

Overview of Monthly Activity

The Bureau received 116 (62 were received electronically) complaints during the month of October 2017.

140 (71 electronic) complaints were closed

0 required more information to proceed with an investigation

2 were closed due to lack of Bureau jurisdiction

48 were dismissed for no violation

11 were referred back to the DOC

79 complaints were investigated

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

16 (12 electronic) complaints were substantiated (see below)

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

6 complaints remain open (6 from October)

The Bureau also corresponded with 132 offenders who submitted complaints electronically

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

Complaint Type	Medical Care
Complaint Summary	The offender complains that he is not getting the proper amount of his medication, so it keeps running out.
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. After further review, the FER was not submitted by the doctor.
Outcome	The offender received the proper amount of his medication.

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

2. New Castle Correctional Facility

Complaint Type Food

Complaint Summary The offender complains that he is supposed to be receiving a Kosher diet, but has not been.

Basis for Claim 04-01-301 The Development and Delivery of Food Services

Investigative Summary The Bureau contacted David Liebel, Director of Religious Services.

Outcome The offender was added to the list and began receiving Kosher meals.

Follow-up No follow-up is necessary, as appropriate action had been taken.

3. New Castle Correctional Facility

Complaint Type Medical Care (Medication)

Complaint Summary The offender complains that he is not receiving his 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 the HSA at the facility. The offender was being tapered off of the medication.

Outcome The offender was educated.

Follow-up No follow-up is necessary, as appropriate action has been taken.

4. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary	The offender complains that he has been waiting over 11 days to see the Provider and is out of medication.
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 offender's medication order was further reviewed.
Follow-up	No follow-up is necessary, as no further action is necessary.

5. New Castle Correctional Facility

Complaint Type	Medical Care (Medication)
Complaint Summary	The offender complains that his medications are not being filled properly.
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 was educated as to the appropriate amounts of medication that he should be receiving.
Follow-up	No follow-up is necessary, as no further action is necessary.

6. New Castle Correctional Facility

Complaint Type	Medical Care (Medication)
Complaint Summary	The offender complains that he has been out of his migraine medication for ten days.
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's order was reviewed and updated.

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

7. New Castle Correctional Facility

Complaint Type Medical Care (Medication)

Complaint Summary The offender complains that in his grievance response he was told that he would get the medical supplies that he needs, but it has been two weeks and he has not received the supplies.

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 was given the needed supplies.

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

8. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that per Dr. Ippel, he was supposed to receive heel lifts, but has not received the items.

Basis for Claim HCSD 2.29 Orthoses, Prostheses, & other Aids to Impairment

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 was given the heel lifts.

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

9. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary	The offender complains that he has received a bill for medical care 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 staff temporarily located at the facility.
Outcome	The offender's name was removed as guarantor.
Follow-up	No follow-up is necessary, as the issue has been resolved.

10. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he has had a skin condition since June.
Basis for Claim	HCSO 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional CQI staff temporarily located at the facility.
Outcome	The offender was seen and treated further.
Follow-up	No follow-up is necessary, as the offender has received the needed care.

11. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he never received the medical pass to receive x-rays, but was told he refused the appointment.
Basis for Claim	HCSO 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Stacy Scott, Regional Staff temporarily located at the facility.

Outcome The offender received the x-rays.

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

12. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he is in need of a neurological consult, but Dr. Ippel never did the referral.

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 the HSA located at the facility.

Outcome The offender was seen and treated further.

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

13. New Castle Correctional Facility

Complaint Type Offender Trust Accounts

Complaint Summary The offender complains that the Business Office is taking half of all monies credited to his Offender Trust Account.

Basis for Claim 04-01-104 Inmate Trust Fund

Investigative Summary The Bureau contacted Lisa Powers in Central Office. Other facilities only take half of State Pay.

Outcome The matter was further reviewed by the CFO. Policies would be updated to ensure GEO's compliance with the rest of the Department.

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

14. Plainfield Correctional Facility

Complaint Type	Credit Time
Complaint Summary	The offender complains that he had a conduct report expunged, but his time has not been added to reflect the conduct report being dismissed.
Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted Ty Robbins, Classification Supervisor at the facility and Kamma Staton, Release Specialist in Central Office.
Outcome	The offender's time and EPRD were updated.
Follow-up	No follow-up is necessary, as the offender received the appropriate amount of time credited back to this sentence.

15. Plainfield Correctional Facility

Complaint Type	Disciplinary Action
Complaint Summary	The offender complains that he has had a conduct report pending for almost a year.
Basis for Claim	02-04-102 Adult Disciplinary Action
Investigative Summary	The Bureau contacted Chuck Penfold at the facility.
Outcome	The conduct report was dismissed.
Follow-up	No follow-up is necessary, as no further action is needed.

16. Wabash Valley Correctional Facility

Complaint Type	Personal Property
Complaint Summary	The offender complains that the facility has eliminated deodorant out of its indigent hygiene kit.
Basis for Claim	02-01-104 Offender Grooming, Clothing, and Personal Hygiene

Investigative Summary	The Bureau contacted Rich Larsen, Public Information Officer at the facility.
Outcome	The offender received deodorant and the item was added back into the kits.
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 this issue with the facility for some time, throughout the new provider taking over. Considering a complete overhaul of medication administration services was necessary, while attempting to make needed staffing changes, the facility has begun to make positive changes. While the healthcare personnel has made positive changes and has greatly reduced medication errors, the Bureau will continue to track this issue until the errors further subside.

New Castle Correctional Facility – Medical Care

Synopsis: The Bureau has been tracking the backlog in chronic care since last July as well. The facility is implementing a plan to cure this backlog. The Bureau will continue to monitor this plan.