



# STATE OF INDIANA

Eric J. Holcomb, Governor

## DEPARTMENT OF ADMINISTRATION OMBUDSMAN BUREAU

Indiana Government Center South  
402 West Washington Street, Room W479  
Indianapolis, IN 46204

Dear Governor Holcomb, Honorable Speaker, President Pro Tempore, and Commissioners Carter and Crane:

Pursuant to IC 4-13-1.2-10, I am greatly honored to submit to you the 2017 Annual Report of the Department of Corrections Ombudsman.

Included herein you will find a detailed breakdown of the number and types of complaints received by the Bureau in the calendar year 2017. An overview of these complaints is as follows:

- The overall number of complaints increased 26% over the year 2016;
- The Bureau also received an additional 384 contacts for the year, which is a 22% increase for the year;
- The Bureau investigated 14% more complaints than in the year 2016;
- Medical complaints remained the largest category of complaints and comprised 35% of all complaints received for the year and 70% of substantiated complaints;
- New Castle medical complaints comprised 44% of the medical complaints received for the year;
- New Castle medical complaints comprised 73% of the total number of substantiated medical complaints for the year; and
- Complaints from Adult Male Medium Security facilities comprised 76% of all complaints received by the Bureau.

The Bureau continued receiving the majority of its complaints electronically from the offender population via their JPay Kiosks. As a matter of fact, electronic complaints comprised 63% of the total number of complaints received by the Bureau and 90% of all substantiated complaints.

Included herein is a discussion of Department-wide challenges. These challenges were observed as the "driving force" behind the complaints that the Bureau addressed. We believe that with resolution of these challenges, the IDOC will rise to the next level. The most significant challenge driving the complaints that the Bureau receives is staff hiring and retention. The Bureau has suggested three considerations in applying new and creative ways to improve upon staff hiring and retention, as follows:

- a. Using outside law enforcement resources more extensively within our facilities. For example, using outside resources to perform additional searches within the facilities.
- b. Creating general regional staff who are not dedicated to a specific facility, but could serve at multiple facilities.
- c. Using staff incentives to reward good behavior from staff. Highlighting and rewarding good staff behavior through using spot bonus funds could promote and reward positive behaviors as well as create goodwill in staff.

I am deeply honored and humbled to have this opportunity to serve you and the people of our great State. May God bless you, our State, our work, and the great people of our state.

With much appreciation,


Charlene A. Burkett  
DOC Ombudsman Bureau Director

# Indiana DOC Ombudsman Bureau

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402 W. Washington Room W479

Indianapolis IN 46204

The graphic features a light blue background with a faint, stylized pattern of yellow stars and lines radiating from the center, resembling a starburst or a network. The text is centered and reads:

## IDOC Ombudsman Bureau 2017 Annual Report

*A synopsis of the activity in 2017 of the IDOC*

*Ombudsman Bureau*

*Charlene A. Burkett, Director*

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## 2017 Activity Summary

In the calendar year 2017, the Bureau received a total of 2,058 complaints, which represents a 26% increase over the 1,632 complaints received by the Bureau in the calendar year 2016. The Bureau also had an additional 2103 contacts<sup>1</sup> during the calendar year 2017. Of the 2,058 complaints received by the Bureau, 56% or 1,161 of these were investigated. In comparison, in 2016 the Bureau investigated 1,020 complaints, which represents a 14% increase in investigated complaints. Of these 1,161 investigated complaints, 21% or 241 complaints were substantiated or found to be true and further action needed to be taken on the matter by the Department. Another 3% or 40 of the investigated complaints were assists<sup>2</sup>.

The Bureau continues to receive the bulk of its complaints electronically from offenders through the use of JPay kiosks at the facilities. As a matter of fact, the Bureau received 63% of its complaints through the kiosks. This is slightly higher than that of the 59% received electronically in 2016.

Medical complaints, once again, dominated the Bureau's time. Of the 2,058 complaints received in 2017, 720 or 35% were medical complaints. This number represents an increase from 684 or 5% in 2016. The largest category of investigated complaints were medical complaints, as well. In fact, medical complaints comprised 667 of the 1,161 investigated complaints which represents 57% of the investigated complaints. Not surprisingly, medical complaints numbered 168 or 70% of the substantiated complaints.

In 2017, the Bureau continued to receive the majority of its complaints from male medium security level facilities. An astounding 76% of the complaints received by the Bureau were from male medium security level facilities. New Castle Correctional Facility remained the facility from which the Bureau received the most complaints, with 24% of all complaints received by the Bureau being from New Castle. While the overall percentage of complaints received has not increased much beyond the total in 2015, New Castle disproportionately experienced a 15% increase in its complaints. Medical complaints comprised 64% of the total number of complaints received by New Castle.

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<sup>1</sup> Contacts are defined in the IDOC Ombudsman Bureau Policies and Procedures as "refers to correspondence and phone calls that the Bureau receive that do not meet the requirements of a complaint."

<sup>2</sup> An assist is defined in the IDOC Ombudsman Bureau Policies and Procedures as "a complaint that requires further action by the DOC, but the offender has not necessarily attempted to resolve with the DOC prior to contacting the Bureau."

## **II. Program Overview**

### **About the Bureau**

The Legislature first enacted legislation forming the Indiana Department of Correction (“IDOC”) Ombudsman Bureau (“Bureau”) in 2002. The Bureau is charged with receiving, investigating, and attempting to resolve matters, including those involving the health and safety of offenders housed in the IDOC. The Bureau determines whether a matter is being handled according to law and/or IDOC policy and/or procedure.

### **Our Process**

The Bureau requires offenders to attempt to resolve matters through the IDOC first, before filing a complaint with the Bureau.<sup>3</sup> This assumes offenders are receiving access to the applicable process (tort claim process, grievance process, etc.) and that the process is functioning as it should under policy. Thus, if offenders are having trouble with a process, the Bureau also addresses these issues. When an offender contacts the Bureau with a general question that does not meet the criteria of a complaint, these are counted merely as contacts. These have greatly increased since the inception of JPay due to the high amount of offenders who contact the Bureau through JPay, but do not meet the criteria of a complaint. The Bureau thought it was important to count these in some way because it has so many of these, thus these are termed as Contacts.

After a complaint is filed with the Bureau, the Bureau decides whether further investigation is required into the matter. If, however, the Bureau determines that no further investigation is necessary, then the complaint is disposed of in one of four ways: offenders are referred back to the IDOC, no violation is determined, no jurisdiction over the matter is determined, or more information is required to be submitted to the Bureau.

If, however, a complaint requires further investigation, then the Bureau will contact the appropriate IDOC personnel and make a recommendation to IDOC regarding resolution of the matter. The IDOC then reviews the matter and reports its action back to the Bureau. If the Bureau deems it to be appropriate, further investigation into the matter may take place. The investigation may entail the Bureau contacting IDOC personnel further to gain further information, visiting the facility, interviewing the offender and/or other individuals.

After the investigation is complete, the Bureau then issues a response back to the complainant indicating whether the matter was investigated and any findings that can be included, keeping security in mind. Additionally, the Bureau issues a monthly report, including any findings pertaining to the matter. This report is posted on the Bureau’s website and submitted to the Governor’s Office for review.

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<sup>3</sup> See Attachment 2 for a flow chart of this process

If the Bureau substantiates a complaint, this means the Bureau has found the complaint is true and some IDOC action is necessary to remediate the matter. Assists occur in the same manner; however, the key difference between a substantiated complaint and an assist is whether the offender has attempted to resolve the issue within the IDOC before contacting the Bureau. If an offender has not attempted to resolve the matter within the IDOC, then this is an Assist, whereas substantiated complaints occur after the IDOC has already been alerted of the issue.

### **Administration**

The Bureau currently consists of its current Director, Charlene Burkett and an Assistant, Amanda Bennett. Director Burkett was originally appointed in 2005 by Governor Daniels and reappointed by Governor Pence in 2013. Ms. Bennett joined the Bureau in April 2012.

### **Appropriations**

The current budget appropriation for the Bureau is \$152,128 with a spendable amount of \$147,564. The entire Budget is allocated to employee salaries, employee benefits, equipment, and supplies.<sup>4</sup> The budget has failed to allot for necessary travel expenditures to facilities to investigate complaints. Notably, the Bureau's budget continues to fall short, failing to cover even employees' salaries and benefits or necessary supplies. While IDOA currently absorbs any shortage out of their general fund, this amount has continued to increase annually, thereby making IDOA absorb more and more. Also, with travel funds being unavailable the Director has had to absorb travel costs for needed training and travel to facilities.

#### **I. 2017 Activity Overview**

##### **Outreach and Training**

The Director has made every effort to continue to train offenders on proper use of the Bureau. To this end, the Director visited several offender dorm representative meetings at facilities throughout the year. These visits proved fruitful in spreading the message to the offender population that the Bureau should be used as a method of last resort, instead of a first contact. The Bureau successfully decreased its volume significantly in the months immediately following going to these meetings.

Also in an effort to keep the offender population informed of the Bureau, the Bureau devised a one-page Memo and posted it on JPay instructing offenders how to properly use the Bureau. This Memo is currently still posted on JPay kiosks statewide.

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<sup>4</sup> See Attachment 3 for a further analysis of these expenditures

## II. Complaints

### The Year in Review

In the year 2017, the Bureau received a total of 2,058 complaints and made an additional 2,103 contacts. Of the 2,058 complaints received, 1,161 were investigated. Of the 1,161 of investigated complaints, which represent 56% of the total number of received complaints, 241 complaints or 21% of the investigated complaints were substantiated. Another 3% of the investigated complaints were Assists. See Figure 1 below.

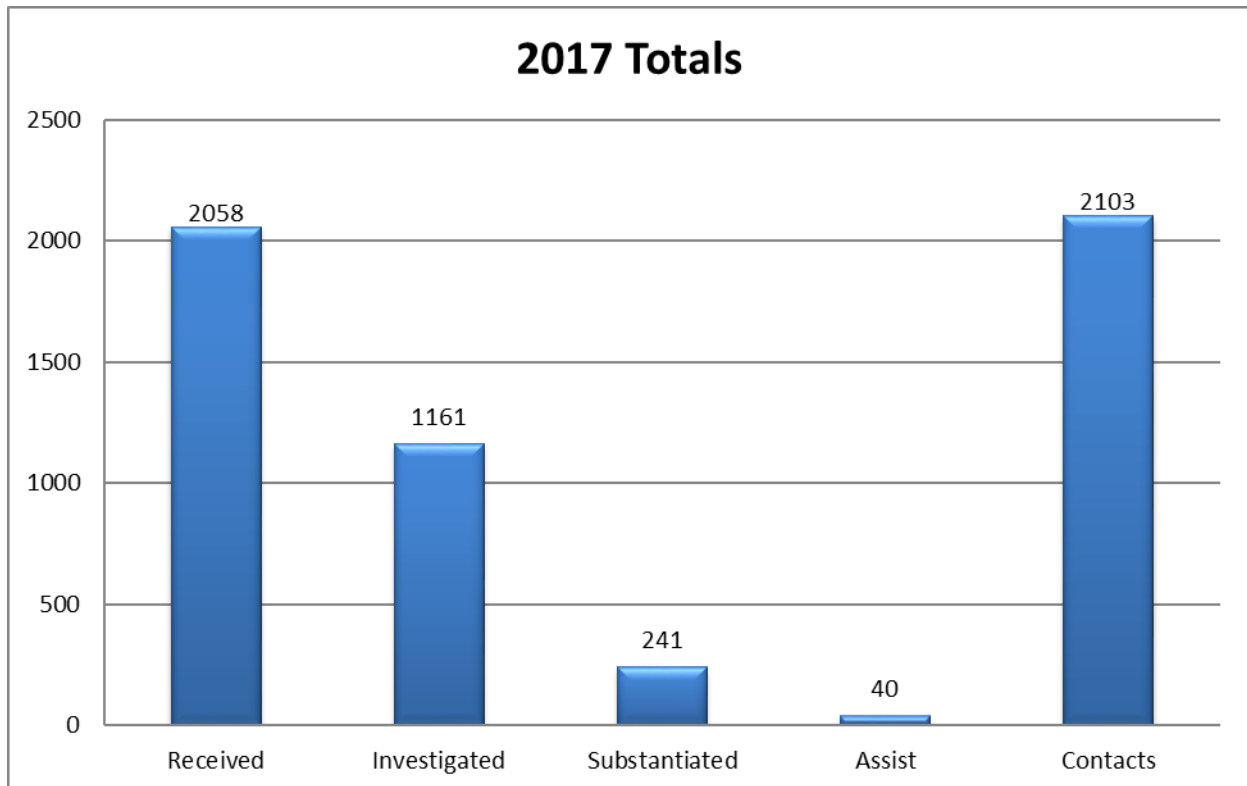
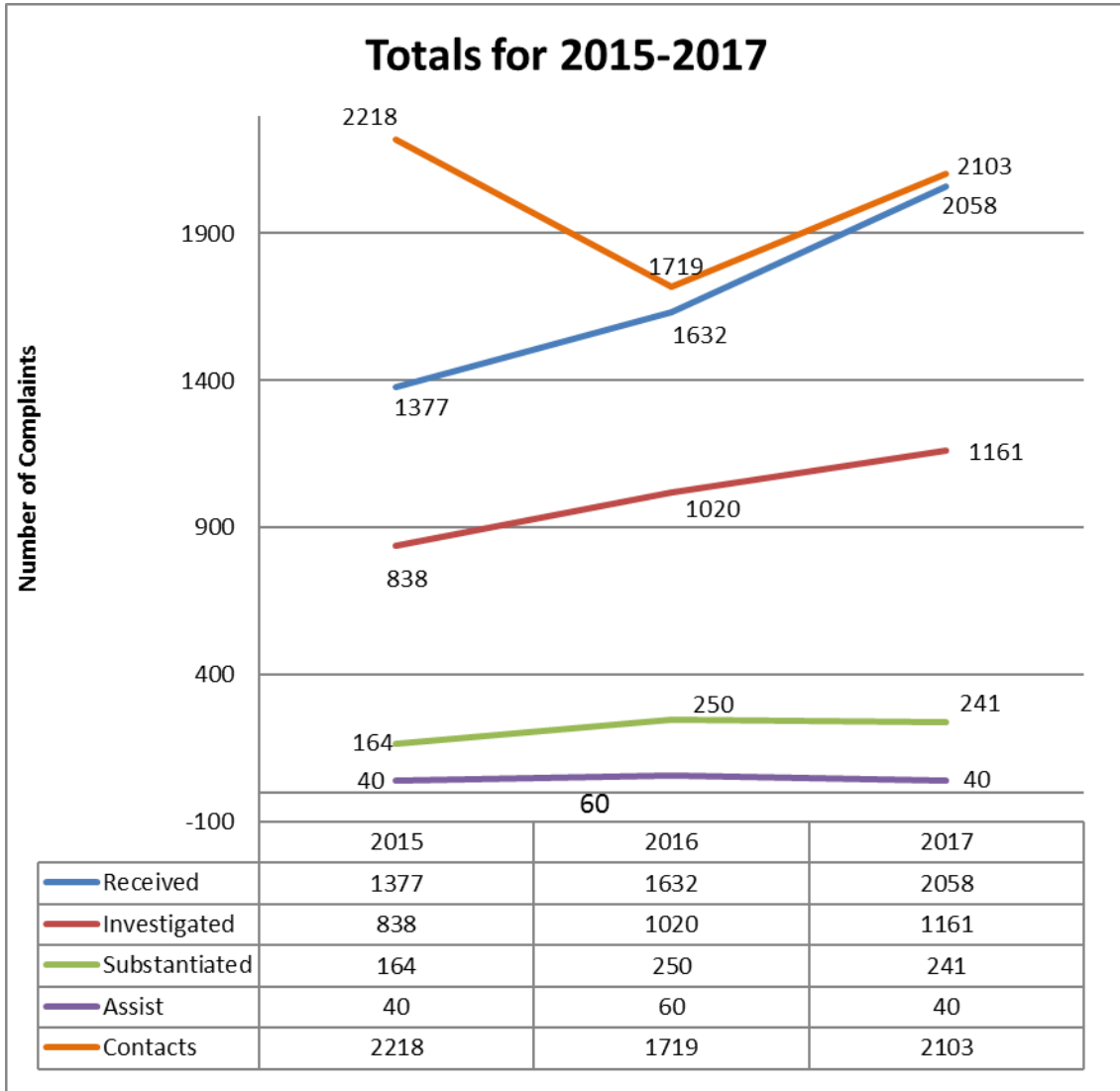


Figure 1

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As Figure 2 below depicts, the Bureau received 2,058 complaints in 2017, which is a 26% increase over 2016 and the most complaints ever received by the Bureau in a calendar year. The Bureau investigated 1,161 complaints, which represent a 14% increase over 2016 and is the most ever investigated by the Bureau, as well. The total number of contacts also increased significantly during the calendar year 2017. The total number of contacts in 2017 increased 22% over 2016. See Figure 2 below.



**Figure 2**

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The Bureau primarily continued receiving complaints electronically via JPay throughout 2017. Figure 3 below depicts the main percentages of the methods the Bureau received complaints and how each was addressed. Overwhelmingly, the Bureau received most of its complaints electronically, even more so than in 2016. In 2017, 63% of the Bureau's received complaints were received electronically, which is a 4% increase over 2016. See Figure 3 below.

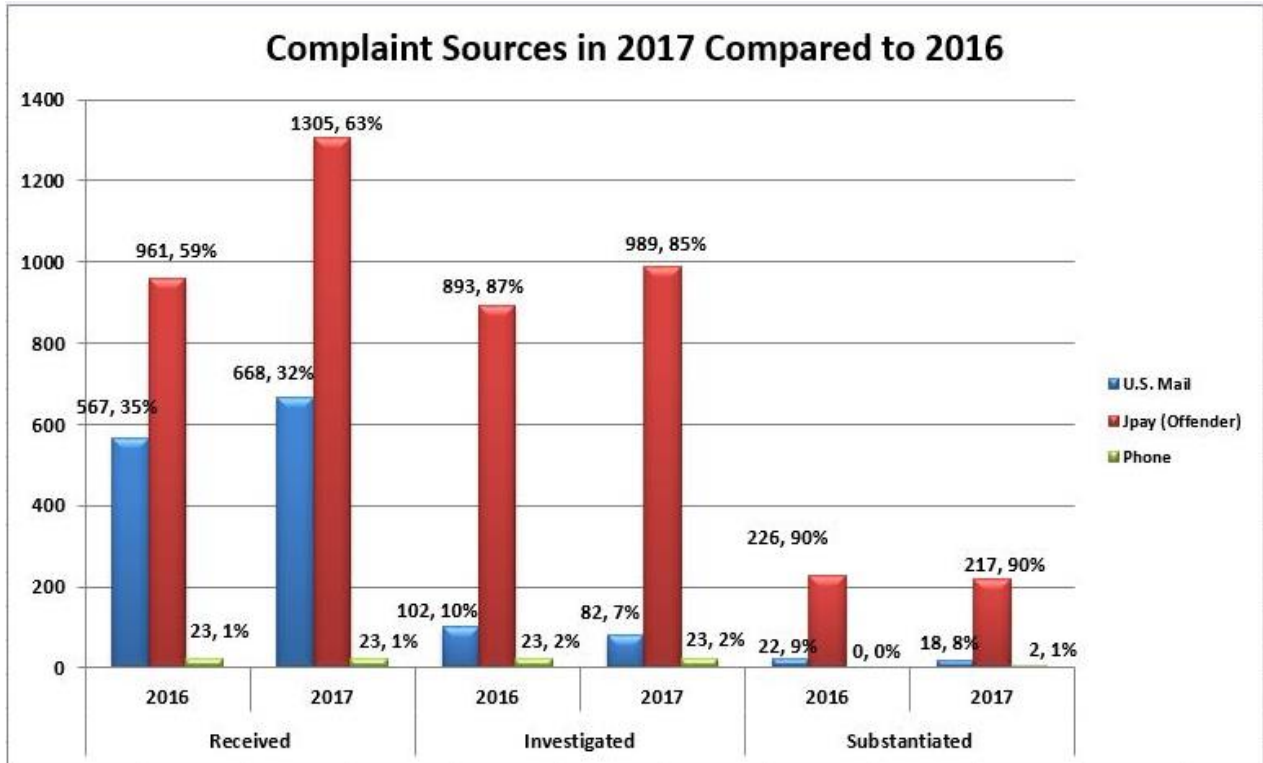


Figure 3

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As in years past, the Bureau has tracked the number of its “not investigated” complaints. In 2017, these comprise 46% of the total number of received complaints. Of these not investigated cases, 546 or 58% were considered no violation, 342 or 36% were sent back to the IDOC process, 13 or 1% requested more info, and 47 or 5% lacked jurisdiction. These figures were consistent with the 2016 figures. See Figure 4 below.

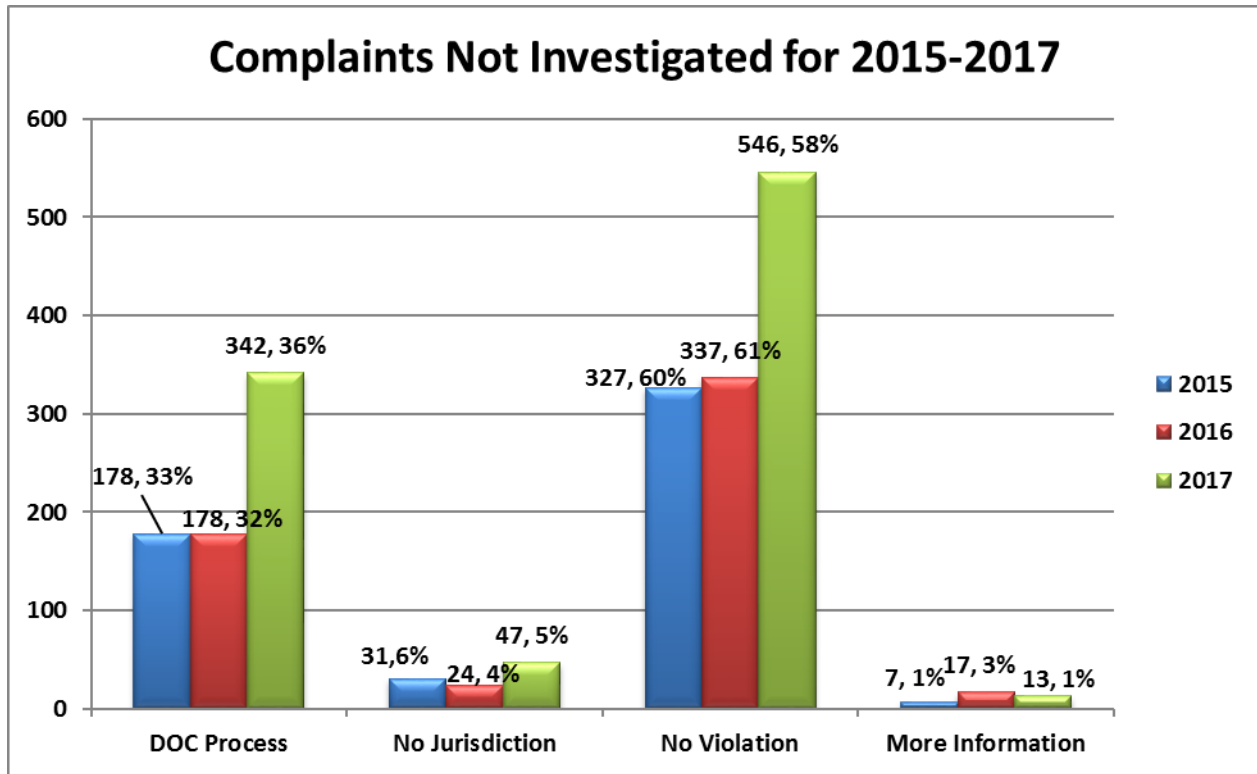


Figure 4

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## Complaint Characteristics

Consistent with years past, the Bureau received, investigated, and substantiated more medical complaints than any other type of complaint in 2017.<sup>5</sup> Overall, the Bureau received 5% more medical complaints this year than 2016 and investigated 11% more. **Ombudsman Perspective:** The Bureau contributes these increases to not only a change in vendor mid-year, but also further staffing issues. One facility, in particular, accounted for almost half of the received medical complaints. For a comparison to the previous year, please see Figure 5 below.

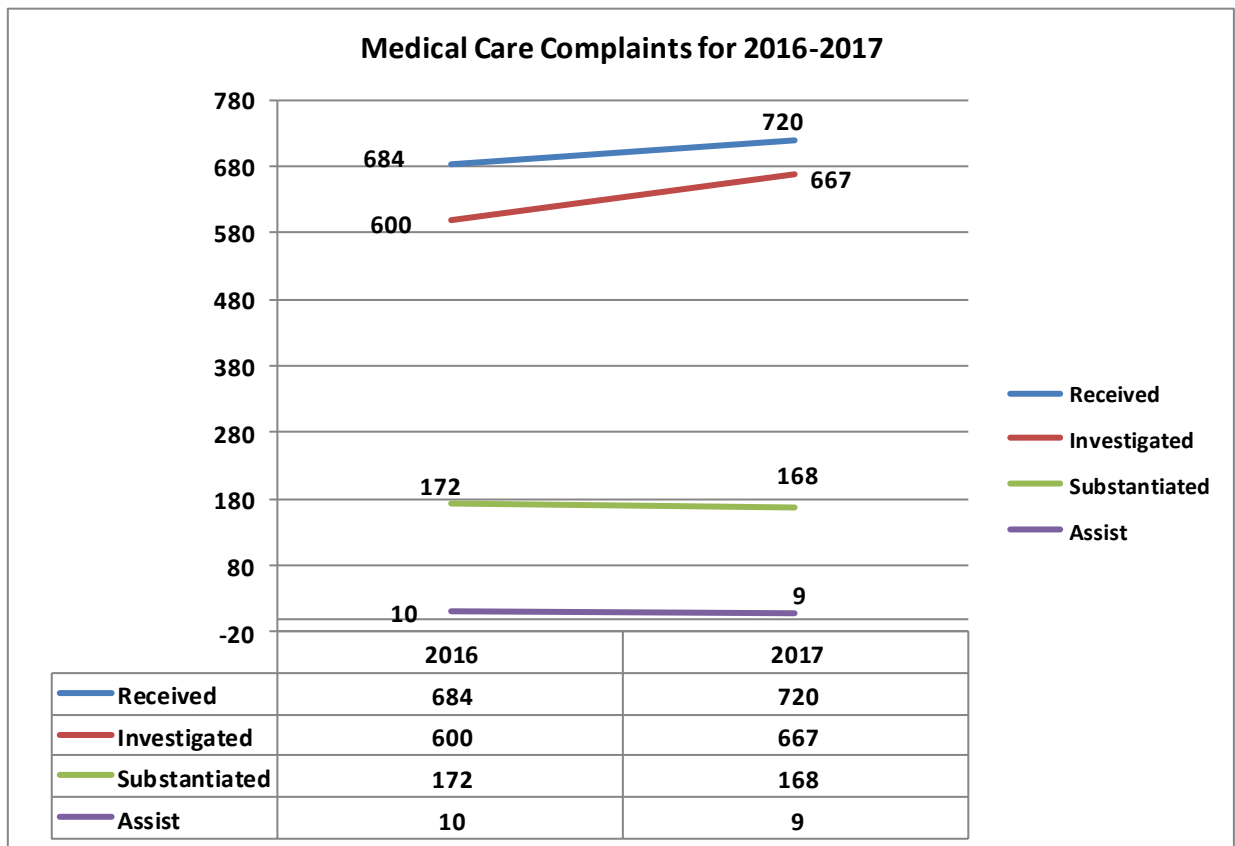


Figure 5

<sup>5</sup> See Attachment 4 for a complete listing of all complaint categories.

The Bureau overwhelmingly received the most medical complaints overall from New Castle Correctional Facility. As a matter of fact, out of the 720 medical care complaints the Bureau received in 2017, 315 or 44% were from New Castle. In contrast, Westville and Plainfield received the second and third most amount of medical complaints, but despite having populations similar in size to that of New Castle each only had 130 and 59 medical complaints, respectively. Notably, not only were these the top facilities with the highest number of medical complaints when comparing the numbers to the other Medium Security facilities, but also these three facilities were the top overall amongst all of the facilities in the Department. **Ombudsman Perspective:** As in 2016, despite New Castle, Westville, and Miami having similar average daily populations, New Castle more than doubled the number of medical complaints of any other facility. The high numbers at this facility are contributable to staffing related issues, hiring of a new vendor mid-year, and the nature of the population itself. The facility has struggled in maintaining effective leadership in medical. Without this, the facility has struggled with hiring other personnel and improving processes.

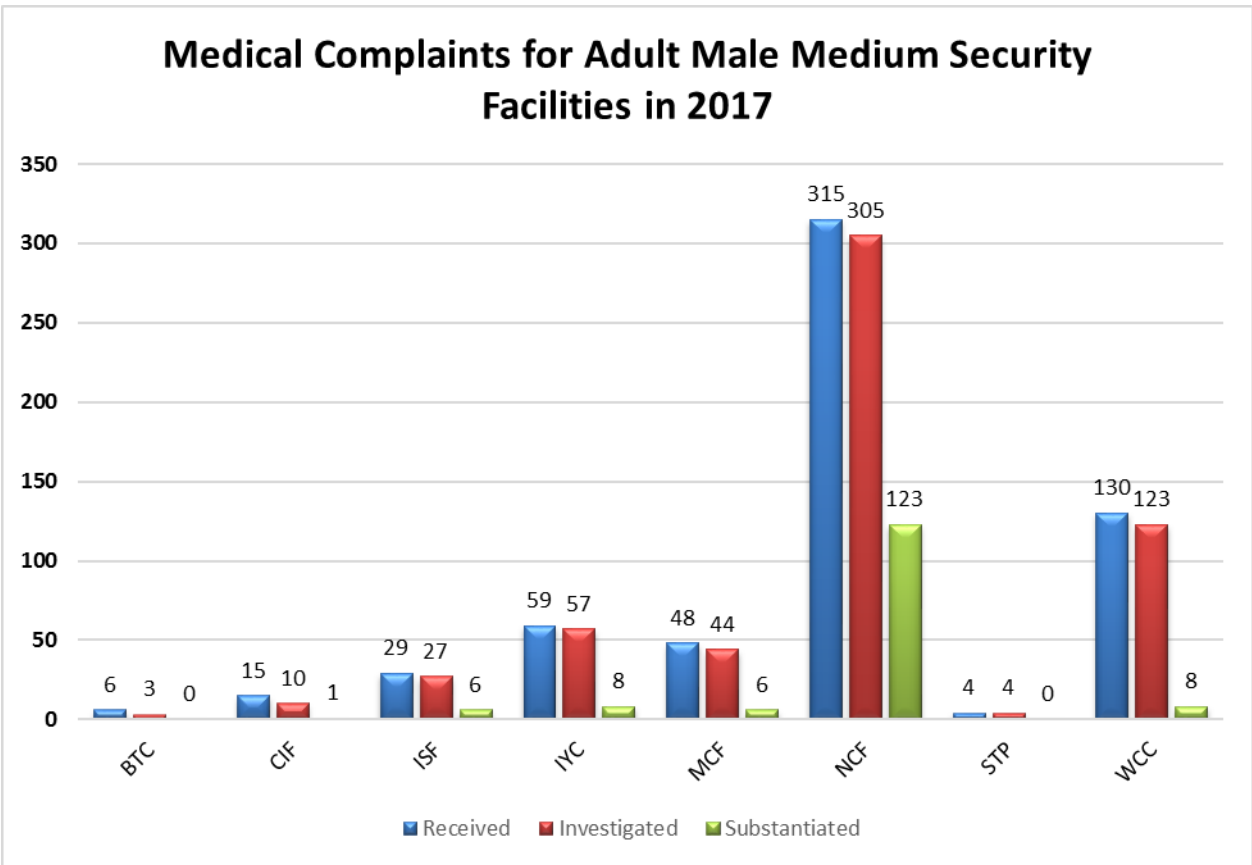


Figure 7

When medical complaints are broken down month-by-month in 2017 the warmest months of the year were, as in years past, the months when the Bureau received the most complaints. See Figure 8 below. **Ombudsman Perspective:** This statistic is perhaps even more significant in 2017 considering that the new medical contractor took over April 1, 2017. Thus, despite the contractor being within its first 90 days in April and May, the Bureau still experienced its most volume in the warmer months. As a matter of fact, the number of received complaints dipped significantly in May, which was within the first 60 days of the new medical provider being in place. In the latter part of the year, the Bureau's number of received complaints also decreased. The Bureau contributes this decrease to visits made to facilities to inform the offender population of proper use of the Bureau. These meetings had an immediate effect on the numbers of complaints the Bureau was receiving. For example, after the meeting at New Castle, while the Bureau would normally average anywhere from 2-4 complaints overnight, the Bureau did not receive a single complaint the night after the meeting. Also, further contributing to the decrease is the fact that the medical provider had been in place longer.

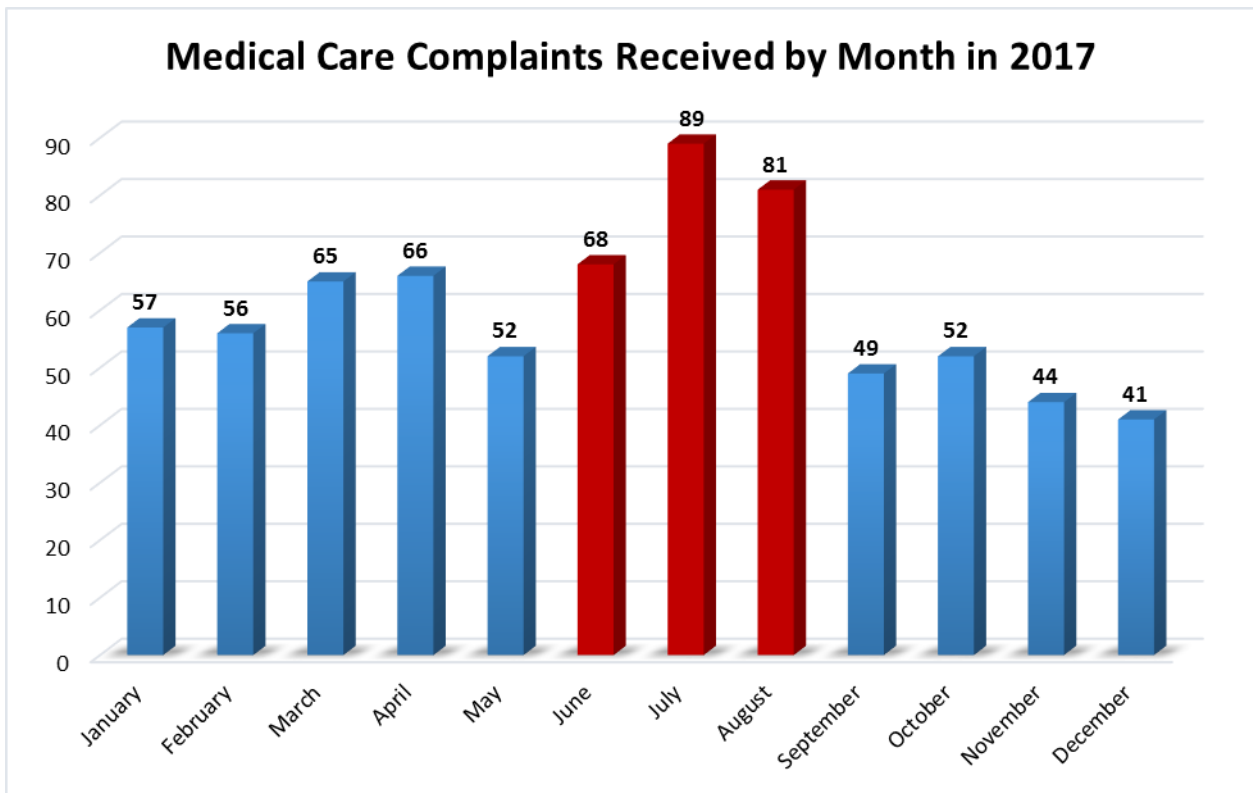


Figure 8

As far as investigated complaints, New Castle medical complaints far outnumbered any other facility comprising 46% of all investigated medical complaints. **Ombudsman Perspective:** This number is comparable to the number in 2016. See Figure 9 below.

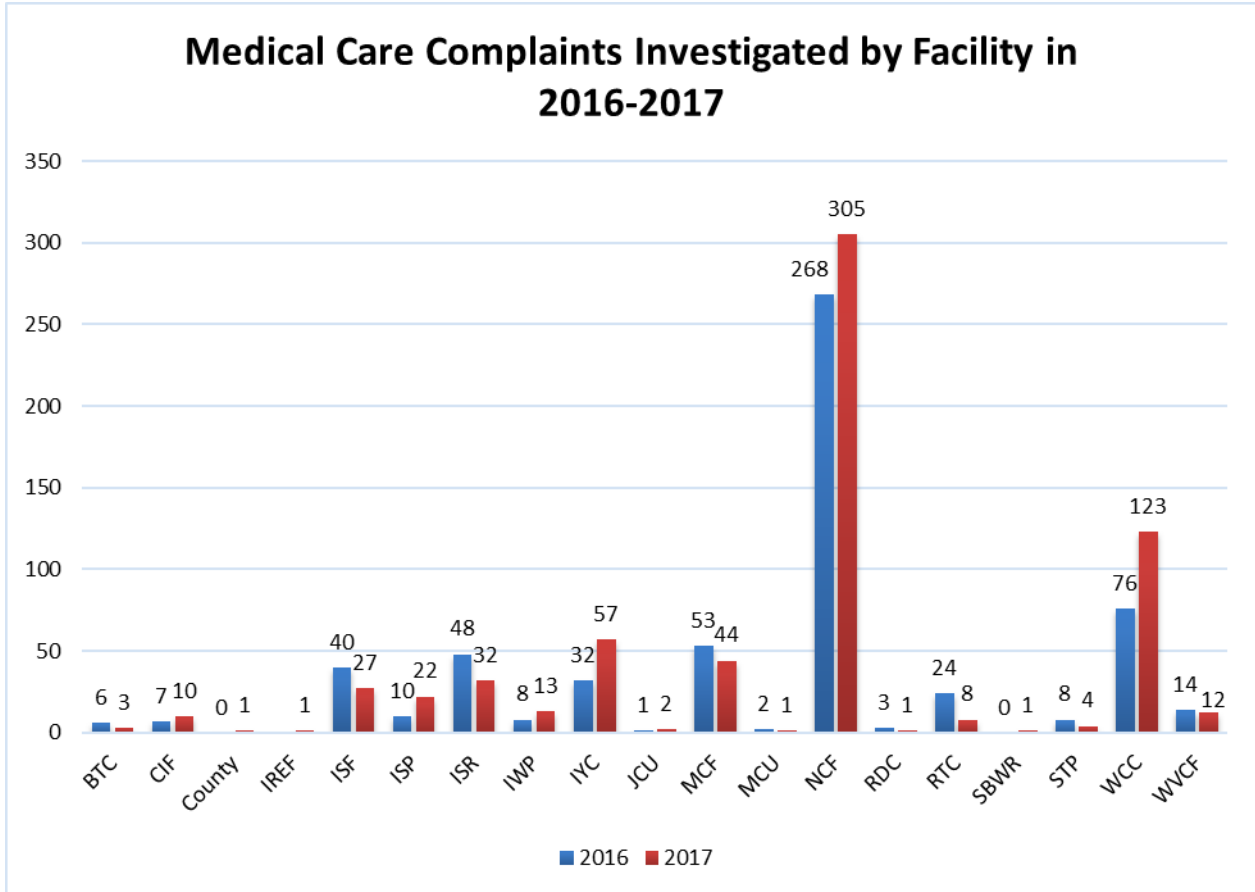


Figure 9

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Perhaps of greatest significance, the substantiated New Castle medical complaints comprised 73% of the total number of medical complaints substantiated for the year 2017. This increase is over ten percent higher than that of 2016. See Figure 10 below.

**Ombudsman Perspective:** While the overall number of substantiated complaints slightly dropped in 2017, when compared to 2016, the number of substantiated medical complaints at New Castle alone increased by 10% for the year 2017 over 2016. Despite substantiated New Castle medical complaints increasing 10%, since overall the Bureau did not experience growth in substantiated complaints, the other facilities' numbers decreased by enough to compensate for the growth at New Castle.

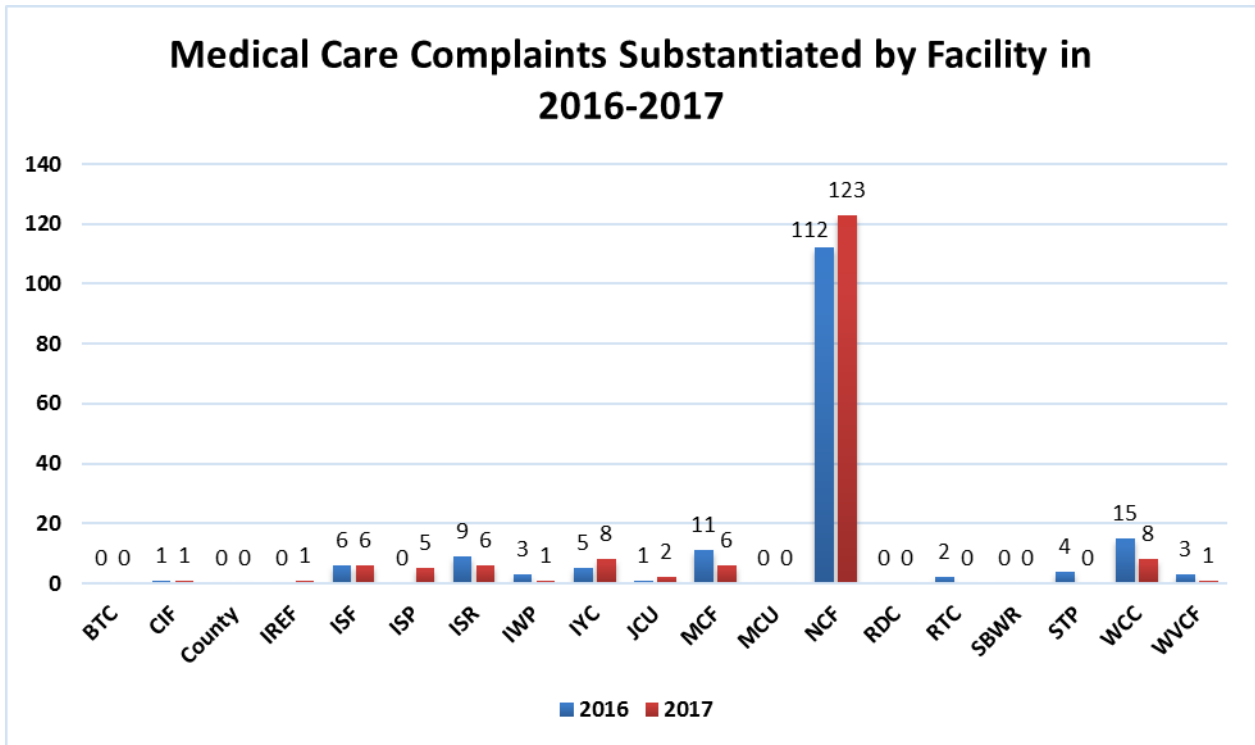
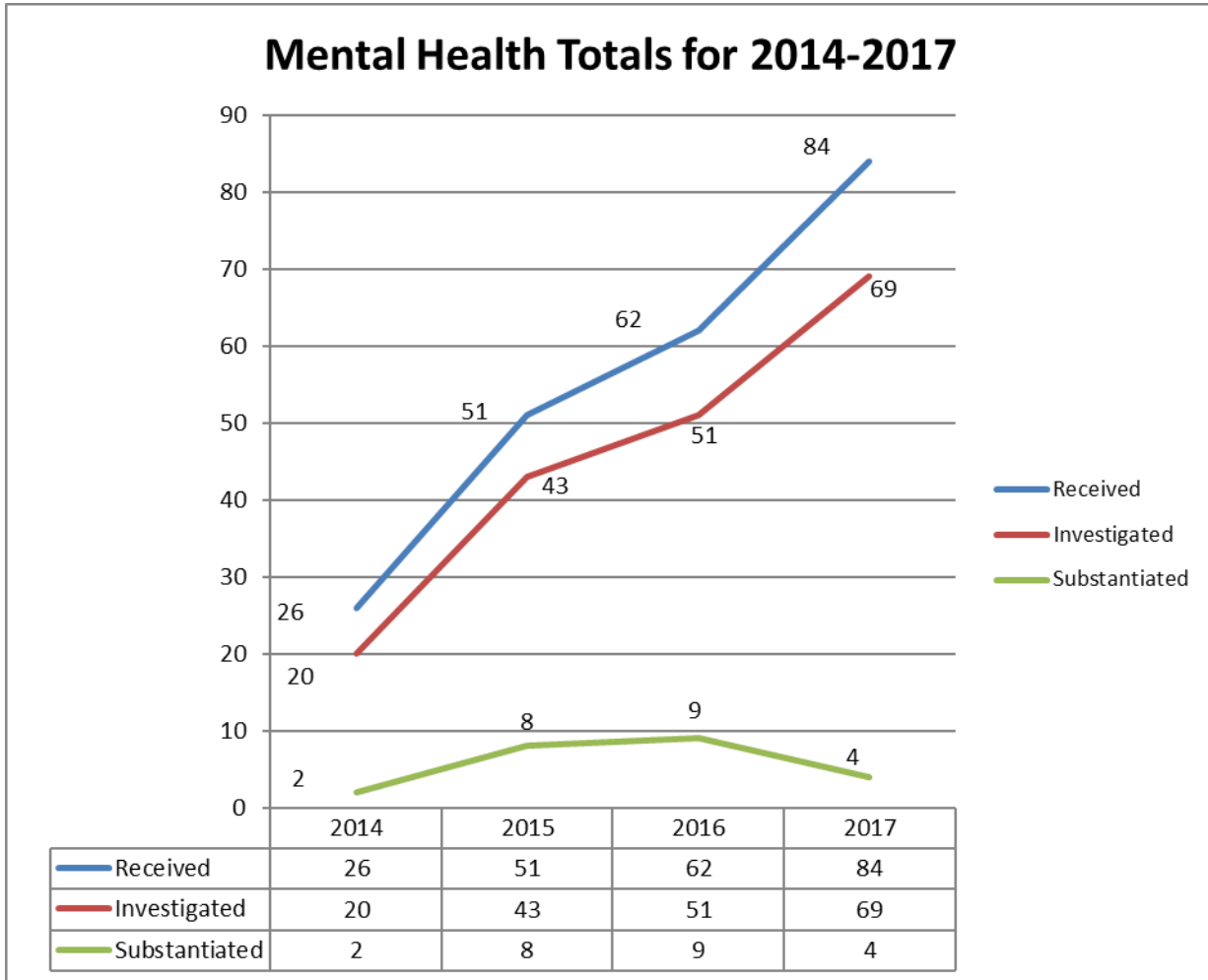


Figure 10

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As far as mental health complaints, the Bureau has experienced significant growth in mental health complaints received and investigated since 2014. See Figure 11 below. **Ombudsman Perspective:** It is significant to note that the Bureau only substantiated four mental health complaints in the year 2017, as compared to nine in 2016. While this is only an actual decrease of five complaints, this decrease represents over a 50% decrease overall in substantiated mental health complaints in one year.



**Figure 11**

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### Male Medium Security Level Facilities

Figure 12 below depicts the Male Medium Security Level facilities with the highest numbers overall of complaints received, investigated, and substantiated. The facilities with the highest number of complaints continue to be, as in years past, the Male Medium Security Level Facilities. While Male Medium Level Facilities represent 55% of the IDOC population, complaints from these facilities account for 76% of the complaints filed with the Bureau.

**Ombudsman Perspective:** The overall number of complaints received from Male Medium Security has actually only increased one percent to 76% of the total number of complaints received by the Bureau for the year 2017. While New Castle Correctional Facility has remained the facility from which the Bureau receives the most complaints, the other male level two facilities from which the most complaints are received has changed since 2016. In 2016 the Bureau received the second and third most complaints from Westville and Miami. In 2017, the facilities with second and third most complaints received, respectively, were Westville and Plainfield. See Figure 12 below.

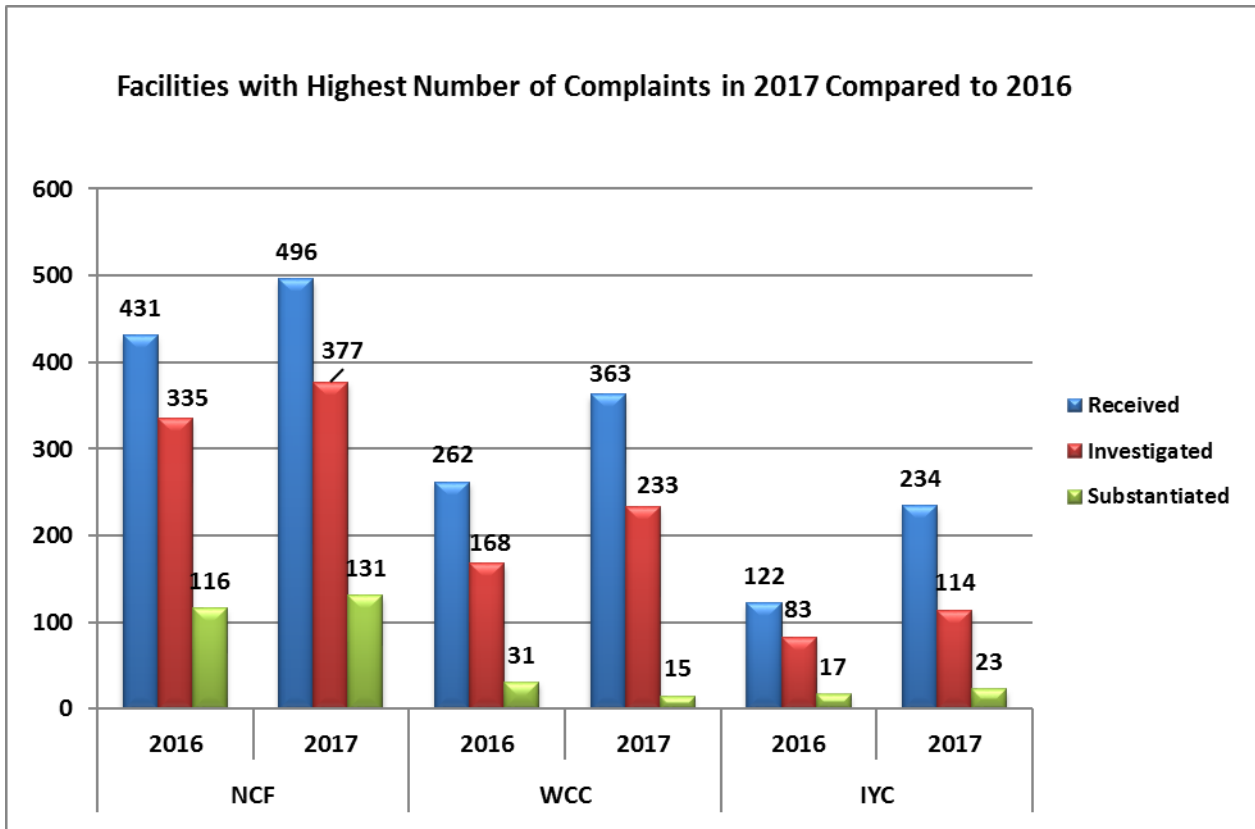


Figure 12

Figures 13 and 14 below, depict a comparison in the numbers of received, investigated, substantiated complaints and contacts made from each of the Medium Security Level Men’s Facilities in 2017 as compared to 2016. **Ombudsman Perspective:** Interestingly enough, while New Castle complaints only represent 24% of the total complaints received for the year, New Castle medical complaints comprised of over 44% of the total received medical complaints.

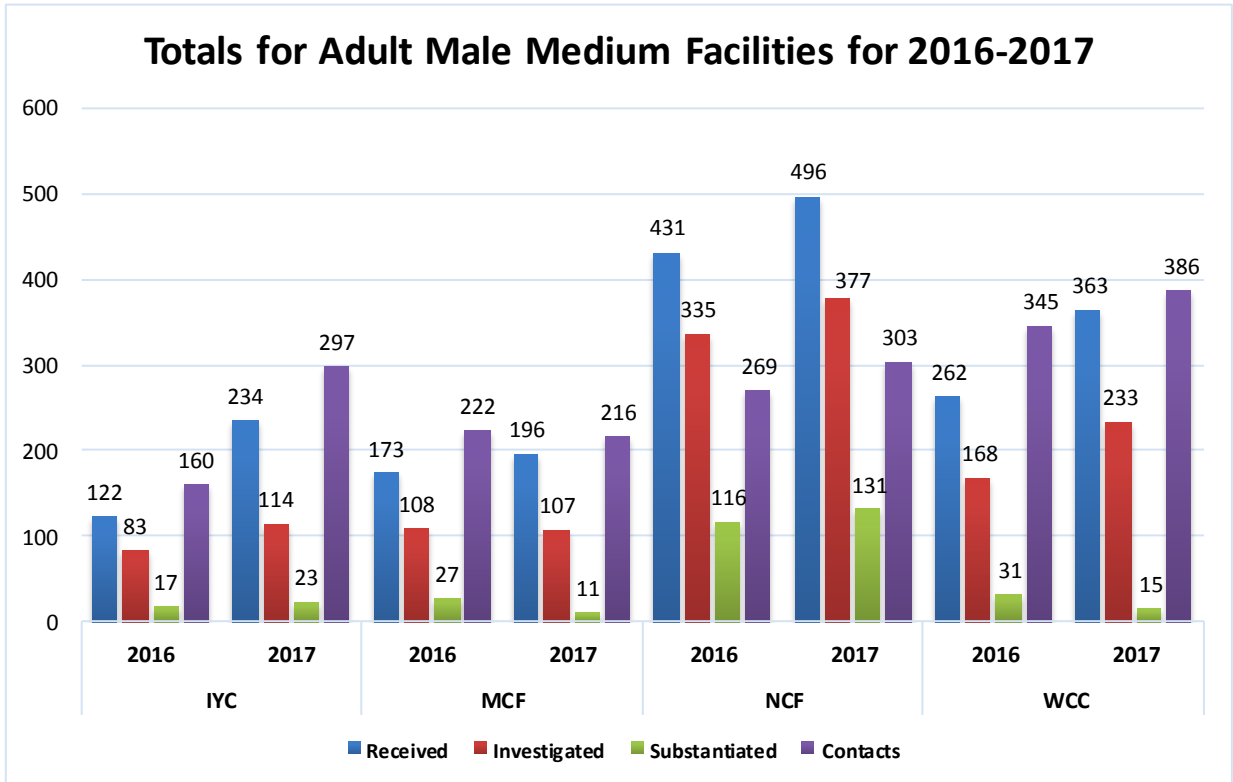


Figure 13

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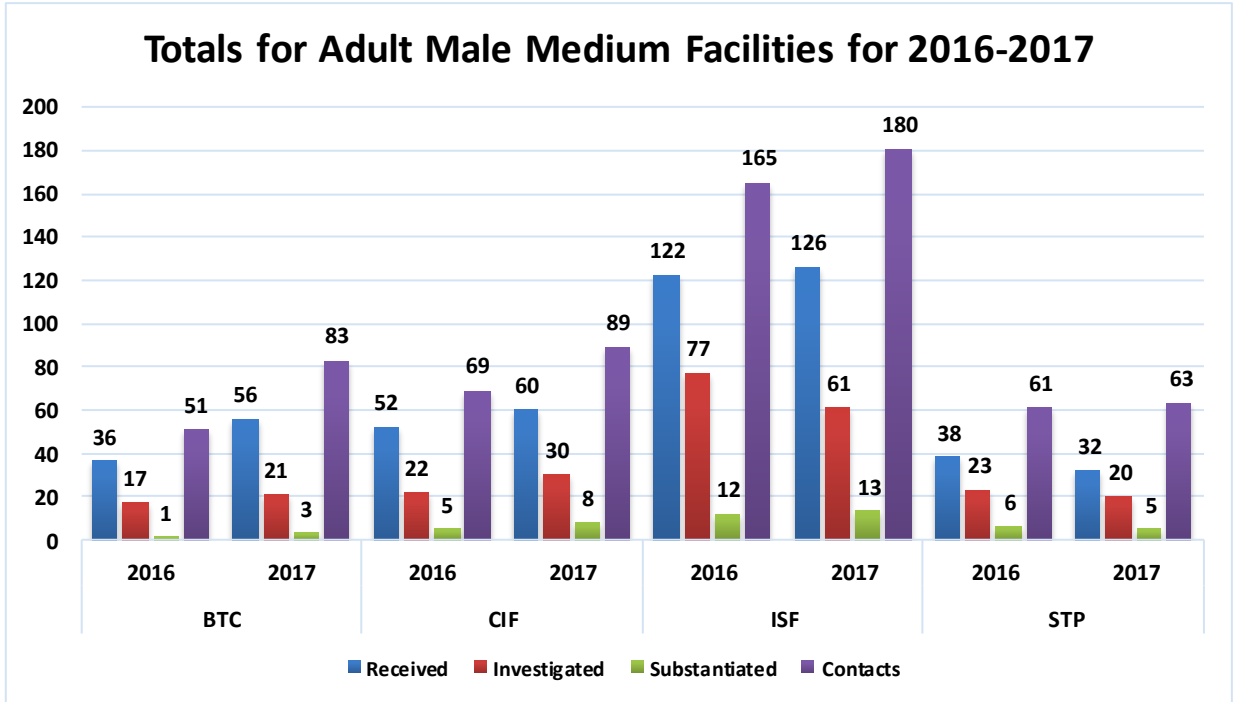


Figure 14

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For a complete listing of all facilities in 2017, see Figures 15-17 below.

Figure 15 below illustrates total complaints received from Adult Male Minimum facilities and work release centers. **Ombudsman Perspective:** Overall, the complaints at these facilities have dropped slightly since 2016. For the sake of comparison, these facilities comprise 9% of the IDOC population and 1% of the complaints that we received in 2017.   
 \*\*IREF closed in July of 2017.

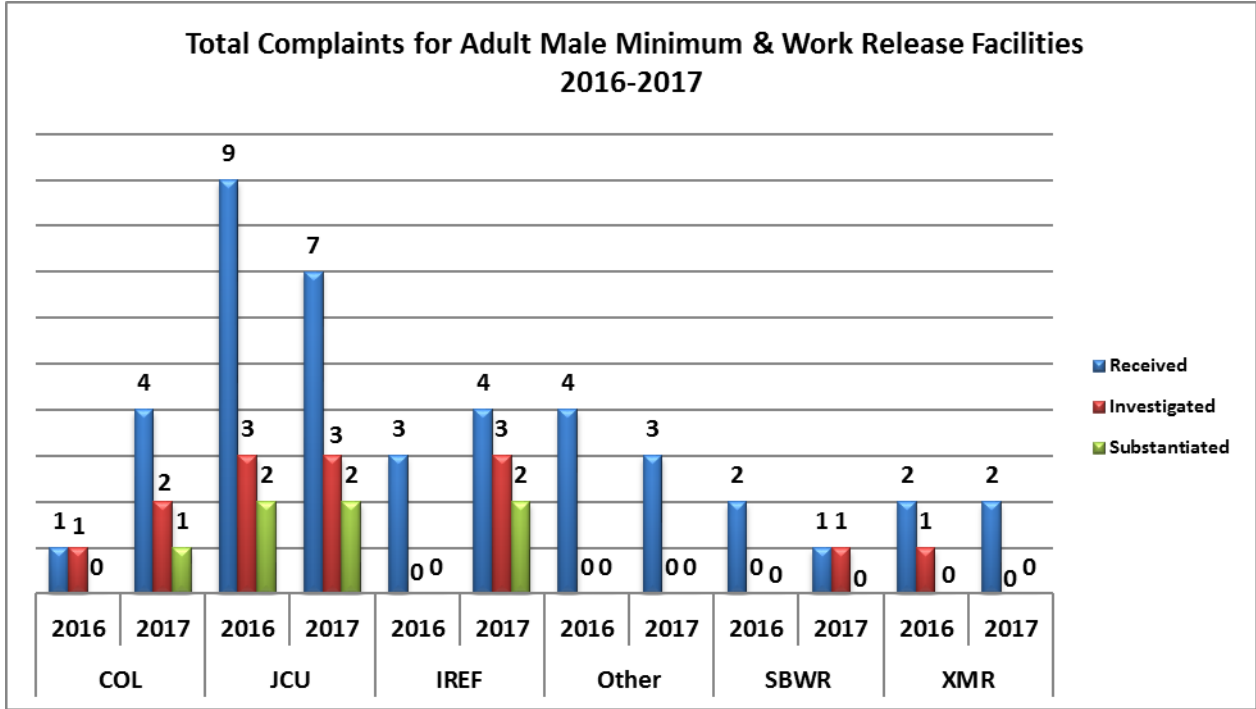
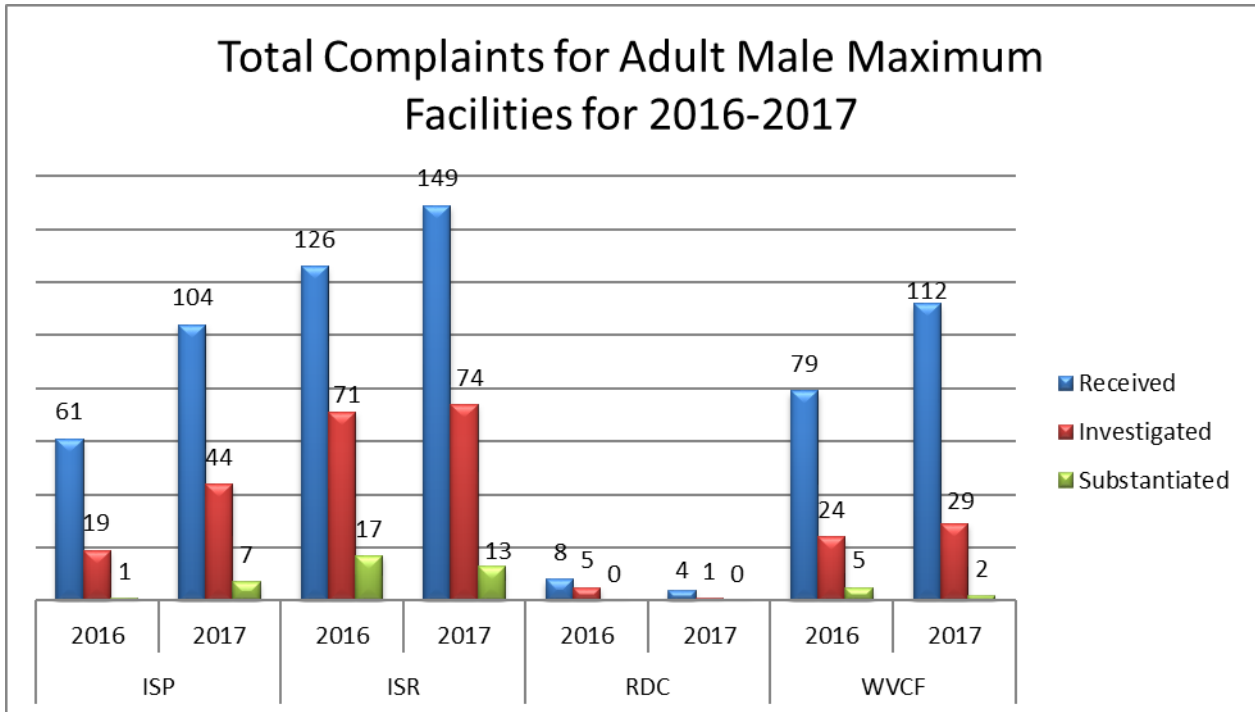


Figure 15

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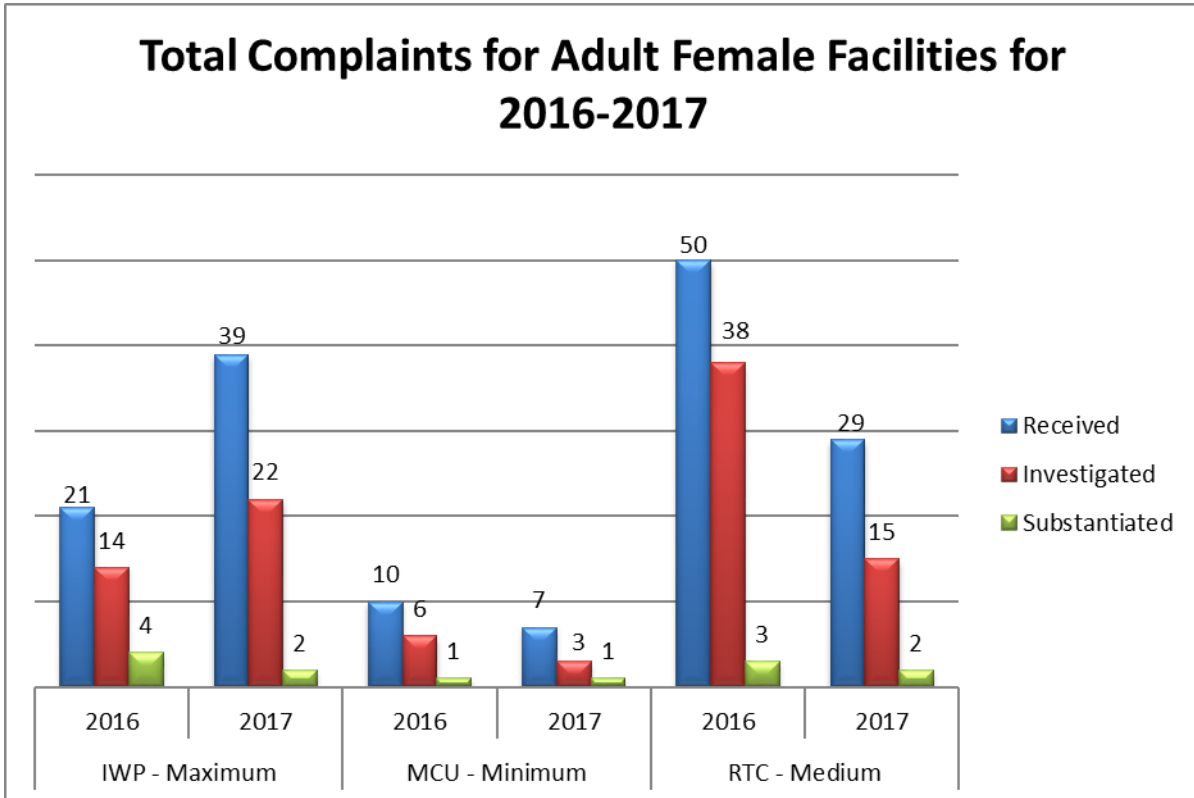
Figure 16 below depicts the number of complaints received, investigated and substantiated in calendar year 2017 from Male Maximum facilities. **Ombudsman Perspective:** While the Maximum Security population represents 24% of the IDOC, the Bureau only received 18% of its complaints from this population. The Bureau receives more complaints from the Pendleton Correctional Facility than any of the other maximum security facilities, however, the Bureau experienced the largest increase in complaints in Maximum Security facilities from the Indiana State Prison.



**Figure 16**

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Figure 17 below depicts the complaint totals for the female facilities. **Ombudsman Perspective:** Complaints from the female facilities account for 4% of the complaints received by the Bureau despite the females comprising 9% of the IDOC population. Notably, complaints from Rockville Correctional Facility decreased by almost half from the year before. Interestingly enough, the number of received complaints is now consistent with those in 2015.



**Figure 17**

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## **Substantiated Complaints**

The Bureau substantiated 241 complaints in 2017.<sup>6</sup> Since over 69% of the substantiated complaints were medical, the Bureau worked extensively with medical to help resolve these issues.

### **New Castle Medical Complaints**

New Castle medical complaints far outnumbered any other type of substantiated complaint consisting of 51% of all substantiated complaints and 73% of all substantiated medical complaints. As a result, the Bureau worked extensively with New Castle to identify which processes were not working and what needed to be fixed. It seemed as soon as the facility would begin to resolve issues and decrease in complaints, another setback would occur that would that would once again cause complaints to be filed.

Perhaps the biggest struggle has been with staff retention. It seemed every time a Healthcare Services Director (“HCSD”) would begin to move things in a positive direction, the HCSD would then leave. This provided little consistency that is needed in both managing staff and procedures. While the facility has created and implemented plans to address errors, the struggle seems to be with retaining reliable staff to implement these procedures. Without the requisite staff to implement these improvements, the errors cannot be fixed properly. Once a staff member begins to successfully oversee implementing a new procedure and that staff person then leaves the facility, it results in inconsistency and the new procedure often isn’t fully implemented with the hiring and training of new staff.

As in the previous calendar year, medication complaints were the most common. The Bureau consistently received complaints from offenders who were not receiving their prescribed medications. Some of these issues revolved around the lack of a tickler file for ordering medications. Additional issues were discovered at the facility which exacerbated the lack of a working process. Once the facility addressed the other issues which were overshadowing the overarching medication processes, coupled with the implementation of a successful tickler file system, the issues seemed to improve drastically.

Another challenge at New Castle is the different security levels within the facility itself. The facility is comprised of mostly Level Two offenders; however, it also has a separate Mental Health Unit, Level One facility, as well as a Level Three facility. The separate areas each function as independent facilities. Medication passes are complicated due to this since medications have to be taken out to the specific units to distribute, rather than the offenders being allowed to leave the units to get the medications themselves. This takes

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<sup>6</sup> For a complete listing of all substantiated complaints in 2017, see the monthly reports posted on the IDOC website. [www.idoc.in.gov/2318.htm](http://www.idoc.in.gov/2318.htm)

time as well as manpower, which is complicated by the low staffing numbers. One example of an issue the Bureau discovered was that the M and O Units known as the “Annex”, which are secure units within the facility in that the Annex population cannot matriculate with the Level Two General Population, were not getting medications passed out to the offenders over the weekend. This triggered a barrage of emails each time that it occurred. Medical has since safeguarded against this reoccurring.

Another issue which has plagued New Castle over the course of the year is the medication pass times on the units. Offenders reported over and over again that they were getting their p.m. medications anywhere from 1-3 a.m. at times. Other complaints were voiced concerning medication pass times that were not quite as late, but were only allowing for offenders who were going to work at 3 a.m. to only get a few hours sleep at a time. Medical was able to resolve this issue by adjusting medication pass times to take into consideration those who needed their medications earlier due to having jobs that required them to wake up earlier than others.

### **Other Issues**

#### **Rockville Correctional Facility – Commissary**

The Bureau received several complaints from several facilities, including Rockville, from offenders who were indicating that stamps were not available from commissary. The Bureau contacted DOC Central Office concerning this matter and PEN Products was notified. Stamps would now be available for purchase at all facilities until the orders could be filled through commissary.

#### **Madison Correctional Facility - Correspondence**

The Bureau was contacted by several women at the Madison Correctional Facility regarding their photos being confiscated that were being sent to the facility through the mail. The IDOC had implemented a new correspondence policy which states, “greeting cards, colored envelopes, and colored paper shall no longer be considered allowable correspondence.” The facility staff was interpreting this to mean photos, so staff was confiscating the photos. The Bureau received clarification from Central Office in the matter to confirm that this was, indeed, not intended by the policy. The facility released all photos back to the offenders.

#### **Miami Correctional Facility - Food**

The Bureau was contacted by several men at the Level One facility at Miami Correctional Facility regarding not receiving their morning meal timely. According to 04-01-301 “The Development and Delivery of Food Services”, “no span of time between meals shall exceed fourteen (14) hours”. The Bureau was receiving reports that the guys in the dorm would be well beyond 14 hours without receiving breakfast. Once the Bureau contacted the facility and the facility reviewed the matter, breakfast was distributed in the dorms. A



communication error had occurred at the facility and the men had inadvertently not received their morning meal. Upon discovery of this, staff quickly served the population their meals.

#### **New Castle Correctional Facility – Trust Fund**

The Bureau was contacted by an offender from the above-named facility. The offender complained that the Business Office was wrongly taking child support out of “all” monies deposited into his trust fund account instead of just his State Pay. He had been in another facility and the child support monies were only being taken from his State Pay, not from other monies posted to his account. Since being at New Castle, the Business Office has been taking his child support from “all monies” posted to his account, not just his State Pay. The facilities are both operating under the same policy but interpreting the policy differently.

Upon contacting Central Office, the Bureau was promptly told that they would contact the facility and address the issue with the facility. They also contacted other facilities to ensure how the other facilities were applying the policy. Just as the offender has previously reported, the other facilities were only taking child support money from State Pay, not other monies posted onto accounts.

Direction was provided to the personnel at New Castle as to proper procedure.

### **III. 2017 Wrap-Up**

#### **Looking Forward**

The Bureau will continue to receive and investigate complaints and make recommendations regarding the complaints it receives. The Bureau will also continue to strive to be responsive to each offender who contacts the Bureau. Furthermore, the Bureau will continue to keep the offender population aware of the Bureau and how to use the Bureau effectively.

#### **Department wide Challenges**

##### **1. How can the Department creatively resolve staffing/retention issues?**

One of the biggest challenges facing the Department has been the hiring and retention of staff. The Department has taken measures to continue to battle this on-going issue including giving raises to the entry-level positions. While these measures are necessary in order to hire staff, the hiring/retention issue still remains an on-going issue throughout the Department. While no easy solution to this issue exists, the Department could benefit by looking at other creative methods to help resolve low staffing numbers as well as staff retention. Possible creative methods that the Department could benefit from are as follows:

- a. Use more outside law enforcement resources within the facilities. While this will not solve the day-to-day staffing needs of the Department, outside law enforcement agencies could be used to perform additional security and searches within facilities. Additionally, officers who are trained from other Departments could effectively serve as officers within the Department as well. For example, shared resources with Counties and those serving within county jails could be a possibility.
- b. Create Regional staffing positions and “General” staffing positions that are not facility specific. Creating such positions could give more flexibility at which facilities where staff can work. For instance, a “general” staff hire trained at a Level 2 facility might be able to fill-in positions at any Level 2 facility (upon completion of initial facility-specific training), rather than being dedicated to a specific facility.
- c. Use incentives available to reward good staff behavior. Spot bonus money is available to be used at each facility. These spot bonuses could be given out regularly and highlighted at each facility to incentivize employees. Bonuses could also be given out of spot bonus money at six months and one year of service (since most employees leave within this timeframe) and these highlighted, as well. Creating an incentive program using spot bonuses could help improve staff retention.

### **Acknowledgements**

The Bureau would like to acknowledge the individuals who have made it possible to continue to serve the great people of our State. The Bureau works in concert with professionals throughout the Holcomb Administration and the IDOC to resolve issues throughout the IDOC. If it were not for the professionalism and cooperation of the staff at all levels from county, administration, and leadership, the Bureau would not be able to operate to serve the people as it does. We appreciate the timely responses, comradery, and professionalism we experience from all over the state. We use each experience as a growing and learning experience taking each to the Next Level as we continue to strive improve in all that we do to ensure that we continue to serve the great people of this State as best as possible.

# Attachment 1 - Page 1 of 5

## DOC OMBUDSMAN BUREAU 2017 POLICIES & PROCEDURES

### I. Definitions

The Ombudsman Bureau Policy references the following terms, defined here:

- A. Assist – A complaint that requires further action by the DOC, but the offender has not necessarily attempted to resolve with the DOC prior to contacting the Bureau.
- B. Assistant – A person serving the role classified as AA3 for the State of Indiana who is charged with assisting in performing the duties of the Ombudsman Bureau.
- C. Bureau – Refers to the Department of Correction Ombudsman Bureau established in IC 4-13-1.2-3.
- D. Complaint – Refers to a piece of mail, e-mail or phone call received from offenders, family members, friends or other agencies that concerns the DOC and contains an issue the Bureau can address.
- E. Contact – Refers to correspondence that the Bureau receives that does not meet the requirements of a complaint stated herein.
- F. Complainant – A person who submits a complaint to the DOC Ombudsman Bureau.
- G. DOC – Refers to the Indiana Department of Correction.
- H. Director – The person charged with fulfilling the duties under IC 4-13-1.2-7 and appointed under 4-13-1.2-4.
- I. Family Member – A person who is related to a person who is incarcerated in a DOC facility in the State of Indiana.
- J. Follow-up Complaint – A complaint that has previously been logged into the Access Database by the Bureau.
- K. Investigation – An in depth examination of a complaint.
- L. J-Pay – The electronic kiosk used by offenders that allows them to send e-mails. The Bureau allows the offenders to send e-mails to the Bureau through this system.
- M. New Complaint – A complaint received by the Bureau that has not previously been logged or reviewed by the Bureau.

## **Attachment 1 - Page 2 of 5**

- N. Substantiated Complaint – A complaint that is found to be true and requires the DOC to take some action on the matter.

### **II. Mission Statement**

- A. To work in concert with the DOC towards the common goal of public safety through making recommendations to the DOC in order to ensure that the health and safety of offenders are protected and DOC policies and procedures as well as state laws and rules are upheld.

### **III. Purpose and general principle**

- A. Purpose: It is the purpose of the Ombudsman Bureau to develop policies and procedures that promote the expeditious resolution to complaints received from persons incarcerated in the DOC, their family members and other interested parties. These specifically-designed procedures and policies provide for the consistent implementation of complaint resolution activities and promote the enforcement of DOC policies and procedures, the health and safety of offenders, and state law.
- B. General Principle: These policies and procedures establish procedural guidelines for consistent handling and resolution of complaints submitted for resolution to the Ombudsman Bureau. The following procedures should apply in the handling of each complaint submitted to the Bureau.

### **IV. Intake Procedures**

The Bureau receives complaints by mail, e-mail, telephone and JPay.

- A. The Bureau requires offenders to attempt to resolve matters within the DOC before contacting the Bureau and should provide proof of having done so when contacting the Bureau.
- B. The Bureau will only accept complaints addressed specifically to the Bureau.
- C. The Bureau will only accept as complaints matters concerning whether the Department of Correction:
  - 1. Violated a specific law, rule or department written policy; or
  - 2. Endangered the health or safety of a person.
- D. The Bureau requires offenders to use the Ombudsman Complaint Form, if at all possible.
- E. The Bureau requires offenders to send all relevant paperwork with their complaints, if at all possible.

## **Attachment 1 - Page 3 of 5**

- F. The Director reserves the right to refuse complaints which contain subject matter not under the jurisdiction of the Bureau or adequate information is not provided.
- G. If the Bureau has already addressed a matter, further correspondence regarding the matter will be noted and filed.

### **V. Determining Appropriate Action**

- A. As soon as possible after receipt of a piece of correspondence, a determination will be made whether the correspondence should be given a complaint number or entered into the contact log.
- B. When counted as a complaint, the Assistant determines whether a complaint needs:
  - 1. Further review, in which case it is given to the Director.
  - 2. Further investigation, in which case it may be given to the Director.

### **VI. Response Procedures**

Responses to correspondence from offenders will be made in writing and sent through the U.S. Mail only. The Bureau will not reply to offender correspondence via e-mail. Responses should be made in a reasonably timely manner after receipt of the complaint and should be in writing as follows:

- A. More Information Required
  - 1. When new correspondence is received by the Bureau with insufficient information, then the letter of response instructs the complainant to send the Bureau additional information.
- B. No Violation Letters
  - 1. If all information is reviewed and the Bureau determines that no violation of DOC policy or procedure has occurred, the Bureau shall respond with a letter expressing that no violation has been found in the matter and no investigation is necessary.
- C. No Jurisdiction Letters
  - 1. If the Complainant has submitted a complaint concerning a matter that that the Bureau does not have the statutory power to address, the complainant is sent a letter explaining that the Bureau does not have jurisdiction over such a matter.

## **Attachment 1 - Page 4 of 5**

### **D. Use the DOC process Letters**

1. If the Bureau receives a letter from a complainant and it has come to be determined that the complainant has not completed a DOC process that could be used to resolve the complaint, the Bureau may send the complainant a letter explaining that the offender must first complete the DOC process available to the offender. See exceptions to this in section VII part A.

### **E. Report of Investigation**

1. As required by IC 4-13-1.2-5(b), the Bureau should submit a letter to an offender once an investigation or inquiry has been completed or it has been determined that an investigation is not needed.
  - a. In the case in which an investigation has been performed, the letter should indicate the outcome of the investigation or inquiry.
  - b. In the case in which the decision has been reached that an investigation or inquiry is not necessary, the letter should state the reason an investigation was found to be unnecessary.

### **F. Summary of Findings**

1. As required by IC 4-13-1.2-5(d), the Bureau shall submit on a monthly basis a report that contains a summary of findings for all substantiated complaints.

## **VII. Procedures Upon Investigation**

- A. The Bureau may conduct an investigation into a matter when an offender has completed the appropriate DOC process or when an offender may not have completed this process, but the matter involves a health or safety matter.
- B. Investigations shall be completed in a timely manner.
- C. Once it is determined that a complaint requires an investigation, one or more of the following people may need to be contacted:
  1. Facility contact
  2. Final review authority
  3. Grievance Officer
  4. Superintendent
  5. Offender
  6. Offender's family
  7. Policy Manager
  8. Classification
  9. Assistant Superintendent

## Attachment 1 - Page 5 of 5

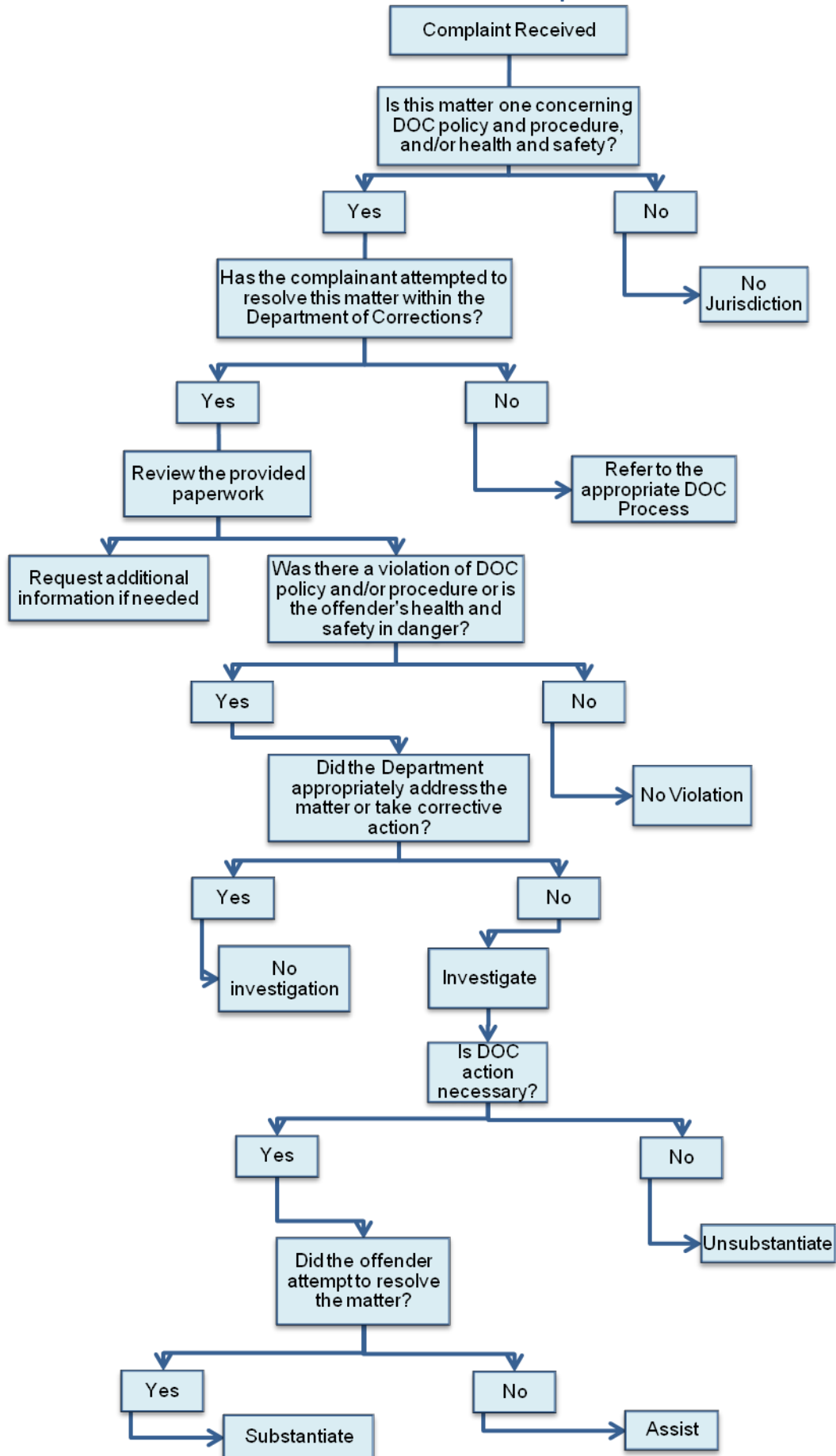
10. Central Office personnel
  11. Medical personnel
  12. Other personnel
- D. Once the appropriate contact has been made, it may be necessary to visit the facility in order to address the issue.
  - E. It may also be necessary to hold a meeting at the facility with the offender and the relevant DOC personnel.
  - F. Once the relevant people have communicated, one of three determinations may be made: that the complaint is true and needs DOC action; that it is not true; or that the DOC has already addressed the issue, as described in section I.
  - G. A recommendation, as described below in Section VIII, is made when a complaint is substantiated.
  - H. Reports of investigation are written as described above in section VI part E.
  - I. After completion of these Procedures Upon Investigation stated above a complaint is considered resolved by the Bureau and is closed.

### **VIII. Making Recommendations**

- A. As an investigation ensues, the Director may find it appropriate to make a recommendation as to action necessary when a complaint is substantiated.
- B. Recommendations should be made to the personnel who directly oversee the issue or facility contact person, but the Director may notify other facility/Central Office personnel.
- C. All recommendations and complaints must be reported to the DOC Commissioner monthly.

# Attachment 2

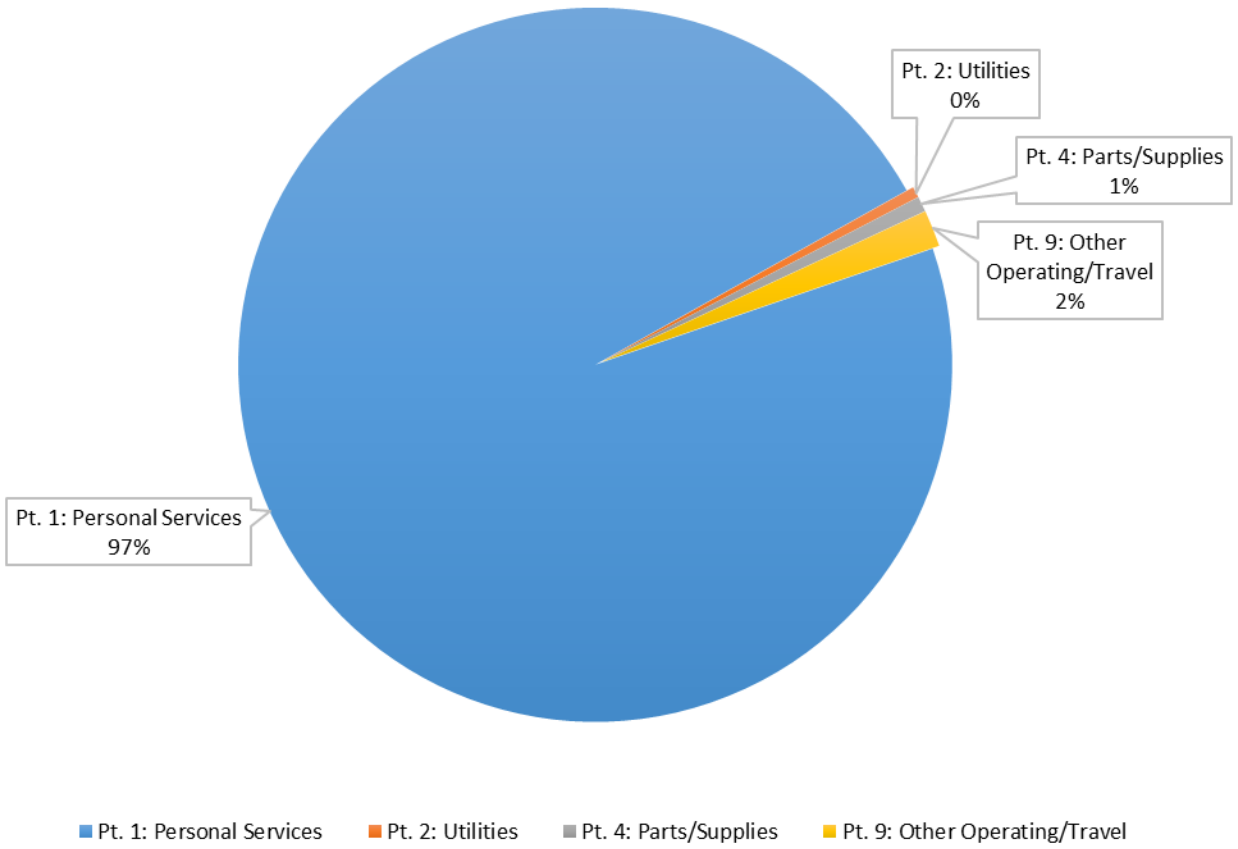
## DOC Ombudsman Complaint Process





### Attachment 3

**DOC Ombudsman Bureau FY 18 Expenses**



Indiana Ombudsman Bureau

Complaint Summary Report - Male Minimum Security Level Facilities, Work Release Centers, and County Jails

From: 1/1/2017 To: 12/31/2017

## Received, Investigated, Substantiated, Assisted, Contacts

	Total	COL	IREF	JCU	SBWR	XMR	Other	County
Classification (Codes)	0,0,0,0,0							
Classification (other than disciplinary)	1,0,0,0,0							1,0,0,0,0
Classification (Time Cut)	5,5,2,0,3	2,2,1,0,1	2,2,1,0,0	1,1,0,0,2				
Clothing	0,0,0,0,1							0,0,0,0,1
Commissary	0,0,0,0,0							
Confinement Conditions	3,0,0,0,4							3,0,0,0,4
Contract	0,0,0,0,0							
Correspondence	1,0,0,0,1							1,0,0,0,1
Credit Time	0,0,0,0,1							0,0,0,0,1
Dental	0,0,0,0,1							0,0,0,0,1
Disciplinary Action	11,0,0,0,8		1,0,0,0,2	3,0,0,0,2		2,0,0,0,3	1,0,0,0,0	4,0,0,0,1
Excess Force	1,0,0,0,1							1,0,0,0,1
Food	1,0,0,0,2							1,0,0,0,2
Grievance	2,0,0,0,2	0,0,0,0,1						2,0,0,0,1
Housing	2,0,0,0,0							2,0,0,0,0
Legal	6,0,0,0,7						2,0,0,0,0	4,0,0,0,7
Medical Care	6,6,3,0,7		1,1,1,0,0	2,2,2,0,2	1,1,0,0,0		0,0,0,0,2	2,1,0,0,3
Mental Health	1,0,0,0,2							1,0,0,0,2
Offender Safety	0,0,0,0,0							
Offender Trust Accounts	0,0,0,0,0							
Offender Violence	0,0,0,0,1							0,0,0,0,1
Officer Misbehavior	1,0,0,0,2			0,0,0,0,2				1,0,0,0,0
Parole	4,0,0,0,7						0,0,0,0,5	4,0,0,0,2
Personal Property	0,0,0,0,2					0,0,0,0,1	0,0,0,0,2	
Phone	0,0,0,0,1							0,0,0,0,1
Programs	3,0,0,0,7	1,0,0,0,0	0,0,0,0,2	1,0,0,0,5				1,0,0,0,0
Recreation	0,0,0,0,0							
Religious	0,0,0,0,0							
Sanitation	0,0,0,0,0							
School	0,0,0,0,0							
Security	0,0,0,0,0							
Sex Offender	0,0,0,0,0							
Transfer	2,0,0,0,3		0,0,0,0,3					2,0,0,0,0
Visitation	0,0,0,0,1			0,0,0,0,1				
Work	1,0,0,0,0	1,0,0,0,0						
<b>Total</b>	<b>51,10,5,0,64</b>	<b>4,2,1,0,2</b>	<b>4,3,2,0,7</b>	<b>7,3,2,0,14</b>	<b>1,1,0,0,0</b>	<b>2,0,0,0,4</b>	<b>3,0,0,0,8</b>	<b>30,1,0,0,29</b>

**Facility Key**

COL - Chain O'Lakes Correctional Facility

IREF - Indianapolis Re-Entry Educational Facility

JCU - Edinburgh Correctional Facility

Other- Non-DOC Work Release Centers

SBWR - South Bend Community Re-Entry Center

XMR - Marion Co. (Duvall Residential Center)

County - County Jails

Attachment 4 - Page 2 of 4

Indiana Ombudsman Bureau  
 Complaint Summary Report - Male Medium Security Level Facilities  
 From: 1/1/2017 To: 12/31/2017

Received, Investigated, Substantiated, Assisted, Contacts

	Total	BTC	CIF	ISF	IYC	MCF	NCF	STP	WCC
Classification (Codes)	9,3,1,0,59	0,0,0,0,7	1,1,1,0,2	0,0,0,0,6	4,1,0,0,9	2,0,0,0,16	0,0,0,0,2	0,0,0,0,1	2,1,0,0,16
Classification (other than disciplinary)	22,7,3,2,47	2,1,0,1,3	2,0,0,0,0	3,2,1,0,8	2,0,0,0,10	1,0,0,0,7	3,0,0,0,7	4,1,1,0,3	5,3,1,1,9
Classification (Time Cut)	64,45,10,6,110	7,5,1,2,16	0,0,0,0,3	10,5,2,0,19	6,2,0,0,15	13,11,2,2,15	9,6,1,2,13	2,2,0,0,6	17,14,4,0,23
Clothing	19,12,1,0,19	1,0,0,0,2	1,1,0,0,1	4,1,0,0,0	5,5,1,0,0	5,3,0,0,0	1,1,0,0,6		2,1,0,0,10
Commissary	17,5,1,0,7	1,1,1,0,0	1,0,0,0,0	1,0,0,0,3	3,0,0,0,2	2,1,0,0,0	2,1,0,0,2		7,2,0,0,0
Confinement Conditions	52,17,0,1,29		1,0,0,0,1	2,1,0,0,4	7,4,0,0,4	6,3,0,0,3	19,5,0,0,11	1,1,0,1,0	16,3,0,0,6
Correspondence	24,8,0,0,38	2,2,0,0,2	1,1,0,0,1	3,1,0,0,0	1,0,0,0,3	6,1,0,0,8	6,3,0,0,15	1,0,0,0,0	4,0,0,0,9
Credit Time	32,12,7,1,55	5,3,1,1,6	3,1,1,0,6	5,1,0,0,6	5,3,3,0,11	2,0,0,0,6	5,0,0,0,9	2,2,2,0,3	5,2,0,0,8
Dental	63,55,4,0,37	2,2,0,0,0	3,3,1,0,2	3,1,0,0,1	2,1,0,0,1	4,2,0,0,0	11,6,2,0,5	0,0,0,0,1	38,40,1,0,27
Disciplinary Action	145,27,4,0,216	12,1,0,0,14	11,4,2,0,19	14,3,0,0,18	62,11,2,0,77	10,1,0,0,23	11,1,0,0,10	5,4,0,0,18	20,2,0,0,37
Excess Force	9,5,0,0,0				2,1,0,0,0	4,3,0,0,0			3,1,0,0,0
Food	41,30,4,2,32		1,1,0,0,0	3,2,0,0,2	3,3,0,0,3	9,6,0,0,5	16,13,2,1,8	3,2,1,0,3	6,3,1,1,11
Grievance	31,11,1,1,37	1,0,0,0,1	5,3,1,0,2	1,0,0,0,0	2,1,0,0,4	7,3,0,1,7	12,2,0,0,11	0,0,0,0,1	3,2,0,0,11
Housing	29,10,2,0,30	1,0,0,0,0	1,0,0,0,1	3,0,0,0,9	7,3,2,0,10	3,2,0,0,3	5,1,0,0,5		9,4,0,0,2
Legal	20,6,0,2,48	1,0,0,0,6	2,1,0,0,6	3,1,0,0,4	3,2,0,2,5	1,0,0,0,5	5,0,0,0,11	0,0,0,0,3	5,2,0,0,8
Medical Care	606,573,152,7,225	6,3,0,0,5	15,10,1,0,16	29,27,6,1,16	59,57,8,0,25	48,44,6,0,21	315,305,123,4,89	4,4,0,0,3	130,123,8,2,50
Mental Health	56,49,2,3,9	1,0,0,0,0	1,1,0,0,2	8,8,0,1,1	2,2,0,0,1	14,12,2,0,0	19,16,0,2,2	0,0,0,0,1	11,10,0,0,2
Offender Safety	38,8,0,0,58	2,0,0,0,1	5,1,0,0,2	3,1,0,0,8	1,0,0,0,13	11,3,0,0,18	8,1,0,0,3	0,0,0,0,2	8,2,0,0,11
Offender Trust Accounts	16,11,2,0,1	1,1,0,0,0	1,0,0,0,0		3,1,0,0,0	2,1,1,0,0	3,3,1,0,0	1,1,0,0,0	5,4,0,0,1
Offender Violence	0,0,0,0,1			0,0,0,0,1					
Officer Misbehavior	52,8,1,0,53	1,0,0,0,0	1,0,0,0,7	4,1,0,0,3	9,4,1,0,13	6,1,0,0,9	6,1,0,0,6	3,0,0,0,5	22,1,0,0,10
Parole	25,9,4,0,47	1,0,0,0,1	1,1,0,0,1	2,1,1,0,6	9,4,3,0,20	1,0,0,0,4	6,1,0,0,10		5,2,0,0,5
Personal Property	45,16,1,3,76	1,1,0,1,1	0,0,0,0,2	0,0,0,0,5	6,3,0,0,12	18,8,0,1,18	10,1,0,0,15	1,1,1,0,3	9,2,0,1,20
Phone	0,0,0,0,2				0,0,0,0,1		0,0,0,0,1		
Programs	31,7,3,1,96	4,0,0,0,5	0,0,0,0,3	6,3,2,0,10	7,1,0,1,14	3,0,0,0,5	5,2,1,0,12	1,0,0,0,4	5,1,0,0,43
Recreation	5,3,0,0,9				2,0,0,0,0	1,1,0,0,1	2,2,0,0,6		0,0,0,0,2
Religious	14,5,1,0,28	1,0,0,0,2	0,0,0,0,1	3,1,1,0,1	1,0,0,0,1	2,0,0,0,4	2,1,0,0,11	2,1,0,0,0	3,2,0,0,8
Sanitation	2,1,0,1,0					1,0,0,0,0			1,1,0,1,0
School	1,0,0,0,0			1,0,0,0,0					
Security	4,1,1,0,1		1,1,1,0,0			2,0,0,0,0	1,0,0,0,1		
Sex Offender	2,1,0,0,5				1,0,0,0,0		1,1,0,0,5		
Transfer	47,8,1,0,119	1,0,0,0,6	1,0,0,0,3	10,0,0,0,30	10,3,1,0,23	6,1,0,0,13	6,2,0,0,8	0,0,0,0,4	13,2,0,0,32
Visitation	13,4,1,1,42	1,0,0,0,4	0,0,0,0,2	1,0,0,0,7	3,1,1,0,8	1,0,0,0,5	2,1,0,0,6	1,1,0,0,2	4,1,0,1,8
Work	29,6,2,0,44	1,1,0,0,1	1,0,0,0,1	4,1,0,0,6	7,1,1,0,7	5,0,0,0,10	5,1,1,0,9	1,0,0,0,0	5,2,0,0,10
Total	1563,963,209,31,1580	56,21,3,5,83	60,30,8,0,84	126,61,13,2,174	234,114,23,3,292	196,107,11,4,206	496,377,131,9,299	32,20,5,1,63	363,233,15,7,379

Facility Key

BTC - Branchville Correctional Facility	MCF - Miami Correctional Facility
CIF - Correctional Industrial Facility	NCF - New Castle Correctional Facility
ISF - Putnamville Correctional Facility	STP - Heritage Trail Correctional Facility
IYC - Plainfield Correctional Facility	WCC - Westville Correctional Facility

Indiana Ombudsman Bureau

Complaint Summary Report - Male Maximum Security Level Facilities

From: 1/1/2017 To: 12/31/2017

Classification (Codes)	Received, Investigated, Substantiated, Assisted				
	Total	ISP	ISR	RDC	WVCF
Classification (Codes)	2,1,1,0,3	0,0,0,0,1	1,1,1,0,2		1,0,0,0,0
Classification (other than disciplinary)	4,1,0,0,6	0,0,0,0,1	1,1,0,0,1		3,0,0,0,4
Classification (Time Cut)	7,6,0,3,6	3,3,0,1,3	4,3,0,2,3		
Clothing	3,1,0,0,2	0,0,0,0,1	2,1,0,0,1		1,0,0,0,0
Commissary	2,0,0,0,0		1,0,0,0,0		1,0,0,0,0
Confinement Conditions	11,6,3,0,9	4,2,1,0,5	6,4,2,0,4		1,0,0,0,0
Contract	1,0,0,0,0	1,0,0,0,0			
Correspondence	12,1,0,0,8	4,0,0,0,5	3,0,0,0,2	1,0,0,0,0	4,1,0,0,1
Credit Time	2,2,2,0,6	0,0,0,0,1	2,2,2,0,5		
Dental	7,6,0,1,1	5,4,0,1,0	1,1,0,0,1		1,1,0,0,0
Disciplinary Action	44,4,1,0,43	16,0,0,0,16	11,3,1,0,13	1,0,0,0,0	16,1,0,0,14
Excess Force	2,0,0,0,0	1,0,0,0,0	1,0,0,0,0		
Food	4,2,0,0,3	1,0,0,0,1	1,1,0,0,0		2,1,0,0,2
Grievance	13,3,0,1,8	7,2,0,1,4	4,1,0,0,3		2,0,0,0,1
Housing	9,3,0,0,4	3,0,0,0,1	2,2,0,0,2		4,1,0,0,1
Legal	14,0,0,0,10	2,0,0,0,1	2,0,0,0,5	0,0,0,0,1	10,0,0,0,3
Medical Care	83,67,12,0,33	27,22,5,0,11	35,32,6,0,14	1,1,0,0,0	20,12,1,0,8
Mental Health	25,18,1,1,6	7,6,1,0,1	8,7,0,1,2		10,5,0,0,3
Offender Safety	13,3,0,0,4	3,0,0,0,2	6,2,0,0,2		4,1,0,0,0
Offender Trust Accounts	3,2,1,0,1	0,0,0,0,1	3,2,1,0,0		
Offender Violence	2,2,0,0,0	2,2,0,0,0			
Officer Misbehavior	35,9,0,1,28	3,1,0,0,8	20,4,0,1,8		12,4,0,0,12
Parole	2,1,0,0,1		1,0,0,0,1		1,1,0,0,0
Personal Property	12,3,1,0,13	5,1,0,0,5	4,1,0,0,6		3,1,1,0,2
Phone	3,1,0,0,3	0,0,0,0,1	3,1,0,0,1		0,0,0,0,1
Programs	23,2,0,0,5	3,1,0,0,0	14,1,0,0,4		6,0,0,0,1
Recreation	3,1,0,0,0	2,0,0,0,0	1,1,0,0,0		
Religious	4,0,0,0,5	0,0,0,0,1	2,0,0,0,3		2,0,0,0,1
Sanitation	0,0,0,0,0				
School	0,0,0,0,0				
Security	1,0,0,0,1	1,0,0,0,0	0,0,0,0,1		
Sex Offender	0,0,0,0,1		0,0,0,0,1		
Transfer	13,1,0,0,7	1,0,0,0,2	7,1,0,0,2	1,0,0,0,1	4,0,0,0,2
Visitation	0,0,0,0,10	0,0,0,0,3	0,0,0,0,7		
Work	10,2,0,0,8	3,0,0,0,4	3,2,0,0,2		4,0,0,0,2
<b>Total</b>	<b>369,148,22,7,235</b>	<b>104,44,7,3,79</b>	<b>149,74,13,4,96</b>	<b>4,1,0,0,2</b>	<b>112,29,2,0,58</b>

**Facility Key**

ISP - Indiana State Prison

ISR - Pendleton Correctional Facility

RDC - Reception Diagnostic Center

WVCF - Wabash Valley Correctional Facility

Indiana Ombudsman Bureau

Complaint Summary Report- Women's Facilities and Juvenile Correctional Facilities

From: 1/1/2017 To: 12/31/2017

Classification (Codes)	Received, Investigated, Substantiated, Assisted				
	Total	MCU	RTC	IWP	LJCF
Classification (Codes)	0,0,0,0,2		0,0,0,0,2		
Classification (other than disciplinary)	1,0,0,0,5	1,0,0,0,3	0,0,0,0,1	0,0,0,0,1	
Classification (Time Cut)	3,1,0,0,13	0,0,0,0,7	2,0,0,0,5	1,1,0,0,1	
Clothing	0,0,0,0,1		0,0,0,0,1		
Commissary	2,1,1,0,0		1,1,1,0,0	1,0,0,0,0	
Confinement Conditions	7,2,0,0,4	0,0,0,0,2	1,0,0,0,1	6,2,0,0,1	
Contract	0,0,0,0,0				
Correspondence	3,2,1,0,9	1,1,1,0,4	1,0,0,0,4	1,1,0,0,1	
Credit Time	0,0,0,0,0				
Dental	2,2,0,0,2		1,1,0,0,2	1,1,0,0,0	
Disciplinary Action	6,0,0,0,19	0,0,0,0,5	3,0,0,0,8	3,0,0,0,6	
Excess Force	0,0,0,0,1		0,0,0,0,1		
Food	3,3,1,0,4	1,1,0,0,1	2,2,1,0,3		
Grievance	2,1,0,0,0			2,1,0,0,0	
Housing	0,0,0,0,0				
Legal	2,0,0,0,2			2,0,0,0,2	
Medical Care	25,22,1,2,20	2,1,0,1,1	11,8,0,0,10	12,13,1,1,9	
Mental Health	2,2,1,0,2		1,1,0,0,0	1,1,1,0,1	0,0,0,0,1
Offender Safety	2,1,0,0,1		1,0,0,0,0	1,1,0,0,1	
Offender Trust Accounts	2,1,0,0,0			2,1,0,0,0	
Offender Violence	0,0,0,0,0				
Officer Misbehavior	4,0,0,0,8	1,0,0,0,1	0,0,0,0,3	3,0,0,0,4	
Parole	0,0,0,0,0				
Personal Property	0,0,0,0,3	0,0,0,0,1	0,0,0,0,1	0,0,0,0,1	
Phone	0,0,0,0,0				
Programs	3,0,0,0,8	1,0,0,0,4	2,0,0,0,4		
Recreation	1,0,0,0,0		1,0,0,0,0		
Religious	1,1,0,0,2	0,0,0,0,1	1,1,0,0,1		
Sanitation	0,0,0,0,0				
School	0,0,0,0,0				
Security	0,0,0,0,0				
Sex Offender	0,0,0,0,0				
Transfer	2,0,0,0,7	0,0,0,0,2	0,0,0,0,2	2,0,0,0,3	
Visitation	1,1,0,0,11	0,0,0,0,3	1,1,0,0,3	0,0,0,0,4	0,0,0,0,1
Work	1,0,0,0,8	0,0,0,0,4	0,0,0,0,1	1,0,0,0,3	
Total	75,40,5,2,132	7,3,1,1,39	29,15,2,0,53	39,22,2,1,38	0,0,0,0,2

**Facility Key**

MCU - Madison Correctional Facility

RTC - Rockville Correctional Facility

IWP- Indiana Women's Prison

LJCF- Logansport Juvenile Correctional Facility Intake Unit