

Overview of Monthly Activity

The Bureau received 121 (74 were received electronically) complaints during the month of February 2018.

112 (66 electronic) complaints were closed

0 required more information to proceed with an investigation

0 was closed due to lack of Bureau jurisdiction

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

6 were referred back to the DOC

64 complaints were investigated

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

13 (8 electronic) complaints were substantiated (see below)

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

16 complaints remain open (1 from January and 15 from February (As of March 1, 2018))

The Bureau also corresponded with 183 offenders who submitted complaints electronically and had 34 additional contacts.

Substantiated Complaints & Recommendations to IDOC for Resolution

1. Branchville Correctional Facility

Complaint Type	Grievance
Complaint Summary	The offender complains that he is filing grievances, but his complaints are not being resolved.
Basis for Claim	00-02-301 Offender Grievance Process
Investigative Summary	The Bureau reviewed the grievances filed by the offender. Upon review, the Bureau found that his most recent grievance showed as received in OGRE, but Central Office did not show its receipt.

Outcome The grievance was resubmitted to Central Office and addressed.

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

2. County Jail

Complaint Type Transfer

Complaint Summary The offender had been sentenced back to the IDOC over two months ago after a Parole Violation, but was still being held in the County Jail.

Basis for Claim IC 35-38-3-2 Certification of Judgment of Conviction and Sentence to Receiving Authority

Investigative Summary His paperwork had not been sent back to the IDOC for processing.

Outcome The information was processed and the offender was moved to the IDOC.

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

3. County Jail

Complaint Type Parole

Complaint Summary The offender had been arrested on a Parole Violation, but was in need of a Parole Board hearing. One had not been scheduled, but his release date was nearing.

Basis for Claim IC 11-13-3-10 Parole Revocation Hearing

Investigative Summary The Bureau contacted Doug Huyveart, Director of Parole Services and the Parole Board.

Outcome The offender was transferred to the IDOC and was given a Parole Board hearing.

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

4. Madison Correctional Facility

Complaint Type Medical Care

Complaint Summary Offender complains that she was sent to medical to be assessed for flu symptoms, but was charged.

Basis for Claim IC 11-10-3-5 Health Care Co-Payment Procedures

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director who in turn contacted the HSA at the facility who reviewed the matter further.

Outcome The offender was given a refund.

Follow-up No follow-up is necessary, as the refund was issued.

5. Miami Correctional Facility

Complaint Type Medical Care

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

Basis for Claim HCSD 2.36 Medication Assisted Therapy during Incarceration Program

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director who in turn contacted the HSA at the facility who reviewed the matter further.

Outcome The offender was given a multi-disciplinary meeting and his programming needs were further assessed.

Follow-up No follow-up is necessary, as the offender has now been appropriately evaluated.

6. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that his medication is missing.

Basis for Claim HCSD 2.17 Medication Management

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director who in turn contacted the HSA at the facility who reviewed the matter further.

Outcome This matter was the subject of an ongoing investigation at the facility.

Follow-up The Bureau will continue to follow up on this and other medication issues to ensure procedures improve. All medications were moved back to being stored in the medication room and further security protocols were being implemented.

7. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he did not receive his evening medication until one thirty the next morning.

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 HSA at the facility who reviewed the matter further.

Outcome Evening medications were not distributed due to low custody staffing numbers.

Follow-up The Bureau will continue to follow-up on this and other medication issues to ensure procedures improve.

8. Pendleton Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he submitted a Healthcare Request Form to be seen by medical, but the pass to medical was never given to him.

Basis for Claim HCSD 2.04 Access to Care

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director who in turn contacted the HSA at the facility who reviewed the matter further.

Outcome The offender was seen and treated the same day.

Follow-up No follow-up is necessary, as he received the appropriate care.

9. Pendleton Correctional Facility

Complaint Type Mental Health

Complaint Summary The offender complains that he has not received his medication.

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director who in turn contacted the HSA at the facility who reviewed the matter further.

Outcome The offender was seen and treated further.

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

10. Plainfield Correctional Facility

Complaint Type Correspondence

Complaint Summary The offender complains that he was placed on a JPay restriction that should have been lifted over a month ago.

Basis for Claim 02-01-103 Offender Correspondence

Investigative Summary The Bureau contacted Chuck Penfold at the facility.

Outcome The offender's restriction was lifted.

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

11. Plainfield Correctional Facility

Complaint Type Disciplinary Action

Complaint Summary The offender complains that his EPRD was not updated when a conduct report was dismissed.

Basis for Claim 02-04-101 Adult Disciplinary Code

Investigative Summary The Bureau contacted Ty Robbins, Classification Supervisor at the facility.

Outcome The offender’s EPRD was corrected.

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

12. Putnamville Correctional Facility

Complaint Type Transfer

Complaint Summary The offender is awaiting transfer to a Level 1 facility. He has spoken with this counselor over a month ago and she told him to be patient.

Basis for Claim 01-04-101 Adult Offender Classification

Investigative Summary The Bureau inquired with Classification at the facility, since OIS did not show a transfer pending.

Outcome Transfer is now pending.

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

13. Wabash Valley Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he has submitted several Healthcare Request Forms and responses say that he will be scheduled with the Provider (which he provided to our office with the complaint).

Basis for Claim HCSD 2.04 Access to Care

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director who in turn contacted Kim Hobson, HSA at the facility who scheduled the offender to be seen with by the Provider.

Outcome The offender was seen and treated.

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

Assists

1. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he was supposed to be scheduled for a colonoscopy and blood work, but has not been scheduled.
Basis for Claim	HCSO 1.05 Off-Site Medical Referral
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director who in turn contacted Theresa Auler at the facility.
Outcome	The offender was seen and treated.
Follow-up	No follow-up is necessary, as the offender has received the appropriate care.

2. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he has not been allowed to review his medical records after requesting to do so at least six times over the past four months.
Basis for Claim	HCSO 1.34 Health Records
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director who in turn contacted Theresa Auler at the facility.
Outcome	The offender reviewed his medical records.
Follow-up	No follow-up is necessary, as the issue has been resolved.

3. Westville Correctional Facility

Complaint Type	Disciplinary Action
Complaint Summary	The offender complains that he has contacted several people through request slips without a response. His commissary restriction has expired, but he 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 restriction was removed.
Follow-up	No follow-up is necessary, as the issue has been resolved.

4. Westville Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he is allergic to peanut butter and fish, but the Provider has said that he is not.
Basis for Claim	HCSD 5.01 Therapeutic Diets
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director who in turn contacted the Provider at the facility.
Outcome	The Provider further reviewed this matter and agreed to give the offender a peanut free and soy free diet for 90 days to see how he does. Tests indicate no allergy, but may not always show everything.
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. A complete overhaul of medication administration services is necessary. While healthcare personnel has attempted some changes, medication errors are still occurring. With the newly discovered missing medication positive changes are being implemented. 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 the plan that has been implemented to eradicate backlog has been successfully implemented, however due to the provider shortage, the backlog has begun to reform. We will continue to monitor the backlog to ensure it does not continue to increase.

Follow-up from Previous Months, continued:

New Castle Correctional Facility – Medical

Synopsis: The offender complained that he had not been receiving his medical supplies consistently. After review of the medical supply ordering procedure, a complete overhaul of the process was necessary. While new procedures have been implemented, the Bureau will continue to follow this issue to ensure that the process has improved.