

**Overview of Monthly Activity**

*The Bureau received 165 (100 were received electronically) complaints during the month of May 2018.*

*175 (105 electronic) complaints were closed*

*0 required more information to proceed with an investigation*

*2 were closed due to lack of Bureau jurisdiction*

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

*17 were referred back to the DOC*

*113 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)*

*12 (11 electronic) complaints were substantiated (see below)*

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

*8 complaints remain open (1 from March and 7 from May (As of June 1, 2018))*

*The Bureau also corresponded with 154 offenders who submitted complaints electronically and had an additional 56 contacts.*

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

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he has not received appropriate care for his shoulder injury and has been inappropriately charged a co-payment.
<b>Basis for Claim</b>	04-01-104 Inmate Trust Fund
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Richard Wright, Health Services Administrator at the facility.

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<b>Outcome</b>	Upon further review, the offender was reimbursed a co-payment and given further care.
<b>Follow-up</b>	No follow-up is necessary, as the issue has been resolved.
<b>2. <u>New Castle Correctional Facility</u></b>	
<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender claims he is not receiving his Parkinson's disease medication.
<b>Basis for Claim</b>	HCSO 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Theresa Auler, Wexford Regional Staff located at the facility.
<b>Outcome</b>	The offender's medication was ordered and he was given his next dose from the local pharmacy.
<b>Follow-up</b>	No follow-up is necessary, as the offender has received the medication needed.
<b>3. <u>New Castle Correctional Facility</u></b>	
<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he is not receiving his heart medication.
<b>Basis for Claim</b>	HCSO 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Theresa Auler, Wexford Regional Staff located at the facility.
<b>Outcome</b>	The KOP process was under further review to ensure these problems do not continue. The offender received his medication that day from the local pharmacy.
<b>Follow-up</b>	Follow-up to ensure issues with KOP process are addressed.

**4. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender says that he has been treated for a painful condition in his leg for over eight months, but has not been scheduled with a provider.
<b>Basis for Claim</b>	HCSO 2.04 Access to Care
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Wexford Regional Staff located at the facility.
<b>Outcome</b>	The offender was further evaluated by the Provider.
<b>Follow-up</b>	No follow-up is necessary, as the offender has received the care needed.

**5. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender claims that he has been out of his heart medication.
<b>Basis for Claim</b>	HCSO 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted the IDOC Regional Compliance Manager.
<b>Outcome</b>	The offender's medication was filled at the local pharmacy.
<b>Follow-up</b>	No follow-up is necessary, as the offender has received his medication.

**6. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he hasn't received his medication for his Crohn's Disease despite having been charged.

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<b>Basis for Claim</b>	HCSD 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted the Wexford Staff at the facility.
<b>Outcome</b>	Upon further review, the offender was given a \$5 refund.
<b>Follow-up</b>	No follow-up is necessary, as the offender has received a refund.

### **7. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he is in the Mental Health Unit and has no means to leave his cell. He was denied a wheelchair due to having a prostheses, but they took his prostheses and will not give him a wheelchair.
<b>Basis for Claim</b>	HCSD 2.29 Orthoses, Prostheses, and Other Aids to Impairment
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted the Wexford Staff at the facility.
<b>Outcome</b>	Upon further review, the offender's Disability Classification Code was updated and the offender will be provided access to a wheelchair.
<b>Follow-up</b>	No follow-up is necessary, as the issue has been resolved.

### **8. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he was supposed to receive further care for his colon issues and hemorrhoids, but has not been scheduled further.
<b>Basis for Claim</b>	HCSD 2.04 Access to Care

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Stacey Scott at the facility. The matter was further reviewed. He should have been scheduled to be seen by the Provider, but never was.

**Outcome** The offender received further care.

**Follow-up** No follow-up is necessary, as the offender has been seen further.

### **9. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he has not received his prescription medication for diabetes in four days.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Theresa Auler at the facility. The order was cancelled by the pharmacy and not caught on the report.

**Outcome** The offender received his medication.

**Follow-up** Follow-up to ensure this process is improved.

### **10. Pendleton Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he went 10-15 days without his prescription medication.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Michelle LaFlower, Health Service Administrator at the facility.

**Outcome** The offender received his medication.

**Follow-up** No follow-up is necessary, as the offender has received his medication.

### **11. Westville Correctional Facility**

**Complaint Type** Dental

**Complaint Summary** The offender complains that he filled out a Dental Request in November 2017, but has not been scheduled.

**Basis for Claim** Dental Services Manual

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted DeAngela Lewis, Health Service Administrator at the facility.

**Outcome** The offender was scheduled for and received further care.

**Follow-up** No follow-up is necessary, as the offender has been seen further.

### **12. Westville Correctional Facility**

**Complaint Type** Work

**Complaint Summary** The offender complains that he has contacted several people at the facility about his December State Pay, but still has not received it.

**Basis for Claim** 02-01-106 Offender Assignment and Pay Schedules

**Investigative Summary** The Bureau contacted Dave Leonard, Public Information Officer at the facility.

**Outcome** The offender will receive his back pay

**Follow- up** Follow-up in 30 days to ensure offender received pay.

**Assists**

### **1. Correctional Industrial Facility**

**Complaint Type** Medical Care

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<b>Complaint Summary</b>	The offender complains that he is in severe pain from MS and needs a wheelchair due to a heart condition which he is supposed to have surgery on.
<b>Basis for Claim</b>	HCSD 2.04 Access to Care
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Dr. Kuenzli for consult on the matter.
<b>Outcome</b>	The offender was transferred to the Infirmary in order to more closely monitor his condition.
<b>Follow-up</b>	No follow-up is needed, as the offender has received further treatment.

## **2. Heritage Trail Correctional Facility**

<b>Complaint Type</b>	Work
<b>Complaint Summary</b>	The offender complains that he had not been paid for his February State Pay.
<b>Basis for Claim</b>	02-01-106 Offender Assignment and Pay Schedules
<b>Investigative Summary</b>	The Bureau contacted Dan LeFlore, Deputy Warden at the facility.
<b>Outcome</b>	The offender was paid his back pay.
<b>Follow-up</b>	No follow-up is needed, as the issue has been resolved.

## **3. Madison Correctional Facility**

<b>Complaint Type</b>	Work
<b>Complaint Summary</b>	The offender complains that she did not receive her April State Pay.
<b>Basis for Claim</b>	02-01-106 Offender Assignment and Pay Schedules
<b>Investigative Summary</b>	The Bureau contacted Warden Davis.
<b>Outcome</b>	The offender received the April State Pay.

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

**4. Miami Correctional Facility**

**Complaint Type** Credit Time

**Complaint Summary** The offender claims that his EPRD and Credit Class are incorrect.

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

**Investigative Summary** The Bureau contacted Amy Clark, Classification Supervisor at the facility.

**Outcome** The offender's EPRD and Credit Class were updated.

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

**5. Miami Correctional Facility**

**Complaint Type** Mental Health

**Complaint Summary** The offender complains that he is having trouble and is in need of further care.

**Basis for Claim** HCSD 4.03 Adult Mental Health Services

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director, who in turn contacted Dr. Bade, Wexford Regional Mental Health, and Dr. Dauss Wexford Regional Psych.

**Outcome** The offender was reviewed further and received further care.

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

**6. Plainfield Correctional Facility**

**Complaint Type** Confinement Conditions

**Complaint Summary** The offender complains that they have no working urinals in his housing unit.



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<b>Basis for Claim</b>	04-02-101 Standards for Maintenance of Correctional Facilities
<b>Investigative Summary</b>	The Bureau contacted Tricia Pretorius, Deputy Warden at the facility who informed the Bureau that a work order had been submitted, but due to a misunderstanding that not all of the urinals were broken it was not made a priority.
<b>Outcome</b>	The work order was made a priority and the urinals were fixed.
<b>Follow-up</b>	No follow- up is necessary, as the issue has been resolved.

### **7. Westville Correctional Facility**

<b>Complaint Type</b>	Food
<b>Complaint Summary</b>	The offender complains that the morning Ramadan meals were missed after being started two days late as well.
<b>Basis for Claim</b>	04-01-301 The Establishment and Delivery of Food Services
<b>Investigative Summary</b>	The Bureau contacted Dave Leonard, Public Information Officer at the facility who inquired further with staff and found that the Officer on the dorm did not hear the call out message.
<b>Outcome</b>	Staff was counseled as far as the importance of running the food lines on time and meals were provided on time afterwards.
<b>Follow-up</b>	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 this time, the facility has attempted to make continued improvements in the medication administration process. The facility has struggled, however, due to continued changes in staffing. The Bureau will continue to track this issue.

**Follow-up from Previous Months, continued:****New Castle Correctional Facility – Medical Care (OPRs)**

**Synopsis:** The Bureau began tracking these errors recently due to the continued errors made in following up with the Outpatient Referral Process (“OPRs”). The Bureau will continue to follow these errors until the process is improved.

**New Castle Correctional Facility – Medical Care (Chronic Care)**

**Synopsis:** The Bureau has been tracking this issue for some time. The facility has made strides in improving the backlog numbers, however, struggles with staffing have affected the backlog numbers.