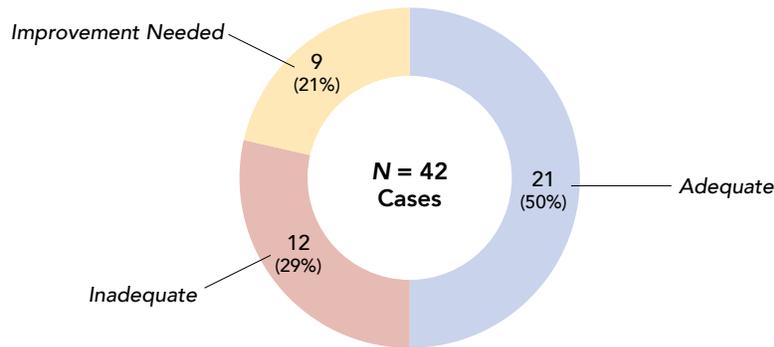




From October 1, 2025, through December 31, 2025, the Office of the Inspector General (OIG) completed its review of 42 closed California Department of Corrections and Rehabilitation (CDCR) grievance cases involving allegations of staff misconduct that were resolved through the department’s routine review process. The OIG rated the department’s overall performance *adequate* in 21 cases, or 50 percent. The OIG rated the department’s overall performance *improvement needed* in nine cases, or 21 percent. The OIG rated the department’s overall performance *inadequate* in 12 cases, or 29 percent.

**Cases Monitored Retrospectively by the Office of the Inspector General  
From October 2025 Through December 2025**



Source: Office of the Inspector General Tracking and Reporting System.

For each reviewed grievance, the OIG evaluated whether departmental staff conducted thorough, timely, and well-documented routine reviews. The OIG also evaluated whether reviewing authorities made reasonable determinations based on the evidence gathered and whether those determinations were supported by applicable departmental policies and procedures.

In general, an *adequate* rating indicates that the OIG did not identify any significant deficiencies. An *improvement needed* rating indicates that the OIG identified deficiencies that, while warranting improvement, did not appear to result in a negative outcome for the department or the routine review. An *inadequate* rating indicates that the OIG identified significant deficiencies that resulted in a negative outcome for the department or the routine review.

Below, the OIG presents case-by-case summaries of the 42 closed routine review grievance cases involving allegations of staff misconduct reviewed during this reporting period.





OIG Case Number  
25-04-01

Rating Assessment  
Improvement Needed

### Factual Summary

On July 31, 2025, an officer allegedly failed to accommodate a disabled incarcerated person's special handcuffing needs when the officer placed handcuffs behind the incarcerated person's back and sat him down in his wheelchair, which caused him pain and difficulty sleeping.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's grievance. The OIG concurred.

### Overall Assessment

The OIG identified a deficiency in the department's performance. The supervisor noted in the decision letter that the officer did not have any prior knowledge of the incarcerated person's special handcuffing needs. However, it is unclear in the routine review how the supervisor conclusively determined the officer did not have prior knowledge of the incarcerated person's special handcuffing needs because there is no record to support that finding.

OIG Case Number  
25-04-02

Rating Assessment  
Adequate

### Factual Summary

On April 16, 2025, two officers allegedly intentionally damaged an incarcerated person's prosthetic leg during a cell search.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's grievance. The OIG concurred.

### Overall Assessment

The department's performance was *adequate*.



OIG Case Number  
25-04-03

Rating Assessment  
Adequate

### Factual Summary

On August 17, 2025, an officer allegedly entered an incarcerated person's cell, ripped down pictures, removed air vent covers, and confiscated an ADA table holder after the incarcerated person asked to be released for a medical appointment.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's grievance. The OIG concurred.

### Overall Assessment

The department's performance was *adequate*.

OIG Case Number  
25-04-04

Rating Assessment  
Adequate

### Factual Summary

On June 22, 2025, an officer allegedly did not seal an incarcerated person's legal mail in their presence.

### Disposition

The reviewing authority conducted a routine review and granted the incarcerated person's grievance. The reviewing authority determined that corrective action was appropriate and provided the officer training. The OIG concurred.

### Overall Assessment

The department's performance was *adequate*.

OIG Case Number  
25-04-05

Rating Assessment  
Improvement Needed

### Factual Summary

On and before July 11, 2025, an officer allegedly created a hostile environment and compromised the safety of staff and incarcerated people when he used disrespectful and offensive language towards incarcerated people, falsified disciplinary actions, threatened and intimidated incarcerated people, discriminated against and showed



favoritism towards certain racial groups, and harassed incarcerated people based on their gender identities.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's grievance. The OIG concurred.

### Overall Assessment

The OIG identified a deficiency in the department's performance. The supervisor documented in the decision letter that all allegations were addressed. However, during the interview of the incarcerated person, the supervisor only asked about threats of disciplinary action for borrowing a fan.

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OIG Case Number  
25-04-06

Rating Assessment  
Adequate

### Factual Summary

On April 12, 2025, an unidentified officer allegedly denied an incarcerated person access to his medically required eyeglasses and shoes for four days after the incarcerated person transferred to another prison.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's grievance. The OIG concurred.

### Overall Assessment

The department's performance was *adequate*.

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OIG Case Number  
25-04-07

Rating Assessment  
Adequate

### Factual Summary

On July 27, 2025, an officer allegedly made several inappropriate comments about an incarcerated person's gender identity and that the incarcerated person did not need a shower with a curtain.



### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's grievance. The OIG concurred.

### Overall Assessment

The department's performance was *adequate*.

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OIG Case Number  
25-04-08

Rating Assessment  
*Adequate*

### Factual Summary

On May 14, 2025, and July 2, 2025, an officer allegedly tampered with an incarcerated person's legal mail when he placed his finger inside the opened envelope and slammed it against the cell door.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's claims. The OIG concurred.

### Overall Assessment

The department's performance was *adequate*.

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OIG Case Number  
25-04-09

Rating Assessment  
*Adequate*

### Factual Summary

On July 18, 2025, two officers allegedly delayed emergency medical care for an incarcerated person. The first officer allegedly was aggressive and unprofessional during the transport for medical treatment when he failed to accommodate the incarcerated person's special handcuffing needs.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's grievance. The OIG concurred.

### Overall Assessment

The department's performance was *adequate*.



OIG Case Number  
25-04-10

Rating Assessment  
Inadequate

### Factual Summary

On July 11, 2025, and on two prior occasions, an officer allegedly withheld an incarcerated person’s medical ducat because the incarcerated person refused to sign the ducat acknowledging receipt.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person’s grievance. The OIG did not concur because the routine review was inadequate and the reviewing authority should have requested additional fact gathering.

### Overall Assessment

The department’s performance was *inadequate*. The supervisor interviewed the incarcerated person but did not document whether he asked any questions regarding the specific allegation that the officer withheld a medical ducat on July 11, 2025, or the incarcerated person’s allegation that the officer had withheld medical ducats on two prior occasions. The supervisor also did not interview the officer but should have inquired about the officer’s alleged practice of requiring signatures on medical ducats, the officer’s knowledge of policies and procedures governing the distribution of medical ducats, and the incarcerated person’s allegations of prior similar incidents. The supervisor should have retrieved video footage from July 11, 2025, because the incarcerated person alleged that a medical ducat was received on July 11, 2025, but withheld until July 12, 2025. The supervisor only reviewed video from July 12, 2025. The supervisor cited an unrelated policy concerning the rights and respect of others in the decision and did not identify or reference any policies or procedures governing the issuance of medical ducats. The manager and reviewing authority did not identify the draft decision’s insufficiencies and should have required additional fact gathering.

OIG Case Number  
25-04-11

Rating Assessment  
Inadequate

### Factual Summary

On June 26, 2025, an officer allegedly searched an incarcerated person’s bunk area and locker, wrongfully confiscated his religious medicine bag and dream catcher, and destroyed the dream catcher. On July 3, 2025, the officer allegedly cursed at the incarcerated person when the incarcerated person asked to speak to the officer.



## Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's grievance. The OIG did not concur because the routine review was inadequate.

## Overall Assessment

The department's performance was *inadequate*. The supervisor failed to address the incarcerated person's allegation that the officer wrongfully confiscated and destroyed personal property following a search. Consequently, no video footage related to that allegation was requested or preserved. The supervisor failed to document a summary of the review of video footage from July 3, 2025. Although the reviewing manager deemed the draft decision adequate, the reviewing authority subsequently returned the draft decision to the reviewing manager and referenced an email directing additional fact gathering. The reviewing authority did not upload the email to the records system; therefore, the reviewing authority's directives were not documented. The supervisor did not interview the incarcerated person or the officer, resulting in a lack of basic fact gathering necessary to evaluate the allegations, including whether the search occurred, whether religious property was confiscated or destroyed, the existence of witnesses, compliance with documentation and policy requirements, and the nature of the officer's interaction with the incarcerated person on July 3, 2025. The reviewing authority subsequently deemed the draft decision adequate despite these deficiencies. The reviewing authority issued a decision regarding the grievance on August 21, 2025, but the Office of Grievances delayed issuing the decision letter to the incarcerated person 46 days after policy required.

OIG Case Number  
25-04-12

Rating Assessment  
*Inadequate*

## Factual Summary

On an unidentified date prior to July 1, 2025, a sergeant allegedly harassed an incarcerated person by speaking loudly and disrespectfully beside the incarcerated person's cell door about unspecified confidential information. The sergeant also attempted to issue multiple rules violations against the incarcerated person.

## Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's grievance. The OIG did not concur because the routine review was inadequate and the reviewing authority should have requested additional fact gathering.



### Overall Assessment

The department’s performance was *inadequate*. The supervisor requested and reviewed video footage but failed to document a summary of the footage reviewed in the department’s confidential records system. However, in the decision letter, the supervisor stated that he conducted a random review of video footage from an unrelated date depicting the sergeant as calm and respectful and the incarcerated person as verbally abusive and irate. However, the supervisor did not identify the date of the footage, explain the relevance of reviewing random video, or preserve the video. Therefore, it is unclear whether the footage was relevant to the grievance. The supervisor interviewed the incarcerated person but did not document whether he asked questions to elicit the date and time of the alleged misconduct, clarify the unspecified confidential information that was disclosed, or clarify whether any witnesses were present. The supervisor did not interview the sergeant. The supervisor cited regulations governing the rights and respect of others but failed to include the policies and procedures relevant to the disclosure of confidential information. The reviewing manager and reviewing authority failed to identify the draft decision’s deficiencies and instead approved the draft decision as adequate.

OIG Case Number  
25-04-13

Rating Assessment  
*Inadequate*

### Factual Summary

On June 26, 2025, an officer allegedly tried to push a cell door into an incarcerated person as the incarcerated person entered the cell.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person’s grievance. The OIG did not concur because the routine review was inadequate and the reviewing authority should have referred the matter to the Centralized Screening team for review or requested additional fact gathering.

### Overall Assessment

The department’s performance was *inadequate*. The supervisor did not sufficiently document fact gathering in the department’s confidential records system. The supervisor failed to document any attempts to identify and interview the officer, even though the officer was referenced in the grievance. The supervisor failed to identify or include the specific policies and procedures relevant to the allegation governing staff conduct and use of force. The supervisor delayed 47 days after being assigned the routine review before attempting to conduct the first interview. By that time, the incarcerated person had been transferred to another prison and declined to be interviewed. The manager and the reviewing authority should have required additional fact gathering. The supervisor, manager and reviewing authority failed to identify that



the allegation concerned an attempted use of force, which is an allegation listed on the department's Allegation Decision Index. Therefore, the supervisor should have suspended the routine review and referred the matter to the Centralized Screening Team to determine whether the claim should be elevated for an investigation. The reviewing manager and reviewing authority failed to identify the draft decision's deficiencies and instead approved the draft decision as adequate.

OIG Case Number  
25-04-14

Rating Assessment  
Inadequate

### Factual Summary

On July 10, 2025, an officer allegedly failed to take action after an incarcerated person reported finding a rock in their food.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's grievance. The OIG did not concur because the routine review was inadequate and the reviewing authority should have requested additional fact gathering.

### Overall Assessment

The department's performance was *inadequate*. The supervisor failed to document any fact gathering in the department's confidential records system, including summaries of the interviews of the incarcerated person and the officer and whether video footage was requested or reviewed. The supervisor cited a general regulation in the decision governing an incarcerated person's right to appeal but did not include policies governing food handling and staff responsibilities for responding to reported food contamination or safety concerns. The manager and the reviewing authority failed to identify the draft decision's insufficiencies and should have required additional fact gathering.

OIG Case Number  
25-04-15

Rating Assessment  
Adequate

### Factual Summary

On April 25, 2025, two officers allegedly transferred an incarcerated person to a restricted housing unit without medications that were to be kept with the incarcerated person at all times.



### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person’s grievance. The OIG concurred.

### Overall Assessment

The department’s performance was *adequate*.

OIG Case Number  
25-04-16

Rating Assessment  
*Adequate*

### Factual Summary

On June 18, 2025, an officer allegedly used profane language toward an incarcerated person in a medication line.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person’s grievance. The OIG concurred.

### Overall Assessment

The department’s performance was *adequate*.

OIG Case Number  
25-04-17

Rating Assessment  
*Adequate*

### Factual Summary

On and before April 22, 2025, an officer allegedly submitted several false rules violation reports against an incarcerated person with the intent to send the incarcerated person to a mental-health-crisis housing unit without a valid reason.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person’s grievance. The OIG concurred.

### Overall Assessment

The department’s performance was *adequate*.



OIG Case Number  
25-04-18

Rating Assessment  
Improvement Needed

### Factual Summary

On February 18, 2025, two officers allegedly told an incarcerated person to take a different route to his medical appointment after he exited a dining hall and called the incarcerated person a “snitch” when the incarcerated person asked for the officers’ names, which caused nearby officers to laugh.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person’s grievance. The OIG concurred.

### Overall Assessment

The OIG identified a deficiency in the department’s performance. The supervisor reviewed and referenced video footage in the department’s confidential records system that captured the incident and determined that the video footage disproved the allegations but failed to preserve the video footage. As a result, the OIG was unable to review the video footage because the department’s 90-day retention period had expired.

OIG Case Number  
25-04-19

Rating Assessment  
Adequate

### Factual Summary

On August 11, 2025, an officer allegedly improperly confiscated and read an incarcerated person’s legal mail.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person’s grievance. The OIG concurred.

### Overall Assessment

The department’s performance was *adequate*



OIG Case Number  
25-04-20

Rating Assessment  
Improvement Needed

### Factual Summary

On January 18, 2025, two officers allegedly laughed at an incarcerated person when she told the officers that a second incarcerated person threatened her safety.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's grievance. The OIG concurred.

### Overall Assessment

The OIG identified a deficiency in the department's performance. The supervisor documented that video footage refuted the allegation that the officers laughed at the incarcerated person. However, the supervisor failed to preserve the video footage. The OIG was unable to review the video footage because the department's 90-day retention period had expired.

OIG Case Number  
25-04-21

Rating Assessment  
Adequate

### Factual Summary

On July 22, 2025, and August 12, 2025, an officer allegedly targeted an incarcerated person and used profane language when he told the incarcerated person to remove a window covering and to get inside their cell and searched the incarcerated person's cell without justification.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's grievance. The OIG concurred.

### Overall Assessment

The department's performance was *adequate*.



OIG Case Number  
25-04-22

Rating Assessment  
Adequate

### Factual Summary

On February 24, 2025, an officer allegedly acted disrespectfully when she walked by an incarcerated person's cell and called the incarcerated person a derogatory name.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's grievance. The OIG concurred.

### Overall Assessment

The department's performance was *adequate*.

OIG Case Number  
25-04-23

Rating Assessment  
Inadequate

### Factual Summary

On July 8, 2025, a sergeant allegedly was hostile and rude when he told an incarcerated person that he did not care that the power in the incarcerated person's cell did not work.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's grievance. The OIG did not concur because the routine review was inadequate and the reviewing authority should have requested additional fact gathering.

### Overall Assessment

The department's performance was *inadequate*. The supervisor did not document the identity of the third-watch sergeant in the department's confidential records system. The supervisor should have memorialized the investigative steps used to identify the sergeant, interviewed the sergeant, and inquired as to whether he had any interaction with the incarcerated person in which he spoke rudely or improperly dismissed the request to restore electricity to the incarcerated person's cell. The supervisor documented in the decision letter that the video surveillance footage he reviewed did not have audio-recording capabilities but still conclusively opined that the sergeant and the incarcerated person did not interact. In addition, the supervisor should have reviewed the sergeant's relevant body-worn camera footage, which would have recorded any audible interaction between the sergeant and the incarcerated person and could have objectively supported or refuted the allegations. The supervisor's



sole reliance on video surveillance footage was insufficient to make a finding to disprove the allegations on that evidence alone. As such, the supervisor also should have interviewed the incarcerated person and at least confirmed whether the video surveillance footage reviewed by the supervisor accurately captured the entirety of his interaction with the sergeant. As a result, the reviewing authority did not have all the necessary information to make an informed decision regarding the alleged misconduct and should have required additional fact gathering.

OIG Case Number  
25-04-24

Rating Assessment  
Adequate

#### Factual Summary

On July 15, 2025, an officer allegedly acted unprofessionally when she told an incarcerated person to shut up as she grabbed two request slips from the incarcerated person, crumbled them up, and shoved them back towards the incarcerated person.

#### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's grievance. The OIG concurred.

#### Overall Assessment

The department's performance was *adequate*.

OIG Case Number  
25-04-25

Rating Assessment  
Inadequate

#### Factual Summary

On July 13, 2025, an officer allegedly discriminated against an incarcerated person based on his gender and retaliated against the incarcerated person for a previously submitted grievance when she shined a flashlight inside the incarcerated person's cell, refused to provide her name to the incarcerated person when requested, and told the incarcerated person she would issue him a rules violation report.

#### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's grievance. The OIG did not concur because the routine review was inadequate and the reviewing authority should have requested additional fact gathering.



### Overall Assessment

The department’s performance was *inadequate*. The supervisor interviewed the incarcerated person but did not document in the department’s confidential records system whether she had asked the incarcerated person any questions pertaining to the alleged misconduct. Specifically, the supervisor advised that officers use flashlights to reassure the safety and security of all incarcerated people and staff but did not document whether she had asked the incarcerated person to describe how the officer discriminates against men and why the officer’s conduct during their encounter was retaliatory. The supervisor interviewed the officer but did not inquire as to whether the officer had engaged in gender discrimination and threatened to issue a retaliatory rules violation report against the incarcerated person for a prior grievance submitted against other officers. In addition, the supervisor did not review and preserve relevant video footage that could have corroborated or refuted the incarcerated person’s allegations. As a result, the reviewing authority did not have all the necessary information to make an informed decision regarding the alleged misconduct and should have required additional fact gathering.

OIG Case Number  
25-04-26

Rating Assessment  
Adequate

### Factual Summary

On July 10, 2025, an officer allegedly acted aggressively when he held onto an incarcerated person’s middle thigh area during a clothed body search.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person’s grievance. The OIG concurred.

### Overall Assessment

The department’s performance was *adequate*.

OIG Case Number  
25-04-27

Rating Assessment  
Improvement Needed

### Factual Summary

On August 15, 2025, an officer allegedly damaged an incarcerated person’s sleep apnea breathing device, disc player, and compact discs during a cell search.



### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person’s grievance. The OIG concurred.

### Overall Assessment

The OIG identified deficiencies in the department’s performance. The supervisor did not document a summary of the video footage reviewed and a summary of the supervisor’s inspection of the incarcerated person’s cell and personal property. The supervisor also did not include in the confidential records system the departmental policies and procedures governing cell search procedures and the handling of incarcerated person personal property. Instead, the supervisor cited a policy related to property registration and disposition. The department failed to document in its confidential records system whether the decision letter was sent to the incarcerated person.

OIG Case Number  
25-04-28

Rating Assessment  
Adequate

### Factual Summary

On August 14, 2025, an officer allegedly used unprofessional language when she told an incarcerated person to leave a second incarcerated person’s cell.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person’s grievance. The OIG concurred.

### Overall Assessment

The department’s performance was *adequate*.

OIG Case Number  
25-04-29

Rating Assessment  
Improvement Needed

### Factual Summary

On July 8, 2025, an officer allegedly yelled at and used profanity toward an incarcerated person. The officer allegedly repeatedly stared at and stalked the incarcerated person in retaliation for the incarcerated person filing a grievance against him.



### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's grievance. The OIG concurred.

### Overall Assessment

The OIG identified deficiencies in the department's performance. The supervisor did not document in the department's confidential records system whether any video footage relating to the allegations was requested or reviewed. The supervisor interviewed the incarcerated person but failed to document whether he had asked the incarcerated person about the existence of any witnesses to the alleged misconduct. The supervisor referenced staff assignment and supervisory logs for July 6, 2025, in the decision but did not upload those documents as exhibits in the confidential records system.

OIG Case Number  
25-04-30

Rating Assessment  
Adequate

### Factual Summary

On July 30, 2025, an officer allegedly aggressively spoke to an incarcerated person when the officer told him to tell a second incarcerated person to return to their cell, which could have caused the second incarcerated person to attack him.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's grievance. The OIG concurred.

### Overall Assessment

The department's performance was *adequate*.

OIG Case Number  
25-04-31

Rating Assessment  
Inadequate

### Factual Summary

On June 30, 2025, an officer allegedly targeted and harassed an incarcerated person when she improperly searched the incarcerated person's cell, removed personal items, and refused to provide the incarcerated person with her name and a cell search receipt.



### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person’s grievance. The OIG did not concur because the routine review was inadequate and the reviewing authority should have requested additional fact gathering.

### Overall Assessment

The department’s performance was *inadequate*. The reviewing authority assigned a supervisor who was personally involved in the incident, which created an implied bias. Specifically, the supervisor, who is a sergeant, inspected the contraband and confirmed that a cell search receipt had been given to the incarcerated person. As a result, the supervisor was a percipient witness to the alleged incident, and ultimately an unobjective supervisor to review the grievance. The supervisor did not ask the officer whether she took any of the incarcerated person’s personal property and whether the search was retaliatory. The supervisor noted that the officer explained to the incarcerated person why she had conducted the cell search but did not document her answer in the decision letter. Also, instead of relying on hearsay statements from the officer’s rules violation report, the supervisor should have confirmed the contents of the document with the officer. The supervisor did not obtain and review a sufficient duration of video footage relevant to the allegation’s time frame. The supervisor reviewed approximately four minutes of video footage, but it did not capture the entire cell search. The video footage stopped after the officer seized a bag of fermented fruit used to make alcohol. However, because the incarcerated person alleged that personal items were also improperly taken from his cell, the supervisor should have reviewed and preserved video footage that captured the entire cell search. The supervisor indicated in the decision letter that video footage captured an exchange between the incarcerated person and the officer, which tended to exonerate the officer, but the supervisor did not preserve the video footage. The OIG was unable to review the video footage because the department’s 90-day retention period had expired. Despite the inadequate fact gathering, the reviewing authority nevertheless denied the incarcerated person’s grievance. The manager and the reviewing authority should have required that additional fact gathering be completed.

OIG Case Number  
25-04-32

Rating Assessment  
Adequate

### Factual Summary

On July 2, 2025, an officer allegedly refused to provide a substitute meal after an incarcerated person found a bug on his dinner tray.



### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person’s grievance. The OIG concurred.

### Overall Assessment

The department’s performance was *adequate*.

OIG Case Number  
25-04-33

Rating Assessment  
*Adequate*

### Factual Summary

On June 18, 2025, an officer allegedly retaliated against an incarcerated person when he used a profane word to describe the incarcerated person after the incarcerated person made a special handcuffing request.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person’s grievance. The OIG concurred.

### Overall Assessment

The department’s performance was *adequate*.

OIG Case Number  
25-04-34

Rating Assessment  
*Improvement Needed*

### Factual Summary

On May 24, 2025, a sergeant allegedly threatened an incarcerated person and challenged the incarcerated person to a fight in a dark room. The sergeant also allegedly disclosed the incarcerated person’s personal information to other incarcerated people on the yard.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person’s grievance. The OIG concurred.

### Overall Assessment

The OIG identified deficiencies in the department’s performance. The supervisor interviewed the incarcerated person but documented in the department’s confidential



records system only that he had asked whether the incarcerated person had anything to add to the grievance. The supervisor did not document whether he had asked follow-up questions necessary to assess the allegations, including inquiries into specific statements allegedly made by the sergeant, the circumstances and location of the alleged threat and challenge to fight, whether any witnesses were present, and the way the incarcerated person's personal information was allegedly disclosed. The supervisor indicated in the decision that the sergeant did not work on the day of the alleged misconduct but did not upload or reference the documentary evidence supporting that conclusion as an exhibit in the department's confidential records system.

OIG Case Number  
25-04-35

Rating Assessment  
Adequate

#### Factual Summary

On July 24, 2025, an officer allegedly acted discourteously when he discarded an incarcerated person's legal documents during a cell search.

#### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's grievance. The OIG concurred.

#### Overall Assessment

The department's performance was *adequate*.

OIG Case Number  
25-04-36

Rating Assessment  
Inadequate

#### Factual Summary

On June 18, 2025, unidentified officers allegedly improperly confiscated a disabled incarcerated person's shoes and walking cane during a cell search.

#### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's grievance. The OIG did not concur because the routine review was inadequate and the reviewing authority should have requested additional fact gathering.



### Overall Assessment

The department's performance was *inadequate*. The supervisor should have interviewed the sergeant and inquired as to whether he had observed any officers confiscate the incarcerated person's walking cane and shoes. In addition, the sergeant could have provided information to help the supervisor locate and interview the unidentified officers involved in the cell search and inquire as to whether they improperly took any of the incarcerated person's property. Next, the supervisor opined that the cell search receipt conclusively proved that the officers did not confiscate the incarcerated person's medically necessary equipment. However, video footage could have provided an unbiased perspective and shown whether the items confiscated from the incarcerated person's cell were all properly accounted for in the cell search receipt. Despite the inadequate fact gathering, the reviewing authority denied the incarcerated person's grievance. The manager and the reviewing authority should have required additional fact gathering.

OIG Case Number  
25-04-37

Rating Assessment  
*Adequate*

### Factual Summary

On July 16, 2025, an officer allegedly retaliated against an incarcerated person regarding a previous rules violation report when he gave the incarcerated person's mail to a second incarcerated person.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's grievance. The OIG concurred.

### Overall Assessment

The department's performance was *adequate*.

OIG Case Number  
25-04-38

Rating Assessment  
*Improvement Needed*

### Factual Summary

On April 20, 2025, two officers allegedly ignored an incarcerated person during an escort when the incarcerated person informed them that his ankles were bleeding due to the leg restraints placed on him.



## Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's grievance. The OIG concurred.

## Overall Assessment

The OIG identified deficiencies in the department's performance. The supervisor did not interview the incarcerated person and did not document any attempts to identify and interview the two officers. The supervisor should have interviewed the incarcerated person to obtain identifying or descriptive information about the two officers involved in the escort, which could have assisted in identifying the officers through staff sign-in records. The supervisor referenced a staff sign-in record in the confidential records system but failed to include the document as an exhibit. The draft decision was forwarded to the reviewing authority without first being reviewed by a manager.

OIG Case Number  
25-04-39

Rating Assessment  
Inadequate

## Factual Summary

On February 11, 2025, a noncustody staff member allegedly made discourteous comments about incarcerated people within the department's Enhanced Outpatient Program.

## Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's grievance. The OIG did not concur because the routine review was inadequate and the reviewing authority should have requested additional fact gathering.

## Overall Assessment

The department's performance was *inadequate*. The supervisor should have interviewed the incarcerated person to clarify the content of the alleged discourteous comments, confirm the location and timing of the incident, and obtain additional details necessary to identify the incarcerated person witnesses referenced in the grievance, including the incarcerated person who allegedly confirmed that the noncustody staff member had made the discourteous comments. The supervisor did not document any attempts to identify and interview the incarcerated person witnesses the claimant had referenced in the grievance. The supervisor interviewed the noncustody staff member and confirmed that the noncustody staff member had maintained a calendar book documenting his work assignments and stated that he was not working in the specified dorm on the date of the alleged misconduct. However, the supervisor failed to obtain or preserve copies of the calendar book



as evidence and did not document whether the calendar book was used to verify the worker's assignments on other relevant dates, including dates on which the alleged misconduct may have occurred. The interview with the noncustody staff member was limited to three narrowly framed questions, and the supervisor did not use open-ended follow-up questions to elicit additional relevant information, such as clarification of the correct date of the alleged misconduct, whether the noncustody staff member ever worked in the specified dorm, or whether he ever made discourteous comments. In the decision, the supervisor cited regulations concerning employee discipline, allegation inquiry and investigation findings, and incarcerated people's rights to grieve and appeal, but failed to reference the regulations and procedures directly applicable to the allegations, including those governing professionalism, incarcerated people's rights, and the expectation that staff show respect for others. The manager and the reviewing authority failed to identify the draft decision's insufficiencies and should have required additional fact gathering.

OIG Case Number  
25-04-40

Rating Assessment  
*Inadequate*

### Factual Summary

On June 18, 2025, an officer allegedly dumped coffee on an incarcerated person's personal photographs, stepped on and smeared the coffee across the photographs, and threw the incarcerated person's toothbrush on the floor during a search.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's grievance. The OIG did not concur because the routine review was inadequate and the reviewing authority should have requested additional fact gathering.

### Overall Assessment

The department's performance was *inadequate*. The supervisor failed to document whether he had requested and reviewed video footage despite the incarcerated person identifying a specific date, time, and approximate location the alleged misconduct occurred. The supervisor did not interview the incarcerated person. The supervisor should have interviewed the incarcerated person to determine where within the dorm the search occurred and whether there were any witnesses to the alleged incident. The supervisor interviewed the officer but did not provide a detailed summary of the interview in the confidential records system, noting only that the officer had denied the allegation. The supervisor interviewed an incarcerated person witness who stated that an incarcerated person's property had been broken during a search, but the supervisor failed to document whether relevant follow-up questions were asked, including whether the witness had observed the officer smearing coffee on the incarcerated person's personal photographs or throwing the



incarcerated person's toothbrush on the floor. The reviewing manager and reviewing authority failed to identify the draft decision's insufficiencies and should have required additional fact gathering.

OIG Case Number  
25-04-41

Rating Assessment  
*Inadequate*

### Factual Summary

On June 12, 2025, unidentified floor officers and a control booth officer allegedly ignored an incarcerated person's repeated requests for an incontinence shower. As a result, the incarcerated person allegedly sat in soiled linens for more than an hour before he was allowed an incontinence shower.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's grievance. The OIG did not concur because the routine review was inadequate and the reviewing authority should have requested additional fact gathering.

### Overall Assessment

The department's performance was *inadequate*. The supervisor did not request or review video footage and asserted that doing so was unnecessary because the incarcerated person had provided sufficient information and interviews had been conducted. However, the supervisor interviewed only the incarcerated person who had submitted the complaint and a single witness officer. The supervisor failed to complete all necessary and relevant interviews, including interviews of the incarcerated person's cellmate and a second officer who were identified in the grievance. Interviews of the incarcerated person's cellmate and the second officer could have corroborated or refuted whether the requests for an incontinence shower had been made, how frequently they occurred, the length of the delay, and whether staff were aware of the incarcerated person's condition. The supervisor also failed to document any effort to identify or interview the control booth officer referenced in the grievance. The supervisor should have identified and interviewed the control booth officer because that officer was allegedly responsible for coordinating and authorizing the movement of incarcerated people and, therefore, may have had direct knowledge of whether the incarcerated person's requests had been received, acknowledged, or acted upon, as well as the reason for any delay or denial in providing an incontinence shower. The supervisor interviewed the incarcerated person but documented in the confidential records system only that the incarcerated person had ultimately received a shower and, therefore, was not denied one, thereby mischaracterizing the allegation, which was that staff had ignored the incarcerated person for more than an hour, during which he sat in soiled linens, before he was eventually provided with a shower. Although the supervisor interviewed an officer witness, he did not document



whether they had asked if the officer observed staff ignoring the incarcerated person's repeated requests for an incontinence shower, what specific duties staff were performing that allegedly prevented them from providing the shower, the length of the delay, or whether the officer could identify additional staff or incarcerated person witnesses. Finally, the supervisor failed to obtain and review the staff sign-in sheet for the date of the alleged misconduct, which would have assisted in identifying potential witnesses and subjects. The draft decision was forwarded to the reviewing authority without first being reviewed by a manager. The reviewing authority failed to identify the draft decision's insufficiencies and should have required additional fact gathering.

OIG Case Number  
25-04-42

Rating Assessment  
Improvement Needed

### Factual Summary

On June 19, 2025, an officer allegedly searched an incarcerated person's cell, threw her hygiene products onto the floor, damaged her clothing, and poured cleaning chemicals onto her food items. On June 20, 2025, the officer allegedly conducted a second cell search in retaliation for the incarcerated person reporting the prior search. When the incarcerated person attempted to report this conduct to a sergeant, the sergeant allegedly yelled at her and threatened to move her out of her current housing.

### Disposition

The reviewing authority conducted a routine review and denied the incarcerated person's grievance. The OIG concurred with the reviewing authority's findings as to all allegations except for the finding regarding the allegation that the officer had poured cleaning chemicals onto the incarcerated person's food items because the routine review was inadequate to support a determination on that issue. The reviewing authority should have requested additional fact gathering to address this allegation.

### Overall Assessment

The OIG identified deficiencies in the department's performance. The supervisor obtained video footage of the search of the incarcerated person's dorm and locker. However, during the interview with the officer, the supervisor did not document whether a relevant portion of the video was shown to the officer or whether the officer was questioned about his actions during the period when the jug containing an unknown substance was out of camera range. The draft decision was forwarded to the reviewing authority without first being reviewed by a manager.



## Appendix A

The Assessment Indicators assessed the performance of the supervisor in conducting the routine review and the performance of the reviewing authority.

### Assessment Indicator – Supervisor

1. Did the OIG identify any bias by the supervisor during the routine review?
2. Did the supervisor properly gather and review all relevant documentary and other evidence?
3. Did the supervisor complete all necessary and relevant interviews?
4. Did the supervisor obtain all relevant and necessary information through conducted interviews?
5. Did the supervisor thoroughly and appropriately conduct the routine review?
6. Did the supervisor properly document all relevant facts, evidence, and supporting exhibits in the department's confidential records system?
7. Was the fact gathering adequate to enable the reviewing authority to make an appropriate finding regarding each allegation?
8. Based upon the evidence, did the supervisor provide an appropriate and supported recommended determination to the reviewing authority?
9. Did the supervisor unreasonably delay in completing the routine review?
10. Did a departmental manager review the draft decision and appropriately approve the decision or properly return it to the supervisor for additional fact gathering?

### Assessment Indicator – Reviewing Authority

11. Did the reviewing authority ensure that any individual whose personal interaction with a claimant is part of the claim was excluded from participating in the process regarding that claim, including any interview of a claimant conducted as part of the process?
12. Was the reviewing authority who made the determination on the allegations at least one rank higher than the highest-ranking subject?
13. Did the reviewing authority review the draft decision and supporting evidence and appropriately determine whether the fact gathering was adequate to make a determination on each allegation?
14. Did the reviewing authority make an appropriate finding for each allegation?



### *Appendix A (continued)*

15. Did the department issue a written decision no later than 60 calendar days after the grievance was received?
16. Did the Office of Grievances send the written decision letter to the incarcerated person no later than 10 business days after its issuance?
17. If corrective action was ordered, did the reviewing authority timely take the corrective action?
18. Did the reviewing authority unreasonably delay in completing the routine review?



Appendix B

Table B–1. Routine Case Review Ratings From October 2025 Through December 2025

OIG Case No.	Rating	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18
25-04-01	Improvement Needed	No	Yes	N/A	N/A	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	N/A	No
25-04-02	Adequate	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	N/A	No						
25-04-03	Adequate	No	Yes	Yes	N/A	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	N/A	No
25-04-04	Adequate	No	Yes	No	No	Yes	No												
25-04-05	Improvement Needed	No	No	Yes	No	No	No	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	N/A	No
25-04-06	Adequate	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	N/A	No						
25-04-07	Adequate	No	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	N/A	No
25-04-08	Adequate	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	N/A	No						
25-04-09	Adequate	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	N/A	No						
25-04-10	Inadequate	No	No	No	No	No	No	No	No	No	No	Yes	Yes	No	No	Yes	Yes	N/A	No
25-04-11	Inadequate	No	No	No	No	No	No	No	No	No	No	Yes	Yes	No	No	Yes	No	N/A	No
25-04-12	Inadequate	No	No	No	No	No	No	No	No	No	No	Yes	Yes	No	No	Yes	Yes	N/A	No
25-04-13	Inadequate	No	No	No	N/A	No	No	No	No	Yes	No	Yes	Yes	No	No	Yes	Yes	N/A	No
25-04-14	Inadequate	No	No	Yes	No	Yes	Yes	No	No	Yes	Yes	N/A	No						
25-04-15	Adequate	No	No	Yes	Yes	No	No	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	N/A	No
25-04-16	Adequate	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	N/A	No						
25-04-17	Adequate	No	Yes	No	No	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	N/A	No
25-04-18	Improvement Needed	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	N/A	No
25-04-19	Adequate	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	N/A	No						
25-04-20	Improvement Needed	No	Yes	Yes	Yes	No	No	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	N/A	No
25-04-21	Adequate	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	N/A	No						
25-04-22	Adequate	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	N/A	No						
25-04-23	Inadequate	No	No	No	N/A	No	Yes	Yes	No	No	Yes	N/A	No						
25-04-24	Adequate	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	N/A	No						
25-04-25	Inadequate	No	No	Yes	No	No	Yes	No	No	No	No	No	Yes	Yes	No	No	Yes	N/A	No
25-04-26	Adequate	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	N/A	No						
25-04-27	Improvement Needed	No	No	Yes	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	N/A	No
25-04-28	Adequate	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	N/A	No						
25-04-29	Improvement Needed	No	Yes	Yes	No	Yes	No	Yes	Yes	No	Yes	N/A	No						

Table continued on next page.



Appendix B (continued)

Table B–1. Routine Case Review Ratings From October 2025 Through December 2025 (continued)

OIG Case No.	Rating	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18
25-04-30	Adequate	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	N/A	No						
25-04-31	Inadequate	Yes	No	No	No	No	No	Yes	No	No	Yes	N/A	No						
25-04-32	Adequate	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	N/A	No						
25-04-33	Adequate	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	N/A	No						
25-04-34	Improvement Needed	No	No	Yes	No	Yes	No	Yes	Yes	No	Yes	N/A	No						
25-04-35	Adequate	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	N/A	No						
25-04-36	Inadequate	No	No	No	No	Yes	Yes	No	No	Yes	N/A	No							
25-04-37	Adequate	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	N/A	No						
25-04-38	Improvement Needed	No	No	No	Yes	Yes	No	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	N/A	No
25-04-39	Inadequate	No	No	No	Yes	Yes	No	No	Yes	Yes	N/A	No							
25-04-40	Inadequate	No	No	No	Yes	No	No	No	Yes	Yes	N/A	No							
25-04-41	Inadequate	No	No	No	Yes	Yes	No	No	Yes	Yes	N/A	No							
25-04-42	Improvement Needed	No	Yes	Yes	No	Yes	Yes	No	No	No	No	Yes	Yes	No	No	Yes	Yes	N/A	No

Source: Data analyzed by OIG staff.