

**UNEXPECTED FATALITY REVIEWS: 0**

**CASE INVESTIGATIONS: 213**

Assistance Provided: 25

Information Provided: 98

DOC Resolved: 27

Insufficient Evidence to Substantiate: 20

No Violation of Policy: 40

Substantiated: 3

**INTAKE INVESTIGATIONS: 34**

Administrative Remedies Not Pursued: 18

Declined: 5

Lacked Jurisdiction: 1

Person Declined OCO Assistance: 8

Person Released from DOC Prior to OCO Action: 2

Resolved Investigations:

**247**

Assistance or Information Provided in

**58%**

of Case Investigations

# OCO CASEWORK HIGHLIGHTS

January 2024

## Assistance Provided

**Reported Concern:** Person reported not receiving their property when they were transferred to a different facility.

**OCO Actions:** The OCO reviewed the resolutions investigation and reached out to DOC staff at three of his previous facilities. Because this individual was previously at a facility that had closed, the OCO reached out to DOC Headquarters, who confirmed that there is no incarcerated individual's property remaining there. The OCO also found a kite that stated where his property was last sent before it went missing, and that DOC provided him with the tracking numbers. The OCO provided information about filing a tort claim because some of his property is still missing.

**Negotiated Outcomes:** A DOC staff member found one box of this person's property and sent it to the person at no cost.

## Assistance Provided

**Reported Concerns:** Individual reported he was sent to a different facility for dental care but was never sent back after his care was complete.

**OCO Actions:** The OCO reviewed DOC 610.110 and identified that this individual should have been sent back to his facility once his dental treatment was complete. This office asked for a review of the custody facility plan and verified it was changed.

**Negotiated Outcomes:** The DOC will send the individual back to his original facility as the custody facility plan was changed.

## Assistance Provided

**Reported Concerns:** The individual reports that people who transfer to the receiving units from other facilities are not allowed to bring basic hygiene supplies. The person said that individuals' hygiene items are with their personal property, which they cannot access in the receiving units. The individual says commissary orders take time, which

leaves people without any way to access soap, a toothbrush, toothpaste, etc. The person said that only people coming in from county jails are given basic hygiene bags. **OCO Actions:** The OCO spoke with DOC staff who verified that in-transit individuals are not provided hygiene items bags nor are they allowed to bring hygiene items on the bus from other facilities due to limited storage space. The OCO requested that individuals in the receiving units be supplied with basic hygiene items.

**Negotiated Outcomes:** Facility staff agreed to create a process for this. Unit staff has ordered and will provide individuals with a bag containing a toothbrush, toothpaste, soap, and a razor for their use while in the receiving units.

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### Assistance Provided

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**Reported Concerns:** Incarcerated individual reported that he is in a four-person cell and is not allowed to have property in the cell. The person said that his box was mislabeled with someone else's name and DOC number, resulting in DOC staff throwing his property away and later admitting to throwing it away in error.

**OCO Actions:** The OCO spoke with DOC staff who verified that the individual's property was thrown away accidentally. The OCO requested that the DOC provide a statement for the individual to include in his tort claim.

**Negotiated Outcomes:** DOC staff agreed to provide the individual with a statement attesting to the incident, so that the person may file the tort claim with the statement and the compensation process can be expedited.

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### Assistance Provided

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**Reported Concerns:** Incarcerated individual reported concerns regarding access to a Seattle Clemency Project event. The individual reported that individuals were required to be 30 days infraction free along with the requirements set by the event organizers. The individual requested OCO assistance to remove the 30-day infraction free requirement as this was an event sharing legal information.

**OCO Actions:** The OCO spoke with DOC leadership to request a change to the requirements.

**Negotiated Outcomes:** DOC agreed to change the requirements to allow everyone who meets the event organizer's qualifications to attend. The OCO verified that this will be the standard practice statewide for the Seattle Clemency Project's event.

## MONTHLY OUTCOME REPORT: JANUARY 2024

COMPLAINT SUMMARY	OUTCOME SUMMARY	CASE CLOSURE REASON
<b>CASE INVESTIGATIONS</b>		
<b>Airway Heights Corrections Center</b>		
1. External person reports that their loved one is not receiving the necessary accommodations to meet their medical needs. They are requesting multiple Health Status Reports and a housing assignment change.	The OCO provided assistance. The OCO reviewed the patient's electronic record and requested the clinical rationale for the Health Status Reports (HSRs) that were not approved. OCO staff also requested the patient's file be reviewed to ensure all of the ordered HSRs were entered into the system and provided to the patient. This resulted in updates to the patient's record. The patient did not meet criteria for every requested HSR; the medical provider gave the clinical rationale behind these denials.	Assistance Provided
2. Person states he is disabled and requires a wheelchair which was denied by a DOC medical provider. The person is requesting multiple Health Status Reports.	The OCO provided assistance. The OCO reviewed the patient's electronic record and requested the clinical rationale for the Health Status Reports (HSR) that were not approved. OCO staff also requested the patient's file be reviewed to ensure all of the ordered HSRs were entered into the system and provided to the patient. This resulted in updates to the patient's record. The patient did not meet criteria for every requested HSR; the medical provider gave the clinical rationale behind these denials.	Assistance Provided
3. The individual reported that he is in a four person cell and is not allowed to have property in the cell. The person said that his box was mislabeled with someone else's name and DOC number, so DOC staff threw his property away and later admitted to throwing it away in error.	The OCO provided assistance. This office spoke with DOC staff who verified that the individual's property was thrown away accidentally. The OCO requested that the DOC provide a statement for the individual to include in his tort claim. DOC staff agreed to provide the individual with a statement attesting to the incident, so that the person may file the tort claim with the statement and the compensation process can be expedited.	Assistance Provided
4. The individual requested information regarding Static 99R and how to get reassessed, as he thinks that his risk assessment result is inappropriately high. The individual reported that he has an upcoming Earned Release Date (ERD) and his assessment result has	The OCO provided assistance. This office spoke with DOC staff and requested that the individual be provided with information regarding Static 99R reassessment. DOC staff verified that they would provide the individual with this information so that he may write to the relevant units to request a reassessment along with details of why he feels it is needed. The OCO also provided information	Assistance Provided

caused issues for him finding housing.

regarding RCW 4.24.550 6-d, which provides a mechanism for an individual to petition the law enforcement agency for a change should the person disagree with the level once set. The specific process differs between law enforcement agencies. This office encouraged the individual to enquire about the petition process when he meets the registration detective in his area upon release if his assessment result remains the same.

5.	Person reported not receiving all his property when transferring to a different facility.	The OCO provided assistance. The OCO reviewed the resolutions investigation and reached out to DOC staff at three of his previous facilities. A DOC staff member found one box of his property that was at the facility, and then sent it to the individual at no cost to the individual. Because this individual was previously housed at a facility that is now closed, the OCO reached out to DOC Headquarters, who confirmed that there is no incarcerated individual's property remaining there. The OCO also found a kite that stated where his property was last sent before it went missing, and that DOC provided him with the tracking numbers. The OCO provided information about filing a tort claim, because some of his property is still missing. DOC 120.500 states "All incarcerated individual tort claims alleging personal property damage/loss must be filed by the individual with the Washington State Department of Enterprise Services (DES) Risk Management Division." RCW 4.92.100 states, "(1) All claims against the state, or against the state's officers, employees, or volunteers, acting in such capacity, for damages arising out of tortious conduct, must be presented to the office of risk management."	Assistance Provided
6.	The individual reported that he has minimum points, but when he arrived at the facility he was placed in a medium unit.	DOC staff resolved this concern prior to the OCO taking action on this complaint. This office verified that the individual has since moved to a minimum unit.	DOC Resolved
7.	Incarcerated individual expressed concerns about an infraction they received.	The OCO confirmed that the infraction was dismissed on appeal prior to OCO involvement.	DOC Resolved
8.	Person stated that he legally changed his name but was told that it could take four to six months for it to change in DOC's system and said that he recently received a new ID card with his old name.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed DOC records and found that this individual's name has been changed in DOC records and that he received a new ID card with his new legal name. The OCO could not find a violation of DOC 400.280 Legal Name Change.	DOC Resolved

9.	Incarcerated individual expressed concerns about a delayed infraction appeal response.	The OCO reviewed the individual's disciplinary records and found the infraction was dismissed prior to OCO involvement.	DOC Resolved
10.	A loved one called and reported that an incarcerated individual wanted to know if he has been approved for Graduated Reentry (GRE) and wanted to know when he will transfer.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed DOC records and found that this individual has been approved for GRE. The OCO cannot share the exact date when he will transfer.	DOC Resolved
11.	Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the infraction and confirmed that it was dismissed on appeal and is no longer visible on the individual's infraction record. Thus, DOC resolved this concern prior to OCO involvement.	DOC Resolved
12.	Incarcerated individual reports DOC is issuing sanctions before individuals are found guilty of infractions and requests OCO assistance in ensuring sanctions are only issued after a person is found guilty of an infraction.	The DOC resolved the concern prior to OCO action. The OCO spoke with facility leadership who explained this practice was occurring for a short time however was stopped after it was identified by DOC, and prior to the OCO inquiring about the practice.	DOC Resolved
13.	Person reported that he was told he would transfer to Graduated Reentry (GRE) months ago but has not been told why he has not transferred yet.	The OCO provided information. The OCO reviewed DOC records and found that this individual is now too close to his Earned Release Date to transfer to GRE, and is currently engaged in release planning.	Information Provided
14.	Incarcerated individual reports the wi-fi in the camp gym does not work and has not been fixed in some time. The individual requests OCO assistance to recommend DOC resolve the issue.	The OCO provided information. The OCO spoke with recreation staff and DOC shared that the technician was out in the last few days working on the issue and that the wi-fi is currently working. The OCO shared with the individual how to gain information about issues actively being resolved.	Information Provided
15.	Patient reports concerns about facility culture and reports his Health Status Report (HSR) for a lower bunk was removed by custody staff after he transferred. The patient later provided an updated concern about physical therapy access.	The OCO contacted health services for more information and found that the decision to remove the HSR was a clinical decision made by medical not custody staff. The patient was scheduled for physical therapy (PT) and declined. The OCO provided this information and how to follow up with health services if they are still interested in PT or a reassessment for lower bunk HSR.	Information Provided
16.	Person reports having difficulties hearing the announcements and is requesting to have an access assistant assist him with the things he cannot hear. The person is also requesting that the access assistant pick him up from his cell rather than	The OCO provided information to the patient regarding how to get his hearing aids evaluated for effectiveness and how to resolve issues with how his access assistant performs their duties. OCO staff also provided information to the person regarding how to get his refill request submitted and informed them the prescription stickers cannot be	Information Provided

the day room because he has missed mainline and pill line. The person also reported that his medication refill stickers were taken by custody and he needs them replaced.

replicated, but patients can kite medical with the Rx number and name of medication to request refills.

17.	The individual reported concerns regarding contraband in a class. The person also reported that someone in his unit is "paper checking" people on Securus. The individual also reported concerns regarding health services resolution requests.	The OCO provided information. This office reviewed the individual's resolution requests and found that they have been responded to in a timely manner. The OCO recommended the individual report concerns regarding other incarcerated individuals to unit staff, including the shift lieutenant, unit sergeant, or Correctional Unit Supervisor (CUS). The person may speak with unit staff or send a kite for documentation purposes and keep the carbon copy.	Information Provided
18.	The individual reported concerns regarding blood stains left on the floor following a fight in the unit.	The OCO provided information. If the individual has concerns regarding sanitation in the unit, he may report the issue to unit staff, including the shift lieutenant, unit sergeant, or Correctional Unit Supervisor (CUS). The person may speak with unit staff or send a kite for documentation purposes and keep the carbon copy. The individual may also file a resolution request regarding sanitation concerns.	Information Provided
19.	The incarcerated individual reports he used the bathroom during an emergent situation and DOC staff have threatened to give him an infraction for refusing a directive. He disagrees with staff and reports that he did not refuse anything.	The OCO provided information about this person's infraction history. This office reviewed the individual's prison discipline record and did not find any infractions within the last several years. The OCO relayed this information to the individual and advised him to use the appeal process if he does get an infraction related to this incident.	Information Provided
20.	Incarcerated individual reports concerns regarding his unit placement. The individual reports he is not in a unit that matches his custody level and would like to be placed in the correct custody unit.	The OCO provided information regarding his unit placement. The OCO spoke with DOC staff who explained he was moved to a different unit to accommodate another incarcerated individual and his mobility needs in a cell. At first the individual was moved to another minimum custody unit but that move did not meet his own in cell accessibility needs, so DOC placed him in a different custody level to accommodate these requirements. DOC is going to move him into a minimum unit as soon as bed space that meets these needs opens. The individual was encouraged by this office to be in conversation with DOC staff about the status of his move.	Information Provided
21.	Incarcerated individual reports concerns regarding a potential investigation and wanted	The OCO provided information regarding next steps to talk with a staff member about the potential investigation. The OCO was unable to verify that an	Information Provided

information about next steps they can take to clear their name.

investigation is underway, and also shared who the best staff member at the facility is to discuss his concerns. The OCO shared this information with the individual, and because there is no verifiable investigation, there is no further action the OCO can take at this time.

22.	Patient reports their mental health provider has been out of office and he is not allowed to see another provider for medication updates.	The OCO contacted health services and confirmed appointments with mental health, a Multidisciplinary Team (MDT) gathered and meets regularly to discuss care, and the patient is scheduled for at least weekly appointments. The OCO provided self-advocacy information about how to access care when the provider is away.	Information Provided
23.	The individual reports he wants to go to camp, and has completed all of the required classes, but DOC has denied him due to failure to program.	The OCO provided information to the individual informing them that due to their recent infractions that have impacted their custody level, they are no longer suitable to go to camp.	Information Provided
24.	Person is requesting sunglasses for a medical condition. The person stated that his optometry appointment was cancelled three times already.	The OCO provided information to the person regarding the steps needed to be approved for his requested item. Prescription tinted lenses are not typically covered by the DOC Health Plan with the exception of specific diagnoses. The person will have to be diagnosed before the sunglasses can be approved. The patient's current facility does not currently have a dedicated optometrist and the facility is sending people to a community provider for care. There is a significant backlog of optometry patients waiting to see the outside provider and only one clinic that has agreed to take DOC patients.	Information Provided
25.	Person reports DOC is severely understaffed for dental staff and is requesting that DOC request funding to expand the dental facilities and hire more dentists.	The OCO provided information to the person regarding the process DOC has to go through before the requested resolution would be possible. The funding to expand dental facilities would have to be approved by the Washington State Legislature as a capitol project request. The OCO confirmed the DOC is recruiting for more dental staff. The OCO is aware of the staffing issues that the DOC is facing statewide.	Information Provided
26.	Person reports concerns about bathroom access during a dry cell watch. His requested resolution was litigation, to ensure this experience does not happen to others, and to have water in the dry cells. Person also reports that DOC will not give	The OCO reviewed documentation from the dry cell watch along with DOC 420.311 Dry Cell Search/Watch. The OCO provided information about tort claim options through Office of Risk Management, how to access information regarding the dates of the dry cell watch and process/timelines for filing DOC Resolution Requests regarding staff conduct. The OCO was	Information Provided



	him the dates the dry cell watch occurred.	unable to identify evidence to substantiate the staff conduct concerns because the individual did not report these concerns in time for relevant DOC records/video to be preserved.	
27.	Person reported a staff conduct concern after filing an emergency resolution request that was not accepted. Person said he asked to speak to a sergeant and was given minor infractions for being disruptive. Person also expressed concern about resolution request responses mentioning his behavior.	The OCO provided information about utilizing the Resolution Program. The OCO reviewed the resolution request response, could not find a violation of DOC 550.100 Resolution Program and found that it addressed his concern. DOC 550.100 Resolution Program does not prohibit the resolution specialist from mentioning the behavior of an incarcerated individual. The OCO encouraged this individual to report resolution requests that are not handled correctly and provide specific details about what was not handled correctly. This office also encouraged the individual to appeal informally resolved resolution requests to Level 1.	Information Provided
28.	The individual reports that he is required to complete a chemical dependency assessment before he can have a Facility Risk Management Team (FRMT) and believes this is another barrier DOC has created to extend his stay in restrictive housing.	The OCO provided information about this person's FRMT which has not been completed by DOC staff. This office encourages this person to wait for the FRMT to be complete, and if they are still unsatisfied with the outcome, they can file an appeal.	Information Provided
29.	Person reported that a memo was sent out directing incarcerated individuals to reduce the amount of materials they had in hobby boxes. Person said that he mailed out the majority of his hobby materials, and then the memo was rescinded. Person wanted the Resolutions Program to substantiate that the memo was posted and he followed the instructions, so that he can file a tort claim.	The OCO provided information. The OCO reviewed the resolution response from DOC headquarters, which acknowledged that this individual followed the directive in the memo by sending out his hobby materials and that the directive was later rescinded. DOC headquarters unsubstantiated his claim, because the directive was in place when he mailed out the property, but said that this does not disqualify him from filing a tort claim. The OCO provided information about filing a tort claim. DOC 120.500 states "All incarcerated individual tort claims alleging personal property damage/loss must be filed by the individual with the Washington State Department of Enterprise Services (DES) Risk Management Division." RCW 4.92.100 states, "(1) All claims against the state, or against the state's officers, employees, or volunteers, acting in such capacity, for damages arising out of tortious conduct, must be presented to the office of risk management."	Information Provided
30.	The individual reported concerns regarding staff misconduct, discrimination, and retaliation by	The OCO was unable to substantiate the concern due to insufficient evidence. This office did not find evidence of staff misconduct by DOC staff for	Insufficient Evidence to Substantiate

DOC staff. The individual reports that he tried to do a courtesy move to live with another individual that he knows from a previous facility. The individual was then infraacted for refusing housing. The person was then sent to the Intensive Management Unit (IMU) and then to another unit, so now they cannot live together. The person says that DOC staff said that he and other individual were in a sexual relationship which he reports is not true.

moving the individuals to separate units, and the individual received an infraction per policy. The other individual has since transferred to another facility. The OCO was also unable to find evidence that DOC staff stated that his relationship with the other individual was sexual.

31.	Incarcerated individual expressed concerns about their private health information being included in an infraction packet.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed the infraction materials the individual expressed concerns about and did not find any indication of private health information being included.	Insufficient Evidence to Substantiate
32.	Incarcerated individual relayed concerns regarding DOC dismissing one infraction yet upholding another.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed the individual's infraction history and was unable to locate information to substantiate the individual's concern.	Insufficient Evidence to Substantiate
33.	Patient reports DOC is declining to provide a walker or cane for knee issues.	The OCO reviewed this concern and found the requested items were not medically indicated. This office confirmed a specialized care team for vulnerable adults meets to discuss this patient's reported medical concerns.	No Violation of Policy
34.	Patient reports concerns about access to dental care and requested oral surgery.	The OCO contacted health services and confirmed dental care for this patient was scheduled and a specialized care team meets regularly to assess the patient's reported medical needs.	No Violation of Policy
35.	Incarcerated individual expressed concerns about an infraction sanction due to a medical condition.	The OCO requested the individual's medical records that pertain to this concern but were unable to locate any that would relate to the sanction. This office did not identify a violation of DOC policy 460.500 in DOC issuing the sanction.	No Violation of Policy
36.	Incarcerated individual expressed concerns about frequent urinary analysis (UA) test requests and concerns about their custody level.	The OCO reviewed both of the concerns and confirmed that the individual has been getting a UA test one time per month and that the individual is at an appropriate custody level. This office was unable to identify a violation of DOC policy.	No Violation of Policy
37.	Incarcerated individual relayed concerns regarding facility placement.	The OCO reviewed the individual's most recent custody facility plan and saw that they were transferred due to infraction behavior and custody	No Violation of Policy

		score which is in accordance with DOC policy 300.380.	
38.	Patient reports ongoing migraines and a need for medication.	The OCO contacted health services and confirmed medical assessment and follow up for reported migraines. A specialized care team also meets regularly to assess the patient's reported medical and mental health needs.	No Violation of Policy
39.	Person reported concern about DOC only supplying low resolution black and white photocopies of incoming mail to incarcerated individuals and feel that the process should be re-evaluated. Person suggested that DOC scan the original in color and send it individual's Securus tablets.	The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed this individual's resolutions request, which was responded to at the superintendent and headquarters level and found that DOC Policy 450.100 does not require correspondence received in color to be photocopied in color. The response to his resolution request also stated that that they cannot scan incoming mail in color and send it to the tablets, because not all DOC individuals have tablets or tablets that work properly.	No Violation of Policy
40.	The individual reports concerns regarding being moved to a different unit without receiving an infraction or being given a reason. The individual says that he does not feel safe in the unit and expressed this to DOC staff. The individual does not feel that his safety concerns were considered when moving him, and the person received an infraction for refusing housing.	The OCO was unable to substantiate a violation of policy by the DOC. Shortly after reporting this concern to the OCO, the individual received additional infractions and was transferred to another facility, but was given a custody override. The OCO did not find a violation of DOC 300.380, Classification and Custody Facility Plan Review.	No Violation of Policy
<b>Cedar Creek Corrections Center</b>			
41.	The individual reported that he was told he was under investigation but was not told what the investigation was for. The person said that a Correctional Industries (CI) investigator told him he was not in trouble, but had property taken from him and lost his job. The individual said he was not infractioned and does not understand what occurred.	The OCO provided information. This office reviewed the investigation and related actions by the DOC and spoke with DOC staff and did not find any violations of policy. The OCO verified that the individual's property was returned to him. This office provided the individual with additional information regarding the investigation and subsequent findings.	Information Provided
42.	Incarcerated individual requested assistance getting to a non-DOC inpatient drug treatment program or being released on an ankle monitor.	The OCO reviewed the individual's concern and provided them with information regarding their situation.	Information Provided

43. Incarcerated individual reports concerns regarding access to his TV in his current living unit and reports he is not allowed to have it as punishment.	The OCO was unable to substantiate the concern due to insufficient evidence. This office was unable to substantiate that TVs are not allowed as a disciplinary action. The OCO spoke with DOC staff at the facility who explained that there are not enough TV cable outlets for everyone housed in the unit to have their TV. Who has their TV is often decided by the incarcerated individual's seniority or who owns a TV and is worked out within the incarcerated population.	Insufficient Evidence to Substantiate
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**Clallam Bay Corrections Center**

44. Person reports concerns regarding the health of his liver following treatment with a medication and is requesting follow up from the provider to get diagnostics.	DOC staff resolved this issue prior to OCO involvement. OCO staff contacted Health Services management and were informed that the patient's concerns were addressed at a follow up appointment with the provider shortly after the concern was reported.	DOC Resolved
45. The individual reported that he is trying to get into the Intensive Transitioning Program (ITP), but continuously gets denied access to programming due to his disciplinary history. The individual says that he feels he needs to program in order to prepare for successful reentry and hopes to not return to prison.	The OCO provided information. This office spoke with DOC staff who verified that the ITP program is no longer available in the restrictive housing units at the facility and is only available for other custody levels. The OCO reviewed the individual's recently completed Custody Facility Plan (CFP) and confirmed that the individual is currently awaiting transfer to another facility and will be screened for participation in programs available at that facility.	Information Provided
46. Incarcerated individual expressed concerns about the loss of good conduct time that resulted from an infraction sanction.	The OCO spoke with DOC regarding the concern. DOC stated the individual had an infraction cleared because of the presumptive positive memo but they are not going back to retroactively adjust each subsequent infraction. DOC Policy 460.000, WAC 137-28-240 and WAC 137-28-350 allow for the maximum sanction to be imposed regardless of if it is the first or subsequent offense, thus the loss of good conduct time does not violate policy.	Information Provided
47. External person reports concerns about their loved one not receiving needed medical items, specifically a heating pad.	The OCO reviewed the patient's file and found the issue to be informally resolved; this office confirmed the patient has an active HSR for a hot water bottle and ice. The OCO sent the patient a complaint form requesting more information and did not hear back from the incarcerated individual. The OCO provided information about how to contact the OCO if issues continue or new ones arise.	Information Provided
48. External person reports they are scared for their loved one's safety if	The OCO verified that this individual is being placed in an appropriate custody level at their next facility.	Information Provided

they are transferred to a particular facility.

49.	Incarcerated individual relayed concerns regarding not receiving an appeal receipt for an infraction.	The OCO discussed this concern with DOC and found the reason the individual did not receive an appeal receipt was because they did not follow the proper appeal process, rather, they utilized US mail to send their appeal to the facility.	Information Provided
50.	Incarcerated individual expressed concerns about Securus.	The OCO provided the individual with the contact information to contact Securus directly about their concern as the OCO does not have jurisdiction over Securus but is in discussion with DOC regarding their contract with Securus and is bringing issues and concerns from incarcerated individuals to DOC's attention.	Information Provided
51.	Person reported that the Asatru religious group has not been able to meet for months due to not having a religious sponsor. Person expressed concerns with the sponsor that DOC put forward and how they want to change the group. Person also said the sponsor is trying to combine different religious groups, which would mix general population and Safe Harbor individuals.	The OCO provided information. The OCO reached out to DOC staff who stated that the group is allowed to meet, but one of the Asatru groups is refusing to meet with the state contract sponsor for the group. DOC staff also confirmed that they are not mixing general population and Safe Harbor individuals for this religious group.	Information Provided
52.	Incarcerated individual expressed concerns about their property being damaged.	The OCO informed the individual that they will need to file a tort claim in order to be compensated for their damaged property.	Information Provided
53.	Person reported that he has been trying to sign up for the Asatru religious group, but DOC is not allowing this group to meet.	The OCO provided information. The OCO reached out to DOC staff who stated that the group is allowed to meet, but one of the Asatru groups is refusing to meet with the state contract sponsor for the group.	Information Provided
54.	Person reported issues with his Securus tablet malfunctioning. Person said he has contacted property staff who said they would get him a new tablet, but they have not done that yet.	The OCO provided information about how to request a meeting with a Securus representative. The OCO has confirmed with DOC staff that meeting with the Securus representative is the best way to resolve hardware issues with tablets. The OCO is actively monitoring the transition to Securus and is still gathering information. The OCO does not have jurisdiction over Securus but is in discussion with DOC regarding their contract with Securus and is bringing issues and concerns from incarcerated individuals to DOC's attention. Because this involves money in a Securus account, not DOC	Information Provided

accounts, neither DOC nor the OCO has jurisdiction to assist.

55.	<p>Person reports concerns about their safety and segregation placement. He reports a history of placement in Residential Treatment Unit (RTU), too. Person said they are not receiving updates or information about their placement and want to know what is going on.</p>	<p>The OCO reviewed the individual's placement and found that the person has since transferred facilities. There is a pending Custody Facility Plan (CFP) in process. The OCO provided information about discussing their pending CFP with their counselor for more details since it is currently pending headquarters review. Once the CFP is finalized, if the person disagrees, he can appeal within five days.</p>	<p>Information Provided</p>
56.	<p>The individual reported that he has owned shoes for many years that were from a previously approved vendor. The person says that the vendor is no longer approved, but a memorandum was sent out a few years ago allowing the shoes because they were purchased before the policy change. The individual says that the shoes have a lifetime warranty, and he recently sent them out to be repaired or replaced, and they were replaced under warranty. The individual reported that when the shoes were sent to the facility, property rejected them. The individual appealed the rejection, but it was upheld and he was then sent a property disposition.</p>	<p>The OCO was unable to substantiate the concern due to insufficient evidence. This office spoke with DOC headquarters staff and reviewed the investigation of the individual's resolution request, and found that the shoes were purchased through a different vendor, not the same one he reported to have purchased them from. The individual had previously sent a kite to the property sergeant at the facility asking that he be allowed to reorder them from an unauthorized vendor. The OCO verified that the individual was provided with a property disposition which would allow him to return the shoes or have them shipped to a loved one, but the individual refused to sign the disposition form and the shoes were subsequently disposed of per policy.</p>	<p>Insufficient Evidence to Substantiate</p>
57.	<p>The individual reported concerns regarding classification. The person said that his Custody Facility Plan (CFP) is incorrect and he was forced to maximum custody.</p>	<p>The OCO was unable to substantiate a violation of policy by DOC. This office reviewed the individual's CFP and found that he has no other placement options due to safety concerns, and the DOC is unwilling to give him an override to medium custody based on infraction history. The OCO did not find a violation of DOC 300.380, Classification and Custody Facility Plan Review.</p>	<p>No Violation of Policy</p>

**Coyote Ridge Corrections Center**

58.	<p>Person reports concerns about ADA accommodations and medical care after transferring facilities.</p>	<p>The OCO provided assistance by contacting DOC Health Services and the facility. The local ADA Coordinator agreed to meet with the patient to address handrail and ADA needs. The OCO also confirmed an updated medical evaluation/appointment occurred after the facility</p>	<p>Assistance Provided</p>
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transfer and new treatment options were provided as well as additional testing ordered. Cardiology is being consulted for clearance prior to a colonoscopy. Patient was also scheduled with optometry in 2024 and hearing aids were fitted.

59. Person reports he was experiencing stroke symptoms as a result of a fall several months prior. The person states that he did not receive adequate care for the fall and says that DOC is responsible for him having a stroke.	The OCO provided assistance to the patient. OCO staff contacted Health Services Resolutions staff and requested that a staff member be sent to assist the patient in filing a medical resolution request. OCO staff were unable to confirm medical had received a report of injuries following a fall. DOC staff did confirm the patient has received follow up with his provider regarding symptoms. OCO staff provided the person with self-advocacy and tort claim information.	Assistance Provided
60. Individual reports he was sent to a different facility for a dental care but was never sent back after his care was complete. He recently had a new custody facility plan and was told he is staying where he is.	The OCO reviewed DOC 610.110 and identified that this individual should have been sent back to his facility once his dental was complete. This office asked for a review of the custody facility plan and verified it was changed and the DOC will send him back to his original facility.	Assistance Provided
61. Patient reports dental concerns and a need for dental care.	The OCO provided assistance by contacting health services and requesting the patient be scheduled with dental. DOC agreed to schedule the appointment and later the patient did not show up for the appointment. The OCO provided information about how to request a dental appointment/rescheduling.	Assistance Provided
62. External person states their loved one has a medical condition that prevents him from supplying a specimen in a urinalysis (UA) drug screen. The person is requesting their loved one gets a Health Status Report (HSR) for a mouth swab test.	DOC staff resolved this concern prior to the OCO taking action on this complaint. OCO staff verified the patient's Health Status Report was updated to reflect the patient's needs.	DOC Resolved
63. Person reports need for protective custody or placement in the residential treatment unit (RTU).	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO confirmed the person was approved for and transferred to RTU.	DOC Resolved
64. Incarcerated individual relayed concerns regarding having to do a treatment program prior to going to GRE.	The OCO verified that it is correct that DOC wants individuals to attend a chemical dependency treatment program prior to going to GRE in order to prevent overdoses. The OCO informed the individual that if they currently are in treatment this office recommends that the individual complete the treatment and work with their counselor to get a transfer after completion.	Information Provided

65.	The individual reported concerns regarding receiving a letter from the OCO stating that individuals would be allowed to use their tablets during count, but says that the issue has not been resolved.	The OCO provided information. This office spoke with DOC leadership at the facility who confirmed that the concern is being addressed. DOC staff relayed information to the population explaining that the DOC is working with Securus to resolve the issue.	Information Provided
66.	Person reports he is experiencing pain. The person did not provide a requested resolution.	The OCO provided information to the person regarding how to notify medical of his changing symptoms. OCO staff contacted Health Services management and were unable to substantiate that the person had reported the pain to his provider.	Information Provided
67.	Person called the OCO for the first time and requested information about accessing Durable Medical Equipment (DME), Health Status Reports (HSRs), and ADA items. The person also asked for self-advocacy information regarding the steps to take within DOC for these items, and when to contact the OCO for assistance.	The OCO provided the individual with the requested information on the hotline. The OCO provided this information in a closing letter as well, at the request of the caller, including how to request HSRs/DME through his medical provider and an Accommodation Status Report (ASR) through his mental health provider. The person said they would call back if the issues were not resolved through the DOC process.	Information Provided
68.	Person reports he is seeking a lower bunk Health Status Report (HSR) and was denied despite having documented previous injuries. He states DOC has refused to get his records from the VA that would support the need for that HSR.	The OCO provided information to the person regarding the process to get his VA records added to his current health record. At the time of contact, health services management stated there was not a clinical indication that those records were needed, so they were not requested. DOC staff stated the person could request their records from the VA themselves and DOC would include them to the current record.	Information Provided
69.	Person reported that DOC took deductions from money deposited by his family designated for commissary, and that DOC is not following a recently passed law.	The OCO provided information. The OCO reviewed the resolutions request investigation and found that DOC provided this individual with detailed information regarding this law, RCW 72.09.480, and stated that the programming required to comply with the amendment in this law was not completed until after his family deposited money to his account. The OCO also found that when they deposited money, it was not correctly labeled for his commissary account per the requirements of the workaround while DOC worked on the programming to comply with the amendment to RCW 72.09.480.	Information Provided
70.	The individual reports that they will be released soon, and would like the DOC to transfer them to the other side of the state so they are closer to their county of origin. They also	The OCO was unable to substantiate a violation of policy by DOC. DOC 350.200 Transition and Release does not require DOC to transport individuals closer to their county of origin unless the person needs an approved address before	No Violation of Policy



reported that their family member is sick and would like to be near them for visitation.

release. The individual who submitted this concern does not need an approved address before release.

71.	Incarcerated individual reports he was denied placement to a Reentry Center due to refusing transfer to another prison facility. The individual reports he spoke with staff about refusing transfer and he was never told that refusing would impact his Reentry Center placement. The individual requests the OCO recommend DOC allow him to be rescreened for a Reentry Center.	The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed the individual's file and found DOC staff noted they spoke with the individual and shared a refusal to transfer could very likely impact his Reentry Center approval. The individual refused transfer and was demoted custody as a result. Per DOC 300.500 Reentry Center Screening, "An individual is prohibited from Reentry Center placement and should not be considered if the individual: 1. Will not be assigned Minimum 1 custody within 12 months of the ERD or has had a custody demotion after the approval."	No Violation of Policy
72.	Incarcerated individual relayed concerns regarding release concerns including repeatedly having release addresses denied.	The OCO reviewed the individual's records and found the plans are being denied due to victim concerns in accordance with DOC Policy 350.200(IV)(B) and was unable to locate a violation of policy.	No Violation of Policy
<b>Monroe Correctional Complex</b>			
73.	Patient reports concerns about delayed kite responses from health services. He feels he is being forced to file medical emergencies for issues that should be addressed by being scheduled with a provider.	The OCO provided assistance by elevating this concern to health services and confirming the patient was scheduled.	Assistance Provided
74.	Patient reports concerns about DOC using force on him and approving involuntary medication while he was in the Close Observation Unit (COA).	The OCO provided assistance by contacting the patient for more information and elevating this concern through DOC headquarters and health services leadership. The OCO discussed the concerns with the DOC staff and requested further review regarding the involuntary medication assessment. In order to make sure psychiatric providers document the information received from the nurses to support their decisions for involuntary medication, DOC staff shared expectations with all psychiatric providers as a refresher on proper documentation.	Assistance Provided
75.	Person reports delayed processing of a transgender preference form and multiple rewrite requests from the DOC Resolutions Program about this issue.	The OCO provided assistance by elevating this concern to DOC headquarters. This office confirmed the preference form has now been processed and the housing protocol is pending completion. The OCO also confirmed the individual was scheduled with mental health to discuss options for in prison services. The OCO provided information about how the individual can access	Assistance Provided

alternative clothing and the DOC Guide for Transgender, Intersex, Non-binary Individuals in DOC Custody for more details.

76. Person reports delayed transgender housing protocol and response to housing appeal.	The OCO reviewed the active housing protocol and substantiated it was outside of DOC 490.700 process timelines (15 days). This office provided assistance by elevating the concern through DOC headquarters and confirmed the protocol is now complete. The OCO could not verify a previous housing appeal on file and discussed the appeal tracking process with headquarters.	Assistance Provided
77. The individual reported concerns regarding the resolution program. The person expressed concerns regarding two specific resolution requests and said that that DOC staff frequently categorize resolution requests as duplicates when they are reporting different issues. The person says that resolution requests are not being read close enough to see that they are different issues. The person wants change to the resolution program and wants staff to be more thorough.	The OCO provided assistance. This office reviewed the two resolution requests the individual expressed concerns about and found that one was categorized as a duplicate and the other was sent back for a rewrite request. The OCO verified that one of the resolution requests was a duplicate, however, the first resolution request he submitted regarding the concern is currently at a level II. This office reviewed the resolution request that was sent back for a rewrite request and found that there may have been miscommunication about the rewrite and the resolution request was closed. The OCO spoke with DOC headquarters staff who agreed to reopen the resolution request. DOC staff provided the individual with the instructions to submit a rewrite and allowed him more time to do so. The OCO is engaging in ongoing discussions with the DOC resolutions program to recommend improvements to the program.	Assistance Provided
78. Person reports transgender housing protocol delays and is concerned her single cell will not be renewed while pending placement at another facility.	The OCO provided assistance by elevating this concern to DOC headquarters. This office substantiated a delay in processing the housing protocol, which is supposed to be completed within 15 business days according to DOC 490.700. DOC agreed to a temporary single cell continuance while the housing protocol was in process. The person was approved and transferred facilities.	Assistance Provided
79. Person reported his cell was searched and he received infractions, and then received another infraction for breaking cell confinement, and is now in solitary confinement. Person also stated some of his property was taken. Person said he wants to be released to general population.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed DOC records and found that some of this individual's property was returned, and that he is now back in general population.	DOC Resolved

80.	Person reports he is experiencing severe tooth pain. The person kited medical/dental and was told that the waitlist for dental is backed up. The person filed a resolution request and received a response that he would be seen in a week but that was two weeks ago and he still has not been seen. The person states he asked for over-the-counter (OTC) pain meds and was denied because he can buy them from store, however IMU rules apply and he cannot buy OTC at commissary like he would in general population.	DOC staff resolved the concern prior to OCO involvement. OCO staff contacted health services management and were informed the patient had been seen by dental staff and had active pain medication orders available.	DOC Resolved
81.	Person reported a PREA and has not received a response from the investigators.	The OCO provided information to the person regarding this office's role in PREA investigations. OCO staff reviewed the reported concern and noted that the investigation has not been completed. The DOC must complete the PREA investigation before OCO staff can review the work done by the DOC.	Information Provided
82.	Incarcerated individual reports they do not have access to their tablet and therefore cannot purchase commissary.	The OCO provided information to the person about the reason he does not have a tablet. The individual was housed in a unit that was not ready to facilitate the tablet's Wi-Fi. The individual was moved to another facility and is currently in an area where tablets are not available. The OCO encouraged the individual to reach out to this office if he is unable to access a tablet once he is moved from this area.	Information Provided
83.	Person reports concerns about being held in segregation due to infractions and says the behavior was due to PTSD symptoms. The person would like to be transferred to an RTU environment.	The OCO contacted health services and requested more information. The patient was considered for RTU and was declined for RTU level of care by the DOC Mental Health Transfer Committee. RTU placement is typically for a patient with an S code of 3 or higher level of mental health needs. The OCO provided information about the individual's pathway to be reconsidered for RTU any time through consultation with their mental health provider.	Information Provided
84.	Incarcerated individual relayed concerns regarding being held past their release date.	The OCO reviewed the individual's records and confirmed that their release date is not for several more years. The OCO advised the individual that if they believe their time has been improperly calculated, they will need to kite DOC records.	Information Provided
85.	Incarcerated individual relayed concerns regarding the grievance	The OCO reviewed the individual's grievances that related to this issue and found that the grievances are not going beyond a level 0 due to their	Information Provided

	coordinator not processing their grievances.	duplicative nature or the individual not submitting the requested rewrite as additional clarity was needed.	
86.	Incarcerated individual reports concerns regarding her placement in solitary confinement. The individual reports she is close to her release date and wanted information about how to plan her release while in segregation.	The OCO provided information regarding the individual's placement and release planning. The OCO reviewed the individual's file and found the individual is being housed in segregation pending an investigation. The OCO asked DOC if they could be housed in lesser confinement while the investigation is underway and DOC reports they cannot go back to the area they were housed previously but are looking at other options so she does not have to release from segregation. The OCO shared this information with the individual.	Information Provided
87.	Incarcerated individual reports concerns regarding incoming mail he received. The individual reports DOC staff incorrectly processed the mail and he received in violation of the protocol for issuing this mail.	The OCO provided the individual with information about how this mail is supposed to be processed and the actions DOC took to remedy this mistake. The OCO found the mail was incorrectly provided to the individual. Once DOC was made aware of the error, they spoke with the staff member and reminded them of the proper protocol to issue this type of mail. There is no evidence to support that the staff member mishandled the mail intentionally. The OCO also shared how this type of mail is processed.	Information Provided
88.	An individual reports they went to the intensive management unit (IMU), and when they returned their keyboard was missing from their property. He filed a resolution request and was told the keyboard would not be returned to him because it had been altered.	The OCO provided information about the options this person has to address their property concern. The OCO contacted the DOC about this person's missing keyboard and requested details about the alterations. DOC confirmed alterations were made and will not return the keyboard to this individual per DOC 440.400 section II (4). The OCO also verified that this person submitted a resolution request about this issue, but did it outside of the required timeframes which is why it was not accepted. This office provided information on how to file a tort claim with the Department of Enterprise Services (DES). The OCO also encouraged this person to send their keyboard home if they do not want to utilize the torts process.	Information Provided
89.	Incarcerated individual reports concerns regarding his acceptance into graduated reentry (GRE) or a reentry center. The individual reports he is required to take a program before becoming eligible for GRE, and reports he was unable to access that program.	The OCO provided information regarding accessing the program he needs. The OCO also shared that the individual was accepted at a reentry center and may be able to transfer to a reentry center soon. The OCO spoke with DOC staff regarding the programming and the individual has been referred for the program and will be able to participate soon. The OCO shared with the individual	Information Provided

		information about how to request access to a program that is not offered at a facility they were housed, as that was a reason he was unable to access the program previously.	
90.	Incarcerated individual reports concerns regarding access to a reentry center and reports he will be eligible to be transferred to GRE after he completes required programming. The individual has had issues accessing the programming and requests DOC consider allowing him to complete the programming while at a reentry center.	The OCO provided information regarding the individual's reentry center eligibility and information regarding accessing the required programming. The OCO reviewed the individual's file and spoke with DOC staff regarding the concern and found that DOC is not willing to allow the individual to complete the programming while at a reentry center. The OCO provided the individual with options and verified that he has been referred to the program and will be able to enter when space allows.	Information Provided
91.	Incarcerated individual reports staff conduct concerns about his classification counselor.	The OCO provided information to the individual about how to report staff concerns. The OCO verified alternative DOC staff was willing to assist him instead of the counselor he had issues with. The individual was moved to another facility and is not working with the named classification counselor anymore.	Information Provided
92.	Person reports concerns regarding not being able to access the medication assisted therapy (MAT) program prior to releasing.	The OCO provided information to the person. OCO staff contacted health services reentry staff and confirmed the patient was provided with resources to receive treatment in the community per DOC medication assisted therapy (MAT) Protocol. The facility the patient released from is not yet set up for initiating medication assisted therapy.	Information Provided
93.	The individual reports resolution request forms are passed out twice weekly in the Intensive Management Unit (IMU). They report that when they ask for a form they are told they must wait until the specified day and sometimes the forms are only available around midnight.	The OCO provided information about resolution request forms in the IMU. This office made contact with DOC staff and requested details about the process to get a resolution request form. DOC staff said there are no specified days or times that forms are available; anyone can reach out at any time and request a resolution form.	Information Provided
94.	Patient reports concerns about the qualification of DOC mental health providers and requested OCO assistance changing his mental health medication and verifying mental health care.	The OCO elevated this concern through health services and confirmed the patient has an active treatment plan and received appointments to discuss medications. The OCO provided information about how to file a complaint with the Department of Health (DOH) about concerns with the quality and consistency of licensed healthcare professionals under the DOC. The OCO also cannot override clinical decisions or prescribe specific medications; according to DOC 600.000, "Clinical	Information Provided

decisions are the sole province of the responsible health care practitioner and are not countermanded by non-clinicians. Potential conflicts between clinical decisions and administrative/security needs will be resolved jointly by the Superintendent/ designee, Health Authority, and Facility Medical Director (FMD) and/or appropriate clinician.”

95. External person reports that their loved one is being transferred to a different facility that is further away from family and unsafe.	The OCO verified that this individual is being screened for a potential move to a different facility. The Custody Facility Plan has not been completed and the individual will have the opportunity to appeal the decision.	Information Provided
96. Incarcerated individual relayed concerns regarding a 603 infraction for introduction of a drug that was upheld despite DOC reviewing it under the new presumptive positive memo.	The OCO reviewed the infraction and found that there were numerous pieces of evidence substantiating the infraction beyond the presumptive positive drug test, thus, there was additional information confirming the drug introduction which would mean that this infraction is not eligible for dismissal under the DOC presumptive positive memo.	Information Provided
97. External person reports their loved one is being kept on the hospital floor without their tablet or any of their property. They are requesting that the person be transferred back to his regular living unit or receive their property.	The OCO provided information to the patient regarding his request to be transferred. OCO staff also contacted DOC Property staff and confirmed the patient’s requested property has been returned to him.	Information Provided
98. Person states his wheelchair Health Status Report was removed improperly. He is requesting alternative equipment to assist in his movement.	The OCO provided the patient with information regarding the discontinuation of his wheelchair Health Status Report. OCO staff reviewed the patient’s record and found DOC medical staff provided items that served the same function as the requested items. Durable medical equipment is issued as deemed appropriate by the medical provider. OCO staff verified the medical provider has reviewed this person’s request and determined that a wheelchair was not medically necessary.	Information Provided
99. Incarcerated individual expressed concerns about several infractions that they received.	The OCO reviewed the individual’s infraction history but was unable to substantiate the concerns that they expressed.	Insufficient Evidence to Substantiate
100. The incarcerated individual reports that he has tried to send legal mail but it has not been received by the courts or the law office. The individual reports he sent legal mail on various dates and the documents were not received.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed the legal mail logs after the individual requested the OCO review the concern again and found the mail in question was logged. The OCO worked with DOC staff to understand the legal mail process. Once legal mail is logged in the unit, it is transported to	Insufficient Evidence to Substantiate

the mailroom in a locked bag and processed for mailing. If the legal mail is not accepted, the mailroom will inform the individual with a mail rejection notice. Because the mail log was signed by the individual the OCO lacks evidence to substantiate the mail was not sent by DOC.

<p>101. Person reported that facility policy regarding courtesy moves does not match DOC policy. Person said that the facility handbook said there is a six month hold on moves for any reason and that there is no appeals process. Person said that he filed a resolution request, but it was rejected stating that that is an appeals process.</p>	<p>The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed DOC 420.140 Housing and Cell/Room Assignment V., regarding cell/bed moves and courtesy moves, which states “3. Individuals may only request one cell/bed move every six months” and could not find that facility policy did not match DOC policy. The OCO reviewed his resolutions request and found that DOC headquarters responded and said that cell transfers and institutional assignments are outlined in law and have an administrative review process, in that they are reviewed by multiple staff, but did not say that there was an appeals process. The OCO also confirmed that there is not an appeals process for cell transfer and institutional assignments.</p>	<p>No Violation of Policy</p>
<p>102. Person reported that his resolution requests were not being handled in a timely manner and that staff are not answering his complaints or were combining multiple concerns and not treating them as separate issues.</p>	<p>The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed his resolution requests and found that DOC staff spoke with him about the response to one resolution request, and that another was responded to in detail by DOC headquarters, and that his concerns were treated as separate issues. The OCO could not find a violation of the resolution program manual.</p>	<p>No Violation of Policy</p>
<p>103. Incarcerated individual expressed concerns about an infraction they received.</p>	<p>The OCO reviewed the infraction materials and found no violation of DOC policy 460.000 as the individual’s behavior met the infraction elements.</p>	<p>No Violation of Policy</p>
<p>104. Incarcerated individual reports concerns regarding a strip search.</p>	<p>The OCO was unable to find a violation of DOC policy. The OCO reviewed the strip search and found it was conducted per DOC 420.310 Searches of Incarcerated individuals.</p>	<p>No Violation of Policy</p>
<p>105. Incarcerated individual requests the OCO review force that was used on him to determine if the force was excessive.</p>	<p>The OCO was unable to find a violation of DOC policy. The OCO reviewed the use of force and found it to comply with the department’s restricted use of force policy.</p>	<p>No Violation of Policy</p>
<p>106. Incarcerated individual relayed concerns regarding an infraction and staff conduct.</p>	<p>The OCO reviewed the infraction and found no violation of DOC Policy 460.000 as the individual’s behavior met the infraction element. Regarding the staff conduct, the incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the</p>	<p>No Violation of Policy</p>

	DOC internal grievance process, administrative, or appellate process.		
107.	Incarcerated individual reported a concern regarding access to a radio as an accommodation.	Initially, the OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed the individual's custody level and found per DOC 320.255 Restrictive Housing Restrictive Housing Level System Grid (Attachment 2) they are level 1 in maximum custody, which means they are not eligible to have a radio at this time. However, upon re-interviewing the incarcerated person prior to closing the case, the individual reported that this is no longer a concern.	No Violation of Policy
108.	Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the infraction materials and found no violation of DOC Policy 460.000 as the individual's behaviors met the infraction elements.	No Violation of Policy
109.	Person reported that a typewriter was removed from his possession due to an infraction, and that he wanted a property disposition form.	The OCO was unable to substantiate a violation of policy by DOC. The OCO found through another investigation regarding this individual's infraction that the typewriter had been altered. Altered items are considered contraband per DOC 440.000 Personal Property in Prisons. The policy states that contraband will be confiscated and destroyed and does not require a property disposition form.	No Violation of Policy
110.	The individual reported that he has minimum custody points and should be in minimum custody, however, the facility is keeping him in medium custody. The person spoke with DOC staff, but no one would provide him with information.	The OCO was unable to substantiate a violation of policy by the DOC. The OCO reviewed the individual's most recent Custody Facility Plan (CFP) and found that he currently has medium points. This office verified that the individual's CFP was completed per DOC 300.380, Classification and Custody Facility Plan Review.	No Violation of Policy
111.	Person reported that videograms that have been sent to him have been rejected as being content from a third party. Person said that some of these videos are of family and friends that were posted to social media. Person said that the mailroom is not forwarding his appeals to DOC Headquarters.	The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed the rejected videograms and confirmed that were from social media. DOC Mail for Individuals in Prison 450.100 Unauthorized Mail (Attachment 1) says that mail to or from incarcerated individuals, including publications and eMessages/ attachments, may be rejected for a variety of reasons, including containing "correspondence/property for or from a third party." The OCO reviewed letters sent to him from DOC Headquarters confirming that DOC had received and reviewed his appeals.	No Violation of Policy
112.	Incarcerated individual expressed concerns about an infraction they received when they were unable to provide a UA (urinary analysis) despite attempting to get a Health Status Report (HSR).	The OCO reviewed the infraction materials and contacted DOC to request that they overturn the infraction as the individual was attempting to get the HSR reinstated at the time of the infraction. However, DOC was unwilling to overturn the infraction. Because the individual did not have a	No Violation of Policy



valid HSR at the time of the infraction, the OCO was unable to substantiate a violation of DOC 460.000.

<b>Olympic Corrections Center</b>			
113.	External person reports her loved one was infractioned for a false positive urinary analysis (UA) and he was placed in restrictive housing.	The OCO reviewed the infraction and found that the UA had been sent out to the lab for a secondary test at the request of the individual. The UA was found to be a false positive. The individual was then moved from restrictive housing and transferred to a reentry center.	Substantiated
<b>Other: Jail</b>			
114.	Person reports he was injured prior to incarceration. The person states that the jail did not provide sufficient care for the injury and then he had to wait a year after moving to DOC to see a specialist. The person reports that, because of this delay, his injury is now not able to be repaired. This person is requesting information to file a lawsuit.	The OCO provided information to the person regarding the tort claim process. Individuals who have been harmed or who have suffered a loss as a result of negligent actions by a state employee or agency can submit a tort claim to the Office of Risk Management (ORM). ORM is required by law (RCW Chapter 4.92) to receive these claims.	Information Provided
115.	Incarcerated individual relayed concerns regarding a drug offender sentence alternative (DOSA) revoke and not getting access to an attorney during the revocation hearing.	The OCO reviewed the documentation that resulted in a DOSA revocation and found it was due to absconding from supervision, failing to abide by UA/BA monitoring, failing to complete substance abuse treatment as directed, and going outside the geographic boundary. All of these violations were valid reasons to terminate the DOSA. Regarding the concern about not having an attorney, per RCW 9.94A.737(6)(c) The [incarcerated person] shall have the right to: (i) Be present at the hearing; (ii) have the assistance of a person qualified to assist the [person] in the hearing, appointed by the hearing officer if the [person] has a language or communications barrier; (iii) testify or remain silent; (iv) call witnesses and present documentary evidence; (v) question witnesses who appear and testify; and (vi) receive a written summary of the reasons for the hearing officer's decision.	No Violation of Policy
<b>Other: Unknown</b>			
116.	External caller asked questions about how to get in contact with DOC to ask questions about a process for including incarcerated individuals in policy and protocol changes.	The OCO provided assistance by providing the caller with information about how to contact DOC staff to get more information and shared the information we had about the question.	Assistance Provided

**Stafford Creek Corrections Center**

117.	Person reported that he left his phone book in the dayroom, and it was confiscated by the Intelligence and Investigations Unit (IIU) as contraband.	The OCO provided assistance. The OCO reached out to IIU and requested that this individual be allowed to access the phone numbers and addresses of family, friends, and legal counsel. IIU agreed to photocopy that information and provide it to the individual through his counselor.	Assistance Provided
118.	Person reports DOC is not scheduling necessary chronic care follow up appointments with a specialist. The person states that DOC will not tell him when his follow up appointments are scheduled.	OCO staff provided assistance by verifying the follow up appointment is scheduled in accordance with the recommendations made by the specialist at the last appointment. Appointment dates are not shared by DOC staff due to transport safety concerns. The OCO also does not share dates of outside appointments.	Assistance Provided
119.	Incarcerated individual reports concerns regarding access to a Seattle Clemency Project event. The individual reports that individuals were required to be 30 days infraction free along with the requirements set by the event organizers. The individual requests OCO assistance to remove the 30-day infraction free requirement as this is an event sharing legal information.	The OCO provided assistance. The OCO spoke with DOC leadership who agreed to change the requirements to allow everyone that meets the event organizer's qualifications to attend. The OCO verified that this will be the standard practice statewide for the Seattle Clemency Project's event.	Assistance Provided
120.	Individual reports they have been trying to access drug treatment as a condition of their release for the past few years and when they were finally added to a class, they were terminated.	The OCO contacted DOC's Substance Use Recovery Unit to inquire about the treatment the individual is requesting. This office verified the individual was placed in a treatment class; however, they were terminated from that program for allegedly missing class. The DOC has now agreed to re-enroll the individual into the treatment classes they screened initially for in their assessment.	Assistance Provided
121.	Incarcerated individual relayed concerns regarding their housing placement.	The OCO confirmed the individual was returned to their former unit prior to OCO involvement.	DOC Resolved
122.	Person reported concerns with his current cellmate, and said he is concerned for his safety and wants a new cellmate.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed DOC records and found that this individual has been moved to a different cell and has told unit staff he currently does not have safety concerns.	DOC Resolved
123.	The individual reported concerns regarding being denied extended family visits (EFVs) with his loved one.	DOC staff resolved this concern prior to the OCO taking action on this complaint. This office found that upon appeal, the DOC overturned the denial of EFV privileges and the individual will be allowed to participate in EFVs. The OCO verified that the DOC	DOC Resolved

		has informed the individual and his loved one of this decision.	
124.	Incarcerated individual expressed concerns about denial of a visitor.	The OCO confirmed DOC had approved the visitor before OCO involvement.	DOC Resolved
125.	Patient reports concerns about not being able to access electrolysis, which was medically recommended prior to gender affirming surgery.	DOC resolved this concern prior to OCO action. The OCO contacted health services and confirmed the patient has since received electrolysis appointment. This office confirmed the electrolysis program has now been set up at SCCC and is scheduling patients.	DOC Resolved
126.	Person reports concerns about a delayed transfer from segregation to general population after completing treatment related to a medical hold.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO confirmed the medical hold expired and the person was transferred from segregation.	DOC Resolved
127.	Patient reports concerns about missing a cancer care appointment.	DOC resolved this concern prior to OCO action. The OCO contacted health services and confirmed scheduling issue occurred due to offsite clinic. The patient was rescheduled and health services is meeting with the patient weekly to discuss care plan, next steps, questions, and open communication.	DOC Resolved
128.	Person reported that the mailroom rejected a large legal document related to his case and said that DOC said that it exceeded a reasonable number of pages. Person said he needed this document so he could submit a petition to the courts.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed DOC records and found a letter from DOC headquarters which said that they overturned the mail rejection and told the mailroom to forward the document to him, due to the deadline for his petition.	DOC Resolved
129.	External person reports their loved one is not being provided a diet for people who have had bariatric surgery. The caller also reported the patient needs surgery but has not been to the specialist.	OCO staff provided information to the patient regarding the status of his specialist consult. The OCO is in ongoing discussions regarding the availability of special diets. OCO staff noted the special diets available to the population do not account for several health concerns that can be better managed with proven dietary changes.	Information Provided
130.	Family reports concerns about their loved one's access to cancer care and requested early release in order to access medical care in the community.	The OCO provided information about the extraordinary medical placement (EMP) process and scheduled a call with the patient to discuss their medical concerns in more detail.	Information Provided
131.	Family reports concerns about their loved one's access to cancer care and requested early release in order to access medical care in the community.	The OCO provided information about the extraordinary medical placement (EMP) process and scheduled a call with the patient to discuss their medical concerns in more detail.	Information Provided
132.	The individual reported concerns regarding DOC records refusing to	The OCO provided information. This office reviewed the investigation of the individual's	Information Provided

apply his earned release time which is applicable to his adjusted sentence, so that he can be transferred to community custody in a timely manner.

resolution request regarding this concern and found that per RCW 9.94A.540(2), the mandatory minimum term is not eligible for earned release/good time. RCW 9A.32.030(1)(a) and 9.94A.540(1)(a) dictates mandatory minimum sentences for the individual's convictions. The OCO verified that DOC records staff provided the individual with a hand calculation of his earned release date (ERD). This office recommended the individual contact DOC records again should he have specific questions or concerns regarding the calculation he was provided.

<p>133. Person reports he has had trouble getting a health status report (HSR) to limit programming due to custody staff involving themselves in his medical care. The person is requesting to be released back on mainline and to have the HSR written so he will not have to program when he is out of segregation.</p>	<p>The OCO explained that the office does not have legal authority to direct DOC to override a housing decision that was made within policy. There was insufficient evidence to support that the person should have been housed elsewhere. This office explained that the patient's request for an HSR to limit programming must be reviewed by the medical provider. Per DOC 600.000 clinical decisions are the sole province of the responsible health care practitioner and are not countermanded by non-clinicians. Potential conflicts between clinical decisions and administrative/security needs will be resolved jointly by the Superintendent/ designee, Health Authority, and Facility Medical Director (FMD) and/or appropriate clinician.</p>	<p>Information Provided</p>
<p>134. Incarcerated individual reports he was assaulted by another incarcerated individual and DOC is not assisting him. The individual reports he was moved units and lost his job and the other individual was not fractured or moved, even though this individual assaulted him.</p>	<p>The OCO provided information about how to report an incident and how to access a new unit job. The OCO spoke with DOC staff regarding the incident. The DOC shared that when the incident occurred, both individuals were interviewed, and video was reviewed. The video did not show an assault and both individuals stated nothing happened. Later, the individual was reporting concerns about the same incident, so DOC investigated again. DOC moved him to ensure he was safe even though they could not verify that he was assaulted. Because the move was not disciplinary, the individual was encouraged to work with his classification counselor who can assist him in gaining employment in the new unit.</p>	<p>Information Provided</p>
<p>135. The individual reported concerns regarding the DOC requiring him to do programming that is not on his judgement and sentence.</p>	<p>The OCO provided information regarding DOC required programming. Per RCW 72.09.015, "individual reentry plan" means the plan to prepare an incarcerated person for release into the community. It should be developed collaboratively</p>	<p>Information Provided</p>

between the department and the person and based on an assessment of the person using a standardized and comprehensive tool to identify risks and needs. The individual reentry plan describes actions that should occur to prepare individuals for release from prison or jail, specifies the supervision and services they will experience in the community, and describes a person's eventual discharge to aftercare upon successful completion of supervision. An individual reentry plan is updated throughout the period of a person's incarceration and supervision to be relevant to the their current needs and risks. Per RCW 72.09.270, the DOC will develop a plan for the incarcerated individual during the period of incarceration through reentry into the community that addresses the needs of the incarcerated individual including education, employment, substance abuse treatment, mental health treatment, family reunification, and other areas which are needed to facilitate a successful reintegration into the community. Per the above RCWs, the DOC has the authority to assign programming as part of developing a plan for an individual's successful reentry into the community, and thus may assign programming based on an individual's risks and needs.

<p>136. The individual reports that the DOC is willing to send him to camp, but he wants to go to a facility near his family.</p>	<p>The OCO provided information. This office recommended the individual discuss his preferences with his classification counselor and attend his upcoming Facility Risk Management Team review so that he may provide input regarding which facility he would like to transfer to.</p>	<p>Information Provided</p>
<p>137. The incarcerated individual reports he has failed more than one urine analysis (UA) over the past few months and believes DOC staff are targeting him. He also reports that he has no desire to stop using drugs and would like to be left alone.</p>	<p>The OCO was unable to substantiate a violation of policy. DOC 420.380 Drug/Alcohol Testing, says the Department will use drug/alcohol testing as a management/treatment tool to enhance supervision and deter drug use. This office provided information about various levels of drug treatment and advised this person to reach out to their counselor for help with substance use programming.</p>	<p>Information Provided</p>
<p>138. Incarcerated individual requests assistance with expediting their transfer to another facility.</p>	<p>The OCO provided information regarding transfers and the status of the transfer order. The OCO spoke with DOC staff who explained his transfer is still being finalized and once the transfer is finalized DOC will move him as soon as bed space allows.</p>	<p>Information Provided</p>

	The OCO verified DOC is following DOC 300.380 Classification and Custody Facility Plan Review and he will transfer soon. The OCO encouraged the individual to be in conversation with his classification counselor to receive updates.		
139.	Person reported that the shower chair in the ADA bathroom was removed because it was being used for people cutting hair. DOC staff stated that he can check out the bench when he needs it, but he has mobility issues and cannot carry the chair to the shower. Person requested that the chair be available in the bathroom. Person stated that he filed a resolution request and DOC agreed to fix the situation, but they have still taken the chair away.	The OCO provided information. The OCO reviewed the resolutions investigation and reached out to DOC staff, who verified that shower chairs are available in the ADA bathrooms, but need to be checked out. The OCO elevated this concern within this office and discussed the issue with DOC staff at the headquarters and facility leadership level, but was unable to negotiate this individual's requested outcome. The OCO provided information about how he can request help carrying the chair to the shower from his access assistant or DOC staff.	Information Provided
140.	Person reports his access assistant quit, leaving him unable to get meals and medications. He is requesting to have an assistant assigned to him.	The OCO was unable to substantiate the concern due to insufficient evidence. OCO staff contacted the person's classification counselor and were informed that he still has an access assistant assigned to him.	Insufficient Evidence to Substantiate
141.	Incarcerated individual expressed concerns about an infraction they received for refusing a search when they asked the officer to change gloves.	The OCO reviewed the infraction materials for a WAC 556 refusing a search infraction and reached out to DOC regarding this. Currently there is no protocol in place or requirement that officers switch gloves in between searches and no basis in policy (420.310) that if an individual requests an officer change gloves, they must do so.	Insufficient Evidence to Substantiate
142.	Incarcerated individual expressed concerns about an infraction they received and disputes that they were given a urinary analysis (UA) test.	The OCO reviewed the infraction narrative and were unable to identify information that substantiated the individual's account of the events.	Insufficient Evidence to Substantiate
143.	Incarcerated individual expressed concerns about their facility placement.	The OCO reviewed the individual's facility placement and was unable to locate a violation of DOC Policy 300.380.	No Violation of Policy
144.	Person reports he needs to be seen for pain management while waiting for an outside medical consult. The patient also reported concerns regarding his medical hold being removed.	The OCO was unable to substantiate a violation of policy by DOC. OCO staff contacted health services management at the patient's current facility and were informed the consult has been updated to reflect the new location and is pending scheduling. OCO staff did not find this to significantly delay treatment as the patient had not yet established care with the previously scheduled clinic to determine the plan of care. OCO staff confirmed	No Violation of Policy

		the prior medical hold was removed per DOC medical holds protocol.	
145.	The individual reported that he was told that he was given a 24-month extension for his job. He was later told that his job was up even though he was told he would be given an extension.	The OCO was unable to substantiate a violation of policy by DOC. Per DOC 700.000, assignment to work programs will be limited to two years for the same facility program area. The OCO was unable to find documentation that the individual was offered an extension for his job.	No Violation of Policy
146.	Person is requesting a specific clothing item to accommodate a medical issue. DOC has provided a substitution but the person finds it insufficient for his needs.	The OCO was unable to substantiate a violation of policy by DOC. The item that DOC provided was reviewed by a medical provider and determined to meet the medical necessity. The clothing item request is not supported by DOC 440.050 State Issued Items.	No Violation of Policy
147.	Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the individual's infraction and found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy
148.	The individual reported that he received a negative Behavior Observation Entry (BOE) from the teacher of a course that he took. The individual reports that he also received an infraction and feels that the BOE and infraction were unjust.	The OCO was unable to substantiate a violation of policy by DOC. This office reviewed the individual's infractions and found that the infraction related to this incident was dismissed. The OCO also reviewed the individual's BOEs and found that the individual challenged the BOE and the content was updated, but the negative BOE was upheld per DOC 300.010 Behavior Observations.	No Violation of Policy
<b>Washington Corrections Center</b>			
149.	Person reports that he received a Notification of Abuse by Quantity after filing multiple resolution requests. Person stated that the response from the facility is wrong because each resolution request was about a different subject.	The OCO provided assistance. The OCO reviewed the resolution requests and the response from the facility and found that he did file more resolution requests at one time than are allowed by the Resolution Program Manual (RPM), but also found that the resolutions specialist did not accept the resolution requests rather than sending them back for rewrites, which is what the RPM mandates in this situation. The OCO reached out to the DOC Headquarters Resolutions Department, who spoke with the facility about being more careful when they handle Abuse of Quantity situations in the future. The DOC Headquarters Resolutions Department also put out information to all Resolutions Departments about how to properly handle these situations.	Assistance Provided
150.	Anonymous individual reported a disturbance planned at a facility.	The OCO contacted the facility to report the concern. The facility took extra precaution to ensure the population in the unit were safe. This	Assistance Provided

	office verified that a planned disturbance did not occur on the date reported.		
151.	The individual reports that people who transfer to the receiving units from other facilities are not allowed to bring basic hygiene supplies. The person said that individuals' hygiene items are with their personal property, which they cannot access in the receiving units. The individual says commissary orders take time, which leaves people without any way to access soap, a toothbrush, toothpaste, etc. The person said that only people coming in from county jails are given basic hygiene bags.	The OCO provided assistance. This office spoke with the Correctional Program Manager (CPM) at the facility who verified that in-transit individuals are not provided hygiene items bags nor allowed to bring hygiene items on the bus from other facilities due to limited storage space. The OCO requested that individuals in the receiving units be supplied with basic hygiene items, and the CPM agreed to create a process for this. Unit staff have ordered and will provide individuals with a bag containing a toothbrush, toothpaste, soap, and a razor for their use while in the receiving units.	Assistance Provided
152.	Loved one expressed concerns about the heaters not working in the units.	The OCO confirmed that DOC is aware of the issue and verified that maintenance has been adjusting the heaters as needed. DOC resolved this concern prior to OCO involvement.	DOC Resolved
153.	Person states he has cardiac issues and is in need of follow up from the specialist. The person is requesting additional imaging with the specialist.	DOC staff resolved this concern prior to OCO action. OCO staff reviewed the patient records and verified the specialist consult occurred in a timely manner and the requested imaging had been completed.	DOC Resolved
154.	Person reports that he was taken off the Medication Assisted Therapy (MAT) program due to his release date. He is requesting to stay on the program until he is released.	The OCO provided information to the person regarding the current Medication Assisted Therapy (MAT) protocol. Currently the protocol is that people with a release date that is greater than six months from admission will be tapered off the medication. Patients with an eligible diagnosis can be inducted back onto the program as early as 90 days from release, depending on the capacity of medical to induct the patient onto treatment. Many facilities are starting patients on the medication 60 days prior to release. OCO staff notified OCO policy staff of the requested policy changes. The OCO will offer recommendations to the protocol when it is under review.	Information Provided
155.	Incarcerated individual and his loved ones report safety concerns at the facility DOC is going to transfer him to and request assistance in halting the transfer.	The OCO provided information regarding how to report verifiable safety concerns to DOC. The OCO verified DOC reviewed safety concerns as they were presented and could not identify a threat. The OCO shared what information is needed to have DOC verify a safety concern to reconsider a transfer.	Information Provided



156. The individual reported safety concerns regarding transferring to a different facility. The person said that he wrote to I&I and his counselor and does not know what more he can do besides refusing transfer which would likely result in an infraction.	The OCO provided information. This office reviewed the individual's recently completed Custody Facility Plan (CFP) and found that there are plans to transfer him to a facility where he does not report safety concerns. If the individual has concerns once he receives his new Custody Facility Plan (CFP), he may appeal per DOC 300.380, Classification and Custody Facility Plan Review. Per policy, individuals may appeal by submitting DOC 07-037, Classification Appeal, within 72 hours of being notified of the decision to the Superintendent/CCS at the facility where the classification decision was made. The OCO also encouraged the individual to work with his classification counselor and to attend his Facility Risk Management Team (FRMT) reviews to ensure the DOC is made aware of his concerns in the future.	Information Provided
157. Incarcerated individual reports concerns about actions of other incarcerated individuals and requested the OCO investigate these actions. The individual reports these actions have broken cell doors in the unit and the cells are not secure.	The OCO provided information regarding how to report safety and facility related concerns. This office recommends the individual speak with the unit sergeant as these actions arise. The OCO was unable to verify that the individual shared this information with DOC staff. The OCO recommends the individual kite the facilities plant manager and file a resolution request about the concerns.	Information Provided
158. The individual reported concerns the DOC using his juvenile criminal history against him during classification, which is impacting his custody level and eligibility for work release. The individual reported that his juvenile record should have been expunged.	The OCO provided information. This office reviewed the individual's Custody Facility Plan and did not find documentation that his juvenile records were used for classification. The DOC did consider the individual's adult conviction record in his Facility Risk Management Team (FRMT) review when making programming recommendations. The OCO was unable to substantiate whether the individual's juvenile record was expunged. The OCO provided the individual with information regarding contacting the county court in order to have his juvenile record sealed if it has not yet been, pursuant to RCW 13.50.050(11) and (12).	Information Provided
159. Incarcerated individual relayed concerns regarding their sentence.	The OCO informed the individual that they will need to kite records regarding the sentencing structure in order to get more information about this concern.	Information Provided
160. Incarcerated individual reports concern regarding a hazmat cleanup that is potentially dangerous. The individual requests DOC provide more training to hazmat porters.	The OCO provided information regarding the incident and verified that the situation was not hazardous. The OCO spoke with staff at the facility who reported there was some confusion about what team would be needed to clean the cell.	Information Provided

However, the OCO verified there was no dangerous substance to clean and DOC cleared the site prior to the crew being called. The OCO shared how to ensure that the crew is cleaning something they are trained to clean. Per the training manual, individuals would request to speak to the sergeant or duty officer that called their crew.

161. Person reports that he has been in the Receiving Units for months and has already been classified, but has not transferred to another facility yet.	The OCO provided information. The OCO reviewed his Custody Facility Plan and Transfer Orders and reached out to his counselor, who confirmed that his transfer was delayed due to infractions and is now awaiting approval. This individual should transfer out of the Receiving Units soon.	Information Provided
162. The individual reported concerns regarding classification. The individual said that his Custody Facility Plan (CFP) was completed without his infraction appeal being heard.	The OCO provided information. This office reviewed the individual's CFP and found that it was completed per DOC 300.380, Classification and Custody Facility Plan Review. The OCO verified that one of the individual's infractions is still under appeal, and advised the individual that he may contact the OCO to review the infraction(s) if upheld once the appeal has been heard.	Information Provided
163. The individual reported concerns regarding his Earned Release Date (ERD) being changed to a later date because he did not get credit for time served in jail. The individual reports that he spoke with DOC Records who said that his Judgement and Sentence (J&S) reflects he would not get credit for time served, but the individual thinks that is incorrect.	The OCO provided information. This office verified that the individual's sentencing credit is determined by RCW 9.94A.505. which is referenced in the individual's J&S. The OCO recommended the individual contact DOC Records again if he has further questions regarding his jail credits and ERD.	Information Provided
164. Incarcerated individual reports concerns regarding transfers to and from court. The individual reports during the transfers he was held in the wrong custody level and was not able to access his property.	The OCO provided information regarding the transfer and chain bus process. The OCO verified that using the chain bus is the DOC preferred method to transport people to court and back. Due to where the individual needed to appear and the short timeframes to get him there, DOC infrequently transported him directly to the county required. When the individual came back from court, he was transported by the chain bus which stops at WCC. While at WCC, individuals in transport are housed in the receiving units which are treated as a higher custody level than the individual is classified. The individual was able to access legal property and was moved back to their regular living which is the correct custody level.	Information Provided

165. Incarcerated individual reported concerns about actions of other incarcerated individuals and requested the OCO investigate these actions.	The OCO provided information regarding how to report safety concerns. This office recommends the individual speak with the unit sergeant as these actions arise. The OCO was unable to verify that the individual shared this information with DOC staff. The OCO recommends the individual kite the facilities investigation unit and file a resolution request about the concerns.	Information Provided
166. The individual reports issues accessing OCO reports on the Securus tablets. He mentioned that whenever he tries to read an OCO report his tablet crashes after he gets through a few pages.	The OCO provided information about how to kite the facility Securus Liaison and request a callout to speak with the Securus Representative who can address the issue.	Information Provided
167. The individual reported concerns regarding retaliation by DOC staff whenever he files a resolution request. The individual says that the OCO requires him to file a resolution request in order to investigate concerns, so he feels he is unable to resolve his concerns without facing retaliation.	The OCO provided information. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. This office advised the individual that he may file a resolution request regarding staff conduct if he feels he was retaliated against for filing a resolution request. The individual may also provide the OCO with information regarding the resolution request he filed and subsequent retaliation. To substantiate retaliation, the OCO must be able to prove that a negative action from a DOC staff member is not only linked close in time to an incarcerated individual's protected action but there must be evidence of a clear relationship between the two acts.	Information Provided
168. The individual reports safety concerns at a facility he is going to transfer to, but said that the DOC is disregarding his safety concerns. The individual also reports that he wrote to his classification counselor and to IIU and requested Safe Harbor, but he has not received a response.	The OCO provided information. This office reviewed the individual's recently completed Custody Facility Plan (CFP) and verified that IIU at his previous facility looked into his placement concerns and did not find safety issues at the facility where he reported concerns. This office encouraged the individual to contact IIU again if he has ongoing safety concerns, but will need to provide specific and verifiable details of the concerns for IIU to investigate.	Information Provided
169. Incarcerated individual relayed concerns regarding an infraction they received in which they disputed the events that led to the infraction.	The OCO reviewed the infraction and requested any video that existed of the incident. However, because no video existed, this office was unable to substantiate the individual's account of the events.	Insufficient Evidence to Substantiate

170.	Person reported issues with how the Resolutions Department translated and processed his resolutions requests improperly by using Google Translate or some other improper translation method.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed the resolutions request investigations and kites, and found the official DOC forms requesting translations, and reviewed the translations of the resolution requests and kites. The OCO found emails indicating that for one of the resolutions requests, the normal vendor rejected the documents and DOC had to find a different vendor for translation. The OCO could not substantiate that they used Google Translate or another improper translation method.	Insufficient Evidence to Substantiate
171.	Person reports that he is still having issues receiving medications from DOC medical staff after having the OCO assist in resolving the issue.	The OCO was unable to substantiate the concern due to insufficient evidence. OCO staff contacted Health Services management and were informed the patient has an active order for the medication and the order is for "keep on person"(KOP). If a patient has run out of a KOP medication they can request single doses from the pill line nurse for critical medications that are kept in urgent stock until their refill arrives from pharmacy. The patient must attend pill line to make this request. There was insufficient evidence to support that DOC was not able to provide the medication.	Insufficient Evidence to Substantiate
172.	Incarcerated individual expressed concerns about their facility placement.	The OCO reviewed the individual's most recent custody facility plan and found no violation of policy as the individual did not raise any safety or security concerns during the hearing. The OCO informed the individual that they must raise their concerns with DOC directly if they are concerned about their placement.	No Violation of Policy
173.	Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the infraction materials and found no violation of DOC Policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy
174.	Incarcerated individual relayed concerns regarding their community custody placement (CCP) revocation appeal being denied because of timeframes.	The OCO reviewed the revocation and reached out to DOC regarding the denial of the appeal. DOC stated that they upheld the appeal denial because it was received more than a week late.	No Violation of Policy
175.	Incarcerated individual relayed concerns regarding their revoke from community placement.	The OCO reviewed the individual's record and found no violation of policy as the individual was terminated from community custody placement as a result of using controlled substances, consuming alcohol, possessing weapons, and ammunition.	No Violation of Policy
176.	Incarcerated individual expressed concerns about a work release revocation and being sent back to prison.	The OCO reviewed the individual's records and confirmed they received a violation for failure to comply with the rules of electronic home monitoring, abiding by urinary analysis monitoring,	No Violation of Policy

and using controlled substances. The OCO reviewed DOC Policy 460.135 Disciplinary Procedures for Work Release and was unable to identify a violation.

**Washington Corrections Center for Women**

<p>177. Person reports she has a degenerative condition and needs surgery to correct it. There have not been any appointments scheduled. The patient has been told different information as to why it has not happened yet.</p>	<p>The OCO provided assistance to the patient. OCO staff engaged in several conversations with DOC Health Services management to strategize how to get the patient accepted for surgery. The patient has been denied surgery by the University of Washington (UW) surgeon. DOC altered the patient’s treatment to align with the surgeon’s recommendations and was again denied. DOC also attempted to find another clinic to provide this care, however the care needed is too complex for other clinics and the patient was referred back to UW. OCO staff advised the patient to contact the UW Medicine Patient Relations office. Any patients of University of Washington Medicine can contact the Patient Relations office at 206-598-8382 during normal business hours for concerns regarding the care provided by UW providers.</p>	<p>Assistance Provided</p>
<p>178. Person reported that she submitted a public records request with DOC to obtain copies of Securus e-messages for a pending case. Person stated that the facility Securus liaison told her that the messages cannot be printed out, but said that she has been getting mixed messages from other staff.</p>	<p>The OCO provided information. The OCO reached out to her counselor and to the Public Records Office at DOC Headquarters, who said that the reason that they cannot print out the messages is that they are owned by Securus, not by DOC, and suggested this individual reach out to Securus. The OCO provided information about writing to Securus.</p>	<p>Information Provided</p>
<p>179. Person reports concerns about the way DOC is using the body scanner at WCCW and the traumatic impact on incarcerated women.</p>	<p>The OCO provided information about how to report staff conduct concerns: for full investigation, file and appeal resolutions so it can move through DOC investigation process. If people then report the issue to the OCO, there will be investigations to review and discuss further with DOC for resolution. The OCO is aware of certain issues with the use of the body scanner at WCCW. The office also verified the reported infraction was removed from the person’s record.</p>	<p>Information Provided</p>
<p>180. Person reports an unknown DOC staff member is posting personal, medical, and inaccurate information about her online and she wants to know which staff member it is.</p>	<p>The OCO provided the individual with information about reporting new details to the Superintendent and the limitations of evidence. This office reviewed the complaint and discussed with the facility Superintendent who confirmed they are</p>	<p>Information Provided</p>

investigating the situation. The OCO does not have enough evidence to identify the specific staff member as many DOC staff have access to incarcerated people's records.

181. The OCO opened an investigation related to a use of force incident in the Close Observation Area (COA) of WCCW.	The OCO learned of and substantiated a use of force in the COA and reviewed related video evidence and documentation. The OCO substantiated that DOC did not provide the individual with decontamination from OC spray immediately after person complied with directives. This issue was substantiated and addressed by DOC in the reported follow up to the use of force. The OCO provided information to the patient regarding future situations since this case was opened on her behalf.	Information Provided
182. Incarcerated individual relayed concerns regarding being in the intensive management unit (IMU) but not being assigned the appropriate level.	The OCO reviewed the individual's grievance and infraction history and confirmed that due to recent infractions, the individual is not eligible to be promoted a level at this time.	Information Provided
183. Person reports that DOC has mixed up lab reports and given her another patient's results with her name on them. This person is requesting to be tested again by a non-DOC lab.	The OCO was unable to substantiate the concern due to insufficient evidence. OCO staff contacted Health Services management and verified that the patient received the correct lab results. The patient has received requested testing multiple times without any signs of the results changing.	Insufficient Evidence to Substantiate
184. Person reports staff conduct and retaliation related to a previous concern reported to the OCO.	The OCO was unable to substantiate the concern due to insufficient evidence. This office reviewed relevant documentation and found that the infractions on file are not related to therapeutic community (TC). The person originally requested to be removed from TC, which the OCO confirmed has occurred and she is now in a different unit.	Insufficient Evidence to Substantiate
185. Person reports mental health staff conduct concerns and requested discharge from mental health unit and/or prison.	The OCO confirmed that DOC met with the patient and provided information regarding the pathway for discharge from residential treatment/placement to general population. The OCO requested additional information from health services to confirm mental health assessments occurred and relevant protocols were followed. The OCO cannot override a clinical placement decision, DOC 600.00 states, "Clinical decisions are the sole province of the responsible health care practitioner and are not countermanded by non-clinicians."	No Violation of Policy
186. Person reports she was moved to COVID isolation without any of her medical items. She is requesting to have those items returned to her.	The OCO substantiated this concern. OCO staff contacted Health Services staff and were informed the patient was out of isolation and confirmed she was not given the requested items while she was in	Substantiated

that unit. OCO staff elevated this concern for discussion with the facility's superintendent.

<p>187. Patient reports being placed in a holding cell for several hours causing her to miss an attorney appointment. She reports she was not allowed bathroom access and was coerced into accepting placement in the Close Observation Area (COA). Patient feels she was wrongly sent to the COA because she was not a threat to herself or the facility.</p>	<p>The OCO was able to substantiate this concern but was unable to achieve a resolution. The concern was elevated through facility leadership and headquarters. The OCO expressed the following concerns: 1. use of TEC acute and COA interchangeably, 2. DOC 320.265 Close Observation Areas does not mention refusing placement as a reason for COA, 3. The OCO was not able to verify whether an assessment was completed in accordance with DOC 320.265 prior to COA placement, 4. individual held for 4-6 hours in holding cell and bathroom access was used as incentive to agree to COA placement.</p>	<p>Substantiated</p>
<b>Washington State Penitentiary</b>		
<p>188. External person reports concerns about DOC using force and involuntarily medicating their loved one while in the Close Observation Area (COA). Family requested the OCO schedule a phone call with the patient.</p>	<p>The OCO provided assistance by setting up a phone call with the patient and gathering more information. This office also elevated this concern to the DOC health services leadership for further review and discussion.</p>	<p>Assistance Provided</p>
<p>189. The individual reported concerns regarding being placed in administrative segregation and having his Custody Facility Plan (CFP) currently in review. The individual says that he was not able to provide any input regarding his facility preference or relay safety concerns. The individual does not want the DOC to send him to a facility where he has concerns for safety.</p>	<p>DOC staff resolved this concern prior to the OCO taking action on this complaint. This office reviewed the individual's recently completed CFP and found that he did attend and was able to provide input at his Facility Risk Management Team (FRMT) review.</p>	<p>DOC Resolved</p>
<p>190. The incarcerated individual reports they do not feel safe in the general population; suggests being moved to Safe Harbor unit.</p>	<p>The OCO was able to verify that DOC staff responded to this person's safety concerns; he is currently being held in segregation for protective custody.</p>	<p>DOC Resolved</p>
<p>191. Person reported he has appealed his conviction and DOC is not allowing the appeal paperwork to leave the facility, and that it was returned to him multiple times.</p>	<p>DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reached out to multiple staff members at the facility who confirmed that this individual was able to send out his appeal and stated that the issue has been resolved.</p>	<p>DOC Resolved</p>
<p>192. Person reports he is approved for surgery but the facility will not schedule it. The person believes he</p>	<p>DOC staff resolved this concern prior to OCO action. OCO staff reviewed the patient's appointment records and found the surgery was</p>	<p>DOC Resolved</p>

	will have to start the process over if he is transferred. The person is requesting to stay where he is until he has the surgery.	completed. OCO staff contacted health services management and verified follow up with the provider has occurred.	
193.	Incarcerated individual expressed concerns about not getting an intake screening when they entered prison several years ago.	The OCO spoke with DOC and confirmed that the intake process has changed significantly. Early last year DOC overhauled the reception/intake process. Every new individual who enters the system is assessed by Mental Health, Health Services, and Dental before they are sent to their parent facilities.	Information Provided
194.	Incarcerated individual relayed concerns regarding DOC not properly announcing when yard is, resulting in the inability to access yard.	The OCO reviewed the DOC response to the individual's grievance and found that DOC properly addressed the concern. The OCO also informed the individual that DOC is currently working to improve yard schedules that will offer more time out.	Information Provided
195.	Incarcerated individual reports concerns regarding placement into segregation. The individual reports he has been in segregation for quite a while and required a higher level of care than his current unit can provide. The individual requests OCO assistance to be released from segregation.	The OCO provided information regarding his housing assignment and next steps. The OCO confirmed the individual will be released from segregation once his medical hold is lifted. The medical hold is valid and fulfills the medical requirement the individual requested. The OCO shared with the individual that he will be released from segregation once his medical hold is lifted and shared how to access this information by speaking with his medical provider and classification counselor for updates.	Information Provided
196.	Incarcerated individual relayed concerns regarding varying levels of wifi reception/access based on where you live in the tier.	The OCO informed the individual that Securus is currently in conversation with DOC about the wifi and is aware of this issue.	Information Provided
197.	The individual reported that people who are level one in the Intensive Management Unit (IMU) are unable to see the OCO hotline hours. The person also said that the OCO afternoon hotline shift in inaccessible for people in the IMU.	The OCO provided the individual with information regarding the OCO's hotline hours. This office will take the individual's feedback into consideration.	Information Provided
198.	Incarcerated individual relayed concerns regarding a desire to get privacy envelopes for their grievances as they are not currently available.	The OCO confirmed that the individual received privacy envelopes. This concern was resolved by DOC prior to OCO involvement.	DOC Resolved
199.	External person reported concerns of the care being received by their loved one from the DOC Health Services.	The OCO provided information to the patient regarding his specialist consult status and who to contact in Health Services for information about the progress of his specialist consultation.	Information Provided



<p>200. The individual reported concerns regarding the TVs sold by Union Supply having a defect. The person said that several channels black out at certain times. The person has sent two TVs back but each one has had this problem.</p>	<p>The OCO provided information. The OCO spoke with several DOC staff members at the facility who confirmed some areas of the facility may experience occasional loss of signal on some channels. The Electronics Technician Supervisor reported that when satellite TV went to a 5G signal, it was discovered that the new 5G equipment is much more sensitive to interference and signal loss due to the 5G signal overpowering the local signal causing it to drop out. DOC staff verified that they continue to work at the facility level and with the satellite company to resolve these issues. Facility staff also confirmed that they have recently added a movie channel and no additional cost to incarcerated individuals to offset the inconvenience of some individuals not having consistent access to certain channels. The OCO discussed the possibility of reducing the cost of TV services to individuals experiencing these problems, however, because the issue is inconsistent and not impacting all individuals, it would be difficult to determine who is impacted and thus a fair way to offset the cost.</p>	<p>Information Provided</p>
<p>201. Person reports he filed an emergency resolution request and was told it was not an emergency. He was able to be seen by kiting medical and have diagnostics completed but has not seen a provider for follow up.</p>	<p>The OCO provided information to the patient regarding how to properly submit an emergency resolution request and medical emergency. OCO staff contacted Health Services management and were informed that the patient did not indicate on the resolution was an emergency on the form and did not give the form to staff. The resolution was put in the box where routine resolution requests are stored until they are picked up. DOC staff verified the patient was evaluated for the reported concerns.</p>	<p>Information Provided</p>
<p>202. The individual reported concerns regarding his watch being taken when he was in the Intensive Management Unit (IMU). The person then transferred to another facility and never received his watch. The individual said that his classification counselor emailed his previous facility and DOC staff at that facility said they did take the watch from the person but it was lost and was taken off his property matrix. The individual says that because he does not have access to the email regarding the watch, he is</p>	<p>The OCO provided information. Per RCW 43.06C.060, all records exchanged and communications between the Office of the Corrections Ombuds and the DOC to include the investigative record are confidential and are exempt from public disclosure. The OCO cannot provide the individual with DOC records regarding his property. This office advised the individual that he may submit a public records request to the DOC by writing to: Department of Corrections, Public Records Office, PO BOX 41118, Olympia, WA 98504-1118 and request emails, his property matrixes, and other records related to his lost property. Records requests must include the name of the person requesting the record and their</p>	<p>Information Provided</p>

unable to present evidence that it was lost by DOC staff.

contact information, the calendar date on which the request is made, and the records requested. The OCO also provided the individual with tort claim information. Individuals who have been harmed or who have suffered a loss as a result of negligent actions by a state employee or agency can submit a tort claim to the Office of Risk Management (ORM). ORM is required by law (RCW Chapter 4.92) to receive these claims.

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203. Incarcerated individual reports concerns regarding the resolution program and reports that DOC staff shared they messed up and were going allow the individual to appeal the resolution requests that were not entered. The individual reports since this conversation the resolution program has not fixed the issue. The individual requests that the facility follow the Resolution Program Manual and to hire new employees to this department.	The OCO provided information regarding how to ensure resolution program has received their resolution appeals. The OCO spoke with the staff member about the conversation and the staff shared they had not agreed to enter in appeals to the requests as there was no proof an appeal was sent in. The OCO shared with the individual that the best way to ensure an appeal was sent is to keep the pink carbon copy of the appeal. If after they file the resolution request appeal and have not received a response, they can kite the resolutions team directly. The OCO provided some options of who the individual can kite to assist. The OCO was unable to verify that the resolution requests were appealed.	Information Provided
204. Person reported that he and other members of the Nation of Islam group were excluded from a religious feast and that the other religious group did not coordinate with them. Person reported he and other members signed up for the feast but were not on the callout on the day of the event. Person requested that Nation of Islam be able to host their own feast, and was told they cannot. Person also reported he was told that an outside sponsor must be present for every Nation of Islam service, or their services will be cancelled, and reported that other religious groups are not held to the same requirements.	The OCO provided information. The OCO reached out to the religious coordinator, who said that some members of Nation of Islam were able to attend the feast and said that all Nation of Islam members will be able to attend next year's feast. The OCO asked if it is possible for Nation of Islam to have their own religious feast, and the religious coordinator said there will not be a separate feast, but there will be coordination between the religious groups and that all of their members will be given the opportunity to attend. The OCO could not find a violation of DOC 520.600 Religious Programs. The OCO encourages this individual to continue working with the religious coordinator as they get closer to next year's event. The OCO also asked about the requirement for an outside sponsor to be present at all Nation of Islam services. The religious coordinator said that he has been hosting religious group services as a way to get groups reestablished post-COVID, and that the statewide religious coordinator asked that all chapel services be brought into compliance with DOC 520.600, which states "III. C. 1. Lack of	Information Provided

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volunteers from a particular faith group may restrict the ability to provide consistent programming or materials. In the event no volunteers are available, [incarcerated people] may request faith group materials through recognized organizations,” and “IV. D. 3. Religious programs and services may be cancelled and not rescheduled due to: a – Unavailability of the sponsoring religious faith group or a designated employee/contract staff/ volunteer supervisor”. The religious coordinator said that all religious groups have been made to comply with this policy, and that there are several other groups that have not been able to find an outside sponsor and have not been able to have services.

205. Person reports units are closed while construction is being completed and requested to be moved back to his original cell.	The OCO elevated this concern to headquarters for a project check in and also completed a monitoring visit to assess progress of project. This office provided the individual with information about housing options and accessing services while construction project is finished.	Information Provided
206. Loved one expressed concerns about an infraction their loved one received in which they state they are not guilty.	The OCO requested video of the incident but no records exist. Because of this, the OCO was unable to substantiate the individual’s account of the events.	Insufficient Evidence to Substantiate
207. Person reports he is receiving substandard medical care following a surgery. He is requesting to stay on the medical floor and receive a different brace and health status report for different restraints.	The OCO was unable to substantiate the concern due to insufficient evidence. OCO staff contacted Health Services management and received communication from the doctor providing care on the hospital floor. OCO staff were informed the patient requested to be discharged and had been provided the appropriate post-surgical splint from the outside specialist. The provider also confirmed the patient’s need was evaluated for any Health Status reports.	Insufficient Evidence to Substantiate
208. Person reports concerns about placement in the residential treatment unit and involuntary medications.	The OCO contacted health services to gather more information about the patient’s placement in RTU and any orders for involuntary medication. The OCO was unable to substantiate the involuntary medication concern due to insufficient evidence; there are no approved or pending involuntary medication orders for this patient. The patient was placed in RTU after a mental health assessment according to DOC 360.500 Mental Health Services and the OCO was unable to substantiate a violation of policy by DOC.	Insufficient Evidence to Substantiate

209.	Person reports he is receiving substandard medical care following a surgery. The patient is requesting pain management options and post operative care.	The OCO was unable to substantiate the concern due to insufficient evidence. OCO staff contacted Health Services management and received communication from the doctor providing care on the hospital floor. OCO staff were informed of the patient's pain management access and the care provided post surgery, including follow up with the surgeon. Per DOC 600.000 Clinical decisions are the sole province of the responsible health care practitioner and are not countermanded by non-clinicians.	Insufficient Evidence to Substantiate
210.	Incarcerated individual reports concerns regarding DOC staff. The individual reports he has experienced retaliation and feels that the facility staff's integrity is low.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed the incident reported and found DOC acted per protocol to keep this individual safe when concerns arose. The OCO was unable to substantiate that the DOC staff acted in retaliation. To substantiate retaliation, the OCO must be able to prove that a negative action from a DOC staff member is not only linked close in time to an incarcerated individual's protected action but that there is evidence of a clear relationship between the two acts.	Insufficient Evidence to Substantiate
211.	Incarcerated individual relayed concerns regarding DOC combining two of their grievances which negatively impacted their appeal of the grievance responses.	The OCO reviewed both of the grievances, and confirmed the latter one was closed as a duplicate. This is in accordance with the DOC Resolution Program Manual, thus there is no violation of DOC policy.	No Violation of Policy
212.	Incarcerated individual expressed concerns about being forced to transfer facilities for a legal proceeding.	The OCO reviewed the related documents and grievances related to this concern and found no violation of DOC policy as there was a valid Order to Produce Prisoner issued by the court.	No Violation of Policy
213.	Person reports that he made a records request for his medical records and had not received them.	The OCO was unable to substantiate a violation of policy by DOC. OCO staff contacted DOC records staff and were informed that the person had not paid the invoice for the requested records. Per WAC 137-08-110, requestors are required to pay for copies in advance of receiving the records.	No Violation of Policy

### INTAKE INVESTIGATIONS

#### Airway Heights Corrections Center

214.	Loved one relayed concerns regarding an incarcerated individual's order of beads being held by the mailroom.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
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215.	Incarcerated individual expressed concerns about a general infraction they received.	The OCO declined to investigate this concern per WAC 138-10-040(3)(c) due to the nature and quality of the evidence. The OCO does not review general infractions.	Declined
216.	A member of the public reported a concern about an incarcerated person that they had heard from a third party.	The person who filed the complaint advised the OCO they did not want the OCO to investigate the complaint and had made a mistake.	Person Declined OCO Assistance
<b>Cedar Creek Corrections Center</b>			
217.	External person reports their loved one's medications were improperly discontinued which caused him to act out and get infractioned. That person is requesting the OCO get his loved one's infractions overturned so he can stay on the same side of the state as his family.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided self-advocacy information to the incarcerated person.	Administrative Remedies Not Pursued
<b>Clallam Bay Corrections Center</b>			
218.	Incarcerated individual relayed concerns regarding officers spreading rumors about individual's convictions.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
219.	An individual reports that a female staff member is harassing him and makes him feel uncomfortable. This person also reports that the staff member woke him up after he told her he did not want to talk to her anymore.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
220.	Incarcerated individual relayed concerns regarding a request for OCO to provide a definitive written statement that states whether the individual's Resolution Requests were within policy.	The OCO declined to investigate this concern per WAC 138-10-040(3)(e) as the requested resolution is not within the ombuds' statutory power and authority as the OCO is not able to provide the definitive statement the individual requested. Additionally, the contents of the resolution requests were investigated in a previous OCO case.	Declined
<b>Monroe Correctional Complex</b>			
221.	External person reports that their loved one is not receiving proper monitoring or care for their diabetes.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. OCO staff provided self-advocacy information to the incarcerated person.	Administrative Remedies Not Pursued

222.	Incarcerated individual relayed concerns regarding clothing not fitting properly.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
223.	Incarcerated individual expressed concerns about temperature fluctuations in the shower.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
224.	External person reports their loved one was infractioned for actions that he was made to do by threats from other incarcerated individuals. Now the person does not qualify for camp. The person is requesting that their loved one gets a new counselor and that their infractions are reversed and the good time restored.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided self-advocacy information to the person.	Administrative Remedies Not Pursued
225.	Person reports that the medication patch he is currently receiving does not stick well, and he is sensitive to adhesives that would help. He is requesting to receive this medication from a specific manufacturer that he has tried successfully before.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. OCO staff provided self-advocacy information to the patient specific to their request.	Administrative Remedies Not Pursued
226.	Person requests all of his closed cases be reopened and investigated again. His priority concern is related to sentence and Earned Release Date (ERD).	As described in WAC 138-10-040(3), the OCO declined to investigate the complaint beyond the intake investigation phase because the requested resolution was not within the Ombuds' statutory power and authority. The OCO set up a phone call to discuss the outcome with the individual based on accessibility needs.	Declined
227.	External person reports their loved one is at an increased risk of respiratory illness due to the facility needing HVAC and plumbing repairs.	The incarcerated individual did not respond to the OCO's request to provide additional information within 30 days. The OCO encouraged this person to contact this office if they would like to request assistance.	Person Declined OCO Assistance
228.	Loved one expressed concerns about an incarcerated individual's infractions.	The OCO sent the incarcerated individual an Ombuds Review Request Form to ensure this was a concern the individual wanted investigated but the individual did not return the form or contact OCO expressing a desire for the case to be investigated.	Person Declined OCO Assistance

Thus, this case was closed without further investigation.

229.	The individual reported concerns regarding staff misconduct and the DOC extending the timeframe on his resolution request regarding the concern.	The incarcerated individual advised the OCO they did not want the OCO to investigate the complaint.	Person Declined OCO Assistance
230.	The individual reported concerns regarding mail rejection notices due to being considered third party mail.	The incarcerated individual advised the OCO they did not want the OCO to investigate the complaint.	Person Declined OCO Assistance
<b>Olympic Corrections Center</b>			
231.	Incarcerated individual relayed concerns regarding frustrations with the way count is conducted.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
<b>Other</b>			
232.	External person expressed concerns about the reentry process.	This office has declined to move the complaint beyond the intake investigation phase per WAC 138-10-040(3)(a) as the ombuds lacks jurisdiction over the complaint; no information was provided to locate an individual who is currently housed in a DOC prison facility.	Declined
233.	Individual expressed concerns about police conduct leading to their arrest and concerns about their court proceedings.	This office has declined to move the complaint beyond the intake investigation phase per WAC 138-10-040(3)(a) as the ombuds lacks jurisdiction over the complaint.	Lacked Jurisdiction
<b>Stafford Creek Corrections Center</b>			
234.	Incarcerated individual expressed concerns about staff not doing tier checks.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
235.	Incarcerated individual expressed concerns about an infraction they received.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
236.	The individual reported concerns regarding issues with appealing his resolution requests to the next level.	This person was released prior to the OCO taking action on the complaint.	Person Released from DOC Prior to OCO Action

237.	External person reports concerns about their loved one's access to medical care.	The incarcerated individual did not respond to the OCO's request to provide additional information within 30 days. The OCO encouraged this person to contact this office if they would like to request assistance.	Person Declined OCO Assistance
238.	A loved one contacted the OCO about an incident involving an incarcerated individual.	The incarcerated individual did not respond to the OCO's request to provide additional information within 30 days. The OCO encouraged this person to contact this office if they would like to request assistance.	Person Declined OCO Assistance
239.	Incarcerated individual relayed concerns regarding staff misconduct that has resulted in infractions and is impacting their release date.	The OCO confirmed that the individual was released from prison prior to OCO involvement, thus, the case was not further investigated.	Person Released from DOC Prior to OCO Action
<b>Washington Corrections Center</b>			
240.	An incarcerated person reports DOC staff were unprofessional during an interaction related to an infraction. This person also asked for the OCO to request a video from DOC for their use.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. This office also provided the person with information on how to request records from DOC directly.	Administrative Remedies Not Pursued
241.	An incarcerated individual expressed concerns about DOC not sending out their mail.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
242.	An Incarcerated person reports a DOC staff member treated them poorly and called them names. They have filed a Resolution Request but have not yet received a level 2 response.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
243.	Incarcerated individual expressed a desire to abolish the PREA system.	The OCO declined to investigate this concern per WAC 138-10-040(3)(e) as the requested resolution is not within the ombuds' statutory power and authority.	Declined
<b>Washington Corrections Center for Women</b>			
244.	A loved one relayed concerns regarding a visitation denial.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued



245. An incarcerated individual expressed concerns about the running of the segregation unit as well as staff conduct.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
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<b>Washington State Penitentiary</b>		
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246. Incarcerated individual relayed concerns regarding staff retaliation that has resulted in an infraction.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
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247. External person reports safety concerns for their loved one. They requested their loved one be transferred to another facility.	The incarcerated individual did not respond to the OCO's request to provide additional information within 30 days. The OCO encouraged this person to contact this office if they would like to request assistance. Following the closure of this complaint, the individual contacted the office about a related concern and that complaint is under investigation.	Person Declined OCO Assistance
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The Office of the Corrections Ombuds (OCO) investigates complaints regarding any Department of Corrections' (DOC) actions or inactions that adversely affect the health, safety, welfare, and rights of incarcerated individuals. RCW 43.06C.040. RCW 43.06C.040(2)(k) directs the ombuds to render a public decision on the merits of each complaint at the conclusion an investigation. All cases opened by the OCO are considered investigations for the purposes of the statute. As of March 15, 2022, the OCO opens an investigation for every complaint received by this office. The following pages serve as the public decisions required by RCW 43.06C.040(2)(k).

<b>Case Closure Reason</b>	<b>Meaning</b>
Unexpected Fatality Review	The incarcerated person died unexpectedly, and the death was reviewed by the unexpected fatality review team, as required by RCW 72.09.770.
Assistance Provided	The OCO achieved full or partial resolution of the person's complaint.
Information Provided	The OCO provided self-advocacy information.
DOC Resolved	DOC staff resolved the concern prior to OCO action.
Insufficient Evidence to Substantiate	Insufficient evidence existed to substantiate the concern.
No Violation of Policy	The OCO determined that DOC policy was not violated.
Substantiated	The OCO verified the concern but was unable to achieve a resolution to the concern.
Administrative Remedies Not Pursued	The incarcerated person did not yet pursue internal resolution per RCW 43.06C.040(2)(b).
Declined	The OCO declined to investigate the complaint per WAC 138-10-040(3).
Lacked Jurisdiction	The complaint did not meet OCO's jurisdictional requirements (typically when complaint is not about an incarcerated person or not about a DOC action).
Person Declined OCO Involvement	The person did not want the OCO to pursue the concern or the OCO received no response to requests for more information.
Person Left DOC Custody	The incarcerated person left DOC custody prior to OCO action.

All published monthly outcome reports are available at <https://oco.wa.gov/reports-publications/reports/monthly-outcome-reports>.

## Abbreviations & Glossary

**ADA:** Americans with Disabilities Act

**AHCC:** Airway Heights Corrections Center

**ASR:** Accommodation Status Report

**BOE:** Behavioral Observation Entry

**CBCC:** Clallam Bay Corrections Center

**CCCC:** Cedar Creek Corrections Center

**CI:** Correctional Industries

**Closed Case Review:** These reviews may be conducted by the OCO when a complainant whose case was closed requests a review by the supervisor of the original case handler.

**CO:** Correctional Officer

**CRC:** Care Review Committee

**CRCC:** Coyote Ridge Corrections Center

**CUS:** Correctional Unit Supervisor

**DES:** Department of Enterprise Services

**DOSA:** Drug Offender Sentencing Alternative

**EFV:** Extended Family Visit

**ERD:** Earned Release Date

**GRE:** Graduated Reentry

**HCSC:** Headquarters Community Screening Committee

**HSR:** Health Status Report

**IIU or I&I:** DOC's Intelligence and Investigations Unit ("Intelligence & Investigations")

**J&S:** Judgment and Sentence

**MCC:** Monroe Correctional Complex

**MCCCW:** Mission Creek Corrections Center for Women

**OCC:** Olympic Corrections Center

**Pruno:** Alcoholic drink typically made by fermenting fruit and other ingredients.

**PULHES-DXTR codes:** Washington DOC assigns health services codes to every individual incarcerated in its system. These codes, known as PULHES or PULHES-DXTR codes, are meant to note the presence and severity of various health-related factors, such as medication delivery requirements, mobility limitations, developmental disability, and use of mental health services.

**SCCC:** Stafford Creek Corrections Center

**SOTAP:** Sex Offender Treatment and Assessment Program

**SVP:** Sexually Violent Predator

**TC:** Therapeutic Community

**WaONE:** Washington ONE ("Offender Needs Evaluation")

**WCC:** Washington Corrections Center

**WCCW:** Washington Corrections Center for Women

**WSP:** Washington State Penitentiary