

**Overview of Monthly Activity**

*The Bureau received 148 (70 were received electronically) complaints during the month of September 2017.*

*142 (71 electronic) complaints were closed*

*0 required more information to proceed with an investigation*

*4 were closed due to lack of Bureau jurisdiction*

*44 were dismissed for no violation*

*27 were referred back to the DOC*

*67 complaints were investigated*

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

*17 (16 electronic) complaints were substantiated (see below)*

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

*30 complaints remain open (30 from September)*

*The Bureau also corresponded with 170 offenders who submitted complaints electronically*

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

**1. Correctional Industrial Facility**

<b>Complaint Type</b>	Classification (Codes)
<b>Complaint Summary</b>	The offender complains that he has been unable to get into programming.
<b>Basis for Claim</b>	01-04-101 Adult Offender Classification
<b>Investigative Summary</b>	The Bureau contacted the Classification Supervisor at the facility. Upon review of the matter, the Bureau discovered that his approval for Level One had been pending for over a month and a half, which was probably holding him out of programming.

**Outcome** The offender's packet was reviewed and forwarded to Central Office for approval of the transfer.

**Follow-up** No follow-up is necessary, as the offender was approved for level one transfer and transferred.

**2. Correctional Industrial Facility**

**Complaint Type** Security

**Complaint Summary** The offender complains that proper checks are not occurring on the unit.

**Basis for Claim** 02-01-107 Use and Operation of Protective Custody

**Investigative Summary** The Bureau contacted the Deputy Warden at the facility.

**Outcome** The matter was reviewed by the facility and necessary changes were made.

**Follow-up** No follow-up is necessary, as appropriate action had been taken.

**3. Heritage Trail Correctional Facility**

**Complaint Type** Credit Time

**Complaint Summary** The offender complains that his EPRD is wrong due to not being credited the appropriate amount of Jail Time Credit.

**Basis for Claim** 02-04-101 Adult Offender Classification

**Investigative Summary** The Bureau contacted IDOC Director of Computation/Release. Upon review, the Bureau found that the Court had sent notice of a change in Jail Time Credit to the facility over a month ago.

**Outcome** The offender's EPRD was corrected to reflect the additional Jail Time Credit days.

**Follow-up** No follow-up is necessary, as appropriate action has been taken.

**4. Indiana State Prison**

<b>Complaint Type</b>	Mental Health
<b>Complaint Summary</b>	The offender complains that the doctor at the facility changed his mental health code to be transferred to a Mental Health Treatment Unit, but the transfer is being denied.
<b>Basis for Claim</b>	01-04-101 Adult Offender Classification
<b>Investigative Summary</b>	The Bureau contacted the Director of Mental Health. The offender's mental health needs were reassessed. His needs could be met in the current placement. Transfer to another Mental Health Treatment Unit was not possible due to monitoring status with other offenders on these units.
<b>Outcome</b>	The offender's mental health code was changed.
<b>Follow-up</b>	No follow-up is necessary, as no further action is necessary.

**5. Miami Correctional Facility**

<b>Complaint Type</b>	Mental Health
<b>Complaint Summary</b>	The offender complains that his Mental Health Classification Code is a "D" indicating, at least one serious previous suicide attempt, but he is not receiving appropriate mental health services.
<b>Basis for Claim</b>	HCSD 4.03 Adult Mental Health Services
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the appropriate mental health services personnel. Mental health services further reviewed the matter.
<b>Outcome</b>	The offender was given further care.
<b>Follow-up</b>	No follow-up is necessary, as the issue has been resolved.

**6. New Castle Correctional Facility**

<b>Complaint Type</b>	Dental
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**Complaint Summary** The offender complains that he has been requesting to get his dentures repaired since March.

**Basis for Claim** Dental Services Manual

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted the facility.

**Outcome** The offender was scheduled and seen further by the oral surgeon to ensure a better fit.

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

**7. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he was supposed to receive further care for an injured ankle, but has not and it has been over 14 days since he was last seen.

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

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director, who in turn contacted facility personnel. The Outpatient referral (“OPR”) was never submitted.

**Outcome** The OPR was submitted and the offender received the care needed.

**Follow-up** Follow-up to ensure improvements are made in OPR Process.

**8. New Castle Correctional Facility**

**Complaint Type** Medical Care (Medication)

**Complaint Summary** The offender is located in the Annex and complains that he has been out of his medication for four days and is having trouble getting his Humira injection on time.

**Basis for Claim** HCSD 2.17 Medication Management

<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director, who in turn contacted facility personnel.
<b>Outcome</b>	The matter was reviewed and the offender received his medications.
<b>Follow-up</b>	Follow-up to ensure that medication pass and its times improve in the Annex.

**9. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that the medication window keeps running out of his HIV meds.
<b>Basis for Claim</b>	HCSD 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility. The medication was not transferred properly onto the MAR.
<b>Outcome</b>	The error on the MAR was corrected and further corrective action was put into place. The offender began receiving his medication again.
<b>Follow-up</b>	No follow-up is necessary, as the issue has been properly resolved.

**10. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he broke his hand over a week ago, but has not been seen by medical since he received an x-ray the day that he broke it.
<b>Basis for Claim</b>	HCSD 2.04 Access to Care
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility. The facility had not received the radiology report back due to technical

problems with Meridian Radiology. Follow-up with Meridian was needed.

**Outcome** The offender was seen and treated further.

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

**11. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he was sent to medical three days ago with a pain in his side, but was sent back and has not been further evaluated.

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

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility. No notes of a physical exam were in the EMR.

**Outcome** The offender received further care.

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

**12. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that his medication was not carried over from RDC. He saw medical when he came to the facility and they told him that he would get his medication. It has been over a month, but he has not received it.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility.

**Outcome** The offender was given his medication.

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

**13. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he has been receiving care on and off since March for pancreatic cancer. He believes that he is in need of further care and he should have received more care in over seven months.

**Basis for Claim** HCSD 1.05 Off-site Medical Referrals

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility.

**Outcome** The offender received further care. This matter was formally reviewed by medical.

**Follow-up** No follow-up is necessary, as the offender now has received appropriate care and necessary improvements have been implemented.

**14. Pendleton Correctional Facility**

**Complaint Type** Credit Time

**Complaint Summary** The offender complains that he was supposed to get his credit class restored almost a month ago, but has not.

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

**Investigative Summary** The Bureau contacted the Classification Supervisor at the facility.

**Outcome** The offender received his change in credit class.

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

**15. Plainfield Correctional Facility**

**Complaint Type** Housing

<b>Complaint Summary</b>	The offender complains he is being held in a “suicide cell” pending placement in the Restrictive Housing Unit due to receiving conduct reports.
<b>Basis for Claim</b>	02-01-111 Adult Admin Restrictive Housing Status
<b>Investigative Summary</b>	The Bureau contacted Charles Penfold at the facility.
<b>Outcome</b>	The offender was overlooked. He was promptly released.
<b>Follow-up</b>	No follow-up is necessary, as the offender was moved.

**16. Plainfield Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that his wrist is in pain and numb. He was seen by medical, but believes that he is need of further care.
<b>Basis for Claim</b>	HCSO 2.04 Access to Care
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the HAS located at the facility.
<b>Outcome</b>	The offender was seen and treated further.
<b>Follow-up</b>	No follow-up is necessary, as the offender has received the needed care.

**17. Westville Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender is wondering why it has taken over two months for an ultrasound to be scheduled.
<b>Basis for Claim</b>	HCSO 2.26 Direct Orders
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the HSA located at the facility.
<b>Outcome</b>	The offender received the ultrasound.



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<b>Follow-up</b>	No follow-up is necessary, as the offender has received further care.
<b>Assists</b>	
<b>1. <u>Branchville Correctional Facility</u></b>	
<b>Complaint Type</b>	Credit Time
<b>Complaint Summary</b>	The offender complains that his EPRD is calculated incorrectly.
<b>Basis for Claim</b>	01-04-101 Adult Offender Classification
<b>Investigative Summary</b>	The Bureau contacted Beth Cummins in Central Office. Upon review, the court had awarded him additional Jail Time Credit and Good Time Credit.
<b>Outcome</b>	The offender's EPRD was updated to reflect this additional time being credited.
<b>Follow-up</b>	No follow-up is necessary, as the issue has been resolved.
<b>2. <u>Westville Correctional Facility</u></b>	
<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he has been refusing his medication because he knows that he has a reaction to it. He says that the matter is in need of further review by medical.
<b>Basis for Claim</b>	HCSD 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the HSA located at the facility.
<b>Outcome</b>	The matter was further reviewed by medical and the offender's medication was switched.
<b>Follow-up</b>	No follow-up is necessary, as the issue has been addressed.

**Follow-up from Previous Months**

As of April 1, 2017, a new healthcare provider took over medical services for the IDOC. We have been monitoring the progress of the new provider in this first period of the contract and are optimistic that the challenges will begin to subside with the current plans in place. With that being said, below are these are the issues that we are continuing to track:

**New Castle Correctional Facility – Medical Care (medication)**

**Synopsis:** The Bureau has been following this issue with the facility since last July. Positive changes were being implemented with new staff in place. The Bureau will continue to track this issue until the errors subside.

**New Castle Correctional Facility – Medical Care**

**Synopsis:** The Bureau has been tracking the backlog in chronic care and nurse sick call since last July as well. While little, if any, improvements have been made in this time, a plan is in place to improve the backlog. The Bureau will continue to monitor this plan.