

Overview of Monthly Activity

The Bureau received 257 (203 were received electronically) complaints during the month of January 2017.

131 (122 electronic) complaints were closed

2 required more information to proceed with an investigation

3 were closed due to lack of Bureau jurisdiction

30 were dismissed for no violation

61 were referred back to the DOC

35 complaints were investigated

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

11 (9 electronic) complaints were substantiated (see below)

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

59 complaints remain open (2 from November and 57 from December)

The Bureau also corresponded with another 5 offenders who submitted complaints electronically

Substantiated Complaints & Recommendations to IDOC for Resolution

1. Heritage Trail Correctional Facility

Complaint Type	Personal Property
Complaint Summary	The offender complains that he was transferred to Westville without his personal property.
Basis for Claim	02-01-101 Offender Personal Property
Investigative Summary	The Bureau contacted Heritage Trail and his property was located.
Outcome	The property was sent to Westville.
Follow-up	No follow-up is necessary, as the offender has received his property.

2. Indiana State Prison

Complaint Type	Medical Care
Complaint Summary	The offender complains that he injured his elbow and now has an infection that has not been treated.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Healthcare Services Director Monica Gipson, who in turn contacted the HSA (Healthcare Services Administrator) at the facility.
Outcome	The offender was further treated by the provider.
Follow-up	No follow-up is necessary, as the offender has now received the appropriate care.

3. Miami Correctional Facility

Complaint Type	Medical Care
Complaint Summary	Offender complains that he was sent out to the hospital, but has not received follow up care since returning to the facility.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Healthcare Services Director Monica Gipson, who in turn contacted the HSA at the facility.
Outcome	The offender's visit was reviewed. The notes had not been scanned into the EMR, nor had labs been followed up.
Follow-up	No follow-up is necessary, as the offender has now received the appropriate care.

4. New Castle Correctional Facility

Complaint Type	Medical Care
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Complaint Summary	The offender complains that he is in need of further care for his chronic pain, pinched nerve and slipped disk in his back.
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 HSA at the facility.
Outcome	The provider at the facility further reviewed the matter. He was referred, but had not been scheduled.
Follow-up	No follow-up is necessary, as the offender received further care.

5. New Castle Correctional Facility

Complaint Type	Medical Care (Medication)
Complaint Summary	The offender complains that his medications are out of stock.
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.
Outcome	The offender received his medication.
Follow-up	No follow-up is necessary, as the offender received his medication.

6. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he is not receiving proper diabetes care, nor has he been seen for chronic care in over six months.
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's diabetic care was reviewed and he was seen by the provider.
Follow-up	No follow-up is necessary, as the offender has received the care needed.

7. New Castle Correctional Facility

Complaint Type	Programs
Complaint Summary	The offender complains that he has not been receiving his state pay for being in a program for over six months. He has attempted to contact several people, but has not been able to get the matter resolved.
Basis for Claim	02-01-106 Offender Assignment & Pay Schedules
Investigative Summary	The Bureau contacted Myra Strobel, Administrative Assistant at the facility.
Outcome	The education department reviewed the matter. They had him confused with another offender. He has now received his state pay.
Follow-up	No follow-up is necessary, as the offender has now received his pay.

8. Pendleton Correctional Facility

Complaint Type	Confinement Conditions
Complaint Summary	The offender complains that his unit had been placed on a commissary restriction.
Basis for Claim	02-03-109 Lockdown - Confidential
Investigative Summary	The Bureau contacted Penny Eden, Administrative Assistant at the facility.
Outcome	The commissary restriction was lifted.

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

9. Pendleton Correctional Facility

Complaint Type Personal Property

Complaint Summary The offender complains he was transferred to the Security Level 1 facility, but his money has not been transferred from his trust fund account.

Basis for Claim 04-01-104 Inmate Trust Fund

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

Outcome The offender was not included in the movement sheet that the Business Office had. The offender received his trust fund account money.

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

10. Plainfield Correctional Facility

Complaint Type Disciplinary Action

Complaint Summary The offender complains that his disciplinary appeal has been pending for over 43 days and his initial charge had not been heard from over 74 days from the date it was charged.

Basis for Claim 02-04-101 Adult Disciplinary Code

Investigative Summary The Bureau contacted Chuck Penfold, Grievance and Disciplinary Review Officer at the facility.

Outcome The disciplinary matter was dismissed and expunged from the offender's record.

Follow-up No follow up is necessary, as the matter has been dismissed.

11. Rockville Correctional Facility (the Bureau received several of these complaints from different facilities)

Complaint Type Commissary

Complaint Summary	The offender complains that stamps are not available on commissary.
Basis for Claim	02-01-103 Offender Correspondence
Investigative Summary	The Bureau contacted Lisa Powers in Central Office.
Outcome	Mike Herron from PEN was notified and stamps were identified as a critical item. While books of stamps are not available rolls of 100 stamps will be broken up and stamps will be sold individually.
Follow-up	No follow-up is necessary, as the issue has been addressed.

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

Synopsis: The Bureau has still substantiated several other medication error complaints in August, which was true in July as well.

30 – Day Review: The facility has made positive strides in changing leadership and changing and updating procedures to resolve the medication errors. Staff is working to correct errors, despite this, we are still experiencing a need for further review of these issues. Review again in 30 – day to ensure the facility continues to move in a positive direction.