

Overview of Monthly Activity

The Bureau received 136 (80 were received electronically) complaints during the month of June 2016.

135 (73 electronic) complaints were closed

0 required more information to proceed with an investigation

3 were closed due to lack of Bureau jurisdiction

22 were dismissed for no violation

19 were referred back to the DOC

91 complaints were investigated

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

20 (18 electronic) complaints were substantiated (see below)

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

15 complaints remain open (1 from May and 14 from June)

The Bureau also corresponded with another 133 offenders who submitted complaints electronically

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

Complaint Type	Disciplinary Action
Complaint Summary	The offender complained that he had received eight B236 conduct reports for refusing a bed assignment, which is more appropriately charged under a C356 Refusing an Assignment. All conduct reports had been appealed through Central Office.
Basis for Claim	02-04-101 Adult Disciplinary Code
Investigative Summary	The Bureau contacted Robert Bugher, Chief Counsel, in Central Office.

Outcome Director Bugher modified the conduct reports to eight C356 and the sanctions were rescinded.

Follow-up No follow-up is necessary as the appropriate changes have been made.

2. Heritage Trail Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complained that he was not receiving needed medication.

Basis for Claim HCSD 2.04 Access to Care

Investigative Summary The Bureau contacted Monic Gipson, Healthcare Services Director. The facility found that the medications prescribed at RDC had expired. Upon review of his records, they found that the medication should be continued.

Outcome The offender received the medication.

Follow-up No follow up necessary.

3. Indiana State Prison

Complaint Type Work

Complaint Summary The offender complained that he was hired by medical to be a wheelchair pusher in February, but never received pay for it. He attempted to file a grievance but it was denied for timeframe.

Basis for Claim 02-01-106 Offender Assignments and Pay Schedules

Investigative Summary The Bureau contacted Pam James, Administrative Assistant at the facility.

Outcome The offender received back pay for February and March.

Follow-up No follow-up necessary as to the offender, he has received the back pay.

4. Indiana Women's Prison

Complaint Type	Legal Mail
Complaint Summary	The offender complains that his time sensitive legal mail has been held at the facility at least a week due to the mail meter being broken at the facility.
Basis for Claim	02-01-103 Offender Correspondence
Investigative Summary	The Bureau contacted Sharon Dawn-Easley, Assistant Superintendent at the facility.
Outcome	The offender's mail was mailed the same day.
Follow- up	No follow-up is necessary as his mail has been sent.

5. Miami Correctional Facility

Complaint Type	Offender Safety
Complaint Summary	The offender complains that he has tried complaining to his counselor about a threat at the facility. She made calls and said that he was trying to get at him due to a PREA complaint the offender made against the other offender. He does not feel safe and wants moved, since the counselor did not move either of them.
Basis for Claim	01-04-106 Offender Monitoring Program
Investigative Summary	The Bureau contacted Angela Heishman, Administrative Assistant at the facility.
Outcome	The offender was transferred to another facility.
Follow-up	No follow-up is necessary as the offender has been relocated at another facility.

6. Miami Correctional Facility

Complaint Type	Religious
Complaint Summary	The offender complains that all of his religious property was confiscated upon arrival at the facility. He filed a grievance the day that he arrived due to not getting his property then.

Basis for Claim	02-01-101 Offender Personal Property
Investigative Summary	The Bureau contacted Angela Heishman, Administrative Assistant at the facility. The Chaplain had been notified, but had not looked to see what was allowable property.
Outcome	The offender was given what property that he was allowed to have.
Follow-up	No follow up is necessary as the offender now has his religious property.

7. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that a mop bucket containing scalding hot water and chemicals fell on his foot over 4 days ago. Custody continues to tell him to be patient that he is on a list to be seen by medical.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director
Outcome	The offender was seen the same day by the provider. Medical had not been informed of this man's injury. No incident report or injury report were filed by custody.
Follow-up	No follow-up necessary as the offender has received the needed care.

8. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he is experiencing pain with a hernia and pain during excretion. He further states that he is still on a top bunk, which causes him great pain getting into and out of bed.
Basis for Claim	HCSD 2.04 Access to Care

Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director. The facility was unable to have him seen until seven days after the facility was first contacted.
Outcome	The offender received the care needed.
Follow-up	No follow-up necessary as the offender has received the needed services.

9. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that his medication was stolen, so he was not receiving it.
Basis for Claim	HCSO 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director. The facility was not aware that the medication had been stolen, thus was not aware that the offender was not receiving the medication. Refill stickers were not being pulled timely.
Outcome	The offender was provided clinic stock.
Follow-up	Follow-up in 30 days to ensure that stickers are pulled timely and medication room procedures have improved.

10. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he is not receiving his medication.
Basis for Claim	HCSO 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director. Upon review, the facility discovered that he did not have a med card, so he could not get his meds.
Outcome	Offender received his medication.
Follow-up	Follow-up to ensure procedures are improved in initiating medicine.

11. New Castle Correctional Facility

Complaint Type	Mental Health
Complaint Summary	The offender complains that he is not receiving the mental health medication that he has been prescribed to for 19 years.
Basis for Claim	HCSD 4.03 Adult Male Mental Health Services
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director. Upon review, the facility discovered that the offender did not have a current medication card or prescription. His were expired and had been given to him by another facility. He was not referred to psychiatry upon intake, so this was not discovered.
Outcome	The offender received the referral to psychiatry and medication was reviewed and renewed.
Follow- up	No follow up necessary as the facility has provided extra training on intake procedures.

12. Pendleton Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he had surgery six weeks ago and has not had follow-up. He says that he is in pain and he was only prescribed pain killers for the first two weeks.
Basis for Claim	HCSD 1.05 Off-site Medical Referrals
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director. The referral for routine post-surgery follow-up was denied by the Regional Medical Director. An Alternative treatment plan was given to follow the offender on-site. At his second follow up with the doctor, an alternative treatment plan was given for him to do physical therapy at the site.
Outcome	The offender was seen and treated further.
Follow-up	No follow-up is necessary as the offender has received further care.

13. Pendleton Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he is not receiving his blood pressure medication.
Basis for Claim	HCSO 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director. The sticker was not pulled on the medication to order the refill.
Outcome	The offender received the medication.
Follow-up	No follow up necessary as the nurses were counseled further as to the importance of pulling the medication renewal stickers.

14. Pendleton Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he saw the doctor two days ago and his medications were changed, but he has not received the new medications.
Basis for Claim	HCSO 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director. The orders had been awaiting approval by the doctor for over three days.
Outcome	The orders were approved and the offender was given the new medication.
Follow-up	No follow-up necessary as the offender has received the medications.

15. Pendleton Correctional Facility

Complaint Type	Personal Property
Complaint Summary	The offender complains that he had written us concerning a book that had been confiscated. We informed him that he would be

receiving a confiscation form for the book, but he never received it.

Basis for Claim	02-01-101 Offender Personal Property
Investigative Summary	The Bureau contacted Penny Eden, Administrative Assistant at the facility.
Outcome	The Office of Investigations and Intelligence contacted the offender about gate releasing the book.
Follow-up	No follow-up necessary as the offender has been contacted.

16. Pendleton Juvenile Correctional Facility

Complaint Type	Personal Property
Complaint Summary	The offender complains that he was transferred to Miami Correctional Facility from Pendleton Juvenile over six weeks ago, but has still not received his trust account funds.
Basis for Claim	04-01-104 Trust Fund Account
Investigative Summary	The Bureau contacted Superintendent Yancey at the facility. Personnel in the Business Office were on medical leave so others in the office did not have access to the reports. This problem has been resolved.
Outcome	The offender received his trust account funds.
Follow-up	No follow-up is necessary as the offender has received the funds and the office has resolved the issue.

17. Plainfield Correctional Facility

Complaint Type	Confinement Conditions
Complaint Summary	The offender complains that he is in Restrictive Housing and despite the temperature being over 85 degrees, they are not getting ice and showers according to policy. He also complains that they are not getting proper laundry exchanges.
Basis for Claim	02-01-111 Adult Administrative Restrictive Status Housing

Investigative Summary	The Bureau contacted Assistant Superintendent Dave Uberto at the facility. Due to staff error, the laundry had been delayed at least one time. Ice and showers were also not appropriately given.
Outcome	The housing unit Lieutenant is aware of the laundry issue and monitoring it. Appropriate action was taken against staff for denying proper ice and shower usage. Staff was further reminded to adhere to policy on providing proper ice and showers in the heat. The offenders received ice, showers, and laundry according to policy.
Follow-up	No follow-up is necessary as the appropriate action has been taken.

18. Plainfield Correctional Facility

Complaint Type	Disciplinary Action
Complaint Summary	The offender complains that he has had two conduct reports pending since March.
Basis for Claim	02-04-101 Adult Disciplinary Code
Investigative Summary	The Bureau contacted Charles Penfold, Administrative Assistant at the facility.
Outcome	The conduct reports were dismissed.
Follow-up	No follow-up is necessary as the conduct reports have been dismissed.

19. Wabash Valley Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he has been seen by medical three times over the same issue since March, but has still not seen the doctor.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Michael Mitcheff, Chief Medical Officer. The offender had not been scheduled appropriately in sick call with the Provider.

Outcome The offender was seen and treated by the doctor and will be scheduled for further testing.

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

20. Westville Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he broke his hand three weeks ago. He received x-rays confirming the break and given Tylenol 3 for seven days. He was told that he would be going off-site to have his hand set, but has yet to hear anything back from medical, despite contacting medical.

Basis for Claim HCSD 2.04 Access to Care

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director. The doctor had seen the offender, but thought that the offender could not have a splint where he was housed, thus a “homemade” splint was fashioned out of duct tape and tongue depressors.

Outcome The offender received a splint.

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

Assists

1. Branchville Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he is receiving medical bills for an injury that he has received treatment for at the facility.

Basis for Claim IC 11-10-3-5 Copayment Requirements

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

Outcome The bill was given to medical.

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

2. Madison Correctional Facility

Complaint Type Credit Time

Complaint Summary The offender complains that she has eleven months left to serve on her sentence, but she has not received good time credit that the court has awarded her. She has also not received a time cut for completing the USDOL Apprenticeship.

Basis for Claim 01-04-101 Adult Offender Classification

Investigative Summary The Bureau contacted Randy Short, Director of Offender Placement.

Outcome The time was reviewed and applied.

Follow-up No follow-up necessary as the offender has received the time cut and good time credit.

3. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he has not received a refund for services not provided.

Basis for Claim IC 11-10-3-5 Copayment Requirements

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director. The offender had been charged for a Healthcare Request Form on which he had requested lab results.

Outcome The offender was reimbursed.

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

4. Plainfield Correctional Facility

Complaint Type Grievance

Complaint Summary	The offender complains that he lost a finger down to the knuckle and filed an informal grievance 75 days ago concerning it, but it had not been responded to.
Basis for Claim	00-02-301 Offender Grievance Process
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The grievance officer had missed the response. He met with offender and resolved the issue.
Follow-up	No follow-up necessary as the issue has been resolved.

5. Plainfield Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he has a wheelchair pass, but was made to walk to chow.
Basis for Claim	HCS D 2.29 Orthoses, Protheses & Other aids to Impairment
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The matter was reviewed at the facility by Melinda Titus. The offender had a current wheelchair pass for transport only. Custody was unclear that all that he needed was the pass on his badge. This has now been clarified with custody.
Follow-up	No follow-up is necessary as the offender has now been able to use a wheelchair.

6. Plainfield Correctional Facility

Complaint Type	Personal Property
Complaint Summary	The offender complains that he was charged \$45 for a “ripped” mat. He had turned the mat into property before he went out to court and was charged upon return after he had received another mat. He claims that his mat was never ripped.
Basis for Claim	02-01-101 Offender Personal Property

Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The offender was refunded \$40 and \$5 was retained by the facility for repair of the old mat.
Follow-up	No follow-up is necessary as the offender has received the funds.

7. Wabash Valley Correctional Facility

Complaint Type	Disciplinary Action
Complaint Summary	The offender complains that he filled out a DHB (Disciplinary Hearing Board) appeal, but it had been 90 days and he had not received a response. He has a note from the psychiatrist saying that the conduct was as a result of a mental health issue.
Basis for Claim	02-04-101 Adult Disciplinary Code
Investigative Summary	The Bureau contacted Lee Hoefling, Administrative Assistant at the facility. Upon review, Mr. Hoefling suggested that he appeal the conduct report to have it reviewed further.
Outcome	Per Lee Hoefling, the offender will have to appeal the conduct reports in order for the reports to be reviewed further.
Follow-up	Follow up necessary to ensure offender appeals conduct reports.

8. Westville Correctional Facility

Complaint Type	Personal Property
Complaint Summary	The offender complains that he had been out to court the day before, but had not received his bed mat or property box when he returned, thus he slept on the floor.
Basis for Claim	02-101-101 Offender Personal Property
Investigative Summary	The Bureau contacted Dave Leonard, Acting Assistant Superintendent
Outcome	The offender received the mat and received his property later that day.

Follow-up No follow-up is necessary as the offender has received his property back.

9. Westville Correctional Facility

Complaint Type Personal Property

Complaint Summary The offender complains that he was out at the hospital and returned to be told that his property was lost.

Basis for Claim 02-01-101 Offender Personal Property

Investigative Summary The Bureau contacted Dave Leonard, Administrative Assistant.

Outcome The property was mislabeled. The offender had the property within a half hour.

Follow-up No follow-up is necessary as the offender has received his property back.

Follow-up From Previous Months

No follow-up is due.