**Overview of Monthly Activity**

*The Bureau received 169 complaints during the month of December 2019.*

*171 complaints were closed (123 from GTL)*

*72 complaints were investigated*

*1 assist was given (referred to the DOC for action even though the offender failed to attempt to resolve the matter with the facility previously)*

*10 complaints were substantiated (see below)*

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

*3 required more information to proceed with an investigation*

 *The Bureau also had 108 contacts for the month.*

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

**Substantiated**

**1.** **Miami Correctional Facility**

**Complaint Type** Classification

**Complaint Summary** The offender complains that his time cut was wrongly denied due to his date of sentence being before June 30, 2010, which is delineated in IC 11-8-8-7 as the cut off date for not being able to earn credit time for completion of a program.

**Basis for Claim** IC 11-8-8-7

01-04-101 Adult Offender Classification

**Investigative Summary** The Bureau contacted Jack Hendrix Executive Director of Classification.

**Outcome** The offender’s sentence was further reviewed. The time cut of 6 months was applied.

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

**2. Miami Correctional Facility**

**Complaint Type** Disciplinary Action

**Complaint Summary** The offender complains that he has been requesting an Appeal form for a conduct matter, but he has been unable to obtain the form.

**Basis for Claim** Adult Disciplinary Code

**Investigative Summary** The Bureau contacted Robin Burton at the facility.

**Outcome** The offender was given a form. The housing unit was out of forms.

**Follow-up** No follow-up is necessary, as this matter has been addressed.

**3. Westville Correctional Facility**

**Complaint Type** Personal Property

**Complaint Summary** The offender complains that he was transferred, but is still missing some of his property.

**Basis for Claim** 02-01-104 Offender Grooming, Clothing, & Hygiene

**Investigative Summary** The Bureau contacted Dave Leonard, Administrative Assistant at the facility.

**Outcome** The property room located more of this offender’s property and shipped it to the facility in which he had been transferred.

**Follow-up** Follow up to ensure that the offender receives the property at the current facility.

**4. New Castle Correctional Facility**

**Complaint Type** Medical (Medication)

**Complaint Summary** The offender complains that he is chronic care and Hep C positive, but has not been seen and is not receiving his medication.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Executive Director of Medical Services.

**Outcome** The offender received his medication.

**Follow-up** No follow-up is necessary, as this matter has been addressed.

**5. New Castle Correctional Facility**

**Complaint Type** Medical

**Complaint Summary** The offender complains that he has submitted HCRFs, but they have gone unanswered. He is not receiving his medications.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Executive Director of Medical Services, who in turn contacted Lisa Hord, Healthcare Administrator at the facility. A formulary exception request needed to be completed.

**Outcome** The offender received the medication.

**Follow-up** No follow-up is necessary, as this matter has been addressed.

**6. Miami Correctional Facility**

**Complaint Type** Mental Health

**Complaint Summary** The offender complained that he was supposed to be seen by mental health after having filed a PREA reports, but he had not been seen.

**Basis for Claim** 02-01-115 Sexual Abuse Prevention

**Investigative Summary** The Bureau contacted Amy Eickmeier, Director of Mental Health Services.

**Outcome** The offender was seen the same day.

**Follow-up** No follow-up is necessary, as the offender was seen.

**7. Putnamville Correctional Facility**

**Complaint Type** Classification (Time Cut)

**Complaint Summary** The offender complained thathis sentence was modified on 12/2/19 by the court, but IDOC had not been notified.

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

**Investigative Summary** The Bureau contacted Jack Hendrix Executive Director of Classification.

**Outcome** The offender’s sentence was further reviewed. The time cut of 181 days was applied.

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

**8. Putnamville Correctional Facility**

**Complaint Type** Classification (Time Cut)

**Complaint Summary** The offender complained thathe was granted parole but was still in the facility.

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

**Investigative Summary** The Bureau contactedJack Hendrix Executive Director of Classification.

**Outcome** The offender’s sentence was further reviewed. The time cut was applied. Offender was released within 30 days.

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

**9. Miami Correctional Facility**

**Complaint Type** Classification (Time Cut)

**Complaint Summary** The offender complained thathis birthdate was wrong when he took his TASC. Thus, his time cut hadn’t been completed.

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

**Investigative Summary** The Bureau contacted Jack Hendrix Executive Director of Classification.

**Outcome** The offender’s sentence was further reviewed. The time cut of 52 days was applied.

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

**Assists**

**1.** **Miami Correctional Facility**

**Complaint Type** Personal Property

**Complaint Summary** The offender complained that he had submitted several requests to have his packet reviewed, but the requests had not been responded to.

**Basis for Claim** 00-04-102 The Establishment, Distribution, Maintenance, Review and Disposition of Administrative Records

**Investigative Summary** The Bureau contacted Angela Heishman, Administrative Assistant at the facility. The facility was unable to locate his packet review requests.

**Outcome** The offender was able to conduct his packet review.