

**Overview of Monthly Activity**

*The Bureau received 126 (66 were received electronically) complaints during the month of July 2018.*

*125 (64 electronic) complaints were closed*

*0 required more information to proceed with an investigation*

*4 were closed due to lack of Bureau jurisdiction*

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

*19 were referred back to the DOC*

*71 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)*

*13 (12 electronic) complaints were substantiated (see below)*

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

*8 complaints remain open (2 from June and 18 from July)*

*The Bureau also corresponded with 203 offenders who submitted complaints electronically and had an additional 52 contacts.*

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

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he was put into the Restrictive Housing Unit without having a medical assessment completed.
<b>Basis for Claim</b>	HCSO 2.25 Health Evaluation of Offenders in Restrictive Status Housing
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director for the IDOC, who in turn contacted Brad Owens, Director of Nursing at the facility.

**Outcome** An audit was conducted of all new admits into the Restrictive Housing Unit to ensure that all had been seen. Staff was counseled. Offender was seen and given necessary treatment.

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

## **2. Miami Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The family member complains that she is concerned for whether her son is receiving the care that he needs after being treated for a brain bleed.

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

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director for the IDOC, who in turn contacted Kim Meyers, Nurse Practitioner at the facility.

**Outcome** The offender was given pain medication, taken off a drug that was making him sick, and admitted into the Infirmary for further observation.

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

## **3. Miami Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he is a diabetic who was sick from high blood sugar the night before and despite asking two officers for help and to be seen by Medical, both staff members refused him medical care. One officer claimed that he called medical and spoke with a nurse who told him to wait until the morning to call medical.

**Basis for Claim** HCSD 8.01 Nursing Protocols

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director for the IDOC, who in turn contacted Lee Ann Ivers with Wexford at the facility.

**Outcome** The offender was seen and counseled on how to control his insulin through proper diet. Staff was also counseled and re-trained as to the urgency of such events.

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

#### **4. New Castle Correctional Facility**

**Complaint Type** Classification (Time Cut)

**Complaint Summary** The offender complains that he passed the TASC test, but his time cut has not been submitted yet, despite everyone else having already received theirs that passed at the same time as him.

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

**Investigative Summary** The Bureau contacted John Nally, Education Director.

**Outcome** Upon review, it was discovered that the facility had misclassified the time cut as LLS2 in the database, thus it had not been processed. This was changed and the time cut was applied.

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

#### **5. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he is supposed to be receiving prescription medication that he is not receiving.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director for the IDOC, who in turn contacted Theresa Auler with Wexford located at the facility.

**Outcome** A non-formulary request was supposed to be submitted, but had not been.

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

#### **6. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he has sent multiple Healthcare Request Forms to medical letting them know that he is not receiving his prescription medication.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director for the IDOC, who in turn contacted Theresa Auler with Wexford located at the facility.

**Outcome** A refill for his medication was submitted.

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

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

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he requested HIV and Hepatitis C testing and was told that the labs would be completed over a month ago, but it still has not been completed.

**Basis for Claim** HCSD 2.03 Reception Screening

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director for the DOC, who in turn contacted Theresa Auler with Wexford located at the facility.

**Outcome** The labs were drawn on the offender.

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

**8. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that his prescription medication was suddenly stopped.
<b>Basis for Claim</b>	HCSO 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director for the IDOC, who in turn contacted Theresa Auler with Wexford located at the facility.
<b>Outcome</b>	The offender's medication had been submitted using the old non-formulary request forms. The offender's medication was ordered.
<b>Follow-up</b>	No follow-up is necessary, as the offender received the medication.

**9. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he has been experiencing pain and vomiting from a stomach ulcer for the past year.
<b>Basis for Claim</b>	HCSO 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director for the IDOC, who in turn contacted Theresa Auler with Wexford located at the facility.
<b>Outcome</b>	The offender received medication for the condition.
<b>Follow-up</b>	No follow-up is necessary, as the offender has received the needed care.

**10. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he was diagnosed with a heart murmur that needed surgery, but it has been fifteen weeks and he has not heard anything further.

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<b>Basis for Claim</b>	HCSO 1.05 Off-site Medical Referrals
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director for the IDOC, and Dr. Michael Mitcheff, Wexford Regional Medical Director, who reviewed the matter and ordered a surgery consult to be completed.
<b>Outcome</b>	The offender received the needed care and surgery.
<b>Follow-up</b>	No follow-up is necessary, as the offender has received the care needed.

### **11. New Castle Correctional Facility**

<b>Complaint Type</b>	Mental Health
<b>Complaint Summary</b>	The offender complains that he is in need of mental health services.
<b>Basis for Claim</b>	HCSO 4.03 Adult Mental Health Services
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director for the IDOC, who in turn contacted Laura Basham with Wexford located at the facility who upon review discovered that the offender had missed his last mental health appointment and was supposed to be rescheduled, but had not been.
<b>Outcome</b>	The offender received mental health services.
<b>Follow-up</b>	No follow-up is necessary, as the offender received the care needed.

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

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he was seen by Medical and supposed to receive a prescription, but it has been a week and he has not received anything.
<b>Basis for Claim</b>	HCSO 2.17 Medication Management

<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director for the IDOC, who in turn contacted DeAngela Lewis, Health Service Administrator at the facility. An order was supposed to be placed, but had not been.
<b>Outcome</b>	The prescription was ordered and in the meantime, they got one dose from the local pharmacy.
<b>Follow- up</b>	No follow-up is necessary, as the offender has received the care needed.

### 13. Westville Correctional Facility

<b>Complaint Type</b>	Phone
<b>Complaint Summary</b>	The offender complains that he has tried to contact at least five people concerning his phone access.
<b>Basis for Claim</b>	02-01-105 Telephone Privileges
<b>Investigative Summary</b>	The Bureau contacted David Leonard, Public Information Officer at the facility.
<b>Outcome</b>	The offender's phone access was restored.
<b>Follow- up</b>	No follow-up is necessary, as the offender's phone access was restored.

Assists

### 1. Correctional Industrial Facility

<b>Complaint Type</b>	Classification (Time Cut)
<b>Complaint Summary</b>	The offender complains that he has not received a time cut which he has earned.
<b>Basis for Claim</b>	01-04-101 Adult Offender Classification
<b>Investigative Summary</b>	The Bureau contacted Elizabeth Cummins, Sentencing and Computation Team Leader, who reviewed the matter and determined that the time cut was not in the queue.
<b>Outcome</b>	The matter was further reviewed by the facility and the time cut was awarded.

**Follow-up** No follow-up is necessary, as the offender received the time cut.

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

**Complaint Type** Classification (other than disciplinary)

**Complaint Summary** The offender complains that he is overdue for an Annual Review.

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

**Investigative Summary** The Bureau contacted Dan LeFlore, Deputy Warden at the facility who addressed the issue with the offender's counselor.

**Outcome** The offender had an Annual Review of his classification conducted.

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

## **3. Madison Correctional Facility**

**Complaint Type** Work

**Complaint Summary** The offender complains that she has not received the correct amount of State Pay and she has tried to resolve this matter at the facility, but has not been able to.

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

**Investigative Summary** The Bureau contacted Warden Davis of the facility.

**Outcome** The offender was paid the missing amount when the next State Pay was posted to her account.

**Follow-up** No follow-up is necessary, as the offender has received her State Pay.

## **4. Plainfield Correctional Facility**

**Complaint Type** Legal

**Complaint Summary** The offender complains that he has been scheduled for Law Library time, but it has been cancelled on him despite being



accused of otherwise, but is still in need of the Law Library time.

**Basis for Claim**

00-01-102 Access to the Courts

**Investigative Summary**

The Bureau contacted Tricia Pretorius, Deputy Warden at the facility.

**Outcome**

The offender's Law Library time was confirmed with staff and the offender.

**Follow-up**

No follow-up is necessary, as the offender received the needed Law Library time.

**5. Plainfield Correctional Facility****Complaint Type**

Parole

**Complaint Summary**

The offender complains that he was arrested on a Parole Violation on April 23 and transported to the facility on May 11. He was supposed to see the Parole Board within 60 days, but has not. He asked at the facility and was told that he would be seen after his county charges were disposed. He wrote the county and they stated that he had no pending charges. He asked his Counselor after this and was told to write Classification. He has done so several times, but received no response.

**Basis for Claim**

IC 11-13-3-10 Parole Revocation Hearing

**Investigative Summary**

The Bureau contacted the Parole Board.

**Outcome**

The offender was released.

**Follow-up**

No follow-up is necessary, as the offender has been released.

**6. Westville Correctional Facility****Complaint Type**

Confinement Conditions

**Complaint Summary**

The offender complains that the shower water is scalding hot.

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<b>Basis for Claim</b>	02-01-104 Offender Grooming, Clothing, and Personal Hygiene
<b>Investigative Summary</b>	The Bureau contacted Dave Leonard, Public Information Officer at the facility, who in turn contacted Ed Vazquez, Policy Coordinator at the facility.
<b>Outcome</b>	It was discovered that the valves were not functioning properly.
<b>Follow-up</b>	No follow-up is necessary, as the issue has been resolved.

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

<b>Complaint Type</b>	Phone
<b>Complaint Summary</b>	The offender complains that he is deaf and has requested access to the TTY Phone several times since being at the facility, but still has not received it.
<b>Basis for Claim</b>	02-01-105 Telephone Privileges
<b>Investigative Summary</b>	The Bureau contacted Dave Leonard, Public Information Officer at the facility.
<b>Outcome</b>	The offender met with his Counselor who showed the offender how to use the TTY Phone.
<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 that time, the facility has attempted a complete overhaul of medication administration services. With new procedures currently in place and the opening of the new pharmacy area, the Bureau is hopeful that these errors will begin to subside, but will continue to track this issue until the errors subside.

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

**Synopsis:** The Bureau has been tracking the backlog in chronic care since July 2016 as well. Policy has been updated and a plan was implemented to eradicate the backlog, however due to the provider shortage, the backlog has begun reforming. We will continue to monitor the backlog to ensure it does not continue to increase.

**New Castle Correctional Facility – Medical Care**

**Synopsis:** The facility has struggled with the OPR process. With the new procedures in place, the Bureau is hopeful that these errors will subside, however, the Bureau will continue to track these errors until the process shows improvements.