



Top 10 Questions Asked at...

GEO Scranton

1. How much do we have to pay the facility?

Residents are required to pay 40 percent to the facility, broken down to: 20 percent for rent, 10 percent for costs and fines, and 10 percent to each resident's savings.

2. How does the pass system work? (weekly passes, social passes)

Weekly passes are due every Monday by 8 am starting that Wednesday until the following Tuesday.

Job Search passes are due every Monday by 8 am and those passes are from 10 am to 2 pm. Residents are required to fill out where they are going on job searches as well as bring back proof and fill out a Job Search Log and provide it to their case manager upon return.

Social passes and furloughs are due by 2 pm on Tuesday. The social passes and furloughs need to be filled out entirely documenting where they are going and whom they are visiting.

3. What is the Merit System and how are we able to accrue merits?

Merits are given when residents go over and beyond what is expected of them. Some examples are:

- Cleaning multiple bathrooms (sweeping, mopping, scrubbing) a day
- Cleaning common areas and getting rid of the garbage without being asked
- Helping around the facility with painting
- Helping with the food truck
- Moving
- Cleaning the facility to where it is beyond their responsibilities

Merits forms are filled out by staff and provided to the case management to assign the appropriate merit reward. Merits are not able to be used if any resident is on restriction.

4. How do I schedule appointments with treatment/outside community services?

Residents will come and talk to their case manager in regards to community services and treatment services. Case management will provide the numbers to those services and advise the resident they would need to call and set up an appointment and provide documentation they have a scheduled appointment.

5. Where can I look for employment?

Case management will provide information to local staffing agencies as well as career link and PATHSTONE to where residents can go on their weekly job search passes to obtain employment. Case management also advises residents to talk to other resident who are currently working to see if their employer has job openings.

6. How do the Infraction Hearings work?

When a resident is written up for a violation of either Department of Corrections (DOC) or facility policy, they are provided a copy of their infraction and there is a hearing done within 7 days. At the hearing the resident will speak with either Operation Manager and/or Facility Director regarding the infraction. The consequences are given based on severity of the infraction, number of offenses and previous write ups.

7. How do I know my costs and fines are getting paid?

When a resident comes to the facility, they are provided a copy of any court cases and how much they are owe on their fines. Case management fills out a Cost and Fines Document and provides it to HR, who is responsible for sending out payments. Payments are made on a monthly basis and case management has access to show if and when their fines are being paid.

8. How do I write/make a grievance?

When at the facility, residents who want to file a grievance may get a grievance form located on every floor in the common areas. They fill out the grievance form and place it in the mailboxes on each floor to the Facility Director. If a resident is filing a grievance through the DOC, they fill out the necessary grievance form and place it in an enclosed envelope and provide it to the facility director, who then provides it to the DOC.

9. How do I change phases within the program?

When a resident comes into the program, they are placed on phases. There are five phases within the program (Orientation Phase, Phase I, Phase II, Phase III, and Phase IV). Residents that wish to change phases will need to fill out a Change of Phase Form. Forms are located on the 4th floor in the common area or ask their case manager for a copy. The resident will need to explain the reason why they want to change phases and provide it to the case manager supervisor. The case manager supervisor has 48 hours to respond to the phase request. A copy is provided to the resident as well as their case manager.

10. How do I request money out of my savings?

Residents who wish to take money out of their savings need to fill out a Request of Withdrawal from savings. The request needs to contain the amount to be withdrawn and the reason for the withdrawal. The resident must sign it. The request is then given to case management, who will either deny or approve it and then provide it to HR and the facility director, both of whom need to approve or deny request. If the request is approved, the resident will be given a check for the requested amount as well as a copy of how much is left in their savings.