

**Overview of Monthly Activity**

*The Bureau received 113 (57 were received electronically) complaints during the month of February 2016.*

*114 (55 electronic) complaints were closed*

*2 required more information to proceed with an investigation*

*3 were closed due to lack of Bureau jurisdiction*

*27 were dismissed for no violation*

*16 were referred back to the DOC*

*66 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)*

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

*9 complaints remain open (9 from February)*

*The Bureau also corresponded with another 225 offenders who submitted complaints electronically*

**Substantiated Complaints & Recommendations to IDOC for Resolution**

**1. County Jail**

<b>Complaint Type</b>	Mental Health
<b>Complaint Summary</b>	The offender's family member contacted the Bureau concerned that her daughter had been on suicide watch since Friday (it was Tuesday), but had not been evaluated by a mental health professional. She was sentenced to DOC already, but awaiting transport.
<b>Basis for Claim</b>	HCSO 4.03 Adult Mental Health Services
<b>Investigative Summary</b>	The Bureau contacted Ken Whipker, Director of County Jail Audits/Inspections

**Outcome** The offender was transferred to IDOC and given a proper evaluation.

**Follow-up** No follow-up necessary as the offender has been given a proper evaluation and has received care.

**2. Indiana Women's Prison**

**Complaint Type** Medical Care

**Complaint Summary** The offender complained that she was supposed to be receiving further medications, per the doctor, but she has not received any.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director

**Outcome** Medical reviewed the matter. The doctor had charted to address with 'downtown', but this had not occurred. The Regional Medical Director reviewed the matter and the appropriate medications were prescribed.

**Follow-up** No follow-up is necessary as the offender has now received the medications.

**3. Miami Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complained that his head was throbbing and blood vessels appeared broke in his eye. Custody took him to medical and they had him fill out a Healthcare Request Form.

**Basis for Claim** HCSD 2.04 Access to Care

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director.

**Outcome** The offender was later admitted to the infirmary and treated. The nurse who had him fill out the form was working her last shift and is no longer employed with Corizon.

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

**4. Miami Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complained that he had been requesting to see medical for 10 days. He's dizzy and had surgery done on both of his ears prior to coming to the facility.
<b>Basis for Claim</b>	HCSD 2.04 Access to Care
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	The offender had been recommended to see a neurologist, but it had not been approved or scheduled. The offender was seen and treated further and scheduled for an outside consult with a neurologist.
<b>Follow-up</b>	No follow-up necessary as the offender has been treated and evaluated.

**5. New Castle Correctional Facility**

<b>Complain Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complained that he had been without his blood pressure medication for 60 days. He had complained and had been told that it was ordered, but never received it.
<b>Basis for Claim</b>	HCSD 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	The offender received the medication. The facility reviewed its procedures for medication renewal.
<b>Follow-up</b>	No follow-up necessary, as the offender has received the medication and processes were improved.

**6. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
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<b>Complaint Summary</b>	The offender complains that he has not received his medication for 45 days.
<b>Basis for Claim</b>	HCSD 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	The offender received the medication. The facility further reviewed their process. The medication was KOP (keep on person) which are handwritten on the MAR. It did not come from the pharmacy when ordered (the pharmacy showed as cancelled), so it was missed.
<b>Follow-up</b>	No follow up necessary as the offender has received the medication.

**7. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complained that he was not getting the medication that he needed nor given follow up so he could get hearing aids.
<b>Basis for Claim</b>	HCSD 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	Prescription had been ordered, but no FER had been entered. Audiology consult approved and scheduled.
<b>Follow-up</b>	No follow-up necessary as the offender has received the prescription and consult.

**8. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that it had been over two weeks since he had seen the doctor who represcribed Neurontin for his Crohn's disease, but he had not received it.
<b>Basis for Claim</b>	HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director.

**Outcome** The doctor had not submitted the FER. The request was submitted and the offender received the medication needed.

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

**9. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complained that meds were being delivered at 2-3:30 AM and it only seems to be on nights when a male nurse works.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director.

**Outcome** Evening medication pass procedures were reviewed and improved.

**Follow-up** No follow-up is necessary as the facility has made a nurse available to assist with evening med pass.

**10. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complained that he had been receiving care for pain in his back and was prescribed medication for it, but had never received anything. He says that over the counter pain medications are not working.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director.

**Outcome** Regional Medical Director had requested more information. The offender received medication once this was provided.

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

**11. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he has not received his medication.
<b>Basis for Claim</b>	HCSO 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	The FER for the offender's medication was submitted and approved.
<b>Follow-up</b>	No follow-up is necessary as the offender has received his medication.

**12. Putnamville Correctional Facility**

<b>Complaint Type</b>	Classification
<b>Complaint Summary</b>	The offender complained that his charges were entered wrong, so his EPRD was wrong.
<b>Basis for Claim</b>	01-04-101 Adult Offender Classification
<b>Investigative Summary</b>	The Bureau contacted Jeri Thompson, Classification Specialist
<b>Outcome</b>	The offender's EPRD was updated.
<b>Follow-up</b>	No follow-up is necessary as the offender's sentencing information and EPRD has been updated.

**13. Rockville Correctional Facility**

<b>Complaint Type</b>	Mental Health
<b>Complaint Summary</b>	The offender complained that she is not receiving the mental health care that she needs.
<b>Basis for Claim</b>	HCSO 4.03 Adult Mental Health Services
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director and Mark Levenhagen, Director of Mental Health Services.

**Outcome** Upon being seen and evaluated, the offender was transferred to IWP (Indiana Women’s Prison) for IWP to further address her needs.

**Follow-up** Follow- up when placed at IWP to ensure she is being appropriately followed at IWP.

**14. Westville Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complained that the food that he is receiving is not what he should be getting served on the ‘clear liquid diet’, which he had been prescribed due to having a broken jaw.

**Basis for Claim** HCSD 5.01 Regular and Therapeutic Diets

**Investigative Summary** The Bureau contacted John Schilling, Director of Contract Compliance.

**Outcome** The offender had been prescribed a ‘full liquid diet’ not a ‘clear liquid diet’. The correction was made and the offender began receiving the correct food.

**Follow-up** No follow-up is necessary as the offender has now received the correct diet.

**Assists**

**1. Branchville Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complained that his medical needs were not being addressed. He has been experiencing numbness and falling.

**Basis for Claim** HCSD 2.04 Access to Care

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director.

**Outcome** The offender had been uncooperative last time when he was reviewed by the doctor. The facility attempted to see him again

and determined a transfer to an infirmary for further observation would be appropriate.

**Follow-up** No follow-up is necessary as the offender has been transferred and is receiving further care.

**2. Henryville Correctional Facility**

**Complaint Type** Food

**Complaint Summary** The offender complained that when offenders go to visitation on Saturdays, they are not fed an afternoon meal.

**Basis for Claim** 04-01-301 the Development & Delivery of Food Services

**Investigative Summary** The Bureau contacted Kathy Alvey, Superintendent.

**Outcome** The Superintendent reviewed the policy.

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

**3. New Castle Correctional Facility**

**Complaint Type** Personal Property

**Complaint Summary** The offender complained that temperatures had been cold in the dorm.

**Basis for Claim** 04-02-103 Energy Conservation and Waste Reduction

**Investigative Summary** The Bureau contacted Myra Strobel, Administrative Assistant.

**Outcome** The temperature was found to be low and was fixed.

**Follow-up** No follow-up necessary as the issued has been addressed.

**4. Plainfield Correctional Facility**

**Complaint Type** Security

**Complaint Summary** The offender complained that he missed his outside neurologist appointment due to not being able to hold his arms in the required position for the restraints.

**Basis for Claim** 02-03-110 Adult Offender Transportation



**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director.

**Outcome** The doctor reviewed the matter and ordered soft mechanical restraints for the offender.

**Follow-up** No follow-up is necessary as the offender has received his outside appointment.

**5. Putnamville Correctional Facility**

**Complaint Type** Credit Time

**Complaint Summary** The offender complained that his EPRD was wrong due to having lost a credit class when he received a conduct report.

**Basis for Claim** 02-04-101 Adult Disciplinary Code

**Investigative Summary** The Bureau contacted Mike Rains, Assistant Supervisor.

**Outcome** The offender had been moved from Credit Class ‘B’ to ‘D’ instead of Credit Class ‘B’ to ‘C’. The issue was corrected and his EPRD was updated to reflect this.

**Follow-up** No follow-up is necessary as the offender’s EPRD and credit class have been updated.

**6. Rockville Correctional Facility**

**Complaint Type** Credit Time

**Complaint Summary** The offender complained that her EPRD was not correct because it did not include days that she had credited for time spent in county jail.

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

**Investigative Summary** The Bureau contacted Randy Short, Supervisor of Adult Offender Placement.

**Outcome** The offender’s EPRD was updated to reflect this time.

**Follow-up** No follow-up is necessary as the offender’s EPRD has been updated.

**7. Westville Correctional Facility**

<b>Complaint Type</b>	Offender Safety
<b>Complaint Summary</b>	The offenders complained that he had requested Protective Custody, but had been placed in Restrictive Housing for over two months.
<b>Basis for Claim</b>	01-04-106 Offender Monitoring Program
<b>Investigative Summary</b>	The Bureau contacted Chuck Whelan, Lead Investigator
<b>Outcome</b>	The offender was moved to Restrictive Housing.
<b>Follow-up</b>	No follow-up is necessary as the offender has been moved.