

Internet Notes	Internet Action Taken	Disposition
Anonymous undated RFA in the mailbox in North Hall with complaints alleging that an I/P is bullying the population in North Hall and name calling.	Referred to EMCF Administration. Response noted a referral to Mental Health Services for the I/P in question and a directive to custody supervisors to ensure that custody staff are advised if an I/P in any housing unit is harassing other I/Ps or calling anyone names they are to receive at least an abusive language charge.	Referral
I/P states he is a parole violator. He served 2 FETs and has yet to see parole. He is inquiring when he will see parole.	I/P was seen by SPB on 3-11-22 and 3-18-22.	No Cause for Action
I/P reported he had a hard time getting adequate sleep while assigned the Min Unit because the officer flashes the light in his eyes every 15 minutes.	LT/I/P-Referred to Custody Staff. Per 3rd shift count procedures, I/Ps may be woken up multiple times a night to ensure they are alive and breathing.	No Violation
Family member contacted OCO requesting assistance with obtaining medical services for an I/P as she alleges he was in a van accident while being transferred by the NJDOC.	Matter referred to both NJDOC Health Services Unit and Rutgers UCHC for review, response and action deemed necessary. Information received from Medical indicated I/P is being seen by the Provider on the following business day.	Referral
I/P inquired about PHEC Eligibility.	LT/I/P: Please be advised, as long as your max is below March 13, 2023 and you do not have any disqualifying offenses (2C: 11-3, 2C: 14-2A, 2C: 47-1 and was characterized by a pattern of repetitive and compulsive), you are eligible for the 122 days that will be awarded on March 13, 2022, if the Governor terminates the public health emergency the credits will be prorated. If he extends it, Incarcerated Persons are eligible for a maximum amount of 244 days. Please note, per NJDOC record, your current max is 5.2.22 (244 applied).	Information
Family call requesting a transfer for I/P as his safety is in jeopardy.	OCO referred to NJSP Admin for their review.	Referral
Family member contacted office stating I/P has not received medical records.	Referred to facility medical. OCO advised that records requests are being processed and unfortunately delayed.	Information
Telephone inquiry loved one: I/P's IPIN still does not work. I/P has submitted multiple telephone discrepancy forms, but the problem persists	The matter was referred to GTL and advised the issue was resolved and the IPIN is now active at BSP, follow up call provided to the family.	Resolved
Family of the victim, called to request that I/P be interviewed by medical ombudsperson due to medical concerns.	Due to the relationship of the caller and confidentiality, this office elected to send the I/P a letter regarding the reported medical concerns rather than update the caller.	Information
I/P submitted a request for ROCT over a month ago, but has not received a reply	LT/I/P-This matter was addressed via JPAY SWSP22011385. Please remain patient during this process.	Resolved

I/P is not being allowed access to the law library.	LT/I/P: advising that his concern was referred to the Education Supervisor who advised that he was seen by the paralegal and that he can submit a request for law library assistance via JPAY or speak to the paralegal who makes rounds on the unit 3x per week.	Resolved
Attorney call regarding I/P fearing for his safety from gang members and requesting a transfer.	OCO referred the callers concerns to the Administration at SWSP. The response indicated that they will have the I/P interviewed by SID today.	Referral
Family call regarding the I/P's well-being.	Family provided a follow up call and stated they just spoke to the I/P and he is not having any issues at this time.	No Cause for Action
Family member of I/P called regarding his placement in isolation due to testing positive for COVID19 for a 2nd time. She is concerned that he is more susceptible and it could be dangerous for him.	OCO provided caller with the phone number for the Medical Patient Advocate and the SWSP Administration so that she could discuss the I/P's housing upon completion of isolation for COVID19.	Information
I/P contacted OCO regarding the transfer of his funds and property from NSP.	OCO staff reviewed the I/P's trust account statement and the NJDOC property log transfer book. I/P's property was sent to EJSP 3/23/22 and the funds were transferred on 3/22/22. LT/I/P sent with copies of I/P's trust account statement and information regarding his property sent advising of the same on 3/29/22.	Resolved
I/P states he was supposed to be seen by ICC in February 2022. He has 10 points and is requesting transfer to a halfway house or MSCF.	LT I/P advising that he was seen on 3-1-22 and an OCS makes him ineligible for transfer to RCRP. Instructed I/P to contact OSAPAS regarding transfer to MSCF.	Information
I/P is concerned he will be transferred to BSP and fears for his safety there.	I/P was advised that his request to not be transferred to BSP will be referred to the SARC committee. Referral made. I/P is slated to be released to NSP GP upon completion of his RHU time.	Referral
I/P states he received a letter from OCO stating that Dir Falvey didn't have his OPRA letter	Letter sent to I/P by OCO on 3-9-22 stating that Dir Falvey received his OPRA letter.	No Cause for Action
Telephone inquiry loved one inquiring if I/P will be released on 3/13/2022	Explained to caller the Governor ended the PHE yesterday, 3/6/2022. The OCO is pending guidance from the DOC on how they will proceed with the PHE credits and March 13 releases.	Information
I/P contacted OCO requesting assistance with obtaining clarification regarding her "medical van only transport" as she alleges the physician ordered for her. I/P claims she cannot be transported to her appointments in a regular van and no one is listening to her. I/P would also like to advise Medical that her prescrip/tion will be running out soon and after being recently transferred to another prison she wants to ensure they do not run out.	Matter referred to both Rutgers UCHC and NJDOC Health Services Unit for review, response and action deemed necessary. Response received from the provider indicates there is no current standing order for the I/P to have medical van transport only. Secondly, the request for refills were completed by the Provider.	Referral

I/P stated she is almost out of her thyroid medication and alleges that there was a lapse in refill previously.	Referred to NJDOC HSU and UCHC. Response from Nurse Manager indicated that the refill request had been faxed to the pharmacy and should arrive before the patient runs out. LTI/P indicating response received.	Referral
Family call regarding I/P not being seen by medical after being maced and assaulted by officers.	Referred to DOC HSU, Rutgers UCHC, and the Statewide Patient Advocate. Also referred matter to EMCF Administration for review and any action deemed appropriate. Advised I/P was evaluated by medical twice. Per the Statewide Patient Advocate a sick call sll/P and referral to the institution's medical staff for I/P to be seen.	Referral
Telephone inquiry family member I/P was involved in an incident of assault by staff. Family is concerned for her health	Referred to DOC HSU, Rutgers UCHC, the Statewide Patient Advocate, and EMCF Administration for their review and any action deemed appropriate. Statewide Patient Advocate referred concerns to facility's medical staff and submitted a sick call sll/P to have I/P evaluated.	Referral
LTR from I/P regarding his ineligibility for the PHEC.	OCO reviewed record and conferred with the SPB regarding the I/P's ineligibility. I/P remains ineligible for the PHEC as he never was never revoked, but COP. LTI/P providing explanation	Resolved
Girlfriend call regarding I/P ordering orthopedic shoes.	The family informed, the I/P is only eligible for a boot via medical, per SWSP Administration.	Information
I/P transferred from a different facility 2 weeks ago and has yet to receive his property or funds.	LTI/P stating that NSP advised he received his property on 3-23-22 and provided a blank property claim form in the event items are missing or damaged. Informed I/P that it takes approximately 2-3 weeks for funds to transfer.	Information
Family member contacted OCO requesting assistance with intervening in the transfer of his son to the STU-Avenel for civil commitment.	OCO staff advised caller that the matter does not fall under the purview of the OCO. Caller advised that he or the I/P should seek legal counsel to address the involuntary civil commitment order.	No Cause for Action
I/P reports that he was screened for civil commitment, but he doesn't believe his offense qualifies him for involuntary commitment.	OCO staff reviewed I/P's classification record in conjunction with contacting ADTC Classification Unit regarding the I/P's pending civil commitment review. Information received from ADTC advised the matter is still pending in the DAG Office. LTI/P advising of the same with a notation the referral was based on his previous criminal history and psychological report.	No Cause for Action

I/P is inquiring about 10 educational credits he believes he's owed.	No cause for action, information being requested was previously provided to I/P on 3/3/22 prior to OCO correspondence received on 3/9/22. I/P was provided PHEC Credits however, they were applied to his max date to reach the earliest date of his release.	Solved Prior to Contact
I/P called about missing work and minimum credits.	Referred to the Classification Department at GSCF for review. Advised I/P received supplemental pay for the month in question. LT I/P advising of same and providing credit statement for his reference.	Solved Prior to Contact
Girlfriend of I/P called to inquire about missing credits.	Caller was advised that the I/P received the appropriate work and min credits; however, he did not receive the credits for the Covid education class.	Information
Family call regarding I/P's work and minimum credits.	Informed caller I/P was awarded supplemental work credits that he was owed from 11/21-1/22. Review of record shows I/P appears to have all credits he is entitled to at this time. I/P has a current maxdate of 4/18/22 and projected maxdate of 3/31/22.	Information
I/P is inquiring about the credits for taking the vaccine and watching the video.	OCO referred to GYCF Administration to determine if they have a record of the I/P completing the education requirement for the 10 credit incentive. I/P in release process and not eligible for credits.	no cause for Action
I/P is inquiring about his transfer to Tully House. He believes the delay has something to do with his social security card.	Referred to the OCP. OCO notified by OCP Director the I/P will be afforded an additional opportunity to apply for his Social Security card which is needed for RCRP. LTI/P advising of same.	Referral
I/P is requesting letter be resent to his attention.	AO mailed I/P the correspondence.	Resolved
Family call regarding I/P's balance transfer	OCO contacted the assessment center and was advised that I/P's balance transfer will be forwarded this week. Caller and I/P advised of same.	Resolved
Parolee call regarding Living condition as it relates to his injury.	Referred caller to the SPB. OCO also emailed his concerns to the SPB	Referral
Family call requesting assistance with I/P being transferred to a halfway house from the Assessment center.	Referred to the Director of OCP who advised the I/P falls into the 45-60 days of release category, so due to required notifications he was not on the list to be transferred out of region. Follow up call was provided to the family.	Referral
Family call regarding I/P's max date.	Referred to the Classification Department at GSCF to review I/P's work credit for time he was returned from the assessment center. Per the Classification Department I/P was awarded work credit for this time period. Follow up call to provide information to loved one.	Resolved

Caller inquiring about projected max date.	Explained to caller that his projected max is not yet entered into iTag and he will be notified of the projected maxdate when it is completed by Classification at GSYCF. Advised I/P to call back if he has not been notified by early April.	Information
Email inquiry from family member inquiring if I/P is eligible for a reduction in his PED.	Referred to the SPB. SPB advised an interview will be conducted with the I/P to discuss the matter further and seek additional information regarding the request.	Referral
I/P call regarding his balance transfer from Bo Robinson.	OCO referred concerns to the OCP and Bo Robinson Directors. LT/P - Per the Bo Robinson Director, they will FedEx the check for his funds to Hope Hall today.	Resolved
I/P is requesting the OCO send verification of his indentity to the IRS	Unfortunately, this request does not fall under the purview of the OCO. LT/P advising of same	Declined
I/P called indicating he has a max date of today, 3/14/22, but staff at Bo Robinson told him they have no paperwork regarding him going home.	Referred to GYCF Classification who resent all release information to Bo Robinson. I/P Released as of 10:30 on 3/14/22.	Resolved
I/P would like to know when he is returning to RCRP.	Advised that if I/P's quarantine ended today, please allow the facility time to transfer.	Information
I/P has not received his funds from Bo Robinson since his transfer five weeks ago.	OCO contacted the assessment center and was advised I/P funds will be forwarded to him.	Resolved
Parolee questioning why he didn't receive the PHEC.	Review of iTag shows 3/24/23 maxdate. Explained to caller that only those whose maxdate is 3/7/23 or prior are eligible for PHEC as the PHE was ended via executive order 292 effective 12:01am 3/7/22.	Information
I/P call about receiving all of the PHEC.	Explained to caller that since their max date was after 2/10/2023 they were not eligible for the first 122 awarded during the first month of the PHE for those whose max dates were within 365 days of 2/10/22. I/P received the 122 days awarded for those whose max dates fell within 365 days of 3/7/2022 and is ineligible for any additional PHEC at this time.	Information
I/P did not receive the PHEC.	Advised I/P the first month's PHEC was applied to his maximum expiration date. The Classification Departments have to manually enter the credit and are still reviewing I/P's records and awarding PHEC. As he is not an immediate release he may still be pending review as most Classification Depts are working in date order	Information
Friend call I/P was attacked by a staff member at the assessment center. The monitor thought he had contraband and attempted to close I/P in his room.	Referred to Director of OCP, Director of Bo Robinson Assessment Center for their review and any action deemed appropriate. Copied GSCF Administration. GSCF Administration had I/P evaluated by Medical and interviewed regarding the incident.	Referral

I/P is inquiring about ROCT, missing work credits, and credits for completing educational courses.	I/P's credits were reviewed and found to be correct.	Unsubstantiated
Family member contacted OCO requesting information pertaining to I/P's eligibility for PHEC.	OCO staff reviewed I/P's electronic classification record. I/P appears to be eligible. Family member was advised GSCF Classification will complete the final review and if it is determined he meets the eligibility requirements, credits will be awarded accordingly.	Information
I/P submitted a property claim form to OCO.	LTI/P advising that his claim has been submitted to Administration. It will be assigned a claim number, investigated, then reviewed by the Property Claims Committee. He will receive a copy of the disposition.	Information
I/P submitted a disciplinary appeal to our office and requests that it be forwarded to BSP Admin	LTI/P advising the I/P that his appeal was already heard and the charges upheld. Informed him that if he would like to appeal further, he may appeal to the Appellate Division of the Courts. Forwarded the I/P's new appeal to BSP Administration for review.	Information
I/P is requesting assistance with proving ISP fine has been paid in full.	LTI/P advising the matter was referred to CORU who determined the ISP fine does not qualify to be suspended.	Information
I/P contacted OCO inquiring about his CC review date.	I/P provided with the classification review date listed in his electronic classification record.	Information
I/P states that he requires assistance with getting assessed for the substance abuse treatment program at MSCF.	LTI/P advising the matter was referred to the waiting list coordinator for MSCF TC Program. The Coordinator advised the I/P is on the waiting list for the TC program pending an assessment from Gateway, due to COVID the assessments are delayed.	Referral
I/P sent correspondence requesting assistance with missing property.	LTI/P advising to submit a property claim form since SWSP confirmed they do not have the I/P's property. The property claim allows Bayside State Prison time to investigate the matter.	Information
I/P sent correspondence wanting to know if he was eligible for the full 244 days PHEC.	LTI/P advising his is only eligible for the second round, 122 days PHEC, due to his parole revocation date.	Information
I/P called to report he felt he was being harrassed by a staff at Bo Robinson and was unfairly terminated from his kitchen job there.	Referred to OCP Director and Bo Robinson Facility Director. Response noted detailed account of demerits issued to the I/P recently. Termination from kitchen job with reasonable cause. LTI/P indicating the matter was referred and reviewed and complaints unsubstantiated.	Unsubstantiated
Family call regarding I/P's eligibility for an early release program.	Family was advised the I/P is not eligible for PHEC.	Information
Family call regarding I/P not having a TV and he cannot have a fan in current housing unit.	Family was advised in the BSP Farm dormitory setting individual fans and TV are not permitted due to limited electrical sockets.	Information

Family requested the I/P to be interviewed by the AO.	I/P was seen for an in person interview and did not have any issues or concerns to report at this time.	Resolved
Family member of I/P called regarding an upcoming interview he has with an Asst. Ombudsperson. Caller believes he has a medical appointment which may interfere with the appointment. She wants the Ombudsperson to know that he still wants to be seen.	Relayed the information to the Asst Ombudsperson for that facility.	Information
Family call regarding the facility closing down.	Family was advised our office has not received anything official, from the DOC, regarding BSP Farm closing.	Information
Family call regarding I/P being moved to another unit but not the farms and I/P is requesting an interview.	Family was advised the I/P was moved back to the unit he was requesting.	Resolved
E-mail from loved one inquiring why I/P is housed with I/P's of different status levels.	Caller was advised the housing is temporary. The I/P will be seen in two weeks by classification and will receive a housing unit change at that time.	Information
E-mail from loved one inquiring about I/P's medical records, x-ray results, and when they will be sent to her.	This matter was referred to the DOC medical records liaison who advised the records will be sent via email. Follow up call provided to the family who confirmed they received the medical records.	Resolved
Fiancée of I/P called to ask about the Objective Classification score. She is questioning whether a disciplinary charge received in the county jail should count in his score.	OCO informed caller that the DOC scored the I/P correctly and that disciplinary charges that were committed within the time-frames are scored without regard for the location. Caller was also advised that the I/P is not yet eligible for reduced custody due to the length of the mandatory minimum term.	Unsubstantiated
I/P states that his IPIN hasn't worked since he transferred to a different facility.	The matter was referred to GTL and advised the issue was resolved and the IPIN is now active at BSP.	Resolved
I/P is supposed to have additional medical tests and wants to ensure continuity of care as he was still taken out during COVID19 due to the severity of his illness.	Referred to UCHC patient advocate and NJDOC HSN management. UCHC Patient Advocate instructed NSP medical staff to ensure testing and follow ups are scheduled. LTI/P advising that his concerns were forwarded to medical staff for review and action.	Referral
I/P contacted OCO requesting assistance with obtaining medication for his claustrophobia when he is being transported in the NJDOC Van.	Matter referred to UCHC Rutgers and NJDOC Health Services Unit for review and any action deemed necessary. LTI/P advising that his medical concerns were referred to both Mental Health and the Medical Department at BSP for review and action deemed necessary.	Referral
I/P is requesting assistance with getting institutional violence removed from his record.	LTI/P advising since the institutional charge was appealed and upheld through the DOC the next recourse is to appeal the charge through the Appellate Court Division.	Information

I/P requested information pertaining to when he will be eligible to reapply for community release.	LTI/P advising, per the Director of Community Programs, he is eligible to reapply for community release in ninety days.	Information
I/P wrote requesting assistance with correcting the amount of jail credits he was awarded.	I/P was seen for an in person interview and advised his sentencing Judge would have to send an amended JOC to the classification department at BSP in order to have the jail credits applied.	Information
Family call regarding I/P being transferred to another prison.	This writer explained the I/P would not be assigned to BSP with an active Keep Separate.	Information
Family call regarding I/P being placed in quarantine.	Family was advised that I/P was not placed in quarantine.	Information
Family call regarding I/P being moved to the camps.	Confirmed with caller that I/P is approved full minimum per the electronic record. The facility will move the I/P when administratively possible. Explained that it is not necessarily due to the I/P. It could be due to space or other reasons.	Information
I/P sent correspondence requesting an interview with AO.	I/P was a "no show" for a scheduled appointment with AO.	No Cause for Action
I/P is requesting assistance having a JPay block removed so his family can transfer funds into his account.	LTI/P advising the matter was referred to JPay. JPay removed the block so his family can resume sending funds.	Resolved
I/P requests a transfer to a different institution.	LTI/P advising per BSP Administration, current housing assigned is appropriate and the I/P can request an inter-institutional transfer through the classification department.	Information
I/P's application for community release was denied and he doesn't understand why.	LTI/P advising the matter was referred to BSP classification department who advised the I/P will be seen in thirty days for a half-way house review.	Information
Family call regarding I/P being scheduled for classification review.	Family was provided with the I/P's next classification review date.	Information
Caller inquiry on behalf of I/P - asked what his objective classification score (OCS) is and what his classification status is?	Informed caller iTag is showing an OCS of 4 and is currently assigned to gang minimum status. I/P is scheduled for a review with the Classification Committee review by the end of the month where they will discuss his status and job assignment.	Information
I/P states that he was found guilty of a charge after reporting his bunkie for threatening him. I/P states that he hasn't received a response to his disciplinary appeal.	LTI/P advising to submit a Jpay inquiry to Administration regarding the status of their disciplinary appeal. If they are not provided a response in the allotted amount of time to please contact our office again.	Information
I/P is requesting a parole decision as it has been over 120 days. Does he automatically get a parole date? Additionally his parole address is not approved yet.	Per DOC records I/P had his parole hearing on 3/10/2022 and was referred to the parole panel on 3/14/2022 and was denied parole.	Solved Prior to Contact



Sister called to inquire about I/P's eligibility for PHEC. States I/P was given the 8 months credit then it was removed. States I/P was told to inquire on JPay about his maxdate then was given a response that if he continues to do so he will get a blue sheet. Caller is frustrated that I/P isn't being given an update or explanation.	Explained to caller that I/P has a current max date of 3/22/23 with all credits earned through 1/31/22. Even with the 3 minimum custody credits for February and March, the 5.8 work credits for February and 1.6 credits earned prior to the end of the PHE on March 7, 2022, I/P's max date looks to reduce to 3/9/23 which would make him ineligible for the PHEC as the max date does not fall within 365 days of the end of the PHE 3/7/22. Explained to caller that the original anticiPation was for the PHE to end 3/13/22 therefore max dates within 365 of that date would have been eligible for the credits however the PHE was ended by the Governor 3/7/22. Also explained to caller that I/P had written Classification on JPay 4 times between 3/18/22 and 3/21/22 and that since Classification has 15 days to respond he was advised not to continue submitting duplicate requests. Discussed that the guidelines regarding the remedy system are addressed in the I/P handbook.	Information
Telephone inquiry family member calling to advise AO that I/P's tablet was found, and he is in possession of it. She is very thankful for the AO's assistance with this matter	No cause for action. Item was located.	No Cause for Action
I/P inquiring about receiving additional PHEC.	Review of iTag shows I/P has received 122 days PHEC with a current max of 9/24/22. Explained to caller that the institution is likely processing the credits in order of release dates and has not yet reached the end of September max dates to award the additional 122. Advised caller that is the credits have not been applied come April that they may reach out to the Classification Department or our office at that time.	Information
I/P' inquiry about when the additional 122 days will post.	Letter to I/P advising that he was given the additional 122 PHEC which reduced his max date of 6/1/22 including credits awarded through January 2022. I/P has a parole date for 4/11/22.	Information
Family call regarding medical complaints that are not being addressed and medication being given without a diagnosis	OCO referred this matter to UCHC staff and DOC Health Services Unit for their review and any action deemed appropriate. Per UCHC: Per UCHC: patient has a diagnosis and is being treated by a specialist and facility medical director.	Referral
I/P's family member contacted OCO via email inquiring about her father being on quarantine at EJSP. Caller would like to know how long he will be quarantined.	OCO staff contacted family member and provided I/P's release date from quarantine. Secondly, caller was advised of the NJDOC quarantine/isolation protocol as it pertains to the incarcerated person (s).	Information

Anonymous letter regarding elderly I/P's being abused.	Matter referred to EJSP Administration for review, response and action deemed necessary.	Referral
An anonymous email sent to OCO inquiring about an I/P's transfer to the EJSP Veteran's Program however, no name is provided, SBI number or telephone number to contact sender.	Due to an absence of both I/P identifying information and contact information being omitted from email, contact form was filed/noted for future reference should sender re-contact our office again.	No Cause for Action
Family member contacted OCO inquiring about her husband being unable to have visits due to his quarantine status.	OCO staff contacted EJSP regarding quarantine/visit status for the respective I/P. Information obtained indicated I/P is on quarantine status until April 13, 2022. Information provided to family member accordingly.	Information
I/P states that he is owed 30 credits for completing a Social services program at EJSP.	LTI/P advising I/P that prior to 3-21-22 the maximum earned special credit for any one class is 20 credits for completion of a Bachelor's Degree through NJ STEP. Advised I/P that special credits were not previously awarded for Social Service programs but if he would like OCO to review documentation, he can mail a copy to the office.	Information
Friend/family member states I/P is requesting an open MRI due to his size and has not been scheduled.	Referred to UCHC and NJDOC Health Services for review and any action deemed appropriate. Information received from UCHC provider, there is an appointment date scheduled in the nearer future for I/P to have MRI completed.	Referral
OCO staff interviewed I/P as follow-up to a previous complaint about issues on unit. I/P had been transferred as a result.	AO completed interview with I/P on March 2, 2022. I/P indicated no issues or concerns to report and I/P's current housing unit is fine. Information was filed and noted accordingly.	No Cause for Action
I/P's parent contacted this office regarding his son's eligibility for RCRP.	Family informed I/P must be full minimum status and time eligible. Therefore, based on his record, he is ineligible for RCRP at this time.	Information
Caller stated her son is being harrassed by an officer at EJSP.	The matter was referred to EJSP Administration. Administration advised the I/P was interviewed and the issue between the I/P and the officer were resolved. Follow up call was provided to the family who stated the I/P did report he was interviewed by a Lt. and is no longer having an issue. The family stated they will contact the AO office again if they need further assistance.	Referral
I/P is inquiring about the PHEC.	Review of I/P's electronic classification record and JOC indicates I/P is not eligible for PHEC- I/P has a disqualifying offense in his original charge as the I/P is serving a sentence imposed under 2C:47-3 (repetitive and compulsive). LTI/P advising of the same.	Information

I/P contacted OCO requesting assistance with finding out why his GTL funds were deducted from his account however, the I/P funds are not showing up on his account.	Matter referred to GTL Coordinator for review and response and it is required that he submit a Telephone Discrepancy Form.	Referral
I/P called to complain that videos are flagged and not permitted through but the I/P is not notified.	OCO informed caller that the person who sends the video gets notified that the video was rejected, but that the I/P does not.	Information
Caller alleged that I/P placed an order and received notice that he was due a partial refund for \$45.85 which he has not received.	Review of JPay shows I/P sent an inquiry to the Business Office. Explained to caller that I/P must allow the Business Office a chance to respond. If no response or an unsatisfactory outcome in a month I/P or family can reach out for assistance.	Declined
I/P states the water for the showers is being "shut off for no reason". I/P states it is impacting the whole tier and that there has been no notice or communication as to why this is happening.	Referred to EJSP Administration. Response noted the complaint is unsubstantiated and the showers were available with the exception of during movements and count when they are secured for safety purposes. I/P has been offered the opportunity to shower and explained procedures by the area lieutenant.	Unsubstantiated
Caller stated grandson was having issues getting proper time to access the telephones.	Matter referred to both EJSP Administration and Custody Supervisors for review, response and action deemed necessary. I/P was interviewed by custody staff and provided an explanation regarding the telephone schedule. Follow-up call placed to family member advising of the same.	Referral
Family member advised that I/P is being forced to chose between going to recreation or using the phone.	OCO staff provided the complaint to EJSP Custody Major for review and action deemed necessary. After providing the complaint to Custody Major, a telephone call was made to family member to advise matter is being reviewed and handled by Custody Supervisor. Caller admits incident was an isolated issue however, should any other issues occur to feel free to contact OCO.	Referral
I/P is requesting assistance with obtaining his account summary from EJSP and confirmation of vaccination and infectious disease education class from GYCF/BoRobinson.	Per GSCF Classification Department I/P did fulfill the obligation requirements to receive special credits. I/P's electronic classification record was updated accordingly. LTI/P advising of the same.	Resolved
I/P called about his need for transportation via a medical van.	OCO staff interviewed I/P in person and obtained medical information he wanted to be sent with referral to Medical. OCO staff referred the matter with the supporting documentation to Rutgers UCHC and NJDOC Health Services Unit. Provider approved a medical van only transport for the I/P's next scheduled appointment to the specialist. LTI/P advising of the same.	Referral

Fiancé called regarding I/P's recent transfer to EJSP from SWSP. Caller inquired about I/P receiving property and funds transferring to his I/P account. Caller also concerned about marriage approval and funds designated for marriage license trl/P.	Explained to caller that property and funds can take 2-4 weeks to transfer. Advised caller to speak to Social Services at EJSP to discuss marriage approval process and whether the SWSP approval is honored at EJSP. I/P can inquire on JPay with Business Office regarding refunding the \$241 she sent for the marriage license trl/P if the approval is not honored.	Information
I/P is requesting an investigation into false accusations and removal from his job in the commissary.	OCO staff interviewed I/P in conjunction with reviewing progress notes, I/P supporting documentation and response from EJSP Administration. Review did yield some inconsistency in the responses from Administrative Staff however, the claims of retaliation could not be substantiated. I/P can re-submit a job change form for review to apply for the Commissary position if he so chooses. LTI/P sent to advise of the same.	Unsubstantiated
I/P contacted OCO to advise Assistant Ombudsperson that his medical issues were treated after contacting OCO for assistance.	OCO staff contacted NJDOC Health Services Unit and Rutgers UCHC regarding I/P's medical concerns back in January of 2022. A letter was received from I/P advising OCO his medical concerns were addressed. No cause for further action, matter previously resolved.	No Cause for Action
Family Member/Friend contacted office stating I/P is still waiting for revocation hearing.	OCO staff contacted NJSPB regarding the I/P's pending revocation hearing. Response provided from NJSPB indicates hearing is scheduled this Month and I/P is fully aware. OCO staff met with I/P at facility to provide and update regarding his revocation hearing.	Information
I/P contacted OCO requesting assistance from the OCO to obtain information regarding a cancelled medical appointment. I/P wants to find out when a new appointment will be scheduled.	OCO staff contacted NJDOC HSU and Rutgers UCHC. Information received from UCHC advised appointment is pending as there is currently a backlog however, UCHC is looking to have him rescheduled as soon as administratively possible. Letter to I/P sent, advising of the same.	Referral
Letter received from I/P requesting assistance from the OCO to obtain information regarding a cancelled medical appointment. I/P wants to find out when a new appointment will be scheduled.	OCO staff contacted NJDOC Health Services Unit and Rutgers UCHC regarding the I/P's cancelled medical appointment. Information received from UCHC advised his appointment is pending as there is currently a backlog however, they will looking to have him rescheduled as soon as administratively possible. Letter to I/P advising of the same.	Referral

Telephone inquiry from family member requesting I/P be seen in a hospital because he is not being provided adequate medical care.	Referred to DOC HSU, Rutgers UCHC, and the Statewide Patient Advocate for their review and any action deemed appropriate. Assistant Ombudsperson met with I/P in the infirmary regarding his medical concerns and all concerns were provided to both Rutgers UCHC and the NJDOC Health Services Unit accordingly.	Referral
I/P requesting more extensive testing for his medical issue.	Referred to Rutgers UCHC and NJDOC medical staff for review, response and action deemed necessary. Information obtained from Medical indicates I/P is scheduled to see specialist in near future and should the specialist recommend any other treatment plan or diagnostic testing, protocol would be followed. LTI/P advising of the same.	Referral
Family called to see when the I/P will be moved to the Veteran's program	Advised caller that I/P is on the list however they are moving people in order of release date and his is 5-16-31.	Information
I/P is requesting assistance obtaining partial dentures.	Referred to DOC HSU, Rutgers UCHC, Statewide Patient Advocate, and the Director of Dentistry for review and any action deemed appropriate. I/P's request was denied as he does not fit the criteria for partial dentures.	Referral
I/P submitted correspondence requesting assistance with locating "missing stimulus check" never received in his account that was allegedly mailed in January of 2021.	OCO staff reviewed the I/P's trust account statements. Review does not indicate any deposit for the amount. EJSP Business Manager completed a review and same provided information. I/P advised to write or call the IRS to have them provide status of the check to indicate if it was mailed, cashed etc. I/P provided copies of trust account statements. I/P pending release soon and was advised to update IRS with current address.	Information
I/P is requesting a transfer to EJSP.	A review of I/P's electronic classification record indicates that I/P transferred to EJSP prior to the OCO receiving his correspondence. Solved prior to contact.	Solved Prior to Contact
Call from family member regarding medical procedure I/P is in need of.	Referred to UCHC and NJDOC Health Services for review and any action deemed appropriate. Per UCHC: I/P is being scheduled for a specialty consult in the near future.	Referral
Family member of I/P called about the I/P being removed from Wing 4 due to a false-positive test for CDS. She advised that he is taking a medication that may cause a false positive and she wants to make sure that the DOC is aware.	Upon review, OCO found that he was found not guilty of the charge in question earlier today, 3/30/22. As a result, he may be automatically moved back to the previous housing unit.	Information

Caller would like I/P to be moved to a different housing units.	Matter referred to EJSP Administration for review and any action deemed necessary. Follow-up call placed to family member to advise the matter was referred and EJSP Administration would review and determine if a housing unit tier transfer would be approved.	Referral
Caller states that I/P transferred to EJSP approximately 3 weeks ago and only has the clothing he came in.	Referred to EJSP Admin who directed staff to inventory his clothing and have the storeroom provide clothing as necessary.	Referral
I/P is inquiring about his return to the halfway house.	LTI/I/P advising that he would have to quarantine for ten days as provided by the guidance from the NJDOC. Secondly, I/P was informed the Office of Community Programs handles the transfer approvals for all incarcerated persons returning back to a RCRP.	Information
Family call regarding I/P leaving the Veteran's Program and being transferred to another prison.	Caller advised the NJDOC will determine the housing assignment of an I/P. As such, there are multiple factors that are considered to include but not limited to: objective classification scoring, operational requirements and bed space. Secondly, OCO staff cannot advise as to what facility I/P would be transferred to, should he opt to be removed from programs.	Information
Family call regarding I/P's max date changing.	Explained to caller I/P was returned from Tully House to EJSP 3/3/22 which altered the amount of projected work credit for March. I/P only received a portion of the PHEC and it appears an increase in the PHEC amount would bring the I/P back to 3/13/22 release date.	Information
I/P requested assistance regarding medication concerns.	OCO referred I/P's medical concerns to the attention of the Medical Patient Advocate and UCHC and DOC medical staff. Response noted medication administration is in line with current policy and I/P's other medication has been delivered. LTI/I/P noting concerns were referred to medical staff.	Referral
Email from Advocate advising an anonymous complaint was received regarding the living conditions in Randall Cottage. Water is leaking throughout unit and the temperature is excessively hot.	Advocate referred to NJDOC Executive Staff for action. AOs notified to monitor conditions on unit. Ceiling showed water damage. Per Administrative staff: roof replacement under review by Capital Construction for replacement.	Referral
I/P alleged that she was advised she would not be participating in the temporary transfer to WHFYCF. Asked our office to inquire as to why she would not be going.	Referred to EMCF Administration, response noted several reasons precluding I/P from participating in the temporary transfer to WHFYCF, several which apply to the I/P in question. LTI explaining preclusions provided by Administration.	Information

I/P alleges medication was not available in the medication line nor did she have her KOP order.	Referred to NJDOC HSU and UCHC. Response noted that while the I/P's medication was unavailable the first day in the new unit, it has since been available in the DOT medication line while awaiting arrival of the KOP order. The KOP order was due to be distributed to the I/P on 3/22/22. LTI/P indicating the response received.	Referral
I/P is requesting more cleaning supplies, complains that the unit is cold, they are only getting 2 recreation periods but should have 3, there is limited time to complete laundry, they only have 1 dryer and are requesting another microwave.	Referred to EMCF Admin who had maintenance check temperature. Readings show 70-72 degrees but it has been increased to 72-74. Cleaning supplies are being managed by staff so I/P's do not use a whole bottle every time they clean. The recreation and laundry schedule was modified on 3-16-22. There is only 1 dryer so I/P's have to share. They have the same number of microwaves they had while in STOWE. Maintenance is checking outlets to see if additional microwaves can be added.	Referral
I/P expressed concern regarding medication administration methods.	OCO referred I/P's medical concerns to the attention of the Medical Patient Advocate and UCHC and DOC medical staff. Response noted medication administration is in line with current policy and I/P's other medication has been delivered. LTI/P noting concerns were referred to medical staff.	Referral
I/P reports that the population at MYCF is unable to make telephone calls yet	Explained to I/P it may take time for the telephone system to be set up. AO will be made aware of the concern.	No Cause for Action
Anonymous report a custody supervisor is not addressing the populations concerns.	Referred to EMCF MYCF Administration for their review and any action deemed appropriate. Administration advised they spoke with the custody supervisor regarding the complaint.	Referral
I/P alleges that she is being denied KOP medication and that the doctor is refusing to see her.	OCO referred I/P's medical concerns to the attention of the Medical Patient Advocate and UCHC and DOC medical staff. Response noted that I/P was seen and medication concerns were addressed.	Referral
Family member states I/P was assaulted by staff and in need of medical care.	Referred to UCHC & DOC Health Services, Administration and COHQ SID. Per SID: I/P will be interviewed by facility SID. Per UCHC: I/P was evaluated by medical.	Referral
I/P reports name calling from other I/P.	Interviewed I/P per the request received. I/P does not want anything referred for investigation or reported.	Withdrawn
I/P is inquiring about her transfer to Bo Robinson.	Referred to OCP and EMCF RCRP Coordinator. Response noted that transfer was rescheduled and I/P due to transfer very soon. I/P are not advised of transfer dates in advance for security purposes.	Solved Prior to Contact

I/P feels it is unfair that she is unable to order the incentive food package.	Explained to I/P that she did not meet the requirement of being a full year charge free due to the infraction she was found guilty for dated 10/1/21.	No Violation
I/P requests additional sizes of sneakers and sl/Ppers be made available for purchase in commissary.	Referred to EMCF Administration and Business Office. Response noted EMCF placed an order to be available for sale in Commissary going forward and that an attempt will be made to find larger sized sl/Ppers to be made available. LTI/P indicating the response received.	Resolved
I/P requested assistance with medication refills.	Referred to NJDOC HSU and UCHC. Per UCHC: advised that she requested a sick call for the patient to discuss their concerns with the provider.	Referral
I/P inquired about return to Garrett House.	Review of iTag shows I/P was transferred to Garrett House 3/31/22.	Solved Prior to Contact
I/P is requesting assistance with obtaining a public defender to address an injury she sustained from sl/Pping on black ice.	LTI/P: Form letter noting: This office is unable to provide assistance with legal matters. Please contact the institutional Law Library for services.	Declined
I/P states that she signed for the settlement money and thought she would receive compensation in January. I/P states that she has not received the settlement money to date. I/P is requested this matter be investigated.	LTI/P: This office is unable to provide assistance with legal matters. Please contact the institutional Law Library for services.	Information
I/P indicated that she did not receive her photos when they were distributed. The facility executive assistant indicated there were no photos left to be distributed. I/P would like her photos or a refund.	LTI/P: This office reached out to the Business Office on your behalf. Response indicated that refunds were being processed for those who did not receive their photos. A review of your trust account shows you have been credited \$16 as a refund for the 8 pictures.	Resolved
I/P requesting assistance receiving photographs.	Referred to EMCF Administration, Executive Assistance advised that the photos are due for distribution via the ILA's this week.	Information
I/P alleges they have not yet received prescri/Ptions ordered months ago.	Referred to NJDOC HSU and UCHC. Response noted I/P is not and has not been prescribed the items in question. LTI indicating response and advising to request a sick call to discuss the concerns with their provider.	Referral
RFA from I/P alleging that she needs assistance to get confirmation of her High School DI/Ploma so that she can enroll in college courses.	Referred to EMCF Education Department. Response noted request sent for verification of HSD and confirmation of HSD received via email 3/1/22. LTI stating confirmation of HSD is now reflected in iTag.	Resolved



I/P states that she arrived at WHFCF 3/17/22 from RHU. I/P alleges that her property was checked when she left RHU and again when she arrived in WHFCF, however things were confiscated when she arrived at WHFCF including 3 blankets and that she never received her robe which she stated was \$50 on commissary. I/P alleges she was told several people would give her a property claim form to complete but she still has not received one.	Referred to EMCF Administration and Majors. Verbal response from Associate Administrator is that he will speak to staff regarding blanket distribution given the cooler temperatures antici/Pated. Provided I/P with Property Claim Form.	Referral
I/P was released from RHU to WHFCF and is serving sanctions for Loss of Telephone and Loss of email and expressed concern over not being able to even notify family of where she is currently being housed.	Referred to EMCF Administration. Response indicated that Loss of Telephone sanction will be modified so that I/P can contact family and update them on her location.	Resolved
Friend call regarding allegedly faulty drug tests at the halfway house and requesting that I/P are not returned to the institution until there is a positive result from the test sent out to the lab for confirmation.	Referred to EMCF Administration who noted that NJDOC Policy dictates that any I/P whom tests positive will be returned to the facility. This measure is taken to protect the I/P and the general public. Returned call to discuss response with the caller.	Referral
I/P is alleging she needs to have ILA time scheduled with I/P co-complainant to work on their joint lawsuits together but they have been scheduled seperately.	Referred to Education Department who responded noting that the I/P will be scheduled for ILA for the next availability	Resolved
I/P inquired about job assignment and pay rate due to housing move.	Referred to EMCF Administration. Response noted that I/P would be placed in a unit sanitation job code and she will receive that rate of pay. She may submit a job change request to be assigned to a different job title at that time.	Information
I/P is questioning the total amount of restitution ordered as a result of damage caused during a disciplinary infraction.	Referred to EMCF Administration, Business Office and Maintenance Department with documentation. Administrative response indicated that the restitution amount has been adjusted to reflect the correct amount. LTI/P indicating adjustment of total restitution and current balance.	Resolved
I/P is requesting clarification of her maxdate.	LTI/P: The clarification of your release date was referred to Classification who confirmed you are currently projected to release on April 2, 2022.	Information
I/P stated she has been unable to make calls since her arrival at WHFCF and needs to make arrangements for her upcoming release date.	Referred concerns to GTL who confirmed I/P has been successfully making calls. LTI/P indicating a review of her account shows that she is able to make calls.	Unsubstantiated
I/P expressed ongoing issues with medication delivery.	Referred to NJDOC HSU and UCHC. Met with I/P 3/23/22 who confirmed that she now has her prescri/Ptions and that refill requests have already been sent to mediate any issues going forward.	Referral
I/P expressed concerns regarding receiving medication in proper amounts.	Referred to NJDOC HSU and UCHC. Confirmed with I/P that she has received all of her prescri/Ptions in correct amounts.	Referral

I/P believes she was not able to sign up for the EMCF settlement and that someone fraudulently submitted on her behalf.	Explained to caller that this is a legal matter and beyond the purview of our office. Offered to provide the information for the Settlement Administrator but I/P stated she already had that information she just wanted us to call. Explained that we could not call on her behalf.	No Cause for Action
I/P alleges that she has not received her new glasses and that they "keep giving her back the same bad glasses"	I/P was informed on 2/14/22 that new glasses were ordered and would take about 6 weeks. Advised I/P that it has only been 4 weeks and she must allow the time frame she was advised to receive the new glasses.	No Cause for Action
Letter referred from Mercer County Criminal Court: I/P wrote to court concerning their housing location and medical staff.	Referred to EMCF Administration, NJDOC HSU, and UCHC. LTI/P: Responses received confirm that housing decisions have been made with consideration to your medical needs and custody status (medium). It was noted that nursing and mental health staff are present to offer support and care as needed and that you will continue to be seen in chronic care quarterly and by your specialists when you are due for follow up appointments. All patients are encouraged to submit sick call sll/Ps to request care and discuss treatment.	Referral
I/P alleges sexual assaults.	Referred to SID, PREA Unit and EMCF Administration. Response noted EMCF SID would interview I/P regarding allegations. PREA Protocol initiated.	Referral
I/P seeking assistance with pay rate and supplemental pay.	Referred to Area Lieutenant, Business Office Manager, Administration and Classification Supervisor for Clarification. I/P awarded supplemental pay for work from 10/5/21 to 1/25/22. LTI/P indicating supplemental pay entered into I/P account.	Resolved
I/P/ alleges she fell on water from a ceiling leak and the response time for medical treatment was unacceptable. I/P also inquired about PT related to the fall.	Referred to EMCF Administration and NJDOC HSU and UCHC. Response from on site medical staff noted I/P has rec'd testing and begun treatment related to the incident in question.	Referral
RFA received alleging that I/P has been documented as having a substance abuse history when she believes this is false. I/P is concerned this will follow her to parole and cause issues and is requesting to speak to someone who can clear this up.	OCO referred I/P's medical concerns to the attention of the Medical Patient Advocate and UCHC and DOC medical staff. LTI/P indicating her concerns were referred to medical personnel.	Referral

<p>Caller inquiring how to add funds to I/P's jPay account. Caller asking if the money order he sent to the institution will be returned to him.</p>	<p>Referred to EMCF Business Office Manager who stated that if the money order is received by the institution it is returned to the sender. Money orders can be processed by jPay but must be sent to them directly. Left message for caller indicating the response received and provided the website for jPay instructions for money orders.</p> <p>LTI/P explaining same information provided to caller.</p>	<p>Information</p>
<p>I/P states she feels her gabapentin capsules are being illegally opened for distribution.</p>	<p>Expained to I/P that our office has been repeatedly advised that the gabapentin she is on must be crushed, per statewide policy. I/P stated she is leaving soon but wanted our office to know she felt this was illegal.</p>	<p>Information</p>
<p>I/P alleges she placed a beauty order in October/November around \$70 and did not receive the order. She is asking for assistance in getting a refund.</p>	<p>Referred to EMCF Business Office who noted all orders placed by I/P were delivered. I/P is unable to confirm which order she believed she did not receive or what items she did not receive. I/P's claims unsubstantiated. I/P maxed from custody 3/13/22.</p>	<p>Unsubstantiated</p>
<p>I/P inquired if I/P are by policy supposed to get copies of the disposition of their PREA complaints. I/P alleges the paper she is required to sign states that they are indicating receipt of the decision.</p>	<p>Referred to EMCF I/PCM</p> <p>Resp from I/PCM Rios: Yes, they are provided. However, in this I/P's case, she requested a copy of the signed document which includes staff and I/P signature/date. This will be provided to her.</p> <p>LTI/P indicating the copy of the form will be provided per the I/PCM.</p>	<p>Referral</p>
<p>I/P inquiring about resuming an aerobics schedule.</p>	<p>Referred to EMCF Administration who advised the aerobics schedule would be posted and resumed on Monday 3/28/22. LTI/P: Please note that matters of this nature are best addressed at the institutional level, however this matter was referred to Administration who advised that an aerobics schedule is due to resume beginning next week.</p>	<p>Resolved</p>
<p>I/P inquired if it was policy such that female officers announce when they are on the wing, alleging that it is necessary due to the presence of transgender male incarcerated persons.</p>	<p>Referred to EMCF Administration who noted that a policy on this matter is imminently forthcoming. Administration then followed up noting that the topic was discussed with their Superiors and the decision has been made that they will only announce male on wing.</p>	<p>Confirmed Unresolved</p>
<p>I/P expressed concern with how paperwork was delivered.</p>	<p>Referred to EMCF Administration. Response noted that paperwork was delivered by custody staff. Discussed concerns regarding the sensitive nature of the paperwork and ways to maintain confidentiality for future delivery of said paperwork. Administration agreed to handle said paperwork in the future.</p>	<p>Resolved</p>

I/P indicated that she sent a check in February and March to family but only the check from March was received.	Referred to EMCF Business Office. I/P was informed on 3/22/22 via jPay that the check is still outstanding and she must submit a \$10 remit with a stop payment request. LTI/P: indicating she must submit the request to stop payment on the check.	Information
I/P concerned about recent courtline results, alleging the charge is a result of a false positive lab test.	Explained to I/P that as the lab results were positive and the courtline result was a guilty adjudication she may appeal at the institutional level to Administration. If she is displeased with the disposition of the appeal, she may further appeal the result of her disciplinary hearing by submitting an appeal to the Appellate Division of the Courts. She may request assistance through Education/Legal Services.	Information
I/P is inquiring about her return to the halfway house.	Explained to I/P that their return to the RCRP will be determined by C4 after they are adjudicated on their pending charge.	Information
Caller questioning recent positive drug test for I/P returned from the RCRP.	Referred to EMCF Administration. Response from custody supervisor noted that the I/P tested positive on the on-site urine cup and the sample was forwarded to the lab which confirmed the positive result. Once the original continuity of evidence form is returned to EMCF (it is sent via truck mail) the I/P will be receiving a .204A. Returned call to explain lab confirmed the results. I/P will have to go through the courtline process for the pending charge.	Information
I/P inquiring about returning to previous housing unit.	I/P returned to the housing unit several hours after phone call to the office.	No Cause for Action
I/P recently legally changed their last name to maiden name and has been unable to make calls used GTL.	Referred to GTL for assistance. Issue was resolved and I/P is now able to make calls.	Resolved
I/P alleges she has not received her KOP medication since returning to her housing unit.	Referred to NJDOC HSU and UCHC; Response received indicated that I/P received their KOP medication and advised to go to the medication line if she were to run out before receiving her refill. Interviewed I/P who confirmed she had all of her medication.	Referral
I/P has attempted to resolve issue with getting into NJSTEP with the Education department unsuccessfully	Referred to Executive Director of the NJSTEP program. Response noted I/P has been added to their wait list and will be scheduled for a personal counseling session.	Resolved
I/P requests assistance in finding out is COHQ received their Clemency application.	Referred to Central Office to inquire if the application was received. Response noted application has been received, reviewed and pending signatures needed prior to being sent to SPB. LTI indicating response received.	Information

RFA from I/P alleges she has been waiting 5 months to receive a topical prescription.	Referred to NJDOC HSU and UCHC. Response noted I/P is not currently prescribed nor have they ever been prescribed the medication in question. LTI informing them of this response and advising to submit a sick call slip to discuss their concerns with the provider.	Referral
I/P claims that she witnessed an officer and I/P almost kiss yesterday, but they didn't after they noticed her nearby.	Referred to EMCF Administration and SID. Response noted that SID is looking into the allegation.	Referral
I/P request for assistance indicated that she believes she is court ordered to house at ADTC for treatment.	Referred to Classification Services who explained that I/P is housed appropriately. LTI/P detailing clarification received.	Information
I/P called alleging that she is not receiving the appropriate medical treatment. She is complaining of chest pains but was told that it is a gastro issue; however, she has not been referred to see a gastroenterologist.	OCO referred I/P's medical concerns to the attention of the Medical Patient Advocate and UCHC and DOC medical staff.	Referral
I/P is requesting consideration for eye glasses despite safety concerns related to swallowing pieces in the past.	OCO referred I/P's medical concerns to the attention of the Medical Patient Advocate and UCHC and DOC medical staff. LTI/P indicating concerns were referred.	Referral
I/P reports that she is unhappy in her new housing unit. She states that she has rec with I/P's with whom she has issues, and feels isolated from everyone.	Referred to EMCF Administration who denied I/P's request to transfer to a different unit and notes I/P "is encouraged to work with Mental Health practitioners to overcome any mental health issues". Spoke to I/P regarding denial to transfer to another unit and encouragement to continue working with Mental Health Staff.	Referral
RFA Dated 2/22/22 states that I/P does not feel safe with the transgender incarcerated persons but is being forced to either rec with them or not have rec at all. I/P is requesting to rec alone.	Referred to EMCF Administration. Complaint withdrawn by I/P. I/P states she is now ok with who she is going to rec with at this time.	Referral
I/P is requesting transfer, alleging threats.	Referred concerns to EMCF Administration and AC of Women's services. Response noted that I/P has been interviewed by custody supervisors and SID several times and request to transfer is denied.	Referral
I/P expresses concern regarding medical/mental health treatment.	OCO referred I/P's medical concerns to the attention of the Medical Patient Advocate and UCHC and DOC medical staff. Per UCHC: I/P does not meet the diagnostic requirements for the disorder she has self-diagnosed	Referral
I/P requesting assistance with a medication refill after unsuccessful attempts via jPay.	Referred to NJDOC HSU and UCHC. Response noted an issue with the pharmacy that has been addressed. Refill should arrive this week. Response also noted that I/P can go to the medication line for their medication if it is not available KOP. LTI indicating information provided.	Referral

I/P alleges that she needs an Xray to rule out a hairline fracture in her wrist.	OCO referred I/P's medical concerns to the attention of the Medical Patient Advocate and UCHC and DOC medical staff. Response noted I/P is scheduled for an appointment and medical staff notified that she wishes to discuss wrist injury. LTI/P indicating matter was referred to medical staff.	Referral
I/P alleges that she is in need of assistance getting a hormone replacement therapeutic regime and that she isn't receiving responses to her grievances since December 2021. I/P alleges this is important to her transition and causing her severe anxiety.	OCO referred I/P's medical concerns to the attention of the Medical Patient Advocate and UCHC and DOC medical staff. Patient Advocate response indicated that the I/P's provider is aware and she is scheduled for an appointment to discuss. Patient Advocate also indicated that the facility medical director has been made aware that the I/P is looking forward to the treatment. LTI/P indicating matter was referred to medical staff.	Referral
I/P states she is in the first bunk in her wing and having an ant problem. I/P alleges there are ants all over her property and she has asked to move to a bunk without an ant problem with no resolve.	Referred to EMCF Administration and Majors. Response noted that Administration will notify maintenance to have the exterminator visit the housing unit, though concerns that this is a man/Pulation tactic to move beds from the first bunk were noted. LTI/P indicating the exterminator will address the ant concern.	Referral
I/P requesting assistance with getting refunded for photos she allegedly paid for but did not receive.	Referred to EMCF Business Office and Executive Assistant. LTI/P: This office reached out to the Business Office on your behalf. Response indicated that refunds were being processed for those who did not receive their photos. A review of your trust account shows you have been credited \$4 as a refund for the 2 pictures.	Resolved
I/P is requesting assistance in scheduling I/P's medical appointments, mobile pass expiring, and is unhappy with the treatment by the nurse practitioner	Referred I/P concerns to the DOC HSU, Rutgers UCHC, and Statewide Patient Advocate for their review and any action deemed appropriate. I/Ps concerns were forwarded to the facility's Medical Director. I/P functionality does not appear to be hampered. LT/P advising of same	Referral
I/P recently came from RHU to WHFCF and is serving a Loss of Phone and Loss of Email sanction therefore she has not been able to notify family that she changed locations. Would like her phones back or to at least make one phone call.	Referred to EMCF Administration. Response noted loss of telephone sanction would be modified so that I/P could contact their family and update them with her new location.	Resolved
I/P alleges art supplies were confiscated without proper documentation upon arrival from EMCF to WHFCF.	Referred to EMCF Administration and Custody Majors. Custody Sgt alleges no property was seized. Sent I/P property claim form for completion so that EMCF may investigate the claims.	Referral

I/P requested to transfer wings and was denied by a Custody Supervisor.	Referred to custody supervisor who explained that there was a high volume of housing moves on the date in question to accommodate the depopulation of Stowe for repairs. As such it was not possible to honor specific housing requests at that time. LTI/P indicating that she is housed appropriately and matters of this nature are best addressed at the institutional level.	No Violation
I/P stated the double door refrigerator was not cold.	Referred to EMCF Administration who responded noting that the refrigerator was fixed.	Resolved
I/P indicated that the curtains going into the bathrooms were transparent and that opaque curtains have been added but they are not the full width .	Referred to EMCF Administration. Response noted that the shower curtains were replaced. LTI/P indicating the response received.	Resolved
I/P indicated that when the group moved from Stowe to WHFCF they "lost their commissary slot" and were told they may not get commissary until next week. I/P stated this was unfair and they felt punished for moving.	Referred to EMCF Administration. Response noted that commissary has been delayed due to shortages however delivery on Friday 3/18/22 was confirmed.	Resolved
I/P expressed concern regarding bunk location and proximity to the day room.	Referred to EMCF Administration. Response noted that housing moves were reviewed by the housing Sergeant. LTI/P indicating response received.	Resolved
I/P alleged that the television in WHFCF had a more limited number of channels than were available in Stowe.	Referred to EMCF Administration. Resonse noted that they receive 33 channels at WHFCF, while EMCF receives 32. LTI/P indicated information provided.	Unsubstantiated
I/P states that in Stowe they have 5 microwaves and now in WHFCF they have 1. Stated it is not enough for the unit to make food.	Per Sgt. Connor, additional microwaves already on site and will be added that afternoon.	Solved Prior to Contact
I/P believes they are in the wrong job code for the work they are doing resulting in the wrong pay rate.	Referred to Area Lt., Business Office Manager, Administration and Classification Supervisor for clarification. I/P awarded supplemental pay for work from 9/5/21-10/31/21. LTI/P indicating supplemental pay entered into I/P account.	Resolved
I/P expressed concerns regarding the perceived delay in proceeding with gendering affirming surgery.	Referred to NJDOC HSU and UCHC. Response noted I/P was seen by the specialist and discussed their treatment the day following the request to our office.	Referral
Caller states he contacted the Medical Department at EMCF and the nurse was very nasty and provided the OCO phone number.	Provided caller with phone number for the UCHC Patient Advocate and advised caller I would refer his concerns to this person and NJDOC HSU. Referred to UCHC and DOC HSU. UCHC Patient Advocate advised that the I/P was seen recently and referred to the provider. If the provider thinks that she needs a specialist, a referral will be made.	Referral

I/P requests assistance enrolling in the MAT program prior to release.	OCO referred I/P's medical concerns to the attention of the Medical Patient Advocate and UCHC and DOC medical staff. Medical Patient Advocate response noted the I/P's treatment team will be notified of the concerns. LTI/P indicating that concerns were referred to medical.	Referral
I/P continues to have concerns regarding needing medical transportation.	OCO referred I/P's medical concerns to the attention of the Medical Patient Advocate and UCHC and DOC medical staff. Response noted that the Nurse Manager is going to write an order for a 1-time medical transport, round tripp so that she can be seen by an on-site provider. The provider can then decide if they want to extend the special transport arrangements for a longer length of time. Advised I/P of same in writing.	Referral
Caller advised that I/P is being harassed by custody staff and offered inadequate storage options at WHFCF.	Referred to EMCF Administration, Custody Majors and SID. Response noted that storage options are appropriate and in line with the approved property matrix. Administration offered custody supervisors to do a preliminary investigation into the harassment allegations.	Referral
Telephone call family member reporting an incident where the I/P was assaulted by staff.	Referred incident to EMCF Administration & COHQ SID. Copied AC of Women Services and COHQ Commissioner's Office for their review and any action deemed appropriate. SID will interview I/P and review video footage. SID also requested an additional medical evaluation be conducted on I/P.	Referral
I/P placed an order for an incentive food package earned by getting vaccinated. I/P did not receive the package, is requesting a refund and the ability to place another order since she completed the requirements for the incentive.	Referred to EMCF Administration and Business Office. A stop payment was issued on the check and the funds were returned to the I/P's trust account. Request to allow I/P to place another order with the next incentive program denied by Administration who noted "No executive decision is warranted nor will any exception to the rule be granted to allow her to receive this incentive." LTI/P indicating said response.	Confirmed Unresolved
Family member contacted office regarding medical concerns. Caller alleges her daughter recently had surgery at St. Francis and the surgery resulted in more health issues. The mother is requesting her daughter either have another surgeon assess her daughter's medical needs or her daughter be transferred to another hospital.	AO referred the matter to both NJDOC Health Services Unit and Rutgers UCHC for review, response and action deemed necessary. Response received from Medical advising concerns are noted and will be forwarded to the Facility and Regional Medical Directors for review.	Referral



I/P alleges that she takes a medication twice a day however received her KOP and it was written and filled for once a day. I/P also alleges she has a "no crush order" due to a medical condition but that the no crush order is inconsistently followed by the nurses. I/P alleges that it depends who is distributing medication and that she has been given her medications crushed when it should be delivered whole. She would like this matter clarified for the staff distributing medication.	OCO referred I/P's medical concerns to the attention of the Medical Patient Advocate and UCHC and DOC medical staff. Response noted that I/P does NOT have a "no crush order" as alleged and the medication being administered crushed is in line with current policy. Her KOP medication is extended released and is therefore ordered once daily. LTI/P indicating concerns were referred to medical staff and the responses received.	Referral
I/P has not been scheduled for medical testing.	Referred to UCHC and DOC Health Services for review and any action deemed appropriate. Per UCHC: diagnostic testing was ordered, however not the test indicated by the I/P. Referral to facility medical to determine if specific test was ordered. I/P to be seen by medical next week to discuss results and next steps in care.	Referral
I/P is serving a loss of phone sanction and is requesting restoration of privileges to contact family prior to her 3/13/22 release.	Referred to EMCF Administration who responded that the phone privileges will be restored on 3/10/22 to provide a few days to prepare for release.	Resolved
I/P called regarding her television being taken away after an officer wrote her up for sn assault. She alleges that they do not take the TVs of other I/Ps and that they are singling her out.	OCO referred I/P's concern to the attention of the EMCF Administration and AC for Women. Per Admin: I/P's loss of television privileges that were previously suspended due to good behavior was reimposed due to recent offense.	Referral
I/P called and advised this office that they have request to be assigned to a correctional facility based on their gender at birth (male).	OCO referred I/P's request to the EMCF Administration and the AC for women. I/P was referred to PAC for review and subsequently returned to a male facility.	Referral
I/P reported concerns related to an inappropriate statement made by an officer during an escort and an alleged injury to her wrist during the escort.	Referred to EMCF Administration, SID and CO SID. Response noted that the I/P would be interviewed regarding her allegations.	Referral
Telephone inquiry from family member concerned about I/Ps safety at EMCF and is in fear her child will be retaliated against.	Referred to EMCF Administration and COHQ SID for their review and any action deemed appropriate. Copied AC of Women's Services & DOC Commissioner's Office. SID investigating matter. OCO advised by EMCF the custody staff member was removed from area until more information is received from the SID investigation.	Referral
I/P indicated that there have been issues with their showers since October that are ongoing despite maintenance's efforts.	LTI/P: This matter was referred to Edna Mahan Correctional Facility Administration. Administration referred the matter to maintenance for repair. As confirmed with custody staff and other incarcerated person on the wing, the showers have been reported as fix as of March 11, 2022.	Resolved

I/P is inquiring about the PHEC.	Explained to caller that a review of iTag is showing a 3/4/23 maxdate, as such she was ineligible for the 122 days awarded during the first month of the Public Health Emergency which ended 2/10/22 but IS eligible for the 122 days awarded for the second month which ended 3/7/2022. Advised caller that Classification is still working on awarding credits to everyone who is entitled to them and if she still does not have the credits applied by the middle of April she can call our office back at that time to investigate further.	Information
I/P is requesting assistance with receiving her correct amount of work and minimum credits.	I/P reviewed the record and found that the correct amount of credits were awarded. Letter to I/P advising her of same.	No Violation
I/P inquiry about receiving the additional PHEC.	OCO staff reviewed I/P's electronic classification record and advised that if he is deemed eligible by GSCF Classification PHEC will be applied on a prorated basis. Classification will be applying these credits and advising I/P of his revised maxdate.	Information
I/P has not received her credentials from Garrett House and needs them to obtain employment.	Referred to NJDOC OTS. Per OTS: documents were forwarded to Fenwick House.	Resolved
Caller requesting assistance with the I/P receiving PHEC while in the county jail.	Per GYCF classification I/P is not eligible for PHEC due to current offense, return call provided to family.	Resolved
I/P is concerned he is past his maximum expiration date and is inquiring on his eligibility of PHEC	AO reviewed record and provided LTI/P providing his maximum expiration which includes the award of PHE credits.	Information
Family call regarding I/P's missing property and TV.	Referred to GSCF custody to inquire on property. Also, provided LT/P advising the I/P to submit a property claim form in case the property is not located.	Referral
Family call concerning I/P not being placed in G/P at GYCF because they both want to retaliate.	OCO referred family member's call to the attention of the GYCF Administration, and that she would prefer her son be sent to a facility in South Jersey.	Referral
Family member called about the I/P not getting any of his property after being moved due to a disciplinary charge.	OCO referred this matter to the attention of the Administration at GYCF.	Referral
Family call regarding I/P's living conditions.	Referred to the Administration at GSCF for review and any action deemed appropriate. Review of housing indicates I/P's location was changed.	Referral
I/P is inquiring about a parole hearing.	Referred to SPB who advised the I/P postponed his hearing. AO interviewed I/P on housing unit and discussed information received from the SPB	Information

Correspondence from I/P regarding living conditions and meals at the reception unit	AO interview with I/P on Unit to discuss housing concerns and explained PHE credit. Referred to GSCF Administration for review and any action deemed appropriate. Advised by GSCF Administration the Food Service Supervisor was made aware to be vigilant in regard to expiration dates. Units are treated by an exterminator on a weekly basis. Maintenance advised there is no mold. LTI/P as a follow up to interview to provide update on the expiration of food and the referral to Administration.	Referral
I/P has not received his funds from the county correctional facility	OCO contacted the county jail and was advised that the I/P's funds were forwarded in January 2022. However, the funds were not received. A request was made to reissue another check and place a stop payment on the check that was not received.	Resolved
I/P is requesting information pertaining to HI/PPA and obtaining legal representation.	LT/P explaining the OCO does not provide legal aid. Provided instruction on how to gain assistance via the law library.	Information
I/P has concerns with his Classification Objective Score.	LTI/P-This matter was addressed via JPAY Ref# SWSP22004380. In addition, per NJDOC Record, you are scheduled for a Status Review in April 2022.	Information
I/P is requesting assistance in submitting a property claim form. I/P does not have receipts.	AO interviewed I/P and provided property claim and OPRA forms with instruction. During interview I/P had an additional question regarding LOP. AO reviewed disl/Plinary sanction and confirmed with Custoy LOP end date. LTI/P providing this date.	Information
E-mail from attorney regarding I/P's need for medical assistance.	Referred DOC HSU, UCHC Rutgers, and the Statewide Patient Advocate for their review and any action deemed appropriate. Follow up call to the attorney's office to provide requested contact for medical concerns. Also, advised the matter was referred to the above	Referral
I/P alleges harassment from a few officers and sergeant.	Referred to Administration where the alleged offense occurred as well to the Administration where the I/P is presently housed for their review and any action deemed appropriate. Advised I/P was previously interviewed by SID and made no claims.	Referral
I/P transferred from GYCF to NJSP on 2/24/22, but his funds have not transferred as of 3/14/22.	I/P informed, if you transfer from one correctional facility to another, it takes approximately two to three weeks before your funds will appear in your Inmate Trust Account at the new facility. Please allow time for the transfer of funds. Contact this office next week if not received by March 21, 2022	Information

I/P transferred to a different facility less than a week ago and is questioning how long he'll have to wait to receive his property.	OCO staff advised I/P that property can take several weeks to transfer. He may file an Inmate Claim for Lost, Damaged, or Destroyed property if he doesn't receive it within the next few weeks, or notices items are missing or damaged once received.	Information
I/P alleges harassment and threats are being made against him by custody staff.	Referred to GSCF Administration and SID for their review and any action deemed appropriate. Advised by Administration they will defer to SID to interview I/P. LTI/P advising his concerns were referred to Administration and SID.	Referral
I/P called alleging that he tried to check into PC yesterday, but did not get to speak to anyone. He stated he doesn't feel safe and other I/Ps are extorting him.	OCO referred concerns to GSCF Administration for their review. Admin advised that they would have the I/P interviewed.	Referral
I/P is requesting to make a noncollect call to the IRS to request receipt of his outstanding economic impact payment	LTI/P advising the OCO does not provide telephone calls. Provided I/P other options on how to contact the IRS and a 1040 Form.	Information
I/P is inquiring about his return to Bo Rob.	Review of electronic record indicates I/P was approved to return to the assessment center by the Community Corrections Classification Committee. LTI/P advising of same and that the Office of Community Programs schedules the transfers based on bed space and guidance from DOC HSU and Rutgers UCHC.	Information
I/P states that it's hard to get in touch with OCO	LTI/P informing that he may contact the OCO via telephone or RFA which are available on the tier.	Information
I/P alleges that an officer broke his electronics and set him up with a knife.	Referred to the Administration at GSCF for their review and any action deemed appropriate. Provided report of the incident via email. Provided LTI/P advising matter was referred to the Administration	Referral
I/P claims his former cellmate stole his property.	Referred to the Administration at GSCF for their review and any action deemed appropriate. LTI/P advising of same. Per Admin investigation, cellmate was not in possession of I/P's property.	Referral
I/P states that he was never notified if his property claim was approved or denied.	Referred to Mailroom Sergeant. Advised that there is no record of a property claim. LTI/P advising of same and suggesting to resubmit a new claim with appropriate documentation	Unsubstantiated
I/P reports that he did not receive his magazine order.	Referred to Mailroom Sergeant. Advised there is no record of the magazine being confiscated. LTI/P advising of same and limited ability to track parcels from P.O. Box	Referral

Family call following on an investigation to I/P allegations.	Notified family member the SID is conducting the investigation, and upon completion their results will be sent to the Administration for review and any action deemed appropriate. Provided guidance on how to contact SID if they wished to do so.	Information
I/P states that they changed the sanction after he went to courtline.	OCO interviewed I/P to review disciplinary infraction and gain further information. Referred matter to Assistant Director who oversees the Hearing Officers, who found no fault. LTI/P advising of same and informing him of his right to appeal to the Appellate Court	Unsubstantiated
Family call regarding I/P receiving his property after being at the facility for three weeks.	Family informed via telephone, BSP is in receipt of the property and will issue the property on 3.3.22 or 3.4.22 at the latest.	Resolved
I/P states that he does not feel safe in his current facility and is requesting a transfer.	Referred to GSCF Administration. I/P interviewed regarding his concerns. LTI/P advising his concerns were referred for review and any action deemed appropriate.	Referral
I/P is inquiring about the PHEC.	Referred to the Division of Operations ASU. OCO advised the DOC reached out to the SPB. The SPB will not award the additional PHEC as the I/P received a bench warrant on March 7, 2022. LT/P advising of same.	Information
Correspondence from I/P claiming he is wrongfully incarcerated	Review of sentencing orders and referred to Office of Interstate Services. I/P's amended federal sentencing does not dictate a relationship with the NJ term. Therefore, it remains consecutive. DOC does not request clarification in these circumstances. LTI/P advising of same and recommending he use the resources at the law library to contact the federal court.	Information
Parent reported the I/P was transferred to a unit that is not habitable for human beings.	Referred to GSCF Administration. The family was informed, per GYCF Administration an area tour was performed. Any area of concern was corrected and followed up with a work order.	Information
I/P is having trouble receiving refund for the JPAY tablet that he did not receive due to his transfer to the halfway house.	Referred to the Custody Response Team. I/P provided a refund from JPAY to his trust account. These funds will be mailed to the I/P at the halfway house. LTI/P advising of same.	Resolved
Family member of I/P inquiring about the PHEC.	Advised caller PHE was extended and NJDOC will apply the additional 122 PHEC at the end of the 30 days, if the PHE is ended early the PHEC will be applied on a prorated basis. Classification will be applying these credits and advising I/P of their revised max date. No action is needed and if the I/P is eligible they will be awarded the credits.	Information

I/P contacted OCO to inquire about his eligibility for PHEC.	Review of I/P's electronic classification record indicates I/P appears to be eligible. I/P was advised to await final review by EJSP Classification Dept, if he is eligible the PHEC credits will be pro-rated and awarded to him accordingly.	Information
I/P is inquiring about his max date.	OCO staff provided I/P with max date.	Information
I/P stated the Harbor House staff has received updated max date lists but he is not on the lists. I/P trying to confirm release date.	Explained to I/P that iTag is reflecting a 4/23/22 max date that will not be confirmed until the release committee reviews his case the week before his release.	Information
I/P is requesting assistance with obtaining a job.	Email sent to Directors of Harbor House and Community Programs with a copy to Community Programs for review and response. Response received advises the I/P was recently hired and provided confirmation of his employment/start date. No cause for further action.	Solved Prior to Contact
I/P inquiry about the PHEC.	Advised I/P that he received the 244 PHEC and provided his current maximum expiration date.	Information
I/P's call regarding his max date with all of the PHEC awarded.	Explained to caller that a review of iTag Release Schedule screen indicates that I/P's projected max date of 4/11/22.	Information
I/P's mandatory minimum was dismissed but it was up this month. Does this give him less time?	Advised I/P that dismissal of mandatory minimum would not effect his parole date. I/P is already approved for release via Administrative Parole.	Information
I/P inquiry about the amount of days off per month he should receive.	I/P was provided with an explanation regarding the amount of days off per month he should receive.	Information
Friend call regarding I/P receiving the additional PHEC.	Informed family member, Please be advised, as long as your max is below March 7, 2023 and you do not have any disqualifying offenses (2C: 11-3, 2C: 14-2A, 2C: 47-1 and was characterized by a pattern of repetitive and compulsive), you are eligible for the 122 days that will be awarded on March 7, 2023, if the Governor terminates the public health emergency the credits will be prorated. If he extends it, Incarcerated Persons are eligible for a maximum amount of 244 days.	Information
Friend call regarding I/P receiving the additional PHEC.	Friend was advised I/P is eligible for the additional PHEC.	Information
I/P alleges that he has not received any "state pay" since January and that Hope Hall advised him that the institution did not send the funds.	Referred to GYCF Business Office. Response noted that the Business Office reviewed the account and is cutting a check to send to Hope Hall.	Resolved
I/P call regarding PHEC.	Informed I/P that he received the 244 PHEC and provided an updated maximum expiration date	Information

I/P called stating his max date increased from 4/24/22 to 5/29/22 and he does not know why.	OCO reviewed the record which indicated that county jail work credits were awarded incorrectly and therefore had to be removed. Provided I/P with his projected max date of 4/27/22.	Information
I/P alleges RCRP staff touched him inappropriately.	Referred to GSCF Administration, COHQ SID, and PREA compliance unit for review and any action deemed appropriate. PREA protocols were initiated.	Referral
I/P inquired about PHEC and whether they are eligible for both allotments. I/P explained they were concerned that they were not awarded the first 122 as their maxdate was not within 365 days until February minimum credits were applied.	Referred concerns to the Classification Supervisor of GYCF. 3/22/22 review of iTag shows I/P was awarded the full 244 PHEC and has a current maxdate of 6/12/2022. LTI/P indicating the credits have been applied.	Information
Telephone inquiry family member I/P has not received the 2nd half of the PHEC	Explained to caller I/P is time eligible for the next set of PHEC and to be patient as the Classification Departments are manually entering the credits.	Information
Brother called regarding I/P's credits. I/P believes he isn't getting enough each month.	Explained to caller that I/P earns 3 minimum credits each month for the first 12 months in reduced custody status and 1 work credit for each 5 days of work. I/P's at the RCRP get work credits for a 7 day/week job and average about 6 work credits a month. I/P received work credit he was missing that was manually entered at the institution. I/P will receive 3 minimum credits through August 2022 and will begin earning 5 minimum credits a month thereafter.	Information
I/P inquiry about his max date	OCO informed I/P that his mandatory minimum expiration is 3/28/22; however, the SPB has not yet conducted a hearing to determine when/if he will actually be paroled.	Information
I/P requesting to know if his mandatory minimum was removed from his sentence.	I/P was advised per DOC record the mandatory minimum has not been removed. I/P was advised to contact the Atlantic county prosecutor's office.	Information
Family call regarding I/P's credits.	Caller was advised that the I/P is currently earning 3 minimum credits per month as well as approximately 6 work credits. I explained that in May, the minimum credits will increase to 5 per month.	Information
I/P is inquiring about restoration of commutation time and would like to confirm that he is now earning 11 days off per month.	LT/P: a copy of his credit statement sheet which provides the work and minimum credits applied to the I/P's maxdate. It also included the 1st and 2nd ROCT awarded. AO provided explanation on how work and minimum credits are earned	Information

I/P calling to confirm that he's earning 11 credits per month.	Explained to caller that in February he began earning 5 minimum credits a month and can earn up to 6.2 work credits each month. Advised that current max is 5/15/24 with all credits earned through 2/28/22. Max will continue to reduce by up to 11 days each month.	Information
Family call regarding I/P 's social security card	OCO contacted the halfway house Director and was informed that nothing could be done due the DOC's MOU per the Office of Community Programs Director. I/P and caller were advised of same.	Information
I/P is unable to utilize the tablet he purchased now that he's at a halfway house, therefore he would like to return it for a refund.	I/P's are not authorized to have tablets sent to halfway houses. OCO sent LTI/P advising of the same and recommending I/P contact SWSP and have the tablet sent home.	Information
I/P called this office stating he should be receiving more minimum credits.	Advised the first 12 months of reduced custody status you are awarded 3 minimum credit. Thereafter, you receive 5 minimum credits. I/P will increase to 5 minimum credits February 2022. Explained February credits post the end of March 2022.	Information
I/P is inquiring about his credits.	OCO contacted the facility and was informed that his work credits will not be awarded as I/P was not paid for a work detail.	Information
I/P is inquiring about his state pay for September and November 2021	OCO contacted the half way house and was advised that his balance transfer cannot be located and the matter is being investigated. Additionally, I/P advised that he had 90 days to address missing state pay.	Information
I/P is inquiring about his missing funds.	OCO contacted the half way house and was advised that his balance transfer cannot be located and the matter is being investigated. Additionally, I/P advised that he had 90 days to address missing state pay.	Referral
Released I/P contacted this office to report he is currently homeless and the victim of a theft. I/P requested reentry services and a copy of his parole discharge papers.	This office provided the I/P with reentry programs located in his area which assist with housing and transitional services. This writer contacted the State Parole Board to request a copy of his discharge papers be sent to his brother's home. This writer contacted the released I/P as a follow up. Per former I/P, the SPB contacted him to confirm the information relayed by this office and also recommended housing in Camden County due to the nature of his offense.	Resolved
Family call regarding I/P parole date.	This writer informed the family member, per NJDOC record, there is no parole date set. The mother requested reentry contacts which were provided by this writer.	Information



I/P states that he doesn't have a designated person to pick up his property from the halfway house.	Referred to OCP. OCP provided Kintock Disposition of Property Form. Per form, you provided three authorized contacts to retrieve your property. Any further questions regarding the status of your property must be managed by your authorized contacts or contact Kintock directly.	Information
Family call regarding I/P receiving the 8 months PHEC.	Informed caller that a review of iTag shows I/P was already awarded the full 244 days PHEC and has a current maxdate of 4/24/22.	Information
Family member contacted OCO inquiring about I/P's parole date.	OCO informed the caller the I/P's parole date is set on or before March 29, 2022. Caller advised this is the same information provided by the Parole Officer who completed the home site-visit last week.	Information
Family call regarding I/P eligibility for the PHEC.	Family was advised due to the I/P's max date he is ineligible for the PHEC.	Information
I/P at the RCRP was denied a transfer to a different facility and told he has to wait 6 months to re-apply. He's questioning if he can appeal this decision.	Referred to Office of Community Programs: Response noted that current placement is in the I/P's best interest due to the structure it offers and that while there is no appeal process for this decision, the I/P can reapply in 60 days.	Information
Family call regarding I/P receiving his balance transfer from a correctional facility	LTI/P advising funds will be forwarded to Kintock.	Information
Email received from a contact/friend of the above I/P requesting the badge number/contact information for a Philadelphia Police officer. The email alleges some type of "discrepancy" between the officer, an employee, volunteer or I/P at Mid-State and herself. The email does not attribute any specific negative action by the I/P.	OCO interviewed I/P mentioned in the email. He indicated that he had zero issues with being at MSCF. He identified the writer of the email as the mother of his child and alleged that this was not the first time she had reached out about him. He claims that SID previously investigated an issue and found nothing. No further action required.	Withdrawn
I/P requested assistance from this office. Per I/P, he completed the "Go Green Class" while assigned Midstate, but has not received the credits	LTI/P-This writer contacted Mid-State Education Department. This writer was informed, per NJDOC Directive dated December 10, 2019, you completed the class in April 2019. However, the credit completion was not effective until January 1, 2020. Therefore you are ineligible for the "Go Green" special credits.	No Violation
I/P called to complain that he purchased a new tablet in October 2021 and started having problems the next month. Two weeks ago, he was told that his warranty is up; however, he believes he should have received a replacement.	OCO referred to the JPay Account Manager. The Account Manager advised that he issued the I/P a replacement tablet. Letter to I/P informing him of same.	Resolved
I/P states that his telephone PIN is no longer working.	OCO referred to GTL who advised that there is an issue with his account and that they are working to resolve it. Letter to I/P informing him of same. Issue was resolved on 3/4/22.	Resolved

I/P called asking about a medication he was prescribed during a teleconference. It is now 4 days later and the I/P is still waiting for the medication.	OCO referred I/P's concern about the medication to the DOC & UCHC medical staff. Per medical staff at MSCF, they contacted the doctor's assistant this morning to request a copy of the consultation report.	Referral
I/P requesting assistance with obtaining his medication in a different form.	Referred to UCHC and NJDOC HSU for review and any action deemed appropriate. LTI/P advising the matter was referred to DOC and UCHC medical providers who stated different medication treatment options will be discussed since he is having issues with current medication.	Referral
I/P is inquiring about his transfer to BSP.	I/P transferred to BSP the day after his call - 3/2/22.	Solved Prior to Contact
I/P believes his max date is today instead of 1 week from now.	Explained to caller a review of iTag shows release date of 3/10/22 including 122 days PHEC and all credits earned through 3/9/22. Explained to caller that classification likely advanced their January work credits and when they auto-posted iTag briefly reflected an incorrect maxdate of 3/3/22. 3/10/22 appears correct. Explained to caller he is not eligible for any additional PHEC as he will max before 3/13/22 which is when DOC is applying the second month of credits.	Unsubstantiated
Caller who wished to remain anonymous called for an I/P who wished to remain anonymous to report alleged officer misconduct but would not provide names of any officers. Caller alleged that their loved one has been mistreated. Caller alleges the I/P has been beaten, taken to lock up after being beaten, refused showers, refused delivery of their commissary, denied basic rights and privileges, not given any time out of their cell in accordance with policy etc. Caller alleges officers are abusing their authority and targeting her loved one.	Advised caller that with no information on the I/P or any of the officers, or dates or times or locations of the allegations it would be nearly impossible to investigate the claims. Caller stated she would think on it and call back if she decides to provide more detail.	No Cause for Action
I/P is requesting a follow up appointment with the oral surgeon who pulled his wisdom teeth last month. I/P claims he's experiencing pain and complications.	The matter was referred to DOC and UCHC medical providers. This office was advised the I/P was sent to University Hospital for follow up regarding his dental concerns.	Referral
Family member emailed OCO requesting to know the status of confiscated property.	Advised caller no property was located. I/P is not aware of any property missing or taken. Will followup if any property turns up.	Information

I/P alleges that he submitted a remit to have money transferred into his release savings account but that instead the business office removed the funds from his release savings. I/P would like this on record noting he would like the business office to be more careful in the future and also noted he would be very careful to be specific in his remit requests.	I/P's concerns are filed and noted.	No Cause for Action
Family call regarding I/P being unable to put funds on his media account.	OCO reviewed the I/P account and showed that he had an insufficient balance on his I/P account, which is why he could not transfer funds to his JPay media account.	Information
I/P is missing JPay charger and earbuds.	I/P will be provided charger and earbuds as per NJDOC staff.	Resolved
Family call regarding I/P not receiving a pain patch that was prescribed because it was non formulary.	Follow up call advising caller that the matter was referred to UCHC Patient Advocate and NJDOC HSU management. They advised that the I/P was seen by medical staff and prescribed 2 alternate medications. His concerns were forwarded to the facility medical director.	Referral
I/P was resentenced but record is not reflecting changes in max date or PED.	Explained to caller that resentence information is entered into iTag and appears correct. I/P was resentenced to 14 year term consecutive to his other 6 year terms for a total of 20 years. I/P also is serving a 7 year man/min consecutive to a 5 year 1 month and 6 day man min. I/P currently has a man/min expiration of 7/9/2027 and a max of 11/4/2028.	Information
I/P called stating that \$60 that he put on his phone account in January never made it into his account. He is asking about a refund.	OCO referred I/P's concerns to the GTL representative at NJSP. GTL identified an issue with the account and is working to have it credited.	Resolved
I/P called stating the officer who supervises the waiting area for the clinic has been giving him a hard time because he is in a wheelchair and cannot enter the waiting room without it.	OCO referred the I/P's allegations to NJSP Admin for their review and whatever action they deem necessary.	Referral
I/P expressed frustration over the requirements to add an attorney to his phone list.	Explained to caller that GTL must verify attorneys to add them to their list and that requesting a cover letter to verify their firm is acceptable protocol.	Information
I/P states they have a brief due 3/28/22 and have requested extended legal access but it has not been granted	I/P was advised they are scheduled to begin extended legal access on 3/21/22.	Solved Prior to Contact
I/P requested that IPIN Discrepancy Form be provided to GTL Coordinator.	As per your request, your form was hand delivered to the GTL Liaison on March 4, 2022. GTL will provide you with a receipt for the form.	Referral
I/P's family member is requesting assistance with I/P's criminal conviction.	I/P advised that OCO can not assist with issues or concerns pertaining to underlying criminal conviction.	No Cause for Action

Family call regarding I/P's living conditions and he is afraid to eat the food.	OCO referred to NJSP Admin for their review. Per Admin: The matter is under investigation.	Referral
I/P provided a Property Claim to be forwarded to Property Sergeant.	I/P advised that claim was forwarded to Property Sgt for processing and investigation.	Information
Family member provided copy of HI/PAA form signed by I/P.	Form provided to UCHC Medical Patient Advocate for processing and placement in I/P's medical file.	Referral
I/P is requesting to see a specialist and copies of his medical records.	Referred to UCHC and DOC Health Services. Per UCHC: I/P was seen by medical after the date of letter to discuss test results. It was determined referral to a specialist was not warranted at that time. Concerns will be forwarded to facility medical. I/P advised in letter.	Referral
I/P is in need of medical footwear.	Referred to UCHC and NJDOC Health Services for review and any action deemed appropriate. Per UCHC: I/P was ordered orthotics. Medical footwear must be approved by provider.	Referral
I/P claims he was charged for medical records that he never received.	LT/I/P providing instruction on how to contact the Medical Department to remedy his concern. Self advocacy	Information
I/P believes he should be released from PC.	Referred to Administration. I/P advised that his case will be reviewed by CC in the near future.	Information
I/P requesting assistance obtaining his Jpay 5 tablet that was sent to JPay to be unlocked.	Referred to JPay. I/P is not permitted to use content on two tablets at the same time. I/P cannot have an active tablet (JP6) and his family use his inactive tablet (JP5).	Information
I/P states that his family did not address the envelope properly when sending him mail a few days ago, but is questioning if there's a chance it will still arrive at the facility.	LT/I/P advising him that there is no way for this office to know if the item will arrive at NJSP if it was not addressed correctly.	Information
I/P believes there is a discrepancy with his max date in regards to his credits that classification refuses to fix.	OCO reviewed the calculation of the I/P's max date and found it to be correct. The DOC did award the credits as they appear on the Judgments of Conviction; however, those credits do not apply to the controlling sentence.	No Violation
I/P stated he had a bad nose bleed and was not evaluated by medical.	Referred to UCHC and NJDOC Health Services for review and any action deemed appropriate. I/P was advised his request for medical care would be referred to medical. Per Medical- sick call request submitted.	Referral
I/P would like to be returned to previous unit.	I/P advised that OCO does not dictate housing moves and would refer his request to Administration. Per Administration : I/P is appropriately housed due to recent behavior.	Referral

I/P requests to have his stress test done at UMDNJ instead of St. Francis.	I/P is requesting location of testing. Referred to UCHC and DOC Health Services for review and any action deemed appropriate. Per UCHC request will be forwarded to facility/regional medical director for consideration. Testing to be completed at UMDNJ.	Referral
Telephone wire is broken on Unit 3C.	Referred to GTL. Per GTL- matter will be addressed.	Referral
I/P requesting assistance with obtaining solar shield glasses since he is legally blind.	LTI/P advising this matter was referred to DOC and NJHC medical providers. Per medical the solar shield glasses are not a medical necessity. The matter was then referred to NJSP ADA liaison who will contact medical and follow up with I/P.	Referral
I/P called to report a strong burning odor on his housing unit.	Referred to Admin at NJSP. Per Admin no maintenance issues on the unit.	Referral
I/P is requesting assistance obtaining his medical records.	I/P provided Medical Records Request Form.	Information
Letter from I/P requesting receipts for an item he never received, therefore he does not have the receipt.	I/P advised that he must contact company for receipt.	Information
I/P wants to ensure that his claim was received and processed.	I/P's claim was received, processed and is under investigation.	Information
Friend called stating that I/P did not receive work credits in January.	Advised caller that I/P didn't get paid for the month of January. Credits are based on state pay. Instructed her to have him request a supplemental from the detail Sgt. Once the supplemental is posted, the credits can be applied.	Information
I/P states that he hasn't received his property since transferring to a different unit 1 week ago.	LTI/P advising that no claim has been received. I/P encouraged to submit claim to unit social worker.	Information
I/P called stating that he ordered a religious ring, necklace and charm from Amazon. The items were received at NJSP and he was given the ring, but the other items were confiscated. He said that the items were approved, so he is unsure why they were denied.	I/P advised that the item he purchased is not approved for retention. Provided I/P with information on what type of religious necklace would be approved.	Information
Family call regarding I/P's max date	Provided caller with the I/Ps projected maximum release date.	Information
I/P expressed concerns regarding access to the Law Library	Referred to NJSP Supervisor or Education to note I/P's concerns. I/P was advised via jPay that there is a backup and he will be scheduled as soon as there is an opening.	Resolved
I/P is missing property. He filed a claim and would like replacement items.	I/P advised claim was received and processed. I/P will be notified following Claims Committee Decision.	Information
I/P was placed in a cell with no running water or electric. I/P also is not being permitted showers.	Referred to Admin for review and any action deemed appropriate. Per Admin: cell was checked and I/P has running water and electricity and I/P has been taking showers.	Referral

I/P would like correspondence forwarded to NJDOC Chief of Staff.	I/P instructed on how to send mail to NJDOC staff as OCO does not forward mail on an I/P's behalf.	Information
Email from I/P's grandmother regarding custody staff antagonizing I/P's, restricting communication, and punishing the entire population for the actions of one I/P.	Advised caller that I/P is making calls and utilizing the kiosk on a regular basis. Indicated that anyone experiencing issues on the unit should reach out to this office.	Information
Family call regarding I/Ps return to former unit, medical records and living conditions.	I/P returned to former unit. Medical records received by family member. Living conditions complaint referred to Admin who indicated matter will be reviewed and any deficiencies will be rectified.	Referral
I/P needs telephone discrepancy form.	I/P sent form.	Information
I/P states that he recently had a procedure and is experiencing swelling and pain. I/P is in need of a pain reliever and steroid. Medical will not allow for narcotic due to other medications.	Referred to UCHC and NJDOC Health Services for review and any action deemed appropriate. Per UCHC Patient is pending an appointment with the provider and a specialist. Patient was previously returned to hospital following procedure for evaluation as a result of complaints regarding pain.	Referral
I/P states that his new tablet stopped working after 1 week, therefore he's requesting a replacement.	Referred to the Custody Review Team. I/P to be issued a replacement tablet. LTI/P advising of same	Resolved
I/P states there is a message about scheduling visits on the kiosk but when his family called to schedule a visit they were told they are still suspended indefinitely. I/P alleges he has had issues with visits for years and thinks this is personal.	I/P advised DOC is pending guidance from Governor's Office regarding visitation. Per DOC- no JPay blast was sent out.	Information
I/P would like a Business Remit pulled and not processed.	No recent checks processed for the I/P.	No Cause for Action
I/P stated that he received his property from NSP but his watch and walkman continue to be missing. He would like to continue with his claim.	Property Sgt notified that I/P received partial property and would like to proceed with claim.	Resolved
I/P was told he has one year loss of telephone privileges but did not receive the sanction from DHO.	I/P notified that loss is in accordance with NJAC 10A: 4-5(t)6 that allows additional loss of privileges.	No Violation
I/P believes loss of privileges is unjust.	I/P was involved in serious disciplinary infractions that resulted in loss of privileges. Referred to Admin. I/P will be provided with stamps and writing materials to contact family/friends.	No Violation
I/P states he did not receive his property when he transferred units. I/P filed claim.	Advised I/P that claim was processed and pending review by the institutional Property Claims Committee. I/P will be notified of decision via institutional mail.	Information
I/P mailed a copy of his correspondence to the Governor's Office expressing his dissatisfaction with the OCO.	LTI/P: I/P was advised that the NJDOC's denial of certain JPay Videograms was done in compliance with its rules and procedures. Provided I/P with the rules for appealing the denials.	No Violation

I/P states the tablet is not syncing after transferring units.	LTI/P advising of appropriate response received on JPAY by the Custody Review Team and he is issued a new tablet	Information
I/P stated he did not received his receipts from the Business Office.	Provided copy of Trust Account for review. I/P was instructed to contact Mailroom if he is continually missing receipts.	Information
I/P believes the kiosks on his unit need to be upgraded because they run too slow.	I/P instructed on how to address kiosk concerns with Admin and Jpay.	Information
I/P states that his unit did not receive hygiene supplies on the 1st of the month.	I/P addressed the matter via Remedy System.	No Cause for Action
I/P received a new pair of eye glasses approximately 3 weeks ago, but states the lenses aren't equal/Pped with UV protection. He believes this is the reason he's experienciing daily headaches and wants an appointment with the eye doctor.	Refrred to UCHC and NJDOC Health Services Unit for review and any action deemed appropriate. Per UCHC: I/P has been scheduled with the Optometrist.	Referral
I/P's sanction for loss of phone expired and he still can't use the phone.	Referred to NJSP Administration who responded noting The I/P received a 30 day sanction on (Friday) 2-11-22, but was not entered into the GTL system until (Monday) 2-14-22; the 30 days will expire on 3-16-22.	Referral
I/P called stating that LOCT from an "old charge" was recently applied which made him ineligible for the PHEC. I/P is questioning if it was legal for Classification to apply the LOCT if they missed it when he caught the charge.	A review of the records showed an error in the amount of LOCT applied due to when the I/P requested ROCT. Referred concerns to the Release Coordinator of NJSP. Response from Release Coordinator indicated the record had been corrected. LTI/P indicating amended max date.	Resolved
I/P states he cannot use the phone but did not receive loss of phone privileges as a sanction.	Documents provided by I/P and review of electronic record confirms I/P did receive 30 days loss of phone privileges.	Unsubstantiated
Friend call regarding I/P receiving his word processor.	Referred to Property Sgt. Word processor was provided, however a few items were not included in the package. Items located and provided to I/P.	Resolved
Family call I/P did not receive his refund check for his wordprocessor.	Per Property Room- Item approved. I/P will be provided Word Processor in the next few days.	Information
I/P states they submitted a stop payment request with a \$10 remit but the remit has not been processed and he is worried the stop payment has not been processed.	Informed I/P he would need to submit another remit to stop payment on the check if the business office did not receive/process his first request Checked with BO on 3/19/2022- found stop payment with Clerk and provided to Bus Manager. Stop payment processed on 3/23/2022. Provided copy to I/P.	Resolved
Family call regarding I/P's word processor not being given to him.	OCO advised caller that I/P was sent a letter with direction on how to receive approval for wordprocessor,	Solved Prior to Contact
I/P states he was told by a custody supervisor that he will receive his storage bins	LT/P Advised the I/P to wait for the disposition of his property claim	Declined

Girlfriend call regarding a word processor and book that I/P is being denied.	Referred to Custody Property Sergeant - book denied due to being oversized. I/P needs approval for word processor from Administration. LTI/P advising of same. Also, provided follow up call to loved one with the information	Information
Grlfriend call regarding I/P being eligible for the PHEC.	Explained to caller that PHE was ended by the Governor 3/7/22, Anyone with a maxdate after 3/7/23 is not eligible for the PHEC. I/P's maxdate is 3/20/23 therefore he is ineligible.	Information
Caller stated he did not have access to his funds yet due to a recent transfer so family attempted to send some on jPay and the transfer was unsuccessful. I/P indicated he "just found out" and had not submitted a trouble ticket.	Advised I/P to please file a JPAY Support Ticket to first address his concerns with JPay. If he does not receive a satisfactory response within thirty (30) days he may contact this office for assistance.	Declined
I/P called stating that the business office deducted too much money from his stimulus check.	LTI/P advising him that the deductions (\$483.40) from his \$1400 stimulus check were the maximum permitted in accordance with DOC policy; therefore, there was no violation. I/P was provided with a print-out of his account showing the deductions taken.	No Violation
I/P called the office to complain that something in the water is causing his skin to break out.	LTI/P advising him to submit a sick-call sli/P to the Medical Department so that he can express his concerns and allow them to determine the cause.	Information
I/P claims that his housing unit is always the last to place commissary orders, and as a result, several items are constantly out of stock.	LTI/P advising him that issues with out-of-stock items are affecting the DOC and society at large. Additionally, NJSP rotates the order in which commissary sli/Ps are submitted to ensure that the process is as fair as possible.	Information
I/P is requesting assistance with placing a stop payment on a check.	LTI/P providing instruction and a Stop Payment Request Form	Information
I/P states that he was never compensated for an approved property claim.	LTI/P explaining the next steps in the process for his reimbursement.	Information
Family call regarding I/P seeing courtline.	Referred to NJSP Administration. Who advised lab results could take several months and they are going to transfer the I/P to another facility while he is waiting to see court line. Follow up call attempted to the family.	Referral
I/P called to inquire why he cannot have his cli/Ppers while in the RHU.	Advised I/P that NJSP does not permit cli/Ppers in the RHU due to the potential of them being modified into a weapon.	Information
I/P left tablet and it was picked up by staff. I/P wants OCO to have it returned to him immediately.	I/P directed to file a Remedy Form or contact a Custody Supervisor.	Information
I/P inquiry about his property that was lost/stolen when he moved from 1-Right to 2A.	I/P instructed to file claim form.	Information
Telephone inquiry family member is uncertain where to pick up the I/P at release.	Advised family member that DOC has coordinated transportation arrangements as I/P has parole supervision following release.	Information



I/P states his account was frozen by NJDOC or Jpay and he is unable to access his photos.	Matter referred to Jpay for review and any action deemed appropriate. OCO cannot provide technical assistance with Jpay applications. I/P later reported matter was resolved.	Referral
I/P is requesting to purchase a surge suppressor for source of sale.	I/P was approved to purchase item.	Resolved
I/P stated his tv and radio were lost. He filed a Property Claim Form but would like OCO to get him refunded or new items.	I/P advised claim is pending review by facility Claims Committee. OCO cannot provide reimbursement or replacement items.	Information
I/P would like to submit a stop payment.	LTI/P with a Stop Payment Request Form.	Information
I/P is inquiring about his phone and kiosk privileges being reinstated.	LTI/P advising this matter was referred to NJSP Administration. Per administration if the I/P continues to remain charge free than more privileges will be reinstated	Referral
I/P would like a loaner TV.	Facility does not have a loaner TV program.	Information
I/P believes sanctions were excessive for disciplinary infraction.	I/P advised how to submit disciplinary appeal.	Information
I/P was told by Jpay he would be getting an RMA in December of 2021. Has not been received.	Per JPay- I/p will be provided an RMA.	Resolved
I/P would like an NJSP Handbook.	LTI/P advising the NJSP handbook is made available to the population via the Jpay kiosks	Information
I/P believes he was wrongfully denied for Food Package Incentive Program.	Determined I/P filed request form after deadline.	Unsubstantiated
I/P is requesting to remain in PC as he believes if transferred his life is in imminent danger.	OCO contacted the Classification Department and requested that they rescind his transfer request. Response from the Class Dept indicates that his transfer request has been cancelled.	Resolved
I/P reports that he is being forced to quarantine for a second time in a row.	I/P received appropriate response from medical in IRF regarding quarantining and isolation as COVID-19 mitigation efforts.	No Cause for Action
I/P would like the status of the NJDOC's response to a tort claim and legal assistance.	Advised I/P that OCO cannot provide legal assistance. Advised on how to request services. Bureau of Risk Management would contact DOC for needed information.	Information
I/P does not agree with disciplinary sanctions imposed.	I/P instructed on how to appeal disciplinary charges.	Information
I/P is in need of clothing	Electronic File indicates I/P was provided all authorized clothing. Referred to Custody Supervisor who advised he would ensure I/P is in possession of all items authorized.	Referral
I/P transferred units and did not receive his property.	I/P instructed on how to file a Property Claim form.	Information
I/P contacted OCO requesting assistance with obtaining his parole decision. I/P alleges he has been waiting for several months and he nor his family can get a straight answer from the NJSPB.	OCO staff referred the matter to NJSPB for review and response. Feedback received from NJSPB indicates that I/P's case will be reviewed on 3/16/22 and the I/P will be provided the results by the end of the week.	Resolved

I/P had a revocation hearing on 1/25/22 and has not received a decision.	Referred to the SPB who responded that the Hearing Officer Review is Pending and a formal decision should be completed as soon as administratively possible.	Information
I/P has been waiting for over a month for his hearing.	I/P was scheduled for a hearing and requested a postponement for additional video footage.	Referral
I/P requests housing in the medical unit due to numerous health issues. I/P also claims that his medication was recently changed, but it doesn't help relieve his symptoms.	Referred to UCHC Patient Advocate and NJDOC HSU management Response received from UCHC Patient Advocate will notify medical leadership I/P at NJSP and will also submit a sick call slip I/P on his behalf. LT I/P advising that his concerns have been referred to the UCHC Patient Advocate and NJDOC HSU for review.	Referral
Family inquiry about I/P receiving the additional PHEC.	Advised caller that the I/P has received the credits that he is eligible for as of this date; however, the caller believes the I/P is entitled to county jail work credit which could make him eligible for additional credits. OCO provided her the phone number for the Essex County Jail.	Information
I/P is requesting a copy of 10A.	I/P advised this office cannot provide copies of 10A. I/P instructed to contact law library for copies.	Information
I/P states his property claim was denied, but he's in need of basic writing materials and additional clothing.	No claims received for this I/P. Records indicate I/P was provided clothing upon transfer. I/P was instructed on how to request writing materials.	Information
Family call requesting information regarding I/P being seen by medical because she believes his hand is broken.	Matter referred to NJSP Administration, Rutgers UCHC and NJDOC Health Services Unit for review, response and action deemed necessary. Information provided by Medical indicates I/P has received medical services to include physical therapy.	Resolved
I/P states he is in need of medical care.	Referred to UCHC and NJDOC Health Services. Per UCHC: I/P initially refused care, however an x-ray was ordered. Results were shared with I/P and physical therapy was ordered. I/P had a follow-up visit after the date of letter and was scheduled for an additional follow-up visit.	Referral
I/P states photos were confiscated and he doesn't understand why.	Reviewed contraband form. Photos were attached to art paper which is not approved. I/P can appeal or have photos resent without art paper.	No Violation

I/P inquiring about economic impact payments.	Explained to caller that a review of the trust account shows one EI/P for \$1400 on 6/1/21. Letter received was informing him of this check for tax purposes. I/P inquired about additional "stimulus checks." Informed I/P they would have to file their taxes and/or inquire with the IRS if they are concerned that they did not receive the total payments they were entitled to as that falls beyond the purview of this office.	Information
Family call regarding I/P receiving another stimulus check.	General information regarding stimulus checks provided to caller.	Information
Family call regarding I/P's balance transfer.	OCO provided general information regarding I/P trust account.	Information
I/P called about a television that he brought down to intake for transfer to BSP while at NJSP. He was not permitted to bring the TV with him on the van and wants to make sure it was put with the rest of his property.	OCO contacted the property sergeant at NJSP in an effort to locate the TV. The TV was located and was placed with the rest of his property for transport to BSP.	Resolved
I/P states he has been unable to use the phone since he transferred to NJSP.	GTL confirmed a system error. A trouble ticket has been filed. I/P notified of status and that GTL is attempting to correct. Per GTL I/P is able to make calls.	Referral
I/P has concerns regarding DOC staff changing the department that is responding to his Remedy Form.	I/P advised that the population selects a department to respond to the remedy form, however facility staff ultimately decides the most appropriate department to respond to the inquiry or grievance form.	No Violation
I/P stated above contacted this office on 3.14.22. Per I/P, he has submitted the proper form to request access to the law library, but to no avail. Per I/P, he continues to be denied his right to access the courts and would like this matter remedied.	LT/I/P- You will be given an appointment for PM by the end of this week. In addition, arrangements were made to ensure you were able to insert and retrieve the information properly. Per Education Supervisor, you were scheduled to review Discovery on 3/16 PM. Per staff, you cannot have Discovery and Legal Access to Library on the same day.	Resolved
I/P states disc received for OPRA request was blank.	Referred to OPRA Records Custodian. New disc was burned.	Resolved
I/P states his OPRA Processing Form was not processed and the funds were not deducted from his account.	Funds were deducted from account on 3/4/2022.	Solved Prior to Contact
I/P states his OPRA request payment was not processed.	Matter addressed via Inmate Remedy System.	Solved Prior to Contact
I/P believes institutional staff are answering on behalf of COHQ.	I/P advised that response was appropriate as Community and Offender Correspondence Unit can refer matters back to facility Admin.	No Violation

E-mail from I/P's attorney inquiring about missing property.	Contacted attorney and advised that NSP is not in receipt of a claim form for the I/P. Provided information on the claims process. He advised that he would speak to his client and relay the information on submitting a claim.	Information
Telephone inquiry I/P states that Social Services and Custody Sergeant do not visit the unit.	LTI/P advising of how to contact either Department if needed to request an appointment and/or interview.	Information
I/P requested assistance with obtaining his KOP medication before the medication runs out.	Matter was referred to NJDOC and UCHC medical providers. Medical advised they are using a new pharmacy company and the I/P should continue to utilize the med line for his medication needs. LTI/P advising of the outcome.	Referral
I/P's family cannot send money via Jpay.	Unfortunately, OCO does not have the ability to access JPAY funds. In attempt to resolve the issue the OCO reached out to JPAY and was advised the I/P owes a charge back. LTI/P advising the same and if the chargeback was paid, but not appropriately posted to the I/P account to provide the information directly to Jpay and/or this office for further assistance.	Referral
Family call regarding I/P needing further medical attention. He was seen but only given pain reliever and antacids. Caller believes he needs to be sent out for further evaluation.	OCO referred this matter to UCHC Medical Staff and DOC Health Services Unit staff for review and any action deemed appropriate.	Referral
I/P is a transgender female who is concerned about moving into GP housing. I/P would like photos copied.	Interviewed I/P and returned photos advising OCO is unable to make copies. Advised I/P that she would remain in current housing until PAC meeting.	Information
I/P is calling to inquire about a property claim filed at NJSP in January 2021. He states he was told the property claim committee was going to hear his case but he never heard back.	I/P was advised that his property claim was denied on 2/23/22. A copy of the decision will be mailed him.	Information
Family call advising I/P was assaulted and lost consciousness, caller states I/P received stitches but complains of dizziness, lightheadedness and vision loss. Caller states I/P needs further imaging as it seems he as a concussion and this is the standard care for concussion.	Referred to UCHC and HSU. Response received that the I/P was evaluated immediately after the incident, 2 weeks after, and again this week. He never reported loss of consciousness and was alert and oriented.	Referral
I/P was involved in an incident with another I/P and believes he is in need of medical testing.	Referred to UCHC and DOC Health Services Unit for review and any action deemed appropriate. Per UCHC: I/P has been scheduled for a dental appointment. I/P has been evaluated by medical on several occasions following the incident. Regional Medical Director notified of I/P's concerns.	Referral

Family member advised Hearing Officer made an unprofessional statement to I/P during hearing.	Advised caller that I would refer concerns to Assistant Director and will indicate she will be calling. Referred matter to Supervisor of Disc/Plinary Hearing Unit for review and any action deemed appropriate. Referred matter to Supervisor of Disc/Plinary Hearing Unit for review and any action deemed appropriate.	Referral
Family call reporting I/P was assaulted by his former cellmate.	This matter was referred to NJSP Administration for their review and any action deemed appropriate. NJSP responded to the family's concerns on the day of the referral. This office called the family with an update, per NJSP Admin.	Referral
Family call regarding I/P receiving a single lock cell.	Family advised that OCO does not dictate housing unit assignments. Referrals made to Admin. I/P is placed in a single cell, however I/P believes it is temporary.	Referral
I/P called requesting assistance with getting his medication filled and the status of his follow up appointment with an orthopedic doctor.	The matter was referred to UCHC and DOC medical providers. Per medical the I/P is scheduled for a follow-up appointment with the orthopedic doctor and should submit a sick call slip for pain management if needed. Per I/P request follow-up call was provided to his mother.	Referral
I/P requests assistance with getting approved for the MAT program.	Referred to Rutgers UCHC, DOC HSU, and the Statewide Patient Advocate for review and any action deemed appropriate. Advised I/P was evaluated by provider and clinically addressed. LTI/P advising of same.	Referral
I/P states that he requested copies of his medical records over 30 days ago, but has yet to receive them.	LTI/P providing instruction on contacting the Medical Department to request an update on his medical records request.	Information
I/P states he is having issues with the telephone.	Referred to GTL. I/P exceeded the call limit on days in question.	Unsubstantiated
I/P states he shouldn't have to pay for a confiscated item to be sent out.	LTI/P providing NJAC 10A: 3-6.3 10A:3-6.3(b)2(i) Disposal of contraband personal property seized within a correctional facility, items may be mailed to a designated relative or friend of the I/P at the I/P's expense	Information
I/P saw ICC and was told he would be referred to Mental Health for a status evaluation then brought back before ICC. He has not had his evaluation	LTI/P advising I/P that OCO has confirmed that he is on the list of I/P's to be evaluated for status. Once received, Classification can schedule him for a review.	Information

I/P ordered a bible from source of sale and it was confiscated without being shown to him. He did not receive a confiscation form	NJDOC could not produce the confiscation form. The I/P already completed the disposition form so the items can be sent to an address specified by the I/P. Confiscation form cannot be completed now that the items are no longer at the facility. Referred the matter to NSP Administration to ensure that the proper procedure is followed going forward. NSP Administration has advised that they will address the issue.	Referral
I/P ordered 2 cross necklaces and 2 bibles. He was given one of each of NSP's choice the other was confiscated. He feels he should have a choice. I/P would like to know where the excessive items are.	I/P completed a disposition form and had the excessive items mailed to the address he provided.	Information
I/P is having trouble making phone calls to two of the numbers on his phone list and he hasn't been able to get specific items on his commissary orders	Spoke to caller and advised that the I/P's population was notified that there are vendor delays in certain items on commissary that are beyond their control. Advised that I would refer his concerns regarding his phone issues to the GTL coordinator at NSP. GTL technician confirmed that the I/P is making calls to the numbers in question and they are able to hear each other.	Resolved
I/P is calling about the status of his transfer requests.	Advised I/P that the ICC is scheduled to consider his transfer request to Jones Farm on 3/17/22. He will be notified of their decision.	Information
I/P is inquiring about a transfer to BSP.	A review of I/Ps JPAY transfer requests shows requests for Jones Farm and Bayside Farm. I/P is only allowed to submit for one location at a time. I/P is scheduled for review by the Classification Committee March 17, 2022 for transfer. LTI/P advising that he is scheduled for review for transfer to Jones Farm. If denied, he can resubmit for transfer to Bayside Farm.	Information
I/P is questioning why he hasn't taken his exit urine or started his JCAP; his max date is 10 days away.	LTI/P advising that per Social Services he has been scheduled for priority discharge planning and confirmed that his name is on the list for an exit urine.	Information
I/P called to inquire about the money in his account and if he will get state pay for February.	A review of the account shows that I/P has a balance of \$138.97 and that state pay for February will post this week.	Information
I/P was calling to ask if his max date included his work credits for February and March	OCO reviewed the record and determined that his max date of 3/27/22 includes the work credits for February and March	Information
Family call regarding I/P's max date.	OCO informed caller that the I/P received the 244 PHEC and his max date is now 3/27/22.	Information
I/P is inquiring about his max date and the release process.	I/P was provided information regarding his max date and the release process.	Information
I/P is questioning why his max date changed changed by 8 days.	LTI/P advising that the projected maximum release date was corrected back to original projection of 4-1-22.	Information

I/P believes he is missing 2 commutation credits and he is supposed to get 4 days per month not 2, therefore his max date needs to be corrected.	Referred to Classification for review of max date. LTI/P advising I/P that commutation credits are awarded at sentencing and not awarded on a monthly basis. If he is referring to work credit, he received 4 days off for January 2022. If he has questions regarding his maximum expiration date calculation, to contact Classification via JPAY.	Information
I/P believes his max date is incorrect. Classification has not responded to his inquiries.	Request sent to Classification staff to respond to overdue I/P JPAY requests. LTI/P advising I/P that his maximum expiration date was recently reviewed and projected and provided the projected maximum expiration date.	Information
I/P states that he did not receive jail credits for February and March.	LTI/P advising I/P that credits post the fourth Friday of each month and are always a month behind.	Information
I/P is requesting his projected max date.	LTI/P providing projected maximum expiration date and advising that it is subject to final review and confirmation. Instructed I/P to contact the Classification Department via JPAY for questions concerning his maximum release date.	Information
I/P states that it took 3 weeks for him to receive his blood pressure medication and he is requesting early release	Referred to UCHC patient advocate and NJDOC HSU management. Response received that the I/P has been non-compliant with medication. His blood pressure medication is KOP and was provided to the I/P on 3-2-22. LTI/P advising that his medical concerns were referred to UCHC patient advocate and NJDOC HSU management and that NSP Administration cannot grant administrative release. I/P received 244 days PHEC and will be released on his maximum expiration date.	Referral
I/P is requesting a new disciplinary hearing officer as he does not get along with the one assigned to NSP	Advised I/P that a review of his record does not show an appeal on file. Instructed him to file an appeal if he feels he did not get a fair hearing.	Information
I/P is requesting that OCO speak to NSP Administration on his behalf for Administrative Release	Letter sent to I/P that NSP Administration does not determine an I/P's release date and that he will be released at sentence expiration. If he is referring to the AG Executive Order on Mandatory Minimums, he must contact the AG's office.	Information
I/P is requesting lotion provided by the Medical Department	Referred to DOC HSU, Rutgers UCHC, and the Statewide Patient Advocate for their review and any action deemed appropriate. Advised I/P will be scheduled for a sick call appointment	Referral

Friend contacted OCO stating that the I/P has been trying to order washcloths on commissary and has not received them	Left voicemail for the caller advising that per NSP Business Office staff washcloths were out of stock at the time he placed his orders. They are now back in stock and he can add them the next time he places a commissary order.	Information
I/P believes he should be classified as full minimum custody instead of medium.	LTI/P advising that Classification has requested an updated status evaluation and once received he will be reviewed by the ICC and a determination regarding his status will be made at that time.	Information
Family member wanted to know if the PHEC was applied to her son's max date.	Family was advised since the Governor's office ended the public health emergency on March 7, 2021 the I/P is no longer eligible for PHEC.	Resolved
Caller wanted to know if I/P was eligible for PHEC	Caller was advised I/P is eligible to receive the PHEC.	Information
Family call regarding I/P not receiving his proper amount of work credits.	Family was advised, per DOC record, the I/P is receiving the correct amount of work credits. If he believes he is entitled to more he should submit a J Pay inquiry to the classification department at NSP.	Unsubstantiated
Telephone inquiry from friend inquiring on I/P earning credits.	Provided caller with I/P's actual maxdate. Advised this date will work down with the application of work and minimum credits. The I/P is in reduced custody status. Therefore, he is earning 3 minimum credits a month for the first 12 months. Then 5 minimum credit for each month after he is in reduced custody status. Also, explained the work credits are based on the number of days worked a month and usually vary from 4 to 6 credits per month.	Information
Telephone inquiry from friend I/P was prescribed a medication, but has yet to receive it.	Referred to DOC HSU, Rutgers UCHC, and the Statewide Patient Advocate for review and any action deemed appropriate. OCO advised the medication is still pending approval. I/P will be scheduled for a sick call appointment to discuss alternatives while he is pending a decision	Referral
I/P states he is being charged for out of stock commissary items	Recel/Pt provided by Business Office staff. I/P was only charged for the items he received and signed for. Advised him that if he has additional documentation for our office to review he can provide it.	Unsubstantiated
Family call regarding I/P's eligibility for the PHEC.	OCO informed the caller that the I/P is not eligible for the PHEC because his max date was not within one year.	Information
Family call regarding I/P who believes he is not receiving proper medical care for an injury to his back.	Referred to the DOC HSU, Rutgers UCHC, and the Statewide Patient Advocate for their review and any action deemed appropriate. Per UCHC: Family's request for more diagnostic testing will be forwarded to the facility/regional medical director.	Referral



I/P reports that he is not receiving kosher drinks with his kosher meals.	LTI/P advising the I/P that kosher juice has been ordered and will arrive at NSP in the near future.	Information
OCO staff received undated letter from I/P alleging harassment from another incarcerated person. I/P alleges that this individual threatened to "kill him" and flashed a weapon.	OCO staff referred the matter to NSP Administration for review and action deemed necessary. Request for feedback to be provided accordingly, as it pertains to the harassment allegations. Information received from NSP Administration advises I/P was interviewed and declined PC, no weapon was recovered and SID does not have an interest in investigating this matter. LTI/P advising of the same.	Referral
Family call regarding I/P's eligibility for the PHEC.	Advised caller that Classification is in the process of reviewing records in the order of max date. If he meets the criteria he should receive 122 days on the next credit posting scheduled for 3-13-22.	Information
Family called inquiring about a pending drug charge and requesting to know when he will be rescored.	Follow up call placed to caller advising that the I/P will be seen at the next C4 meeting, however, I could not provide the date of the next C4 meeting.	Resolved
Family call regarding whether or not the I/P is on the list for the assessment center.	OCO reviewed and determined that the I/P is not on the list for transfer to the assessment center due to him being found guilty of disciplinary charges. Explained that he will need to be rescored after final charge is resolved and that result will determine what happens next.	Information
I/P is seeking post conviction relief	LTI/P advising that this office is unable to provide assistance with legal matters. Please contact the institutional Law Library for services.	Information
I/P states his maximum expiration date is 11-27-22. He would like to know why he didn't get the PHEC.	LTI/P advising I/P that he is pending revocation therefore he is considered a parolee in custody and not eligible for the PHEC.	Information
Family inquiry about I/P going to RCRP after completing quarantine.	I/P is in the MIN unit, not on quarantine. Advised caller that he was approved RCRP at the institutional level and will be notified by OCP in writing if he is denied by their office. Provided the phone number for OCP if she would like additional information.	Information
I/P submitted a property claim . He is requesting it to be expedited.	LTI/P advising I/P that his claim was received by NSP Administration, assigned a claim number and sent out for investigation. He will receive a copy of the disposition in the mail.	Information
Caller inquiring about I/P's return to Bo Robinson.	Explained to caller that the most recent guidance received by our office from NJDOC indicated that transfers from the RCRP to Bo Robinson will not resume until after 3/28/22.	Information
Friend call regarding PHEC.	Caller was advised that the additional PHEC will not be prorated according to the NJDOC.	Information

Friend call regarding I/P's request to have his funds from his media account transferred to his trust account.	Caller advised that some of the I/P's funds were placed on a debit card and the remaining amount will be dispersed in cash. I could not differentiate if any of the funds came from his media account.	Information
Family member contacted OCO requesting assistance arranging another phone call to the Social Security Administration (SSA) for her ex-paramour. Caller alleges the I/P waited for several hours last week for the call but it never took place.	OCO contacted Transitional Services at NSP to inquire about the status of the scheduled SSA call for the I/P. Information provided indicates the call was never completed as SSA did not call NSP that day as scheduled. Per NSP Transitional Services, staff will speak with I/P to arrange a follow-up with the SSA. Caller advised accordingly. 3/9/22 telephone contact to SSA was completed.	Resolved
I/P states there is a message advising that they get 2 free calls per week but they are only getting 1	Referred to NSP GTL coordinator. LTI/P advising that the issue should be corrected and to submit a telephone discrepancy form if they have any other phone related issues.	Resolved
I/P is requesting a refund for a canteen order that he did not receive.	LTI/P advising that a refund was issued 3-25-22.	Resolved
Wife inquiring about I/P's transfer to Bo Robinson.	Advised caller that transfers are scheduled for the week of March 28, 2022.	Information
I/P states he would like to know what his actual max date is and if he will be transferring to Bo Ro	I/P advised that he received his PHEC 244 and has a max date of 6/2/2022. Transfers will resume the week of 3/28/2022.	Information
I/P's paper grievance were sent back unanswered because he did not attach an inquiry form to the grievances.	LTI/P advising that the original copies he provided to OCO have been given to the Institutional Remedy Coordinator along with the information found in NJAC 10A: 1-4.5 for their review and response.	Resolved
Caller wanted to know when I/P will be transferred to the Assesment Center.	Caller was advised due to the I/P's close release date he may not be transferred to the Assessment Center. Caller was provided with the telephone number for the office of community programs.	Information
Caller inquiring if I/P will get the additional PHEC.	Advised caller that if the PHE is still active 3/13/22 NJDOC will apply an additional 122 PHEC, if the PHE is ended between 2/11/22 and 3/13/22 the PHEC will be applied on a prorated basis. If the additional 122 credits would bring max below 3/13/22 the amount would be prorated to result in a 3/13/22 maxdate. Classification will be applying these credits and advising I/P of their revised maxdate. No action is needed and if the I/P is eligible they will be awarded the credits.	Information
I/P states that the state took 4 months from him and he would like to know why.	LTI/P advising that there was a break in service of the Intensive Supervision Program. If he feels he is entitled to the time, instructed him to contact the program and the resentencing judge to request an amended order. Advised him to request assistance from the Law Library if needed.	Information

I/P is requesting assistance with placing a stop payment on a check.	Confirmed with the Business Office that the check was still pending. A stop payment form along with instructions was mailed to the I/P.	Information
I/P advocate contacted the OCO stating that the I/P was in long term solitary confinement.	Reviewed records and note that I/P is a GP I/P with a cellmate. Advised advocate that the I/P has been in general population since 11-24-21.	Information
I/P states that his maximum release date is close and he would like to return to ADTC sooner then the stated 6 months to take advantage of as much treatment as possible prior to release.	LT/I/P advising I/P that OCO referred his request to ADTC Administration and was advised that they would contact NSP Administration to discuss the I/P transfer back to ADTC.	Referral
I/P believes he was kicked out of the treatment program at ADTC as a form of retaliation for contacting the OCO and making complaints on the kiosk.	LT/I/P advising that per ADTC Administration I/P was transferred due to an issue with another I/P. He can reapply to return in six months.	Information
Friend call regarding the kiosk on B3W being down for over a week.	Reviewed I/P JPAY account and see several JPAY requests sent in the past week most recently 3-19-22. Referred concern to NSP Administration who confirmed with the Officer on the unit that the Kiosk is working.	Unsubstantiated
I/P is missing TV from NSP.	I/P instructed to file a Property Claim.	Information
I/P called about a pending lab result for a possible drug charge. He alleges that he was tested on 8/25/21 and the test was negative; however, an override was placed on his record for pending lab results. He claims this is incorrect.	LT/I/P advising that it has been confirmed that the urine taken on 8-25-21 was negative for prohibited substances. He has been scheduled for ICC on 3-30-22 for removal of the override.	Resolved
I/P alleges that the business office deducted money from his account on 4/4/20 to repay loans that he did not have.	OCO provided the I/P an account statement so that he could dispute the loans to the business office.	Information
I/P claims that he Inquired about a property claim via JPay and was told that they don't know what he is referring to.	OCO advised caller that he referred his JPay Inquiry to the incorrect department and that it appears they were unsure what he was inquiring about. His concerns were referred to the appropriate staff at NSP for their review.	Referral
Family call regarding I/P being resentenced and his record being adjusted.	OCO referred matter to the DOC Additional Sentence Unit and the facility's Classification Department. DOC requested and received Re-Sentence JOC. Follow up call to advise family member	Resolved
Family member- inquired if I/P was eligible for PHEC	I/P has a max date of 12/9/2023 and therefore, he is not eligible.	Information
Family member calling in regards to I/P being housed in RHU and not receiving work credits or state pay.	This writer explained I/P's are not eligible for work credits nor pay while assigned RHU for adjudicated sanctions.	Information

I/P called about a \$250 check for which he submitted a stop payment that was not yet processed. He advised the check was received but then lost and needs to be replaced.	Referred to the Business Manager at NSP to ask about the stop payment that has not yet been processed. He responded and advised that the stop payment was processed and the funds forwarded to his new facility. Letter to I/P advising him of same.	Referral
I/P is questioning how many RHU days he has to serve.	OCO staff advised I/P that he was sanctioned to 180 days RHU.	Information
I/P's are supposed to receive 2 free 5 min phone calls a week. I/P has only been receiving 1.	Referred to NSP GTL coordinator LTI/P advising that the issue should be corrected and to submit a telephone discrepancy form if they have any other phone related issues.	Resolved
I/P is inquiring about his eligibility for the PHEC and consideration for full minimum status.	Explained to caller that he is not eligible for PHEC as his current maxdate is 9/7/2023 therefore more than 365 days after the 3/7/22 expiration of the PHE. Also explained that Classification will schedule him for a FM review when they receive the updated professional report required for the review.	Information
Girlfriend call, I/P has been vomiting for the last 12 hours. He has Crohns Disease and this happens when he has a flare.	Email referral the DOC medical staff and UCHC staff for review and any action deemed appropriate. Response from UCHC patient advocate referring it to NSP Medical Staff who informed that patient will be seen by the doctor.	Referral
Family call regarding I/P being rescheduled for his parole hearing.	A voicemail was left for the family advising that the hearing is scheduled for March 30, 2022	Information
I/P is inquiring about the second award of PHEC.	OCO staff advised I/P that he will receive the second award of PHEC as long as the PHE is not terminated early. Classification is in the process of reviewing I/P records and applying them accordingly.	Information
I/P inquiring about getting his name corrected in the DOC database.	LTI/P advising that booking information is pulled from the JOC and if he would like his records updated, he must request an amended JOC. Instructed the I/P to contact the law library if he needs assistance.	Information
Family call regarding I/P not receiving the PHEC or any work credits	OCO advised caller that the I/P is not eligible for the PHEC because his max date is not within one year during the PHE; however, I/P is receiving work and minimum credits and to this date has received 22.4 work credits and 3 minimum credit.	Information
I/P is inquiring about his max date.	OCO staff provided I/P with max date.	Information
Friend of I/P called claiming that he received state pay for the month of February but did not get his work credits.	OCO informed caller that I/P's are paid at the middle of the month, but receive their work credit via a separate process at the end of that month. As a result, the max date listed on the credit statement does not include to work credit for the current month's state pay.	Information

Caller alleges I/P has concerns regarding his parole date and process.	Advised caller that iTag is showing a PED in June 2022. Advised caller that SPB has been very responsive to the I/P on jPay and concerns regarding his Arizona parole plan and whether he will be seeing the panel should be addressed to the SPB.	Information
Caller wanted to ensure the I/P is receiving his correct credits.	Caller was advised that I/P's credits are correct.	Information
Family call regarding thr 210 Early Release Act and I/P's eligibility	OCO informed the caller that we are not aware of any such legislation in the state of NJ.	Information
I/P was returned from the RCRP and C4 told him to reapply in 6 mon. He is supposed to see psych for a status evaluation but hasn't been seen yet.	Status evaluation received by Classification and I/P was reviewed by ICC on 3-22-22.	Resolved
I/P would like to know when he will see parole.	Advised I/P that his PED is 10-31-22. He will start the process approximately 4-6 months prior to his PED.	Information
I/P advising that the medication he takes for his blood pressure must be taken with food; however, he claims that they are not providing him anything, so he is refusing to take it. He also claims that staff are not taking his blood pressure.	Referred allegations to the Medical Patient Advocate and DOC and UCHC medical staff. Per UCHC: Patient has no orders for medications that have instructions to take with a snack.	Referral
I/P claims that no one from Mental Health asked him what facility he wants to be transferred to when his RHU sanction is completed.	OCO suggested that he submit an Inquiry to the Classification Department requesting to be transferred back to ADTC upon completion of the sanction. I/P advised that he had recently done that.	Solved Prior to Contact
Caller advised that a lieutenant took his TV. This Lt is leaving NSP soon and he wants to make sure he gets a loaner in the meantime.	OCO sent an email for the Lt, passing along the request to allow him to have a loaner TV.	Referral
I/P is requesting assistance with obtaining a loaner TV.	Met with I/P and advised him that our office does not have the ability to get him a loaner TV however he can submit the property claim directly to our office for his damaged TV and we will pass it along to NSP Administration for investigation by the claims committee.	Information
Family member of I/P called to inquire about his release date.	OCO advised the caller that the max date for the I/P is 3/17/22.	Information
Telephone inquiry friend contacted this office to inquire if I/P will still be maxed out with PHEC	Explained to caller that the PHE ended. The OCO is pending guidance on how they will proceed with the PHEC	Information
Family call regarding access to I/P medical information while at this facility as the Inmate Patient Advocate has not provided them with the Power of Attorney paperwork for Ms. Campbell.	AO contacted Rutgers UCHC and NJDOC Health Services Unit who advised the facility does have the POA paperwork. Follow-up call completed to family member who advised she was contacted and provided an update regarding her family member's status.	Referral
Family member of I/P calling to report that he is entitled to PHEC and believes he was missed.	Referred to Classification. This writer informed the family member NSP Classification will review his record today.	Resolved

I/P states he did not receive PHEC due to an error in the calculation of his maximum expiration date	LT/I/P advising the I/P that the reason for the change in his maximum expiration date was because he wasn't immediately taken into custody after the NJSPB issued the parole warrant. PHEC was awarded to eligible I/P with a maximum expiration date up to March 7, 2023. His maximum expiration date is February 3, 2025.	Information
Wife of I/P inquiring about an institutional transfer.	LT/I/P advising I/P that his transfer request is scheduled for review by the ICC on 3-31-22 and he will receive a written decision in the mail.	Information
Wife of I/P states that I/P lost his hearing aid and needs a replacement.	Review of the I/P JPAY requests shows no requests to medical. Referred to UCHC Patient Advocate and NJDOC HSU management who advised that they will submit a sick call sll/P on his behalf to discuss his hearing aid. LT/I/P advising that he is being scheduled for a medical appointment.	Referral
I/P is inquiring about ROCT and PHEC.	Letter to I/P advising him that he has received 46.25 days ROCT and 122 days PHEC. The second award of PHEC is scheduled for 3-13-22 as long as the Governor does not terminate the PHE early.	Information
Family member/friend had a question about I/P's credits.	Spoke to caller and advised that the I/P is not time eligible for the PHEC however a review of his record shows that he is missing county jail work credit. Referred to NSP Classification. Credits updated per Classification.	Resolved
I/P states he has not received work credit for the past 4 months.	LT/I/P advising I/P that the missing work credits have been posted.	Resolved
I/P states his funds did not transfer from Bergen County Jail	LT/I/P along with copy of his trust account statement shows that the funds were deposited on 11-29-21 and transferred into his account at NSP on 12-2-21.	Information
Caller states that I/P is waiting for a commissary refund and has not received it.	Contacted caller and advised that I reviewed the receipt for the items in question and the I/P signed for the commissary order. Advised caller that I am sending the I/P a letter stating same.	Information
Family call regarding I/P being moved from his unit for punitive reasons	Advised caller I referred the information regarding his lab results to Classification so that the I/P can be scheduled for a status review.	Information

I/P states that due to missed medication he has had more seizures and broken teeth as a result. He is being denied a mouth guard.	Referred to UCHC patient advocate and NJDOC HSU management. Response received from UCHC patient Advocate that the complaint has been referred to site nursing leadership/I/P for review. The I/P must report to the med line to receive his medication and he has been referred to dentistry to assess for a mouth guard. LTI/P advising that his medical concerns have been referred.	Referral
I/P states he had a false positive drug test and lost his status as a result. He would like to be transferred to SWSP or a RCRP	Confirmed that there would be no disciplinary charges based on the lab results. Referred information to classification to schedule for a status review and transfer request	Referral
Family call regarding I/P being transferred to the camps.	Referred to NSP Classification. Response noted their office is still awaiting the professional report requested to proceed with a full minimum custody review. Obtained copy of status evaluation and provided to NSP Classification; Left message for caller noting that I/P should be seen shortly.	Resolved
I/P is requesting protective custody due to several issues he's had with other I/P's.	Met with I/P. Referred I/P concerns to Administration. I/P was interviewed several times by SID and it was determined PC was not warranted.	Referral
I/P is inquiring about a transfer to NJSP.	LTI/P advising that his request was discussed with mental health as he is currently housed in the TCU. He is about to begin an 8 week assessment and can discuss his request to transfer at the completion of the assessment.	Information
I/P feels his maximum expiration date should be the same as his parole eligibility date as he is serving an 85% sentence.	Letter sent to I/P explaining that he has a total term of 4 years and the 85% is a mandatory minimum.	Information
Caller stated there was an issue with I/P's IPIN and he was unable to make calls.	Referred to GTL and NSP Administration. Response received that matter has been handled. Confirmed with caller that I/P is now able to make calls.	Resolved
Family call regarding I/P eligibility for the PHEC.	Explained to caller that the I/P's maxdate is 3/9/2023 with a mandatory minimum controlling, therefore not within 365 days of the end of the PHE on 3/7/22; as such I/P is not eligible for any PHEC.	Information
I/P called to confirm that his property claim documents were provided to the appropriate staff.	I/P was advised that the Asst. Ombudsperson who met with him two days ago provided the documents to the appropriate staff at NSP.	Information
I/P states he is getting released in April of 2022 and would like his projected max date	Advised I/P that his date will further reduce with February, March and partial April credits. I/P should request projected max date from Classification.	Information

Correspondence received from NSP I/P requesting assistance with finding out why the Medical Department recently discontinued his chronic care treatment.	OCO staff referred the matter to both NJDOC Health Services Unit and UCHC Medical Staff for review, response and action deemed appropriate. Review of JPAY and response from Statewide Medical Patient Advocate indicates I/P is still enrolled in chronic care treatment program. I/P was seen just on 3/10/22. LTI/P advising of the same.	No Violation
I/P called regarding their status on the Special Needs Roster. I/P believes he needs the services associated with being on the SN roster and would like to be put back on.	Referred to NJDOC HSU and UCHC. Response noted I/P is receiving mental health services in current housing and discussed their concerns last week with his provider. MH team advised again of I/P's concerns.	Referral
I/P states that the mailroom staff are returning his mail to the sender without notifying him or following proper protocol.	Referred matter to Mailroom Sgt. and NSP Administration. Confirmed that there is no record of a confiscation sheet. Advised I/P that NSP Administration will reiterate the proper procedure with the mailroom staff.	referral
I/P would like to have his sperm collected and discharged to a family member	Referred to NSP Admin and UCHC and HSU management. Response received that the request is denied per 10A:16-9.1 Blood, tissue and organ donation(a) In accordance with the Blood Safety Act of 1991 (26:2A-13 et seq.), the donation of blood by I/Ps to other individuals (homologous) is prohibited. There shall be no exceptions to this prohibition. Follow up response from HSU The term tissue is used to describe a group of cells found together in the body. The cells within a tissue share a common embryonic origin. Sperm contains several groups of cells and share embryonic origin. This mostly certainly qualifies sperm as tissue. LTI/P advising that the request has been denied based on NJAC 10A:16-9.1	Information
I/P is alleging there is a miscalculation with his sentencing due to loss of commutation credits back in 2018.	LTI/P advising that the 85% is only a mandatory minimum and loss of commutation credit can effect the calculation of the total term. This loss of commutation credit has an effect on the calculation of your maximum expiration date.	Information
Letter from I/P regarding credits not being awarded for taking the vaccine.	LTI/P advising I/P that NJDOC has advised this office that the 10 days credit for receiving the vaccine expired in October 2021. If you received the vaccine after that time frame you are not entitled to the credit, however you are eligible to receive a \$10 commissary credit.	Information
Ltr from I/P requesting ROCT.	LTI/P advising the I/P to contact classification via JPAY to request RCT. They will review the record and determine if he is eligible.	Information



I/P states he did not receive all of his property from BSP.	LTI/P providing I/P with a property claim form and information on the property claim process.	Information
I/P is requesting a copy of his canteen receipt from when he purchased his TV at NSP in 2020.	OCO staff mailed receipt to I/P	Resolved
I/P alleges they do not have adequate clothing and toiletries since transferring two days ago.	Referred to NSP Administration who investigated and responded that I/P is in possession of ample amounts of clothing and toiletries, elaborating that I/P arrived with an overnight bag and less than 24 hours later received additional clothing and toiletries.	Resolved
I/P is inquiring about his max date.	OCO staff advised I/P of his max date.	Information
I/P is inquiring about the PHEC.	LTI/P advising I/P that he does not meet the time criteria for PHEC.	Information
I/P contacted OCO requesting assistance with Medical issues he claims he is experiencing as a result of a back injury. Secondly, I/P stated that he is receiving medical services for the injury however, the current treatment plan he is receiving is "not sufficient" as his lower left extremity is numb and he cannot stand up.	Matter referred to Rutgers UCHC and NJDOC Health Services Unit for review, response and any action deemed necessary. Information provided by Statewide Medical Patient Advocate indicates I/P has been receiving medical services for the past few week in conjunction with diagnostic testing and therapy. Secondly, I/P was started on a new pain medication today in conjunction with others.	Referral
I/P states his funds are missing from his trust account	\$144.86 transferred into trust account at NSP on 3-22-22.	No Cause for Action
I/P was found guilty of a disciplinary charge and wants to ensure the paralegal submitted his appeal.	Letter sent to I/P advising that Discl/Pinary staff has not received his appeal and provided him with guidelines and instructions on filing an appeal.	Information
I/P is requesting a status on his administrative appeal regarding his parole date	LTI/P informing him that a status was provided by NJSPB staff via JPAY.	Information
I/P states that he has an issue with detainers listed in his record that he can not get resolved. He claims the detainers are all dismissed.	LTI/P advising that his record reflects open charges, not a detainer. I/P was provided with the warrant number, date issued and agency who issued the NCIC hit. Informed I/P that this office can not assist with legal matters and instructed him to contact the law library if he needs assistance.	Information
I/P states that they are not given ample time to pack their belongings prior to transfer and it is resulting in property not being properly inventoried and being stolen.	I/P advised that the matter was referred to NSP Administration and they confirmed they will look into the matter. Met with the Lt who processes property claims for NSP and he advised that they are developing an updated policy on how property is inventoried, packed and transported to the property room. Advised I/P that the matter was referred to NSP Administration for review.	Referral
I/P called our office requesting PC due to an incident with another I/P.	LTI/P advising the matter was referred to NSP Administration. Per Administration the matter is currently under SID investigation.	Information

I/P is following up on his request for a refund for a check sent to "write a prisoner"	LTI/P advising that the NJSP Business Office confirmed that check has not been cashed. Provided the I/P with a stop payment form, the check number and the date the check was issued and advised him to mail it to NJSP to process the refund.	Information
I/P would like to update his visit list.	LTI/P advising I/P that he is serving a zero tolerance sanction and has two visitors approved on his list. Instructed him to contact the mailroom if he would like to add additional visitors.	Information
I/P was transferred to Administrative housing and would like to return to his previous housing unit.	I/P was returned to his previous housing unit on 3-16-22.	Solved Prior to Contact
I/P states he contacted medical about stomach pain, throwing up and constipation and no one came to see him	Referred to UCHC Patient Advocate and NJDOC HSU. LTI/P advising that his concerns were referred and a sick call sll/P has been submitted on his behalf. Provided instructions on submitting a sick call sll/P.	Information
Family called to see if I/P is eligible for PHEC.	Family was advised due to the I/P's max date he is ineligible for the PHEC.	Information
I/P contacted OCO regarding his actual maximum date.	OCO staff reviewed I/P's electronic classification record which provides the most updated actual maximum date of 3/22/22. LTI/P advising of the same.	Information
I/P was approved to return to the halfway house by C4 on 2-8-22 but hasn't be transferred yet	Advised I/P that due to COVID they had halted transfers. They will resume the week of 3-21-22 and 3-28-22.	Information
I/P states his paperwork was confiscated due to a disciplinary charge and the charge was dismissed but he hasn't received his paperwork back	LTI/P advising I/P that NSP SID has confirmed that they have his paperwork, however it is currently under investigation. He may contact NSP Administration for updates.	Information
I/P is requesting an update on the status of his property claim.	LTI/P-This office contacted the NSP Property Claim Coordinator on March 4, 2022, for their review. Per NSP Property Claim Coordinator, your claim was denied due to no proof of purchase. The notification was sent to you from NSP in January 2022.	Information
I/P is questioning when he'll transfer to the halfway house.	Advised I/P that OCP is resuming transfers from the Institutions to the halfway houses on March 28, 2022 however I do not have the exact date.	Information
I/P disagrees with NJSPB disqualifying him for Administrative Parole Review due to an AZ conviction	LTI/P advising I/P that the response he received from NJSPB via JPAY with an explanation was appropriate and if he wishes to appeal he can appeal to the Appellate Division of the Courts. Instructed him to contact the law library via JPAY for assistance.	Information
I/P is disputing the award of work and minimum credits	Met with the I/P and discussed letter that this office sent to him on 3-9-22 with an explanation of the credit award. Advised I/P that the office unable to provide further assistance.	Information

I/P waiting for transfer to RCRP and wants to ensure the OCO received the medical clearance.	LTI/P advising that Classification has received the medical clearance and to allow time for RCRP to answer his JPAY request which is not overdue.	Information
I/P believes his credits are not being calculated correctly.	Referred to Classification who advised they would review the record. LTI/P advising that the work credit issue has referred to Classification. He was reverted to medium custody in December then reverted to gang minimum in March per 10A: 9-4.2t. However I referred his request for minimum credit to the NJDOC Director of Classification Services.	Referral
I/P states his legal documents and commissary were stolen while he was showering and that he was assaulted by an I/P on the unit	Referred to NSP Admin and Majors. Response received from NSP Administration that the I/P will be interviewed for safety concerns, SID will be consulted, Video will be attempted to be reviewed, Recommending he submit a property claim as you suggested. Advised I/P that the matter is being investigated and provided him with a property claim form.	Referral
I/P was returned on a PV in October and hasn't had his revocation hearing yet.	LTI/P advising that he is scheduled for 3-23-22	Information
Family call regarding follow up dental care as he continues to be swollen and in pain and a request to obtain I/P's medical records.	Referred to UCHC patient advocate and NJDOC HSU management. Response received from the Director of Dentistry that a request will be sent to the dental staff at NSP see him urgently. LTI/P sent along with copy of HI/PAA release advising I/P that his dental concerns have been referred and to complete the form if he would like his family to have access to his medical information.	Referral
Family called stating I/P was supposed to be released yesterday 3-13-22	Advised caller that I/P max date is 11-16-23, therefore, he does not qualify for the 8 months PHEC. His max would have to have been prior to 3-13-23 for him to be time eligible.	Information
I/P wanted to know how many PHEC he received.	OCO staff advised I/P of how many PHEC received.	Information
I/P only received 4 months PHEC when he feels he should have received 8 months. He waived his parole revocation hearing to get the credits.	Advised I/P that his parole was revoked after the first award of credit on 2-10-22. He was considered a parole in custody at that time and therefore ineligible.	Information
I/P is requesting transfer to MSCF and programs	LTI/P advising I/P that OSAPAS responded to his request for transfer and advised that he has been referred for assessment for the program. Social Services will resume programming on March 21, 2022 after a temporary suspension due to an increase in COVID cases.	Information
While touring the unit, the I/P reported that his cell has been without lights since Wednesday.	Referred to NSP Administration who confirmed receipt and stated it will be handled by maintenance.	Resolved

I/P is inquiring about his parole date.	LTI/P providing I/P with his PED and date of revocation. Advised him that NJSPB has 120 days from when they become aware of his case to conduct his parole hearing. Informed him that he should have his hearing prior to April 21, 2022.	Information
Due to I/P mental health issues he always had a double bunk order, however his doctor informed he that the order has been rescinded for his to have a single cell due his history of assaulting his cellmates. However he does not function well without a cellmate.	Referred to UCHC patient advocate and NJDOC HSU management. UCHC Patient Advocate advised that housing is per DOC and they see the I/P frequently to address mental health concerns. LTI/P advising that due to the nature of his complaint it has been referred to medical staff for review and any action deemed necessary.	Referral
I/P is requesting ROCT	A review of JPAY does not show a request for ROCT. LTI/P advising I/P that matters of this nature are best addressed at the institutional level. Please file an Inmate Remedy System Form. I am confident the facility will provide a timely response.	Information
Girlfriend called regarding a asterisk disciplinary charge that should be changed.	Advised caller that a memo went out to the I/P population changing the .254 to an asterisk offense on 7-24-20.	Information
I/P reports that his stimulus check has yet to be deposited into his account.	Advised the I/P that NSP Business Office confirmed that they have not received a check in his name. Suggested that if a reasonable amount of time has elapsed for it to be processed, he should contact the IRS and request that they cancel the check and reissue it.	Information
I/P claims that he was approved for a replacement tablet 12-1-22, but has yet to receive it.	Review of JPAY shows that most recent request to JPAY was 11-15-21. LTI/P advising I/P to submit a JPAY trouble ticket to request a status on his replacement tablet.	Information
I/P was in RHU and now his property is missing and he has not received a disposition on his property claim	LTI/P advising BSP mailroom confirmed additional property was received from the sending facility. If the I/P is still missing property he was directed to submit a new property claim form.	Referral
Family call regarding I/P receiving the entire amount of the PHEC.	Family was advised the I/P did receive the full amount of the PHEC.	Information
I/P contacted OCO regarding the deductions from his stimulus check that he states are unfair.	I/P advised to review the accounting directive reflected in the I/P handbook that pertains to the trust account deductions. As such, the deductions debited from his stimulus check are in compliance with the directive as these deductions were withdrawn due to court imposed fines, penalties and restitution.	Information
I/P is inquiring about eligibility for the PHEC.	Advised the I/P by letter that he does not meet the time criteria to be eligible for the PHEC.	Information

Fiance call regarding I/P's property being received broken i.e. tv and radio. Many items were not received to include his food items.	Caller was advised the I/P will have to submit a property claim form and allow BSP to investigate the matter.	Information
I/P states he is missing property and the Lt told him she would try to track it down but he never received a response back.	LTI/P advising I/P that NSP Administration has received his property claim. It has been assigned a claim number and will be sent out for investigation. It will then be reviewed by the Property Claims Committee. He will receive a written disposition of his claim.	Information
I/P states he is constantly requesting job change requests for the law library but is being denied	LTI/P advising I/P that he must remain charge free for 6 months pursuant to NSP Inmate Job Classification Policy.	Information
I/P is requesting to be seen by a paralegal.	Advised the I/P that a request will be sent to the Education Supervisor on his behalf. Response received from Education that the I/P was seen by a paralegal on 3-9-22, 3-11-22 and 3-22-22. LTI/P providing Property Claim and OPRA request forms	Referral
I/P needed assistance with parole date and parole plan.	I/P was provided with his parole plan information and his parole date.	Resolved
I/P requesting assistance with the status of his half-way house application.	I/P advised via JPAY by NSP Classification staff that he should hear the status of his application by 4/1/2022 via mail. His application is scheduled to go up for review 3/29/2022.	Solved Prior to Contact
I/P requesting assistance with obtaining a tablet that was supposed to be shipped over a month ago.	LTI/P advising this matter was referred to Jpay who confirmed they are sending him a replacement tablet.	Resolved
I/P requested assistance from NSP Social Services but to no avail.	LTI/P-This matter was referred to the Director of Social Services and NSP Social Services Department on March 14, 2022, for their review and any action deemed appropriate. Per NSP Social Services, Ms. Davis, Social Services Supervisor met with you today regarding your concerns.	Resolved
I/P'S family called this office regarding visitation and GTL. The I/P is blind and will require assistance completing the necessary forms.	This writer contacted the family and left the following message: Social Services will be meeting with the I/P to help him complete the forms. Any questions or concerns please feel free to contact our office for assistance.	Information

Family requested a phone call for an update on I/P concerns	Spoke to caller and advised that I met with the I/P yesterday and referred his medical concerns to medical, his request for paralegal assistance to Law Library, referred request for a meeting with the ADA coordinator and advised Social Services that the I/P needs assistance with his phone and visit list. I/P is scheduled to meet with the Dr on 3-9-22, ADA coordinator has scheduled an appointment to meet with the I/P on 3-4-22. The Social Work Supervisor will meet with the I/P in approximately a week to assist with his visit and phone access.	Referral
Per I/P, he gave his SWSP social worker a document to review and would like it sent to NSP.	LT/I/P- Please see attached Columbia Human Rights Law Review pamphlet, which is your property. SWSP Social Services will send you the original documents via inter-office mail.	Resolved
I/P requested to speak to OCO about items for the visually impaired, ADA and medical concerns	Met with I/P to address concerns, Referred medical concerns to UCHC patient advocate and DOC HSU management. Response was received that they will clarify the administration of his medication with the doctor. Confirmed that he has a scheduled appointment with the doctor on 3-9-22. Referred his request to meet with the ADA coordinator, interview is scheduled 3-4-22.	Referral
I/P claims that his lawyer is being denied visits.	LT/I/P advising I/P that he has an attorney visit scheduled and provided the name of the attorney.	Information
I/P is inquiring about the PHEC.	OCO staff advised I/P that he is not eligible for the PHEC since he is not within 1 year of his max date.	Information
Father of I/P reports that the living conditions in RHU are cruel. I/P does not have a blanket and very few essentials. He is requesting the OCO locate I/P's property.	AO MF met with the I/P to address the fathers allegations. I/P has been provided with bedding and essentials. He has been showering and confirmed that he has the opportunity to do so. Informed I/P that it takes approximately 4 weeks for property to transfer from pervious facility. Instructed him to complete a property claim form for any missing items. I/P is a SARC release from SWSP and considered a GP I/P in standard COVID quarantine period due to non vaccinated status. Follow up call to the father to report same.	Resolved
I/P received the COVID vaccine and was advised that the incentive program is over and he is not eligible.	LT/I/P advising I/P that the program expired 10-14-21 and if he didn't receive his vaccine at the clinic, or prior to, he is not entitled to the credit. (attached memo sent to population at the end of the incentive program)	Information

I/P is only receiving 1 free 5 min phone call per week instead of 2.	Referred to GTL coordinator LTI/P advising that the issue should be corrected and to submit a telephone discrepancy form if they have any other phone related issues.	Resolved
I/P would like to have his remit pulled.	Referred to NSP BO. LTI/P advising I/P that the NSP Business Office confirmed that they will not process the remit.	Resolved
I/P states he was sent a \$100 check and he hasn't received the funds	LTI/P advising the I/P to request a tracking number from the sender so that this office may better assist.	Information
I/P reports that the new telephone lists were supposed to be activated 3 days ago. I/P also has questions regarding changes to the add/delete form.	LTI/P advising that per the GTL technician there is no set deadline for the lists to be activated and there has been no changes to the GTL form.	Information
I/P states that he mailed a letter to DOC's custodian of records, but only one of his two concerns were addressed. I/P states that he had a suspended 90 day RHU sanction imposed after the 60 day suspension was up.	Advised I/P that I confirmed with the Director that he only has a request regarding an OPRA request. Advised the I/P that he committed a new infraction during the period the RHU sanction was suspended therefore the imposition of the suspended sanction is within guidelines.	No Violation
I/P was supposed to see ICC after his release from TCU. He has been off that unit for 2 months and has yet to see Classification.	Referred to NSP Classification. He has been scheduled for 4-5-22. LTI/P advising that he has been scheduled.	Resolved
I/P is inquiring about an institutional transfer.	Advised I/P that he is scheduled for review by the ICC on 4-5-22 and can discuss his request for transfer at that time.	Information
I/P states that he is eight days away from his PED, but he has yet to hear from parole.	LTI/P advising that NJSPB was waiting for his parole package to complete the hearing. It was received on March 8, 2022 and his initial hearing is scheduled for March 17, 2022 and panel hearing March 18, 2022.	Information
Friend of I/P called to ask about his max date.	OCO informed caller that the I/P is currently serving two violation terms. One has an expiration of 3/15/22 and the other has an expiration of 3/30/24.	Information
I/P states he wanted to clarify his last contact, he received a commissary order but it was incorrect. He returned the entire order to commissary, but never received a credit.	LTI/P advising I/P to submit copies of his commissary order forms to the Business Office to receive a credit.	Information
I/P is inquiring about a refund for a commissary order.	NSP Business Office produced a signed receipt for the commissary order in question. Advised I/P by letter that he would not be receiving a refund as he signed for the order but if he had additional information the OCO would review it.	Information
I/P states he did not receive 7 days for having FM status.	LTI/P advising all credits accounted for Jan 22 which is the most recent credit posting.	Unsubstantiated
Friend call requesting contact information for the county jail.	Provided Essex County Jail contact information to caller.	Information
Family call regarding her inability to reach Essex County Correctional Center regarding I/P work credits.	OCO provided caller with email addresses for the Director and Warden of the ECCC.	Information

I/P is inquiring about the PHEC in addition to missing credits from the county and NSP.	OCO staff reviewed I/P's electronic classification record. I/P appears to be eligible for PHEC however, / was advised that NSP Classification would complete their review and if he is deemed eligible the PHEC credits will be awarded accordingly. Secondly, the I/P was advised he would need to write Essex County Jail to inquire about his alleged county jail-missing work credits.	Information
I/P is calling to ask why he was moved to the mental health housing unit.	After speaking with I/P, he advised that he was denied parole and had his custody status increased within a very short timeframe. I explained that his admitted history of mental health issues and these negative events were likely the triggers for the move.	Information
I/P states he was not paid properly for working in the kitchen.	LTI/P advising that the matter was referred to the Food Service Supervisor who stated that \$1.40 is the rate paid for I/Ps on the back up list but do not actually work. A supplemental pay has been submitted to the Business Office to correct his pay and he should submit a request to Food Service directly for issues concerning pay.	Resolved
I/P believes his RHU time should be up. He wants to know how much longer he has.	Advised I/P that his RHU time is due to expire on 6/3/22.	Information
Mother of I/P calling to confirm that he is being released today.	Informed caller that iTag is reflecting a max of today, 3/8/22.	Information
Family member contacted OCO requesting max date for son who is scheduled to max this Month.	OCO staff reviewed I/P's classification record and provided current actual maximum date to caller.	Information
I/P is requesting to speak to OCO because the doctor canceled his medical trip for no reason. He would like to see SID at the least	LTI/P: Matter was referred to UCHC and NJDOC HSU. This office was advised that he was provided a reason on 3-10-22 and that he was scheduled to discuss his concerns on March 28, 2022 with medical staff however he did not attend the appointment. Advised the I/P to send a request to medical via JPAY if he has questions regarding his medical trip. Also advised I/P that his request to meet with SID was referred for their review.	Referral
I/P called about an old order for medical boots. He said that he has been waiting for boots for 3 years. He was last measured in June 2021 but they brought boots that belonged to someone with the same name who was at EJSP.	OCO referred I/P's complaint to the Medical Patient Advocate and DOC and UCHC medical staff for their review. Response received that the footwear is being delivered 3-17-22.	Referral
I/P states he is pending a parole revocation hearing and needs to print a copy of his TRO to submit during his hearing. NSP will not print an email for him.	Advised I/P that the NJSPB would need an official copy of the order. Referred the matter to NJSPB Chief of Revocation. He advised that the I/P should coordinate submission of the dismissal through his assigned counsel.	Information



I/P is inquiring about why his I/P account is showing a \$0 balance.	OCO staff advised I/P that the funds in his account were put on hold due to his release next week.	Information
I/P would like to know if his parole address is approved	A review of JPAY shows that the I/P submitted a request to the SPB regarding his parole plan approval. There are two days remaining for them to respond to his request. Advised him to contact us if the response is overdue.	No Cause for Action
Friend call regarding I/P's eligibility for the PHEC	Informed caller that a review of iTag shows I/P was awarded 122 PHEC and now has a maxdate of 10/20/2022. Also explained to caller I/P was not eligible for the first 122 days as his max was beyond the 2/10/2023 cutoff.	Information
I/P is questioning if his max date can be reduced any further.	I/P was advised his max dated will continue to work down once work and min credits are applied. I/P was advised, per DOC record, his adjusted max date is 5/17/2022.	Information
Friend called stating that if I/P was awarded missing county jail work credit he would be eligible for PHEC	Classification updated the I/P's credit to include county jail work credit and PHEC. Spoke to caller and provided the updated maximum expiration date.	Resolved
I/P states his tablet "just burned out". I/P stated he has not yet submitted a trouble ticket and that it just happened and he hasn't been on the kiosk yet.	Advised caller that they must file a JPAY Support Ticket to first address his concerns with JPay. If they do not receive a satisfactory response within thirty (30) days they may contact this office for assistance.	Information
I/P contacted OCO requesting his actual maximum date and information on program that Parole is sending him to.. Secondly, I/P alleges that his actual maximum date maybe incorrect.	OCO staff reviewed I/P's electronic classification record which indicates I/P's set parole date. The review further indicates actual maximum date appears to be correct. LTI/P to advise of set parole date with recommendation he contact parole regarding information pertaining to the program he may be transferred to.	Information
Caller wants to know the status of I/P's commissary order.	Follow up call advising that the order was placed 3-25-22	Information
I/P is requesting a single-cell housing assignment. He alleges that all of his cellmates have been using drugs and that it is very difficult for him to refrain from using because he is an addict.	Referred the concerns of the I/P to the NSP administration for their review. Per Administration: Per Administration: I/P will not be granted a single cell by Administration.	Referral
I/P reports that the education department is not responding to his JPAY inquires in regards to furthering his education.	LTI/P advising that he does not have any JPAYs to education regarding NJSTEP. He can send a JPAY to request to be added to the waitlist however he can not participate until he is released from the RHU.	Information
I/P reports that he is not receiving kosher drinks with his kosher meals.	LTI/P advising that kosher juice has been ordered and will be delivered to the facility in the near future	Information

I/P is requesting to be released from RHU.	<p>LT/I/P advising I/P that Classification staff has confirmed that your release from RHU is scheduled no later than June 26, 2022. However, your electronic record currently indicates a maximum release date of October 17, 2022. This date includes the first award of Public Health Emergency Credit (PHEC). The second award of PHEC is scheduled for March 13, 2022. You will be notified of your updated maximum expiration date. It will most likely coincide with your release from the RHU.</p>	Information
I/P states kosher trays are supposed to have bread and jelly but they aren't always provided. The trays are served cold and the food looks "old".	<p>Referred to NSP Food Service supervisors, NSP Administration and NJDOC Administrative Analyst of Field Services Unit. LT/I/P advising what items should come with the kosher meals and instructed her to alert food service if she is not receiving the stated items so they can alert the Central Production Kitchen who packages the kosher meals.</p>	Referral
I/P has been waiting two months for her KOPs and her right ear has been hurting for two years. She is requesting to see an ENT.	<p>Referred to UCHC patient advocate and NJDOC HSU management who advised that I/P was scheduled for sick call on 3-28-22 and declined her appointment. Instructed her to submit a sick call slip if she still wishes to see the doctor for evaluation for referral to a specialist.</p>	Referral
I/P wants to file street chargers against the person that sexually assaulted her. I/P states she has not received any PREA dispositions for the two sexual assaults (SWSP 2020 & NJSP 2021).	<p>LT/I/P advised I/P that according to the PREA Compliance Unit there is one PREA case for this I/P from 2021 pending review by the PREA review team. She will be notified of the outcome once the review is complete. The PREA compliance unit has no record of case from SWSP in 2020, as such her allegations have been referred to the Special Investigation Division who have agreed to send someone to interview her regarding her allegations.</p>	Referral
I/P states she would like counseling for PREA related issues and complains that there is K2 smoke on the unit.	<p>Previously referred complaints regarding MH to UCHC patient advocate and HSU who confirmed that the I/P is being seen regularly. Spoke to NSP MH Department Head who advised that he will go speak to the I/P to address her concerns. LT/I/P: Advising MH provider with speak to her and that her allegations of K2 smoke on the unit were referred to NSP Administration will look into the matter.</p>	Referral
I/P is requesting assistance in getting KOPs and an appointment with a female physician.	<p>Referred to UCHC and NJDOC Health Services for review and any action deemed appropriate. Per UCHC: On site provider will be advised that patient is seeking a female physician. KOP's were orde</p>	Referral

I/P reported harassment by an I/P and custody staff member.	LT/I/P-This matter has been referred to NSP Special Investigations Division, for their review and any action deemed appropriate.	Referral
I/P is following up on double bunk order and is requesting to remain at NSP upon release from RHU.	Met with I/P who stated that medical put in a double bunk order. Confirmed with NSP Admin that medical only ordered ground floor/bottom bunk.	Referral
I/P states that his kosher meal tray arrived with holes and was ice cold. She didn't receive a replacement tray. She wasn't afforded a shower on Tuesday, she doesn't receive the phone for an hour each day.	LT/I/P: Referred to Food Services Supervisor. Response indicates that upon inspection of food tray, staff determined that there was nothing wrong with the tray so the replacement meal was not left. A review of the NJ DOC policy regarding incarcerated persons housed in the Restorative Housing Unit (RHU) states that you are afforded showers no less than 3 time per week. If you are receiving less than 3 showers per week, please contact our office for assistance. Per policy, you are not entitled to an hour phone use per day.	Information
I/P is claiming that custody is in ear shot of I/P's during legal calls	I/P reports that she actually hasn't had a legal call yet. Advised her that if she has a problem in the future when she does have a legal call she can contact our office.	No Cause for Action
I/P is requesting to speak to the AO in person. She claims the strip cage is not made for transgender women. She would like to stay at NSP upon release from RHU.	LT/I/P advising that several referrals have been made to NSP Administration, Custody Majors and EIC of Maintenance to recommend changes be made to the strip cages pursuant to NJAC 10A:3-5.7(c)1. Response received that Administration is aware and Maintenance has ordered the material. Request made for the I/P to be stripped searched somewhere less visible until modifications can be made.	Referral
I/P stated that they are not following the ground floor/bottom bunk order. She had a seizure and fell out of bed. She doesn't feel she is receiving proper mental health treatment	I/P has been moved to ground/floor lower bunk. Referred to UCHC patient advocated and NJDOC HSU management. She is being seen frequently by mental health (dates provided)	Referral
I/P is requesting first floor housing per a medical order.	Referred to NSP Administration and advised the I/P will be moved to first floor housing today.	Resolved
I/P calling about property, has been in the new facility less than 48 hours.	Explained to caller that property can take several weeks to transfer. Once received by the new correctional facility, it will be processed and all permissible property will be forwarded to him. If he doesn't receive his property in the next few weeks or when once received, items are missing or damaged, he may file an Inmate Claim for Lost, Damaged or Destroyed Property.	Information

I/P was denied FM status and doesn't understand why.	I/P professional report recommended gang minimum only. LTI/P advising that the ICC takes all documents into consideration at the time of review. Pursuant to NJAC Title 10A:9-4.2: A reduction in custody status is a privilege and not a right.	Information
I/P disciplinary charges dismissed. He is inquiring as to why he has not been moved to the Minimum Unit and why he is being denied transfer to the halfway house.	Advised I/P that it was the decision of the C4 committee for him to remain at NSP. He is scheduled to be seen by the Institutional Classification Committee on 3-23-22, however it appears he will be released at maximum expiration of sentence prior to that date due to the award of PHEC.	Information
I/P ordered sacred herbs from a vendor that he never received. He is requesting to have the package forwarded to the chapel.	LTI/P advising I/P that his herbs were signed for by Religious Services on December 6, 2021 and to contact them via JPAY for access to these items.	Information
Outside agency contacted OCO via email stating he wanted to advocate on the I/P's reentry back into society.	OCO staff contacted friend of I/P to inform him any correspondence advocating on behalf of an I/P being approved for a to a halfway house transfer should be addressed to the NJDOC Office of Community Programs.	Information
I/P needs to add his emergency contact to his IPIN.	I/P was advised per GTL policy he will have to wait for the open enrollment period which will be in April 2022.	Information
I/P stated he was injured during a medical trip and did not receive care.	Referred to UCHC and NJDOC HSU for review and any action deemed appropriate. Per UCHC: I/P received care and testing after report of an injury. I/P is scheduled for additional testing. I/P was recently scheduled for care and declined appointment.	Referral
Family call concerning I/P being sent to an outside hospital and she would like to know his current medical status.	OCO provided the caller with the contact information for the Medical Patient Advocate.	Information
Telephone inquiry I/P received his new JPAY tablet yesterday, but it is locked and unable to sync. He also did not receive any headphones.	Referred to the Custody Response Team. OCO advised the I/P has reached out to multiple departments and to allow them time to investigate and respond. LTI/P advising of same	Referral
I/P contacted OCO stating he was recently transferred to another compound at SSCF and he wanted to know if this transfer would change his recently scheduled ICC review.	OCO staff advised I/P that his electronic classification record indicates he is still scheduled for ICC at the end of this Month.	Information
I/P states he was supposed to see ICC today but hasn't been called down.	Advised I/P that he is scheduled for 3-30-22 as Classification is waiting for a copy of his status evaluation from Mental Health.	Information
I/P wanted to know the date of his next classification review.	I/P was provided with the date for his next classification review.	Information
I/P is inquiring about his projected max date.	LIT/P advising the date he will be scheduled for classification to determine his projected max date.	Information

I/P contacted OCO to inquire about when the NJDOC will resume RCRP transfers.	I/P provided information obtained from Office of Community Programs. Per OCP, RCRP moves will not take place until the week of March 21st (Bo-Robinson to the RCRPS) and March 28th (Prisons to Bo-Robinson).	Information
Caller stated the I/Ps at the minimum camp are not allowed out of their cells for telephone calls and their rooms were searched and items were confiscated.	Caller advised the matter was referred to SSCF Administration for further review and any action deemed necessary. SSCF Administration advised searches were conducted and excess items were confiscated as I/Ps are not permitted to retain items in excess, this was done as part of a routine bed area searches that are conducted on every shift. The compound is a dormitory setting so the statement they were not allowed out of cell is unfounded. The I/P also completed five telephones on that day, so the statement telephone calls were restricted is unfounded as well.	Referral
Email from family member requesting the I/P is seen before six months for his full minimum review.	I/P was granted gang min status pending full min status after a six month adjustment period. This office cannot overturn the decision made by the classification committee since gang minimum status is a privilege and not a right.	No Cause for Action
Family member email regarding I/P's inability to contact this office. Family member would like to know when I/P will be seen by CC.	I/P will be seen by Classification this week.	Information
Family call asking if I/P is eligible for PHEC.	Matter was referred to SSCF classification who advised the I/P is eligible for PHEC and 244 credits were applied to his sentence. Follow up call was provided to the family.	Information
Family call regarding I/P's eligibility for the PHEC	Review of I/P's electronic record indicates an actual max date of 3/11/2023. This writer advised caller PHEC expired on 3/7/22 as per Governor Murphy. Advised that I/P should be awarded two months minimum credit February and March and work credit for February which should reduce his actual maxdate to within the PHE. Thus, making him eligible for PHEC. However, the Classification Dept. is reviewing each folder and will conduct the final review in applying the PHEC. Caller advised review is still pending.	Information

Family call regarding I/P's eligibility for the PHEC	Review of I/P's electronic record indicates an actual maxdate of 3/11/2023. Explained the PHE is to end today. Advised that I/P should be awarded two months minimum credit February and March and work credit for February which should reduce his actual maxdate to within the PHE. Thus, making him eligible for PHEC. However, the Classification Dept. is reviewing each folder and will conduct the final review in applying the PHEC.	Information
I/P is inquiring about his max date.	OCO staff advised I/P of his current max date.	Information
I/P called wanting to know when he will be reviewed for FM status.	LTI/P advising the date they will be reviewed for full minimum status.	Information
I/P states that he was supposed to see classification today but wasn't called down.	Advised I/P that he is scheduled for 3-30-22.	Information
I/P inquiry about when he will be considered for reduced custody status.	I/P was provided the date he will see classification for reduced custody status.	Information
I/P is inquiring about his next classification review.	LTI/P stating his next classification review date.	Information
Family call regarding I/P being scheduled for a status review by classification.	Caller was provided with the status review dates by classification.	Information
Father of I/P reports that his son is being harrassed by another I/P and requests a transfer to a different unit.	This matter was referred to SSCF Administration advised the I/P will be interviewed by a custody supervisor. Follow up call provided to the family, the family was advised if the matter is not resolved please contact this office again.	Referral
I/P requested assistance with an address for Atlantic County Jail.	LTI/P with address requested.	Information
I/P requested assistance with a property claim denial.	LTI/P advised the matter was referred to SSCF Administration. Administration advised the I/P can submit another property claim form for reconsideration.	Referral
Telephone inquiry I/P is requesting an interview with an Ombudsperson.	I/P was scheduled and seen for an in person interview. I/P wanted to know if SSCF minimum. camp was closing. I/P was advised this office did not receive anything official from DOC regarding closures.	Information
I/P feels that it's unfair that his unit is on quarantine for 14 days due to one inconclusive Covid test.	LTI/P advising the matter was referred to SSCF administration. Per administration there is a 14 day quarantine for the unit if one person is positive in the unit. Indeterminate I/Ps do not result in a unit quarantine.	Referral

Wife states I/P received legal mail with a check from his father's estate and that the check was confiscated. The I/P was not offered options on how to resolve matter. I/P wants check sent to mother.	Reviewed with caller that per 10A:3-6.6, personal checks and money orders received through the mail shall be returned to the sender, at the correctional facility's expense. Personal checks and money orders returned via the mail shall include a note to the sender indicating that Department policy prohibits acceptance. In addition, Form 171-I (Seizure of Contraband Report) shall be filled out and a copy sent to the I/P.	Information
I/P was sent legal material from his lawyer that he was told was being sent back to sender by an officer. His lawyer has not received the legal materials back.	LT/I/P advising GYCF confirmed his legal CD's are not in their law library. I/P advised to submit a property claim form to allow SSCF to investigate this matter.	Information
Family call regarding I/P request for IRF copy.	LT/I/P with the copy of the IRF requested.	Resolved
Family call regarding I/P receiving the additional PHEC.	Explained to caller that I/P's maxdate was 2/19/23 therefore I/P was ineligible for the first month of PHEC as his maxdate was not within 365 days of 2/10/22 which is when the first month of the PHE ended. I/P received 122 PHEC for the second month of the PHE which ran from 2/11/22-3/7/22 as his maxdate was within 365 days. I/P is ineligible for additional PHEC at this time.	Information
Caller stated the I/P's unit is being quarantine and it will hold up his transfer to the half-way house.	Caller was advised the I/P is not in the community release process.	Unsubstantiated
I/P wanted to ensure he received work credits for Aug. and Sept. of 2020.	I/P was advised per DOC record the work credits were applied.	Information
I/P is inquiring about the status of his parole appeal.	LT/I/P advising the status of his parole appeal does not fall under purview of this office and was provided with the address of the state parole board.	No Cause for Action
I/P is inquiring about his transfer request.	LT/I/P advising to submit a Jpay request to the classification department regarding the status of transfer.	Information
I/P is inquiring about the date of his Classification review.	Notified I/P of Classification review date as per his electronic record. Suggested I/P submit an inquiry on the JPAY kiosk to the Classification Department for further details.	Information
I/P is questioning if he qualifies for the legislation regarding mandatory minimum sentences.	Explained to I/P the guidance provided on the Mandatory Minimum Bill. Suggested he or his family contact the appropriate agencies to inquire about his eligibility	Information
I/P inquiry about when he will be considered for reduced custody status.	I/P was provided with the date he will be seen by classification for reduced custody.	Information

Caller inquiring about I/P's maxdate, alleging I/P had a 3/13/22 maxdate but has not taken their exit photo.	Advised caller that a review of iTag shows a 4/24/22 maxdate and 122 PHEC. iTag also shows a Revocation date of 2/11/22 therefore I/P was ineligible for the first 122 PHEC which ran through 2/10/22. Advised caller that if the I/P believes the date of revocation is incorrect he must contact the State Parole Board.	Information
I/P is inquiring about the PHEC.	OCO staff advised I/P that he was awarded 244 PHEC and provided him with his new max date.	Information
I/P requesting assistance with obtaining a copy of his J-Pay grievance.	I/P was sent a copy of his J-Pay grievance.	Resolved
I/P is questioning when he'll begin the release process since his max date is less than 1 month away.	Per DOC records I/P was seen by social services and started his discharge planning.	No Cause for Action
I/P is questioning why his max date changed two times within the past couple of weeks.	I/P was advised per DOC records his max date is 3/21/2021 with the PHEC applied.	Information
Caller inquiring about I/P's eligibilty for PHEC.	Review of iTag shows 2/23/22 revocation date. I/P was awarded 122 PHEC and has a current max of 10/1/22. Explained to caller that I/P is not eligible for the first 122 PHEC as he was revoked after 2/10/22.	Information
Girlfriend inquiry regarding I/P's max date after receiving the PHEC.	Family member informed I/P was eligible for 122 days credit which results in an actual max of 10.27.22.	Information
I/P is requesting his COVID19 test results from Nov. 2021 to January 2022.	LT/I/P advising the matter was referred to UCHC Director of Medical records. Per the Director of Medical records the lab results will be sent to the I/P.	Referral
Family inquiry about I/P's eligibility for the PHEC.	Family was advised the I/P was eligible and received 244 days PHEC.	Information
Caller wanted to know when the I/P will be transferred to the full min camp.	Caller advised the I/P's unit is on quarantine status, once the quarantine is lifted he can be transferred to the full min unit.	Information
I/P contacted OCO requesting information pertaining to his current classification score.	OCO staff reviewed I/P's electronic classification record and provided him with his current objective classification score.	Information
Letter received from I/P alleging sexual harassment from another I/P in conjunction with requesting an update regarding her status for a transfer to EMCF.	Matter referred to SSCF Administration for review, response and action deemed necessary. Response from SSCF Administration advised that I/P is scheduled for a PAC meeting next week regarding the transfer and allegations of sexual harassment were previously reported to both SID and Administration and are currently pending/under investigation. LT/I/P advising the same.	Referral
I/P states he signed paperwork stating he received 4 months of PHEC and would be maxing in April but is now being told he maxes in August .	I/P is serving a sentence for an exclusionary offense and therefore ineligible for PHEC.	Information



Friend call regarding I/P's commissary order that he did not receive.	Review of jPay shows I/P has submitted a jPay regarding this today 3/8/22. Explained to caller that I/P should follow policies and procedures in place for seeking remedy to these kinds of concerns within the institution. If after 15 days he does not receive a response or the response received is unsatisfactory he may appeal to Administration.	Information
Girlfriend call regarding disposition of property claim.	Explained that this investigation and decision can take several weeks. Mailroom confirmed the property was found at NSP and will be sent to SSCF.	Resolved
Girlfriend call regarding I/P's tablet that he ordered but has not received.	I/P was seen for an in person interview and advised he received his tablet.	Solved Prior to Contact
I/P requested assistance with obtaining the forms from the law library.	LTI/P Proved I/P with the forms he requested.	Resolved
I/P would like assistance creating an email address (not JPay).	I/P advised that this office or DOC cannot assist with creating an email address.	Information
I/P states that he is in need of having a tooth removed. I/P states it is a wisdom tooth.	Referred to UCHC Dental. Per UCHC: I/P will be scheduled for follow-up with the dentist.	Referral
I/P reports that he's only been getting paid for working 5 days a week instead of 7 for the past eight months.	I/P was seen for an in person interview and advised he is no longer having an issue and he worked out his schedule with his work detail supervisor.	No Cause for Action
I/P called alleging that 122 PHEC were taken away from him and he wants to know why. His max date increased from June to October.	OCO contacted SSCF Classification Department to confirm that the 122 credits should be awarded. They confirmed that the credits were going to be given back to him reducing his max back to 6/19/22.	Resolved
Girlfriend call regarding I/P's request for transfer.	Girlfriend was advised the transfer request is pending approval through the classification committee.	Information
I/P contacted OCO to obtain a date for his next classification review. I/P claims it was originally scheduled for 3/2/22 however, it did not happen.	OCO staff reviewed I/P's classification record which reflected a tentatively scheduled classification review meeting date for 3/30/22. Secondly, I/P was advised to contact SSCF Classification for further questions pertaining to this matter.	Information
I/P wants to confirm that the classification department received his community release application.	LTI/P advising the matter was referred to SSCF classification unit who confirmed the RCRP application was received and they are waiting on a medical clearance.	Information
Caller wanted to know the status of the I/P's classification review.	Follow up call provided to family advising the matter was referred to classification and the I/P will be scheduled within the next couple of weeks. Caller was advised if I/P is not scheduled to please follow up with office.	Information

Caller alleges I/P has paperwork stating a 3/19/22 max date but also received paperwork stating 3/21/22. Caller trying to confirm max date.	Review of iTag shows 3/21/22 max date. Explained to caller I/P received 5 work credits for January but was most likely projected with 6.2 which could account for the change in the date. Informed caller that I/P can confirm the max date with the institution as well.	Information
I/P is inquiring about his classification review.	LT/I/P advising of his classification review date.	Information
I/P states that his new tablet stopped working approximately 1 month after he received it. He is requesting a replacement tablet.	LT/I/P advising the matter was referred to Jpay and they are sending him a replacement tablet.	Resolved
Family call regarding I/P's classification review that was scheduled on 3/16/22.	OCO advised caller per the electronic record the I/P is scheduled for review on April 20, 2022.	Information
I/P states that a number on his telephone list has been blocked by the facility.	LT/I/P advising the matter was referred to GTL who stated there is not a block on the telephone number. GTL stated the family should contact GTL for further assistance.	Referral
Family call alleging that the I/P is supposed to be transferred to Bo Robinson on Monday, but the unit was locked down due to another I/P being positive for COVID19.	Advised caller that the current quarantine period is 10 days and that if an I/P was scheduled for transfer during the quarantine, the transfer would need to be rescheduled.	Information
Girlfriend call regarding I/P parole being held up due to medical tests that are pending.	Reviewed with caller that there is nothing in the electronic record to indicate that parole is holding up his release due to medical testing. Provided caller with contact information for the Statewide Patient Advocate. Review of iTag shows I/P is awaiting placement in MAP program. Review of jPay shows I/P is in weekly contact with SPB regarding having his parole date set. Explained to caller that our office cannot give medical advice on whether he should "sign a waiver to have tests done after release."	Information
I/P is questioning why they now only have received 122 PHEC.	Explained to caller that a review of iTag shows I/P's parole was revoked 2/16/22 therefore he was ineligible for the first 122 days PHEC. I/P has been awarded the 122 PHEC from the second month of the PHE and is reflecting a max of 7/1/22.	Information
I/P is inquiring about his max date.	OCO staff provided I/P with his max date.	Information
Girlfriend called regarding the unit being quarantined and also an inquiry about the list for the assessment center being published.	OCO advised the caller that SSCF is handling positive cases as recommended by the CDC and that the current quarantine time is 10 days. If the I/P is scheduled to be transferred while in quarantine, their transport will need to be rescheduled.	Information

I/P is requesting to remain in SSCF.	LTI/P stating Department of Corrections dictates where I/P's are housed and this office does not have any jurisdiction regarding housing placement. I/P was advised to submit a Jpay request to Administration expressing his concerns.	Information
I/P states that he was denied community release and doesn't understand why.	LTI/P advising why he was denied for community release.	Resolved
Wife of I/P called alleging that one person on the housing unit tested positive for Covid and they are quarantining the whole unit. The I/P is supposed to be transferring to Bo Robinson soon.	Advised caller that if a unit is quarantined, anyone scheduled for a transfer will need to be rescheduled. There is nothing that indicates quarantining can only occur if multiple people test positive.	Information
I/P states that JPAY won't allow his sister to add money into his account.	I/P was advised to have his sister contact Jpay regarding this concern.	Information
I/P is inquiring about the PHEC.	OCO staff advised I/P that he is not eligible for the PHEC since he is not within one year of his max date.	Information
I/P is requesting a unit transfer.	I/P was seen for an inperson interview and advised the DOC dictates housing assignments and this office cannot intervene. I/P did not express any current housing concerns.	No Cause for Action
I/P reports that he was fired from his job, but would like assistance with getting re-hired.	I/P was seen for an in person interview and advised to contact classification regarding the reason he was fired and submit a job change request.	Information
Friend call regarding I/P's eligibility for the PHEC.	Explained to caller that I/P's current maxdate is showing as 3/17/23 including all credits earned through 1/31/22. Further explained that even with all credits earned 2/1/22 through the end of the public health emergency 3/7/22 I/P's maxdate is unlikely to reduce enough for be within 365 days of the end of the PHE and he would therefore be ineligible for any PHEC.	Information
Friend call regarding I/P receiving the remainder of the PHEC.	Explained to caller that I/P's Mandatory Parole Supervision was note revoked until 2/23/22 therefore he is ineligible for the first month of PHEC as the first month was (1/11/22-2/10/22) and he was revoked after 2/10/22. The 122 he has received is from the second month (2/11/22-3/7/22) and is the most he is eligible for at this time.	Information

Family call regarding I/P's receiving additional PHEC.	Family informed as long as your max is below March 7, 2023 and you do not have any disqualifying offenses (2C: 11-3, 2C: 14-2A, 2C: 47-1 and was characterized by a pattern of repetitive and compulsive), you are eligible for the 122 days that will be awarded on March 7, 2023, if the Governor terminates the public health emergency the credits will be prorated. If he extends it, Incarcerated Persons are eligible for a maximum amount of 244 days. 122 credits were applied per NJDOC and JPAY.	Information
I/P sent correspondence requesting his max date with the PHEC applied.	LTI/P stating current max date with PHEC applied.	Information
I/P called about an Inquiry he submitted to Administration at SSCF regarding an issue with another I/P and he did not get a response to. He advised that he submitted the Inquiry on 3/21/22 and is still waiting.	OCO advised the caller that DOC policy provides staff up to 15 days to respond to Inquiries and that if he has an emergency, he should request to speak with a custody supervisor. OCO did refer I/P's concerns to Admin.	Referral
I/P is inquiring about the date of his classification review.	Provided date of next scheduled review.	Information
I/P inquired about PHEC and requested institutional transfer.	Explained to caller he is ineligible for PHEC, referred concerns regarding transfer to SSCF Administration and advised I/P they must also request at the institution.	Referral
I/P is inquiring about his max date.	OCO staff advised I/P of his current max date.	Information
I/P states that medical has recently started crushing his Subutex, which has negative results for him. I/P alleges this medication is "do not crush/ do not chew". He alleges the medical staff are "essentially forcing him to abuse the medication" and would like to go back to taking it whole.	Referred to NJDOC HSU and UCHC. Per UCHC: I/P has been prescribed medication crushed due to self report of diverting suboxone strips.	Referral
I/P is inquiring about the PHEC.	OCO informed the I/P that he was not eligible for the PHEC because he is a Parole Violator who was not revoked.	Information
I/P's tablet stopped working 2 months after he received it. He would like it to be fixed or replaced.	LTI/P advising the matter was referred to Jpay and they are issuing a new tablet.	Resolved
Family call regarding I/P sending mail that has not been received.	Per parent the matter is resolved.	Information
Family friend contacted OCO requesting assistance with an I/P's parole being placed on Administrative Hold.	OCO staff recommended family member contact NJSPB in writing to request more information pertaining to the administrative hold. It should be noted, the family member advised that SSCF Parole Counselor stated it could take up to four weeks before the I/P is released on parole.	Information

I/P sent correspondence requesting assistance with being granted a second parole hearing after he received a hit from parole.	LTI/P advising they have the right to appeal to the parole board within ninety days of receipt of the written notification of decision. I/P was provide with the parole appeal paperwork.	Information
I/P stated he went to medical they were out of his prescribed medication.	LTI/P advising this matter was referred to DOC and UCHC medical providers. Per medical the medication was renewed the day of the I/P's telephone call.	Referral
Anonymous letter regarding an I/P selling K2 at SWSP.	This matter was referred to SWSP Special Investigations Division for their review and any action deemed appropriate.	Referral
Per Family member, she has concerns with the PHEC release process for SWSP scheduled for 3.13.22. Family member was informed I/Ps only have one set of clothes until release and they must submit all property including electronics to the mailroom.	Family member informed, I/Ps must send property to the mailroom and fill out outgoing package form and choose how they want it sent out or picked up. If they wish to have it mailed out they have to send a business remit along with the outgoing package slip. They are required to have any property they wish to take home packed up and sent to the mailroom. I/Ps can fill an overnight bag with property that they wish to carry out upon release.	Information
Anonymous Request for Assistance Form regarding drugs being sold and distributed on the unit.	This matter was referred to Special Investigations Division for their review and any action deemed appropriate.	Referral
I/P's commissary order was never processed. He submitted an order form on 3/6, but the business office didn't receive it. He believes this is retaliation for using the remedy system. He believes the individual should be fired.	LTI/P- This matter was referred to the SWSP Correctional Police Majors for their review and any action deemed appropriate. Per SWSP Correctional Police Lieutenant, you were interviewed regarding your concerns.	Information
Letter from I/P stating that he was charged for commissary items that he did not receive.	OCO reviewed his record and found that SWSP refunded him for the order he did not receive.	Solved Prior to Contact
Caller expressed frustration with scheduling visits at SWSP, concerns regarding records for vaccination.	Refererd to NJ DOC HSU and UCHC as well as SWSP Administration. Records regarding vaccination have been corrected and iTag now reflects approvals for the visitors in question. Returned call to provide said information.	Resolved
RFA from I/P wanting to know why his max date is not being reduced. He states he is earning credits but his max date is not going down.	LTI/P explaining his maximum expiration date will reduce with the application of work credits. Additionally, work credits are not earned for time spent in RHU.	Information

Per I/P, he is missing work credits in June 2021/feb 2018. I/P stated his max should be 4.11.23	LT/I/P-This matter was addressed via JPAY Ref# SWSP22008794. However, on March 29, 2022, this office forwarded your attachment to SWSP Classification for their review and clarification. On March 30, 2022, as per Classification, I have reviewed the I/P's credit statement. There is no supplemental pay that has yet to be entered. His credits are accurate. Any further concerns, please contact the appropriate Department via JPAY or written remedy.	Information
I/P did not receive his vaccination card in his release packet.	LT/I/P-This matter was referred to University Correctional Healthcare, the Statewide Medical Patient Advocate and Department of Corrections Director of Medical Services. This writer was informed on March 1, 2022, that your vaccination card was forwarded to your address.	Resolved
I/P believes that his commutation credits were mistakenly taken from him.	OCO reviewed and determined that the loss of commutation credit was processed correctly.	Unsubstantiated
I/P requested a Mental Health Evaluation via Ann Klein.	LT/P- Your concerns have been forwarded to the mental health team for their review and any action deemed appropriate. Per UCHC: Patient's concerns were referred to the mental health team at facility.	Referral
I/P alleges that medical and mental health staff are fabricating his records.	LT/I/P- This matter was referred to UCHC for their review and any action deemed appropriate. This writer has attached the Inmate Request for Amendment to Medical Record for your convenience.	Referral
Letter from I/P. He advised that he only received the first 122 PHEC, but did not receive the additional 122 for the second PHEC that ended on March 7, 2021.	LT/I/P advising him that after conferring with the Classification Department, I can confirm that he will be getting the additional 122 PHEC, which will reduce his max date to 6/17/22.	Information
I/P contacted OCO alleging he was seen by a Doctor today at SWSP and after his visit the Doctor removed his "wheelchair bound status" and now he is without the wheelchair. I/P stated he has a walker however, he cannot walk long distances with it, pick up his meal tray and while utilizing it he experiences a lot of pain. Secondly, the I/P alleges the current medication he was prescribed for pain is not working.	Referred to Rutgers UCHC and NJDOC Health Services Unit for review and action deemed necessary. Information provided by Rutgers UCHC advises the I/P does not have a current wheelchair order and the decision to encourage a walker be utilized and the wheelchair removal was based on the "provider's evaluation" in conjunction with an assessment that determined the I/P did not have mobility issues. The I/P was also advised to submit a sick call slip regarding his pain medication along with OCO staff advising Medical regarding his claims that his current prescribed medication is not working. LT/I/P advising of the same.	Referral
I/P requesting assistance with obtaining a copy of his IPIN list.	Referred to GTL who advised the I/P was sent a copy of his IPIN list.	Resolved

I/P stated his JOC is incorrect. He is owed more than 260 jail credits	<p>LT/I/P-Please be advised, all credits granted by the sentencing Judge are accounted for. However, due to the structure of your sentence, you are receiving the 260 jail credits from your aggregated controlling sentence. Any questions regarding this matter, please contact classification for clarity.</p>	Information
I/P wrote to this office due to his difficulty with getting medication to refill his medication.	OCO referred to DOC and UCHC medical staff for their review. The response indicates that the I/P did receive his medication.	Referral
I/P's tablet hasn't worked since he received it a few days ago, therefore he's requesting a replacement.	Review of JPAY account shows I/P's concerns were addressed by JPAY on the same day the I/P contacted the OCO. LT/P recommending he refer to this reference number as JPAY offered troubleshooting advice	No Cause for Action
Parent returned this writer's phone call regarding RCRP eligibility.	This writer explained to the parent that I/P became eligible for RCRP on 2.24.22 and is scheduled for RCRP Review on 3.22.22. I/P must be approved by the SWSP and OCP will make the final determination on eligibility.	Information
Family call regarding RCRP applications.	This writer called the family member on 3.14.22- 8:18 am/9:30 am but to no avail. LT/I/P-Please be advised, per NJDOC, you became eligible for RCRP on February 24, 2022. Please submit your application for RCRP consideration.	Information
I/P did not receive state pay for the month of January.	OCO referred to the Classification Department to determine if the I/P is eligible for additional state pay and work credits. They advised that his case would be reviewed and updated credits and state pay would be applied.	Referral
Family called stating I/P was in an accident in a DOC van and was not seen by medical for his neck injury.	This matter was referred to DOC and UCHC medical providers who advised a sick call slip will be submitted for the I/P.	Referral
Family call regarding I/P receiving some of his property as his canteen items are missing. Caller alleges I/P needs food from the canteen in order to regulate his blood sugar levels.	Referred to NJDOC HSU, UCHC and NJSP Administration. Explained to caller that I/P must wait for the disposition of the property claim but that concerns regarding regulating blood sugar levels would be referred to medical personnel. Response from medical indicated that they would submit a sick call on the I/P's behalf to discuss diabetes management.	Referral
Family call regarding I/P not receiving all of his property when he was moved to RHU.	Referred to Custody Majors at SWSP. Advised I/P was provided permissible items. Follow up call placed to loved one advising of same and provided guidance if items are missing or damaged a property claim form should be submitted. Advised this allows the facility to investigate the missing/damaged property	Resolved

I/P claims he was returned from Kintock due to a false positive Covid test. I/P is inquiring when he is going to be returned to the halfway house	Explained to the I/P once the appropriate clearances are received he should be scheduled to return barring no additional incidents.	Information
I/P stated above was returned to the main compound from the minimum unit on 12.26.21 due to covid. I/P would like to know the status of his return to the Minimum Unit.	LTI/P-LTI/P- Once the medical clearance is received, you will be processed for transfer back to the Minimum Unit.	Referral
I/P stated he was brought into the main compound from the minimum due to quarantine 12.30.21. I/P wants to know when he will be returning.	LTI/P-Please be advised, the SWSP Minimum Unit was on "Quarantine in Place" until March 4, 2022. Therefore, all movement was on hold. When and if approved by SWSP Administration, you will be transferred. Please remain patient during this process.	Information
Per I/P, he submitted and paid for his medical forms however, he did not receive what he requested and the documents were not sent to the approved family member stated on said release forms.	LTI/P-Per Statewide Medical Patient Advocate, medical staff will be instructed to interview you regarding your concerns with the medical release form process. Once that is completed, medical staff can prepare your records and also prepare copies for your family member to receive.	Referral
Per family member, I/P injured himself in July 2021 and due to the negligence of the prison, he caught an infection that went into his blood. I/P is now in a wheelchair	LTI/P- Per UCHC, the physician spoke to the I/P the day of the referral, regarding said medical concerns.	Referral
Family call regarding I/P's eligibility for the PHEC and that the PHE has ended.	OCO informed the caller that the I/P should be eligible for 122 credits.	Information
I/P states that he did not receive state pay for the month of February.	OCO staff reviewed I/P Trust Account Statement which indicates I/P was paid for the Month of February during his housing at SWSP. LTI/P advising of the same with a copy of his Trust Account Statement for review.	Information
I/P claims that his controlling sentence was reversed and remanded for a new trial.	OCO referred to SWSP Classification Dept. They advised that they are trying to obtain a conforming Judgment of Conviction.	Referral
I/P states that the business office deducted money from his account for restitution, but all of his court documents state restitution is not requested.	LTI/P advising him that the JOCs indicate that he does owe restitution. Advised I/P to write to CORU to dispute the restitution owed.	Information
I/P was denied RCRP and wants to know why	LTI- Please be advised, per NJ Administrative Code (10A:20-4.4), the initial approval for community release must be approved via Institutional Classification Committee (I.C.C.). In your case, your request to participate in RCRP was denied due to the nature of your present offense, disciplinary record, parole history, recent parole and professional report. SWSP Administration has the discretion to deny reduced custody.	Information



I/P has not been receiving work credits since November 2021.	LTI/P-Please be advised, as per the Inmate Handbook I/Ps have 90 calendar days from the time the payroll was posted to address an issue, anything older than 90 days will not be addressed.	Information
Per I/P, he would like a copy of his work credits from the county jail to ensure accuracy.	LTI/P-As a courtesy, this office has attached a copy of your Camden County Jail work credits for your review.	Information
I/P interviewed on the spot regarding PHEC.	LTI/P-Please be advised, as long as your max is below March 7, 2023 and you do not have any disqualifying offenses (2C: 11-3, 2C: 14-2A, 2C: 47-1 and was characterized by a pattern of repetitive and compulsive), you are eligible for the 122 days that will be awarded on March 7, 2022, if the Governor terminates the public health emergency the credits will be prorated. If he extends it, Incarcerated Persons are eligible for a maximum amount of 244 days. Please note, per NJDOC record, your current max is 5.28.22. (244 applied per I/P record)	Information
I/P called regarding additional PHEC. I/P is concerned that they have only received 122 days and feels they are owed the additional 122. I/P also touched on concerns that they should have been awarded 244 from the last time PHEC was awarded when their sentence was vacated in January 2021.	Review of iTag shows I/P has received 122 days PHEC with a current max of 9/27/22. Explained to caller that the institution is likely processing the credits in order of release dates and has not yet reached the end of September max dates to award the additional 122. Advised caller that is the credits have not been applied come April that they may reach out to the Classification Department on JPay or our office at that time. Also explained to caller that he would not have been eligible for the 244 days in 2021 due to the sentence being vacated.	Information
I/P 's cell is missing the television cable.	Referred to the Maintenance Department at SWSP. Advised the cables are available to purchase on canteen. LTI/P advising of same.	Information
Family member of I/P called to complain that he was medically cleared to return to the halfway house but hasn't moved yet.	OCO referred via email to the Medical Ombudsman at SWSP to determine if the I/P is medically cleared to return to the halfway house. Per medical, I/P is medically cleared to return and the info will be sent to Classification Department to ensure they have the notification.	Referral
I/P is requesting OPRA forms so he may pursue legal action against the DOC for the delay in his Classification Meeting for reduced custody status.	Provided the I/P OPRA request forms as requested via the institutional mail.	Resolved
I/P requested to discuss pain management and future medical appointments with a doctor.	LTI/P- I/P updated on his medical concerns and informed of a sick call submitted on his behalf. Letter written in Spanish/English	Referral

I/P claims Porters run the unit and refuse to clean properly. They fail to keep a clean environment.	This matter has been presented to SWSP Correctional Majors several times since 12.21. Per SWSP Major, he will discuss porter reassignments with the area supervisors. LTI/P- I/P notified of information received from staff. AO followed up with I/P in person 3.9.22	Referral
I/P requested 25% ROCT 2 months ago and has yet to receive it. This has caused him not to receive an additional 122 PHEC.	LTI/P--On March 29, 2022, your record was updated to include ROCT.	Resolved
Family regarding I/P being transferred back to the halfway house after an inconclusive COVID19 test.	This writer informed the family that all required documents have been provided. Therefore I/P should return to RCRP shortly.	Information
I/P believes his max date is calculated incorrectly.	LTI/P- This matter was addressed via JPAY- Ref# SWSP2200831	No Cause for Action
I/P called alleging he was assaulted by several corrections officers at SWSP on 3/17/22. He is currently awaiting Courtline at NJSP.	OCO referred I/P's allegation to Admin & SID at SWSP to determine if this matter had been investigated.	Referral
I/P called about his transfer to Bo Robinson. He advised that he cleared isolation on 2/17/22 and is waiting for transfer.	OCO advised caller that he most likely is in need of medical clearance, which will enable him to be transferred when those movements resume the week of 3/28/22. Referred this matter to the Medical Ombudsman at SWSP, who confirmed that the I/P is cleared to return to the Minimum Unit. RCRP coordinator also confirmed that he is cleared to move to the assessment center once movements resume.	Referral
Mailroom Property Officer requested this office contact the I/P to make arrangement to have his motorized wheelchair removed from SWSP.	At the I/P's request, this writer informed the parent the property must be picked from SWSP within two weeks. Per parent, arrangements will be made.	Resolved
I/P wrote to the office complaining that a supervising officer is not allowing I/Ps to sit in the dayroom during recreation.	OCO referred the I/Ps concern to the first shift Lieutenant anonymously. Letter to I/P informing him of same.	Information
I/P wrote to this office complaining that he is not receiving the appropriate daily wage for working.	LTI/P advising him to speak with the detail supervisor to confirm the rate of pay for the detail. Suggested that he also contact the business office using JPay.	Information
I/P reported the kiosk on his Housing Unit continues to freeze.	LTI/P: JPAY Technicians will be on SWSP grounds on March 7, 2022. In the meantime, please continue to access to all departments via paper inquiry, if you have a matter that requires attention and resolution.	Information

Correspondence stating the I/Ps in the SWSP Min Unit are being informed by custody that the law library is closed until further notice.	LT/I/P-Matter was referred to SWSP Education and SWSP Minimum Unit Correctional Police Lieutenant. Per LT, the Law library is open. Per Education Supervisor, you may use the Law Library without scheduling. Education Staff are available during class times for direction. Any further questions or concerns regarding this matter, please contact Education directly via JPAY or written remedy.	Information
Girlfriend calling about I/P returning to the RCRP. Alleges I/P was approved to return weeks ago, but remains at SWSP	Provided caller with contact information for OCP. Explained that many moves will resume after the releases on 3/13/22 due to the PHEC.	Information
I/P was returned to SWSP from the RCRP and was never assigned a job detail to receive work credits.	This matter was referred to the DOC Classification Director and the back dated work credits were applied. Follow-up call was provided to the family.	Resolved
I/P is questioning why he hasn't received the additional 122 PHEC.	LT/P advising the Classification Departments are actively working to add the second month of PHEC	Information
Telephone inquiry loved one inquiring if I/P is eligible for the 2nd set of PHEC and hotline number for I/Ps.	Provided OCO Hotline number 555-555-5555. Advised caller the I/P was awarded the 1st month's credit of PHEC. Please allow the Classification Department some time to enter the 2nd month's credit as they are actively working to adjust the records. If the I/P does not receive the credit in the next few weeks to submit an inquiry on the kiosk to Classification or contact this office for further assistance.	Information
I/P is inquiring about the PHEC.	LT/I/P-Please be advised, as long as your max is below March 13, 2023 and you do not have any disqualifying offenses (2C: 11-3, 2C: 14-2A, 2C: 47-1 and was characterized by a pattern of repetitive and compulsive), you are eligible for the 122 days that will be awarded on March 13, 2022, if the Governor terminates the public health emergency the credits will be prorated. If he extends it, Incarcerated Persons are eligible for a maximum amount of 244 days. Please note, per NJDOC record, your current max is 10.27.22. Please remain patient during this time.	Information
I/P requested a medical follow up appointment with the physician that performed his prostate surgery.	LT/I/P-Per UCHC-Patient is indeed scheduled to see his specialist for follow up. I cannot reveal the date of the appointment.	Referral
Family requested assistance with I/P obtaining eye glasses.	Referred to SWSP patient advocate who advised the glasses came in the I/P is on the schedule for pick-up, return call provided to family.	Referral

Per I/P, he is in extreme pain from his shoulders to his legs. He stated, he only sleeps three hours a night due to the discomfort. I/P would like his concerns escalated to a doctor.	LTI/P- I/P updated on his medical concerns. Per UCHC: I/P updated on his medical concerns. I/P was recently evaluated by the provider and is scheduled to see the specialist in the upcoming days.	Referral
Telephone inquiry I/P's housing unit was changed, and now he is unable to log into the JPAY kiosk	Referred to the Custody Response Team. OCO advised I/P account is active and his record indicates email sent. LT/P advising of same.	Unsubstantiated
Family member of I/P called requesting that her son be moved back to Facility 3 so he can attend school.	OCO referred the family member's concerns to the attention of the classification department.	Referral
Family call regarding I/P being harassed by custody staff and other I/Ps and believes he was placed in "lock up" due to his charges	Referred to SWSP Administration for review and any action deemed appropriate. OCO advised the matter is being looked into.	Referral
I/P is requesting to speak with the ombudsman.	Met with I/P who requested to remain at NSP upon release from RHU. Referred request to the SARC Committee.	Referral
Family member of I/P called regarding a stomach virus (infection). He alleges that he was prescribed a medication but hasn't received it yet.	OCO referred to the Medical Patient Advocate and DOC and UCHC medical staff for their review. Medical advised that the I/P was seen today and two medications were prescribed.	Referral
I/P stated his Public Defender should receive disciplinary charges for his lack of follow through regarding missing gap credits.	LTI/P-Any concerns with your Public Defender can be addressed by writing Mr. Joseph E. Krakora, at the address stated below. Please contact the Education Department via JPAY to schedule access to the Law Library.	Information
I/P stated SWSP is making him spend extra time in RHU.	AO review of sanctions. LTI/P advising he is appropriately housing in the RHU and is scheduled for Special Administrative Review Committee in which he will receive written notification of his release from RHU date.	Unsubstantiated
Per I/P, he would like to know the status of his stimulus check sent to NSP.	LTI/P-Per Trust Account, as of 3.17.22, you are in receipt of \$1400. Therefore this matter is resolved. As a courtesy, a copy of your Trust Account has been provided.	Resolved
Family call to confirm receipt of email sent the DOC Executive Staff regarding treatment of I/P while at an outside hospital.	OCO returned call and informed her that per contact with DOC executive staff, they are in receipt of her emails.	Information

I/P was denied community release by OCP ON 3.17.22 for length of sentence and available programming.	LTI/P-Please be advised, per NJ Administrative Code (10A:20-4.4), the initial approval for community release must be approved via Institutional Classification Committee (I.C.C.) and the Office of Community Programs (OCP) Review Committee. In your case, your application was denied by OCP due to your length of sentence, as stated in your Request for Assistance. OCP has the discretion to deny applications for RCRP. However, you may reapply for RCRP ninety days from the date of your denial letter, please confirm with the RCRP Coordinator.	Information
Per I/P, my family tried to send me money via JPAY but my account is froze for an unknown reason.	Account frozen by Jpay if funds are owed for a charge back. LTI/P-This matter was addressed via JPAY. Please refer to Ref# SWSP22009148 for clarification. Any further questions or concerns regarding this matter, please contact JPAY directly.	Information
I/P reports missing property during transfer to RHU.	Met with I/P who advised that he is looking for 2 floppy disks that were confiscated by SWSP SID. Confirmed that SWSP that they have the disks. They are currently under review by SID. Send I/P letter advising of same.	Resolved
I/P believes the living conditions in SWSP need to improve.	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 community. As per SWSP Administration, masks are issued by the NJDOC. In addition to those that are issued, surgical masks are available throughout the institution via the housing officer. Any further concerns, please contact SWSP Administration via JPAY or written remedy	Information
I/P alleges that an officer broke his television so he bought a new one and was in possession of both the broken and new TV. I/P was sanctioned to 5 days LOTV and turned in the broken TV. Officer came into the cell when the I/P was in medical and took the working TV. I/P subsequently went to RHU and when he received his property he was given the broken TV and not the working TV. I/P has submitted the property claim form and supporting documentation. I/P wants this scenario "on record."	I/P only submitted the property claim this week. I/P was advised that he must wait for the property claim to be investigated and a disposition to be provided by the institution.	No Cause for Action

I/P believes he was written a disciplinary infraction as retaliation for reporting an officer allegedly harassing him. Expressed concern that his report of harassment was not investigated.	LTI/P-it is routine investigative practice to review I/P phone calls for evidentiary purposes. During one phone call you were overheard making a significant threat to the caller. As such, due to the nature of the threat (unrelated to the current investigation), it was determined an administrative I/P charge was warranted.	No Violation
I/P reported he was harassed by an officer in his housing unit and hit in the face with his I/D.	LTI/P-This matter was referred to SWSP Special Investigations Division for their review and any action deemed appropriate.	Referral
Family call regarding I/P being denied RCRP due to violent tendencies.	Explained to family the Classification Committee does have the authority to deny an I/P community release. Additionally, the Committee provided the I/P with a six month adjustment period were he may reapply.	Information
I/P has submitted requests to JPAY, but still is unable to sync his tablet to the kiosk.	Referred to the Custody Review Team. I/P is being given a replacement tablet. LTI/P advising of same	Resolved
I/P inquired about a visit hardship transfer	LTI/P- This matter was referred to SWSP Admin for their review and any action deemed appropriate. Please remain charge free and reapply in six months.	Information
I/P returned to SWSP via RCRP. However, he is not in receipt of his transferred funds. Per I/P the check from the Assessment Center bounced once processed by SWSP Business Office.	LTI/P-. Bo Robinson resent the check to SWSP via mail on March 3, 2022 for re-processing. Per SWSP Business Office, this matter will eventually be resolved, if it's not resolved before your release date, you will receive the funds via mail. Please contact the Business Office to confirm your address in the event the check is issued via mail.	Information
I/P reported he is missing approximately 45 days credit which would make him eligible for PHEC.	LTI/P-This matter was addressed via JPAY Ref# SWSP22008829. Any further concerns, please contact the appropriate Department via JPAY or written remedy.	No Cause for Action
I/P was adjudicated on a 009 in 2019. He appealed the charge and the superior court, appellate div remanded the charge back to courtline	LTI-The charge was dismissed on 3.2.22. Classification notified of the dismissal for reinstatement of credits.	Resolved
I/P contacted this office regarding his medical concerns and a request for a housing reassignment.	This office sent a letter to the I/P with an update from UCHC and SWSP Administration addressing his concerns.	Referral

Per I/P, he would like copies of his JPAY correspondence but fears some may have been deleted,	LT/I/P-Please submit an Inquiry to Administration with the subject OTHER, provide the reference numbers of the inquiries you want a copy of. That request will be reviewed and the 1st copies will be provided at no cost. Any copies which are deemed duplicate copies, you will be charged 5 cents per page and advised of the cost. You must submit a business remit for the total cost and copies, once processed, the copies will be forwarded to you. Any questions regarding deleted correspondences can also be addressed via JPAY Administration.	Information
I/P correspondence received in OCO requesting assistance with obtaining eye glasses nor is he receiving adequate medical care.	Matter referred to Rutgers UCHC and NJDOC Health Services Unit. Feedback from Rutgers UCHC staff indicates I/P has been scheduled to see the Optometrist in the nearer future. Secondly, I/P was just recently seen by a physician in chronic care and provided mental health services. Lastly, I/P is scheduled for a surgical procedure in the nearer future. LT/I/P advising of the same.	Referral
I/P states there is still an issue with a nurse looking up I/P's charges. He also reported concerns with assisted showering.	LT/I/P-UCHC Leadership has been notified concerning staff reviewing your criminal record. You have been found to be independent in your ADLs including showering in an ADA accessible shower. If this changes please submit a sick call slip for evaluation.	Referral
Friend of I/P inquiring about why he hasn't received PHEC.	I/P is pending parole revocation as such he is considered a parolee in custody and not eligible for the PHEC. Caller stated that he just waived his revocation hearing. Informed her that he would be entitled to a portion of the credit if he is revoked prior to 3-13-22	Information
Correspondence received alleging I/P is not getting adequate law library access.	Referred to Education Supervisor of SWSP and Administration. Response noted that I/P will begin to have access twice a week starting 3/21/22 but must submit a request at the end of each month to renew his time slot as they are not automatically renewed as alleged by the I/P. LT/I/P indicating response received.	Resolved
Per I/P, we haven't been coming out for recreation at 8. The CO's have been giving that time to the I/Ps who test positive for Covid 19.	LT/I/P-This matter was referred to SWSP Correctional Police Majors for their review and any action deemed appropriate.	Referral
Girlfriend call regarding I/P going back to the camps, since there is movement.	Medical was informed by this office and classification to forward the clearance for movement.	Referral

Per I/P, the SPB is in violation of the Revocation Hearing process.	<p>LT/I/P-This matter was referred to the NJSP Revocation unit. Per SPB: once an offender requests assigned counsel, the attached form notes, "I understand that the appointment of counsel will be done as soon as possible, but that I hereby waive my right to have a hearing conducted within the statutory guidelines pending the assignment of counsel." Also, this offender's attorney was granted three separate postponements during this process. Please see attached form for clarity. Any further questions regarding this matter must be addressed with the SPB directly.</p>	Information
I/P stated that he doesn't have a change of underwear upon transfer.	<p>LT/I/P advising that his request for additional clothing was referred to NSP Administration. This office was advised on 3-4-22 that the I/P had ample clothing.</p>	Referral
I/P inquiry about his property being picked up from the halfway house.	<p>OCO contacted the property supervisor at the halfway house and was advised that per policy I/P's designee is contacted to pick up the property when an I/P is returned to prison.</p>	Resolved
I/P has not received his property since he transferred to a new housing unit two days ago.	<p>Per SWSP Correctional Police Lieutenant, I/P was interviewed on 3.30.22 regarding concerns. I/P is in receipt of property. I/P advised of same in letter.</p>	Resolved
I/P's max date is 4/18/22 and has yet to do his JCAP or take his exit photo.	<p>LT/I/P-Please be advised, you are currently in the release process. Please remain patient during this process.</p>	Information
I/P wrote to this office seeking assistance with obtaining a visit hardship transfer to East Jersey State Prison.	<p>LT/I/P providing information to him, his request for transfer was approved by SWSP Classification Committee. The request is then forwarded to the receiving institution for review and approval. If denied by the receiving institution I/P will be sent written correspondence via Classification</p>	Information
I/P is requesting to see a paralegal to submit an appeal for charge *205. Per I/P, he has not been afforded an opportunity to submit an appeal.	<p>Referred to NSP Supervisor of Education who stated that she would send a paralegal as soon as possible. LT/I/P advising that his request for paralegal assistance has been referred to the Supervisor of Education. Provided I/P with the NJAC Title 10a guidelines for filing an appeal.</p>	Referral
I/P was transferred from F3 to CCU which resulted in lost property.	<p>Matter was referred to Custody Supervisor. LIT/P: This office was informed that you do NOT own a TV, per database. As far as the trimmer, Walkman, and fan, you can submit a property claims form. Please note, the claim must be submitted within 15 days of the discovery of incident.</p>	Information



I/P believes he has two substances within his body that causes cancer and would like information regarding treatment from medical.	Referred to UCHC and NJDOC HSU for review and any action deemed appropriate. Per UCHC: A sick call slip has been submitted on his behalf. Any other medical concerns, please contact medical directly via Jpay or drop a sick call slip. I/P notified via letter.	Referral
I/P alleges that an officer damaged his TV while packing it up.	DOC has a system in place for missing/damaged property. LTI/P providing a Property Claim Form which will allow the DOC to investigate this matter and if found appropriate, refund the I/P.	No Cause for Action
I/P is inquiring about an interstate transfer to North Carolina.	LTI- Please contact your family for proof of address, once in receipt, forward to SWSP Classification and Interstate Services.	Information
Family called stating I/P is in fear for his life and is requesting Protective Custody.	This matter was referred to SWSP administration, per Administration the issue will be referred to SID and the I/P will be interviewed. Follow up call provided to the family.	Referral
I/P wrote to complain that he is being held in quarantine for too long. He never tested positive and wants to be moved to GP housing.	OCO contacted the medical department at SWSP who confirmed that the I/P had completed quarantine and was moved to GP housing.	Solved Prior to Contact
Family call regarding the reason the I/P was transferred back to prison without explanation.	Family member was informed, the I/P was returned to SWSP from RCRP due to a community complaint.	Information
The wife would like I/P to be further evaluated for the frequency of the seizures and the swelling.	This office sent a letter to the I/P with an update from UCHC and their plan of action.	Referral
I/P requested to speak SWSP to Asst. Ombudsperson regarding his medical concerns.	This office sent a letter to the I/P with an update from UCHC and their plan of action.	Referral
Family call regarding I/P needing assistance to open a door to a room for therapy and custody staff would not assist him, stating that he was not on the list for "needing help."	Referred family member's concerns to the Administration at SWSP, DOC HSU, and Rutgers UCHC for their review and any action deemed appropriate. The incident was forwarded to the nurse managers for review.	Referral
I/P feels that it's unfair that he was denied FM status. He is asking the OCO to assist him with getting his E Override lifted.	LTI/P-Please be advised, based on your current sentence, you are ineligible for reduced custody status. Therefore your override will remain in place. Please refer to your Inmate Handbook for additional information regarding this matter.	No Violation
I/P reported his request for Law Library access has been denied. The I/P has a legal matter which required copies for submission.	This writer made copies for said I/P as a courtesy since time is of the essence. LTI/P- Per Education Supervisor, the Teacher on site will discuss with I/P.	Resolved

I/P inquired about PHEC eligibility. (in Spanish).	translated to Spanish-LTI/P-Please be advised, as long as your max is below March 7, 2023 and you do not have any disqualifying offenses (2C: 11-3, 2C: 14-2A, 2C: 47-1 and was characterized by a pattern of repetitive and compulsive), you are eligible for the 122 days that will be awarded on March 7, 2022, if the Governor terminates the public health emergency the credits will be prorated. If he extends it, Incarcerated Persons are eligible for a maximum amount of 244 days. Per NJDOC Record, due to the date of your Revocation, you are ineligible for the PHE Credits. Any further questions or concerns, please contact classification via JPAY or written remedy.	Information
I/P inquired about PHEC eligibility.	translated to Spanish-LTI/P-Please be advised, as long as your max is below March 7, 2023 and you do not have any disqualifying offenses (2C: 11-3, 2C: 14-2A, 2C: 47-1 and was characterized by a pattern of repetitive and compulsive), you are eligible for the 122 days that will be awarded on March 7, 2022, if the Governor terminates the public health emergency the credits will be prorated. If he extends it, Incarcerated Persons are eligible for a maximum amount of 244 days. Per NJDOC Record, due to the date of your Revocation, you are ineligible for the PHE Credits. Any further questions or concerns, please contact classification via JPAY or written remedy.	Information
PHEC credit eligibility was discussed during interview with I/P.	LTI/P-As stated, a review of your electronic record shows that you have been awarded 244 days PHEC.. Your current maximum expiration date is March 31, 2022 as of March 11, 2022. However, per record, you have a pending matter in Camden County. Please see attached redacted face sheet for clarification. -	Information
Family call regarding I/P needing clothing.	This writer followed up with the I/P in person at the family's request. Per I/P, he is in receipt of his property after his mother's initial contact with the Ombudsperson's Office on 3.9.22.	Solved Prior to Contact
I/P family member contacted OCO alleging I/P was recently transferred to the hospital as a result of injuries sustained from an I/P against I/P altercation. However, upon his return from the hospital family member alleges I/P does not have any clothing or toiletries for daily use.	Matter referred by OCO staff for review, response and action deemed necessary. Response received from SWSP Administration: I/P's cell was recently on no entry status as a result of the investigation. This status has been collapsed and the I/P was provided his property today. SWSP notified OCO they will place a follow-up call to Family Member.	Resolved

Friend of I/P called to ask when he might return to the halfway house.	OCO contacted the medical ombudsperson at SWSP to determine if the I/P is medically cleared to return. Response indicates I/P was cleared to return on 3/7/22. Notification forwarded to Classification.	Referral
I/P wrote to this office asking why he hasn't returned to the halfway house. He claims he completed quarantine on 2/20/22 and should have been returned.	OCO referred to the Classification Department at SWSP who advised they had not yet received medical clearance to return him to the halfway house. LTI/P informing him of same.	Referral
Family call regarding I/P being transferred back to RCRP as his quarantine is completed.	The I/P's transfer to RCRP is contingent on professional documents which are pending. This writer contacted the family to update her that the I/P would be interviewed on 3.7.22 to complete the necessary return document. I/P transferred back to the halfway house on 3/9/22.	Information
I/P requested an update on his return to RCRP.	The family was informed all required documents have been received and forwarded to OCP for movement.	Information
I/P reported he was assigned CCU after he returned from RCRP. While in CCU, he was not provided with the bare necessities.	During the monthly Ombudsperson Meeting with SWSP Administration, SWSP Administration informed this writer that RCRP returned I/Ps would be provided with a "new man package" at arrival.	Referral
I/P is inquiring about the PHEC.	LTI/P-Please note, on 03/07/2022 the Public Health Emergency in NJ was terminated. This means the award of Public Health Emergency Credits (PHEC) is also terminated. Therefore, based on your actual max of 3.11.23, you are ineligible.	Information
I/P is requesting assistance with getting his shoe insoles replaced.	LTI/P-The tech has him scheduled to pick up soles next week, 3/10. I/P was also informed in person 3.4.22.	Referral
Per I/P, SWSP does not honor his religion by providing Feast Meals on celebrated days.	LTI/P-. Despite NJDOC policy for Wicca, which states, "No specialty food items are required for the celebration of these seasonal festival days." Wiccans are provided meals for four feast days each year. They are as follows: December 21, March 21, June 21, and September 21. Per Chaplaincy Services, you have been provided with meals on the dates mentioned above. Preparations for the meal on March 21 is in motion and Chaplaincy Services is aware of your request for participation. However to ensure involvement in future feast meals, please contact Chaplaincy Services via JPAY to request participation for holiday meals at least 30 days before said holiday. This matter was discussed in person on 3.4.22.	Information

I/P claims he tried to order religious materials but they were denied.	<p>LT/I/P-In reference to your request for religious material. All Package Request Forms are reviewed to determine if the I/P is authorized to have the item and if it meets the criteria for ordering--size, cost, material, color, etc. Per Chaplaincy Services, according to your statement an educational item was also on a request that you submitted. Therefore, this would cause the items to be denied, since you are instructed to "Circle One. In addition, Chaplaincy Services is not authorized to approve file folders. Chaplaincy Services reviews Package Request Forms and forwards them to the Package Review Committee for final approval. This matter was discussed in person on 3.4.22.</p>	Information
I/P states that he is owed commutation time and state pay. (No further details provided) He would like an interview with an ombudsperson.	<p>LT/I/P-the Detail Officer paid you for 10 days for Oct 2021. You must contact the Detail or Housing Officer within 90 days, if there are any discrepancies with your pay. Even though your movement was of no fault of your own, you always have access to a Sergeant or the kiosk for remedy. On February 23, 2022, this writer was informed by SWSP Classification, you should have 4.4 work credits for November and an additional 2.2 for October, which was rectified on February 25,</p>	Resolved
I/P inquired about PHEC eligibility.	<p>LT/I/P-Please be advised, per your NJDOC Record, you are ineligible for the PHEC. Your PSLV was revoked on March 16, 2022, which is after the Public Health Emergency in New Jersey was terminated. Any questions or concerns regarding this matter, please contact Classification via JPAY or written remedy.</p>	Information
Caller had a question regarding parole supervision.	<p>Caller was provided with parole supervision information.</p>	Information
Family member contacted OCO requesting assistance with having her brother's property transferred to his current unit. Family member alleges I/P was recently in RHU however, he was released and does not have any of his personal items/toiletries.	<p>OCO staff contacted SWSP Administration inquiring about the status of I/P's personal items. Information received from SWSP Administration indicates the matter will be looked into and personal items/toiletries will be provided to him accordingly. Follow-up call completed to family member advising of the same.</p>	Information
I/P wrote to this office seeking assistance with getting welfare.	<p>LT/I/P-In reference to transitional services, Social Services can provide you with housing resource information once you are in the release process. However, Parole will advise you as to what your parole placement plan will be in the community, as well as your reporting instructions.</p>	Information

RFA from I/P requesting to be interviewed because he wants to go home and see his family.	I/P was interviewed in person 3.9.22-This writer recommended, he contact SPB directly via JPAY. He has made contact with other departments therefore he has access, but has not contacted the SPB. I/P stated he was not aware he could contact SPB via JPAY and will do so.	Information
I/P requested assistance with his Birth Certificate and Social Security Card.	LT/I/P-This matter was referred to SWSP Social Services on March 10, 2022, for their review and any action deemed appropriate. Per Social Services, you will be referred to the Social Worker, regarding your Social Security Card (SSN). You were interviewed and encouraged to submit a JPAY to Social Services once you received your SSN from your mother. Please advised, per your record, NJDOC is in receipt of your Birth Certificate as of 1.31.22.	Referral
I/P received a defective tablet and wants a replacement.	Referred to the Custody Response Team. I/P issued a replacement tablet. LT/P advising of same.	Resolved
Family call reporting I/P has not received his packages since 1/23/22	Follow up call placed by family member informing OCO that the I/P received his package	Withdrawn
Family call inquiry about how video visits will be scheduled to avoid conflict.	I/P transferred to another facility that does not offer this program as of yet. OCO will continue to monitor any complaints regarding the program	No Cause for Action
Per I/P, he is being singled out by staff and denied the detail for personal reasons. I/P requested SID be informed.	LT/I/P-This matter has been referred to SWSP Special Investigations Division (SID) on March 29, 2022, for their review and any action deemed appropriate. Per SID, we will coordinate with SWSP Administration to handle this accordingly.	Referral
Family regarding I/P being moved from current unit to another where he had issues with custody staff.	The family member was informed via telephone on 3.4.22, per NJDOC Inmate Locator, I/P was moved within Housing Unit III.	
Friend of the I/P states that he is being transferred back to his previous housing unit and he doesn't want to go but doesn't want to get a refusing charge. She is requesting that the OCO intervene.	Per NJDOC Inmate Locator, I/P was moved within Housing Unit III. This office attempted to contact the family member on 3.4.22, but the phone was disconnected.	Information
I/P reports that the housing unit officer doesn't allow I/P's out of their cell for clothing exchange.	LT/I- Per SWSP Policy, you will not be eligible for clothing exchange until May 2022.	Information
Per I/P, medical staff administered the wrong medication several times and when confronted by said I/P, she responded unprofessionally.	LT/I- This matter was referred to UCHC and DOC HSU for their review and any action deemed appropriate. Per UCHC: Per UCHC: Matter referred to facility leadership for investigation.	Referral
I/P is inquiring about the PHEC in addition to missing work credits and state pay.	I/P maxed out with the award of PHEC. Trust account shows I/P awarded supplemental pay for September 2021.	No Cause for Action

Caller stated the I/P was not seen by classification on 3/15 as advised by OCO.	Per DOC records I/P was seen on 3/15 and approved for RCRP.	Information
Caller wanted to know when I/P will be transferred back to min. camp.	Referred to SWSP classification department who advised once they receive the medical clearance the I/P will be transferred back to the full minimum camp, follow up call provided to the family.	Information
I/P reported a Correctional Police Sergeant at SWSP threatened to punch him in the face.	LTI/P-This matter has been referred to EJSP Special Investigations Division (SID) on March 29, 2022, for their review and any action deemed appropriate.	Referral
I/P received a letter from NJ Courts dated 2.24.22 regarding an upcoming legal matter. Per I/P, he must contact the staff stated on the letter.	Referred to Administration and Social Services. Per Social Services we will assist with request. LTI/P advising of same.	Resolved
I/P stated he has submitted a request via JPAY for the following copies but to no avail. Per I/P, he has a PDS for 4.22 therefore, he must have the copies before release.	LTI/P-, If you have submitted requested copies of Inquiries to Administration "OTHER" it will be processed and copies forwarded, you have been given these instructions previously, and subsequently received requested documents.	Information
I/P is seeking assistance with obtaining an institutional transfer to NSP.	LTI/P providing instruction on how to appropriately request a transfer by submitting a inquiry to the Classification Department.	Information
Family member called regarding PHEC for I/P.	I/P is not eligible due to current max 12/2026.	Information
I/P called to complain that they are not permitted to clean their cells and are provided cloth masks, which the I/P believes in not sufficient to slow/stop the spread of Covid. The caller also indicated that I/Ps are not given new/clean masks.	LTI/P advising him that he should be able to request cleaning supplies from the housing unit officer. As for masks, I/P can request a new mask when the old one is worn-out. Finally, while not the most effective masks, the CDC has advised that cloth masks do provide some protection.	Information
I/P called to inquire why he wasn't sent back to the minimum unit after completing covid isolation in early February.	OCO advised I/P that we would contact the Medical Patient Advocate to determine if he is medically cleared to return to the minimum unit. On 3/18/2022 I/P received disciplinary charges, preventing his return to Minimum Unit.	Referral
I/P reported concerns with the recreation schedule at SWSP.	LTI/P-This matter was referred to the SWSP Correctional Police Majors for their review and any action deemed appropriate. Per Major, this will be addressed by the Area Supervisors.	Referral
I/P stated he was approved for the halfway house in 11/21 but has not been transferred as of yet.	LTI/P-Please be advised, all movement to RCRP was on hold. RCRP movement is scheduled to resume movement on March 28, 2022. Please note, this date is subject to change.	Information
I/P requested clarity on the parole process and his 14 month hit.	LTI/P-This matter was addressed via JPAY. Please refer back for clarity.	Information

Caller stated I/P is fearful of housing move due to prior cooperation with an investigation.	Referred to the SWSP Administration for review and any action deemed appropriate. Outcome, I/P was moved to a different housing unit	Resolved
I/P mailed correspondence to OCO requesting assistance with getting an update regarding his request to transfer to the MSCF treatment Program.	Referral to Office of Substance Abuse Programming and Addiction Services who confirmed I/P is active on their waiting list. LT/P advising of same, and if the I/P wishes for drug treatment prior to their transfer they may submit an inquiry on the JPAY kiosk to Office of Substance Abuse Programming and Addiction Services	Information
I/P is inquiring about his PED and sentence calculation.	Translated into Spanish- LTI/P-Per JOC-DATED 2.15.19- Count 1-15 year term of incarceration with a parole ineligibility of 15 years. Count 2- 5 year term run concurrent to Count 1, must serve 85 % of sentence prior to parole eligibility. Based on Count 1 you have to serve 15 years. Your Minimum term is 15 years and your total term is 15 years which results in an actual max and minimum expiration of 8.30.32.	Information
Family call regarding I/P's property not being received when he went to RHU.	The writer informed the family member, Per SWSP Correctional Police Major, the I/P's property was transferred to his person. If he is not in receipt of all property, he must submit a property claim form.	Information
Friend call regarding I/P being transferred to the halfway house as his quarantine period is completed.	Review of iTag shows I/P returned to Kintock on 3/3/22.	Solved Prior to Contact
Per I/P, it is going on 6 months and he has submitted 5 clothing exchanges but to no avail.	LTI-this office was informed that you are in receipt of the clothes requested therefore this matter is resolved.	Resolved
The I/P requested assistance from this office regarding pay and credits. I/P was returned to SWSP from Kintock due to medical. Per I/P, he should not be penalized for a medical hold	LTI- Per Classification, your missing credits were posted on 2/15/2022, from July 2021 to present	Information
I/P requested assistance with a missing check.	LTI-This matter was addressed by the SWSP Business Office via JPAY (Ref# SWSP21052940).	No Cause for Action
Father of I/P states that there was no evidence to justify I/P's disciplinary charge. He is also requesting an update on a criminal investigation pertaining to the sale of drugs throughout a DOC institution. Father is requesting OCO facilitate a meeting regarding the criminal investigation.	Advised Father of I/P that OCO does not investigate criminal matters and advised him to contact NJDOC Assistant Commissioner of SID.	Information
Family member contacted office regarding re-entry programs or RCRP participation for her brother. I/P has been incarcerated for 40 years and scheduled for release in August of 2022.	This writer provided the family member with reentry services in the Atlantic County area. This writer also indicated, Social Services will provide reentry information for the I/P prior to release.	Information

I/P inquiring about PHEC eligibility.	LTI/P: Please be advised that Classification Services at Central Office has reviewed your case and confirmed that per Senate Bill 2519 you are ineligible for the Public Health Emergency Credits (PHEC). Per 2C:44-5, terms are aggregated and served equal to the sum. If an exclusionary offense is part of an aggregate sentence, the offender is not eligible for PHEC on this aggregate.	Information
Family call regarding I/P returning to the camps.	LTI/P-As per Medical, you were medically cleared on March 30, 2022. Once SWSP Classification is in receipt and if there are no further concerns, you should transfer shortly. Please remain patient during this process. This office contacted the family with an update on the matter.	Resolved
I/P would like to be transferred back to the SWSP Min Unit.	LTI/P-As per Medical, you were medically cleared on March 30, 2022. Once SWSP Classification is in receipt and if there are no further concerns, you should transfer shortly. Please remain patient during this process.	Information
I/P was attending in person school when he was in Facility 3 but then he was moved to Facility 2 and can no longer attend school.	Contacted caller and informed that the Ed Supervisor at SWSP confirmed that the same classes are offered in Facility 3 are also offered in Facility 2 and the teachers in Facility 2 have been notified to add the I/P to their class list.	Resolved
Family call regarding I/P being sent back to the camps.	The family was informed by this writer that the SWSP Minimum Unit was on "Quarantine in Place" until March 4, 2022. Therefore, all movement was on hold. When and if approved by SWSP Administration, you will be transferred. Please remain patient during this process.	Information
I/P has not been sent back the camps as of yet.	LTI/P- SWSP Minimum Unit was on "Quarantine in Place" until March 4, 2022. Therefore, all movement was on hold. When and if approved by SWSP Administration, you will be transferred. Please remain patient during this process.	Information
I/P contacted OCO to inquire as to when OCP will be resuming transfers to the RCRPs.	I/P provided information obtained from OCP. Transfers to RCRPs from facilities will commence 3/28/22 and transfers from Bo-Robinson to the RCRPs will commence 3/21/22.	Information



Per I/P-I received my Statement for 12-11 to 1-16 and I was not paid for state pay.	Referred to Custody Supervisor. Per LT, according to the Officer that was assigned to M2R during the month of December, I/P failed to report to work any day in December. Per 10A: 13- Incarcerated persons are expected to report to their job and perform the assigned duties adequately in order to receive compensation in the form of wages and/or work time credits. For the reasons stated, I/P was not paid. LTI/P advising of same.	Information
I/P is inquiring about his transfer to the halfway house.	LTI/P advising review of his electronic record shows I/P was approved by the Classification Committee. His application is then forwarded to the Office of Community Programs for consideration. If denied he will receive written correspondence. Otherwise, he will be placed on a waiting list pending transfer	Information
I/P claims that he didn't receive the correct amount of credits last month.	Review of Offender Sentence Adjustments show I/P received maximum amount of work credits for January and appropriate minimum credits. I/P did not receive work credit for December. Review of Job Detail 511 indicates that other I/Ps were paid for this month. LTI/P advising he received the maximum credit for the prior month, but did not receive credits for the month of December. Provided instruction on how to request supplemental pay for work credits to be posted	Information
Family member called alleging her brother was assaulted by custody staff.	Referred to SWSP SID and Administration. Response received indicated that an investigator interviewed the I/P and the concerns are being investigated. F/U call made to advise that the matter is being investigated.	Referral
Family member contacted OCO alleging her brother has been assaulted by a SCPO and Nurse resulting in injuries to his head, collarbone and hand.	Matter referred to SWSP Administration and the Special Investigations Division for review, response and action deemed necessary. Per SID, the matter is under investigation. A follow-up call was provided to the family member advising of the same.	Referral
I/P reported to Mental Health clinicians that he was assaulted by SWSP Correctional Police Officers after his transfer to SWSP from NJSP.	Matter referred to SWSP Special Investigations Division for their review and any action deemed appropriate. LTI/P advising of same.	Referral
I/P is requesting to be housed with a vaccinated cellmate as his current cellmate is unvaccinated.	LTI/P-This matter was referred to SWSP Correctional Police Lieutenants and Majors for their review and any action deemed appropriate. Per Custody Supervisor: noted. I/P's request was not granted.	No Violation

I/P contacted OCO stating that he was recently transferred to Kintock-Bridgeton and is still awaiting his tablet or a refund.	I/P's are not authorized to have tablets sent to halfway houses. OCO sent LTI/P advising of the same and recommending I/P contact SWSP and have the tablet sent home.	Information
I/P is inquiring about a tablet he ordered while housed at a different facility.	LTI/P advising the JPAY tablets are not permitted at the halfway houses. He may notify South Woods State Prison if he wishes for them to mail the tablet to his house.	Information
Family called to inquire about I/P's eligibility for PHEC.	Family member informed on March 7, 2022, the Public Health Emergency in NJ was terminated. This means the award of Public Health Emergency Credits (PHEC) is also terminated. Therefore based on the date of revocation, he is ineligible.	Information
I/P reported illegal drug activity on his assigned housing unit.	Referred to SWSP Special Investigations Division for their review and any action deemed appropriate. LTI/P advising of same.	Referral
I/P requested an inter- institutional transfer.	LTI/P-You 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. Said inquiry must state one prison and the reason for transfer. Any other questions regarding this matter should be addressed by classification via Jpay or written remedy.	Information
Per I/P, he needs a Government Records Request Form.	LTI/P-Enclosed are the two copies of the Government Record Request Forms you requested.	Information
Anonymous letter stating the I/P Porters assigned to the ECU are taking advantage of vulnerable I/P's. He states they use bleach instead of laundry detergent and I/Ps on the unit don't shower or use the kiosk.	Referred to Custody Majors for their review and any action deemed appropriate. Per Major: bleach is not provided to the population for laundry and is secured by staff. Showers are offered a minimum of 3x per week.	Referral
I/P would like to know the status of his parole date.	LTI/P: Per NJDOC Record, you have a PDS of 3.7.22.	Information
Aunt called regarding I/P's recent parole hit.	Explained to caller that there are a number of reasons the SPB can deny parole and set a future eligibility term. Discussed that I/P can appeal the decision and that this matter is a legal concern and therefore does not fall under the purview of our office.	Information
Vet of America Trustee is attempting to have I/P sign forms to receive 70% disability when he released in 10 days	Matter referred to SWSP Social Work Supervisor for review and action deemed necessary. Feedback provided from Assistant Social Work Supervisor indicates I/P will be provided access to complete telephone calls and sign forms on the following business day. Follow-up call made to advise outside agency member.	Resolved

Organization call regarding I/P obtaining the paper work for his disability.	This writer contacted the organization contact person to inform said staff that SWSP Social Services will follow up next week.	Information
I/P wrote to complain that he has not received his VA checks for the months of January or February.	OCO reviewed JPay and noted that the I/P was instructed to use the sign-up form to see the social worker on the housing unit. The social worker will assist with resolving this issue.	Information
I/P states that he's no longer accepting medical or mental health treatment since every time he's asked in past, he's been told to ask Jesus.	LTI- This matter was referred to UCHC for their review and any action deemed appropriate.	Referral
I/P is seeking assistance with getting the PHEC.	LT/P : I/P received the first month's PHE credit. Explained that presently the Classification Departments are reviewing and entering the second month's credit.	Information
I/P is inquiring about the PHEC.	I/P was informed via telephone, on 03/07/2022 the Public Health Emergency in NJ was terminated. This means the award of Public Health Emergency Credits (PHEC) is also terminated.	Information
I/P contacted OCO requesting assistance with dissolving an open detainer.	OCO staff verified I/P does have an active warrant for a Municipal Court matter. I/P provided warrant information and Municipal Court information so that he may contact them directly. This matter does not fall under the purview of OCO.	Information
I/P states that he didn't receive some of his property. He submitted a property claim	LTI/P advising I/P that his claim was denied. He may appeal to the Appellate Division of the Courts or submit a claim to small claims court. Contact the Law Library for assistance.	Information
Family caller inquiring about I/P's return to the FM camps.	Review of correspondence from SWSP, Classification is still awaiting the medical clearance needed in order to send the I/P back to the camps. I/P is one of nearly 20 that Classification has requested clearances on as recently as today, 3/25/22. Returned call and shared this information.	Information
Family member contacted OCO requesting assistance with correcting an issue with receiving books that belonged to another I/P instead of their family member.	Family member was advised per SWSP Mailroom Property staff to mail the items back to SWSP for the exchange. Once items are received at SWSP, the exchange will be completed and items will be re-sent to family member accordingly.	Information
I/P is requesting assistance with getting access to the law library.	LTI/P-Upon review of your record, you are currently scheduled for the Law Library. Therefore this matter has been resolved. Any further concerns, regarding this matter can be addressed with Education via JPAY or written remedy	Solved Prior to Contact

I/P requested PHEC eligibility information.	I/P explained during in person interview- as long as your max date is below March 7, 2023 and you do not have any disqualifying offenses (2C: 11-3, 2C: 14-2A, 2C: 47-1 and was characterized by a pattern of repetitive and compulsive), you are eligible for the 122 days that will be awarded on March 7, 2022, if the Governor terminates the public health emergency the credits will be prorated. If he extends it, Incarcerated Persons are eligible for a maximum amount of 244 days. I/P has an actual max of 1.3.24 as of 3.11.22	Information
I/P inquired about his unclaimed property at Mercer County Jail.	LTl-Per Mercer County Correctional Center, the property must be picked up by March 28.22 or disposed of. This is a courtesy.	Resolved
I/P requesting assistance with the status of his property claim form from SWSP.	LTl/P advising he should submit a property claim form through SSCF.	Information
I/P states he received the first set of PHEC but has not received the second set.	Advised I/P that credits will be entered by Classification in the next few weeks.	Information
I/P is inquiring about the additional 122 PHEC.	OCO staff advised I/P that he'll receive the additional 122 PHEC as long as the PHE does not end early.	Information
I/P reports that there are several I/Ps on his unit who have Covid. I/P is worried about his health because these individuals are not quarantined or kept separate.	I/P submitted an Inquiry to Administration and was advised that the DOC is following CDC guidelines.	No Cause for Action
I/P following up from October regarding fines. I/P states the money was refunded then taken again. I/P alleges he did not receive the documents/JOC's that were meant to be enclosed in the letter from October. I/P does not believe his fines have been handled properly once again.	Referred to Business Office. Per Business Office as previously stated by Central Office Revenue Unit (CORU): reached out the NJ Courts for Judgment of Convictions. Upon review, CORU noticed that Auto theft fine and LEOTEF fine were erroneously suspended; the preceding fines were not vacated by NJ Courts. Therefore, the fines were added to the I/P file for collection. Please refer to the attached JOC. I/P interviewed twice regarding this matter.	Information
I/P states that he did not receive state pay for the month of January.	OCO reviewed job detail roster. I/P's in same unit and detail were paid for the month January. Referral to the Business Office to inquire if I/P was on quarantine if he would be permitted pay. Advised I/P will need to request supplemental pay from the detail supervisor. LTl/P advising of same.	Information
Family member would like to know when I/P will be returned and is on PC housing.	This matter was resolved, I/P returned to Kintock on 3.2.22.	Resolved
I/P sent an apparent copy of a letter addressed to a Law Firm regarding newly discovered exculpatory evidence that he wishes to present during his upcoming court appearance.	OCO wrote to the I/P to inform him that this matter falls outside the purview of this office but that the documentation will be placed in his file within this office.	Declined

I/P requesting print outs of all his kiosk transactions from the past 30 days.	LT/I/P-This matter was referred to SWSP Administration on March 3, 2022, for their review and response. Per Administration, you must submit an Inquiry to Administration with the subject OTHER, provide the reference numbers of the inquiries you want a copy of. That request will be reviewed and the 1st copies will be provided at no cost. Any copies which are deemed duplicate copies, you will be charged 5 cents per page and advised of the cost. You must submit a business remit for the total cost and copies, once processed, the copies will be forwarded to you.	Information
I/P is requesting the facility "follow all aspects of "IMP", grant equal call outs, holidays, and holiday meals, and equal space and time, including outdoor space like Native Americans. I/P also writes, "Compel food service to give me low-sodium vegetarian meals and holiday offerings."	LT/I/P-Please be advised, per policy all Inmates are served a Heart Healthy Diet unless specific allergies are identified. The Heart Healthy Diet meets all of the requirements for low sodium and low fat. Per Chaplaincy Services you were on the roster for a special religious meal during the month of December 2021. Please note COVID restrictions are in place regarding congregation which are subject to change daily based on the need of the institution.	No Violation
Per I/P, he feels there should be a ban on sanctioning people to loss of rec if they have heart disease and are medically advised to exercise.	LT/I/P- This matter was referred to the Inmate Disciplinary Hearing Unit for their review and any action deemed appropriate. However, if he receives said sanction, he can also address said concerns with medical.	Referral
I/P called asking about his eligibility for the PHEC.	I/P was advised that he was not revoked until 2 days after the PHE ended; therefore, he is ineligible for any PHEC.	Information
Caller stated that I/P was given a charge for refusing the MVC trip.	Caller was advised the I/P will have to go through the disciplinary process and if he is found guilty he can appeal the charge.	Information
I/P's family member reported a loose tooth due to a recent assault at the hand of a fellow I/P.	Referred to UCHC and DOC HSU for review and any action deemed appropriate. Family member notified concern would be referred to UCHC Dental.	Referral
I/P requested assistance with out of state address information for parole.	Referred to NJSPB. Per Parole Board: HOLD will be placed on I/P's release until approval or denial is given for plan in Florida. LT/I/P advising of same.	Information
I/P claims that his stimulus check was mailed to SWSP on 3/26/21, but never deposited into his account. I/P is requesting a copy of an inquiry he submitted to the business office in which he was told it was never received at the facility.	LT/I/P-Please see requested correspondence and a copy of your Trust Account Statement. Please be advised, the proper procedure is to contact Administration via JPAY for copies of JPAY Correspondences. Please see IRS contact information for your convenience.	Referral

SWSP Social Worker informed this office, an I/P requested assistance calling his family. I/P was on close watch status and was unable to make contact with the family.	This office discussed this matter with SWSP Administration in person. This office was informed he would receive a call once transferred to another building on grounds however the I/p was transferred to another NJDOC Prison on 3.2.22.	Referral
I/P was threatened by staff on 3/11 with more indifferent treatment if he continues to make complaints.	This matter was referred to Special Investigations Division (SID) for their review and any action deemed appropriate. As per SID, SID conducted an interview on date of referral.	Referral
Family member reported she spoke to her son yesterday and he reported suicidal ideation.	Family all concerns mentioned was forwarded to SWSP mental health leadership I/P for follow-up. I/P was evaluated by Mental Health Clinician on 3/22/2022.	Referral
Per family, the I/P requested to see a chaplain.	Referred to Chaplaincy Services. Family member informed the I/P met two chaplains on date of family cal.	Resolved
Family call regarding the well-being of their I/P. Family member mentioned the I/P did not shower nor participated in recreation for over a week.	Referred to Custody Supervisor. Family member was informed the recreation module was deadlined due to a maintenance issue. However, it has been fixed and the I/P was offered recreation this am. The I/P was offered and given a shower yesterday on 2nd shift.	Information
Family call regarding a purchase that I/P could not have but she has not been notified by the company that the items have been returned.	Family informed, per SWSP Mailroom Correctional Police Sergeant, mail and package returns are not tracked, they're simply return to sender.	Information
Mother of I/P called regarding him being transferred to another facility to serve the remainder of his RHU sanction.	OCO referred this matter to the attention of the SWSP Administration to request the I/P be transferred to another RHU facility. Per Administration, there is a transfer to another facility "in the works".	Referral
I/P is requesting a transfer out of SWSP due to multiple issues which includes alleged violation of his rights and threats by a custody staff member.	Referred to SWSP Administration and Special Investigations Division for their review and any action deemed appropriate. LTI/P advising of same.	Referral
I/P requested PHEC eligibility information.	LTI/P-Please be advised, as long as your max is below March 7, 2023 and you do not have any disqualifying offenses (2C: 11-3, 2C: 14-2A, 2C: 47-1 and was characterized by a pattern of repetitive and compulsive), you are eligible for the 122 days that will be awarded on March 7, 2022, if the Governor terminates the public health emergency the credits will be prorated. If he extends it, Incarcerated Persons are eligible for a maximum amount of 244 days. This matter was addressed via JPAY, please refer to Ref# SWSP22005711.	Information

I/P reported inoperable phones in MIN 1L.	LTI/P-This matter was referred to SWSP Administration on March 11, 2022 for their review. This writer was informed on March 11, 2022, GTL is scheduled for service in all areas on Monday 3/14/22.	Information
I/P reported inoperable phones on SWSP M1L.	LTI/-P- Per GTL, Our office is aware of one phone in M1L that was reported. Based off our records all the phones in M1L are still being used. I will be calling to schedule an escort soon to go out and look at the phones.	Information
Caller alleges I/P received vaccinations and took education course but did not get the 10 education credits offered as incentive.	Referred to SSCF and GYCF Administrations for verification. Responses noted that I/P did not complete the educational requirement for the 10 credits therefore they are ineligible.	Unsubstantiated
I/P requested to know if he was eligible for PHEC	I/P advised he should be receiving 2nd set of credits (122) within the next few weeks.	Information
I/P states he is missing funds from Tully House	Letter sent to I/P with trust account summary attached reflecting funds received from the halfway house.	Resolved
Family call confirming I/P parole date.	Family was provided with parole date information.	Information
I/P states he has not received his funds from Bo Robinson	OCO contacted the assessment center and was advised that I/P funds were sent out today. I/P was advised of same.	Resolved
I/P believes his max date is calculated incorrectly. He is also inquiring about how the PHEC will effect his max date once his mandatory minimum is removed.	OCO staff completed review of I/P's electronic classification record which indicates I/P is not eligible for PHEC. Secondly, I/P does have a parole date set for the nearer future. However, he would have to contact the Prosecutor's Office (county of commitment) to seek redress regarding the mandatory minimum legislative directive. LTI/P sent accordingly to advise of the same.	Information
I/P has submitted two requests for his medical records	OCO staff contacted both NJDOC Health Services Unit and Rutgers UCHC regarding I/P's request for medical records. Medical Records were provided to I/P second week of February. OCP provided confirmation that medical records were received by I/P accordingly.No further action required.	Resolved prior to contact
I/P inquiry about his balance transfer from the halfway house.	OCO contacted the halfway house and was advised that I/P's funds will be sent out this week.	Resolved
I/P is questioning why his max date changed by 2 days.	Review of iTag shows only 4 days auto posted for work credits in January. PHEC were entered with 6 credits projected. I/P only received 153 days PHEC. Referred to EJSP Classification to adjust PHEC. Advised caller that he will be maxing on 3/13/22.	Information

Family call regarding I/P's release date.	Explained to caller that iTag is reflecting a max date of 11/3/22 with 122 PHEC applying. I/P was not eligible for the first 122 PHEC as their max date was not within 365 days as of 2/10/22.	Information
I/P stated he was returned to the main compound from the minimum unit on 12.26.21 due to covid. I/P would like to know the status of his return to the Minimum Unit.	LTI/P- Once the medical clearance is received, you will be processed for transfer back to the Minimum Unit.	Information
I/P inquiry about his approval the RCRP.	LTI/P advising he was approved by the Classification Committee. The application is then forwarded to the Office of Community Programs for review. If the application is denied at any point the I/P will receive written notification. Otherwise, the I/P will be scheduled by OCP to transfer to the assessment center. Also, informed I/P that pauses on transfers have taken place due to COVID19 and to allow the application of PHE credit.	Information
Caller stated her son was not given the results of his x-ray and is still in pain.	Referred to NJDOC and UCHC medical providers. UCHC advised a sick slip will be submitted for pain management and the x-ray results discussed. Family was advised of referral.	Referral
Family call regarding I/P not receiving medical attention for a swollen knee and I/P has not received his heart medication in three days.	OCO referred this matter to the DOC Medical Department and UCHC Rutgers Medical staff for review and any action deemed appropriate.	Referral
Family call, I/P's knee is painful and swollen, it started on 3/6/22. He was given Tylenol which did not work. I/P is suppose to be weighed daily, have a c-pap machine and a heart monitor.	OCO made a referral the DOC Medical Department and UCHC/Rutgers for review and any action deemed appropriate.	Referral
I/P letter regarding I/P being admitted into the drug program..	Referred to OSAPAS and confirmed I/P is on the waiting list for MSCF SUD. LTI/P advising of same and suggested if he is in need of treatment prior to his transfer to SUD to contact OSAPAS to be added to an available program at his present institution	Information