

Overview of Monthly Activity

The Bureau received 145 (86 were received electronically) complaints during the month of April 2018.

140 (87 electronic) complaints were closed

0 required more information to proceed with an investigation

2 were closed due to lack of Bureau jurisdiction

33 were closed and not investigated after determining no violation exists in the matters

13 were referred back to the DOC

92 complaints were investigated

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

14 (12 electronic) complaints were substantiated (see below)

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

22 complaints remain open (2 from March and 20 from April (As of May 1, 2018))

The Bureau also corresponded with 208 offenders who submitted complaints electronically and had an additional 56 contacts.

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

Complaint Type	Grievance
Complaint Summary	The offender complained that he never received a response to his Grievance from the facility.
Basis for Claim	00-02-301 Offender Grievance Process
Investigative Summary	The Bureau contacted Dan Leflore, Deputy Warden at the facility.
Outcome	The response was added to OGRE and given to the offender.

Follow-up	No follow-up is necessary, as the issue has been resolved.
2. <u>Miami Correctional Facility</u>	
Complaint Type	Medical Care
Complaint Summary	The offender complains that he has not received the ear procedure that he was supposed to receive.
Basis for Claim	HCSD 1.30 Consent and Refusal
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted Director of Nursing, Roberta Gwillim at the facility. The offender was scheduled, but did not show up.
Outcome	Proper procedure had not been followed for the refusal. Staff was counseled and offender received procedure.
Follow-up	No follow-up is necessary, as the issue has been resolved.
3. <u>Miami Correctional Facility</u>	
Complaint Type	Medical Care
Complaint Summary	The offender complains that he was told that he would be charged fifty dollars restitution for not complying with the Provider's orders.
Basis for Claim	IC 11-10-3-5 Offender Healthcare Co-Payment Procedures
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted, Roberta Gwillim, Director of Nursing at the facility. The facility sent out a notification via a form to offenders the day before stating this new policy. No one had been charged yet.
Outcome	The form would be retracted and no one would be charged for non-compliance.
Follow-up	No follow-up is necessary, as the issue has been resolved.

4. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he is not receiving proper medical care for his heart condition.
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 Theresa Auler at the facility.
Outcome	The offender was discussed in a collegial call and moved to the infirmary for further testing and evaluation.
Follow-up	No follow- up is necessary, as the offender has been further evaluated.

5. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he has not received the prescription medication that he needs.
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 Theresa Auler at the facility.
Outcome	The offender was given his medication.
Follow-up	No follow-up is needed, as the offender has received the medication.

6. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he has an allergic reaction that needs care and 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 Theresa Auler at the facility. The disconnect was in the pharmacy distribution system, tickler system and reorder process.
Outcome	The offender received the medication.
Follow-up	Follow-up on these processes to ensure improvements are made.

7. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he was being scheduled for blood work and a colonoscopy before he was transferred to another facility.
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 Theresa Auler at the facility.
Outcome	The offender was further scheduled.
Follow-up	No follow-up is necessary, as the offender has received the care needed.

8. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender's loved one complains that he broke his foot almost ten days ago, but has not received proper care despite submitting three Healthcare Request Forms.
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 Theresa Auler at the facility.
Outcome	The offender received further care.

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

9. New Castle Correctional Facility

Complaint Type Offender Safety

Complaint Summary The offender complains that an offender who he has a separatee against was moved into the same unit as him.

Basis for Claim 01-04-106 Offender Monitoring Program

Investigative Summary The Bureau contacted Scott Fitch, Deputy Warden at the facility.

Outcome One of the offenders was transferred.

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

10. Plainfield Correctional Facility

Complaint Type Classification (Time Cut)

Complaint Summary The offender complains that he was recently transferred out of the GRIP Program, but he should have received his time cut.

Basis for Claim 01-04-101 Adult Offender Classification

Investigative Summary The Bureau contacted Deputy Warden Tricia Pretorius at the facility.

Outcome Upon further review, the offender met the criteria necessary to be completed in the program.

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

11. Putnamville Correctional Facility

Complaint Type Disciplinary Action

Complaint Summary The offender complains that he is overdue for a Credit Class Review which would promote him a credit class and make his EPRD be within 30 days.

Basis for Claim	02-04-101 Adult Disciplinary Code
Investigative Summary	The Bureau contacted Jennifer Farmer, Director of IDOC Sentence Computation/Release Unit for further review.
Outcome	The offender received a credit class promotion and his EPRD was updated.
Follow-up	No follow- up is necessary, as the issue has been resolved.

12. Putnamville Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he should have been referred to the Provider and received x-rays within 24 hours of being evaluated by the Nurse for a suspected facial fracture after a fight.
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 Ryan Schnarr, Healthcare Services Administrator at the facility.
Outcome	The offender was given an x-ray and determined to be negative.
Follow- up	No follow-up is necessary, as the offender has been seen further.

13. Putnamville Correctional Facility

Complaint Type	Mental Health
Complaint Summary	The offender complains that he is not receiving the appropriate care for his mental health issues.
Basis for Claim	HCSD 4.03 Adult Mental Health Services
Investigative Summary	The Bureau contacted Dr. Dauss, ARD Psychiatry at Wexford, who reviewed the matter and referred the offender to be further evaluated by the Psychologist on site as to proper diagnoses.

Outcome	The offender was further seen and treated.
Follow-up	No follow-up is necessary, as the offender has been seen further.

14. Westville Correctional Facility

Complaint Type	Disciplinary Action
Complaint Summary	The offender complains that he was supposed to be off of commissary restriction three weeks ago, but still has not been able to order.
Basis for Claim	02-04-101 Adult Disciplinary Code
Investigative Summary	The Bureau contacted Dave Leonard, Public Information Officer at the facility.
Outcome	The offender was taken off of commissary restriction. The code had accidentally not been removed.
Follow-up	No follow- up is necessary, as the offender was removed from commissary restriction.

Assists**1. Correctional Industrial Facility**

Complaint Type	Personal Property
Complaint Summary	The offender complains that he has been missing a box of property for over a month since being transferred.
Basis for Claim	02-01-101 Offender Personal Property
Investigative Summary	The Bureau contacted Delana Gardner, Deputy Warden of Re-Entry at the facility.
Outcome	The property was located and sent out to the new facility.
Follow-up	No follow-up is necessary, as the offender received the property.

2. Indiana State Prison

Complaint Type	Medical Care
Complaint Summary	The offender complains that he received a bill for a surgery that he received while incarcerated.
Basis for Claim	IC 11-10-3-5 Offender Healthcare Co-Payment Procedures
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted John Dallas, Wexford VP Operations.
Outcome	The offender was instructed to give the bill to the Medical Department.
Follow-up	No follow-up is necessary, as the issue has been resolved.

3. New Castle Correctional Facility

Complaint Type	Correspondence
Complaint Summary	The offender complains that other offenders are able to view his personal info on the kiosk.
Basis for Claim	JPay User Agreement
Investigative Summary	The Bureau contacted Jennifer French, Deputy Warden of Re-Entry at the facility.
Outcome	A glitch was found on the JPay kiosk and it was being addressed.
Follow-up	No follow-up is necessary, as the issue has been resolved.

4. Pendleton Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he received a bill for off-site medical treatment that he received while incarcerated.
Basis for Claim	IC 11-10-3-5 Offender Healthcare Co-Payment Procedures

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted Vicki York, Wexford Regional Office Manager.

Outcome The offender turned the bill into the Medical Department.

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

5. Putnamville Correctional Facility

Complaint Type Classification (Other than Disciplinary)

Complaint Summary The offender complains that his EPRD is wrong.

Basis for Claim 01-04-101 Adult Offender Classification

Investigative Summary The Bureau contacted Jennifer Farmer, Director of IDOC Sentence Computation/Release Unit for further review.

Outcome The offender's sentence was clarified with the Sentencing Court and his EPRD was updated.

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

6. South Bend Community Re-Entry Center

Complaint Type Case Management

Complaint Summary The offender complains that he was supposed to begin a new job and get into Substance Abuse Programming, but neither has happened and it has been over 60 days.

Basis for Claim 01-07-101 Adult Re-Entry and Case Management

Investigative Summary The Bureau contacted Warden Charles Bowen at the facility.

Outcome The offender's case management was behind. He had been added to a new counselor's caseload, but had not been seen.

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

7. Westville Correctional Facility

Complaint Type	Commissary
Complaint Summary	The offender complains that he cannot see all the commissary items when he logs into his account on the kiosk.
Basis for Claim	02-01-108 The Establishment and Operation of Commissaries
Investigative Summary	The Bureau contacted Dave Leonard, Administrative Assistant at the facility.
Outcome	The restriction had accidentally been put on the offender's account and was removed.
Follow-up	No follow-up is necessary, as the issue has been resolved.

Follow-up from Previous Months**New Castle Correctional Facility – Medical Care (medication)**

Synopsis: The Bureau has been following medication complaints since July 2016. Since that time, the facility has attempted a complete overhaul of medication administration services. While healthcare personnel has made some positive changes, medication errors continue to occur. Staff consistency is necessary to continue making changes. The Bureau will continue to track this issue until the errors subside.

New Castle Correctional Facility – Medical Care

Synopsis: The Bureau has been tracking the backlog in chronic care since July 2016 as well. Policy has been updated and a plan was implemented to eradicate backlog, however due to the provider shortage, the backlog has begun reforming. We will continue to monitor the backlog to ensure it does not continue to increase.

New Castle Correctional Facility – Medical Care

Synopsis: The facility has struggled with the OPR process. OPRs are not scheduled, not rescheduled when missed or entered into the system to be scheduled. While the facility has made some changes to improve this process, the facility has continued to struggle with this due to lack of consistency of staff. The Bureau will continue to track this issue.