

Overview of Monthly Activity

The Bureau received 120 (53 were received electronically) complaints during the month of September 2018.

111 (56 electronic) complaints were closed

0 required more information to proceed with an investigation

0 were closed due to lack of Bureau jurisdiction

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

13 were referred back to the DOC

61 complaints were investigated

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

12 (11 electronic) complaints were substantiated (see below)

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

26 complaints remain open (2 from June, 2 from August, and 22 from September (As of October 1, 2018))

The Bureau also corresponded with 193 offenders who submitted complaints electronically and had 45 additional contacts.

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

Complaint Type	Medical Care
Complaint Summary	The offender complains that he is not receiving the medication that he needs. He is diabetic and has congestive heart failure. He says that he is not receiving Metformin and Norvasc.
Basis for Claim	HCSO 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Wexford

personnel at the facility. This matter was further reviewed as to what was the issue with his medications not being reordered.

Outcome The offender received his medications.

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

2. Miami Correctional Facility

Complaint Type Excess Force

Complaint Summary The offender complains that force was used upon him to get him out of his cell, but it has not been reported or reviewed further

Basis for Claim 02-01-109 Use of Physical Force - Confidential

Investigative Summary The Bureau contacted Bill Wilson, Executive Regional Director who further reviewed this matter. The incident had been previously unreported as a Use of Force by the Officers. All reports were filed and reviewed by the appropriate staff and staff were appropriately disciplined.

Outcome The matter was appropriately reviewed.

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

3. Miami Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender claims that he needs care for lacerations that he received.

Basis for Claim HCSD 8.01 Nursing Protocol

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Wexford personnel at the facility. The offender's wounds were further evaluated and treated.

Outcome The offender received the care needed.

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

4. Miami Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender claims that he reinjured his hernias and is in need of further care for the injuries.

Basis for Claim HCSD 2.26 Direct Orders

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Wexford personnel at the facility. The offender received further care.

Outcome The offender received the care needed.

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

5. Miami Correctional Facility

Complaint Type Personal Property

Complaint Summary The offender complains that he has not received a property box after being at the facility for over a month.

Basis for Claim 02-01-101 Offender Personal Property

Investigative Summary The Bureau contacted Angela Heishman, Administrative Assistant at the facility.

Outcome The offender received a property box.

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

6. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he is not consistently receiving his therapeutic diet. He will receive it one week and then not the next.

Basis for Claim	HCSD 5.01 Therapeutic Diets
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Wexford personnel at the facility. This matter was reviewed with food service and corrected.
Outcome	The offender began receiving his therapeutic diet consistently.
Follow-up	No follow-up is necessary, as the matter has been resolved.

7. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that the medication he began receiving after having a heart attack at the facility has been discontinued.
Basis for Claim	HCSD 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Wexford personnel at the facility.
Outcome	The offender received the medication.
Follow-up	No follow-up is necessary, as the matter has been resolved.

8. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he saw the Provider over a month ago when he arrived at the facility, but has not received his medications that were prescribed.
Basis for Claim	HCSD 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Wexford personnel at the facility.
Outcome	The offender received his medication.

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

9. New Castle Correctional Facility

Complaint Type Mental Health

Complaint Summary The offender complains that he has ran out of anxiety medication. He was evaluated for it over two months prior to contacting the Bureau, but never received the medication. He asked to see Dr. Ipple again a month later, but he still has not heard from him.

Basis for Claim HCSD 4.03 Adult Mental Health Services

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Wexford mental health personnel.

Outcome The offender was seen and treated further. His mental health code was also further reviewed.

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

10. Plainfield Correctional Facility

Complaint Type Credit Time

Complaint Summary The offender claims that his parole delinquency date is incorrect causing his release date to be further out than it should.

Basis for Claim 01-04-101 Adult Offender Classification

Investigative Summary The Bureau contacted Jennifer Farmer, Director of Sentence Computation and Release who in turn contacted the Parole Services District Supervisor. Upon review, it was discovered that the delinquency date in OIS was not accurate.

Outcome The parole delinquency date was updated, which corrected the offender's release date.

Follow-up No follow-up is necessary, as the offender's release date has been updated.

11. Plainfield Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he is in need of medical attention for a bladder infection around his catheter and kidney stones in his catheter bag.

Basis for Claim HCSD 2.04 Access to Care

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Wexford staff at the facility.

Outcome The offender received the treatment necessary.

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

12. Putnamville Correctional Facility

Complaint Type Credit Time

Complaint Summary The offender complains that he has not been promoted a credit class and should have been promoted four months prior to contacting the Bureau.

Basis for Claim 02-04-101 Adult Disciplinary Code

Investigative Summary The Bureau contacted Jennifer Farmer, Director of Sentence Computation and Release who reviewed the matter and corrected the issue.

Outcome The offender's release date was updated to reflect the correct promotion date for the offender.

Follow-up No follow-up is necessary, as the offender's credit class has been updated.

Assists

1. Miami Correctional Facility

Complaint Type	Classification (Time Cut)
Complaint Summary	The offender complains that he is supposed to be getting a DOL time cut, but has been transferred facilities and has not been successful in contacting his Counselor from the former facility.
Basis for Claim	01-104-101 Adult Offender Classification
Investigative Summary	The Bureau contacted the DOL Coordinator for the State who reviewed the matter and applied the time cut.
Outcome	The offender received the time cut and his release date was updated.
Follow-up	No follow-up is necessary, as the offender has received the time cut.

2. Pendleton Correctional Facility

Complaint Type	Personal Property
Complaint Summary	The offender complains that he has been in Restrictive Housing for 45 days, but does not have his allowable personal property.
Basis for Claim	02-01-101 Adult Offender Personal Property
Investigative Summary	The Bureau contacted Penny Eden, Administrative Assistant at the facility.
Outcome	The facility accommodated the offender in locating his personal property.
Follow-up	No follow-up is necessary, as the matter 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 including the opening of a new pharmacy space with new secure procedures in place. While healthcare personnel has made some positive changes, medication errors continue to occur. The facility has now assigned specific staff to the new medication room. Since implementation of these new protocols and staff assignments is still relatively new, the Bureau will continue to track this issue until the errors subside.

New Castle Correctional Facility – Medical Care

Synopsis: The facility has overhauled the OPR process. OPRs have continued to improve with the staff in place following new procedures. The Bureau will cease following this issue unless problems with the process arise again.