

Overview of Monthly Activity

The Bureau received 130 (73 were received electronically) complaints during the month of October 2015.

114 (65 electronic) complaints were closed

1 required more information to proceed with an investigation

2 were closed due to lack of Bureau jurisdiction

24 were dismissed for no violation

10 were referred back to the DOC

77 complaints were investigated

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

12 (10 electronic) complaints were substantiated (see below)

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

25 complaints remain open (1 from August and 24 from October)

The Bureau also corresponded with another 172 offenders who submitted complaints electronically

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

Complaint Type	Medical Care
Complaint Summary	The offender complained that he's a brittle diabetic with neuropathy and located on a top bunk. With his condition, he has to use the restroom frequently during the night. He tried to get a bottom bunk pass from medical due to his condition and has been denied.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, IDOC Healthcare Services Director.

Outcome The offender was seen and approved for a bottom bunk pass.

Follow-up No follow-up necessary as the offender was moved to a bottom bunk.

2. Branchville Correctional Facility

Complaint Type Personal Property

Complaint Summary Offender complained that he had tried to resolve the matter at the facility and been notified that he would be reimbursed state pay that he was owed, but had never received it.

Basis for Claim 04-01-104 Trust Fund Account

Investigative Summary The Bureau contacted Rick Newton, Administrative Assistant at Branchville Correctional Facility.

Outcome The offender was reimbursed the money.

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

3. New Castle Correctional Facility

Complaint Type Dental

Complaint Summary The offender complained that the partial that he received broke within three months of having it and he doesn't have the money requested to fix it.

Basis for Claim Dental Services Manual

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

Outcome The record was reviewed and due to the doctor not having notated suspected tampering by the patient, the partial was replaced.

Follow-up No follow-up necessary, as the offender has received the partial.

4. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he's not receiving appropriate care for a condition that he has known as Fibrous Dysplasia. He had submitted a HCRF, but had not been seen.
Basis for Claim	HCS D 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The offender had not been seen within 24 hours when he submitted the HCRF. The offender was seen by nursing and appropriately referred to the Provider to be reviewed further.
Follow-up	No follow-up is necessary, as the offender has received the care.

5. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he has nerve damage, but was removed suddenly from Neurontin, so he is in pain.
Basis for Claim	HCS D 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	He was scheduled to be re-evaluated by the Provider.
Follow-up	Follow-up for review after he's seen by the Provider.

6. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he had received surgery the night before and went to the medication line the next day, but they didn't have any pain medication for him as the hospital had recommended.
Basis for Claim	HCS D 2.04 Access to Care

Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The offender was seen and provided further care.
Follow- up	No follow-up necessary as the offender has received the medication.

7. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	Offender complains that that he is experiencing bleeding and is in need of a colonoscopy. He has been prepped to go four times, but has never gone and he is getting out very soon.
Basis for Claim	HCSO 1.05 Off-site Medical Referrals
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director. The offender had been scheduled three times with the initial request being in June. The first two times it was cancelled due to transport issues and the third was due to incomplete prep.
Outcome	The transport issues were further reviewed and the offender received the colonoscopy.
Follow-up	No follow-up necessary, as the offender has received the colonoscopy.

8. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he has put in three requests to have his blood pressure medication renewed in the past month and he still has not received it.
Basis for Claim	HCSO 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.

Outcome Medication procedures were further reviewed by the facility and the offender received the medication on the same day the complaint was received.

Follow-up No follow-up necessary, as the offender has now received his medication.

9. Pendleton Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he has not received his medication for a head and neck injury.

Basis for Claim HCSD 2.17 Medication Management

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

Outcome The medication renewal process at the facility was further reviewed and the offender received the medication.

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

10. Plainfield Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he has been approved for medication for two and a half months, but has not received it.

Basis for Claim HCSD 2.17 Medication Management

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director. The medication was ordered, but not followed up on and the pharmacy cancelled the order due to needing additional information.

Outcome The offender received the medication.

Follow-up Follow up in 30 days to ensure specialty pharmacy procedures have improved.

11. Putnamville Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender has been experiencing a gout flare up, but the medication that he was prescribed is not working.
Basis for Claim	HCSD 2.12 Treatment Planning Adult
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director. The offender had been prescribed medication, but did not pick up his medication for three days after he was notified. Later, it was discovered he was also prescribed the incorrect medication for treatment of the flare up.
Outcome	The offender received the medication on the same day that we contacted the facility.
Follow-up	No follow-up necessary as the offender has received the medication.

12. Putnamville Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender describes an unbearable condition of puss pockets throughout his body that he has been experiencing for over the past three months. He had been prescribed medication, but was not experiencing relief from it.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director. The offender had been seen numerous times by nursing before being referred to the provider.
Outcome	The offender was seen by the provider as follow up to the last medication prescribed and was improving.
Follow-up	No follow-up is necessary as the offender is improving.

Assists**1. Heritage Trail Correctional Facility**

Complaint Type	Personal Property
Complaint Summary	The offender complained that he did not receive his commissary order and was told to wait 4 to 6 weeks for reimbursement, but it had been longer than that and he still didn't have his refund.
Basis for Claim	02-01-108 The Establishment and Operation of Commissaries
Investigative Summary	The Bureau contacted Assistant Superintendent Dan Leflore at the facility.
Outcome	The offender was given the reimbursement.
Follow-up	No follow-up necessary as the offender has received the funds.

2. Plainfield Correctional Facility

Complaint Type	Visitation
Complaint Summary	The offender complained that he had been on permanent non-contact status during his last period of incarceration. He had been released, but when he came back his non-contact status was still in effect.
Basis for Claim	02-01-102 Offender Visitation
Investigative Summary	The Bureau contacted Assistant Superintendent Dave Uberto at the facility.
Outcome	The offender's restriction was lifted.
Follow-up	No follow-up necessary as the offender has regained his visitation privileges.

3. Plainfield Correctional Facility

Complaint Type	Classification - Time Cut
Complaint Summary	The offender complained that he had completed the Career Development Program, but had not received a time cut.
Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted Doug Evans of PEN Products

Outcome	The offender's test was scored and he was informed that his score did not meet the standard to receive a time cut.
Follow-up	No follow-up necessary as the offender has received the test score and information.

4. Plainfield Correctional Facility

Complaint Type	Clothing
Complaint Summary	The offender complained that he has tried several outlets to get new clothing issued. He has been at the facility over a year and has not received new clothing.
Basis for Claim	02-01-104 Offender Grooming, Clothing, and personal hygiene
Investigative Summary	The Bureau contacted Chuck Penfold, Grievance Officer at the facility.
Outcome	The offender received new clothing.
Follow-up	No follow-up necessary as the offender has received the clothing.

5. Putnamville Correctional Facility

Complaint Type	Parole
Complaint Summary	The offender complained that he had not been given a parole hearing since he had been back on a parole violation.
Basis for Claim	03-03-101 The Organization and Delivery of Parole Services
Investigative Summary	The Bureau contacted Charles Miller of the Parole Board.
Outcome	The offender was given a parole hearing.
Follow-up	No follow-up necessary as the offender has received his parole hearing.

Follow-up from Previous Months

1. Pendleton Correctional Facility – Medical Care

Synopsis:	The offender complained that his medications were not renewed in a timely fashion.
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30 –day Follow-up: While this specific offender’s medications have not needed to be renewed yet, the process at the facility has been reviewed and improved. Evidence of this improvement is the Bureau has not received any further complaints concerning this.

2. Pendleton Correctional Facility – Medical Care

Synopsis: The offender complained that his medications were not renewed in a timely fashion.

30 –day Follow-up: While this specific offender’s medications have not needed to be renewed yet, the process at the facility has been reviewed and improved. Evidence of this improvement is the Bureau has not received any further complaints concerning this.