

**Overview of Monthly Activity**

*The Bureau received 161 (86 were received electronically) complaints during the month of March 2017.*

*297 (162 electronic) complaints were closed*

*2 required more information to proceed with an investigation*

*5 were closed due to lack of Bureau jurisdiction*

*99 were dismissed for no violation*

*43 were referred back to the DOC*

*148 complaints were investigated*

*0 assist were given (referred back to DOC for action even though the offender failed to attempt to resolve with the facility previously)*

*34 (30 electronic) complaints were substantiated (see below)*

*114 were unsubstantiated due to no violation of policy and/or procedure existing*

*16 complaints remain open (4 from January, 2 from February and 10 from March)*

*The Bureau also corresponded with another 178 offenders who submitted complaints electronically*

**Substantiated Complaints & Recommendations to IDOC for Resolution**

**1. Branchville Correctional Facility**

<b>Complaint Type</b>	Personal Property
<b>Complaint Summary</b>	Offender complains that when he was transferred he did not receive his \$20 back from his Fresh Favorite order.
<b>Basis for Claim</b>	04-01-104 Inmate Trust Fund
<b>Investigative Summary</b>	The Bureau contacted Diane Pfeiffer, Administrative Assistant at the facility.
<b>Outcome</b>	The offender received a refund for the order.

**Follow-up** No follow-up necessary, as the offender has received the replacement property.

## **2. Chain O'Lakes Correctional Facility**

**Complaint Type** Classification (Time Cut)

**Complaint Summary** Offender complains that he completed the requirements to receive a time cut for the DOL program.

**Basis for Claim** 01-04-101 Adult Offender Classification

**Investigative Summary** The Bureau contacted Ms. Thomas- Hardy, Classification Supervisor at the facility.

**Outcome** The offender's time cut was submitted to Central Office for approval.

**Follow-up** No follow-up necessary, as the offender received the time cut.

## **3. Heritage Trail Correctional Facility**

**Complaint Type** Classification (Other than Disciplinary)

**Complaint Summary** The offender complains that he has not received all of the Home Detention credit he thought he should.

**Basis for Claim** 01-04-101 Adult Offender Classification

**Investigative Summary** The Bureau contacted Elizabeth Cummins, Team Lead Sentencing, Computation, and Release

**Outcome** The offender's time was corrected.

**Follow-up** No follow-up is necessary, as the offender's release date has been corrected.

## **4. Indiana State Prison**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he has a condition which causes low oxygen and he needs to see medical.

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<b>Basis for Claim</b>	HCSD 2.04 Access to Care
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Health Services Administrator at the facility.
<b>Outcome</b>	The Doctor assessed the offender.
<b>Follow-up</b>	No follow-up is necessary, as the offender was seen by a doctor and scheduled further.
<b>5. <u>Miami Correctional Facility</u></b>	
<b>Complaint Type</b>	Classification (Time Cut)
<b>Complaint Summary</b>	The offender complains that he completed the LLS2 and TASC programs, but hasn't received the time cuts.
<b>Basis for Claim</b>	01-04-101 Adult Offender Classification
<b>Investigative Summary</b>	The Bureau contacted Angela Heishman, Administrative Assistant at the facility.
<b>Outcome</b>	The offender's time cuts were resubmitted to Central Office for approval.
<b>Follow-up</b>	No follow-up necessary, as the offender's time cuts have been submitted.
<b>6. <u>Miami Correctional Facility</u></b>	
<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he fell off of the sidewalk and hurt his ankle and an officer who saw him filled out a report and got him a wheelchair, but it had been seven days and he has not received further care.
<b>Basis for Claim</b>	HCSD 2.26 Direct Orders
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Director of Nursing at the facility. The order for the x-ray was not properly placed.

**Outcome** The offender was seen and treated further. The nurse was educated as to how to properly enter orders.

**Follow-up** No follow-up necessary, as the offender has received the care needed.

#### **7. Miami Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he had a knot in his thigh and went to medical for it and was given pain relief and was told to massage the area. He has not received an x-ray and has never been called back down.

**Basis for Claim** HCSD 2.04 Access to Care

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director who in turn contacted the facility for further review.

**Outcome** The offender was given the care needed.

**Follow-up** No follow-up necessary, as the offender has received the care needed.

#### **8. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he has not been able to lift his middle finger for over two months. He has seen a doctor, but was supposed to be referred for further care, but has not been.

**Basis for Claim** HCSD 2.04 Access to Care

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Health Services Administrator at the facility.

**Outcome** The offender was seen and treated further.

**Follow-up** Follow-up to ensure the OPR Process is improved.

**9. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care (Medication)
<b>Complaint Summary</b>	The offender complains that it has been two weeks since he has received his migraine medication.
<b>Basis for Claim</b>	HCSO 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Health Services Administrator at the facility. The FER was not submitted properly.
<b>Outcome</b>	The offender received the needed medication.
<b>Follow-up</b>	Follow-up to ensure the FER process is improved.

**10. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he was supposed to get heel lifts, but has not received the lifts.
<b>Basis for Claim</b>	HCSO 1.05 Off-site Medical Referrals
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Health Services Administrator at the facility.
<b>Outcome</b>	The offender was scheduled and received further care.
<b>Follow-up</b>	Follow-up to ensure the OPR process is improved.

**11. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he complained to staff about feeling light-headed and dizzy, but they would not allow him to see medical despite having a history of hypoglycemia.
<b>Basis for Claim</b>	HCSO 2.04 Access to Care

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<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Healthcare Services Director at the facility.
<b>Outcome</b>	The offender was seen and evaluated and received the appropriate care.
<b>Follow-up</b>	No follow-up necessary, as the offender has received the medication.

### **12. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care – Medication
<b>Complaint Summary</b>	The offender complains that the facility has run out of his medications again. He was told that the medication would be renewed, but instead it runs out.
<b>Basis for Claim</b>	HCSO 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Healthcare Services Administrator at the facility. The FER and gap order both expired. The orders had not been submitted.
<b>Outcome</b>	The offender received his medications.
<b>Follow-up</b>	No follow-up necessary, as the offender has received the needed medications.

### **13. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he has been trying to get an audiologist appointment for over two years.
<b>Basis for Claim</b>	HCSO 2.29 Orthoses, Prostheses, and Other Aids to Impairment
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Healthcare Services Administrator at the facility. The

offender had been seen in October, but the OPR was not submitted to UM for review.

**Outcome** The offender was seen and treated further.

**Follow-up** No follow-up necessary, as the offender has received the appropriate care.

#### **14. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he has a painful itchy, burning rash. He has been seen numerous times for it over the course of the last three months without any relief.

**Basis for Claim** HCSD 2.04 Access to Care

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the facility.

**Outcome** The offender received further care.

**Follow-up** No follow-up necessary, as the offender has received further care.

#### **15. New Castle Correctional Facility**

**Complaint Type** Medical Care (Medication)

**Complaint Summary** The offender complains that he went to the medication line for his medications, but they had run out of his medications.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the facility. The facility addressed the issue with nursing that caused the offender to not get his medications.

**Outcome** The offender received his medications.

**Follow-up** No follow-up necessary, as the issue has been resolved and the offender has received his medications.

#### **16. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that an orthopedic shoe was supposed to be ordered for him in December, but he had not received it.

**Basis for Claim** HCSD 2.29 Orthoses, Protheses, and Other Aids to Impairment

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the facility. Miscommunication occurred in the process of scheduling for the outside vendor. Staff was educated on this process and the offender was scheduled.

**Outcome** The offender received further care.

**Follow-up** No follow-up necessary, as the offender has received the further care needed.

#### **17. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he was seen two weeks ago, but had not been provided the brace that they said that they would provide.

**Basis for Claim** HCSD 2.04 Access to Care

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Healthcare Services Administrator at the facility. The order had not been communicated to the nurses.

**Outcome** The offender received the brace the same day.

**Follow-up** No follow-up necessary, as the offender has received the brace.



**18. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he has not had a follow up after having blood in his stool, his medications have expired and his chronic care appointment is overdue.
<b>Basis for Claim</b>	HCSO 8.01 Nursing Assessment Protocols
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Healthcare Services Administrator at the facility.
<b>Outcome</b>	The offender received the care needed.
<b>Follow-up</b>	No follow-up necessary, as the offender has received the necessary care needed.

**19. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he has broken his hip twice, but is now located on a top bunk. He was seen by a doctor, but does not feel that he was given proper care.
<b>Basis for Claim</b>	HCSO 2.04 Access to Care
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Healthcare Services Administrator at the facility.
<b>Outcome</b>	The offender was seen by the provider and given further care needed.
<b>Follow-up</b>	No follow-up necessary, as the offender has received the necessary care.

**20. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care (Medication)
<b>Complaint Summary</b>	The offender complains that his medication has run out.

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<b>Basis for Claim</b>	HCSD 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Healthcare Services Administrator at the facility.
<b>Outcome</b>	Corrective action was taken. The offender received the needed medication.
<b>Follow-up</b>	No follow-up necessary, as the issue has been resolved.

**21. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he is in need of follow up care from having knee surgery.
<b>Basis for Claim</b>	HCSD 2.26 Direct Orders
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Regional Director of Nursing. The consult had not been submitted for approval. Labs were approved, but not taken.
<b>Outcome</b>	The offender received the care needed.
<b>Follow-up</b>	No follow-up necessary, as the issue has been resolved.

**22. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he has a rash all over his body which is not healing despite receiving care from medical.
<b>Basis for Claim</b>	HCSD 2.04 Access to Care
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Regional Director of Nursing.
<b>Outcome</b>	The offender received the care needed.
<b>Follow-up</b>	No follow-up necessary, as the issue has been resolved.

**23. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that it has been over three weeks since his medications have run out and medical refuses to see him.
<b>Basis for Claim</b>	HCSD 2.04 Access to Care
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Regional Director of Nursing.
<b>Outcome</b>	The offender received the care needed.
<b>Follow-up</b>	No follow-up necessary, as the issue has been resolved.

**24. Pendleton Correctional Facility**

<b>Complaint Type</b>	Credit Time
<b>Complaint Summary</b>	The offender complains that he was due to be promoted a credit class due to being clear of conduct reports.
<b>Basis for Claim</b>	02-04-101 Adult Disciplinary Code
<b>Investigative Summary</b>	The Bureau contacted Paula Dickson, Classification Supervisor at the facility.
<b>Outcome</b>	The offender was promoted to Credit Class 2 and his EPRD was updated to reflect this.
<b>Follow-up</b>	No follow-up necessary, as the issue has been resolved.

**25. Pendleton Correctional Facility**

<b>Complaint Type</b>	Medical Care (Medication)
<b>Complaint Summary</b>	The offender complains that he has a painful condition for which he has run out of medications.
<b>Basis for Claim</b>	HCSD 2.17 Medication Management

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<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Regional Director of Nursing.
<b>Outcome</b>	The offender received the needed medication.
<b>Follow-up</b>	No follow-up necessary, as the offender has received the needed medication.

**26. Plainfield Correctional Facility**

<b>Complaint Type</b>	Credit Time
<b>Complaint Summary</b>	The offender complains that he was given the wrong credit class in his most recent classification review. He is in Credit Class D, but has a Level 5 Felony.
<b>Basis for Claim</b>	01-04-101 Adult Offender Classification
<b>Investigative Summary</b>	The Bureau contacted Ty Robbins, Classification Supervisor at the facility.
<b>Outcome</b>	The offender's classification was updated to reflect him being in Credit Class B.
<b>Follow-up</b>	No follow-up necessary, as the issue has been resolved.

**27. Plainfield Correctional Facility**

<b>Complaint Type</b>	Housing
<b>Complaint Summary</b>	The offender complains that he is handicapped, but cannot shower in his current location due to the handicapped shower being broken for over a month.
<b>Basis for Claim</b>	ADA - American's With Disabilities Act
<b>Investigative Summary</b>	The Bureau contacted Chuck Penfold at the facility.
<b>Outcome</b>	Arrangements were made for the offender to shower in the medical area until the shower is fixed.
<b>Follow-up</b>	No follow-up necessary, as the issue has been resolved.

**28. Putnamville Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he is in need of follow up for an injury he received while working.
<b>Basis for Claim</b>	HCSD 2.04 Access to Care
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Healthcare Services Administrator at the facility.
<b>Outcome</b>	The offender received the care needed.
<b>Follow-up</b>	No follow-up necessary, as the issue has been resolved.

**29. Putnamville Correctional Facility**

<b>Complaint Type</b>	Parole
<b>Complaint Summary</b>	The offender complains that he was approved for reinstatement to parole over 15 days ago, but has not been released.
<b>Basis for Claim</b>	03-03-101 Parole Services
<b>Investigative Summary</b>	The Bureau contacted Doug Huyveart, Director of Parole Services and Stephanie Spoolstra Executive Director of Addiction Recovery Services. The offender had been told that he needed to seek out an appropriate in-patient treatment placement.
<b>Outcome</b>	The offender was released to an appropriate in-patient treatment program in the Department.
<b>Follow-up</b>	No follow-up necessary, as the issue has been resolved.

**30. Putnamville Correctional Facility**

<b>Complaint Type</b>	Programs
<b>Complaint Summary</b>	The offender complains that he is classified as a Level 1, but cannot be transferred due to his mental health code, but the facility will not allow him into a program.

**Basis for Claim** 01-01-101 The Development & Delivery of Adult Academic & Technical Programs

**Investigative Summary** The Bureau contacted Assistant Superintendent Mike Rains at the facility.

**Outcome** The offender was enrolled into TASC.

**Follow-up** No follow-up necessary, as the issue has been resolved.

**31. Putnamville Correctional Facility**

**Complaint Type** Religious

**Complaint Summary** The offender complains that he observes the B’Hai faith, but the facility is not recognizing his request to observe their feast.

**Basis for Claim** 04-01-301 Development & Delivery of Food Services

**Investigative Summary** The Bureau contacted Dave Liebel, Director of Religious Services.

**Outcome** The offender’s request was approved and he began receiving the appropriate meals.

**Follow-up** No follow-up necessary, as the issue has been resolved.

**32. Westville Correctional Facility**

**Complaint Type** Classification (Other than Disciplinary)

**Complaint Summary** The offender complains that the facility did not contact the court notifying it of his completion of Purposeful Incarceration as they were supposed to, so the court denied his modification.

**Basis for Claim** 01-07-101 The Development & Delivery of Programs, Reentry, and Adult Case Management

**Investigative Summary** The Bureau contacted the facility who further contacted the court.

**Outcome** The court reviewed the matter further.

**Follow-up** No follow-up necessary, as the issue has been resolved.

**33. Westville Correctional Facility**

**Complaint Type** Classification (Time Cut)

**Complaint Summary** The offender complains that he has not received his DOL time cut.

**Basis for Claim** 01-04-101 Adult Offender Classification

**Investigative Summary** The Bureau contacted Patrick Krueger, Classification Supervisor at the facility.

**Outcome** The matter was reviewed further. The offender's DOL time cut had been submitted before his TASC, thus it had not been completed.

**Follow-up** No follow-up necessary, as the offender has received the time cut.

**34. Westville Correctional Facility**

**Complaint Type** Medical Care (Medication)

**Complaint Summary** The offender complains that he is not receiving his medication.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Healthcare Services Administrator at the facility.

**Outcome** The offender received his medication.

**Follow-up** No follow-up necessary, as the issue has been resolved.

**Follow-up from Previous Months**

**New Castle Correctional Facility – Medical Care (Medication)**

**Synopsis:** The Bureau has continued to substantiate medication error complaints. The processes which most of the complaints seem to revolve around include the FER process, medication renewals including chronic care meds, and KOP procedures.

**30 – Day Review:** While the facility has made necessary staffing changes, the facility continues to struggle. At this point, since the current vendor has less than thirty days left, the Bureau will continue to track these matters in the following months, but will not include further follow-up on these matters until the new vendor is in place for 90 days.