

State of New Jersey



Office of the Corrections Ombudsperson

ANNUAL REPORT

10/01/19 to 09/30/20

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OFFICE OF THE CORRECTIONS OMBUDSPERSON

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Introduction

The Office of the Corrections Ombudsperson has successfully operated for forty-eight years. Throughout the year, staff continued to assist inmates, residents, attorneys, outside agencies, and the general public with matters relating to incarcerated offenders and committed sexually violent predators.

The Department of Corrections (DOC) has an obligation to ensure that all persons committed to State Correctional Facilities and Residential Community Release Programs are provided with the custody, care, training, and treatment needed to prepare them for reintegration back into the community. Oversight by an independent body is essential to ensure the integrity of the system, administrative accountability, and to protect the rights of the incarcerated.

The Corrections Ombudsperson's role has a long and honorable tradition as a means of protecting against abuse, bias, and other improper treatment or unfairness. The Office of the Corrections Ombudsperson provides a concerned medium within which "State" sentenced inmates can seek redress for concerns that arise during incarceration regarding their living conditions, treatment, or any allegations of maladministration or inaction by correctional authorities.

Serving as a designated neutral, the office will:

- ◆ Observe critical situations
- ◆ Conduct announced and unannounced inspections of state prison facilities
- ◆ Aid in the resolution of disputes
- ◆ Make viable recommendations as needed
- ◆ Advocate for fairness
- ◆ Serve as a source of information and referral

Pursuant to mandates established by Assembly Bill 3979, this report contains information related to contacts received by this office from October 1, 2019 to September 30, 2020 and has been provided to the Governor's Office, Legislature, and the Department of Corrections.

The staff in this office continued to remain extremely busy handling the large volume of 14,105 total contacts received during this reporting period and addressing complaints and concerns of the incarcerated, their families, and other interested parties. This figure includes a total of 648 contacts received that pertain to residents housed in the Special Treatment Unit for committed sexually violent predators and 95 contacts regarding inmates in County Jail Facilities. An additional report regarding contacts related to the residents of the Special Treatment Unit will be provided with more detailed information. Contacts received regarding inmates housed in County Jails do not fall under the purview of this office unless they are state sentenced inmates that are participating in the Staying Connected Program in the Essex County Jail. All other contacts from

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County Jail inmates are referred to the respective County Jail Director for review and any action deemed appropriate.

The office staff consisted of one Corrections Ombudsperson, four Assistant Ombudspersons, one Management Assistant, one Secretarial Assistant III, and one Technical Assistant to receive, document, and address contacts pertaining to inmates housed in the 12 State Correctional Facilities, 13 Residential Community Release Programs, 1 Community Assessment Center, and the Special Treatment Unit for committed sexually violent predators. Staff have continued to promote safe and secure facilities, advocate for fairness and justice, and provide the incarcerated with an opportunity to be heard while remaining fair and impartial.

The civilian and custody staff of the New Jersey Department of Corrections, University Correctional Health Care, and the Division of Human Services have continued to cooperate with this office during informal investigations and inquiries conducted as needed to satisfactorily address concerns of incarcerated offenders and committed sexually violent predators.

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Historical Perspective

Following the riots at Rahway State Prison, now known as East Jersey State Prison in Woodbridge, New Jersey, on Thanksgiving Day 1971, Governor William T. Cahill announced that a Committee of Inmates and a Select Committee appointed by his office had been formed. These two committees met on various occasions throughout the year to discuss and examine the concerns of the inmate population.

In a special Thanksgiving Eve report (November 22, 1972) to the citizens of New Jersey, Governor William T. Cahill announced that significant progress in penal reforms had been accomplished. One of those reforms was the establishment of the position of the "Commissioner's Ombudsman" who would report to the Chief Executive of the Department of Institutions and Agencies.

The Governor believed that this would provide a mechanism for the continuing resolution of problems; and, with status appropriate to the requirements of the position, the Ombudsman would deal with issues that could not be resolved at the local administrative level and would look into unresolved personal complaints as they arose.

On December 20, 1972, Robert L. Clifford, Commissioner of the New Jersey Department of Institutions and Agencies appointed the first temporary Ombudsman. For the next 40 years the Office of the Ombudsman grew from a one-person operation to a staff of 16, at its highest level.

On July 12, 2005, Governor Richard Codey signed into law P.L. 2005, c.155, The Public Advocate Restoration Act, to be effective on January 17, 2006. The Department of the Public Advocate opened its doors on March 3, 2006. On July 1, 2006, the Office of the Corrections was formally transferred to the new Department.

On July 1, 2010 the Department of the Public Advocate was abolished and the Office of the Corrections Ombudsman was transferred to the Office of the Governor and considered to be "in but not of" the Department of the Treasury.

In the last forty-eight years, the office has been assisting and responding to the issues and concerns of State sentenced inmates and encouraging them to resolve their issues through positive remedies and informal mediation. The budget during this reporting period for the office is \$784,000 and FTE remained at eight during this reporting period.

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Mission, Goals and Objectives

Mission

1. To investigate complaints, concerns or inquiries about alleged acts, omissions, improprieties and/or broader systemic problems;
2. To offer options, facilitate resolutions, informally investigate or otherwise examine inmate concerns and issues independently, confidentially, and impartially;
3. To investigate and make recommendations for direct action/resolution to correct situations of concern indicated by the incarcerated;
4. To supplement, but not replace, the Department of Corrections' existing resources for conflict resolution between staff/institution/department and inmate;
5. To promote, through the independent impartial investigation process, higher standards of competence, efficiency and justice, and to ensure they are consistent with the overall mission, philosophy, and vision of the New Jersey Department of Corrections;
6. Serve as a source of information on correctional issues;

Goals

- To provide a viable, responsible, and concerned medium by which the needs and problems of the inmate population may be addressed;
- To maintain sound, working relationships with all DOC, UCHC, and DHS staff and outside agency personnel;
- To establish an appropriate accountability system;

Objectives

- To respond promptly, obtain and provide accurate information, deal honestly, and effectively with all individuals seeking assistance from this office;
- To maintain objectivity in all situations so that appropriate decisions can be made;
- To maintain a courteous, non-judgmental approach to the inmates and their family members;
- To maintain high visibility within the institutions in order to afford inmates an opportunity for necessary interviews, and to develop and maintain positive working relationships with both staff and inmates;
- To keep a pulse on the tone of the institutions;

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- To relieve the pressures, tensions, and hostilities that abound within the prisons by means of open communication;
- To ensure accountability to inmates and staff;
- To provide continuity of services to the inmate population and general public;

Operating Procedures

- The Ombudsperson or Assistant Ombudspersons are assigned to State Correctional Facilities, Residential Community Release Programs and the Special Treatment Unit as designated by the Ombudsperson. An Assistant Ombudsperson may be re-assigned temporarily or permanently to another facility or to cover any special or after-hours assignment.
- The inmate population has access to this office via toll free number 1-800-305-1811 or 555-555-5555 – by utilizing IPIN, Request for Assistance Forms that are available at the facilities, and regular correspondence through the U.S. Postal Service or institutional mail. Referrals from inmates' family members, friends, attorneys, advocates, and other public and state agencies are also received.
- Inmate concerns are addressed by conducting research, in person interviews, telephone contacts, correspondence, and/or referrals to the appropriate staff.
- Ombudsperson's staff are required to tour housing units and congregate areas within their assigned facilities to observe, be familiar with, and report on the living conditions.
- Ombudsperson's staff visit Residential Community Release Programs and Assessment Center on an as needed basis to ensure the living conditions are adequate and to allow residents the opportunity to be heard.
- All inmate contacts are documented and recorded into a case management system that enables easy access to retrieve historical, statistical, and other pertinent information as needed.
- All communications with the office are considered to be confidential. Information gathered through investigations becomes the confidential property of the Corrections Ombudsperson. These communications and information gathered will not be released without justifiable reasons and/or without the consent of involved parties.

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Staff

1. Dan DiBenedetti, Corrections Ombudsperson
2. John Blakeslee, Assistant Ombudsperson
3. Connie Karch, Assistant Ombudsperson (retired effective 09/30/20)
4. Melissa Matthews, Assistant Ombudsperson
5. Ken Rozov, Assistant Ombudsperson
6. Michelle Berry, Senior Management Assistant
7. Lauren Sagar, Secretarial Assistant III
8. Alberto Torres, Technical Assistant

Accomplishments

1. Lawsuit Prevention: In the last forty-eight years, the office has helped to greatly reduce the number of lawsuits filed against the NJDOC by assisting and responding to the issues and concerns of inmates and encouraging their resolution through institutional remedies and informal mediation through our office. While it is difficult to quantify the actual savings in litigation costs, the office has clearly served to minimize lawsuits associated with inmate complaints.
2. Pulse on the Institutions: The office continues to maintain a “pulse” on the tone of the institutions in an effort to relieve the pressures, tensions, and hostilities within them by means of more open communications which has shown to reduce potential disturbances or unnecessary incidents at the prisons.
3. Special Assignments: Staff are available to participate in various “Special Assignments” consisting of searches of congregate and living areas in Correctional Facilities and the Special Treatment Unit. Attendance at these searches help to minimize allegations of destruction of inmates’ and residents’ property and other untoward events. Inmates as well as administrative staff welcome our role in this process. Other activities included inmate representative meetings, elections, graduations, and property claim meetings.
4. PREA: The office serves as an avenue for inmates to address allegations of sexual assault and sexual harassment pursuant to the Prison Rape Elimination Act (PREA) guidelines.
5. Source of Information: The office serves as an avenue for families of the incarcerated and the general public to obtain information relative to the inmate population and the Department of Corrections.
6. Contacts Processed: The total number of contacts processed during this reporting period were 14,105.

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Goal Assessment

The Office of the Corrections Ombudsman has continued to make a positive impact on the individuals assisted and maintained a collaborative working relationship with Department of Corrections Staff, Department of Human Services Staff, University Correctional Health Care Staff, and other outside agencies.

The following is an assessment of plans for office staff during this reporting period:

1. Staff maintained limited visibility within correctional facilities and sound working relationships with executive staff, institutional administrators, significant departmental decision makers and where indicated, outside agency personnel.
 - a. Staff visited all State Prison Facilities and Special Treatment as needed.
 - b. Assistant Ombudspersons met with all Administrators and/or Designees to address pertinent issues as needed.
 - c. Corrections Ombudsman and Assistant Ombudsman met with various inmate representative groups.
2. Staff continued to review systemic issues impacting the inmate population.
 - a. The transfer of inmate trust account balances to and from institutions and residential community release programs.
 - b. Property issues that arise when state sentenced inmates are transferred to different institutions. Property Claims for lost or damaged property are consistently denied by Department of Corrections Staff.
 - c. Structural and/or mechanical issues within the facilities that may affect heating, air conditioning, or ventilation.
 - d. Processing of Inmate Inquiry and Grievance Forms, JPAY submissions, and responses to the inmate population.
 - e. Medical issues raised by the inmate population with regards to treatment, co-payments, and the renewal of medications were addressed with Department of Corrections and University Correctional Health Care Medical Staff.
3. Proposed amendments to the NJ Administrative Code were reviewed within thirty days.
4. Inquiries to this office were responded to within thirty days of receipt unless an unusual circumstance occurred.
5. Staff Development

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- a. Several training sessions completed by staff during this reporting period.
 - b. Performance reviews were conducted bi-annually. Staff work products were assessed as needed, and areas needing improvement were identified.
 - c. Staff meetings were conducted as needed.
6. Increased community outreach efforts and public awareness via advocate groups, inmate families, and the general public.
 7. Staff participated in the purging of inmate files in order to ensure that files for released inmates were removed and properly archived for future reference as needed.
 8. NJDOC Sexual Assault Advisory Council meetings, Commissary meetings, Property Claim meetings, and JPAY meetings were attended by the Ombudsperson or an Assistant Ombudsperson as needed.
 9. Institutional Tier Representative Meetings and Elections were attended when proper advanced notification was given to the staff in this office.

General Information and Recommendations

Administrative Segregation / Restorative Housing Unit

On July 11, 2019, Governor Murphy signed the Isolated Confinement Restriction Act, which went into effect on August 1, 2020. In approving this legislation, New Jersey joined a growing number of states who have moved to impose restrictions on the use of isolated confinement. For purposes of this law, Isolated Confinement is defined as confinement in a cell, alone or with other inmates, for approximately 20 hours or more per day in a State correctional facility, with severely restricted activity, movement, and social interaction.

In crafting this legislation, the Legislature identified 3 key points. First, the use of isolated confinement in this state's correctional facilities should be restricted to ensure the safe and humane operation of these facilities, consistent with the New Jersey Constitution, the laws and public policies of this state, the mission of the correctional system, evolving medical knowledge, and human rights standards of decency. Second, isolated confinement should only be used when necessary and should not be used against vulnerable populations or under conditions or time periods that may foster psychological trauma, psychiatric disorders, or serious, long-term damage to an isolated person's brain. Finally, the standards established in this act should apply to all persons detained in correctional facilities under the jurisdiction of this State or any subdivision, regardless of the civil or criminal nature of the charges against them.

The primary change for the Department of Corrections was the elimination of Administrative Segregation as a disciplinary sanction. In its place, the Department established the Restorative Housing Unit, which can be imposed for a guilty finding of the two top categories of disciplinary

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offenses. There were numerous other changes including the establishment of a Drug Diversion Program for inmates found guilty of substance abuse related infractions and the establishment of an Adjustment Unit, which can be imposed for a guilty finding of the highest category of disciplinary offenses only. There were also modifications to the severity of offense scale (N.J.A.C. 10A:4-4.1), including new and modified disciplinary charges.

In contrast to the former Administrative Segregation sanction, which had two housing levels (level 1 & level 2), each with their own separate restrictions, the new Restorative Housing Unit sanction has only one level. This allows all inmate access to the same opportunities such as the ability to use their television, better access to recreation and programs, and the ability to purchase as much as \$40.00 of commissary items per month.

The elimination of the two-level system has created an issue in units used for housing inmates serving restorative housing sanctions. The Disciplinary Unit at South Woods State Prison was primarily intended to house inmates serving Administrative Segregation sanctions that would expire before the inmate became eligible to obtain level 2, and the ability to possess a television, radio, etc. Because of this, the majority of the cells in this unit do not have electrical outlets, and none have outlets for cable television. However, now that there is only one level, and inmates are permitted to use televisions and radios, this is becoming an issue and generating numerous complaints. This office has already received contacts from inmates requesting transfers because they are unable to use their electronic devices. This office would recommend the installation of electrical and cable television outlets into any cell where they do not currently exist if this unit is going to continue to be utilized for restorative housing.

With regard to isolated confinement, the law states it should only be used when necessary and should not be used against vulnerable populations. For purposes of this law, vulnerable populations includes prisoners age 21 years old or younger; age 65 or older; who have a mental illness, developmental disability, or serious medical condition; who are pregnant or postpartum; who have a significant auditory or visual impairment; or who are perceived to be lesbian, gay, bisexual, transgender, or intersex. It prohibits isolated confinement under conditions for time periods that foster psychological trauma, psychiatric disorders, or serious, long-term damage to the prisoner's brain. The law provides that confinement may not be for more than 20 consecutive days or more than 30 days in a 60-day period.

Prior to the elimination of Administrative Segregation, typical calls to the Office of the Corrections Ombudsman with regard to inmates serving those sanctions would involve misplaced or missing property, allegations that inmates did not commit the offense for which they were found guilty and requests not to return to the facility where they received their charge. We continue to receive contacts of this nature after the imposition of the new law, which is to be expected. Contacts directly related to the new law involve whether certain changes were retroactive. For example, one inmate believed his Administrative Segregation sanction was eliminated, rather than converted to Restorative Housing and one inmate was under the impression that his guilty finding for escape prior to August 1, 2020 would be changed to the new escape charge (.101A Escape from a residential community release program or furlough). Changes of this nature are not retroactive.

At this time, it is difficult to evaluate the changes to the Restorative Housing Unit program due to limited access to programs caused by COVID19. Hopefully the health risks associated with COVID19 will reduce in the near future and allow programs to operate at their full potential and eventually we will see a reduction in the number of inmates serving these sanctions.

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JPAY – Inquiries / Grievances

JPay is a privately held company owned by Securus Technologies that contracts with the New Jersey Department of Corrections to provide services to the inmate population. The services include money transfers, emails, and video grams. Inmates may purchase handheld tablets that allow them to download and play music, games, books, listen to the radio, store photos, and read and draft emails. Inmates also have the ability to file electronic inquiries or grievances via an Inmate Remedy System that can be accessed through the JPay Kiosk.

Over the years this office has received many complaints regarding JPay tablets and kiosks. During the last twelve (12) months, the number of complaints regarding kiosk malfunction is approximately fifteen (15), which is minimal. It is presumed that facilities are immediately reporting outages/problems when they occur or there is a reduction in the amount or duration of such issues. JPay is quick to remedy almost all the complaints received from this office regarding tablets to the inmates' satisfaction. We recently noticed an increase in the amount of complaints regarding tablets. Inmates are expressing concerns with tablets that will not sync to the kiosk or download applications. The typical resolution is an RMA (return merchandise authorization) and another tablet is sent to the inmate. JPay's operating system/software is noted to have some glitches which are continually identified and addressed accordingly. The inmate population understandably becomes distressed when their applications, photos, music, or emails temporarily disappear from the tablets. This office works closely with the NJDOC Custody Review Team to notify JPay of these concerns and ensure they are corrected.

NJDOC Inmate Remedy System

The use of an electronic Remedy System has greatly streamlined the inmates' ability to submit an Inquiry Form, Grievance Form, and Appeal. Staff in some facilities continue to have difficulties in responding within the deadlines established by the Department of Corrections, which at times can be attributed to the volume of submissions received. It is noted that some inmates have a tendency to submit duplicate requests regarding the same question or concern.

Inmates housed in Restorative Housing Units for disciplinary sanctions have expressed concerns about their inability to utilize the remedy system due to their limited access to the kiosk. Paper forms are accepted; however, some inmates indicate difficulties in obtaining and submitting the paper forms. Limited staff movement, due to COVID19 protocols, would only exacerbate these issues. Inmates also state the lack of confidentiality as a deterrent for filing a paper form. Changes to the Inmate Discipline Program now allow inmates in a Restorative Housing Units to have daily access to the kiosk, which should alleviate issues and concerns related to paper forms.

Although this office has not been involved in an official audit of the NJDOC Inmate Remedy System since 2019, we continue to randomly monitor responses to Remedy Forms during the normal course of business. We have found the same deficiencies identified during the prior audits still exist. The responses to the inmates, or lack thereof; that were determined to be unsuitable are: overdue with no response, lacking in specific information, responses that don't correspond to the question asked, and the response "noted" with no further explanation. A major concern that has been identified is that Remedy Appeals continue to be responded to by the person who provided the initial Grievance response. An appeal by definition is an application to a higher authority for a decision to be reconsidered or reversed. An appeal should never be responded to by the person rendering the initial decision. Per NJDOC policy, appeal responses are to be completed by the Administrator and/or designee. This office notifies the appropriate

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NJDOC personnel when questionable/inappropriate responses are identified. The staff typically rectify the matter.

COVID19 has produced unique situations for this office, the NJDOC, and the inmate population. It is likely the NJDOC noticed an increase in the amount of Remedy Forms filed since March 2020 due to questions or concerns regarding COVID19 related matters.

Facility	Inquiry Forms			Grievance Forms		
	Total	Pending Overdue	Unopened	Total	Pending Overdue	Unopened
Adult Diagnostic & Treatment Center	4,197	0	0	383	0	0
Bayside State Prison	21,117	0	0	1,558	0	0
Central Reception & Assignment Facility	22,858	1	9	2,240	1	1
East Jersey State Prison	18,015	15	0	2,895	2	0
Edna Mahan Correctional Facility For Women	32,907	14	534	3,893	52	121
Garden State Correctional Facility	28,839	7	0	6,711	2	0
Mid-State Correctional Facility	26,708	1	15	867	0	0
New Jersey State Prison	29,311	53	0	7,566	6	0
Northern State Prison	42,514	94	2,370	11,406	49	482
Southern State Correctional Facility	31,421	0	0	3,787	0	0
South Woods State Prison	32,998	1,606	667	6,494	80	108
William H. Fauver Youth Correctional Facility	19,644	0	0	2,164	0	0
TOTAL	310,529	1,791	3,595	49,964	192	712
		0.58%	1.16%		0.38%	1.43%

Query completed 10/22/2020 & 10/23/2020

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University Correctional Health Care (by type)	Inquiry Forms			Grievance Forms		
	Total	Pending Overdue	Unopened	Total	Pending Overdue	Unopened
Medical	35,395	75	0	6,252	34	0
Mental Health	9,273	0	0	1,211	0	0
Dental	4,165	0	0	517	0	0
TOTAL	48,833	75	0	7,980	34	0
		0.15%	0%		0.43%	0%

Query completed 10/22/2020 & 10/23/2020

On October 22, 2020 and October 23, 2020, a statistical review of the NJDOC Inmate Remedy System was conducted. The NJDOC Inmate Remedy System provides a mechanism for inmates to address complaints, concerns, questions, problems and/or grievances to correctional facility staff for resolution through the use of the Inmate Inquiry Form, the Inmate Grievance Form and the Appeal process via approved departmental forms or electronically through the JPay Kiosk. Inmates housed in the above stated facilities filed a total number of 310,529 Inmate Inquiry Forms and 49,694 Grievance Forms from October 1, 2019 through September 30, 2020. It should be noted the design of the current tracking system does not allow for appeals to be queried; therefore, the total appeals that are pending and overdue could not be calculated. The sheer volume of forms submitted through the JPay kiosks indicate the ease and effectiveness of the digital system.

According to the NJDOC Internal Management Procedure for the Inmate Remedy System, Inmate Inquiry Forms should be addressed/responded to within fifteen (15) calendar days of submission and Inmate Grievance should be addressed/responded to within thirty (30) calendar days of submission, unless further investigation is required and documented in the system. Of the 310,529 filed by the inmate population, a total of 3,571 had not been opened as of the date of the query. This indicates that staff had not read, reviewed, or answered the Inquiry within the required 15-day time-frame. This number represents approximately 1.16% of the total number of Inquiries filed. Likewise, 712 Inmate Grievance Forms, or 1.43%, were not opened as of the date of the query. While the goal must always be 0%, this is a relatively small number that were unopened. In reviewing the table, it should be noted that seven of the twelve correctional facilities had zero unopened Inquiry or Grievance forms as of the date of the query.

A total of 1,791 Inmate Inquiry Forms and 192 Grievance Forms were marked as pending and overdue. This indicates the forms were opened by staff, but no response had been provided by the time of the query. Both of these totals represent less than 1% of the Inquiries and Grievances submitted. A form is listed as overdue if it is not responded to within the 15 or 30 day timeframes established by the NJDOC.

A separate query was conducted for Inmate Inquiry and Grievance Forms submitted to Medical, Dental and Mental Health Staff. Medical Staff received a considerably larger number of Inquiries and Grievances with 75 Inquiry Forms and 34 Grievance Forms pending and overdue. Both of these totals represent less than 1% of the total submitted. While the query does reveal some concerning numbers in a few correctional facilities, overall the New Jersey Department of

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Corrections and University Correctional Health Care Staff do a very good job in reviewing and responding to Inquiries and Grievances.

This office will continue to monitor the Inmate Remedy System and notify the appropriate staff of any deficiencies that are noted.

Medical, Mental Health & Dental Treatment

Contacts regarding medical treatment from inmates, friends, and family members consistently equate to the highest number of contacts received in this office for a particular category. Contacts to the office range from relatively minor medical or dental concerns to serious life-threatening conditions. The most common concerns are refilling of medication, distribution of medication, and dissatisfaction with treatment received. The COVID19 pandemic created an influx of contacts regarding testing, treatment, quarantining, isolation, and transfers to outside hospitals. This office is not staffed by medical, mental health or dental professionals and our actions are limited to referring these concerns to the appropriate Department of Corrections and University Correctional Health Care Staff. The Department of Corrections contracts with University Correctional Health Care, who is responsible to provide the inmate population with the community standard of medical, mental health, and dental treatment. All contacts to this office regarding medical, mental health or dental matters are treated with the utmost of importance and addressed immediately. Upon being notified of the issue, Ombudsperson's staff immediately refer the concerns to the appropriate staff via email. Referrals are made to the Department of Corrections Director of Medical Services, Director of Mental Health Services, Director of Dental Services, the University Correctional Health Care Statewide Medical Patient Advocate, University Correctional Health Care Health Services Director and additional Department of Corrections and University Correctional Health Care staff. In most cases, the University Correctional Health Care Statewide Medical Patient Advocate will immediately notify the provider at the inmate's institution of the concern or issue(s) that were reported to this office. The provider may be given certain instructions, such as to ensure an inmate has received prescribed medication or may be asked to provide follow-up information. In certain cases, the Statewide Medical Patient Advocate may also follow-up directly with the inmate's emergency contact or family members to provide additional information. The University Correctional Health Care Statewide Medical Patient Advocate does an outstanding job considering the volume and complexity of these contacts.

Because these matters make it to the attention of this office requiring intervention, the provider should ensure that all Medical Staff are performing their job functions properly. The inmate population, Department of Corrections Staff, and University Correctional Health Care Staff were greatly impacted by the COVID19 pandemic. The Department of Corrections' website reported a total of 3,050 positive COVID19 test results for the inmate population between April 3, 2020 and October 20, 2020. Unfortunately, 52 inmates passed away due to COVID19. It should be noted these totals include both inmates within DOC facilities and those confined in Residential Community Release Programs. As part of the effort to reduce the spread of COVID19, the Department of Corrections and University Correctional Health Care suspended the collection of inmate copayments for medical visits at the start of the crisis. This procedural change was implemented as an effort not to discourage those inmates experiencing any possible COVID19 symptoms from not seeking care due to financial reasons.

Due to COVID-19, the Department of Corrections also undertook a process to release inmates who were medically vulnerable to the virus, to a temporary emergency medical home-confinement. Not every vulnerable inmate was eligible for the emergency medical home confinement, as convictions for certain crimes and other factors precluded inmates.

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The pandemic caused other negative impacts on the health care of the inmate population. All non-emergent medical trips and procedures were cancelled at the start of the pandemic. Interactions between staff and inmates were limited to reduce the possibility of spreading the virus. Only emergent dental issues were being addressed for a period of time. As a result, there is likely a significant backlog of appointments and procedures that will need to be addressed as restrictions begin to be relaxed.

Regardless of what is happening at the moment, the Office of the Corrections Ombudsperson will continue to accept and refer concerns regarding medical, mental health and dental concerns that are impacting the inmate population.

Prison Rape Elimination Act

The Prison Rape Elimination Act of 2003 (P.R.E.A.) is the first United States federal law passed dealing with assault of prisoners, requiring "the gathering of national statistics about the problem; the development of guidelines for states about how to address prisoner rape; the creation of a review panel to hold annual hearings; and the provision of grants to states to combat the problem." It was partly a response to a Human Rights Watch report on prison rape in U.S. prisons, which made the front page of the New York Times in 2001. (Wikipedia)

P.R.E.A. was supported by a broad base of activists, lobbyists, and organizations, particularly Just Detention International. The [Southern Baptist Ethics & Religious Liberty Commission](#) lobbied for the passage of the legislation as did the conservative organization [Concerned Women for America](#). These groups were part of a diverse coalition of human rights and religious groups which backed the legislation; other groups which supported the act were: [Amnesty International USA](#), [Focus on the Family](#), [Human Rights Watch](#), the [NAACP](#), the [National Association of Evangelicals](#), [Penal Reform International](#), [Physicians for Human Rights](#), the [Presbyterian Church USA](#), [Prison Fellowship](#), the [Salvation Army](#) and the [Union of American Hebrew Congregations](#). (Wikipedia)

P.R.E.A. was passed by both houses of the U.S. Congress and subsequently signed by President George W. Bush in a White House ceremony on September 4, 2003. The act aimed to curb prison rape through a "zero-tolerance" policy, as well as thorough research and information gathering. The act called for developing national standards to prevent incidents of sexual violence in prison. It also made policies more available and obvious. By making data on prison rape more available to the Prison Administrators as well as making Correctional Facilities more accountable for incidents pertaining to sexual violence and of prison rape it would more than likely decrease the crimes. (Wikipedia)

The official text of the Department of Justice Final Rule can be found at:

https://www.prearesourcecenter.org/sites/default/files/content/prisonsandjailsfinalstandards_0.pdf

The N.J. Department of Corrections (N.J.D.O.C.) created the P.R.E.A. Compliance Unit in 2005. Currently, the Unit falls under the auspices of the Chief of Staff and is supervised by the P.R.E.A. Agency Coordinator.

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The Unit is responsible for implementing federal guidelines related to:

1. Standards
2. Prevention Planning
3. Responsive Planning
4. Training & Education
5. Screening
6. Reporting
7. Official Response
8. Investigations
9. Discipline
10. Medical & Mental Care
11. Data Collections and Review
12. Audits
13. Auditing and Corrective Action
14. State Compliance

The N.J.D.O.C. accepts and investigates all verbal, written, and anonymous reports of sexual abuse/sexual harassment. Additionally, the County Prosecutor may be contacted for possible criminal investigation and prosecution.

- The N.J.D.O.C. defines sexual abuse as the intentional physical contact of a sexual nature.
- The N.J.D.O.C. defines sexual harassment as the repeated and unwelcome sexual advances, requests for sexual favors, or verbal comments, gestures, or actions of a derogatory or offensive sexual nature.
- Due to the custodial nature of the staff/inmate relationship, with staff having authority over the inmate, inmates can never be considered to have consented to sexual contact with a staff member. It is against the law for any staff member and an inmate to have a sexual relationship of any kind.

Inmates can report sexual abuse and/or harassment verbally or in writing to any NJDOC staff member via interview; the Inmate Remedy System in hard copy or electronically, via the S.I.D. confidential mailbox or by dialing *SID1# on the inmate telephone system; via the PREA Hotline at *PREA#; or by contacting the Office of the Corrections Ombudsperson via the institutions' Ombudsperson mailbox; via the Ombudsperson's inmate only toll free number 1-555-555-5555 with the use of inmate IPIN; or inmates housed in Residential Community Release Programs may call the Office of the Corrections Ombudsperson toll free by dialing 1-800-305-1811; or in writing to:

Office of the Corrections Ombudsperson
PO Box 855
Trenton, NJ, 08625

Subsequent to a report:

1. Victims are separated from abusers.

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2. If the abuse occurred within a timeframe that allows for the collection of evidence, a crime scene is established.
3. Depending on the incident, physical evidence is preserved.
4. All inmates who make any allegation of sexual abuse, sexual harassment or staff sexual misconduct are referred to medical and/or mental health for an examination and/or evaluation.
5. The N.J.D.O.C. Special Investigation Division (S.I.D.) investigates all reports of a P.R.E.A. violation.
6. In coordination with S.I.D. and the County Prosecutor, inmate victims of sexual abuse may be transported to a local Emergency Room for a forensic examination, collection of evidence, treatment of immediate injuries and follow up medical/mental health management. Inmates may decline this examination.

Investigative outcomes can result in findings that are substantiated, unsubstantiated or unfounded.

1. Substantiated Allegation – means an allegation that was investigated and determined to have occurred.
2. Unsubstantiated Allegation – means an allegation that was investigated and the investigation produced insufficient evidence to make a final determination as to whether or not the event occurred.
3. Unfounded Allegation – means an allegation that was investigated and determined not to have occurred.

In accordance with P.R.E.A. standards, inmates in the custody of the N.J.D.O.C. are notified of the investigative outcome following a P.R.E.A. investigation in which they were the complainant.

Substantiated Allegations:

Inmates, following an administrative finding that the inmate engaged in inmate-on-inmate sexual abuse shall be subject to disciplinary sanctions pursuant to **NJAC 10A:4 Inmate Discipline** and will be referred to the County Prosecutor.

When N.J.D.O.C. investigates sexual abuse between a staff member and an inmate, the County Prosecutor is contacted for possible criminal investigation and prosecution. Staff shall be subject to disciplinary sanctions up to and including termination for violating agency sexual abuse or sexual harassment policies.

Any contractor or volunteer who engages in sexual abuse shall be prohibited from contact with inmates and shall be reported to law enforcement agencies, unless the activity was clearly not criminal, and to relevant licensing bodies.

The Office of the Corrections Ombudsperson serves as a referral point for inmates reporting P.R.E.A. allegations. All allegations are immediately referred to the P.R.E.A. Compliance Unit, Special Investigations Division and Institutional Administration. Due to the confidentiality of issues associated with P.R.E.A., this office does not receive the outcomes of our referrals.

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Property / Property Claims

Lost, damaged, destroyed and “stolen” property continues to be problematic at every facility, except for Edna Mahan Correctional Facility For Women. It is noted that female inmates only transfer within the facility or to a Residential Community Release Program.

Transfer restrictions imposed by COVID19 have greatly reduced inmate movement, which in turn has reduced the number of complaints concerning property. Most incidents of lost or damaged property occur when an inmate receives a disciplinary infraction and transfers from General Population to a Restricted Housing Unit. Transfers of this nature continued during the health pandemic.

Inmates who receive a disciplinary infraction are typically not permitted to pack their own items and they are not present during preparation of the property for transfer. This office has been frequently informed that property is typically packed by another inmate which sometimes may be a cellmate. In this instance, it is not unusual for items to go missing. NJDOC policy requires the Housing Unit Officer to supervise this process but it does not appear to occur in practice. Once housed in the Restorative Housing Unit the inmate discovers items are missing. Very often electronic items (such as a fan, JPay player, television, etc.) are misplaced and rarely can be located. Property items also go missing during regular transfers from general population at one facility to another.

Property Claims are reviewed and investigated at the facility where the inmate is currently housed and not where the incident occurs. In many cases, it appears the property was not packed or inventoried properly, making it very difficult for anyone to be held accountable for the inmates' losses. The complaints received by this office, as well as the claims reviewed by Assistant Ombudspersons attending Property Claims Committee meetings, reveal the major cause of lost property occurs during the packing and preparing of the items for transfer. As the burden of proof is on the inmate; if a staff member does not officially admit negligence or accidental damage many claims are denied at the institutional level or later by the NJDOC Central Office Headquarters.

A system should be implemented that ensures unsupervised inmates do not pack up other inmates' property. This practice would result in significant reduction of property claims filed.

The property claim investigation process also appears to vary by facility and in some cases is a lengthy process. We continue to be notified by staff that requests for investigations go unanswered. Many claims are referred to other institutions for investigation and there seems to be a break-down in communication and responses are not always received. Additionally, if a response is received, the investigations tend to go no further than the Property Room of the sending facility, even though the incident of loss occurred on the inmate's last housing unit. These responses and/or lack of responses result in denied claims noting the current facility is not responsible for the loss.

The Property Claim Committees should require investigating staff to provide documentation of how the investigation was conducted. The Property Claims Committee meetings ensure claims are properly investigated and inmates are notified in writing of the outcome. Written notification is essential in allowing the inmate to pursue a denied claim through the Appellate Court. Staff members from the Office of the Corrections Ombudsperson attend the Property Claims Committee Meetings when enough advanced notice is provided. The Assistant Ombudsperson attending the meeting is a non-voting member present to observe the process and to ensure

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continuity and integrity when reviewing claims. It is noted that several facilities do not appear to have a formal Property Claims Committee meeting as directed by the NJDOC Policy and Procedures. New Jersey State Prison and Bayside State Prison should be commended for their consistent and effective meetings. It is recommended that all facilities conduct standardized Property Claims Committee Meetings, like New Jersey State Prison and Bayside State Prison, and have the claims information and decisions available to all NJDOC staff via a centralized database.

Residential Community Release Programs and Assessment Center

This office has noticed a decrease in the amount of inmate contacts for assistance with obtaining Birth Certificates, Social Security Cards, and other identification upon arrival at a Residential Community Release Program. The reduction of these contacts may be a direct result of the pandemic which has caused a reduction of transfers to residential community release programs. The Office of Community Programs and Office of Transitional Services continue to be instrumental in assisting our staff with satisfactorily addressing contacts of this nature. This office addressed a total of 2,767 contracts pertaining to inmates housed in Residential Community Release Programs and the Assessment Center.

Restoration of Commutation Time

Many inmates contact this office for assistance with receiving restoration of commutation time which appears to be a labor-intensive process for staff and should not be denied unless the inmate is within ninety days of his maximum expiration date. Therefore, I am recommending the restoration of commutation time be done automatically as soon as the inmate is eligible and not require a written request. Many requests go unanswered and some inmates in Residential Community Programs are unaware or may have difficulty writing to the regional facility to request the restoration.

Inmate Trust Account Balance Transfers

This office has seen a reduction in the large number of contacts from inmates housed in Community Assessment Center and Residential Community Release Programs regarding the transfer of trust account balances upon the inmates' arrival and/or return from programs and/or transfer to another program. All Business Office and Residential Community Program Staff have continued to cooperate with this office in order to resolve these issues. Many times, balance transfers are not completed from institutions in a timely manner or until a request is made from this office.

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Goals and Projects

The primary area of responsibility of this office is to address complaints and concerns of state sentenced inmates regarding their living conditions and treatment while under the custody and care of the Department of Corrections. Every year proves to be challenging for this office as we continue to effectively address these issues with a limited amount of staff.

Staff will continue to do their best to address the most critical issues and those that affect the greatest number of inmates. Staff will also continue to encourage the inmate population to utilize all avenues available at the institutional level while ensuring the DOC is accountable to their mandates.

1. Maintain visibility within correctional facilities and sound working relationships with executive staff, institutional administrators, significant departmental decision makers and where indicated, outside agency personnel.
 - a. Contingent upon available staffing and resources, Ombudsperson's Staff will conduct bi-weekly or as needed site visits to correctional facilities.
 - i. Conduct inmate interviews
 - ii. Tour housing units and other congregate areas
 - iii. Meet with institutional staff as needed
 - b. Corrections Ombudsperson will also conduct site visits to Correctional Facilities on an as needed basis to meet with inmate groups and administrative staff.
2. Respond promptly to inquiries from inmates and other constituents in a timely manner while prioritizing each in order of importance.
 - a. Contingent upon available staffing and resources all inquiries will be addressed within thirty days of receipt.
3. Review systemic issues impacting the inmate population.
 - a. DOC Inmate Grievance Process:
 - i. Staff will continue to monitor the Inmate Grievance Process at all institutions to ensure that appropriate forms are available to those inmates that can't access the kiosks. DOC staff responses will be reviewed as needed to ensure that inmates' questions and concerns are satisfactorily addressed within the appropriate time period.
 - b. Transfer of inmates' property:
 - i. Staff will continue to monitor the transfer of inmates' property and contacts regarding property claims in order to address systemic issues in an effort to reduce matters of this nature and property claims submitted by the inmate population.

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- c. Medical Issues
 - i. Staff will continue to work with DOC and UCHC Medical Staff in an effort to address medical issues raised by the inmate population.
- 4. Staff Development and Morale
 - a. Performance Reviews:
 - i. Staff work products will be assessed and areas in need of improvement will be addressed accordingly.
 - ii. Formal reviews will be conducted bi-annually.
- 5. Increase community outreach efforts and public awareness. (advocate groups, inmate families, general public, and various conferences)
 - a. Brochures:
 - i. Brochures explaining the function of the office will be modified as needed for state inmates and the general public.
 - b. Community Forums:
 - i. Corrections Ombudsperson's Staff will attend and participate in State sponsored and/or local community forums as needed.
- 6. Complete inspections of all State Prison Facilities and provide completed reports to the Department of Corrections.

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Inmate Contacts Aggregated to include all State Prison Facilities:

Category	Category Description	Total Number of Contacts	Percentage of Total Contacts
Property	Most common contacts pertained to property transfers, lost, damaged, missing, or stolen property and/or the property claim process.	1,514	14%
Medical	Inquiries pertained to dissatisfaction with medical treatment, delays with processing medication, delays in referrals for outside consultations, discrepancy with medical co-pays and allegations of poor treatment received from Medical Staff.	1,368	13%
Records	Common inquiries pertained to the calculation of the expiration of inmates' maximum sentences, requests for updates, sentencing information, and discrepancies with the application of work credits, minimum credits, jail credits, restoration of commutation time, and the overall accuracy of records.	1,087	10%
Program	Inquires pertained to the denial or eligibility for reduced custody, community release, work assignments, visits, religious program procedures, and visit lists.	1,044	10%
Inmate Accounts	Common concerns pertained to the posting of inmate wages, deductions for fines and penalties, canteen order refunds, and balance transfers.	1,020	10%
Inadequate Living Conditions	Inquiries pertained to temperatures in cells and/or housing units, blankets, mattresses, pillows, food service, clothing, hygiene items, and cell maintenance issues.	634	6%
Institutional Transfer Requests	Inquiries pertained to requests for inter-institutional transfers and residential community release program transfers or pending approved transfers.	579	5%
JPAY	Concerns pertained to receipt of tablets, access to kiosks, inoperable applications/games, and kiosks in need of repair.	447	4%
Disciplinary	Inquires pertained to disciplinary infractions, hearings, sanctions, and appeal results.	438	4%
Allegations of Harassment by State Employees	Contacts pertain to allegations of mistreatment by state employees.	365	3%

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Miscellaneous		355	3%
Telephone Issues	Inquiries pertain to processing and/or receipt of IPIN list, Add/Delete Requests, and GTL Telephone Discrepancy Forms.	315	3%
Legal Matters	Contacts pertain to court decisions, legislation, sentences, jail credits awarded, and legal actions.	314	3%
Parole	Inquiries pertained to requests for updated parole eligibility dates, eligibility calculations, status of hearing results and/or pending hearings. Inquiries also included inmates' dissatisfaction with the parole release and revocation hearing decisions and inability to receive response to appeals of decisions.	284	3%
Mail		243	2%
Housing Unit Transfers		195	2%
Mental Health		110	1%
Dental		75	1%
Allegations of Assault by State Employee		56	1%
Allegations of Harassment by Inmate		48	0%
Allegations of Sexual Harassment by State Employees		36	0%
Allegations of Assault by Inmate		21	0%
Allegations of Sexual Harassment by Inmate		17	0%
Allegations of Sexual Assault by State Employee		14	0%
Allegations of Sexual Assault by Inmate		8	0%
Allegations of Sexual Harassment by Contract Staff		5	0%
Allegations of Harassment by Contract Staff		2	0%
Allegations of Sexual Assault by Contract Staff		0	0%
TOTAL		10,595	100.000%

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Inmate Contacts Disaggregated by State Prison Facilities:

Adult Diagnostic & Treatment Center Total Contacts = 97
 8 Production Way
 Avenel, NJ 07001

Category	Category Description	Total Number of Contacts	Percentage of Total Contacts
Medical	Inquiries pertained to dissatisfaction with medical treatment, delays with processing medication, delays in referrals for outside consultations, discrepancy with medical co-pays and allegations of poor treatment received from Medical Staff.	17	18%
Property	Most common contacts pertained to property transfers, lost, damaged, missing, or stolen property and/or the property claim process.	16	16%
Telephone Issues	Inquiries pertain to processing and/or receipt of IPIN list, Add/Delete Requests, and GTL Telephone Discrepancy Forms.	10	10%
Program	Inquires pertained to the denial or eligibility for reduced custody, community release, work assignments, visits, religious program procedures, and visit lists.	9	9%
Allegations of Harassment by State Employees	Contacts pertain to allegations of mistreatment by state employees.	8	8%
Inadequate Living Conditions	Inquiries pertained to temperatures in cells and/or housing units, blankets, mattresses, pillows, food service, clothing, hygiene items, and cell maintenance issues.	8	8%
Inmate Accounts	Common concerns pertained to the posting of inmate wages, deductions for fines and penalties, canteen order refunds, and balance transfers.	7	7%
Records	Common inquiries pertained to the calculation of the expiration of inmates' maximum sentences, requests for updates, sentencing information, and discrepancies with the application of work credits, minimum credits, jail credits, restoration of commutation time, and the overall accuracy of records.	7	7%
Disciplinary	Inquires pertained to disciplinary infractions, hearings, sanctions, and appeal results.	4	4%
Miscellaneous		4	4%

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Mental Health		2	2%
Allegations of Assault by Inmate		1	1%
Institutional Transfer Requests	Inquiries pertained to requests for inter-institutional transfers and residential community release program transfers or pending approved transfers.	1	1%
Legal Matters	Contacts pertain to court decisions, legislation, sentences, jail credits awarded, and legal actions.	1	1%
Mail		1	1%
Parole	Inquiries pertained to requests for updated parole eligibility dates, eligibility calculations, status of hearing results and/or pending hearings. Inquiries also included inmates' dissatisfaction with the parole release and revocation hearing decisions and inability to receive response to appeals of decisions.	1	1%
Allegations of Assault by State Employee		0	0%
Allegations of Harassment by Contract Staff		0	0%
Allegations of Harassment by Inmate		0	0%
Allegations of Sexual Assault by Contract Staff		0	0%
Allegations of Sexual Assault by Inmate		0	0%
Allegations of Sexual Assault by State Employee		0	0%
Allegations of Sexual Harassment by Contract Staff		0	0%
Allegations of Sexual Harassment by Inmate		0	0%
Allegations of Sexual Harassment by State Employees		0	0%
Dental		0	0%
Housing Unit Transfers		0	0%
JPAY	Concerns pertained to receipt of tablets, access to kiosks, inoperable applications/games, and kiosks in need of repair.	0	0%
TOTAL		97	100.000%

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Bayside State Prison Total Contacts = 539
 4293 Route 47
 Leesburg, NJ 08327

Category	Category Description	Total Number of Contacts	Percentage of Total Contacts
Property	Most common contacts pertained to property transfers, lost, damaged, missing, or stolen property and/or the property claim process.	110	20%
Records	Common inquiries pertained to the calculation of the expiration of inmates' maximum sentences, requests for updates, sentencing information, and discrepancies with the application of work credits, minimum credits, jail credits, restoration of commutation time, and the overall accuracy of records.	87	16%
Inmate Accounts	Common concerns pertained to the posting of inmate wages, deductions for fines and penalties, canteen order refunds, and balance transfers.	58	11%
Inadequate Living Conditions	Inquiries pertained to temperatures in cells and/or housing units, blankets, mattresses, pillows, food service, clothing, hygiene items, and cell maintenance issues.	49	9%
Institutional Transfer Requests	Inquiries pertained to requests for inter-institutional transfers and residential community release program transfers or pending approved transfers.	42	8%
Program	Inquires pertained to the denial or eligibility for reduced custody, community release, work assignments, visits, religious program procedures, and visit lists.	40	7%
Medical	Inquiries pertained to dissatisfaction with medical treatment, delays with processing medication, delays in referrals for outside consultations, discrepancy with medical co-pays and allegations of poor treatment received from Medical Staff.	26	5%
Allegations of Harassment by State Employees	Contacts pertain to allegations of mistreatment by state employees.	21	4%
Disciplinary	Inquires pertained to disciplinary infractions, hearings, sanctions, and appeal results.	18	3%
Legal Matters	Contacts pertain to court decisions, legislation, sentences, jail credits awarded, and legal actions.	16	3%

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Miscellaneous		16	3%
Parole	Inquiries pertained to requests for updated parole eligibility dates, eligibility calculations, status of hearing results and/or pending hearings. Inquiries also included inmates' dissatisfaction with the parole release and revocation hearing decisions and inability to receive response to appeals of decisions.	14	3%
Mental Health		9	2%
JPAY	Concerns pertained to receipt of tablets, access to kiosks, inoperable applications/games, and kiosks in need of repair.	7	1%
Telephone Issues	Inquiries pertain to processing and/or receipt of IPIN list, Add/Delete Requests, and GTL Telephone Discrepancy Forms.	5	1%
Mail		5	1%
Allegations of Assault by State Employee		4	1%
Housing Unit Transfers		4	1%
Allegations of Harassment by Inmate		3	1%
Allegations of Sexual Assault by Inmate		1	0%
Allegations of Sexual Harassment by Contract Staff		1	0%
Allegations of Sexual Harassment by Inmate		1	0%
Allegations of Sexual Harassment by State Employees		1	0%
Dental		1	0%
Allegations of Assault by Inmate		0	0%
Allegations of Harassment by Contract Staff		0	0%
Allegations of Sexual Assault by Contract Staff		0	0%
Allegations of Sexual Assault by State Employee		0	0%
TOTAL		539	100.000%

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Central Reception & Assignment Facility Total contacts = 437

Stuyvesant Avenue
Trenton, NJ 08628

Category	Category Description	Total Number of Contacts	Percentage of Total Contacts
Program	Inquires pertained to the denial or eligibility for reduced custody, community release, work assignments, visits, religious program procedures, and visit lists.	59	14%
Records	Common inquiries pertained to the calculation of the expiration of inmates' maximum sentences, requests for updates, sentencing information, and discrepancies with the application of work credits, minimum credits, jail credits, restoration of commutation time, and the overall accuracy of records.	55	13%
Parole	Inquiries pertained to requests for updated parole eligibility dates, eligibility calculations, status of hearing results and/or pending hearings. Inquiries also included inmates' dissatisfaction with the parole release and revocation hearing decisions and inability to receive response to appeals of decisions.	53	12%
Institutional Transfer Requests	Inquiries pertained to requests for inter-institutional transfers and residential community release program transfers or pending approved transfers.	47	11%
Inmate Accounts	Common concerns pertained to the posting of inmate wages, deductions for fines and penalties, canteen order refunds, and balance transfers.	46	11%
Medical	Inquiries pertained to dissatisfaction with medical treatment, delays with processing medication, delays in referrals for outside consultations, discrepancy with medical co-pays and allegations of poor treatment received from Medical Staff.	43	10%
Property	Most common contacts pertained to property transfers, lost, damaged, missing, or stolen property and/or the property claim process.	27	6%
Disciplinary	Inquires pertained to disciplinary infractions, hearings, sanctions, and appeal results.	26	6%
Legal Matters	Contacts pertain to court decisions, legislation, sentences, jail credits awarded, and legal actions.	20	5%

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Inadequate Living Conditions	Inquiries pertained to temperatures in cells and/or housing units, blankets, mattresses, pillows, food service, clothing, hygiene items, and cell maintenance issues.	18	4%
Housing Unit Transfers		13	3%
Miscellaneous		11	3%
Allegations of Harassment by State Employees	Contacts pertain to allegations of mistreatment by state employees.	6	1%
Telephone Issues	Inquiries pertain to processing and/or receipt of IPIN list, Add/Delete Requests, and GTL Telephone Discrepancy Forms.	3	1%
Allegations of Assault by State Employee		2	0%
Mail		2	0%
Allegations of Harassment by Contract Staff		1	0%
Allegations of Harassment by Inmate		1	0%
Allegations of Sexual Assault by State Employee		1	0%
Allegations of Sexual Harassment by Inmate		1	0%
Dental		1	0%
Mental Health		1	0%
JPAY	Concerns pertained to receipt of tablets, access to kiosks, inoperable applications/games, and kiosks in need of repair.	0	0%
Allegations of Assault by Inmate		0	0%
Allegations of Sexual Assault by Contract Staff		0	0%
Allegations of Sexual Assault by Inmate		0	0%
Allegations of Sexual Harassment by Contract Staff		0	0%
Allegations of Sexual Harassment by State Employees		0	0%
TOTAL		437	100.000%

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East Jersey State Prison Total contacts = 265
 Rahway Avenue
 Woodbridge, NJ 07065

Category	Category Description	Total Number of Contacts	Percentage of Total Contacts
Medical	Inquiries pertained to dissatisfaction with medical treatment, delays with processing medication, delays in referrals for outside consultations, discrepancy with medical co-pays and allegations of poor treatment received from Medical Staff.	49	18%
JPAY	Concerns pertained to receipt of tablets, access to kiosks, inoperable applications/games, and kiosks in need of repair.	38	14%
Property	Most common contacts pertained to property transfers, lost, damaged, missing, or stolen property and/or the property claim process.	29	11%
Inmate Accounts	Common concerns pertained to the posting of inmate wages, deductions for fines and penalties, canteen order refunds, and balance transfers.	24	9%
Institutional Transfer Requests	Inquiries pertained to requests for inter-institutional transfers and residential community release program transfers or pending approved transfers.	22	8%
Records	Common inquiries pertained to the calculation of the expiration of inmates' maximum sentences, requests for updates, sentencing information, and discrepancies with the application of work credits, minimum credits, jail credits, restoration of commutation time, and the overall accuracy of records.	21	8%
Program	Inquires pertained to the denial or eligibility for reduced custody, community release, work assignments, visits, religious program procedures, and visit lists.	17	6%
Inadequate Living Conditions	Inquiries pertained to temperatures in cells and/or housing units, blankets, mattresses, pillows, food service, clothing, hygiene items, and cell maintenance issues.	10	4%
Legal Matters	Contacts pertain to court decisions, legislation, sentences, jail credits awarded, and legal actions.	10	4%
Dental		9	3%
Allegations of Harassment by State Employees	Contacts pertain to allegations of mistreatment by state employees.	8	3%

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Telephone Issues	Inquiries pertain to processing and/or receipt of IPIN list, Add/Delete Requests, and GTL Telephone Discrepancy Forms.	8	3%
Miscellaneous		7	3%
Mail		6	2%
Parole	Inquiries pertained to requests for updated parole eligibility dates, eligibility calculations, status of hearing results and/or pending hearings. Inquiries also included inmates' dissatisfaction with the parole release and revocation hearing decisions and inability to receive response to appeals of decisions.	2	1%
Allegations of Sexual Harassment by State Employees		2	1%
Housing Unit Transfers		2	1%
Disciplinary	Inquires pertained to disciplinary infractions, hearings, sanctions, and appeal results.	1	0%
Allegations of Assault by Inmate		0	0%
Allegations of Assault by State Employee		0	0%
Allegations of Harassment by Contract Staff		0	0%
Allegations of Harassment by Inmate		0	0%
Allegations of Sexual Assault by Contract Staff		0	0%
Allegations of Sexual Assault by Inmate		0	0%
Allegations of Sexual Assault by State Employee		0	0%
Allegations of Sexual Harassment by Contract Staff		0	0%
Allegations of Sexual Harassment by Inmate		0	0%
Mental Health		0	0%
TOTAL		265	100.000%

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Edna Mahan Correctional Facility for Women Total contacts = 619
 30 County Route 513
 Clinton, NJ 08809

Category	Category Description	Total Number of Contacts	Percentage of Total Contacts
Medical	Inquiries pertained to dissatisfaction with medical treatment, delays with processing medication, delays in referrals for outside consultations, discrepancy with medical co-pays and allegations of poor treatment received from Medical Staff.	122	20%
Program	Inquires pertained to the denial or eligibility for reduced custody, community release, work assignments, visits, religious program procedures, and visit lists.	95	15%
Inadequate Living Conditions	Inquiries pertained to temperatures in cells and/or housing units, blankets, mattresses, pillows, food service, clothing, hygiene items, and cell maintenance issues.	63	10%
Inmate Accounts	Common concerns pertained to the posting of inmate wages, deductions for fines and penalties, canteen order refunds, and balance transfers.	60	10%
Institutional Transfer Requests	Inquiries pertained to requests for inter-institutional transfers and residential community release program transfers or pending approved transfers.	38	6%
Allegations of Harassment by State Employees	Contacts pertain to allegations of mistreatment by state employees.	37	6%
Disciplinary	Inquires pertained to disciplinary infractions, hearings, sanctions, and appeal results.	31	5%
Miscellaneous		26	4%
Legal Matters	Contacts pertain to court decisions, legislation, sentences, jail credits awarded, and legal actions.	25	4%
Housing Unit Transfers		21	3%
Telephone Issues	Inquiries pertain to processing and/or receipt of IPIN list, Add/Delete Requests, and GTL Telephone Discrepancy Forms.	18	3%
Property	Most common contacts pertained to property transfers, lost, damaged, missing, or stolen property and/or the property claim process.	14	2%
Mental Health		14	2%

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Records	Common inquiries pertained to the calculation of the expiration of inmates' maximum sentences, requests for updates, sentencing information, and discrepancies with the application of work credits, minimum credits, jail credits, restoration of commutation time, and the overall accuracy of records.	13	2%
Mail		10	2%
Allegations of Harassment by Inmate		7	1%
Parole	Inquiries pertained to requests for updated parole eligibility dates, eligibility calculations, status of hearing results and/or pending hearings. Inquiries also included inmates' dissatisfaction with the parole release and revocation hearing decisions and inability to receive response to appeals of decisions.	5	1%
Dental		5	1%
JPAY	Concerns pertained to receipt of tablets, access to kiosks, inoperable applications/games, and kiosks in need of repair.	3	0%
Allegations of Assault by State Employee		3	0%
Allegations of Sexual Harassment by Inmate		3	0%
Allegations of Sexual Assault by Inmate		2	0%
Allegations of Sexual Harassment by State Employees		2	0%
Allegations of Assault by Inmate		1	0%
Allegations of Sexual Assault by State Employee		1	0%
Allegations of Harassment by Contract Staff		0	0%
Allegations of Sexual Assault by Contract Staff		0	0%
Allegations of Sexual Harassment by Contract Staff		0	0%
TOTAL		619	100.000%

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Garden State Youth Correctional Facility Total contacts = 726
 Highbridge Road
 Yardville, NJ 08620

Category	Category Description	Total Number of Contacts	Percentage of Total Contacts
Property	Most common contacts pertained to property transfers, lost, damaged, missing, or stolen property and/or the property claim process.	102	14%
Institutional Transfer Requests	Inquiries pertained to requests for inter-institutional transfers and residential community release program transfers or pending approved transfers.	88	12%
Inadequate Living Conditions	Inquiries pertained to temperatures in cells and/or housing units, blankets, mattresses, pillows, food service, clothing, hygiene items, and cell maintenance issues.	72	10%
Inmate Accounts	Common concerns pertained to the posting of inmate wages, deductions for fines and penalties, canteen order refunds, and balance transfers.	69	10%
Medical	Inquiries pertained to dissatisfaction with medical treatment, delays with processing medication, delays in referrals for outside consultations, discrepancy with medical co-pays and allegations of poor treatment received from Medical Staff.	62	9%
Program	Inquires pertained to the denial or eligibility for reduced custody, community release, work assignments, visits, religious program procedures, and visit lists.	48	7%
Records	Common inquiries pertained to the calculation of the expiration of inmates' maximum sentences, requests for updates, sentencing information, and discrepancies with the application of work credits, minimum credits, jail credits, restoration of commutation time, and the overall accuracy of records.	44	6%
Telephone Issues	Inquiries pertain to processing and/or receipt of IPIN list, Add/Delete Requests, and GTL Telephone Discrepancy Forms.	43	6%
Disciplinary	Inquires pertained to disciplinary infractions, hearings, sanctions, and appeal results.	42	6%
Legal Matters	Contacts pertain to court decisions, legislation, sentences, jail credits	26	4%

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	awarded, and legal actions.		
Miscellaneous		25	3%
Parole	Inquiries pertained to requests for updated parole eligibility dates, eligibility calculations, status of hearing results and/or pending hearings. Inquiries also included inmates' dissatisfaction with the parole release and revocation hearing decisions and inability to receive response to appeals of decisions.	21	3%
Allegations of Harassment by State Employees	Contacts pertain to allegations of mistreatment by state employees.	18	2%
Mail		18	2%
JPAY	Concerns pertained to receipt of tablets, access to kiosks, inoperable applications/games, and kiosks in need of repair.	12	2%
Allegations of Harassment by Inmate		8	1%
Housing Unit Transfers		8	1%
Allegations of Assault by State Employee		7	1%
Mental Health		5	1%
Allegations of Sexual Harassment by State Employees		4	1%
Allegations of Assault by Inmate		3	0%
Dental		1	0%
Allegations of Harassment by Contract Staff		0	0%
Allegations of Sexual Assault by Contract Staff		0	0%
Allegations of Sexual Assault by Inmate		0	0%
Allegations of Sexual Assault by State Employee		0	0%
Allegations of Sexual Harassment by Contract Staff		0	0%
Allegations of Sexual Harassment by Inmate		0	0%
TOTAL		726	100.000%

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Mid-State Correctional Facility Total contacts = 121
 Range Road
 Fort Dix, NJ 08562

Category	Category Description	Total Number of Contacts	Percentage of Total Contacts
Inmate Accounts	Common concerns pertained to the posting of inmate wages, deductions for fines and penalties, canteen order refunds, and balance transfers.	18	15%
Program	Inquires pertained to the denial or eligibility for reduced custody, community release, work assignments, visits, religious program procedures, and visit lists.	18	15%
Medical	Inquiries pertained to dissatisfaction with medical treatment, delays with processing medication, delays in referrals for outside consultations, discrepancy with medical co-pays and allegations of poor treatment received from Medical Staff.	18	15%
Records	Common inquiries pertained to the calculation of the expiration of inmates' maximum sentences, requests for updates, sentencing information, and discrepancies with the application of work credits, minimum credits, jail credits, restoration of commutation time, and the overall accuracy of records.	10	8%
Inadequate Living Conditions	Inquiries pertained to temperatures in cells and/or housing units, blankets, mattresses, pillows, food service, clothing, hygiene items, and cell maintenance issues.	8	7%
Disciplinary	Inquires pertained to disciplinary infractions, hearings, sanctions, and appeal results.	7	6%
Telephone Issues	Inquiries pertain to processing and/or receipt of IPIN list, Add/Delete Requests, and GTL Telephone Discrepancy Forms.	6	5%
Institutional Transfer Requests	Inquiries pertained to requests for inter-institutional transfers and residential community release program transfers or pending approved transfers.	5	4%
Legal Matters	Contacts pertain to court decisions, legislation, sentences, jail credits awarded, and legal actions.	5	4%
Property	Most common contacts pertained to property transfers, lost, damaged, missing, or stolen property and/or the	4	3%

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	property claim process.		
Parole	Inquiries pertained to requests for updated parole eligibility dates, eligibility calculations, status of hearing results and/or pending hearings. Inquiries also included inmates' dissatisfaction with the parole release and revocation hearing decisions and inability to receive response to appeals of decisions.	4	3%
Miscellaneous		4	3%
JPAY	Concerns pertained to receipt of tablets, access to kiosks, inoperable applications/games, and kiosks in need of repair.	3	2%
Dental		3	2%
Mail		3	2%
Mental Health		3	2%
Allegations of Harassment by State Employees	Contacts pertain to allegations of mistreatment by state employees.	2	2%
Allegations of Assault by Inmate		0	0%
Allegations of Assault by State Employee		0	0%
Allegations of Harassment by Contract Staff		0	0%
Allegations of Harassment by Inmate		0	0%
Allegations of Sexual Assault by Contract Staff		0	0%
Allegations of Sexual Assault by Inmate		0	0%
Allegations of Sexual Assault by State Employee		0	0%
Allegations of Sexual Harassment by Contract Staff		0	0%
Allegations of Sexual Harassment by Inmate		0	0%
Allegations of Sexual Harassment by State Employees		0	0%
Housing Unit Transfers		0	0%
TOTAL		121	100.000%

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New Jersey State Prison Total contacts = 2320
 Cass and Federal Streets
 Trenton, NJ 08625

Category	Category Description	Total Number of Contacts	Percentage of Total Contacts
Property	Most common contacts pertained to property transfers, lost, damaged, missing, or stolen property and/or the property claim process.	453	20%
JPAY	Concerns pertained to receipt of tablets, access to kiosks, inoperable applications/games, and kiosks in need of repair.	276	12%
Medical	Inquiries pertained to dissatisfaction with medical treatment, delays with processing medication, delays in referrals for outside consultations, discrepancy with medical co-pays and allegations of poor treatment received from Medical Staff.	275	12%
Inmate Accounts	Common concerns pertained to the posting of inmate wages, deductions for fines and penalties, canteen order refunds, and balance transfers.	183	8%
Program	Inquires pertained to the denial or eligibility for reduced custody, community release, work assignments, visits, religious program procedures, and visit lists.	137	6%
Inadequate Living Conditions	Inquiries pertained to temperatures in cells and/or housing units, blankets, mattresses, pillows, food service, clothing, hygiene items, and cell maintenance issues.	135	6%
Records	Common inquiries pertained to the calculation of the expiration of inmates' maximum sentences, requests for updates, sentencing information, and discrepancies with the application of work credits, minimum credits, jail credits, restoration of commutation time, and the overall accuracy of records.	127	5%
Miscellaneous		107	5%
Allegations of Harassment by State Employees	Contacts pertain to allegations of mistreatment by state employees.	102	4%
Telephone Issues	Inquiries pertain to processing and/or receipt of IPIN list, Add/Delete Requests, and GTL Telephone Discrepancy Forms.	93	4%
Mail		85	4%

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Disciplinary	Inquires pertained to disciplinary infractions, hearings, sanctions, and appeal results.	79	3%
Institutional Transfer Requests	Inquiries pertained to requests for inter-institutional transfers and residential community release program transfers or pending approved transfers.	59	3%
Legal Matters	Contacts pertain to court decisions, legislation, sentences, jail credits awarded, and legal actions.	53	2%
Housing Unit Transfers		41	2%
Allegations of Assault by State Employee		22	1%
Mental Health		21	1%
Dental		16	1%
Parole	Inquiries pertained to requests for updated parole eligibility dates, eligibility calculations, status of hearing results and/or pending hearings. Inquiries also included inmates' dissatisfaction with the parole release and revocation hearing decisions and inability to receive response to appeals of decisions.	14	1%
Allegations of Harassment by Inmate		14	1%
Allegations of Sexual Harassment by State Employees		14	1%
Allegations of Assault by Inmate		7	0%
Allegations of Sexual Harassment by Inmate		3	0%
Allegations of Sexual Assault by State Employee		2	0%
Allegations of Harassment by Contract Staff		1	0%
Allegations of Sexual Assault by Inmate		1	0%
Allegations of Sexual Assault by Contract Staff		0	0%
Allegations of Sexual Harassment by Contract Staff		0	0%

TOTAL	2,320	100.000%
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State of New Jersey

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ANNUAL REPORT

Northern State Prison Total contacts = 2348
 168 Frontage Road
 Newark, NJ 07114

Category	Category Description	Total Number of Contacts	Percentage of Total Contacts
Medical	Inquiries pertained to dissatisfaction with medical treatment, delays with processing medication, delays in referrals for outside consultations, discrepancy with medical co-pays and allegations of poor treatment received from Medical Staff.	344	15%
Property	Most common contacts pertained to property transfers, lost, damaged, missing, or stolen property and/or the property claim process.	312	13%
Records	Common inquiries pertained to the calculation of the expiration of inmates' maximum sentences, requests for updates, sentencing information, and discrepancies with the application of work credits, minimum credits, jail credits, restoration of commutation time, and the overall accuracy of records.	293	12%
Inmate Accounts	Common concerns pertained to the posting of inmate wages, deductions for fines and penalties, canteen order refunds, and balance transfers.	285	12%
Program	Inquires pertained to the denial or eligibility for reduced custody, community release, work assignments, visits, religious program procedures, and visit lists.	247	11%
Disciplinary	Inquires pertained to disciplinary infractions, hearings, sanctions, and appeal results.	133	6%
Institutional Transfer Requests	Inquiries pertained to requests for inter-institutional transfers and residential community release program transfers or pending approved transfers.	111	5%
Inadequate Living Conditions	Inquiries pertained to temperatures in cells and/or housing units, blankets, mattresses, pillows, food service, clothing, hygiene items, and cell maintenance issues.	110	5%
Miscellaneous		67	3%
Allegations of Harassment by State Employees	Contacts pertain to allegations of mistreatment by state employees.	64	3%
Telephone Issues	Inquiries pertain to processing and/or receipt of IPIN list, Add/Delete Requests, and GTL Telephone Discrepancy Forms.	54	2%

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Mail		53	2%
Parole	Inquiries pertained to requests for updated parole eligibility dates, eligibility calculations, status of hearing results and/or pending hearings. Inquiries also included inmates' dissatisfaction with the parole release and revocation hearing decisions and inability to receive response to appeals of decisions.	51	2%
JPAY	Concerns pertained to receipt of tablets, access to kiosks, inoperable applications/games, and kiosks in need of repair.	48	2%
Housing Unit Transfers		42	2%
Legal Matters	Contacts pertain to court decisions, legislation, sentences, jail credits awarded, and legal actions.	41	2%
Mental Health		21	1%
Dental		17	1%
Allegations of Assault by State Employee		15	1%
Allegations of Sexual Assault by State Employee		10	0%
Allegations of Sexual Harassment by State Employees		8	0%
Allegations of Assault by Inmate		6	0%
Allegations of Sexual Harassment by Inmate		6	0%
Allegations of Harassment by Inmate		4	0%
Allegations of Sexual Assault by Inmate		3	0%
Allegations of Sexual Harassment by Contract Staff		3	0%
Allegations of Harassment by Contract Staff		0	0%
Allegations of Sexual Assault by Contract Staff		0	0%
TOTAL		2,348	100.000%

State of New Jersey

OFFICE OF THE CORRECTIONS OMBUDSPERSON

ANNUAL REPORT

South Woods State Prison
215 South Burlington Road
Bridgeton, NJ 08302

Total Contacts = 2073

Category	Category Description	Total Number of Contacts	Percentage of Total Contacts
Property	Most common contacts pertained to property transfers, lost, damaged, missing, or stolen property and/or the property claim process.	348	17%
Medical	Inquiries pertained to dissatisfaction with medical treatment, delays with processing medication, delays in referrals for outside consultations, discrepancy with medical co-pays and allegations of poor treatment received from Medical Staff.	284	14%
Records	Common inquiries pertained to the calculation of the expiration of inmates' maximum sentences, requests for updates, sentencing information, and discrepancies with the application of work credits, minimum credits, jail credits, restoration of commutation time, and the overall accuracy of records.	258	12%
Program	Inquires pertained to the denial or eligibility for reduced custody, community release, work assignments, visits, religious program procedures, and visit lists.	203	10%
Inmate Accounts	Common concerns pertained to the posting of inmate wages, deductions for fines and penalties, canteen order refunds, and balance transfers.	151	7%
Inadequate Living Conditions	Inquiries pertained to temperatures in cells and/or housing units, blankets, mattresses, pillows, food service, clothing, hygiene items, and cell maintenance issues.	135	7%
Institutional Transfer Requests	Inquiries pertained to requests for inter-institutional transfers and residential community release program transfers or pending approved transfers.	105	5%
Miscellaneous		80	4%
Allegations of Harassment by State Employees	Contacts pertain to allegations of mistreatment by state employees.	77	4%
Disciplinary	Inquires pertained to disciplinary infractions, hearings, sanctions, and appeal results.	71	3%

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Legal Matters	Contacts pertain to court decisions, legislation, sentences, jail credits awarded, and legal actions.	71	3%
Parole	Inquiries pertained to requests for updated parole eligibility dates, eligibility calculations, status of hearing results and/or pending hearings. Inquiries also included inmates' dissatisfaction with the parole release and revocation hearing decisions and inability to receive response to appeals of decisions.	62	3%
Housing Unit Transfers		50	2%
JPAY	Concerns pertained to receipt of tablets, access to kiosks, inoperable applications/games, and kiosks in need of repair.	48	2%
Mail		44	2%
Telephone Issues	Inquiries pertain to processing and/or receipt of IPIN list, Add/Delete Requests, and GTL Telephone Discrepancy Forms.	33	2%
Mental Health		21	1%
Allegations of Harassment by Inmate		10	0%
Dental		8	0%
Allegations of Sexual Harassment by State Employees		5	0%
Allegations of Assault by Inmate		3	0%
Allegations of Assault by State Employee		2	0%
Allegations of Sexual Harassment by Inmate		2	0%
Allegations of Sexual Assault by Inmate		1	0%
Allegations of Sexual Harassment by Contract Staff		1	0%
Allegations of Harassment by Contract Staff		0	0%
Allegations of Sexual Assault by Contract Staff		0	0%
Allegations of Sexual Assault by State Employee		0	0%
TOTAL		2,073	100.000%

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Southern State Correctional Facility Total Contacts = 1024
 4295 Route 47
 Delmont, NJ 08302

Category	Category Description	Total Number of Contacts	Percentage of Total Contacts
Program	Inquires pertained to the denial or eligibility for reduced custody, community release, work assignments, visits, religious program procedures, and visit lists.	171	17%
Records	Common inquiries pertained to the calculation of the expiration of inmates' maximum sentences, requests for updates, sentencing information, and discrepancies with the application of work credits, minimum credits, jail credits, restoration of commutation time, and the overall accuracy of records.	168	16%
Medical	Inquiries pertained to dissatisfaction with medical treatment, delays with processing medication, delays in referrals for outside consultations, discrepancy with medical co-pays and allegations of poor treatment received from Medical Staff.	125	12%
Inmate Accounts	Common concerns pertained to the posting of inmate wages, deductions for fines and penalties, canteen order refunds, and balance transfers.	115	11%
Property	Most common contacts pertained to property transfers, lost, damaged, missing, or stolen property and/or the property claim process.	98	10%
Institutional Transfer Requests	Inquiries pertained to requests for inter-institutional transfers and residential community release program transfers or pending approved transfers.	61	6%
Parole	Inquiries pertained to requests for updated parole eligibility dates, eligibility calculations, status of hearing results and/or pending hearings. Inquiries also included inmates' dissatisfaction with the parole release and revocation hearing decisions and inability to receive response to appeals of decisions.	57	6%
Legal Matters	Contacts pertain to court decisions, legislation, sentences, jail credits awarded, and legal actions.	41	4%

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Telephone Issues	Inquiries pertain to processing and/or receipt of IPIN list, Add/Delete Requests, and GTL Telephone Discrepancy Forms.	41	4%
Disciplinary	Inquires pertained to disciplinary infractions, hearings, sanctions, and appeal results.	26	3%
Inadequate Living Conditions	Inquiries pertained to temperatures in cells and/or housing units, blankets, mattresses, pillows, food service, clothing, hygiene items, and cell maintenance issues.	24	2%
Allegations of Harassment by State Employees	Contacts pertain to allegations of mistreatment by state employees.	20	2%
Mail		16	2%
Dental		14	1%
Mental Health		13	1%
JPAY	Concerns pertained to receipt of tablets, access to kiosks, inoperable applications/games, and kiosks in need of repair.	12	1%
Housing Unit Transfers		11	1%
Miscellaneous		8	1%
Allegations of Assault by State Employee		1	0%
Allegations of Harassment by Inmate		1	0%
Allegations of Sexual Harassment by Inmate		1	0%
Allegations of Assault by Inmate		0	0%
Allegations of Harassment by Contract Staff		0	0%
Allegations of Sexual Assault by Contract Staff		0	0%
Allegations of Sexual Assault by Inmate		0	0%
Allegations of Sexual Assault by State Employee		0	0%
Allegations of Sexual Harassment by Contract Staff		0	0%
Allegations of Sexual Harassment by State Employees		0	0%
TOTAL		1,024	100.000%

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ANNUAL REPORT

William H. Fauver Youth Correctional Facility Total Contacts = 26
 31 Petticoat Lane
 Annandale, NJ 08801

Category	Category Description	Total Number of Contacts	Percentage of Total Contacts
Legal Matters	Contacts pertain to court decisions, legislation, sentences, jail credits awarded, and legal actions.	5	19%
Inmate Accounts	Common concerns pertained to the posting of inmate wages, deductions for fines and penalties, canteen order refunds, and balance transfers.	4	15%
Records	Common inquiries pertained to the calculation of the expiration of inmates' maximum sentences, requests for updates, sentencing information, and discrepancies with the application of work credits, minimum credits, jail credits, restoration of commutation time, and the overall accuracy of records.	4	15%
Housing Unit Transfers		3	12%
Medical	Inquiries pertained to dissatisfaction with medical treatment, delays with processing medication, delays in referrals for outside consultations, discrepancy with medical co-pays and allegations of poor treatment received from Medical Staff.	3	12%
Allegations of Harassment by State Employees	Contacts pertain to allegations of mistreatment by state employees.	2	8%
Inadequate Living Conditions	Inquiries pertained to temperatures in cells and/or housing units, blankets, mattresses, pillows, food service, clothing, hygiene items, and cell maintenance issues.	2	8%
Parole	Inquiries pertained to requests for updated parole eligibility dates, eligibility calculations, status of hearing results and/or pending hearings. Inquiries also included inmates' dissatisfaction with the parole release and revocation hearing decisions and inability to receive response to appeals of decisions.	1	4%
Property	Most common contacts pertained to property transfers, lost, damaged, missing, or stolen property and/or the property claim process.	1	4%

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Telephone Issues	Inquiries pertain to processing and/or receipt of IPIN list, Add/Delete Requests, and GTL Telephone Discrepancy Forms.	1	4%
Allegations of Assault by Inmate		0	0%
Allegations of Assault by State Employee		0	0%
Allegations of Harassment by Contract Staff		0	0%
Allegations of Harassment by Inmate		0	0%
Allegations of Sexual Assault by Contract Staff		0	0%
Allegations of Sexual Assault by Inmate		0	0%
Allegations of Sexual Assault by State Employee		0	0%
Allegations of Sexual Harassment by Contract Staff		0	0%
Allegations of Sexual Harassment by Inmate		0	0%
Allegations of Sexual Harassment by State Employees		0	0%
Dental		0	0%
Disciplinary	Inquires pertained to disciplinary infractions, hearings, sanctions, and appeal results.	0	0%
Institutional Transfer Requests	Inquiries pertained to requests for inter-institutional transfers and residential community release program transfers or pending approved transfers.	0	0%
JPAY	Concerns pertained to receipt of tablets, access to kiosks, inoperable applications/games, and kiosks in need of repair.	0	0%
Mail		0	0%
Mental Health		0	0%
Miscellaneous		0	0%
Program	Inquires pertained to the denial or eligibility for reduced custody, community release, work assignments, visits, religious program procedures, and visit lists.	0	0%
TOTAL		26	100.000%

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Inmates at the William H. Fauver Youth Correctional Facility historically initiate minimal contacts to this office. In trying to determine the reason for the lack of contacts for assistance, it has been noted that a prior review of the Inmate Inquiry / Grievance System utilized by the DOC contained staff responses to inmate inquiries and grievances that were above average and provided in a timely manner. Fewer grievances were submitted which clearly indicates the initial inquiry response satisfied the complaint or concern addressed by the inmate at the initial level. Additionally, the population at WHFYCF has more access to informally address concerns with staff than inmates in other facilities. This facility also houses a greater number of first-time offenders that may be unfamiliar with the Office of the Corrections Ombudsperson.

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The total number of contacts for all categories remained consistent with numbers reported for CY 2019. The number of contacts received for concerns pertaining to a particular facility should not be utilized as a tool to determine efficiency or orderly operations. The number of contacts for each facility vary based on the current population and physical plant because some inmates have easier access to telephones to contact this office if they are in a dorm setting rather than a cell. We also find that younger inmates seem to be less likely to contact this office for assistance.

Repetitive contacts for similar concerns are utilized to identify systemic issues that affect the greatest number of inmates. Matters of this nature are addressed accordingly with the appropriate staff and monitored to determine viable recommendations and possible solutions to achieve a satisfactory outcome.

Statistical Summary of Contacts

14,105 - total contacts received

10,595 - contacts received pertaining to inmates in State Prison Facilities

2,767 - contacts received pertaining to inmates in Residential Community Release Programs and Community Assessment Center

648 - contacts received pertaining to residents in the Special Treatment Unit for committed sexually violent predators

95 - contacts received pertaining to inmates in County Jails

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