

Overview of Monthly Activity

The Bureau received 44 complaints during the month of December 2018.

45 complaints were closed

0 required more information to proceed with an investigation

0 were closed due to lack of Bureau jurisdiction

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

7 were referred back to the DOC

8 complaints were investigated

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

0 complaints were substantiated (see below)

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

8 complaints remain open (1 from October and 7 from December (As of January 1, 2019))

The Bureau also had 47 additional contacts.

Substantiated Complaints & Recommendations to IDOC for Resolution

** The Bureau did not substantiate any complaints for the month of December. It should be noted that the DOC implemented the use of offender tablets this month. The offenders do not currently have access to correspond electronically with the Bureau.

The Bureau received 113 complaints and had 198 contacts for the month of December 2017 vs. the Bureau receiving 44 complaints and having 47 contacts for the month of December 2018.

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

Synopsis: The Bureau has been following medication complaints since July 2016. Since that time, the facility has attempted a complete overhaul of medication administration services. A core group of people each manages a different aspect on site. Since complaints have continued to decrease, the Bureau will cease following this issue, unless further interruptions in meds occur at the facility.