

**Overview of Monthly Activity**

*The Bureau received 114 (55 were received electronically) complaints during the month of May 2016.*

*113 (57 electronic) complaints were closed*

*1 required more information to proceed with an investigation*

*1 was closed due to lack of Bureau jurisdiction*

*27 were dismissed for no violation*

*20 were referred back to the DOC*

*64 complaints were investigated*

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

*9 (7 electronic) complaints were substantiated (see below)*

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

*12 complaints remain open (1 from February and 11 from May)*

*The Bureau also corresponded with another 172 offenders who submitted complaints electronically*

**Substantiated Complaints & Recommendations to IDOC for Resolution****1. Miami Correctional Facility**

<b>Complaint Type</b>	Classification – Time Cut
<b>Complaint Summary</b>	The offender complained that he had completed the DOL Apprenticeship Program, but had not received the time cut.
<b>Basis for Claim</b>	01-07-103 USDOL Apprenticeship Program
<b>Investigative Summary</b>	The Bureau contacted Angela Heishman, Administrative Assistant at the facility. The program had not yet been completed in the system or the time cut submitted.
<b>Outcome</b>	Apprenticeship was verified and time cut was approved by Central Office.

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

## **2. Miami Correctional Facility**

**Complaint Type** Grievance

**Complaint Summary** The offender complained that he had worked in October and September, but had not been paid. He had filed a grievance, but it had not been responded to at the Central Office level, despite pending since March.

**Basis for Claim** 00-02-301 Offender Grievance Process

**Investigative Summary** The Bureau contacted Sandra Kibby-Brown in Central Office.

**Outcome** The offender's grievance was responded to and he was awarded back pay.

**Follow-up** No follow up necessary.

## **3. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complained that he hurt his knee while playing basketball and has been seen by medical for it, but is not receiving appropriate care.

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

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director. The offender was seen, given ice and bandage and Tylenol. He complained again and the Doctor gave verbal orders for Toradol, crutches, and 24 hour lay-in. Seen again and given x-ray results, which were normal. He was not seen by the doctor due to the backlog and need not being viewed as emergent.

**Outcome** Offender was seen and further evaluated by doctor.

**Follow-up** No follow-up necessary as to the offender, he has received the needed care. Follow-up on MDSC back log numbers in 30 days to ensure numbers are improving.

**4. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complained that the blue egg crate mattress, which he had been prescribed by the doctor, had been taken from him.
<b>Basis for Claim</b>	HCS D 2.12 Treatment Planning
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	The offender was reissued another mattress.
<b>Follow-up</b>	No follow-up is necessary as he has received the replacement mattress.

**5. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender says that he has tried to be seen by medical for blurry vision and he can hardly stand or walk.
<b>Basis for Claim</b>	HCS D 2.04 Access to Care
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director
<b>Outcome</b>	The offender was seen and treated further.
<b>Follow-up</b>	No follow-up is necessary as the offender has received further care.

**6. Pendleton Correctional Facility**

<b>Complaint Type</b>	Housing
<b>Complaint Summary</b>	The offender complains that he has been in ARHU since 2009, but has been conduct clear for over a year. His last 90-day review indicates that Mr. Petersen has instructed to keep him there until further notice with no reasoning given.
<b>Basis for Claim</b>	02-01-111Adult Administrative Restrictive Status Housing

---

<b>Investigative Summary</b>	The Bureau contacted Sandra Kibby-Brown in Central Office.
<b>Outcome</b>	The offender's housing was further reviewed by the Superintendent and the offender was submitted to STAND as a step down program from ARH.
<b>Follow-up</b>	No follow up is necessary as the offender has been appropriately reviewed.

### **7. Pendleton Correctional Facility**

<b>Complaint Type</b>	Work
<b>Complaint Summary</b>	The offender complained that he has not been paid correctly for work. His counselor resolved one month, but he has not been paid for the other.
<b>Basis for Claim</b>	02-01-106 Offender Assignments and Pay Schedules
<b>Investigative Summary</b>	The Bureau contacted Penny Eden, Administrative Assistant at the facility.
<b>Outcome</b>	The offender was paid for the month that he had not been paid.
<b>Follow-up</b>	No follow-up necessary as the offender has now been paid.

### **8. Plainfield Correctional Facility**

<b>Complaint Type</b>	Legal
<b>Complaint Summary</b>	The offender complains that he has been trying to go to the law library. He has put in requests and grievances, but has not been scheduled.
<b>Basis for Claim</b>	00-01-102 Offender Access to the Courts
<b>Investigative Summary</b>	The Bureau contacted David Uberto, Assistant Superintendent at the facility.
<b>Outcome</b>	The offender was scheduled that day and for the rest of the week.
<b>Follow-up</b>	No follow-up necessary as the offender has received the needed services.

**9. Westville Correctional Facility**

<b>Complaint Type</b>	Disciplinary Action
<b>Complaint Summary</b>	The offender complained that he had received a conduct report, but has never had a hearing.
<b>Basis for Claim</b>	02-04-101 Adult Disciplinary Code
<b>Investigative Summary</b>	The Bureau contacted Dave Leonard, Administrative Assistant at the facility.
<b>Outcome</b>	The offender's case was heard.
<b>Follow-up</b>	No follow-up is necessary as the case has been heard.

Assists

**1. New Castle Correctional Facility**

<b>Complaint Type</b>	Offender Safety
<b>Complaint Summary</b>	The offender complained that he is being threatened by another offender.
<b>Basis for Claim</b>	01-04-106 Offender Monitoring Program
<b>Investigative Summary</b>	The Bureau contacted Myra Strobel, Administrative Assistant at the facility.
<b>Outcome</b>	The offender who was threatening the offender was moved and the matter was being addressed further by the facility.
<b>Follow-up</b>	No follow-up is necessary as the appropriate action has been taken.

**2. Pendleton Correctional Facility**

<b>Complaint Type</b>	Clothing
<b>Complaint Summary</b>	The offender complained that he had been trying to get 2 bed sheets and a pair of socks replaced after his laundry bag came back with the items missing. He says that he's tried to file a grievance and contact several staff members.
<b>Basis for Claim</b>	02-01-104 Offender Grooming, Clothing, and hygiene

**Investigative Summary**      The Bureau contacted Penny Eden, Administrative Assistant at the facility.

**Outcome**                      The offender received the items.

**Follow-up**                      No follow-up is necessary as the offender has received the items.

**Follow-up From Previous Months**

No follow-up is due.