund of fines already paid | Contacted CORU who advised that they will process the refund. | Resolved |
| Family call requesting I/P's max date. | Advised caller of I/P's max date. | Information |
| I/P inquiring about PHEC application. | 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 will be applied on a prorated basis. 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 |

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| Caller alleges that I/P are being held in quarantine too long and complains of time frame between testing and results. | Referred to NJDOC HSU and UCHC. Patient advocate responded & noted UCHC is following isolation and quarantine guidelines from the CDC for correctional facilities which is isolating 10 days from the date of the test and quarantining 14 days from possible exposure. | Referral |
| Public Defender call. I/P and his cellmate had problems while at another prison and he fears for his safety and is requesting a cell change or cellmate change. | Advised caller that cellmate was never at EJSP. I/P was moved on 1-12-22. Caller confirmed that his request predated the cell change. | Information |
| Family call regarding I/P's eligibility for the PHEC and when they will be applied. | Advised family member of current PHEC guidance received by the DOC at this time | Information |
| I/P would like to know if he is eligible for PHEC and if his RCT was approved | I/P received 45 days restoration of commutation credit on 1-13-22. The Classification Department is reviewing records to determine who is eligible for PHEC and will automatically apply the credit if the I/P meets the requirements. | Information |
| I/P is asking for information about the debit card provided to I/P upon their release. | Letter to I/P advising him that this information will be provided to him prior to his release from custody. | Information |
| I/P signed max papers and would like projected max date. | I/P was advised that projected calculations are done within 7 months of an I/Ps release. I/P maxes end of 2023. | Information |
| I/P contacted OCO regarding quarantine protocol at Harbor House. I/P stated he is seeking further clarification as to when the I/P population will be released from quarantine status. | Matter referred to Director of Harbor House, OCO Director and Community Programs for review and response. Halfway house Director provided response directly to I/P. | Resolved |
| I/P advised that he never received his Commissary. | Referred to SSCF business office and advised the issue was resolved and the commissary order was received. | Resolved |
| I/P contacted OCO regarding reinstated PHEC. | I/P advised of the following: "The DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify the I/P with any updates" . | Information |
| I/P contacted OCO regarding the newly reinstated PHEC by Governor Murphy. | I/P advised of the following: "The DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify the I/P with any updates" | Information |
| I/P contacted OCO regarding the recent reinstatement of PHEC by Governor Murphy. | I/P advised of the following: "The DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify the I/P with any updates" | Information |

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| I/P would like to know when he would rescheduled for ISP court. | I/P's date was rescheduled for early February 2022. | Information |
| I/P believes his max date is incorrect. | Letter to I/P advising that parole was revoked on 7/21/21, which was after he was sentenced 7/7/21. Because sentencing occurred before revocation, the sentence is served first. | Unsubstantiated |
| Family call, I/P did not receive his electronics when he was released from quarantine | Referral to Custody/Property. Property was located and forwarded to appropriate housing unit | Resolved |
| I/P is missing property that was confiscated upon his arrival to NJSP. | Confiscated property is being held in property room until transfer. | Information |
| I/P is only getting his meds once per day. | Referred to UCHC and DOC Health Services for review and any action deemed appropriate. Staff were reminded to ensure patient is receiving both doses of medication | Referral |
| I/P would like information on PHEC | I/P was advised that the DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify I/P with any updates. | Information |
| Family call, I/P's new medication is causing extreme fatigue. | Referred to DOC HSU and UCHC for review and any action deemed appropriate. A sick call slip was submitted on the I/Ps behalf. | Referral |
| I/P contacted OCO regarding Governor Murphy's recent PHEC reinstatement. | OCO staff advised I/P "The DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify the I/P with any updates" . | Information |
| I/P questioned if he was eligible for the PHEC and complained that he did not receive the commissary incentive for getting the covid booster. | I/P was advised that he is eligible for the PHEC and will receive them when the DOC starts to award the credits. I/P was referred to Medical to be eligible for the 10 special credits. I/P received the \$10 on January 11, 2022. Provided proof to I/P via letter. | Information |
| I/P would like to know if he is eligible for PHEC. | Letter to I/P advising that PHEC can only be awarded to I/P with a max date within one year of the Public Health Emergency. | Information |
| I/P would like to know when his panel hearing will be. | LT/I/P advising the date is not scheduled in his electronic record. Provided SPB address so that he could self-advocate. | Information |
| I/P called inquiring about telemed appointments and treatment plan after seeing a specialist. | Referred to NJDOC HSU and UCHC. Response noted I/P will be scheduled to discuss treatment plan and that telemed appointments have been canceled by the community provider at this time. Letter to I/P indicating response received. | Referral |
| I/P is requesting to see a doctor regarding his knee, which he advised is swollen and painful. He has had trouble since his knee replacement surgery in 2019. | OCO referred to DOC and UCHC medical staff for their review. Response indicates that he will be scheduled for sick call to discuss this matter. | Referral |

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| I/P believes the he has paid off his monetary obligations, but they are still deducting funds. | I/P was provided the address for the Central Office Revenue Unit so that they can thoroughly investigate the deductions. | Information |
| Email from concerned party requesting information on the early release under new Governor Bill | Advised that the DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify the I/P with any updates. | Information |
| Caller stated I/P tested positive for COVID19 and wanted to ensure he is receiving proper medical treatment. | Referred to UCHC and DOC medical staff. Per UCHC I/P will be seen for a sick call to address concerns. | Referral |
| I/P is not in receipt of his notification of appeal results. | LTI/P- this writer informed I/P of the status of his appeals per NJDOC record. This writer also confirmed, it is required that he receive results however, due to extenuating circumstances. Section 10A:4-11.7 - Notification of I/P on appeal results-If an I/P is being held in Prehearing Disciplinary Housing, which resulted from disciplinary action, the written decision on the appeal shall be given to the I/P within 72 hours of receipt of the appeal, excluding weekends and holidays, in the absence of exceptional circumstances. | No Violation |
| Friend call, I/P was threatened by an officer because he wrote up an officer. I/P's cellmate is a witness | LTI/P-This office informed I/P this matter was referred to SID and SWSP Administration for their review. Per SID, an interview will be scheduled. | Referral |
| Caller inquired about whether the Public Health Emergency Credits in S2519 applied due to the recently declared Public Health Emergency. | Response provided: The DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify the I/P with any updates. | Information |
| I/P calling to see if he will be eligible for the PHEC. | I/P was advised that he is eligible for the credits and would receive them once the DOC receives additional guidance. | Information |
| IP contacted OCO regarding clarification on the new PHEC policy. | I/P advised of the following: "The DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify the I/P with any updates" . | Information |
| I/P requesting assistance in receiving restoration of commutation credit | Referral to Classification who confirmed receipt of I/P's request for restoration of commutation credit | Information |
| I/P contacted OCO regarding the new PHEC Legislation order recently signed by Governor Murphy | OCO staff advised I/P "The DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify the I/P with any updates" | Information |

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| I/P questioning if he will be eligible for the PHEC. | I/P was advised that he will be eligible but that the DOC has not yet determined how the credits will be awarded. | Information |
| Caller stated I/P was returned to EJSP for quarantine and was cleared to return to HWH did not yet return. Inquired about return to HWH and expressed concern regarding the conditions while at EJSP. | Informed caller that OCP was working on safely returning I/Ps that clear their quarantine period to the HWH. Discussed ongoing efforts of COVID mitigation with NJDOC and gave contact information for OCP. A review of iTag shows I/P was returned to Tully house in the afternoon of 1/14/22. | Information |
| I/P requested a follow up interview from SID. | This matter has been referred to SWSP Special Investigations Division for their review and any action deemed appropriate. | Referral |
| I/P is seeking assistance with obtaining his social security card. | I/P was provided information that was obtained from the Social Security Administration office. | Information |
| I/P ran out of his medications after he properly submitted his refill paperwork. He would like to know when the unit quarantine period will end and when will he receive the \$10 commissary credit for obtaining his booster. | OCO referred to UCHC and NJDOC HSU to resolve the medication issue. I/P was notified that he received the \$10 commissary incentive on 1/11/22. | Referral |
| I/P inquiring about PHEC in light of recent Public Health Emergency declaration. | Informed caller "The DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify the I/P with any updates" | Information |
| County Jail I/P indicated allegations of retaliation for grievances filed regarding deprivation of medical care. | Informed I/P that County Jails are outside of OCO jurisdiction however we referred to the Warden of the county jail due to serious nature of complaint. Response from Warden noted he is aware of the situation and everything is being handled properly. | Referral |
| I/P inquiring when he will have a parole hearing. | Advised called he must contact SPB for this information. | Information |
| I/P would like to know if he will be returning to Bo Rob or Kintock | I/P records tentatively scheduled for review by the C4 Committee on 1-25-22. They will determine when and if he is returned. | Information |
| I/P's medication and supplies ran out. | Referred to UCHC and DOC Health Services. CC to OCP and OCP Director. Per UCHC: medication and supplies located at parent facility and were provided to Halfway House. | Referral |
| I/P wrote to OCO to request assistance with getting his new JPay tablet. | OCO referred this matter to the JPay Account Manager in an effort to determine the status of the player. OCO notified that the I/P was provided his tablet on 1/9/22. | Resolved |
| I/P is seeking assistance with locating his check sent from the IRS. | This matter was previously reviewed. Letter to I/P telling him to request that the original check be cancelled and a new check be awarded. | Information |

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| I/P is requesting to receive the new PHEC as a result of the Governor's recent declaration of a public health emergency. | Letter to I/P advising him that the DOC is seeking guidance on awarding the credits. Advised I/P that he will receive the credits when they are awarded. | Information |
| I/P was displeased with a prior medical referral and requested to speak to the UBHC/Rutgers Patient Advocate for reconsideration. | This matter was referred to SWSP UBHC/Rutgers Patient Advocate. He advised that he met with the I/P on the same date of his call. | Referral |
| I/P call regarding his eligibility for the PHEC | I/P advised of the following: "The DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify the I/P with any updates" . | Information |
| I/P requested immediate medical intervention during an on the spot interview with this writer. | I/P received immediate intervention while in the presence of this writer. This matter was followed up with UCHC for written record. | Referral |
| I/P inquired if would continue to reduce below their PED with work credits. Also inquired if PHEC would be applying. | Reviewed records and confirmed I/P would be able to earn work credits to reduce below current PED. Also informed I/P. "The DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify the I/P with any updates | Information |
| I/P needs copies of IRFs and a letter sent to OCO | I/P provided copies of requested documents. | Resolved |
| I/P was provided liquid nutritional supplements from 9.21 through 11-2-21. Per I/P he was removed due to his BMI being too high however, in 9.21, his BMI was higher therefore there reasoning is unjust. | I/P- This office informed I/P, per policy, it is the health care provider's discretion to offer liquid nutritional supplements while an I/P is on "refusing nourishment" status. | |
| I/P wrote to this office alleging that his RHU expiration and LOCT amount are incorrect. | OCO referred this matter to the attention of the Classification Department who corrected the LOCT from 180 days to 100 days. The current RHU expiration was found to be correct as the I/P was previously serving a sanction from a different charge. | Resolved |
| I/P would like to know Appellate court decision | Advised caller not under purview of office. Provided information for self-advocacy. | Information |
| I/P inquired about the PHEC | I/P advised of the following: "The DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify the I/P with any updates" . | Information |
| I/P questioning if he would be eligible for the PHEC during this current emergency. | I/P was advised that he will not be eligible because his max date is not within one year as required by law. | Information |
| Family/friend call to anonymously report that mail in minimum unit is not being received regularly. | Referral to Custody Supervisor for review and any action deemed appropriate. | Referral |

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| I/P calling to follow up on prior request regarding medical records. | LTI/P- Provided I/P with the appropriate documentation to request and receive his medical records. | Information |
| I/P inquiring about a letter he received indicating he was denied RCRP. | OCO staff contacted NJDOC Community Programs for clarification regarding the I/P's Community Release application. OCO obtained information that I/P was in fact denied for Community Release, OCO advised I/P of the same. | Information |
| I/P inquiring if their parole date is on hold due to COVID | No evidence that I/P's PDS is on hold see in iTag. Advised caller to contact SPB with concerns regarding the parole process. | Information |
| I/P inquiring about PHEC. | Advised I/P the DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify the I/P with any updates | Information |
| I/P correspondence received requesting assistance from OCO regarding his assigned status. I/P believes his points have been calculated in error. | I/P was informed that the DOC has calculated his Objective Classification Score correctly, and that Arson is considered an Assaultive offense due to the potential for injury/violence. | No Violation |
| Family call, inquiry about I/P being seen by classification to return to community release. | Advised caller that the next C4 meeting is tentatively scheduled for 1-25-22 | Information |
| OCO received correspondence from an I/P housed at NSP alleging sexual harassment by a SCPO a few months ago. | Immediate referral to NSP Administration, Special Investigations Division (COHQ), COHQ PREA Compliance Unit for review, response and action deemed appropriate. | Referral |
| I/P requesting assistance getting records requested while at EJSP sent to his current housing assignment- Tully House. | OCO sent trust account statements to I/P as requested. | Resolved |
| I/P requested SID hotline phone number. | Provided caller with SID Hotline number. | Information |
| Family call, I/P submitted an order for the commissary and it was never received by the Business Office. | OCO staff contacted EJSP Business Office. As of this date, commissary order was received and orders were delivered by January 16, 2022. | Resolved |
| Email referral from advocate regarding I/Ps concerns about prostate cancer and the need for follow-up after urinary tract surgery. Email was also sent to the attention of the Medical Patient Advocate. | Because advocate copied the Medical Patient Advocate on their email, OCO sent email to the advocate advising that medical is being given the opportunity to respond to the advocate directly. | Declined |
| I/P is requesting this office contact an outside vendor to request refund for I/P's order (photographs) | LTI/P advising that his request does fall under the purview of the OCO. Suggested that I/P attempt to resolve this on his own. | Declined |
| Family call, I/P completed quarantine but was moved to a medical unit and doesn't know why. | Advised caller that I/P was not moved into a medical unit, but is in general population. I/P is not being housed for medical reasons. | Information |

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| Family call regarding a disciplinary charge for I/P because he wrote a threatening statement on JPay about an officer. Caller states he did not write the statement on JPay. | Explained the disciplinary hearing process to the caller and that the I/P would be able to provide his side to the Hearing Officer. | Information |
| I/P is inquiring about the Public Health Emergency Credits. | I/P was advised that the DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify I/P with any updates. | Information |
| I/P is inquiring about the public health emergency credits. | I/P was advised that the DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify I/P with any updates. | Information |
| I/P feels there is a major issue with quarantine protocol | Advised I/P that OCP is working with medical staff trying to keep everyone safe and they will evaluate and advise when movement can resume. | Information |
| I/P is inquiring about his eligibility for the Public Health Emergency Credits. | I/P was advised that the DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify I/P with any updates. | Information |
| I/P is inquiring about his courtline hearing for a pending charge. | Advised I/P that there are delays in the hearing process at NSP due to overabundance of charges and increasing COVID 19 cases. Hearings are being held in the order charges are being received. | Information |
| I/P is inquiring about his eligibility for the PHEC. | I/P was advised that the DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify I/P with any updates. | Information |
| I/P reports that several phones on the unit are inoperable. | I/P was provided a Telephone Discrepancy Form so that he can submit to GTL. | Information |
| I/P inquiring on legislation regarding life sentences being reduced | Advised I/P that DOC will abide by any policy changes as they are approved | Information |
| I/P Inquiring about status of Medical Clemency Application. | Referred to EMCF Administration who responded noting they have received the paperwork and are gathering the information to process the application. Letter to I/P noting the response received. | Information |
| I/P requested religious books and was told he would receive them in the mail. However, he hasn't received anything to date. | I/P was advised by Religious Services that a date book would be sent to him, but that diaries were not available this year. He was also informed that the Reverend would check with the mailroom to determine if bibles could be sent via the mail. | Information |

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| I/P is inquiring about the public health emergency credits. | I/P was advised that the DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify I/P with any updates. | Information |
| Family call regarding I/P's parole release on 1/10/22. Caller was told he was not released due to being in quarantine and then she was told it was because he needed to take a COVID19 test. | This office contacted the family and explained there is a parole hold as a result of NJDOC's COVID Mitigation directive. | Information |
| Caller wanted to know if I/P was eligible for the Public Health Emergency Credits. | Caller was advised that the DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. | Information |
| I/P is requesting status of Property Claim. | I/P advised that this office has no record of receiving a property claim. Sent I/P a new form and instructed him to file with the institution. | Information |
| A caller wishing to remain anonymous called to complain that her son had not received his commissary order in three weeks. | OCO advised that commissary orders were delayed due to the pandemic but that they hoped to have them resolved by the end of the month. | Information |
| I/P inquired about his parole hearing as his parole eligibility date is in two months. | Advised I/P that the NJSPB is currently experiencing a back log of hearings and his hearing will most likely occur in mid/late February. | Information |
| I/P was not seen by the C4 committee on 12/14/21 | Advised I/P that there have been delays due to COVID and the next scheduled meeting is January 25, 2022. The committee will determine where I/P is assigned. | Information |
| Friend call I/P is requesting documentation stating he tested positive for corona virus. | LTI/P provided I/P with the appropriate forms for submission. | Information |
| Referral from UCHC patient advocate that I/P has issues with the water on the unit | Spoke to the caller who stated she heard there was lead in the water. Advised her that the City of Newark water advisory does not effect NSP. She states he has since been moved to a new housing location. | Information |
| I/P is inquiring about his eligibility for the Public Health Emergency Credits. | I/P was advised that the DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify I/P with any updates. | Information |
| I/P wants to ensure his email privileges are reinstated tomorrow. | I/P was encouraged to submit an IRF to COHQ if privileges are not reinstated. | Information |
| I/P is inquiring about his eligibility for the Public Health Emergency Credits. | I/P was advised that the DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify I/P with any updates. | Information |

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| I/P is inquiring about his eligibility for the PHEC. | I/P was advised that he can become eligible when he is within one year of his maximum expiration date during an active public health emergency. The credits will be applied automatically. | Information |
| I/P is inquiring about his eligibility for the public health emergency credits. | I/P was advised that the DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify I/P with any updates. | Information |
| Caller expressed concern regarding the color/quality of the water at SWSP. | LTI/P - Stating that City of Bridgeton Water Department assured that since SWSP did not experience any loss of water pressure, no contaminants entered the system. | Information |
| I/P is inquiring about his eligibility for the Public Health Emergency Credits. | I/P was advised that the DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify I/P with any updates. | Information |
| Family call I/P contracted COVID19 at Assessment center and did not quarantine in place. | Explained to caller that OCP/DOC is using guidance from Rutgers UCHC and HSU and the process of a medical return from the assessment center. | Information |
| Friend/Family member contacted office regarding PHEC. | I/P was advised that the DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify I/P with any updates. | Information |
| I/P was returned from Tully for disciplinary infractions and is still waiting for his courtline hearing | Advised I/P that due to an abundance of disciplinary infractions there have been delays in hearings. | Information |
| I/P is inquiring about his eligibility for the Public Health Emergency Credits. | I/P was advised that the DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify I/P with any updates. | Information |
| I/P is inquiring about his eligibility for the Public Health Emergency Credits. | I/P was advised that the DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify I/P with any updates. | Information |
| Friend call, I/P is requesting a refund for a food package he did not receive because he transferred the day it was received at the facility. | Per GYCF business office, his account was credited on 1/2/2022. | Information |
| I/P reported the kiosk was inoperable. | LTI/P-JPay is scheduled to be onsite for repairs on 1.14.22. | Information |

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| Family call concerning a check that was supposed to be forwarded to her from I/P | OCO confirmed that a check in the amount of \$800.00 was processed on 1/7/22. | Information |
| I/P inquired about the PHEC. | The DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify the I/P population with any updates | Information |
| Family call - I/P wants to know why he is on a quarantine unit if he didn't test positive. | Follow-up call to family member to explain that UCHC and the NJDOC are abiding by the CDC's isolation and quarantine guidelines for correctional facilities. Therefore, I/P is housed according to said guideline. | Information |
| I/P is inquiring about his eligibility for the Public Health Emergency Credits. | I/P was advised that the DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify I/P with any updates. | Information |
| Family call regarding I/P inquiry about isolation and quarantine protocols | General information provided to caller pertaining to I/P isolation quarantine protocols. Caller advised that OCO staff will continue to monitor the weekly infirmary reports pertaining to quarantine/isolation. | Information |
| I/P contacted OCO regarding impending parole release date currently on hold due to quarantine status. | OCO contacted NJSPB regarding the I/P's concern about his release date. Feedback received from NJSP indicates that I/P's parole release date is contingent up quarantine status ending at HH on 1/15/22. Should that be the case I/P will be released on or about 1/19/22. | Information |
| I/P is inquiring about the public health emergency credits. | I/P was advised that the DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify I/P with any updates. | Information |
| Family call regarding I/P's disciplinary charge. | Provided caller options the I/P may pursue to appeal disciplinary decision. | Information |
| Family call reporting that I/P has not received his balance transfer. | Follow-up call to family member advising that the funds had been received at NJSP and would be posted to his account soon. | Information |
| Family call I/P has not received his property since his transfer on 12/22/21. | Follow-up call to family member advising that per NJSP staff, the property had arrived and was being processed. It should be provided to him soon. | Information |
| Family call following up on I/P issue with the GTL I/PIN does not work. | Follow-up call to family member to advise her that GTL has reported a technical issue that is being investigated. | Information |
| Telephone inquiry from friend concerning I/P's parole hearing | The family was informed on 1/13/22 that the SPB hearing is on hold due to NJDOC's COVID Mitigation Directive. I/P will be scheduled once the movement hold is lifted. | Information |

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| Family Member states I/P is expecting an interview with AO. | Advised caller that an interview was scheduled between I/P and Asst Ombudsperson | Information |
| Friend has not heard from I/P in over three weeks and wants to know if he is okay. | OCO explained that we are not in the facility every day and cannot conduct welfare checks. Suggested caller contact NJSP Social Services. Provided contact information to caller. | Information |
| Caller wanted to know the protocol for changing face masks. | This writer contacted the family member to inform said person that this matter was resolved by this office on 1/11/22. I/P received a letter informing him that he can request a disposable mask via the housing unit officer, per administration. | Information |
| I/P contacted OCO regarding missing property. | OCO staff reviewed property distribution paperwork which did not indicate property was transferred. I/P notified of same with a property claim form for completion and submittal to NJDOC should it be needed. | Information |
| Friend call, I/P received a threatening charge. Friend alleges it was for inquiring about the name of a nurse who gave him the incorrect dose of medication. | Caller was advised I/P was found guilty of the threatening charge, but that the I/P can appeal the guilty finding to the DOC and advised if the appeal gets denied I/P can appeal the decision to the Appellate Court. | Information |
| Caller stated her son has been missing his property for over a month. | Provided caller with information that claim was filed and investigation is underway. | Information |
| I/P requests our office place a call to the sister of another I/P. | Informed I/P of how family can reach our office. | Information |
| I/P called about a change to his max date. | LTI/P explaining the award of jail credit and guidance on where to find legal assistance. Self advocacy | Information |
| I/P ordered books while housed at NSP. He is requesting books be forwarded to Kintock | NSP Mailroom staff advised that books are available for pick up by Kintock staff. I/P advised of same | Information |
| I/P is inquiring about the Public Health Emergency Credits. | LTI/P informing that at this time DOC is seeking guidance on how the new PHE will impact the award of PHE credits. | Information |
| Parent inquired if her son would be moved to another RHU based on his infraction and the length of the sanction. | OCO referred concern to DOC. This writer called the parent back to inform her that her son may be moved to another RHU once the Covid Mitigation hold was lifted based on the length of his RHU sanction. | Information |
| Loved one of I/P called to say that he is eligible for restoration of commutation as of 12/18/21. | Caller was advised I/P appears to be eligible for Restoration of Commutation Credit but that DOC policy requires that he make the request to Classification for approval. | Information |
| Family call regarding I/P requesting a new parole eligibility calculation. | I/P parole has not yet been revoked; therefore, the new parole eligibility has not yet been established. Advised caller that he will receive a written decision from the NJSPB when available. | Information |

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| Family call regarding I/P feeling ill. | Family member was informed that the concerns were forwarded to Medical. They advised I/P was evaluated due to her concerns and that he was provided medication for his symptoms. | Information |
| Family call regarding COVID19 mitigating measures being taken when I/P returns to halfway house facility. | Informed caller that movement to the RCRPs has been halted and facilities have been sanitizing. | Information |
| Caller inquiring about location and medical status. | Informed caller of I/P's location. Caller provided with Patient Advocate's number for additional information regarding medical care. | Information |
| I/P reported dark water at SWSP. | This writer informed the family member that the water concern was resolved by Bridgeton Municipal Water Dept. | Information |
| I/P requested clarity on his parole hold due to Covid. | LTI/P- Informed I/P that this matter was addressed on 1.6.22 by the SPB on via JPAY. | Information |
| Family call about I/P's missing credits. | Caller advised that our review showed that the I/P has been awarded all of the credits that appear on the Judgment of Conviction | Information |
| I/P is inquiring if there is any information about releasing individuals early who are close to their PED/Max dates | LTI/P advising that the Governor reinstated the PHE. However, the DOC is seeking guidance on how this will influence the award of PHEC. | Information |
| Family call regarding COVID19 testing and capacity of quarantine units. | Referred to Admin. Provided information received to caller. | Information |
| Family call regarding I/P's transfer back to community release. | Returned call to advise that per e-mail from OCP Director, transfers to RCRP are currently on hold as part of COVID-19 mitigation strategies. | Information |
| I/P believes his jail credit date ranges are not being calculated correctly | OCO review of JOC's determined no error in the jail credit awarded by the Court. | Information |
| OCO received correspondence from I/P requesting his PED. | OCO reviewed I/P's Classification Record which provided Parole Date Set, of which the I/P was previously notified via JPAY. Letter to I/P advising of the same. | Information |
| I/P states he submitted a GTL Remit in November 2021 and it was not processed. | Confirmed no GTL remit was processed by Business Office. I/P was advised to submit a new remit. | Information |
| I/P is requesting assistance with JPAY. | LTI/P- informing I/P he must contact JPAY via Kiosk by submitting a Support Ticket. He has yet to do so. | Information |
| I/P would like follow up information on a complaint filed while he was at SWSP and relief from his disciplinary sanction | Met with I/P in October 2021 and advised him that his appeal was upheld and he would need to file an appeal with the Appellate Division of the Courts. He confirmed at the time that he was doing so with the help of the paralegal. Letter to I/P reiterating same | Information |

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| Per I/P, this transfer is a visit hardship, therefore he would like to be transferred back to the northern region. | LTI/P-, I/P must be assigned to SWSP for a minimum of six months and charge-free before you can request a transfer to another prison. Once you have been at SWSP for six months, you must submit an inquiry to SWSP Classification Department via JPay. | Information |
| Family call, I/P did not receive his commissary on 12/27/21 when it was distributed. | OCO review indicates the matter is being addressed by the Business Office directly with I/P via JPay. Info provided to caller. | Information |
| I/P at county jail requesting assistance with the parole process/hearing | Advised that the OCO has no authority over the parole process. Provided I/P the contact information for the SPB for assistance | Information |
| I/P cannot call her boyfriend because his number was removed from the phone list. | Referred to GTL for clarification. Response noted that she must include ALL numbers when filling out the forms to add including those already on her list. GTL also confirmed she is completing calls to the numbers on her most recent form. | Information |
| I/P has concerns with CDC Covid guidelines and mask. | LTI/P- UCHC and the NJDOC are abiding by the CDC's isolation and quarantine guidelines for correctional facilities, which are different than the CDC guidelines for the general. I/P was advised that he can request a disposable mask from the housing officer. | Information |
| I/P requested assistance adding his attorney to the phone list. | LTI/P was informed by this office via letter, the process to update his phone list per NJDOC I/P Handbook. | Information |
| Per I/P, stated he has a court order for a single cell. | LTI/P- Informed I/P if he has a court order that must be forwarded to SWSP Administration for consideration. No such order was provided and I/Ps JOC was reviewed and contained no such order. . | Information |
| Family call about COVID19 protocols in the prison. | OCO staff advised caller that NJDOC quarantine policy and protocols have been provided to the OCO. At this time I/P are tested weekly for COVID. OCO Staff interviewed I/P regarding this matter and received correspondence with an outline of issues they are experiencing. | Information |
| I/P reports the kiosk is inoperable in SWSP 5-1L. | LTI/P- JPAY is scheduled on grounds 1.14.22 to make repairs. | Information |
| Telephone inquiry from family member inquiring information on I/P's housing and when he will be transferred back to Jones Farm. | Family member advised that I/P was cleared and is pending transfer when facility can accommodate trip. | Information |
| Family call regarding COVID19 protocols on the unit | General information provided to caller as it pertains to NJDOC COVID 19 protocol. | Information |
| Inquiry from friend about when I/P will return to community release as he was classified for Kintock III in October. | Explained to I/P's friend the present pause on transfers as part of the DOC COVID mitigation tactics | Information |

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| Family called concerning a money order sent to I/P that was supposed to be returned as it was over \$50.00 | OCO contacted the Assessment Center and provided caller with information regarding I/P funds being posted to his commissary account | Information |
| I/P reports that the delivery of commissary orders is one week late. | LTI/P advising of delays in routine operations as advised in 12/30/21 memorandum | Information |
| Attorney called at I/P request because he states he was improperly removed from Hunger Strike and he is requesting to be placed back on. | Provided Attorney with the phone number for South Woods State Prison Administration. | Information |
| I/P works in the officers dining hall and fears they are coming to work positive for COVID18 | Caller was advised of the current NJ Return to Work protocol/policy as it pertains to State Workers. | Information |
| I/P is inquiring about pizza being served at NSP. | I/P advised to address his concerns at the institutional level | Information |
| I/P is concerned about the water being contaminated with legionnaires disease. | Advised I/P that it was only found in Building 6 and the area has been depopulated and mitigation efforts are underway. | Information |
| I/P did not receive a response to his OPRA request within 10 days. | OCO checked with DOC OPRA Records Custodian. They advised that no new OPRA requests were received from this I/P. OCO wrote to I/P and advised him to resubmit. | Information |
| I/P is questioning why GAP time was removed from his Judgment of Conviction. He is requesting an updated calculation sheet. | Referred request for a calculation to Classification staff at NSP. Advised I/P to contact the sentencing court for an explanation for the change in credits on his Judgment of Conviction and to request a calculation from the classification department via JPAY. | Information |
| I/P needs assistance adding 3 people to his visiting list. | This office is not able to make changes to an I/P's visit list. However, advised I/P on how to request additional visitors | Information |
| I/P is inquiring about a transfer to MSCF. | I/P advised to send an inquiry to EJSP classification requesting a transfer to MSCF. However, I/P was advised that in order to participate in the drug program at MSCF, the custody status would have to be medium. | Information |
| I/P is inquiring why he can be removed from community release without a disciplinary infraction | Review of NJ Code 10A . I/P was returned from the halfway house due to a dirty urine. Lab results to confirm are still pending. LTI/P providing explanation | Information |
| Caller wanted to know if his son is eligible for the eight month public health emergency credit. | Caller was advised that the DOC is seeking guidance on how the potential new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. | Information |
| I/P is inquiring about the status of his property claim. | Confirmed that there is no property claim on file for I/P. Advised I/P to resubmit claim and provided form. | Information |
| Inquiry about I/P seeing courtline and if a guilty finding could affect his parole date. | OCO advised that the hearing officer dismissed the disciplinary charge. | Information |

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| I/P did not receive credits for COVID19 vaccine. | Explained the credits are part of an incentive based program and are awarded upon completion of a covid education class. | Information |
| Family member called stating that the I/P was returned from the Halfway House in November and has not seen courtline. | Hearing delayed because I/P is in quarantine status. Follow-up call to family member to provide the information. | Information |
| Inquiry about early release due to the pandemic | I/P was advised that the DOC is seeking guidance on how the new Public Health Emergency impacts the award of Public Health Credits. No information can be provided at this time. The DOC will notify I/P with any updates. | Information |
| I/P inquired about the status of a remit for art supplies and deposit of a check sent to her. | Review of trust account shows remit was processed and deposit is pending bank clearance. Letter to I/P indicating this information. | Information |
| Sister of I/P inquiring about her brother's release date. | Provided caller with the PDS for her brother. | Information |
| I/P is calling to find out the status of his ISP application. | LT/I/P providing contact information for ISP. Self advocacy | Information |
| I/P called about a disciplinary infraction which is still pending. | Two days after the phone call, the I/P was found guilty by the Hearing Officer and on appeal, the Administration upheld the charge and sanctions. Letter to I/P advising that he can appeal to the Appellate Court. | Information |
| Telephone inquiry family member requesting when visits are to resume | Advised caller that on 12/30 visits were paused and will be revisited in 2 weeks | Information |
| Family member called stating that the I/P was to be reviewed by C4 on 12-14-21 and 12-28-21 but both have been canceled. | Advised caller that the next scheduled meeting is 1-11-22 however, even if approved, there is currently no I/P movement due to COVID. | Information |
| I/P has a question concerning his parole eligibility date. | I/P was advised that the calculation of his PED was correct based on his sentencing; however, he was also counseled & provided instruction in self-advocacy so that he can attempt to have the sentencing modified, which could lower his parole eligibility date. | Information |
| Family call regarding I/P not receiving his TV when he went to RHU. | I/P is in Pre Hearing Detention Housing and is not entitled to a TV in this status. If he does not receive his TV after his disciplinary hearing he can file a property claim and the facility will investigate. | Information |
| I/P submitted a property claim at NSP and has not received a response. Also I/P has not received property from NSP. | NJSP located two boxes of property received from NSP. Property Claim investigation is pending at NSP. | Information |
| Inquiry about I/P's return to community release. | Advised loved one of current pause on RCRP transfers for COVID mitigation strategies | Information |
| I/P states kiosk is not working and Commissary was not delivered. | Referred request for repair of kiosk to Admin. JPay Tech on site on 1/11/2022. Commissary is delayed. Population was notified by staff. | Information |

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| I/P's max date changed by a few days. | Advised I/P to submit a request to the Classification Department via JPAY | Information |
| I/P called and stated he was not released on parole today. | I/P was advised parole placed a hold on his parole date due to a COVID outbreak at the halfway house. I/P was advised to use the remedy system to contact parole for further information. | Information |
| I/P was given a hold on his parole date and does not understand why. | I/P was advised to use the remedy system to write to parole for an explanation. | Information |
| I/P has not received his property since transferring to NSP on 12-17-21 | Letter sent to I/P advising that property takes several weeks to be transferred and if not received to complete a property claim form. | Information |
| Family member of I/P called to inquire if the I/P is going to be paroled. | OCO informed the caller that I/P's mandatory minimum expires in March 2022, which is the earliest he can be considered for parole; however, we discussed that parole eligibility did not guarantee that parole would be approved. | Information |
| I/P believes his rights were violated during his disciplinary hearing. | I/P advised appeal was received by Admin and provided help with self advocacy if he is not satisfied with appeal results. | Information |
| I/P is seeking assistance with locating his replacement JPay tablet. | OCO advised I/P that a replacement tablet was ordered by JPay on December 13, 2021. | Information |
| I/P called to complain that he hasn't received his commissary order. | Informed I/P that delivery of commissary orders was delayed by the effects of covid on staffing. | Information |
| I/P was seeking assistance with obtaining a public defender to help with his appeal | I/P was informed that this office does not assist with legal matters. I/P was given instruction on how to seek assistance from the Law Library. | Information |
| I/P filed a property claim for a damaged TV. The property claim committee denied his claim but the I/P believes he should be reimbursed. | OCO advised I/P that he can appeal the denial of the property claim to the Appellate Court. | Information |
| I/P believes that his RHU time should be terminated so that he can be placed in general population housing. | I/P was advised to write to the SARC committee and request that his RHU release date be reduced due to his max date of December 2022. | Information |
| I/P believes the visit ban on his fiancée should be removed. | I/P was advised to have his fiancée call the DOC Commissioner's Office to request that the visit ban be lifted. | Information |
| Caller inquired about I/P's return to the HWH and current quarantine procedures. | Referred to EJSP Administration. Returned call explaining transfers currently on hold and quarantine/ testing procedures. | Information |
| I/P was denied community release and wanted to know his options to get approved. | I/P was advised to contact the Office of Community Programs to see if he has the option to reapply and he was also advised of his right to appeal DOC's decision through the appellate court. | Information |
| I/P never received a check from a Recovery Center that alleges it was mailed in August 2021. | I/P was advised a review of his account shows the check was never sent to his account and to contact the recovery center and ask if they could mail another check. | Information |

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| I/P does not want PC. | DOC believes placement is warranted. OCO cannot overturn the decision to place I/P in Involuntary Protective Custody status. Letter to I/P advising them of same. | Information |
| Sister of I/P calling to inquire about his return to community release. | Due to current COVID protocols, caller was advised there is no movement to the halfway houses. | Information |
| Caller wishes to know when I/P will transfer to halfway house. Caller also inquired if the emergency home confinement is still taking place | Provided the telephone number for the Office of Community Programs and explained the expiration of Emergency Home Confinement | Information |
| Caller expressed concerns regarding current COVID-19 testing and quarantine procedures. | Explained to caller that Kintock was in line with current policies and procedures regarding testing and quarantine. | Information |
| Family member has not heard from I/P. She believes he is having issues with his phone list. | I/P was provided a GTL form by OCO to address I/PIN issue. | Information |
| I/P did not receive his television after being transferred to a different unit. | I/P is in pre hearing disciplinary housing. DOC Policy states I/P in this status are not entitled to TV. Letter to I/P advising of same. | Information |
| I/P forwarded a letter appealing his disciplinary infraction | Provided the I/P with a formal appeal form and advised him to submit along with his reasons for appeal. | Information |
| Correspondence received from I/P regarding JPLAYER syncing issues. | General information provided. I/P should await response from JPAY as it pertains to troubleshooting regarding JPLAYER issues. LTI/P advising of the same. | Information |
| I/P contacted OCO regarding a transfer request. | LTI/P advising him to submit his transfer request to the Classification Department via JPay. | Information |
| I/P submitted 2 business remits for GTL, but the funds haven't been added to his GTL account. | LTI/P advising of technical difficulties with processing remits and to submit a Telephone Discrepancy form to allow GTL to correct the matter | Information |
| I/P did not receive all of his property from SWSP. | I/P will be sent a letter with a property claim form advising to submit for his lost property. | Information |
| Caller requested to know when I/P is being returned to the halfway house | I/P is scheduled for the next C4 meeting to determine housing | Information |
| I/P needs address to State Police, Newark, Bridgeton, and Cumberland Co. Police Departments to file charges. | Provided I/P with requested addresses | Information |
| I/P received incorrect JP6 tablet and is requesting a replacement or a refund | Replacement ordered on 12-29-21. Letter to I/P advising to allow time for shipment, processing and delivery | Information |
| I/P has not received his funds from the county jail. | OCO contacted the county jail and advised that I/P funds will be forwarded to him. | Information |
| I/P was denied administrative parole release for failing to apply to the recommended programs. However, he was unable to apply to the programs until he was assigned to a facility. | I/P was sent a letter advising him to contact the New Jersey State Parole Board for further clarification and other parole options. | Information |

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| I/P requested to have his account frozen and it has not happened yet. | Advised I/P that funds can be moved to a "release account" so they are not accessible for personal use, however accounts can not be frozen unless there is reason to believe that fraudulent activity is occurring. If this is the case, then documentation is requested. | Information |
| I/P states he is not getting his mail | Suggested I/P have an item sent to him with return receipt requested so that there is a tracking number. Without tracking there is no way to determine if mail is being received. | Information |
| I/P states COVID is high at NSP and nothing is being done about it | Advising I/P that NJDOC has implemented several strategies to slow the spread of COVID 19 including but not limited to limitations placed on programming, non-emergent transfers have been suspended, those that test positive for COVID have been isolated and full housing units have been placed on quarantine status. | Information |
| I/P is not receiving his newspapers from the mailroom. I/P alleges that they are being stolen and/or left undelivered for days. | LTI/P - Based on the response I/P received from the mailroom staff, this matter is considered closed. They advised that all items received with the appropriate address are provided to the I/P. | Information |
| I/P is requesting to be refunded for commissary orders placed at three institutions | LTI/P providing direction on how to request refunds | Information |
| Family member contacted office stating they mailed I/P a notebook and it has not been received. | OCO staff checked with mailroom sergeant who was unable to locate the item. Advised caller that without a tracking number there is no way for OCO to track the package | Information |
| I/P is expecting a large bank check and would like to know if it can be sent to Business Office. | Information provided to I/P concerning processing of check. | Information |
| I/P believes there is an error with his court ordered obligations on the monthly trust account statement | OCO does not have the ability to change the court ordered obligations. Provided I/P with information on actions of recourse. | Information |
| I/P called stating he is missing property from the facility he was transferred from on December 2, 2021. | Receiving facility confirmed the I/P's property is not at their location. I/P will be sent a correspondence advising to submit a property claim for his missing property. | Information |
| I/P is seeking assistance with locating belongings at work release site. | Letter to I/P providing address for previous employer to inquire about belongings. | Information |
| I/P states IRFs appeal to COHQ Grievance has not been responded to. I/P requests a Spanish Chaplain be hired. | I/P provided response to Admin Appeal which addresses religious concerns to include a Spanish Chaplain. | Information |
| I/P's family purchased a word processor that arrived on 10/29/2021 and he has yet to receive it. | I/P advised that Admin is currently sending out approval letters for word processors. I/P should be notified via institutional mail. | Information |

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| I/P states his due process rights were violated in the disciplinary hearing process | A review of the I/Ps record shows that he appealed to Administration and the hearing was upheld on appeal. Advised the I/P of the option to further appeal to the Appellate Division of the Courts | Information |
| Referral received from Hunterdon County Superior court to assist I/P with civil case processing. | Letter To I/P: This office is unable to provide assistance with legal matters. Suggested he seek assistance from the Law Library. | Information |
| I/P expressed concerns regarding missing property. | Advised I/P to complete the property claim form process. Per custody supervisor I/P has advised they now have their property minus one item and the claim is pending at this time. | Information |
| I/P is following up on a \$100 refund request submitted to GTL | Letter sent to I/P advising that GTL confirmed receipt of the form on 12-20-21 and have 30 Business days to process the request. | Information |
| I/P transferred and has not received his property from the sending facility. | Referred to the facility's property Sergeant who advised property was shipped to the appropriate facility. LTI/P | Information |
| I/P is requesting the status of his property claim submitted for his dentures | Email inquiry to Custody staff who advised no receipt of property claim. LTI/P suggesting to submit a new form and include documentation of the first request | Information |
| I/P is seeking assistance with a disciplinary charge that was previously adjudicated and appealed. | I/P was advised that the completed disciplinary matter cannot be disputed by this office. Suggested that he can appeal to the Appellate Division. | Information |
| I/P has concerns regarding a potential housing move. | No cause for action, I/P remained in housing unit as requested. | No Cause for Action |
| Telephone inquiry from family member. I/P has not received wedding band that was delivered to the facility | Matter is being addressed by Fed Ex. Subsequent information from caller indicated that the item was delivered to the wrong address. | No Cause for Action |
| I/P is having a mail issue. | OCO sent I/P a letter advising more information is needed. | No Cause for Action |
| I/P sought the assistance of this office with filing an appeal. He was instructed to immediately place the appeal in the Ombudsperson's mailbox for pick-up during next visit to EJSP.. | OCO staff on-site, checked Ombudsperson's Mailbox. No letter found in box. No cause for action - will continue to check mailbox for paperwork during future trips to EJSP. | No Cause for Action |
| Family call regarding I/P being rescheduled for a parole hearing 6 times. | The family was informed on 1.13.22 by this office, that the SPB hearing is on hold due to NJDOC's COVID Mitigation Directive. I/P will be scheduled once the I/P movement hold is lifted. | No Violation |
| I/P was transferred to NSP and has a keep separate there | I/P does have a keep separate at NSP however they are not being housed in the same part of the facility; therefore, there is no violation. | No Violation |

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| I/P claims he was notified that the institution is restricting calls to the Ombudsperson's office. | OCO referred to GTL to determine if there were any issues with I/Ps from SWSP trying to call our office. It was determined that the I/P was dialing 800-555-5555, whereas the correct number is 555-555-5555. Letter sent to I/P to inform him of same. | No Violation |
| I/P states his he was acquitted by the jury on one of his indictments, but the DOC has him serving a sentence. | Electronic court record review shows no change to his indictments. Advised I/P to contact the Law Library if he needs assistance with legal matters. | No Violation |
| I/P is concerned about the inability to socially distance with new I/P transfers. | LTI/P - Due to current NJDOC directive, there is no I/P movement. | No Violation |
| Caller stated I/P's without disciplinary charges are being housed in the "detention unit" on quarantine. | The D-Bldg currently has an isolation unit and are deemed quarantine in place. Said I/Ps assigned to the D-BLDG are either under investigation, administrative returns, serving RHU time or have pending charges. | No Violation |
| I/P's father passed and he was not permitted to attend funeral trip. | Confirmed with OCP that funeral trips are not being conducted. Provided info to caller. | No Violation |
| I/P believes the business office deducted too much money from his stimulus check and is requesting a refund. | Account reviewed and deductions are appropriate. LTI/P advising him of same. | No Violation |
| I/P believes Admin was excessive in 365 days of loss of privileges sanctions. | NJDOC Did not violate NJ Administrative Code 10A; however, I/P was advised of their right to appeal to the Appellate Court. | No Violation |
| I/P advocate call regarding RHU length of stay being a violation | Review of records did not reveal a policy violation. | No Violation |
| I/P is owed 5 months of supplemental pay for a 2nd job he performed. | Referred to Classification Supervisor and Business Office Manager. Response indicated that I/P's cannot be paid for 2 jobs. | No Violation |
| I/P reports that he is being prevented from using the kiosk. I/P is requesting that a kiosk schedule be enforced and followed. | LTI/P informed, due to Covid all units are Quarantine In Place which impacts the population's access to the kiosk at this time. Per Custody, I/P will receive an in person follow up to discuss his concerns. | No Violation |
| I/P requesting assistance with restorative dental work. | Referred to NJDOC HSU and UCHC. Requested restorative dental work is not provided under current HSU policy. | No Violation |
| I/P requesting credits for receiving the covid vaccination. | DOC policy requires that the vaccination be given by the NJDOC; therefore, the I/P is not eligible for the credit. | No Violation |
| E-mail from mother of I/P requesting her son be transferred to NJSP with protective custody status. | This office forwarded this matter to SWSP Administration on 1.13.22. Admin will forward I/P's request to SID to initiate the PC process. This office contacted the family member on 1.13.22 to confirm receipt of the email and the action taken by this office. | Referral |
| I/P mother called to report, I/P is being threatened with bodily harm by custody staff. | OCO referred to SWSP Administration. This office contacted the family member with an update 1.19.22. No evidence of threats could be confirmed; however, I/P was moved to a different housing unit due to the allegations | Referral |

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| I/P called stating his telephone calls appear as "scam calls" to the family members he contact. | The matter was referred to GTL, who advised the family would need to contact their telephone provider to request the spam block removed. LTI/P informing him of same. | Referral |
| I/P states that he is not receiving the proper dental treatment for an infected tooth. | Referred to the Director of Dentistry and UCHC & HSU staff for review. OCO was advised that his care will be expedited. Letter to I/P informing him of same. | Referral |
| Caller inquiring about location of I/P and her medical status. | This office contacted the family member to inform said person, that the Statewide Medical Patient Advocate for UCHC, will provide an update today via telephone. | Referral |
| I/P called stating HWH advised he will not be paroling next week due to not signing his parole paperwork. | Call placed to SWSP parole department who advised the I/P's quarantine status will be reviewed on Monday and the results of their COVID test. This was not due to the I/P not signing paperwork. If the I/P tests negative and can be released from quarantine, he will be paroled. If parole places a hold the I/P will be sent parole hold paperwork. | Referral |
| I/P was returned from the halfway house due to a positive COVID test. He has limited time out of cell and hasn't seen a nurse. It's taking a toll on his mental health | Advised caller that they are limiting congregate interaction to slow the spread of COVID. Referred to medical/mental health for review. UCHC Patient Advocate confirmed that she would have someone check in with he patient | Referral |
| I/P has a vision impairment that requires assistance from fellow I/P. Per I/P, he incurred a charge, but did not appeal due to the I/P paralegal's neglect. | I/P was informed that education department was contacted to ensure an appeal was completed and submitted. Staff were instructed to have the paralegal meet with the I/P today. | Referral |
| Per caller, I/P was threatened by custody staff on 1.13.22. | This matter was forwarded to SWSP Administration. Per Admin, I/P will be interviewed today regarding his concerns. Caller was updated by this office via telephone on 1.13.22. | Referral |
| I/P sent a correspondence regarding the living conditions on housing unit six. | Referred to SSCF Admin for any actions deemed appropriate. Response from Admin details that sleeping areas are cleaned prior to new I/Ps entering the unit. Maintenance issue that was reported is being addressed now. OCO toured unit to confirm conditions. I/P sent a letter explaining same. | Referral |
| I/P wrote complaining that SWSP is not following social distancing guidelines and are not separating I/Ps who test positive for covid. | Letter to IP advising him that his concerns were referred to the SWSP administration. He was advised the those that test positive are placed in Isolation in accordance with CDC guidelines for correctional facilities. | Referral |
| Telephone inquiry loved one reporting no hot water or heat on I/P's unit | Referred to the Administration for review and any action deemed appropriate. Per Admin, maintenance is working to resolve the issues. | Referral |

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| I/P contacted OCO regarding lack of cleaning supplies on 4-Wing in conjunction with providing correspondence to facility assigned AO. | OCO contacted EJSP advising them of claims pertaining to lack of cleaning supplies on 4-Wing. Matter referred for review and action. Facility response indicated that a review would be completed to ensure there were adequate cleaning supplies on the unit. | Referral |
| Family call, I/P told caller that there is blockage in his heart and has COVID19. | Referral to both NJDOC Health Services Unit and Rutgers UCHC for review and action pertaining to the family's request for a medical update regarding I/P. Medical staff contacted family member to provide information. | Referral |
| Family of I/P called regarding return to HWH and need for cleaning supplies at EJSP. | Referred to EJSP Administration who advised cleaning supplies have been made available to the population. Returned call to family and provided information as well as contact information for Office of Community Programs for information about I/P's return. | Referral |
| I/P called regarding his desire to be interviewed by SID for his safety concerns. | LT/I-P-This matter was referred to SID for their review and determination. | Referral |
| Anonymous letter reports that mail and personal documents containing confidential information are being handed out by other I/P's instead of custody staff. | Letter was scanned and referred to the SWSP Administration for their review. OCO will observe the process to ensure this is not occurring. | Referral |
| Family member contacted OCO to advise I/P has no underwear, socks or towel. | Referred to NJSP Storekeeper to ensure I/P has all clothing needed. | Referral |
| Family call regarding I/P who is a PV and caller believes his current housing placement is not appropriate due to his mental health needs. | Referred to UCHC and DOC Health Services. Requested UCHC Leadership contact caller. Per UCHC-groups are currently suspended but I/Ps are being seen individually by staff. | Referral |
| I/P called to complain that he continues to be harassed by staff. | Referral to ADTC Administration and ADTC Special Investigations Division for review, response and action deemed necessary. OCO staff met with ADTC Administrator who indicated the matter is under investigation by SID. | Referral |
| I/P reports that the kiosks on his unit have been offline for 4 days. | Matter was referred to JPAY Coordinator by OCO, to ensure the kiosk is repaired. | Referral |
| I/P is requesting assistance with getting back on the M.A.T. program. | Referred to NJDOC HSU and UCHC. I/P ineligible for MAT program at this time, may be reviewed again 90 days before release. | Referral |
| Family Member would like I/P transferred to a more appropriate unit, something that is more of a medical unit. | Referred to NJDOC Health Services Unit and Rutgers UCHC for review and response due to I/P alleging provider advised of the designated unit being more suitable. | Referral |

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| I/P needs INR testing to avoid overdosing. | Referred to NJDOC Health Services Unit and Rutgers UCHC for review and any action deemed necessary. Follow-up call placed to family members to provide response received from Medical. Family members stated they had spoken to Medical as well and had no further questions. | Referral |
| Family call regarding custody staff manipulating the heat on the unit and it is cold. | Referred to SSCF Admin and was advised maintenance has been working on the heating on Unit #2 trying to get it resolved. The officers are not tampering with the heat at this time, it is an ongoing maintenance issue. SSCF dispatched the HVAC technician to assess and make any and all repairs necessary. | Referral |
| Family call regarding COVID19 isolation and distancing protocol not being utilizing | Referred to Administration who advised all CDC guidelines are being followed. Info provided to caller. | Referral |
| Family call regarding lack of heat on the unit. | Referred to facility's Administration for review and any action deemed appropriate. AO conducted tour of unit. Per Admin, Maintenance is working to rectify any heating issues the Institution is facing and fortifying any out of service windows. | Referral |
| I/P claims an Officer told him they will place a problematic I/P in the cell with him because he makes so many complaints | Referred to NSP Administration for review and any action deemed appropriate. NSP Administration advised that they are having him interviewed for concerns | Referral |
| Family member of I/P is having difficulty with the telephone system. I/P is not able to call her on her cell phone and the phone number does not show up correctly on caller ID. | OCO referred to the GTL representative at BSP for their review of the matter. The caller ID issue will be reviewed; however, the caller was advised during a follow-up call to contact her provider about having the spam/privacy block removed so the calls can be completed. | Referral |
| Email on behalf of I/P stating he's very ill due to covid, but isn't receiving the proper medical care. | Referred to UCHC management and NJDOC HSU staff. Per medical staff I/P was seen on 1/9/22, 1/10/22 and scheduled to be seen today 1/11/22 and has not expressed any concerns | Referral |
| Email received stating I/P COVID is getting worse and he is on a unit with no running water and not receiving three meals per day. | Referred to Admin who advised I/P was seen by medical and did not report any issues or concerns. Admin. verified with the shift commander, all plumbing is in working order (there was a clogged toilet that was fixed). Also, all I/Ps in this area are receiving three meals a day. | Referral |
| I/P requested assistance in getting approved for compression shorts. | Referred to EMCF Administration and AC of Women's Services. Request is being made to medical as to whether they would be able to recommend compression shorts as a non-surgical treatment option to assisting those diagnosed with gender dysphoria. Letter to I/P indicating this option will be explored. | Referral |

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| Email from family member stating that I/P has been attacked by other I/Ps and Officers are allowing it to happen. He has been maced and thrown in solitary confinement. While in solitary confinement his property was taken. | Requested additional information from caller as I/P has been in general population since November. Previous claims to this effect had been referred to NSP Administration and SID for investigation. Caller indicated that I/P made vague statements and said he was assaulted | Referral |
| I/P provided OCO staff with correspondence regarding issues at EJSP specific to the living conditions they are subjected to due to NJDOC COVID protocol/procedures currently implemented. | Correspondence referred to EJSP Administration, NJDOC Health Services Unit and Rutgers UCHC for review, response and action deemed necessary. Updated NJDOC mitigation strategies received from NJDOC 1/13/22. | Referral |
| Family call to report no heat in N.Hall at EMCF | Referred to EMCF Administration and AC Tome. Response indicated a number of proactive measures being taken including additional heaters and blankets deployed to the units as well as protocols for checking the temperatures and the option for I/P to relocate to a different housing unit while the issue is addressed. | Referral |
| I/P was told by medical to hold onto medication and he believes this violates policy. | Referred to UCHC and DOC Health Services for review and any action deemed appropriate. Per UCHC, the medication is nurse dispensed and is not KOP. | Referral |
| Email received from a freelance reporter seeking records relating to Islam; specifically about the Department of Corrections policies pertaining to religious burial rituals and death notices. | OCO referred the email directly to the Department of Corrections Public Information Office email. | Referral |
| I/P requested a follow up on his application for Compassionate Release via the NJDOC Commissioner's Office. | LT/I/P - informed that his application is being processed. | Referral |
| Anonymous report that custody staff is not wearing masks and runners are picking up COVID19 tests. | OCO referred to facility Administration. Per Admin - All staff are wearing proper PPE, including face masks on the units. Custody staff receive daily reminders of the importance of wearing masks and proper cleaning protocols. Covid tests are administered by medical staff on the units. As this complaint lacks details regarding what staff, unit, or dates no further action is required | Referral |
| I/P reports that he ran out of his medication 3 days ago. | OCO referral to NJDOC Health Services Unit and UCHC for review and action deemed necessary as it pertains to I/P medication refill. Information received from Medical indicates refill was completed. LT/I/P advising of the same. | Referral |

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| Family member reported food is provided undercooked and SWSP Food Dept does not offer citrus fruit. | Family member informed her loved one would be interviewed by SWSP Food Service regarding his concerns. They did confirm some issues and advised that they had been rectified. Update provided to family member. | Referral |
| I/P states he was assaulted by staff. Would like to be interviewed by SID, wants copies of medical records, request names of staff and review video footage. | Referred to NJSP Admin and COHQ SID. Request for preservation of video footage made on behalf of I/P. Provided I/P information on how to get copies of records. | Referral |
| I/P did not receive credits for getting vaccinated. | Referred to HSU, UCHC, Division of Operations, and Administration. Outcome I/P is to be scheduled for the educational course. | Referral |
| Family call regarding window visit complaints. | Spoke to caller and advised that her concerns were referred to NSP Administration | Referral |
| I/P is missing 2 boxes of property from SWSP. | OCO contacted SWSP in an effort to locate property without success. Provided I/P a copy of the NJDOC property claim form for completion and submittal. | Referral |
| Anonymous caller reported that North Hall does not have heat | Referred to Admin. Issue is being addressed by Maintenance. | Referral |
| I/P correspondence received by OCO alleging lack of telephone access for I/P at EJSP in conjunction with missing postage remit receipts. | OCO contacted GTL regarding telephone usage claims. Feedback from GTL disputed I/P's lack of telephone usage claims. GTL response indicated the I/P utilizes the phone daily. OCO contacted EJSP Business Office regarding the missing postage remits. As of this date, the requested remits could not be located by EJSP. | Referral |
| I/P correspondence to OCO indicates issues at EJSP to include the serving of cold food, quarantine protocol, and legal access. | OCO staff provided complaints to EJSP Administration. I/P provided with responses after OCO staff review of the matter. EJSP advised a widespread complaint regarding food has not been received however, they would increase food service spot checks. NJDOC's quarantine protocols are unchanged at this time. As of this date; however, the I/P's unit is no longer under quarantine. General information provided pertaining to legal access as it has been confirmed I/P has received some legal service access during quarantine periods. | Referral |
| I/P is reporting concerns about limited, to no, out-of-cell time | Referred to the Administration for their review and any action deemed appropriate. Administration indicated that movements are impacted by covid and requirements to socially distance; as a result, there are times when recreation time is affected. Staff are doing their best to maintain the schedules. | Referral |

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| Family call regarding status of I/P's application for community release. | Per SSCF classification due to the large amount of transfers from another facility, classification will be reviewing HWH applications until sometime in January. I/P notified via letter. | Referral |
| Family call regarding another incident of abuse and I/P's loss of privileges | These allegations were referred to the appropriate staff for review. This office attempted to contact the family member with an update to no avail. However, this office did speak to the I/P in person as a follow up. | Referral |
| Caller indicated her mother stated there is a sewer back up at EMCF in B- Cottage. | Referred to Administration who advised that maintenance is on site to remedy the sewer back up. | Referral |
| Family call regarding I/P not receiving medical supplies and needing a new wheelchair. | Concerns referred to Medical staff. I/P was provided medical supplies and new wheelchair is on order. OCO contacted family member with a medical update. | Referral |
| I/P reported concerns regarding medical care and the cleanliness of ECU-SWSP. | LTI/P- this matter was referred to UCHC and SWSP Administration for any action deemed appropriate. Medical addressed issues relating to medical care. | Referral |
| I/P is requesting diagnostic testing and believes he was billed a medical copay. | Referred to UCHC and DOC Health Services for review and any action deemed appropriate. I/P was not billed for medical care. Per UCHC -I/P is scheduled for a medical appointment today and can discuss concerns with provider. | Referral |
| I/P is requesting a housing transfer to the full minimum unit pending transfer back to the halfway house. | Referred to the Classification Department who advised Administration is not permitting I/Ps awaiting transfer back to the halfway house to be housed in the min unit. LTI/P informing him of same. | Referral |
| I/P is being harassed and threatened by an officer on his unit. | Referred to ADTC for review and investigation. Return phone call completed to Family Member advising the matter was referred accordingly. ADTC response received provided advisement the matter was currently under investigation due to previous I/P complaint. | Referral |
| Family call requesting I/P's recent prison assignment to BSP be changed as he fears for his safety due to the racist and abusive nature of the officers. | Referred to the facility's Administration for their consideration. Per Admin, the request is denied as it has no merit. | Referral |
| Family call regarding living conditions, specifically pertaining to food and the lack of heat. | Matter referred to facility's Administration for review and any action deemed appropriate. Referred issues with meals to the Supervisor of Food Services. Staff will check the temperature on the unit to ensure it is appropriate. | Referral |

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| Per I/P, Mental Health are in violation of his HIPAA rights by evaluating him in from of his cellmate. | LTI/P- This matter was referred to the Clinician Supervisor - Outpatient Mental Health Rutgers Health - University Correctional Health Care for their review and determination. It was noted I/P was in quarantine unit at the time and could not be interviewed off the unit at that time. | Referral |
| Caller advised I/P's prescription was cancelled without an explanation. | Referred to medical and advised prescription will be refilled and issued once received at the facility. | Referral |
| Family member would like to know if I/P was cleared to return to min unit. | Referred to UCHC and DOC Health Services for review and any action deemed appropriate. I/P is cleared and is awaiting transfer. | Referral |
| I/P reports that he is being harassed by custody staff. | Referral to EJSP Administration and SID for review, investigation and action deemed necessary. LTI/P informing him of same. | Referral |
| I/P has concerns regarding the way his medication is dispensed, as it is being crushed. | Referral to NJDOC Health Services Unit and UCHC. Response indicates that some medications are approved to be crushed and floated in water. Letter to I/P providing him the response. | Referral |
| Family call concerning I/P's medications that he is not receiving. | OCO referred matter to UCHC Rutgers Medical staff and DOC Health Services staff. They advised that he is currently receiving 8 medications and that vitamin supplements are only prescribed if medically necessary. | Referral |
| Telephone inquiry family member inquiring how the Medical Department is caring for those individuals who are COVID19 positive | Provided family member with the Statewide Patient Advocate's contact information | Referral |
| I/P was given a charge for refusing a transfer but he wasn't cleared from the medical unit. | Caller advised that an Asst Ombudsperson would collect documentation that the I/P believes will support his disciplinary appeal. Materials collected and provided to Administration. | Referral |
| Family of I/P is requesting law library access for I/P while in medical quarantine | Referred to EJSP Admin to see how they are providing legal access to quarantined I/Ps. A review of JPAY shows that I/P was told to specify what services were needed from the Law Library and he provided the information as requested. | Referral |
| I/P received a charge but did not engage in the fight. | OCO informed the caller that SWSP viewed the video from the incident and decided to uphold the charge; therefore, the only recourse was to appeal to the appellate court. | Referral |
| I/P has been quarantined for 15 days and requests a transfer to a different unit. I/P is surrounded by others who are positive for Covid and fears for his health. | OCO referred concerns to the halfway house director as well as the Director of the OCP for their review. The response indicates that they are following protocols with quarantine procedures. Covid positive I/Ps are separated and returned to EJSP. | Referral |

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| I/P states he was touched in a sexual manner by staff during a search of unit. | Referred to SID, PREA Compliance Unit and DOC staff for review and any action deemed appropriate. Per NJSP Admin- matter was already under investigation. | Referral |
| I/P reports that the kiosk on his unit has been inoperable for a few days. | Matter was referred to Admin for referral to JPay for repair. | Referral |
| I/P alleges the custody staff are harassing him. Also, states concerns regarding the living conditions in the RHU | Referred to facility's Administration for their review and any action deemed appropriate. | Referral |
| Family member called alleging I/P is not receiving medical supplies regularly. | OCO referred to appropriate medical staff. It should be noted that I/P previously refused medical supplies because there were not the brand he preferred. Staff indicated that they would again attempt to provide him with the needed supplies. | Referral |
| I/P reports that she hasn't received her medication since she arrived at EMCF one week ago. | Referred to NJDOC HSU and UCHC. Response noted I/P to be provided alternate medication to address concern. | Referral |
| Friend called on behalf of I/P stating that he is not receiving proper medical care. He is supposed to have surgery and his medication is not working | Referred to UCHC and NJDOC HSU management. Response received that the order is written but all non emergent medical trips are suspended due to COVID. Medical advised they would inform I/P of this information. | Referral |
| I/P is requesting his funds from the county jail. | LT/I/P this writer forwarded the I/P's current location to the County Jail and requested to have the funds forwarded to NJDOC. | Referral |
| I/P wrote to complain that they are not being given consistent access to the telephones. | OCO referred the I/P's concerns anonymously to the attention of the SWSP Administration and Major. Letter to I/P informing him of same. | Referral |
| I/P reports that he did not receive the pictures his fiancée mailed him. | Referral to mailroom to inquire on mail and possible rejection of photographs. Unfortunately there is no record as the pictures were not sent certified. LT/I/P informing him of same. | Referral |
| I/P reports that he's supposed to have a cell mate due to his mental health diagnosis. However, he is currently housed alone and requests a transfer to a dorm or trailer. | OCO staff contacted NJDOC Health Services Unit and Rutgers UCHC regarding this matter. Response provided to OCO from the Medical Department pertains to information and clarification regarding the I/P's concerns. I/P provided an update regarding the information received by OCO pertaining to their MH treatment and housing assignment. MH staff advised that there is nothing in the record dealing with housing assignment. | Referral |
| I/P has had the past two parole release dates placed on hold because the halfway house is currently on quarantine status | Advised I/P that OCO is aware of this issue and we will refer his concerns to the SPB. Response received from the SPB that as long as the halfway house is under quarantine status I/P's will not be released on parole. | Referral |

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| Family call regarding quarantine protocols for I/P essential workers. | Referred to both NJDOC Administration and Health Services Unit for review, response and action deemed appropriate. | Referral |
| I/P called stating he did not receive a proper medical diagnosis and is requesting to be reevaluated. | Referred to medical and advised the I/P is already scheduled for sick call to discuss this issue. | Referral |
| I/P requested that his letter be sent to Medical and Administrative Staff and documented by the OCO | Letter scanned to NSP Administration, UCHC patient advocate and NJDOC HSU staff. | Referral |
| I/P is asking how long commissary orders will be delayed. He alleges he heard a rumor they would be delayed 2-3 weeks. | OCO contacted MSCF Administration who advised that commissary orders have not been delayed. Letter to I/P advising him of same. | Referral |
| I/P are not receiving cleaning supplies or toilet paper. | Referred to NSP Administration. Per Administration concerns have been addressed. | Referral |
| Anonymous caller lodged a complaint regarding DOC vans stating they are inhumane. | Advised caller OCO would refer complaint to DOC Executive staff. | Referral |
| I/P states he is not receiving meds in a timely fashion or medical supplies. | Referred to UCHC and DOC Health Services for review and any action deemed appropriate. Per Medical review by UCHC- I/Ps are encouraged to go to med line until KOPS can be disbursed. Additionally it appears I/P has received supplies. Facility Medical was advised to ensure supplies are given timely. | Referral |
| I/P ordered a religious necklace and staff will not issue it to him | Per Mailroom Staff the invoice shows that the item was not delivered to NSP. Letter sent to I/P advising of same. | Referral |
| I/P requesting assistance with medical care. | Referred to NJDOC HSU and UCHC. Response indicated that I/P will be scheduled for a sick call to discuss concerns. | Referral |
| I/P advised that they are without toilet paper and people are having to use clothing to clean themselves. | OCO contacted MSCF Administration and was advised that toilet paper purchases are limited to two rolls per month to avoid shortages. I/Ps needing toilet paper will be provided it. Letter to I/P informing of same. | Referral |
| I/P requests assistance with approval of a Rubik's cube to assist with coping/ mental health. | Referred to EMCF Administration and Major. Response indicated The Rubik's Cube is not an approved commissary item and also was not vetted through Administration for authorization to be purchased from source of sale. We will follow-up with mental health to inquire about their communication with I/P pertaining to this matter and inquire about alternative treatment methods. | Referral |
| I/P is being denied access to the law library. | Referral to the Education Department who advised there is a present pause for the law library as part of COVID mitigation | Referral |

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| I/P seeks assistance with ongoing medical concerns and the need for an appointment with a podiatric specialist and ENT. | Referred to NJDOC HSU and UCHC. Outside clinic appointments currently canceled due to COVID. EMCF medical staff to monitor I/P weekly for care until clinic appointments open back up. | Referral |
| I/P requesting restoration of lost privileges to assist with mental health due to additional COVID mitigation restrictions. | Referred to EMCF Administration. I/P seen by Mental Health staff, no restoration of lost privileges at this time. LT/I/P informing I/P of referral to Admin and Mental Health staff. | Referral |
| I/P is not receiving medication and is housed with COVID19 patients. | Referred to UCHC and DOC Health Services for review and any action deemed appropriate. Per UCHC- medical record does not support complaint. | Referral |
| I/P alleges that custody staff refuse to comply with directives of Administration and Custody Supervisors. Staff are unduly familiar, associate and receive payment from I/Ps | Referred to NJDOC CO SID for review. SID confirmed that they would forward the complaint to the appropriate investigative unit. | Referral |
| I/P submitted a medical slip for a medication refill a month ago and has not received it. | OCO referred to UCHC and DOC Health Services staff. Nursing staff were requested to ensure I/P had their medication. | Referral |
| Family member of I/P called to complain that he is without toilet paper and underwear. | OCO referred to the NJSP Administration for resolution. Matter was referred to custody for resolution. | Referral |
| I/P reports they have been waiting on refills since November. | Referred to NJDOC HSU and UCHC. Active orders refilled, I/P scheduled for appts for medication orders needing refills. | Referral |
| I/P has not received state pay since being at Bo Rob. | OCO emailed parent facility for assessment center to request that funds be forwarded to I/P. | Referral |
| I/P is requesting a stop payment on a check for \$100.00 | OCO contacted EJSP Business Office. I/P provided response to complete stop payment form for resolution. | Referral |
| I/P states kiosk is not working. | Referred to Admin for review and referral to JPay for repair. | Referral |
| I/P stopped AO during a unit tour. He states he does not know why he is in 4W and would like to know when he can leave. | Referred to UCHC and NJDOC HSU. Advised I/P that he is placed in 4W due to his COVID status and if he would like COVID test results he should submit a MR-022 form which is available on the housing unit. | Referral |
| I/P is requesting a transfer to EJSP Veterans Program. | OCO referred the I/Ps concern and request for transfer to the SWSP Administration. Letter to I/P informing him of same. | Referral |
| I/P called office and stated he was diagnosed with COVID he was not notified and is having some medical complications. | Referred to medical. They advised I/P was tested on 12/23, results were received on 12/26 and the order for isolation was issued on 12/27/21. I/P was seen on sick call on 1/4/22, but the evaluation had to be terminated when the I/P became agitated. Facility medical director advised of his call and request for care. | Referral |

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| I/P claims he was tested for covid and received an inconclusive result. As a result, I/P alleges he was moved to a unit housing I/Ps who are positive for covid. He also alleges the unit is unclean and he was denied cleaning supplies. | Referred to Admin. Per Admin, unit is provided cleaning supplies for I/P use. I/P was transferred after quarantine period was completed. | Referral |
| I/P called with concerns related to medical treatment and living conditions related to isolation due to COVID-19. | Referred to NJDOC HSU and UCHC as well as EMCF Administration. EMCF Administration advised that additional heaters and blankets would be delivered to the unit. UCHC requested vital signs and symptom monitoring. I/P released from isolation and returned to previous unit. | Referral |
| I/P advocate reported that I/P was assaulted by custody staff. | Referred to EMCF SID, Administration and Central Office SID. EMCF SID replied that this matter is being investigated. | Referral |
| Caller expressed concern regarding current living conditions at SWSP | Referred to SWSP Administration. Response notes the department is currently doing everything possible to protect the I/Ps, and staff alike, during these unprecedented times | Referral |
| I/P is inquiring about being rescheduled for 2 medical tests. | Referred to UCHC and DOC Health Services. Per UCHC testing is scheduled; however, non-emergent medical trips are on hold due to uptick in COVID cases. | Referral |
| Caller concerned that commissary has not been delivered to their son's unit. | Referred to SSCF Administration who responded that due to housing movements canteen would have been returned to commissary. His account will be credited. | Referral |
| I/P would like booster shot for COVID 19 | Referred to UCHC and NJDOC Health Services. I/P will be added to list to receive the booster. | Referral |
| Telephone inquiry from friend alleging I/P has not been receiving their medication | Referred to UCHC and Statewide Patient Advocate. An email was sent to nursing staff to ensure I/P received her medication. | Referral |
| Caller expressed concerns regarding quarantine procedures. | Referred concerns to NJDOC HSU and UCHC as well as SSCF Administration. Follow-up call providing update to caller. | Referral |
| I/P with COVID not being treated by medical and is in need of warm clothing. | Referred to Medical and SSCF Admin. Advised I/P on isolated COVID unit are seen twice per day and I/P was seen for clothing issue. | Referral |
| I/P's have not be able to wash clothes for the past ten days to due staffing shortages. | Referred to SSCF Admin advised they are getting a unit I/P detail together for doing the laundry from the unit to reduce possible the transmission of the virus. | Referral |
| OCO received telephone call from I/P family alleging harassment by SCPOs. | Referral to EJSP Administration and SID for review, investigation and action deemed necessary. LTI/P advising of the referral regarding his harassment allegations completed and to contact OCO should there be any other concerns regarding this matter. | Referral |

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| Telephone inquiry family member: I/P has history of seizures and is requesting placement within sightline of DOC staff | Referred to facility's Administration, UCHC, and Statewide Patient Advocate. It was noted that the I/P was moved to a different unit and cell on this date. | Referral |
| I/P's family member stated I/P should be removed from COVID Unit. | Referred to Admin for review and any action deemed appropriate. Per Admin, the I/P is in GP housing and is not housed on a covid unit. | Referral |
| I/P is not receiving his prescription refills | Referred to UCHC and the statewide patient advocate. Medical advised that the prescription had expired and was renewed on 1/5/22. Nursing staff contacted to ensure that medication was ordered and provided to I/P. | Referral |
| I/P's family member contacted the office regarding food supply issues and living conditions. | Referred to Admin. DOC investigated. No food shortage. Housing unit inspected by DOC staff. No issues reported with heat or hot water. | Referral |
| Brother of I/P inquiring about his return to community release. | Inquiry to the Classification Department who advised the I/P will be scheduled for review upon receipt of medical clearance. | Referral |
| I/P is experiencing pain and other symptoms for approximately 3 months. I/P does not believe he is receiving adequate medical care and is requesting an additional test. | Referred to UCHC and Statewide Patient Advocate. Institutional medical staff were informed of his complaints and request for additional testing. | Referral |
| I/P is unsure if she tested positive or inconclusive on her COVID 19 test. If inconclusive, I/P is requesting to be retested and if positive she would like medication and/or treatment. I/P would like to know how long she will be quarantined. | Referred to UCHC and DOC HSU. Patients in COVID 19 isolation are seen daily by providers and nursing staff for symptom monitoring and vital signs. By copy of this email I will notify medical and nursing leadership that the patient has the questions below, and I am asking that rounding staff provide this patient time to ask these questions. In addition, the patient can request a copy her COVID 19 results by submitting the MR 022 Medical Records Request form. | Referral |
| Caller regarding I/P medical treatment for COVID19 and cardiac and breathing issues. | Email referral to UCHC Rutgers staff and DOC Health Services staff. Medical staff at the facility were notified to have I/P seen on sick call. | Referral |
| Caller reported that the lights on I/P's unit are not working. | Referred concerns to NSP Administration. Met with I/P and confirmed lights in cell do not work. The Officer on the Unit stated a work order would be submitted. OCO submitted request to have I/P moved to another cell until repairs can be made. | Referral |
| I/P is inquiring about a medical restriction requiring a medical van | Referred to UCHC and Statewide Patient Advocate who confirmed I/P has special order for transportation. LTI/P | Referral |

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| Request for Assistance form stating I/P has not had shower shoes or toilet paper since 12/30/21. | OCO referred to the MSCF Administration who advised that this matter would be resolved immediately. Letter to I/P informing him of same. | Referral |
| Family member of I/P called to determine why the I/P was not returned to the halfway house on December 13, 2021. | OCO referred to the OCP who advised that they were waiting on paperwork from the facility. Movements were then placed on hold due to Covid. | Referral |
| I/P would like to an elevator pass to travel between units due to his medical condition. | LTI/P- Informing him of medical's decision regarding his request. Medical stated I/P does not need an elevator pass at this time. | Referral |
| I/P called indicating that she was not being taken to medical appointments. | Referred to NJDOC HSU, UCHC and EMCF Administration. Medical staff were advised to contact the housing unit to determine if the I/P was permitted to attend the scheduled appointment. Administrator also reiterated that she is to be notified if an I/P does not show for an appointment. | Referral |
| I/P states the rooms in North Hall South wing are cold and the radiators are cool to the touch. | Referred to EMCF Administration. Response noted maintenance will assess. | Referral |
| I/P addressed concerns with transportation to medical appointments. | Referred to NJDOC HSU and UCHC. Onsite medical staff to address concerns with the I/P. | Referral |
| I/P is overdue for a teleconference with the infectious disease doctor. This is causing a delay in the ordering of his medication. | LTI/P informed Medical is in receipt of his concern with instruction from medical on the proper procedure moving forward. | Referral |
| Caller stated there is no social distancing and I/P's are being moved to units without quarantining. | Referred to Admin who advised COVID protocol is being followed in the facility. | Referral |
| Email from family member regarding the living conditions at SSCF and the I/P not receiving the COVID booster vaccine. | Referred to SSCF Admin and DOC, UCHC medical staff for any actions deemed appropriate. I/P was scheduled to receive the booster. | Referral |
| I/P requested to speak to this office for assistance with his medical concerns. | I/P was interviewed in person to discuss his medical concerns. Said concerns were then referred to medical for their review and determination. | Referral |
| I/P never received the tablet she purchased 5 months ago. | Per JPAY, tablet replacement request issued 12-28-21. It takes approximately 45 business days for the item to reach the facility. | Referral |
| I/P reports that he isn't receiving the proper meal trays. I/P states he is being served a regular meal not specialized diet meal. | Referred to Food Services and NJSP Dietician. Dietician will investigate concerns and schedule a consult with I/P. | Referral |
| I/P reports that her housing unit hasn't received recreation in 4 days. | Referred to EMCF Admin. Recreation has resumed on a modified schedule due to COVID concerns. | Referral |
| I/P has not received his medication since he transferred to his current facility. | Referred to UCHC I/P is receiving medication as confirmed by AO. | Referral |

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| RFA received requesting undergarments to affirm gender identity. | Referred to EMCF Administration and AC of Women's Services. Response indicates that the request for such items' availability on commissary to be reviewed. | Referral |
| I/P requested an update on his halfway house return. | LTI/P- provided I/P with an update on his OCP Movement and medical clearance status. | Referral |
| I/P ran out of her KOP medication and is being forced to get her medication from the med line until the new order arrives. I/P states that she has arthritis and can't walk to the med line every day. | Referred to UCHC (medial provider) and NJDOC health services. Response notes that I/P was evaluated and medication delivery is not medically necessary at this time. | Referral |
| Family member of I/P called to report reduced recreation and telephone time for I/P at SWSP. Caller wish to remain anonymous. | Emailed callers concerns to SWSP Administration. | Referral |
| Friend of I/P voiced concerns over the lack of outside cell time for those individuals incarcerated at Monmouth County Correctional Facility | Caller was advised that county jail I/Ps do not fall under the purview of this office. Referred to Warden at Monmouth County Correctional Facility | Referral |
| I/P requested assistance from this office regarding a medical concern. | LTI/P- This writer informed I/P of medical's decision on his medical matter. | Referral |
| I/P reported a particular correctional officer was denying recreation unjustly. | LTI/P- This matter was referred to Administration for their review and any action deemed appropriate. | Referral |
| Family stated I/P was transferred to SWSP and not given his medications. | Referred to DOC and UCHC medical providers. Per medical: The I/P arrived without his KOPs. His medication for his autoimmune deficiency was available for him at SWSP at med line, and his KOP was re-ordered. His glaucoma meds had to be re-ordered. Nursing leadership was asked to review with staff that if a patient arrives at a facility without their KOPs, and the meds are not available from stock, that they should re-instruct staff to utilize back up pharmacy so that patients will not go without any doses of their medication. | Referral |
| I/P believes that he is being retaliated against for reporting the medical department's unfair treatment and unprofessional behavior. I/P has not been able to speak with a Sergeant and claims his outgoing mail is not being processed. I/P is putting together a list for his attorney containing the names of people and the dates he was seen for ongoing medical issues. | LTI/P- Providing him the response from the medical staff. I/P was requested to provide additional information regarding the unprofessional behavior. | Referral |

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| Letter received from Incarcerated Person indicating that they have not received necessary medication. | Referral to NJDOC HSU and UCHC Medical staff for review, action and response. Medical staff advised that the I/P was prescribed a different medication while waiting for the other medication to arrive. | Referral |
| I/P is requesting to know if it is statewide policy not to spray for pests in the cells or just an NSP practice | Referred to NSP Admin who confirmed that common areas and cells will be treated every 45 days. Advised I/P of same. | Referral |
| I/P requires a single cell housing assignment. I/P states that the Mental Health Department supports this need, but Administration is not allowing it. | LTI/P informed of Mental Health's determination that there were no mental health reasons for the I/P to have a single cell. | Referral |
| During tour of RHU I/P expressed concern regarding medication administration. I/P would like medication shown/identified prior to being crushed for consumption. | Referred to UCHC and NJDOC HSU. Response indicated that in most cases medications are prepared in front of patients. | Referral |
| I/P alleges they were not given the appropriate medication dosage. | Referred to NJDOC HSU and UCHC who indicated records show proper dosage was delivered. | Referral |
| Request for assistance received related to living conditions. | Referred to EMCF Administration who responded noting that the I/P's living space would be inspected. | Referral |
| Anonymous complaint via telephone. The visit hall at GSCF is dirty and trash is piled up in the corners of the room | Email referral to GSCF Administration. Per Administration the matter is being looked into by the Major's Office. | Referral |
| I/P Correspondence concerning the showers and rodent infestation at GSCF RHU. | Email referral to GSCF Administration. Administration is looking into concerns. AO King completed unit tour on 12/17/2021. No rodent sightings; however, maintenance/cleanliness issues referred to GSCF Administration. | Referral |
| Family member of I/P called about his missing property. | IP's claim is pending review by the Property Claims Committee. Per Sgt who investigated the claim, "I recommended that the claim be approved. I attached a supporting special with my findings. It was scanned on 11/28/21 and is waiting to be reviewed by the Property Claims Committee." Family member was provided an update via telephone. | Referral |
| I/P is not receiving his approved diet | Referred to Consulting Nutritionist who confirmed special diet and referred to the facility's food service department. LTI/P | Referral |
| I/P expressed concerns regarding medication administration. | Referred to NJDOC HSU and UCHC. Response notes medication administration is in line with current approved policy. | Referral |
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| RFA from I/P stating there is an ongoing leak with their toilet. | Referred to EMCF Administration who requested maintenance address this matter. LTI/P advising I/P to contact if concern is unresolved. | Referral |
| I/P inquired about their status and the expiration of sanctions for loss of certain privileges. | Referred to EMCF Administration, Custody and Director of Classification Services. Review of I/P Record. Letter to I/P indicating the information requested, | Referral |
| I/P alleges room has mold on the ceiling. | Referred to EMCF Administration. Maintenance to assess for any action deemed appropriate. I/P advised to contact if concern persists. | Referral |
| I/P reports plumbing issues with leaking toilet. | Referred to EMCF Administration. No response received. LTI/P indicating referral and request for follow up if issue is not resolved. | Referral |
| Family call, I/P placed a commissary order that he has not received. | OCO staff contacted EJSP Business Office. As of this date, commissary order was received and will be processed. | Resolved |
| I/P called claiming he was supposed to be released on parole today, 1/13/22, but couldn't because he didn't sign all of his paperwork. | After review of the record, it showed that the I/P has a parole date of 1/18/22, not 1/13/22. | Resolved |
| I/P asks to verify if isolation expires 10 days from the date the COVID test is taken or when the results come back. | Referred to NJDOC HSU and UCHC. Response noted isolation expires 10 days after the COVID test is taken. I/P released from isolation. | Resolved |
| Family call, inquiry about I/P's property from Maine State Prison. | After speaking with staff in Maine DOC, OCO advised family member that the I/P's property will be shipped to NJSP next week. | Resolved |
| Family call, commissary was delivered on 1/12/22 and I/P did not receive his previous order from December. | OCO staff contacted EJSP Business office regarding I/P commissary. As a result of contact with Business Office commissary order was delivered to I/P. Follow-up call provided to family friend. | Resolved |
| Family call, regarding I/P not calling home. It is not like him, caller believes something is terribly wrong. I/P currently housed in the infirmary. | OCO staff contacted Health Services Unit regarding the family's concerns. Family received telephone call from I/P on the same date. | Resolved |
| I/P called to say that he has not received his appeal results. | I/P called back to advise that he received the appeal. | Solved Prior to Contact |
| Friend call regarding I/P needing clothing as his housing location changed and he is cold. | This matter was referred to SWSP Administration and custody supervisors for attention. This office was informed that I/P was issued a coat. This office contacted the I/P's contact person with an update. | Resolved |
| Due to I/P being legally blind, he requested assistance with retrieving a new JPAY passcode. | I/P was informed in person on 1/14/22, that this office received a new passcode. However, due to his disability, the passcode was given to the social worker to assist I/P with logging in. | Resolved |

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| Per I/P, he has not taken a shower in two weeks and his sheets are not changed regularly. Due to medical reasons, I/P requires assistance with grooming. | OCO referred concerns to medical staff as the I/P is in the minimum unit. This office met with I/P in person to ensure his needs were met. Per I/P, he received a shower and clean sheets. | Resolved |
| Caller inquired about funeral trips and assistance with services related to death notification services in SWSP. | Advised caller that funeral trips were not occurring due to COVID, inquired with SWSP Administration re: video viewing. Arrangements made and video viewing took place. | Resolved |
| I/P completed disciplinary appeal form, sent it to OCO and requested it be sent to BSP | Appeal forwarded to BSP Administrator | Resolved |
| I/P states his 18" chain was delivered and received at the facility and they are holding it | The invoice indicates that the I/P was not charged for the chain and it was never shipped to the facility. I/P was advised of this by Religious Services | Resolved |
| Family call regarding I/P not receiving all of his property after his transfer. | MSCF staff were contacted and they located the missing TV and trimmers which are being shipped to SWSP. | Resolved |
| Family call regarding condition in COVID19 isolations units being deplorable. | Referred to Administration who advised cleaning supplies were available on the unit and all Covid cleaning protocols were being followed at this time. A personal observation showed facility to be in satisfactory condition. | Unsubstantiated |
| I/P's JP6 player is not working. | Referred to JPay. RMA being provided to I/P which will result in him getting a replacement. | Resolved |
| Family call regarding word processor ribbon not being permissible until used ones are relinquished to mailroom | Return call provided to family. The family stated if the I/P is unable to receive the word processor ribbon they will contact us back. I/P provided the ribbons on 1/12/22. | Resolved |
| I/P sent a request through DOC to meet with OCO representative | Met with I/P and addressed concerns | Resolved |
| I/P called on 1/11/22 to report the Kiosk on 2DD is not working. | JPay technician on site 1/11/2022 to repair kiosk. | Resolved |
| I/P contacted OCO requesting assistance with obtaining his missing JPAY funds. | OCO staff contacted EJSP Business Office requesting a review of the matter. Review yielded a review of I/P account does not show any deposits for that date however a deposit was confirmed for subsequent date. I/P advised to contact JPAY regarding the matter. | Resolved |
| I/P requesting information on their next classification review. | Review took place 1/19/22 | Resolved |
| Family call I/P has been threatened and his life is in danger at current facility. | Referred to Admin who advised the I/P will be interviewed by custody staff. After interview, I/P was moved to a different institution. | Resolved |
| Friend of I/P called about I/P's attempts to put a stop payment on a check that he sent to a family member that was not received. | OCO referred this matter to the attention of the Business Manager to determine if the check was cashed. They confirmed that it was not cashed, processed the stop payment and returned the funds to the I/Ps account. | Resolved |

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| Friend call regarding I/P being given a bottom bunk as he is has vision and hearing loss. | Referred to NSP Admin, UCHC and NJDOC HSU. OCO requested I/P be moved to the 1st floor and a lower bunk. I/P was moved to 1st floor, lower level, bottom bunk. | Resolved |
| I/P states his JP6 player is not working. | Referred to JPay. RMA being provided to I/P. | Resolved |
| Anonymous letter sent to OCO regarding the living conditions at ADTC. | Referred to ADTC Administration accordingly. OCO staff completed a tour of One Wing at ADTC Main while on-site and conditions found to be satisfactory. | Unsubstantiated |
| Family member of I/P called about property that is missing; television & trimmers, that did not follow him to South Woods. | OCO advised caller to instruct the I/P to fill-out a property claim form and submit at SWSP. OCO also contacted MSCF to determine if the TV and trimmers were still there. Follow-up from MSCF indicating they located the TV and trimmers, which are being shipped to SWSP. | Resolved |
| I/P requesting his funds from the County Jail. | OCO obtained a copy of I/P account summary from Salem County Jail that reflected there was no remaining balance. I/P provided with copy of account summary | Resolved |
| I/P was advised that he must register as a sex offender, but he was never charged with a sex crime. | Referred to SSCF classification department for further review and consideration. I/P was advised of a 2006 conviction for an offense that requires sex offender registration under Megan's Law. | Resolved |
| I/P is supposed to be released today, but was told his date was put on hold. | OCO contacted EJSP assigned SPB counselors regarding the matter. Information received indicated that the unit I/P was assigned to was on quarantine until 1/15/22 and the I/P would be released that week unless the unit went under quarantine again. LTI/P advising of the same. | Resolved |
| I/P sent correspondence stating he does not have any basic needs items nor money to pay for them. | Referred to Administration who advised I/P was given basic needs items. | Resolved |
| I/P reports that the lock down on his unit is continually extended due to Covid. This is preventing him from having legal access. | OCO met with EJSP Administration regarding the extension of quarantine. ALL guidelines followed are strictly provided by the Medical Department. Facility currently awaiting results from weekly COVID testing to determine if extension will cease. As it pertains to law library access, Facility currently drafting a more intensive paralegal/law clerk offset schedule to ensure a steadier flow for I/P access. | Resolved |
| I/P is inquiring about his return to the halfway house. | OCO staff contacted EJSP Classification regarding his impending return date to HH. Review of ITAG indicates I/P was transferred back to HH two days after OCO contact. | Resolved |

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| Family call to report on heat in N. Hall at EMCF | Referred to EMCF Administration and AC. Tome. Response noted a number of proactive measures being taken including additional heaters and blankets deployed to the units as well as protocols for checking temperatures and the opportunity for I/P to relocated to another unit while issue is addressed. | Resolved |
| Family call regarding I/P being returned to the Min Unit. | Referred to Administration for review and any action deemed appropriate. I/P returned to the min unit two days later. | Resolved |
| Family call regarding a unit transfer from RHU. | I/P was released from RHU status but must remain at NJSP until DOC resumes I/P transfers. | Information |
| I/P contacted OCO requesting a copy of approved vendors list for typewriters. | OCO staff obtained copy of approved typewriter/word processor list however there is no statewide approved "vendor list". OCO staff obtained (2) vendors which are utilized at NJSP and provided the I/P with those contacts for his utilization to obtain typewriter/word processor. | Resolved |
| I/P is requesting assistance for a JPAY tablet he never received or was refunded for | Referred to JPAY by OCO. I/P's account was credited. | Resolved |
| I/P ordered a new tablet from JPay has not received it. | Referred to JPay. I/P issued another tablet. | Resolved |
| Family member called alleging I/P is being harassed by another I/P and now they are housed together. | Referred to EMCF Administration and Majors. Matter was investigated and I/P to be housed separately. Follow-up call made to advise family member. | Resolved |
| I/P is requesting his property at the RCRP be mailed to his family as they are unable to retrieve it themselves. | Request was forwarded to the Director and Manager of the RCRP. Outcome, I/P's property to be shipped to his family | Resolved |
| Family call regarding the water being brown. | Referred to SWSP Administration. Administration advised an issue with the City of Bridgeton Water Department. The Utility was flushing the Burlington Rd. water main yesterday & Wednesday. There is nothing we can do on our end, except visually monitor at this time. | Information |
| I/P would like copies of records from an incident occurring at GSCF last year. | I/P provided OPRA document to request copies of NJDOC records. | Resolved |
| I/P believes he should not have to pay financial obligations. | After referral by OCO, DOC found that I/P's restitution was suspended until release. Finds collected for restitution were reversed and applied to other obligations. | Resolved |
| Inquiry from family member about the frequency of COVID19 testing as they were concerned the I/P needed to be tested. | OCO referred to appropriate medical staff to confirm the date of the last covid test. It was confirmed that the most recent test result was from almost 3 weeks earlier. I/P to be scheduled for a new test. | Resolved |

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| I/P reports that the quarantine protocol in the facility makes no sense. Cleaning supplies are not being provided and recreation is not consistently ran. | Request for cleaning products has been referred to NSP Administration. Referred quarantine/isolation protocols to UCHC and NJDOC HSU staff. Letter sent to I/P advising that quarantine and isolation procedures are being evaluated. | Resolved |
| I/P inquiry about remaining funds at the Assessment center. | OCO reviewed I/P trust account summary and it reflected that his funds were posted to his account on 1/19/22. Letter to I/P advising him of same. | Resolved |
| Caller stated COVID positive I/P's are not moving moved off the housing unit and officers are not wearing face masks. | The matter was referred to NJSP Admin, who stated the facility is meeting guidelines for what is expected to mitigate the spread of covid. They also indicated that custody supervisors will watch to ensure that all staff are wearing masks as required. | Resolved |
| Family call I/P has COVID19 and isn't being treated because he is vaccinated. I/P has a sore throat. | OCO referral to UCHC Rutgers staff and DOC Health Services Unit staff. Response indicates I/P was seen in sick call for a sore throat but was not prescribed anything. Referred back to nursing staff to reevaluate. | Referral |
| I/P is questioning why he suddenly received funds from a different facility. | EJSP is the parent facility for HEMM house. They received the funds when the I/P transferred and then transferred funds to his current location. | Resolved |
| I/P was returned from community release due to an inconclusive covid test. I/P has tested negative two times since then and would like to return to the halfway house. | OCO contacted EJSP Classification regarding an update pertaining to I/P's transfer back to HH. I/P contacted OCO advising the transfer was completed on 1/13/22. | Resolved |
| I/P is in a cell with a broken window and it is 30 degrees outside | Referred to facility's Administration conducted a temperature check and provided I/P with additional blanket. Temperature inside cell was found to be 66 degrees, consistent with the rest of the unit. The broken window is covered with plastic until repairs can be made. | Resolved |
| Family member contacted office advising that I/P was not permitted to order commissary | Explained to caller that reception units are not provided commissary. However, upon transfer to I/P's classified facility the I/P will be permitted to place commissary orders | Resolved |
| I/P would like to be returned to RCRP. | Referred to the Classification Department and the Office of Community Programs. I/P will be reviewed for return once all clearances are received | Resolved |
| Family call, I/P is requesting an interview with the Asst. Ombudsperson | This office interviewed I/P at his request on 1.12.22. | Resolved |
| Family call regarding I/P unit transfer. | Referred to EMCF Administration. Response noted I/P to return to original unit. | Resolved |
| I/P wanted to know when he was going to see the parole panel. | I/P was advised the panel is going to relist him for a parole hearing. | Information |

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| I/P was classified for the halfway house in November, but has yet to transfer. | Referred to OCP who advised a pause on transfers due to COVID19 spike. OCP is aware of I/P and will transfer when appropriate. LTI/P informing them of same. | Information |
| I/P called and stated he was diagnosed with COVID and does not have any warm clothing. | Referred to Admin, Admin confirmed I/P was given warm clothing. | Resolved |
| I/P called and stated he was not receiving his correct state pay for the month of November. | I/P was advised that he was paid based on what the detail supervisor submitted. I/P advised to speak to his detail supervisor so they can correct his pay with the business office. | Information |
| I/P is requesting to see when his disciplinary charges from June 2021 will be heard | Hearing postponed due to I/P request for confrontation. Staff not available for confrontation due to illness and being assigned 3rd shift. Staff member has returned to work and schedule will be adjusted for hearing to take place. | Information |
| I/P funds were not transferred to NSP | Investigation showed that funds were transferred into I/P account at NSP on 1/11/22. | Resolved |
| I/P transferred to NSP 11-29-21 and hasn't received his property | Property located at NJSP and shipment arranged | Resolved |
| I/P was denied visits due to not being fully vaccinated, However, I/P states he is fully vaccinated. | According to Admin the issue was resolved, I/P was advised to have his family contact us if they are denied again for that reason. | Resolved |
| Family member called alleging that no mail or packages have been received. | Family member called back to indicated that the I/P received his mail and packages the next day. | Solved Prior to Contact |
| Mother if I/P calling to report that her son has not received his property from NJSP since his transfer two weeks ago. | Review of property logs indicates property delivered to appropriate facility. Follow up call to loved one informing them of same. | Resolved |
| Family member called stating her son has been waiting for a parole revocations hearing for the past two months. | Follow up call was provided to the family member who advised the hearing was postponed due to the I/P having COVID. Family was advised the I/P would not be able to attend a hearing if he is positive and to follow up with parole as to when the parole hearing will be rescheduled. | Information |
| E-mail from loved one stating I/P is housed in a condemned building containing feces that has not been sanitized. | Referred concerns to NSP Admin. Met with I/P who states he has no issues on the unit. Per NSP Administration the unit was cleaned and painted prior to I/Ps being moved there. | Unsubstantiated |
| I/P currently at NSP complained that he did not receive property from SWSP while he was at NJSP. | Property Sgt at NJSP conducted investigation and determined I/P received 2 boxes from SWSP in October of 2021. Contraband was held and will be sent to NSP. | Resolved |
| I/P did not receive his JPay tablet. | Referred to JPay, who credited the I/Ps account and enabled the purchase button. | Resolved |

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| Telephone call family member: I/P has not received property since moving housing units. I/P is in need of basic necessities | Email referral to facility's administration. Outcome, I/P to receive permitted items | Resolved |
| Family member contacted office regarding living conditions on unit. | Referred concerns to NSP Administration. Met with the I/P who states he has no issues on the unit. Per NSP Administration they will have the exterminator go to 4W. The unit was cleaned and painted prior to Administration moving I/Ps there. | Unsubstantiated |
| I/P states that his property was confiscated for investigation. He requests his property be returned to him. | I/P reported having his property as of 1/6/2021. | Resolved |
| Telephone inquiry family member, I/P has not received property since inter-institutional transfer | Located property via the property logbook receipts. Notified family member | Resolved |
| E-Mail from mother of I/P inquiring about her sons property. | Property located and will be provided to I/P. | Resolved |
| I/P is eligible for restoration of commutation time. | 45 days restoration of commutation credit posted 1-13-22 | Resolved |
| I/P stated he placed mail in the blue box (outgoing mail) over a week ago but the box has not been emptied by staff. Therefore he is unable to send communication to family etc. | LTI/I/P- Stating Custody is aware of this concern and it will be rectified immediately. | Resolved |
| I/P received a defective tablet and requests a replacement. | Referred to JPay. RMA being sent to I/P. | Resolved |
| I/P is requesting an updated calculation of his maximum expiration date. | LTI/I/P providing him with the calculation of his maximum expiration date. | Resolved |
| I/P word processor was confiscated once he arrived at SSCF. | SSCF mailroom confirmed I/P did receive his word processor and the issue was resolved. | Information |
| I/P is calling to report a leak and broken cable in his cell. Also, he only received 2 toilet paper rolls instead of 4. | Met with I/P. Reported observations to NSP Administration and requested that I/P be moved to a new cell. Confirmed I/P moved to a new cell. | Resolved |
| I/P is inquiring about a replacement tablet from JPAY. | Referred to JPay and advised replacement tablet will be shipped out this week. | Resolved |
| Mother of I/P requested he be moved to a cell with a operable light. | This office contacted the parent to inform her that the I/P was moved to a cell with a working light. | Resolved |
| I/P received a replacement tablet earlier this month and claims it doesn't work. | OCO staff contacted JPAY regarding the status of replacement tablet. Response indicates tablet will be mailed out to I/P by the end of the week. | Resolved |
| I/P wants a refund for JPay music due to broken player. | Per JPay- an RMA was sent on 12/21/2021 | Resolved |
| I/P is requesting assistance with restoration of TV privileges after remaining charge free. | Referred to EMCF Administration and AC Tome. TV privileges to be restored. Confirmed TV returned to I/P during tour of unit. | Resolved |

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| I/P was returned to the main building after a medical concern. I/P has not returned to the Min Unit in over three months despite his FM status. I/P does not want to miss the opportunity to apply for CMRP. | This writer contacted the SWSP Community Release Coordinator to request the I/P is given the opportunity to start the CMRP process while in the main to avoid any further delays. Per Coordinator, he will be referred for HWH. | Resolved |
| I/P is inquiring about whether vaccinated individuals can leave the building for work | Letter sent to I/P advising that Kintock is on Quarantine Status. This is based on the number of active cases. NJDOC OCP will advise the facility when movement can commence. | Information |
| I/P is requesting review of his maximum expiration date to ensure Classification is calculating the term properly | LTI/P explaining calculation of maximum and minimum expiration dates | Information |
| I/P is being denied work release because he does not have a Social Security Card. I/P is requesting transfer to a community release program that will allow him to gain employment. | OCO staff contacted HH Director and Community Programs Director regarding I/P's complaints. Information provided stated I/P's SS application was completed and is currently being processed by SSA. I/P was interviewed regarding transfer and declined at this time. | Resolved |
| I/P has been in RHU with no disciplinary infractions for almost a month. | Referred to facility's disciplinary Sergeant. I/P moved to GP housing | Resolved |
| I/P reports that the cells on his housing unit do not have lightbulbs, functioning electrical sockets, or warm water. | Referred to NSP Administration. Letter to I/P advising of same. Met with I/P who advised that his maintenance concerns have been addressed. | Resolved |
| Family member has not heard from son since in a week since he is on a medical floor. | Referred to Admin., Admin allowed I/P a telephone call to his family. | Resolved |
| I/P requested an in person interview with an Ombudsperson. | I/P was seen for an in person interview. He wanted to know his projected max date, which was calculated and sent in a letter. | Resolved |
| I/P correspondence received in OCO requesting assistance with obtaining replacement tablet. | OCO contacted NJDOC staff regarding the matter, replacement tablet issued 12/29/2021. LTI/P advising of the same. | Resolved |
| I/P stated he is having issues obtaining legal access. | Law Library requests have been delayed due to COVID 19 mitigation. Letter to I/P advising of same. | Information |
| I/P was transferred to BSP 12-13-21 and returned to NSP 12-16-21. He hasn't received his property back | NSP Property Officer confirmed that the I/P received his property from BSP on 1-3-22 | Resolved |
| I/P did not having a working phone PIN number for over two weeks. | Referred to GTL and was advised the I/P now has an active PIN number and is making regular telephone calls. | Resolved |
| I/P having issues with his new tablet not syncing properly. I/P stated he submitted a trouble ticket but has not received a response. | A review of I/P J-pay inquiries indicates I/P did receive a response, within fifteen days, stating they will be replacing the damaged tablet and it will be received within forty five business days. | Information |

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| I/P returned from Kintock due to a positive drug test. He has not received charges and wishes to return to Kintock | I/P was found not guilty of the disciplinary charges and has been scheduled for C4 committee who will determine whether he is returned to Kintock. | Resolved |
| I/P never received his property from NSP since his transfer on 10/8/21. | Email inquiry to NSP and to BSP property who indicated I/P's property was forwarded to appropriate facility. LTI/P advising him of same. | Resolved |
| I/P stated, he should be eligible for PHEC credits since his sentence was vacated. | LTI- informing I/P he is ineligible for PHEC for the reasons relayed via JPAY. | Information |
| I/P inquiry about application status for credentials. | OCO provided forms to facility for I/P to reapply for credentials. | Resolved |
| I/P stated he is unable to make telephone calls to her mother using his I/PIN list. | The matter was referred to GTL who confirmed as of 1/3/22 five completed calls were made to his mother's telephone number. | Unsubstantiated |
| I/P phone privileges suspended on 11-15-21 for 1 year. He doesn't have pending charges and states this is an error | Suspension of phone privileges was determined to be an error. I/P phone privileges restored 12-21-21 | Resolved |
| Request for assistance with facilitating an inter-institutional phone call with I/P's son in PA Correctional Institution | Contacted PADO. Interinstitutional phone calls not permitted, however approval for written correspondence is now on file. | Resolved |
| I/P is requesting work credit for the time he was serving a concurrent Federal sentence at FCI Fort Dix | Work History obtained from FCI-Fort Dix and forwarded to NSP Classification Staff for review and data entry. Letter sent to I/P with documentation | Resolved |
| I/P is requesting the ability to get new glasses. | Referred to NJDOC HSU and UCHC. Response advised that I/P would be scheduled to see the eye doctor. | Referral |
| I/P sent correspondence wanting to ensure the DOC received his paperwork from his court date in August 2021. | The matter was referred to the classification department at Bayside State prison who confirmed the paperwork was received. | Resolved |
| I/P called stating his tablet was not transferred from reception to his present facility. | Per the facility's mailroom the tablet was transferred and received on December 15, 2021. | Resolved |
| I/P was pending a PSLV for incurring additional charges while on supervision. The charges were dismissed. He would like to know why he hasn't been released. | The parole violation was due to violating an unrelated condition of his parole, not the additional charge. Parole Revocation Hearing will be conducted after the I/P is released and he will receive time served. I/P released from DOC custody on 1-11-22. | Unsubstantiated |
| I/P disciplinary infractions were dismissed. He is requesting back pay and to be reinstated in his job | I/P reassigned back to his previous work assignment and supplemental pay issued | Resolved |
| I/P sent remit for food package order but did not receive the order. Is requesting assistance getting a refund as the money was removed from her trust account when the remit was sent. | Verified with vendor and the EMCF Business Office that the check for the order was not cashed. Business Office stopped payment on outstanding check and returned the money to the I/P's trust account. | Resolved |

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| Family call, I/P has been wearing the same mask for over a month. | This writer contacted the family member on 1.13.22 to inform them that this matter was resolved by this office on 1.11.22. I/P received a letter informing him that he can request a disposable mask via the housing unit officer, per administration. | Solved Prior to Contact |
| I/P claims he did not receive the incentive credits for being vaccinated and completing the educational class. | I/P did in fact receive the 10 credits on 12/13/21. Letter to I/P informing him of same. | Solved Prior to Contact |
| I/P filed letter dated 12/28/2021 that he has not received his JP6. | Per Property - I/P was provided the player on 1/9/2022. | Solved Prior to Contact |
| Family call regarding I/P getting replacement ribbons for his word processor, but the mailroom is requesting the old ribbons that were recycled. | Mailroom Sgt confirmed the word processor ribbons were given to the I/P the day before. Follow up call provided to the family informing them of same. | Solved Prior to Contact |
| I/P has not received state pay in 2 months. | OCO provided I/P with copy of his trust account summary reflecting state pay being transferred for November 2021 and December 2021 pending transfer. | Solved Prior to Contact |
| I/P contacted OCO regarding the transfer of his funds from sending facility. | OCO staff reviewed I/P Trust Account Statement which yielded verification of funds transferred to EJSP on 1/19/22. No further action required, solved prior to contact. | Solved Prior to Contact |
| I/P sent a telephone discrepancy form to OCO and requested we provided the form to GTL. | OCO attempted to hand-deliver the form to GTL; however, they advised they were already in possession of the form and had already responded to the I/P. | Solved Prior to Contact |
| Family called to report an I/P passed away at the facility. | OCO advised caller that our office was previously aware of the recent death of the I/P. | Solved Prior to Contact |
| I/P states he cannot sync tablet. | Per JPay- I/P received RMA and will get a replacement tablet. | Solved Prior to Contact |
| I/P contacted OCO regarding essentials needed after being transferred to EJSP from HWH. | Review of ITAG indicates I/P was transferred back to HWH on 1/8/22. Solved prior to contact. | Solved Prior to Contact |
| Mother of I/P calling to report that her son has not received his funds from NJSP since his transfer two weeks ago. | Funds were transferred and placed into account at SWSP on 12/28/2021. | Solved Prior to Contact |
| E-Mail on behalf of I/P stating that the facility is not following CDC guidelines and is transferring I/Ps to quarantine units without being tested. I/P was transferred to a unit with confirmed positive Covid cases. I/P requests a transfer back to his original unit. | Referred to SSCF Admin. Return call provided to caller who stated she already spoke to the facility regarding this concern and everything worked out and she does not have any further concerns at this time. | Solved Prior to Contact |
| I/P has not yet received his password and is unable to access JPay. | Solved prior to contact. OCO confirmed that I/P is now able to access JPay. | Solved Prior to Contact |
| I/P believes being on quarantine is hindering his ability to submit a parole appeal. | I/P was transferred out of quarantine and into GP on 1/3/2021 | Solved Prior to Contact |

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| I/P is requesting a unit transfer. | I/P received a transfer to a new unit. | Solved Prior to Contact |
| I/P stated she did not refuse COVID testing but received an institutional infraction for doing so. | Referred to NJDOC HSU and UCHC who provided documentation verifying refusal of COVID testing on the date in question. It is noted that the disciplinary charge was downgraded to an OTSC. | Unsubstantiated |
| Family member called to complain that the I/P had a bowel movement that he could not feel happening. A nurse allegedly slammed the door and told the I/P that he would need to wait until the next shift for them to clean him up. | OCO referred the allegation to the appropriate medical staff. Medical staff responded and denied the allegation. A statement was provided for the record in which the nurse denied the allegation. | Unsubstantiated |
| I/P reported an officer caused him to be fired from his job for unjust reasons. | LTI/P was informed SWSP Custody personnel terminated I/P from his job due to unprofessional behavior and his inability to follow instruction. I/P was reassigned to Tier Sanitation. | Unsubstantiated |
| I/P is not receiving showers regularly and has a colostomy bag and needs to keep that area clean. | OCO referred allegations about the lack of showers to the SWSP Administration. Information received indicates I/P is receiving 3 showers per week, in accordance with their policy. | Unsubstantiated |
| Family member called alleging I/P was given a disciplinary charge for asking for cleaning supplies. | OCO referred the allegations to the SWSP Administration. It should be noted that information available to this office does not support the allegation. Rather, the I/P received a charge for refusing an order to return to his cell. | Unsubstantiated |
| Per Advocate, I/P's are being sexually & physically assaulted by transgender I/P. | OCO met with alleged victim who specifically denied the allegations. | Unsubstantiated |
| I/P advocate called to complain that Muslim I/P are being forced to attend transgender sensitivity training. | OCO discussed with Administration and confirmed there is no forced attendance at sensitivity training at this time. | Unsubstantiated |
| Met with I/P who requested eyeglass replacement. | I/P withdrew this request on 1/14/22 as he was evaluated for new eyeglasses on 1/12/22. | Withdrawn |