

## CASE INVESTIGATIONS: 200

Assistance Provided - 42  
Information Provided - 88  
DOC Resolved - 17  
Insufficient Evidence to Substantiate - 12  
No Violation of Policy - 38  
Substantiated - 3

## INTAKE INVESTIGATIONS: 48

Administrative Remedies Not Pursued - 24  
Declined - 11  
Lacked Jurisdiction - 8  
Person Declined OCO Involvement - 4  
Person Left DOC Custody Prior to OCO Action - 1

Resolved Investigations: **248**

Assistance or Information Provided in  
**65%**  
of Case Investigations

# OCO CASEWORK HIGHLIGHTS

## August 2023

### Assistance Provided

**Reported Concerns:** Person reports there is an elder gentleman in the medical unit who has no family in the community. Several incarcerated people have asked if they can visit with him before he passes away. DOC has told them the man is not allowed to have visitors.

**OCO Actions:** The OCO provided assistance by contacting DOC health services, the facility Superintendent, and the Custody Unit Supervisor.

**Negotiated Outcomes:** After OCO outreach, visits were approved and scheduled once the patient returned from their recent hospital trip. This office confirmed the patient has already received three visitors and three more are scheduled to visit soon. The OCO also provided the individuals with information about the best DOC point of contact for following up on this concern.

### Assistance Provided

**Reported Concerns:** Person reported that the OCO Hotline number published on the tablet FYI app is the incorrect phone number.

**OCO Actions:** The OCO's director contacted DOC Headquarters and requested that they take action to correct the number.

**Negotiated Outcomes:** DOC worked with Securus to correct the OCO Hotline number published in the app.

### Assistance Provided

**Reported Concern:** Person wanted to make sure he is being screened for Graduated Reentry (GRE). Person stated that he was told to submit an application, but policy has changed, and counselors are no longer able to help with GRE. Person is concerned that there is no one at his facility assisting with GRE.

**OCO Actions:** The OCO reviewed guidance regarding GRE screening and eligibility, which stated that no application is required and that individuals are screened from a targeted eligibility list. The document did not state how incarcerated individuals will find out whether they have been screened.

**Negotiated Outcomes:** The OCO contacted DOC Headquarters and learned that this individual's earned release date is too far out to be screened yet and that he will require additional assessment before being deemed eligible for GRE. Upon the OCO's request, DOC staff shared this information with the individual.

---

### Assistance Provided

---

**Reported Concern:** Person is requesting that the OCO verify that there is a note indicating that he is not to draw up his own medication due to concerns of self-harm.

**OCO Actions:** The OCO contacted Health Services management requesting that medical staff be notified of the patient's request and a note be placed in his records.

**Negotiated Outcomes:** The Health Services manager agreed to the request and ensured the notice was shared with staff and the patient.

## MONTHLY OUTCOME REPORT August 2023

| COMPLAINT SUMMARY   | OUTCOME SUMMARY   | CASE CLOSURE<br>REASON |
|---|---|------------------------|
| <b>CASE INVESTIGATIONS</b>  |   |                        |
| <b>Airway Heights Corrections Center</b>  |   |                        |
| 1. The individual reports he was assaulted and the individual who assaulted him was not held accountable. The individual now must live in the IPU and is concerned he will not be able to finish programming. In addition, the individual reported he was not receiving showers in the IPU.                                 | The OCO reviewed the concern and contacted the facility immediately regarding showers in the IPU. The individual was able to confirm that he received a shower after this office contacted the facility. This office did review the incident regarding the assault and the investigation completed by the DOC. This office verified the person was held accountable. The OCO traveled to the facility and spoke with this individual and asked facility leadership to meet with him as well.                      | Assistance Provided    |
| 2. Patient reports that he was denied medical emergency for bleeding. He attempted to file emergency resolution requests and was still denied evaluation. The patient stated his family contacted DOC Headquarters and was told that medical would check on him. He is requesting medical evaluate him for active bleeding. | The OCO provided assistance by requesting a wellness check by Health Services management at the facility. DOC Health Services management responded with the patient current treatment plan for this and other chronic issues. The patient's needs are monitored by Chronic Care Management nurse and Patient Care Navigator in coordination with the medical provider and mental health staff. No concerns of access to medical assessment were noted.  | Assistance Provided    |
| 3. Patient reports delayed access to the facility psychiatrist and mental health treatment since transferring facilities. The individual later called to update the OCO that he had received an appointment with the psychiatrist, and they did not address his medications.  | The OCO contacted health services leadership about this concern. The OCO substantiated the patient was not seen by psychiatry for over 90 days after transfer and the new provider did not review notes in the mental health record that recommended medication change. The OCO confirmed the patient has since been seen by mental health staff, medications were updated, and the Director of Behavioral Health is communicating a reminder to all providers about the need to review records for new patients. | Assistance Provided    |
| 4. Incarcerated individual reported staff misconduct during a search.   | This office contacted the facility to inquire about this incident and asked facility leadership to resolve this concern. The facility leadership then spoke with the individual and the individual indicated that they had moved  | Assistance Provided    |

to a different unit and their issue was resolved.

|    |  |  |              |
|----|--|--|--------------|
| 5. | Person reported multiple issues since being housed at his current facility, and that he has repeatedly sought help from staff and requested to be moved to another unit. Person stated he was fractured and is concerned he will be demoted to close custody, where he has safety concerns. Person stated that he is trying to work on himself and is willing to take necessary programming. | DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed DOC records and found that DOC decided to keep him at medium custody and transfer him to a different facility.  | DOC Resolved |
| 6. | Person reported he was out of the facility for court and is now having difficulty getting his job and education programming back.  | DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed DOC records and found that this individual is currently working and engaging in educational programming again.  | DOC Resolved |
| 7. | Person reported a medical issue with the quality of DOC-issued medical boots for working in Correctional Industries. Person stated that DOC removed a metal piece from the sole of the boot, which caused a defect that gave him severe pain and subsequent medical issues.  | DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed the resolution request investigation regarding this concern, which was substantiated at the facility level. The OCO found that this individual then withdrew his concern. Upon inquiring with the facility about the reason for withdrawal, the individual's care manager stated that medical had deemed the situation gross negligence and had approved him getting a new pair of boots. The care manager further relayed that the individual had reported that this resolved his issue. | DOC Resolved |
| 8. | Person reported that maintenance did not fix issues regarding air conditioning and airflow in the unit because staff did not relay his request to maintenance, and that maintenance said no one told them there was an issue with high temperatures in the cells. Person stated that after maintenance and staff were made aware, nothing was done to resolve the issue.                     | DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed the resolution request investigation and found that maintenance was informed and did initial work after being informed, but that they were not able to fix the issue. Over a week later, HVAC personnel were able to come to the facility and fix the issue. The OCO was also able to substantiate that this resolution request investigation was delayed by multiple requests from the Resolutions department for the individual to rewrite his request.                                 | DOC Resolved |
| 9. | Person reports he has a chronic gastrointestinal (GI) disease, and his GI doctor has prescribed gluten free (GF) and dairy free (DF) diets, but DOC policy   | DOC staff resolved this concern prior to the OCO taking action on this complaint. OCO staff reached out to Health Services management to ask if the CRC had made a   | DOC Resolved |

is set to only allow GF diets for celiac disease and DF diets for dairy allergy. He asked that his diet request be submitted to the Care Review Committee (CRC), but he does not know if this is happening.

decision on the patient's request. DOC staff informed this office that the patient's request had been resolved through working with the DOC dietician.

|     |   |  |                      |
|-----|---|--|----------------------|
| 10. | The individual reports that several questions on his Washington One Risk Management Assessment were not answered correctly, but DOC staff have refused to correct it.   | This office contacted DOC HQ staff who provided detailed information explaining why the answers to the questions the individual expressed concerns about are correct. The OCO provided the individual with this information.   | Information Provided |
| 11. | Person reported concern with DOC Disciplinary Sanctions 460.050 which allows DOC to revoke tablet privileges for a minor infraction. Person states that this causes a monetary loss for incarcerated individuals because of money spent on subscriptions and other media that must be viewed with a timeframe. Person stated that the policy fails to inform individuals what they will actually be subject to lose for a minor infraction. | The OCO provided information about locating policies and submitting public comments on DOC policy. (Incarcerated individuals can view DOC policy and attachments by requesting them in the unit or on their tablet.) The OCO reviewed this individual's resolution request, which was reviewed and responded to from DOC Headquarters. DOC Headquarters informed this individual that per DOC Disciplinary Sanctions 460.050 attachment 2, "loss of mobile electronic device and other electronic media" is listed as a General Infraction Violation sanction option and that it can be added "as determined by (the) Disciplinary Hearings Officer" during a guilty general infraction finding. | Information Provided |
| 12. | Person requested the OCO's assistance to public disclose two Prison Rape Elimination Act (PREA) cases and all information on and by another incarcerated individual.  | The OCO provided information. The OCO is unable to fulfill this request and provided information about how this individual can submit a public records request to DOC for these records.   | Information Provided |
| 13. | Patient reports DOC is not diagnosing and treating him for ADHD-related concerns. He requested records be requested from the community and a proper diagnosis.  | The OCO contacted DOC health services and requested review of this patient's concerns. The OCO confirmed the patient has a diagnosis and treatment plan to include medications and provided information about next steps in care.  | Information Provided |
| 14. | Person reports his Accommodation Status Report (ASR) expired. The ASR was issued at his former facility, but now at his current facility they will not re-issue it. The person was supposed to be moved to closer unit but staff are not cooperating. He is requesting to be moved to a specific unit so he can be closer to the kitchen, medical, and his job.   | The OCO provided information to the patient regarding the criteria needed to be moved to the requested unit. The patient does not currently meet criteria for that unit. Additionally, the patient's current unit is closer than the requested unit to needed services.  | Information Provided |

|     |   |  |                      |
|-----|---|--|----------------------|
| 15. | The individual reports that he was working a Correctional Industries (CI) job and put in notice to quit because his boss was harassing and yelling at him. He reports he has been trying to find another job but was put on a list that is preventing him from getting a job for the next year. The individual reports he would like a job at the facility if he cannot get another CI job. | The OCO provided information. Per DOC 710.400, the Standard Occupational Classification (SOC) code will be used to determine the Job Zone training period and the Return on Training Investment (RTI), which is four times the Job Zone training period. The individual will not be able to have another CI job until this period ends, however, RTI holds may be overridden by the Assistant Secretary for Reentry. The OCO verified that the individual does have referrals for other facility jobs, and recommended the individual maintain communication about the status of those referrals.  | Information Provided |
| 16. | Person reported that the Securus help ticket app is not accepting a new ticket even though his previous ticket has been closed.   | The OCO provided information about the Securus help ticket process and how to request a meeting with a Securus representative. The OCO is aware of problems with the Securus help ticket app and has discussed this issue extensively with DOC. 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 the contract with Securus and is bringing issues and concerns from incarcerated individuals to DOC's attention.   | Information Provided |
| 17. | The individual reports that he submitted a public records request through the DOC several months ago, and he still has not received the records.  | The OCO provided information. This office spoke with DOC Records staff who verified that a portion of the records requested were provided to the individual. The other portion of the requested records require a release form that needed to be signed and returned. However, because the form was not received, the request was administratively closed after 30 days. If the individual has concerns regarding the processing of his records request, he may appeal the response by writing to the Public Records Appeals Office at: Regulatory & Litigation Unit, Public Disclosure Agency Appeals Office, PO Box 41139, Olympia, WA 98501-1139. | Information Provided |
| 18. | The individual reports that government buildings are not supposed to have leaks or mold. The individual says that the kitchen has these issues and wants the  | The OCO provided information. This office reviewed the individual's resolutions request regarding these concerns, and he reported that he heard about these issues from another person. Per page 9 of the Resolution   | Information Provided |

health inspector to come and inspect the facility for hazardous conditions.

Program Manual, third party information will not be accepted. The OCO verified that the individual does not nor has not worked in the kitchen at his current facility, and thus were unable to substantiate this concern. This office informed the individual that he may encourage those with first-hand knowledge of these issues to file a resolution request.

---

|     |  |  |                      |
|-----|--|--|----------------------|
| 19. | Person reported that there with issues with the callout that prevented him from meeting with the Securus representative. Person also stated that he tried to call a Securus hotline, but the number was blocked.   | The OCO provided information about how to request a meeting with a Securus representative. 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 the contract with Securus and is bringing issues and concerns from incarcerated individuals to DOC's attention. The OCO has confirmed with DOC Headquarters that Securus does not have a hotline for incarcerated individuals; the only way to contact them is through the help tickets, the Securus representative at the facility, and the mail. | Information Provided |
| 20. | The individual reports that he is less than 12 months from his release date and is not being allowed to participate in Graduated Reentry (GRE). The individual feels GRE is important for him to transition to outside society.  | The OCO provided information. This office found that the individual will be eligible for GRE once he has completed mandatory programming at the facility.  | Information Provided |
| 21. | Patient reports his medication is not working well enough and he is having breakthrough symptoms. The patient states he was told by his provider that he would need to see a specialist to determine the next best medication to start but that it could take over a year to get an appointment. This patient is requesting to go see an outside specialist to have his medications updated. | The OCO provided information to the patient regarding the process of ordering medications within DOC. The OCO confirmed the patient received recommended testing. Any medication recommendations from providers outside of DOC must be covered by the DOC Health Plan and Formulary to be ordered. DOC Health services have added the patient to the caseload of the Chronic Care Management Nurse and Patient Care Navigator to assist him in receiving effective treatment.  | Information Provided |
| 22. | The individual reports he received a general infraction and feels it was racially motivated. The individual reports that DOC staff are targeting and retaliating against him due to his race.  | The OCO provided information regarding how to appeal infractions. 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 reviewed the   | Information Provided |



infraction and found that the individual did not submit DOC 17-070, General Infraction Report with the appeal which is necessary for the appeal process per policy. This office recommended the individual appeal infractions per DOC 460.000, Disciplinary Process for Prisons, and the individual may then contact the OCO once he has completed the appeal process. If the infraction is affirmed, the OCO may then review an infraction. The OCO conducted a preliminary review of the concern and did not find documented evidence available to verify that DOC staff behavior meets the definition of 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.

|     |  |  |                        |
|-----|--|--|------------------------|
| 23. | Patient reports DOC did not respond to a mental health emergency.  | The OCO reviewed evidence showing the patient was seen by mental health staff during the date of the reported emergency. The person has since transferred facilities and the OCO provided information about access to mental healthcare at the new location.   | Information Provided   |
| 24. | Person reports that he was injured years ago by a custody staff member and has been receiving substandard medical treatment for injuries he received in that incident. He is requesting better medical treatment and for corrective action to be taken against the officer that injured him. | The OCO provided information to the person regarding the steps to access medical to update his treatment plan. The OCO does not have jurisdiction over staff corrective actions. The person was provided with tort and self-advocacy 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. | Information Provided   |
| 25. | Person reports DOC terminated a visitor, and the termination violates DOC policy.  | The OCO was unable to substantiate a violation of policy by DOC. Per DOC 450.300 attachment one, ineligible visitors include: Persons restricted per the Judgment and Sentence including conditions of community supervision that prohibit contact with and individual or category of individuals.   | No Violation of Policy |

|     |   |  |                        |
|-----|---|--|------------------------|
| 26. | Incarcerated individual expressed concerns about an infraction they received. | The OCO was unable to identify a violation of DOC policy. The OCO reviewed the infraction and appeal narrative and found the individual's behaviors met the infraction elements. | No Violation of Policy |
|-----|---|--|------------------------|

---

**Cedar Creek Corrections Center**

|     |  |   |                      |
|-----|--|---|----------------------|
| 27. | Patient states he has several bumps on his body and has requested to have them surgically removed. This issue was already submitted to the Care Review Committee (CRC). He is requesting the OCO help in getting medical to agree to his resolution. | The OCO provided information to the patient regarding the Care Review Committee level 3 decision on his requested treatment. Per DOC 600.000, Clinical decisions are the sole province of the responsible health care practitioner and are not countermanded by non-clinicians. The patient was informed that his request can be resubmitted if there have been any changes to his condition. | Information Provided |
|-----|--|---|----------------------|

|     |   |   |                      |
|-----|---|---|----------------------|
| 28. | Incarcerated individual expressed concerns about not being able to file an infraction appeal. | The OCO provided the individual with the same information that was already provided to the individual in a previous case, reminding the individual that DOC has still not received the appeal, but DOC is willing to accept it even though it is beyond the timeframes. | Information Provided |
|-----|---|---|----------------------|

|     |   |   |                      |
|-----|---|---|----------------------|
| 29. | Incarcerated individual had questions about the resolution program and how to access them after he transfers to lesser confinement. | The OCO provided the individual with information and answered the specific questions he had about the resolution program. The OCO also shared with him how to work with resolutions directly. | Information Provided |
|-----|---|---|----------------------|

---

**Clallam Bay Corrections Center**

|     |  |  |                     |
|-----|--|--|---------------------|
| 30. | Person reports that he was injured at work and had to be transferred to another facility for care. While at the new facility he was moved to restrictive housing for security purposes and his durable medical equipment was taken from him. | The OCO provided assistance. OCO staff verified the incident occurred and that the patient was moved back his home facility with access to the necessary medical equipment (DME). The DME was taken from a patient without consultation from medical providers. This issue was elevated to DOC Health Services leadership. Staff have now been retrained on the process for intake of a person into restrictive housing requiring DME. | Assistance Provided |
|-----|--|--|---------------------|

|     |  |  |                      |
|-----|--|--|----------------------|
| 31. | The individual reports multiple issues with their new Securus tablet and difficulties communicating with the company. The individual reports this has been going on for many months despite numerous attempts to resolve the issue with Securus. | The OCO provided information regarding how the individual may contact Securus. Family members can call (972) 734-1111 or (800) 844-6591 to report any issues or problems they are experiencing. If an individual has submitted a ticket and is unable to resolve the issue to their satisfaction, they also have | Information Provided |
|-----|--|--|----------------------|

the option to write them at: Securus Contact Center, PO Box 1109, Dallas, TX 75001.

|     |   |   |                                       |
|-----|---|---|---------------------------------------|
| 32. | The individual reports that after receiving multiple infractions for introducing contraband into the facility, the DOC terminated all contact with his wife. The individual reports that this is not a mandatory sanction and he has not received a major infraction since these prior incidents and has been programming. The individual says that he has learned from his past mistakes, but DOC will not let go of past incidents by continuing to prohibit contact with his wife. | The OCO provided information. Per DOC 450.300, Visits for Incarcerated Individuals, visitation and video visitation privileges with DOC are terminated permanently. This may be appealed to the Assistant Secretary for Prisons, who has the final approval on visiting privilege appeals. The individual's loved one may write to the Assistant Secretary of Prisons at 7345 Linderson Way SW, Olympia, WA 98504-1118 with information regarding why their loved one feels their visiting privileges should be reinstated and the circumstances surrounding the termination. Per DOC 450.100, Mail for Individuals in Prison, and DOC 450.200, Telephone Use by Incarcerated Individuals, all forms of communication are restricted permanently. Per policy, there is not an option to appeal the restriction of all communication. The individual's wife may reapply for visitation after one year of the initial denial of the appeal. | Information Provided                  |
| 33. | Person reported issues with games on the Securus tablet. Person stated he wrote a detailed help ticket to Securus and was told they will not refund him.  | The OCO provided information about how to request a meeting with a Securus representative. 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.   | Information Provided                  |
| 34. | Incarcerated individual expressed concerns about termination of their extended family visits (EFVs) as a result of an infraction.   | The OCO reviewed the infraction and infraction sanctions and were unable to identify a sanction related to termination of EFVs. As a result, the OCO was unable to substantiate this concern.   | Insufficient Evidence to Substantiate |
| 35. | Incarcerated individual expressed concerns about an infraction they received as well as facility placement.   | The OCO was unable to identify a violation of DOC policy. The OCO reviewed the individual's custody facility plan and found that as a result of the infraction, they were placed at an appropriate facility and custody level.  | No Violation of Policy                |
| 36. | Person reports they have spent a long time in solitary confinement and are concerned with their transition to general   | The OCO was unable to substantiate a violation of policy by DOC. DOC staff completed a single cell screening for this   | No Violation of Policy                |

population. This person is requesting to be assigned to a single person cell.

person in July 2023 which was reviewed at the highest level in that process and ultimately denied. Per DOC 420.140, single cell assignment decisions cannot be appealed. OCO staff did confirm that recommendations from Health services were considered in this decision, although it did not impact the final denial.

|     |  |  |                        |
|-----|--|--|------------------------|
| 37. | Person reported that CBCC is removing apps from the Securus tablet as a sanction for all infractions, and that previously tablets were only taken away for tablet-related infractions. | The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed this individual's resolution requests on this issue, which were not accepted because sanctions and infractions are part of a department approved reviews and/or appeal process, per page 7 of the Resolution Program Manual. DOC Disciplinary Sanctions 460.050 attachment 2, lists "loss of mobile electronic device and other electronic media" as a sanction for general infractions and can be applied to all serious infractions. | No Violation of Policy |
|-----|--|--|------------------------|

**Coyote Ridge Corrections Center**

|     |  |   |                     |
|-----|--|---|---------------------|
| 38. | An anonymous incarcerated individual reports DOC are not turning off the count lights. The individual reports that the new staff are not being trained to turn the lights off and requests they be trained properly. | The OCO provided assistance. The OCO visited the unit where the issues were occurring and spoke with the unit sergeant about the concern. DOC staff explained that count light is always turned off after count clears, per policy. DOC staff turn them off after the unit is counted as a courtesy and staff sometimes forget to turn them off at that time. DOC explained this is about a 30-minute time difference, and that staff are willing to turn the count lights off after the unit is counted and try to remember. | Assistance Provided |
| 39. | Person reports that DOC lost his personal CPAP machine. This person is requesting tort claim information.  | The OCO provided assistance. OCO staff verified the patient has been issued a CPAP machine by DOC. OCO staff provided the person 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.  | Assistance Provided |
| 40. | Incarcerated individual reports concerns related to the dishwasher at CRCC. The individual reports the dishwasher does   | The OCO provided assistance. The OCO travelled to CRCC and went to the kitchen to look at the dishwasher. The incarcerated individuals working confirmed DOC fixed  | Assistance Provided |

not heat up the correct temperature and the current set up electrocuted him.

some of the issues but not all. The OCO followed up with facility leadership to ensure the issues still present, including the hot water issue, were fixed. The OCO was then informed when all the issues were fixed. DOC explained the issues were not resolved due to parts distribution delay.

|     |  |   |                      |
|-----|--|---|----------------------|
| 41. | Incarcerated individual reports issues accessing accommodations and care for a condition that is worsening over time. The individual reports he has requested multiple accommodations and services (such as education that would help him) and he is not getting any services from facility staff. The individual requests the OCO assist him in accessing services.                                     | The OCO provided assistance. The OCO reviewed the individual's file and followed up to ensure the individual was seen for scheduled appointments related to the condition and confirmed the appointments remained on track. The OCO also made outreach to DOC education services, who were willing to help him access education service that will help him learn skills to assist him as his condition progresses.                  | Assistance Provided  |
| 42. | External person reports they were treated poorly by visitation staff.  | The OCO received this concern and asked the Superintendent for review. The OCO notified the external person about the review and closed the concern. At a minimum, complaints to the OCO should meet the requirements in RCW 43.06C.040 and be about an incarcerated individual.  | Information Provided |
| 43. | The individual reports that he wants to be screened for Graduated Reentry (GRE) but has not been given assistance. He reports that he filed a resolution request and was told it is a classification issue which is not accepted per the Resolution Program Manual (RPM).  | The OCO provided information. This office verified that the individual was screened and deemed eligible for GRE. The individual's Release Plan (ORP) is currently being reviewed. The OCO provided this information to the individual.  | Information Provided |
| 44. | Person reported filing an emergency resolution request concerning unlawful deprivation of food, violating DOC 240.100 Food Services Program. Person said he reported to staff that his special diet meal was missing items, and staff did not check with the food manager, and instead refused him a meal. Person said this is a part of a larger pattern of discrimination and being targeted by staff. | The OCO provided information about reporting concerns with his special diet if issues arise in the future. The OCO reviewed the resolution request investigation and found that this individual stated that he had issues with his food every time a specific staff was on shift. The OCO also found that this individual has now been moved to a different facility and is no longer around the staff about whom he was concerned. | Information Provided |
| 45. | Person reported that his new tablet that was recently issued to him has stopped working. Person said that he wants his music, pictures, and other media.   | The OCO provided information about the Securus help ticket process and how to request a meeting with a Securus representative. The OCO is actively monitoring the transition to Securus and is still gathering information. The OCO does not  | Information Provided |

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.

|     |  |  |                        |
|-----|--|--|------------------------|
| 46. | Patient reports they have kited medical for prescription refills and have not received the refills.  | The OCO did not receive information about the specific medications in order to follow up with DOC for resolution. This office did review and confirm an appointment occurred with a provider to discuss medications and renewals. The OCO provided the individual with more information about details needed for OCO to take action on a medication complaint in case he has ongoing or new medical access concerns. | Information Provided   |
| 47. | Patient reports issues with hearing aids and a need for accommodations at infraction hearings.   | The OCO contacted health services and confirmed the patient's hearing aids had been issued and were available for pick up at health services. After OCO outreach, DOC agreed to have an RN reach out to the patient to encourage him to visit medical for pick up. The OCO provided information about the process for requesting accommodations at infraction hearings.  | Information Provided   |
| 48. | Person reported being a victim of a violation of the Prison Rape Elimination Act (PREA) and said he was sent to solitary confinement as a result of a PREA investigation and will be transferred to a different facility. Person stated that he does not want OCO to investigate this issue, but requested information as to how DOC's actions could be investigated for litigation without filing a PREA. | The OCO provided information over the hotline about using resources in the law library for alternatives to filing a PREA. The OCO reviewed DOC records and found that this individual was in solitary confinement due to unrelated infractions and is no longer in solitary confinement.   | Information Provided   |
| 49. | Incarcerated individual expressed concerns about an infraction they received.  | The OCO was unable to find a violation of DOC policy. The OCO reviewed the infraction and appeal narrative and found the behavior met the infraction elements.   | No Violation of Policy |
| 50. | Incarcerated individual expressed concerns about an infraction they received.  | The OCO was unable to identify a violation of DOC policy. The OCO reviewed the infraction and appeal packet and found the behavior met the infraction elements.  | No Violation of Policy |
| 51. | Incarcerated individual expressed concerns about an infraction they received.  | The OCO was unable to identify a violation of DOC policy. The OCO reviewed the infraction and appeal packet and found the individual's behaviors met the infraction elements.  | No Violation of Policy |

|     |  |  |                        |
|-----|--|--|------------------------|
| 52. | Incarcerated individual expressed concerns about an infraction they received.  | The OCO was unable to identify a violation of DOC policy. The OCO reviewed the infraction narrative and found that the very low “some evidence” standard utilized by DOC had been met.   | No Violation of Policy |
| 53. | Incarcerated individual expressed concerns about an infraction sanction that was supposed to be suspended.   | The OCO was unable to identify a violation of DOC policy. Per DOC 460.050 attachment 2, the particular sanction the individual expressed concerns about is mandatory and cannot be suspended.  | No Violation of Policy |
| 54. | Incarcerated individual expressed concerns about two infractions they received.  | The OCO was unable to identify a violation of DOC policy. The OCO reviewed the infraction materials and found the individual's behaviors met the infraction elements.  | No Violation of Policy |
| 55. | Incarcerated individual expressed concerns about an infraction they received.  | The OCO was unable to identify a violation of DOC policy. The OCO reviewed the infraction and appeal packet for the infractions the individual expressed concerns about and found there was evidence to substantiate both infractions.   | No Violation of Policy |
| 56. | The individual reports that he was demoted to close custody and will be sent to another facility. The individual reports safety concerns at that facility and would like to go to another facility instead. He reports he has spoken to multiple DOC staff about his concerns. | The OCO was unable to substantiate a violation of policy by the DOC. This office reviewed the individual's Custody Facility Plan (CFP) and found it was completed per DOC 300.380, Classification and Custody Facility Plan Review. The OCO also verified that the individual was placed in protective custody at this facility. | No Violation of Policy |
| 57. | Incarcerated individual reports a DOC staff member is blocking him from getting a job that meets his mobility needs. The individual received recommendations to call the OCO to assist him in being placed in the job position.  | DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed the person's file and found DOC had employed him prior to OCO involvement.  | DOC Resolved           |

### **Larch Corrections Center**

|     |  |   |                      |
|-----|--|---|----------------------|
| 58. | Person reports that they are being transferred from Larch before they have finished the programming they need for GRE placement.   | The OCO reviewed this concern and the individual's custody facility plan. They were transferred and they are still targeted for GRE placement.  | DOC Resolved         |
| 59. | Incarcerated individual reports they were placed on a list to transfer out the facility. This transfer would negatively impact the individual progress in programming, which was almost completed. | The OCO provided the individual with information regarding their transfer status. The OCO also verified that the individual was not moved, and a custody facility plan (CFP) was created to plan for the transfer in the future. The individual will have an opportunity to complete the programming. | Information Provided |

|     |  |  |                        |
|-----|--|--|------------------------|
| 60. | An external person reports concern that their incarcerated loved one was listed to be transferred to another facility before their planned visit. The external person shared with this office that they are concerned they will not be able to visit if he transfers facilities and shared that they are from very far away. | The OCO provided information. The OCO reached out to DOC staff and found that while the individual was transferred, he and the external person were still able to visit. The OCO shared with the individual how to speak with visiting staff to ensure that their visit will still move forward, even if they are set to be transferred.   | Information Provided   |
| 61. | Incarcerated individual requests the OCO review an investigation as they have concerns it is not being conducted correctly.  | The OCO provided the individual with information about the outcome of the investigation and how to request the medical services he was inquiring about. The OCO reviewed the investigation and spoke with DOC staff and verified the investigation has been processed per policy.  | Information Provided   |
| 62. | Incarcerated individual expressed concerns about an infraction and wanting to get the substance tested.  | The OCO was unable to identify a violation of DOC policy. Per DOC form 05-093 and DOC policy 460.000 an incarcerated individual does not have a right to other supplemental tests or to examine physical evidence.   | No Violation of Policy |
| 63. | Person reports they are being transferred far away from their family due to the Larch closure. Their family already paid for accommodations to visit him at Larch.   | The OCO reviewed the custody facility plan and contacted HQ Classifications regarding the transfer. The DOC is moving individuals to eastern Washington camps from Larch due to open bed space. The DOC declined to move this individual to a western Washington camp.   | Substantiated          |
| 64. | External person reports their loved one is transferring from Larch to WSP right before their release, which makes no sense.  | The OCO reviewed the custody facility plan and contacted HQ Classifications regarding the transfer. The DOC is moving individuals to eastern Washington camps from Larch due to open bed space. The OCO substantiated that the DOC declined to move this individual to a western Washington camp, even though his release date is next month and he will be releasing to western Washington. | Substantiated          |

### **Misson Creek Corrections Center for Women**

|     |   |  |                     |
|-----|---|--|---------------------|
| 65. | Individual reports they are not allowed to have in-person visits with their children, even though they will be regaining custody of them when they release early next year. | The OCO confirmed that visitation at DOC Headquarters is only allowing video visits until September. After September they will review her application again for in person visits. Due to the crime of conviction, per DOC policy 450.300, her application was reviewed by the visitation multidisciplinary team. The DOC confirmed that her application will be reviewed and instead of filing an appeal she can kiosk HQ visitation. If | Assistance Provided |
|-----|---|--|---------------------|



her in-person visits have been going well and her programming is being completed, she will be considered for in-person. Regardless of the approval for the in-person visits, the OCO verified she will be reunited with her children upon release. The OCO urged the DOC to allow in-person visits with the children to help her build the relationships for reentry into the community.

|     |  |  |                      |
|-----|--|--|----------------------|
| 66. | Patient reports having prescriptions for multiple medications for bipolar disorder that were discontinued when she entered WCCW. DOC communicated the medications she has requested are non-formulary. Person requested access to a specific medication that was discontinued. | The OCO provided information about nonformulary medications and process. This office confirmed the medication is nonformulary and the prescriber is working with the patient to find formulary options. The patient agreed to trial formulary options. The patient can report changes, worsening symptoms, and/or side effects to their provider, and if trial formulary medication does not work, discuss next steps for consideration.   | Information Provided |
| 67. | Person reports she had a gastric procedure and requires a special diet to meet the nutritional requirements without providing too much volume.   | The OCO provided information to the patient regarding how to get a special diet Health Status Report in work release. This patient transferred after contacting this office and was provided information relevant to her current setting. People housed in work release must work with their Community Custody Officer to set up a medical appointment in the community. If the community provider agrees to the diet, an order will be written by that provider and returned to the facility for the kitchen to make available for the patient. | Information Provided |

**Monroe Correctional Complex**

|     |  |  |                     |
|-----|--|--|---------------------|
| 68. | Person reports being moved from a facility to a residential treatment unit for an unknown reason. He has been there for over a month and a half and has not received answers or follow up from DOC. Person reports a shortage of staff in the Special Offender Unit (SOU). | The OCO substantiated staff shortages and delays in DOC completing a mental health assessment after the person transferred to the residential treatment unit. This office discussed the concerns with the DOC Director of Behavioral Health, who agreed to follow up with the facility to request completion of the assessment. They provided the OCO with the outcome of the assessment and next steps for the individual. The patient will be referred to general population, not a residential treatment unit, and a new Custody Facility Plan (CFP) will be created. | Assistance Provided |
|-----|--|--|---------------------|

|     |  |   |                     |
|-----|--|---|---------------------|
| 69. | The individual reports that he is being prevented from completing required programming. The individual also says that he is having issues with DOC staff when expressing complaints and filing resolution requests.                                    | The OCO provided assistance. This office spoke with DOC staff regarding the individual being allowed to complete required programming and the OCO confirmed that he was readmitted to the program. The OCO also spoke with the Resolution Specialist at the facility regarding concerns the individual had with filing resolution requests, and resolutions verified that they would work with the individual on how to complete resolution requests that would be accepted per the Resolution Program Manual (RPM).  | Assistance Provided |
| 70. | Patient agreed to have a broken tooth removed under the assurance he would receive a partial. Person was transferred to another facility and is now being denied the dental partial.   | The OCO provided assistance by contacting DOC health services and requesting resolution. DOC reports their dental protocol was updated in July 2023 and the patient may now qualify for a partial that was previously excluded from the DOC Health Plan. After OCO outreach, DOC agreed to schedule the patient for a comprehensive dental exam to assess for next steps and if treatment is now covered. The OCO added this case to the appointment tracker to confirm scheduling and occurrence. This office confirmed the patient was scheduled prior to closing the case.   | Assistance Provided |
| 71. | Incarcerated individual reports concerns regarding the water temperature in their unit. The individual reports the water has scalded individuals and that this happens at random. The water temperature fluctuates while the individuals are using it. | The OCO provided assistance by speaking with the Plant Manager of the facility to make them aware of the concern. The OCO provided updates to the Plant Manager as they were received by the office. The plant manager checked the concern after the OCO reached out and verified that the water temperature is in compliance with OSHA standards, and they could not identify any temperature fluctuation while testing. The OCO visited the facility and checked water temperatures and did not see a fluctuation to very hot while checking. The OCO also confirmed that medical has no record of any incarcerated individual being scalded by hot water and coming to them for care after. DOC shared that the facility is undergoing a large plumbing project soon and this will greatly help with this issue. The OCO recommends that if people are scalded by the hot water, they report that to medical staff for treatment and to the facility plant | Assistance Provided |

|     |  |   |                     |
|-----|--|---|---------------------|
|     |  | manager so they can address the incident and monitor the issue.   |                     |
| 72. | Patient reports he is not receiving adequate treatment for pain. The patient states that he previously had an order for pain medication, but the renewal request was denied by the Care Review Committee.  | The OCO provided assistance. OCO verified the specialist consult and followed up with Health Services management when the scheduling had not occurred after a significant period of time. The specialist clinic requested further diagnostics which are now scheduled. The OCO will continue to monitor that appointment until completion. Any further consultation with the specialist will be determined by the clinic pending the results of the imaging.  | Assistance Provided |
| 73. | Person reports that he has been seeking medical treatment for abdominal pain for over a year. He has exhausted the resolution program and was told he would receive more diagnostics and a consult to an outside specialist.                           | The OCO provided assistance. The OCO reviewed the patient's records and requested an update on the consult status. The consult was placed on the appointment tracker and when no movement to schedule the consult was seen, the concern was brought back to Health Services Management. OCO staff continued to monitor the appointment until it was completed.  | Assistance Provided |
| 74. | Incarcerated individual reports concerns regarding the water temperature in their unit. The individual reports the water has scalded individuals and that this happens at random. The water temperature fluctuates while the individuals are using it. | The OCO provided assistance by speaking with the Plant Manager of the facility to make them aware of the concern. The OCO provided updates to the Plant Manager as they were received by the office. The plant manager checked the concern after the OCO reached out and verified that the water temperature is in compliance with OSHA standards, and they could not identify any temperature fluctuation while testing. The OCO visited the facility and checked water temperatures and did not see a fluctuation to very hot while checking. The OCO also confirmed that medical has no record of any incarcerated individual being scalded by hot water and coming to them for care after. DOC shared that the facility is undergoing a large plumbing project soon and this will greatly help with this issue. The OCO recommends that if people are scalded by the hot water, they report that to medical staff for treatment and to the facility plant manager so they can address the incident and monitor the issue. | Assistance Provided |
| 75. | Incarcerated individual reports concerns regarding the water temperature in their  | The OCO provided assistance by speaking with the Plant Manager of the facility to   | Assistance Provided |

unit. The individual reports the water has scalded individuals and that this happens at random. The water temperature fluctuates while the individuals are using it.

make them aware of the concern. The OCO provided updates to the Plant Manager as they were received by the office. The plant manager checked the concern after the OCO reached out and verified that the water temperature is in compliance with OSHA standards, and they could not identify any temperature fluctuation while testing. The OCO visited the facility and checked water temperatures and did not see a fluctuation to very hot while checking. The OCO also confirmed that medical has no record of any incarcerated individual being scalded by hot water and coming to them for care after. DOC shared that the facility is undergoing a large plumbing project soon and this will greatly help with this issue. The OCO recommends that if people are scalded by the hot water, they report that to medical staff for treatment and to the facility plant manager so they can address the incident and monitor the issue.

|     |   |   |                            |
|-----|---|---|----------------------------|
| 76. | <p>Person wanted to make sure he is being screened for Graduated Reentry (GRE). Person stated that he was told to submit an application, but policy has changed, and counselors are no longer able to help with GRE. Person is concerned that there is no one at his facility assisting with GRE.</p> | <p>The OCO reviewed guidance regarding GRE screening and eligibility, which stated that no application is required and that individuals are screened from a targeted eligibility list. The document did not state how incarcerated individuals will find out whether they have been screened. The OCO contacted DOC Headquarters and learned that this individual's earned release date is too far out to be screened yet and that he will require additional assessment before being deemed eligible for GRE. Upon the OCO's request, DOC staff shared this information with the individual.</p> | <p>Assistance Provided</p> |
| 77. | <p>Person reports he has extensive wound care needs. He was previously approved to have a small number of dressings in his cell. This amount has proven to not be enough, and he has bled through the dressings multiple times.</p>   | <p>The OCO provided assistance. The OCO contacted Health Services management and were informed the patient has an open specialist consult pending scheduling. The patient's use of specialized dressings will be approved based on that specialist appointment and a Health Status Report will be issued at that time. Health Services management confirmed the clinic ran out of the dressing materials and has ordered more. DOC staff provided the patient with a temporary substitution until they are</p>  | <p>Assistance Provided</p> |

|     |   |  |                     |
|-----|---|--|---------------------|
|     |   | received. OCO staff monitored the consult on the appointment tracker. When a scheduled appointment did not occur OCO staff followed up with the DOC to ensure the appointment would be rescheduled in a timely manner. OCO staff will continue to monitor the appointment until it has occurred.   |                     |
| 78. | The individual reports that he filed two resolution requests regarding not receiving prescribed medication when he returned to the facility from his outside medical appointment. He reports he has had issues with the resolution program not properly processing resolution requests pertaining to his medication. The individual's first resolution request was responded to, but the second one he filed was returned and DOC staff reported that he had never been prescribed this medication. | The OCO provided assistance. This office spoke with HQ Resolutions and requested a review of the second resolution request the individual filed. DOC staff concurred that the response was inaccurate and agreed to reopen the resolution request at a level II. This resolution request is currently being re-reviewed and DOC staff will provide the individual with an adequate response, which he may then appeal to the next level per the Resolution Program Manual (RPM). | Assistance Provided |
| 79. | Patient reports that he was denied wheelchair gloves. The patient states he was issued cotton gloves with no traction. ADA denied his request for CRC approved gloves. The ADA coordinator and medical do not seem to agree on who is responsible for ordering the gloves.  | The OCO provided assistance by reviewing policy and finding no specific language to support the denial of the wheelchair gloves being requested. OCO staff elevated the request to Health Services administration and the issue was discussed with custody leadership at the facility level finding no reason the request should be denied by policy. Health Services agreed to order the gloves for the patient.  | Assistance Provided |
| 80. | Person is requesting information on the expansion of the Extraordinary Medical Placement. He was not seen by a specialist for a year and would like to be released.   | OCO staff provided assistance by providing the person with the correct form number to request from staff for an extraordinary medical placement referral.  | Assistance Provided |
| 81. | Person reports that DOC staff are not giving him his mail and he is not receiving rejection notices. He is requesting his medical hold be lifted so he can transfer to a different facility.  | DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed the person's record and found his medical hold was lifted and a transfer order had been completed.  | DOC Resolved        |
| 82. | Person reported that he is supposed to transfer to a lower custody level, but medical has put a hold on him that has prevented the transfer, even though he requested that his provider remove the hold.  | DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed DOC records and the resolution request investigation and found that DOC did remove this individual's medical hold and that he has been transferred to a different facility.   | DOC Resolved        |

|     |   |   |                      |
|-----|---|---|----------------------|
| 83. | Person reports he is not sure he will be screened for GRE before his ERD.   | DOC staff resolved this concern prior to the OCO taking action on this complaint. OCO staff verified that DOC staff have provided all relevant information regarding his eligibility for GRE.   | DOC Resolved         |
| 84. | Person reported that he was transferred to another facility within the complex and has not received his property or legal paperwork.  | DOC staff resolved this concern prior to the OCO taking action on this complaint. This individual reached out to the OCO and confirmed that he has received his property and requested that this office close this case.  | DOC Resolved         |
| 85. | The individual reports retaliation from DOC staff. The individual says that he is has received medical testing and medication that he does not want. The individual also reports concerns with DOC staff conduct in his unit.                               | The OCO provided information. This office contacted unit and mental health staff who spoke with the individual, and he reported he does not have any safety concerns at this time and says he does not wish to have appointments with his mental health care provider. The individual was offered a voluntary move to a different unit, which he accepted. DOC staff report that the individual has a unit job that he reports he enjoys. The OCO could not substantiate medical wrongdoing or involuntary medication or testing. This office provided the individual with information on accessing medical and mental health services if he has any related concerns.  | Information Provided |
| 86. | Person is requesting a description of what was redacted from video of an incident years ago that he requested through public disclosure. Person stated that if OCO cannot get a description of what was redacted, he wants a policy justification from DOC. | The OCO provided information. The OCO reached out to the Information Governance Director, who agreed to take a closer look at this situation. The OCO scheduled an additional phone call with this individual to get the public records request number. The Information Governance Director stated that this request was regarding surveillance video, which is exempt from public disclosure, and cited two statutes: RCW 42.56.240(1) – “Specific intelligence information and specific investigative records compiled by investigative, law enforcement, and penology agencies, and state agencies vested with the responsibility to discipline members of any profession, the nondisclosure of which is essential to effective law enforcement or for the protection of any person’s right to privacy.” RCW 42.56.420(2) – “Those portions containing specific and unique vulnerability assessments or specific and unique emergency and escape response plans at a | Information Provided |

city, county, or state adult or juvenile correctional facility, the public disclosure of which would have a substantial likelihood of threatening the security of a city, county, or state adult or juvenile correctional facility or any individual's safety."

|     |   |  |                      |
|-----|---|--|----------------------|
| 87. | Patient states that he is supposed to go outside of DOC to be evaluated by specialists for multiple health concerns. He was recommended a medication and DOC provided a different medication. The patient is requesting an MRI and to receive the medication that was recommended by the specialist.  | The OCO provided information to the patient regarding how medications can be ordered in DOC. The medication recommended by the specialist is non-formulary. Per DOC 650.020, medications will be prescribed as clinically indicated in accordance with the Washington DOC Health Plan and the formulary. The Pharmacy will only dispense medication if the prescription order is fully compliant with the requirements specified in the formulary. The patient must complete a trial of a formulary alternative medication before the nonformulary medication can be approved. There is no evidence of clinical indication for an MRI. | Information Provided |
| 88. | The individual reports that he was recently denied Graduated Reentry (GRE) and Work Release. He reports he was previously approved and then his transfer was cancelled. He reports that DOC staff say that he was rescreened and subsequently denied GRE. The individual does not know why this changed when he has not received any new infractions. | The OCO provided information regarding the individual's eligibility for GRE and Work Release. This office found that the individual was still eligible for Work Release per DOC 300.500, Reentry Center Screening, and has since been transferred to a reentry center. The individual was found to not be eligible for GRE per DOC 390.590 Graduated Reentry, which states that individuals may be "denied custody promotion by the Headquarters Classification Screening Committee."  | Information Provided |
| 89. | Person reported that his wife has been denied regular visits and video visits, but that she was able to visit him years ago when he was incarcerated at this facility.  | The OCO provided information. The OCO reached out to this individual's counselor, who said she discussed the visitation denial with him, and that in-person visitation with his wife was approved after he filed a complaint to OCO, but before this office reached out to DOC, but that he is still unable to get video visits. The OCO reached out to the Correctional Program Manager, who confirmed that in-person visits were approved, but that his wife has not yet registered a Securus account and gotten on his visitor list via Securus. The OCO provided information about how to register for a Securus account.          | Information Provided |

|     |  |  |                      |
|-----|--|--|----------------------|
| 90. | The individual reports that his property was taken during a cell search. The individual says that he filed a tort claim but it was denied.   | The OCO provided information regarding how the individual can appeal a tort claim if it has been denied. Individuals can submit a new tort claim regarding the denied tort claim with additional evidence and/or information. The individual may also write to check on the status of a tort claim or appeal by writing to: Office of Risk Management, Department of Enterprise Services, PO Box 41466, Olympia, WA 98504-1466. The OCO does not have jurisdiction over tort claims.   | Information Provided |
| 91. | External person reports their incarcerated loved one broke a toe and the emergency room recommended surgery, but the procedure has not occurred yet.   | The OCO contacted health services and found surgery not indicated and follow up with specialist scheduled. The OCO provided information about next steps in care plan as well as DOC 600.020 Patient-Paid Healthcare since the family requested to be able to work with a provider of their choice. There is no DOC resolution request on file from the patient at this time and the OCO did not receive any detailed concerns from the patient directly. The OCO provided a complaint form and how to follow up with more details about their concerns and requested resolutions.   | Information Provided |
| 92. | Patient reports ongoing issues with medical appointments being cancelled without being rescheduled. He reports when offsite clinics cancel appointments, that is not communicated to the local DOC schedulers. | The OCO discussed the process concerns with the patient via phone to gain clarification of reported issue. The OCO contacted DOC Health Services leadership to discuss the MCC medical scheduling process. This office provided the patient with information about MCC's recent offsite scheduling process changes. Offsite clinics sometimes cancel appointments without notification to DOC patient scheduling staff, and health services created a direct phone line for communication about cancelled appointments in order to reschedule. In the past, clinics would call the facility's main line and get rerouted. The DOC Admin Services Board is actively looking at ways to also improve on-site scheduling and cancellations. | Information Provided |
| 93. | Incarcerated individual reports concerns regarding an investigation that he has not received updates about. The individual also reports staff have been retaliating against him since he reported the          | The OCO provided information about how to request information about an active investigation. The OCO found the investigation is still open. The OCO shared with the individual how to contact DOC staff able to share information about the  | Information Provided |



incident which then resulted in an investigation.

investigation, and shared information about the investigative process. The OCO has reviewed this concern and has not found documented evidence available to verify that DOC staff behavior meets the definition of 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 individuals protected action but there must be evidence of a clear relationship between the two acts.

|     |  |  |                      |
|-----|--|--|----------------------|
| 94. | Incarcerated individual expressed concerns about the return of custody facility points after dismissal of an infraction.   | The OCO contacted DOC and confirmed the individual was given back their points.  | Information Provided |
| 95. | The individual reports difficulties contacting Securus and has had games, music, and photos lost since receiving the Securus tablet.   | The OCO provided information regarding how the individual may contact Securus. Family members can call (972) 734-1111 or (800) 844-6591 to report any issues or problems they are experiencing. If an individual has submitted a ticket and is unable to resolve the issue to their satisfaction, they also have the option to write them at: Securus Contact Center, PO Box 1109, Dallas, TX 75001.   | Information Provided |
| 96. | Patient reports injuries from falling off the top bunk and requested medical care for possible injuries.   | The OCO contacted health services and confirmed the patient was sent to the ER and recommended follow up, which also occurred. Patient was provided follow up testing and a treatment plan will be created based on those additional findings. DOC did not agree to a follow up with a concussion assessment. The OCO provided the patient with information about how to report ongoing issues and follow up on recent testing for treatment planning.   | Information Provided |
| 97. | Person reported concerns with DOC sending his old JPay tablet to Securus without his consent, and that he did not consent for them to delete data from the device. Person also stated that data from his old tablet was never transferred to the Securus account. He is concerned about DOC's and Securus's handling the data and intellectual property of incarcerated individuals. He wants assurance that his data is being backed up and will not be lost. | The OCO provided information about where to write to Securus and how to request a meeting with a Securus representative. The OCO is aware of multiple issues with Securus, and OCO leadership has been made aware of this concern regarding the data and intellectual property of incarcerated individuals. 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 | Information Provided |

Securus and is bringing issues and concerns from incarcerated individuals to DOC's attention.

|      |   |  |                      |
|------|---|--|----------------------|
| 98.  | Incarcerated individual reports they purchased a table-top role-playing game beginners' box set, and it was rejected by the mailroom. The individual reports that there was a memo released allowing these games and does not understand why this was rejected based on that.               | The OCO provided information regarding allowable items related to table-top role-playing games. The OCO spoke with DOC headquarters who shared they allow the publications related to the games but have not created protocol around the game items themselves, including pieces, maps, and other relevant items. DOC is not currently allowing incarcerated individuals to purchase these items. DOC headquarters is working to create this protocol, by reviewing the games to decide how to allow the many items required for game play into the facilities. Currently, game sets can be donated to a facility or unit and gameplay is allowed. | Information Provided |
| 99.  | Person reports that DOC has not provided an MRI as promised. The patient suffered an additional fall, reinjuring the area, and feels like DOC is slow walking his request so he will release before DOC must pay for surgery.   | The OCO provided information to the patient on the need to submit a new resolution request for new injuries. OCO staff also verified the requested imaging is scheduled. The scheduled appointment will be monitored on the appointment tracker until completion. The incarcerated person has not yet pursued internal resolution of this concern; the OCO will investigate further when the incarcerated person has reasonably attempted to resolve the concern through the DOC internal grievance process.   | Information Provided |
| 100. | Person reported concern about the new commissary account as per the recently passed Senate Bill 5131 that took effect on July 24, 2023. Person said that by law, DOC needs to post information about how this is supposed to work 30 days ahead of the change, but they have not done that. | The OCO provided information. The OCO reviewed a DOC memo from July 25, 2023, that acknowledged that they were not prepared for this change to take place on time because an external contractor was not able to meet the contracted deadline. DOC stated that they expect the work to be finished soon, and that in the meantime, DOC ordered will now transfer deduction-exempt money orders directly to incarcerated individuals' spendable accounts.   | Information Provided |
| 101. | Person states they are being denied access to the Medication Assisted Therapy program (MAT). The person is nearing release and has not received information from medical about his request.   | The OCO provided information to the patient regarding the Medication Assisted Therapy program (MAT). The OCO provided information to the patient about the Medication Assisted Therapy (MAT) program protocol. The current DOC MAT protocol states that if a person is sent to a facility that   | Information Provided |

offers induction to the medication it can be restarted when the patient has less than six months remaining. If a person is sent to a facility that does not offer induction to the program, community resources will be set up by the reentry nurse so the patient may start the medication upon release.

|      |   |   |                                       |
|------|---|---|---------------------------------------|
| 102. | Person reports he is trying to be screened for a single cell due to mental health concerns, He is currently in a cell alone but is concerned he will be given a cellmate at the end of the month. | The OCO provided information to the patient regarding the criteria for a single cell assignment and the steps DOC is taking to consider his situation.  | Information Provided                  |
| 103. | Person reported that electronic messages with attachments are being rejected without cause.   | The OCO provided information about how to appeal the rejection of electronic messages through using the dates and times of the messages. The electronic messages are supposed to contain a rejection number and a space to list the reason for rejection. The OCO has substantiated that they currently do not, and DOC Headquarters has confirmed that they are working with Securus to resolve the issue. Per RCW 43.06C(2)(b), the OCO cannot further investigate until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. | Information Provided                  |
| 104. | Person was in an accident during transport while under DOC custody and is requesting insurance information related to the incident.   | The OCO reviewed the previously closed OCO cases related to this concern and provided information about requesting these details through Department of Corrections via public disclosure.   | Information Provided                  |
| 105. | Incarcerated individual expressed concerns about an infraction and states it is evidence of retaliation.  | The OCO reviewed the infraction and found the individual's behavior met the elements of the infraction. The OCO was unable to substantiate the concern regarding 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.  | Insufficient Evidence to Substantiate |
| 106. | Incarcerated individual expressed concerns about retaliation and an infraction they received.   | The OCO was unable to find record of the infraction the individual expressed concerns about and thus was unable to review any retaliation concerns.   | Insufficient Evidence to Substantiate |

|   |   |                                       |
|---|---|---------------------------------------|
| 107. Incarcerated individual expressed concerns about an infraction they received.  | The OCO was unable to substantiate the individual's account of the infraction as there was insufficient evidence.   | Insufficient Evidence to Substantiate |
| 108. The individual reports that he wants to take courses from a non-accredited learning institute, but the materials are being rejected by the mailroom. The individual says that there are not many learning opportunities at his facility and feels that individuals should be allowed to pay for courses from non-accredited learning institutes for their own enrichment and learning. | The OCO was unable to substantiate a violation of policy by the DOC. Per DOC 500.100 Correspondence Education in Prisons, the facility Education Director/Dean will verify the educational institution is accredited by an approved association listed by the U.S. Department of Education or the Council for High Education Accreditation. If the individual would like to take courses from an accredited institution, per DOC 500.100, the individual will complete page one of DOC 20-305 Correspondence Study Request, and submit the form to the assigned case manager.   | No Violation of Policy                |
| 109. Patient reports several medical conditions and states they have not received appropriate care.   | The OCO was unable to substantiate a violation of policy by DOC. OCO staff contacted Health Services management and learned of the appointments that have occurred for the reported medical conditions. OCO staff confirmed this information through a record review and monitored an outside consult appointment until it was completed. OCO staff did not find evidence of a denial of care. Per DOC 600.000, clinical decisions are the sole province of the responsible health care practitioner and are not countermanded by non-clinicians.   | No Violation of Policy                |
| 110. Person reported that a unit sergeant is communicating with other staff about his medical information, trying to get his Health Status Reports taken away, and reporting his activities to his medical provider. Person is concerned about this sergeant's intentions and does not understand why she is doing this.  | The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed a resolutions investigation into this situation that was reviewed at both the Superintendent and Headquarters levels that could not substantiate that this individual was being targeted by this sergeant or that she was coercing medical staff for information and verified that she did communicate with medical to clarify his HSRs so as to accommodate his needs. DOC Headquarters cited US Code § 164.512, which states that staff within a correctional setting are permitted health information for a variety of reasons, including "F. the administration and maintenance of the safety, security, and good order of the correctional institution." | No Violation of Policy                |

|   |   |                               |
|---|---|-------------------------------|
| <p>111. Person reported receiving a negative Behavioral Observation Entry (BOE) and stated that the way it was written is against policy. Person said that he appealed the negative BOE, and it was appended, and that he wanted it to be reviewed again because he never got a copy of the BOE.</p>  | <p>The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed the original and the appended BOE and the resolutions investigations regarding him not getting a copy of the BOE. The OCO spoke with the Correctional Program Manager, who stated that the original BOE was ambiguous and not completely within policy and that the individual challenged it, which led to it being appended. The OCO told the Correctional Program Manager the individual had concerns about personal health information being included in the BOE, and she cited DOC Behavioral Observation Entries 300.010 I., which states, "B. Behaviors in a clinical treatment setting may be reported at the discretion of the clinical treatment professional."</p> | <p>No Violation of Policy</p> |
| <p>112. The individual reports safety concerns about a facility he says he will be transferred to.</p>  | <p>The OCO was unable to substantiate a violation of policy by the DOC. This office reviewed the individual's Custody Facility Plan (CFP) and found that it was completed per DOC 300.380 Classification and Custody Facility Plan Review. The OCO did not find evidence that the individual will be transferred to the facility that he reports concerns about.</p>  | <p>No Violation of Policy</p> |
| <p>113. Incarcerated individual reports concerns with his classification plan. The individual reports DOC staff have made mistakes on his Custody Facility Plan (CFP) which has prolonged this process. The person reports that once he received the CFP the placement decision would not be good for him as he has had issues with DOC staff at the new facility he was assigned to. The individual also reported staff at the current facility he is located are harassing him and trying to provoke an infraction to demote his custody level.</p> | <p>The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed the individual's CFP and spoke with DOC staff regarding the CFP process, and the facility placement decision. DOC staff explained that there was an error in the first iteration of the CFP drafted and there was a small delay because of that error. The CFP was completed per DOC 300.380. The OCO was unable to substantiate DOC staff at the current facility are harassing him in an effort to demote him after a recent custody promotion.</p>  | <p>No Violation of Policy</p> |
| <p>114. Person states his eye care has not been sufficient. The eyewear he received does not meet his expectations; he is requesting contacts.</p>  | <p>The OCO was unable to substantiate a violation of policy by DOC. Per the DOC Health Plan Contacts are considered Level 3, Not medically necessary in the absence of specific diagnosis and criteria listed in the Levels of Care Directory. The patient does not currently meet those criteria. The glasses were provided as ordered by the optometrist.</p>   | <p>No Violation of Policy</p> |

It was noted that while an outside provider may have recommended a specific intervention, any orders must be written by DOC providers and covered by the Health Plan to be supplied to the patient. Information was provided to the patient regarding the protocol being followed.

---

|  |   |                        |
|--|---|------------------------|
| 115. The individual reports that his certificate of completion from a career institute is being rejected due to not being acquired through proper channels per DOC 500.100. The individual says this policy only applies to accredited institutions. The individual reports that this certificate of completion is not accredited so he should be allowed to receive it. | The OCO was unable to substantiate a violation of policy by the DOC. Per DOC 500.100 Correspondence Education in Prisons, the facility Education Director/Dean will verify the educational institution is accredited by an approved association listed by the U.S. Department of Education or the Council for High Education Accreditation. If the individual would like to take courses from an accredited institution, per DOC 500.100, the individual will complete page one of DOC 20-305 Correspondence Study Request, and submit the form to the assigned case manager. Previous correspondence may have been received by the individual by mistake if mailroom staff did not realize that the institute was non-accredited. The individual may continue to appeal the mail rejection, however, it may not be accepted, as DOC staff do not want others to be encouraged to attempt to circumvent policy. The individual may send the certificate out to family or friends if the appeal is denied. DOC staff report that this policy is in place due to concerns of individuals losing money with a non-accredited institution that may be misleading in the quality or usefulness of the degree or certificate offered. | No Violation of Policy |
| 116. Person reports DOC has changed his PULHES code inappropriately, causing him to be transferred. The patient states he experiences medical and mental health issues that DOC will not help with. He is requesting his code be changed back and to be transferred to a lower custody facility.   | The OCO was unable to substantiate a violation of policy by DOC. The patient's changed code is a clinical determination and can only be changed by a health services provider. Per DOC 600.000 clinical decisions are the sole province of the responsible health care practitioner and are not countermanded by non-clinicians. The patient can request a transfer at his next review, he will have to be housed in a facility that matches his current custody level.   | No Violation of Policy |

---

**Olympic Corrections Center**

|      |  |   |                                       |
|------|--|---|---------------------------------------|
| 117. | Incarcerated person reports a complaint about DOC staff behavior and asks for help with an infraction. There is no infraction yet filed and the incarcerated person reported he has not filed a complaint with the Resolution Program related to the staff behavior issue. | The OCO provided information to the incarcerated person regarding steps to take when DOC staff behavior is causing them distress, and explained that OCO cannot negotiate with DOC an outcome for something that has yet to take place.                                       | Information Provided                  |
| 118. | An anonymous incarcerated individual reports concerns with staff. The individual reports the staff are hindering people's release and good behavior.   | The OCO was unable to substantiate the concern due to insufficient evidence. The OCO was unable to investigate fully due to the anonymity of the person; there was little the OCO could investigate into the allegations. The OCO shared the concern with the superintendent. | Insufficient Evidence to Substantiate |

**Other – Community Custody, Jails, Statewide, Out of State**

|      |   |   |                      |
|------|---|---|----------------------|
| 119. | The incarcerated individual reports that he was removed from Graduated Re-Entry (GRE) due to an incident occurring in the community. The individual reports that the GRE removal was unjust and requests the OCO review DOC's decision.                     | The OCO provided information regarding the individual's removal from GRE. The OCO spoke with DOC staff and reviewed the incident and found the GRE removal was not a behavioral termination, rather was to address serious safety concerns in the community. The OCO confirmed the individual will be released soon. The OCO shared how to get ahold of DOC staff that made the decision, as they are willing to correspond with him about the decision.  | Information Provided |
| 120. | Incarcerated individual reports concerns about repeated delays in release due to staff not completing tasks required to be completed prior to release. The individual shared multiple times that this has occurred during their time in lesser confinement. | The OCO provided information regarding the incidents that occurred that resulted in the individual's delayed release. The OCO reviewed the actions of staff and found that the actions required for this individual's release were not completed on time and resulted in delays DOC could not modify based on court mandated practices. The DOC staff spoke with the individual's family and explained that there was an error, and that DOC could not remedy the error by granting the individual's release on time. The DOC apologized to the individual and his family and created steps to mitigate this issue in the future. The OCO explained this to the individual in detail. | Information Provided |

**Stafford Creek Corrections Center**

|      |  |   |                     |
|------|--|---|---------------------|
| 121. | Person reports they are in need of special accommodations in his cell due to medical issues. | The OCO provided assistance by contacting Health Services management to confirm the necessary durable medical equipment had | Assistance Provided |
|------|--|---|---------------------|

|      |   |   |                     |
|------|---|---|---------------------|
|      |   | been ordered. OCO staff followed up with DOC multiple times to ensure the equipment was received by the patient.  |                     |
| 122. | Person reported filing resolution requests regarding being on a sanction that prohibits him sending mail, including legal mail. Person said that staff infringed him and stated that they refused to send out his mail. Person requested information about what DOC policy justifies a sanction prohibiting an individual from sending mail.                                | The OCO provided assistance. The OCO reviewed infractions and DOC records and could not find any information stating he had a sanction prohibiting mail. The OCO spoke with the facility's mailroom sergeant who confirmed that this person is not prohibited from sending mail, and that all incarcerated individuals have a right to send legal mail. This office reached out to the unit supervisor, who stated that there is no such sanction on this person. After the OCO requested that staff communicate this information to this individual, she said that staff have told him that he can send mail, have picked up his mail to be sent out, and have set up an appointment for him to send legal mail. | Assistance Provided |
| 123. | External person requested this office do a wellness check on an incarcerated person. The caller reported that the incarcerated person is being harassed and staff are purposely delaying necessary medical procedures.  | The OCO provided assistance by contacting Health Services management and requesting a wellness check on the person. OCO also confirmed upcoming medical appointments.   | Assistance Provided |
| 124. | Incarcerated individual reports concerns regarding a transfer that would affect his access to cancer care. The individual reports that he does not want to be transferred and reports that the infractions are egregious. The individual wants to be able to continue his care, be released from segregations and not be transferred to complete a maximum custody program. | The OCO provided assistance. The OCO confirmed the individual does have a medical hold at the current institution and will not be transferred at this time. The OCO spoke with DOC staff regarding the concern of access to a maximum custody program to be able to promote to a general population setting sooner. The OCO was able to help DOC understand each component of the situation and DOC was able to ensure the individual can access a program without requiring a transfer. The OCO reviewed the infraction, which does meet the "some evidence" standard used in WA DOC disciplinary hearings.  | Assistance Provided |
| 125. | Person reports they did not receive their morning medication. They requested access to their medication and proof of infractions related to recent sanctions.   | The OCO provided assistance by contacting health services to request the medication issue be addressed. The OCO substantiated the patient missed their morning dose, and after outreach, confirmed the patient received their medication the following day. The OCO also confirmed pending infraction hearings and provided information to the  | Assistance Provided |



|      |  |   |                      |
|------|--|---|----------------------|
|      |  | individual about the infraction appeal process.   |                      |
| 126. | Person reports that he was mistreated by nursing staff in the medical living unit. The patient states he was insulted by staff who also threatened to get an order discontinued because he was unable to consume a nutritional supplement. The patient requests that the staff conduct be reported to management as that unit does not have the forms available to request resolution through normal channels. | The OCO provided assistance by contacting Health Services management to report the staff concern. The staff member's supervisor was notified. OCO staff also requested that management confirm that DOC resolution request and OCO review request forms are available in the medical living unit.   | Assistance Provided  |
| 127. | A loved one reported that an incarcerated individual is not able to work for Correctional Industries (CI) at this facility due to facility policy, when he was able to work for CI at his previous facility.   | The OCO provided information. The OCO reached out to this individual's classification counselor, who stated that when this individual arrived at the facility, he was ineligible for CI jobs. The counselor stated that the policy has since changed and that he is now eligible and needs to wait to be screened. The counselor also said he is eligible for multiple other jobs in the facility and described the referral process.   | Information Provided |
| 128. | Person reports he was injured during an escort in the community where his glasses were broken. He is requesting that DOC pay for new glasses. This person also requested treatment for his shoulder which he states was promised but has not occurred.   | The OCO provided information to the person regarding tort claims and the DOC Health Plan regarding glasses purchases. 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. The person will have to self-pay for any features not covered by the DOC Health Plan when ordering the glasses. OCO staff also confirmed the person is scheduled to see physical therapy, the primary provider, and the optometrist. | Information Provided |
| 129. | The individual is requesting that the OCO assist in removing a Behavior Observation Entry (BOE) from his record.   | The OCO provided information. This office reviewed the BOE in question, and found that it was completed per DOC 300.010 Behavior Observations, and it was not challenged by the individual. The OCO provided information regarding how to challenge a BOE. Per policy. "Individuals may challenge the content in a BOE by submitting a written request identifying the information the individual believes is inaccurate/incomplete within 10 days of receiving the notification of the BOE   | Information Provided |

to the Correctional Program Manager (CPM)/Community Corrections Supervisor (CCS)."

|      |   |  |                      |
|------|---|--|----------------------|
| 130. | Person reported that he has still not received his property after being transferred to this facility. Person said that unit staff said at the former facility could not locate his property. Person said he filed multiple resolutions requests but was told repeatedly to rewrite them.          | The OCO provided information. The OCO reviewed the resolutions request information, and shared with this individual that he will need to file a resolutions request directly with the former facility.   | Information Provided |
| 131. | Incarcerated individual reports concern that his loved one was denied visitation.   | The OCO provided information regarding the denial. The OCO shared with the individual the reason for the denial and also provided resources to the individual, as they shared they had recently experienced the loss of a loved one.   | Information Provided |
| 132. | Anonymous individual reports the hot water in a unit is not functioning. The Individual expressed concern and individuals in the unit not having access to hot water due to active COVID-19 cases in the unit.  | The OCO provided information regarding how DOC is mitigating the issue. The OCO spoke with DOC staff at the facility who shared with this office that there are no active COVID-19 cases in the unit. DOC also shared that facilities staff are working to fix the hot water and it should be fixed within the week. While the hot water is being fixed, staff are taking incarcerated individuals in that unit to shower in the gym and in another unit multiple times during the day to ensure that everyone has access to a hot shower. | Information Provided |
| 133. | Person reported that the headphone jack on his Securus tablet has been broken for months. Person has submitted several help tickets and not received any response. Person stated that his family and friends have reached out to Securus, but they said that the facility needs to fix the issue. | The OCO provided information how to request a meeting with a Securus representative. The OCO is aware of issues with the Securus help ticket app and has discussed this issue extensively with DOC. 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.                                 | Information Provided |
| 134. | Tier representative reports general medical concerns at the facility and requested improvements. Person asked that the OCO attend a SCCC tier rep meeting to discuss this topic in more details.  | The OCO provided information about plans to attend an upcoming SCCC tier rep meeting to discuss facility medical concerns, how to navigate health service issues, and the OCO.   | Information Provided |
| 135. | Incarcerated individual reports concerns regarding SCCC taking out the paper  | The OCO provided information regarding DOC's decision to remove paper towels from  | Information Provided |

|      |   |  |                                       |
|------|---|--|---------------------------------------|
|      | towel dispensers in the minimum-security units. The individual reports this decision is unsanitary as the new process to dry one's hands is to be issued reusable hand towels to dry their hands.   | the bathrooms. The OCO spoke with SCCC leadership who reported that due to the excessive use of paper towels from the bathroom, and in an effort to be more environmentally conscious they will no longer allow paper towels in the bathroom.  |                                       |
| 136. | A loved one called asking about policy information for an incarcerated individual. They requested information about DOC policy regarding ICE detainers and programming/education for individuals with long sentences.   | The OCO provided information regarding DOC 350.750 Warrants, Detainers, and Holds, DOC 350.700 Deportation of Alien Offenders, DOC 590.350 Offender Change Programs, and DOC 500.000 Education and Vocational Programs in Prisons. All of these policies can be accessed on the Securus tablets or requested in the unit.  | Information Provided                  |
| 137. | Incarcerated individual reports concerns regarding his transition to a lower custody level. The individual was housed in a single cell in a higher level of custody for quite a while and is having a hard time adjusting to having a roommate.   | The OCO provided information regarding how to access services to cope with the transition to a lower custody level. The OCO spoke with DOC staff who confirmed that the individual is adjusting to their new unit and there have not been concerns. The OCO found the person had a single cell screening and it was completed per policy. The individual does not meet the requirements for single cell at this time. The OCO shared options for the individual to work through some of the feelings he is having regarding this transition. | Information Provided                  |
| 138. | Person reports he did not receive medical care after receiving a cut on his head during an assault. The patient states he kited medical and did not receive a response. The patient is requesting the video be pulled from his living unit.   | The OCO was unable to substantiate the concern due to insufficient evidence. OCO staff reviewed the video evidence as well as medical kites. There was insufficient evidence to support the assault claim. OCO staff verified that medical was notified sometime after the incident, however there was no evidence to support the patient declared a medical emergency to receive immediate care. Self-advocacy information was provided to the patient for help receiving timely response to medical issues.                                | Insufficient Evidence to Substantiate |
| 139. | Patient reports grieving issue about pain medication access. He withdrew the DOC resolution request when he was prescribed the particular medication that was requested. He is now reporting the medication issue again because the specific prescription has now expired, and he no longer has access. | The OCO was unable to substantiate a violation of policy by DOC. This office contacted health services and confirmed the patient has received a review and update on their pain management medications and treatment plan. DOC 600.000(III) Health Services Management states, "Clinical decisions are the sole province of the responsible health care practitioner and are not countermanded by non-clinicians."   | No Violation of Policy                |

## Washington Corrections Center

|  |  |                             |
|--|--|-----------------------------|
| <p>140. Person states he has had reoccurring problems receiving necessary medical items from staff. He is requesting transfer to a different facility because he is concerned the medical staff are delaying his surgery due to past negative interactions.</p>  | <p>The OCO provided assistance to the patient by contacting health services management to confirm surgery would be scheduled. OCO staff were able to verify that the delay in the surgery scheduling was caused by the outside clinic determining the patient needed a higher level of care. OCO staff monitored the consult progress on the appointment tracker and verified the surgery has been scheduled with a new clinic. The patient can request transfer at his next review, after his medical needs have been completed.</p>  | <p>Assistance Provided</p>  |
| <p>141. Person reports he was injured when he fell while being transported in a wheelchair. The resolution department told him he was trying to change to scope of the investigation when the resolution was appealed. The person states his resolution was misinterpreted when it was translated.</p> | <p>The OCO provided information to the patient regarding tort claims. 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. OCO staff investigated the incident and noted a lack of documentation by the transporting staff. OCO staff verified that DOC Health Services had substantiated the injuries during the resolution process. The OCO elevated the concerns to Health Services Leadership to review the incident.</p>            | <p>Assistance Provided</p>  |
| <p>142. External person reports that DOC is stopping the MAT program for the incarcerated individual who suffers severely from addiction.</p>  | <p>The OCO provided information to the patient about the Medication Assisted Therapy (MAT) program protocol. The current DOC MAT protocol states that persons at WCC with more than six months remaining on their sentence will be tapered off the medication. If a person is sent to a facility that offers induction to the medication it can be restarted when the patient has less than 6 months remaining. If a person is retained at WCC until release or sent to a facility that does not offer induction to the program, community resources will be set up by the reentry nurse so the patient may start the medication upon release.</p> | <p>Information Provided</p> |
| <p>143. A loved one reported that an incarcerated individual lost media content during the transition from JPay to Securus and requested financial</p>   | <p>The OCO provided information about how to request a meeting with a Securus representative. The OCO is aware of issues with the Securus help ticket app and has</p>  | <p>Information Provided</p> |

compensation for the lost media. They also reported multiple issues with Securus' help ticket system.

discussed this issue extensively with DOC. 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.

|   |   |  |
|---|---|--|
| <p>144. Patient says he is diagnosed with ADHD and has been attempting to access treatment for several years. Treatment was denied at the facility level and was not reviewed by the Care Review Committee (CRC).</p> | <p>The OCO provided information regarding the Care Review Committee (CRC) decision and necessary steps for the patient to be reconsidered for treatment. OCO staff reviewed the patient's records and requested his care be reviewed by the Director of Behavioral Health. It was determined that the patient does not currently meet criteria for the requested treatment. The OCO encouraged the patient to continue to work with DOC providers to update his treatment plan.</p>   | <p>Information Provided</p>                  |
| <p>145. The individual reports that his Community Custody was revoked and now says that DOC Records has miscalculated his Earned Release Date (ERD) and taken away his jail credits.</p>                              | <p>The OCO provided information regarding how the individual may write to DOC Records at: DOC Public Records Office PO Box 41118 Olympia WA 98504-1118 should he want more information regarding the calculation of his ERD. This office encouraged the individual provide specific information regarding why he believes his ERD to be incorrect to DOC Records.</p>   | <p>Information Provided</p>                  |
| <p>146. Incarcerated individual reported the unexpected death of an individual housed in the IMU. He would like the OCO to investigate.</p>   | <p>The OCO provided information to this complainant regarding the Unexpected Fatality Review process. RCW 72.09.770 directs DOC to conduct an unexpected fatality review in any case in which the death of an incarcerated individual is unexpected, or any case identified by the OCO for review. The OCO conducted a review of records associated with this individual's death. This case was reviewed by the unexpected fatality review team, consisting of the OCO, DOC, Department of Health, and Health Care Authority. A report regarding the case, UFR-23-002, was delivered to the Governor and state legislators this month and was published on the DOC website.</p> | <p>Information Provided</p>                  |
| <p>147. External person reports an incarcerated individual has been without mental</p>  | <p>The OCO was unable to substantiate the concern due to insufficient evidence. OCO staff were not able to access necessary</p>   | <p>Insufficient Evidence to Substantiate</p> |

|      |   |  |                                       |
|------|---|--|---------------------------------------|
|      | health medication since entering DOC custody.   | records to investigate due to a release of information not being signed and returned by the patient.   |                                       |
| 148. | Person reports officers in IMU are making minority individuals get on their knees to get their meals. One individual has been made to get on his knees to receive his meals and go to showers. This is happening to other minority inmates in the unit as well. | The OCO received this anonymous concern and attempted to verify the information provided. The concern did not have details of times, dates, or cell numbers. The pod in question is the transfer pod where many individuals are out multiple times a day. This office contacted the CUS and asked for a review of this information. The OCO could not substantiate this incident due to vague details in the concern.  | Insufficient Evidence to Substantiate |
| 149. | The individual reports that the DOC Intelligence and Investigations Units are holding his mail.   | The OCO was unable to substantiate a violation of policy by the DOC. Per DOC 450.100, Attachment 1, Unauthorized Mail, mail may be rejected if it "violates sentencing conditions and/or court order." This office verified that the rejected mail is being rejected per policy.   | No Violation of Policy                |
| 150. | Incarcerated individual expressed concerns about an infraction they received.   | The OCO was unable to locate a violation of DOC policy. The OCO reviewed the infraction and appeal narrative and found the individual's behavior meet the elements of the infraction.  | No Violation of Policy                |
| 151. | Person reports that they are about to be transferred to a facility where he will be in danger.  | The OCO was unable to substantiate a violation of policy by DOC. Per DOC 300.380 transfers will be approved by headquarters classification unit and are final. OCO staff verified that the person was transferred to a suitable facility per their Custody Facility Plan.  | No Violation of Policy                |
| 152. | Person reported that he is being held past his Earned Release Date (ERD) and has not been told why. Person stated that DOC is trying to hold him until his Max date, but he has housing, employment, and treatment lined up for when he releases.               | The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed DOC records and found that there were two Release Plans that were rejected earlier this year as DOC changed what county they would release him to. The OCO verified that his current release plan is approved, and that this individual has a planned release date. The OCO spoke with this individual's counselor, who verified that they are working with Community Custody to ensure he has an appropriate housing placement. The OCO could not find a violation of DOC 350.300 Transition and Release. | No Violation of Policy                |

|  |   |                        |
|--|---|------------------------|
| 153. Incarcerated individual expressed concerns about an infraction they received.   | The OCO was unable to identify a violation of DOC policy. The OCO reviewed the infraction and appeal narrative and found the individual's behavior met the elements of the infraction.  | No Violation of Policy |
| 154. Person reported that he was told he would be granted an override to be in a facility in western Washington so he could be closer to his family.   | The OCO was unable to substantiate a violation of policy by DOC. The OCO found that an override to lower custody was granted, but that the requested facility is closing. The OCO reviewed the current Custody Facility Plan which recommends a transfer to a facility in western Washington after he completes programming and verified that DOC is actively working a quicker solution. The OCO could not find a violation of DOC 300.380 Classification and Custody Facility Plan Review.  | No Violation of Policy |
| 155. Incarcerated individual reports he is past his release date and DOC will not allow him to release to his loved ones. The individual requested assistance with release.                                | The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed this individual's release plans and found DOC denied them per DOC 350.200 Transition and Release which states, "Regardless of release plan type, the case manager will determine if there are community/victim safety concerns that need to be addressed by completing the following: Use available resources to review the individual's criminal history for risk of contact with victims and persons of similar age or circumstance, considering protection orders, sex offenses, and potential victims of domestic violence, child abuse, or other family violence." | No Violation of Policy |
| 156. Patient reports he has been waiting over a year to have a tooth pulled. The patient attempted to notify dental by kite and resolution rest but was told to watch the callout and was never called up. | The OCO was able to substantiate this concern. OCO staff reviewed dental documentation for this patient and found that dental staff had noted a need for a dental procedure that was not completed. OCO staff provided the patient 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.  | Substantiated          |

## Washington Corrections Center for Women

|      |  |   |                      |
|------|--|---|----------------------|
| 157. | Person reported that the OCO Hotline number on published on the tablet's FYI app is the incorrect phone number.  | The OCO provided assistance. The OCO's director reached out to DOC Headquarters, who worked with Securus to change what is published in the app to the correct OCO hotline number.  | Assistance Provided  |
| 158. | Person reports she faced unfair treatment from staff after requesting she be moved out a program she had completed. She states that after she put in her request staff were targeting her with behavior counseling that negatively impacted her overall recovery experience. She is requesting that she be moved out the unit and requests that the staff conduct she experienced be reported to OCO and DOC leadership. | The OCO provided assistance. OCO staff confirmed the person was moved out of the unit as requested and provided a summary of the staff conduct and the impact it had on this person to OCO management. OCO leadership is in continuous improvement discussions with DOC leadership.   | Assistance Provided  |
| 159. | Individual reports that a PREA investigation was substantiated even though it lacked evidence and was not credible. The individual was also infringed.   | The OCO reviewed the PREA investigation and had concerns regarding the evidence presented. This office contacted DOC HQ staff to discuss the infraction and the PREA investigation. At the time of OCO outreach, the infraction was under appeal. The OCO verified with the DOC staff that the infraction would be overturned.  | Assistance Provided  |
| 160. | OCO Director witnessed a medical emergency occur in the dayroom. A significant delay in medical response was noted from the time of reporting. The director also noted tensions and unprofessional interactions between medical staff towards custody staff.   | The OCO provided assistance. OCO staff verified the patient received medical care and follow up. OCO staff elevated the concerns noted in the incident and investigation to DOC Health Services leadership and facility leadership. OCO staff met with Health Services leadership to follow up and were informed there was an administrative investigation taking place and a process was implemented at the facility to assign a member of medical staff to respond to emergency codes each day. | Assistance Provided  |
| 161. | Incarcerated individual reports they were not paid for hours worked.   | DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO made outreach regarding this concern and found the individual was paid. The individual also contacted the OCO requesting the case be closed.  | DOC Resolved         |
| 162. | The individual reports that maintenance has been working on the air-conditioning and fan system for several months. The individual says that people are getting  | The OCO provided information. This office contacted the facility manager who confirmed that the heating, fan, and air-  | Information Provided |



sick from the mold that accumulated in the vents. The individual reports that the air quality is poor and feels that individuals should be allowed more time outdoors due to the current quality of air.

conditioning system has been fully repaired, and the project is now completed.

|      |  |   |                      |
|------|--|---|----------------------|
| 163. | Patient reports concerns about being informed of medical appointments when she was not on the callout. She is concerned about being issued an infraction if she leaves without being on the callout. | The OCO reviewed the related DOC resolution investigation and found the patient was provided information about medical callouts and scheduling. Patients are encouraged to attend medical appointments which sometimes include appointments that were not added to the callout. Patients would not be infraacted for an out of bounds if they left their unit for a scheduled medical appointment, regardless of the callout. The OCO reiterated this information to the patient and clarified process for appealing and contact OCO about infractions if for some reason she was to be issued one. | Information Provided |
| 164. | Incarcerated individual requests information about how DOC communicates with Immigration Customs Enforcement (ICE).  | The OCO provided the individual with information about how DOC communicates with ICE. The DOC provides general information to ICE about who enters the DOC prison system and who exits. The OCO confirmed that this is what DOC did in this individual's situation and that DOC did not help ICE locate them. The OCO provided the individual with resources about this process.  | Information Provided |
| 165. | Incarcerated person contacted the OCO related to the handling of legal mail. The person has filed a resolution request relating to this issue and the request is being reviewed by DOC HQ.           | The OCO provided information regarding resolution requests and advised if she does not receive a response that addresses her issue she is welcome to contact the Office of the Corrections Ombuds back.   | Information Provided |
| 166. | Person reported that she was on a behavioral program and was told she would be given her tablet privileges back but has not gotten it yet.   | The OCO provided information. The OCO reached out to this individual's counselor, who stated that she is now in a regular living unit and has her tablet. The Associate Superintendent reached out and gave details about this individual's behavior plan, which was made to avoid prolonged time in solitary confinement and involved her being in the receiving units while developing the plan. The Associate Superintendent stated that individuals typically do not have their tablets in this unit because there is no infrastructure for people to charge the tablet in their cell.          | Information Provided |
| 167. | Incarcerated person reports they are allergic to the laundry detergent the   | The OCO provided information regarding next steps the incarcerated person should take to  | Information Provided |

facility is using and asks for OCO to assist attaining an exception or HSR for them to use their own detergent. They have not filed a resolution request or kited medical.

ensure they are notifying the correct people at DOC of their needs. Incarcerated person was instructed to kite medical and if that does not result in a change to their situation to file a resolution response and pursue the response up to level 2 prior to reaching back out to OCO regarding this issue.

|      |   |   |                                       |
|------|---|---|---------------------------------------|
| 168. | Incarcerated person reports a DOC staff member is not applying rules equally and is playing favorites.  | The OCO provided information regarding the need to file a resolution request regarding DOC staff behavior and re-contact OCO after they have received a level 2 response.   | Information Provided                  |
| 169. | Person reported that she filed a resolution request regarding property that was lost when she was revoked and arrested by DOC. Person stated that the response to her resolution request was provided to her weeks after it was printed, and it was already outside of the appeal timelines. Person also requested information about 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". The OCO found that this individual has been released and is no longer in DOC custody. This office verified that this individual's resolution request was delivered to her when it was already outside of the appeals process. | Information Provided                  |
| 170. | Incarcerated individual expressed concerns about retaliation.   | The OCO was unable to substantiate that retaliation was occurring. 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.   | Insufficient Evidence to Substantiate |
| 171. | Person reported receiving infractions for not going to work in the kitchen, but she already has a different job.  | The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed DOC records and could not find any infractions on record relating to not going to work.   | Insufficient Evidence to Substantiate |
| 172. | Person reports she was made to eat in the dining hall with incarcerated people of different custody levels. This person feels that meals should be brought to the unit when visits occur during mealtimes rather than sending the involved people to the kitchen after their visits.  | The OCO was unable to substantiate a violation of policy by DOC. This facility recently restored video visitation during mealtimes. This was voted on by tier representatives and discussed as a team with the management team's support. Individuals that want to have the option of video   | No Violation of Policy                |

visitation during meal periods will be responsible for their meals if they choose to participate. There is no current policy language that addresses custody levels mixing in the dining hall.

|      |   |  |                        |
|------|---|--|------------------------|
| 173. | Incarcerated individual expressed concerns about an infraction they received.                     | The OCO was unable to identify a violation of DOC policy. The OCO reviewed the infraction and appeal narrative and found the individual's behavior met the infraction elements.  | No Violation of Policy |
| 174. | Incarcerated individual expressed concerns about timeframes not being followed for an infraction. | The OCO was unable to locate a violation of DOC policy as WAC 137-28-400 states "the time limitations expressed in these regulations are not jurisdictional and failure to adhere to any particular time limit shall not be grounds for reversal or dismissal of a disciplinary proceeding." | No Violation of Policy |

**Washington State Penitentiary**

|      |  |   |                     |
|------|--|---|---------------------|
| 175. | Incarcerated individual expressed concerns about an infraction they received.  | The OCO reviewed the infraction materials and reached out to DOC regarding the concern. DOC agreed to overturn the infraction.  | Assistance Provided |
| 176. | External person reports this individual has been in long term isolation due to involuntary protective custody.   | The OCO reviewed this concern and contacted the DOC regarding placement. The individual is currently having a custody facility plan reviewed for custody promotion.   | Assistance Provided |
| 177. | Person is requesting that the OCO verify that there is a note indicating that he is not to draw up his own medication due to concerns of self-harm.  | The OCO provided assistance by contacting Health Services management requesting that medical staff be notified of the patient's request and a note be placed in his records. The Health Services manager agreed to the request and ensured the notice was shared with staff and the patient.  | Assistance Provided |
| 178. | Person reports there is an elder gentleman in the medical unit who has no family in the community. Several incarcerated people have asked if they can visit with him before he passes away. DOC has told them the man is not allowed to have visitors. | The OCO provided assistance by contacting DOC health services, the facility Superintendent, and the Custody Unit Supervisor. After OCO outreach, visits were approved and scheduled once the patient returned from their recent hospital trip. This office confirmed the patient has already received three visitors and three more are scheduled to visit soon. The OCO also provided the individuals with information about the best DOC point of contact for following up on this concern. | Assistance Provided |
| 179. | The individual was at the WSP public meeting and says that he was told by  | The OCO is returning to WSP for an additional meeting and this individual was put on the  | Assistance Provided |

OCO staff that they would try to have additional meetings to further discuss concerns. His suggestion for a future OCO meeting is to be more casual and also for the OCO to do more spontaneous visits when the DOC is not aware.

call out to attend. This office recognizes the need for unannounced visits and continues to increase the frequency of them.

|      |   |  |                     |
|------|---|--|---------------------|
| 180. | External person reports their incarcerated loved one was supposed to transfer to MCC-SOU, but this has been delayed. They requested the transfer happen immediately.  | The OCO provided assistance by contacting health services leadership and requesting the issue be addressed. After OCO outreach, the individual was moved to MCC-SOU.   | Assistance Provided |
| 181. | Incarcerated individual expressed concerns about an infraction they received.   | The OCO reached out to DOC regarding the infraction. DOC agreed to dismiss one of the WAC violations included in the infraction as it did not meet the evidentiary standard used in disciplinary hearings in Washington DOC.   | Assistance Provided |
| 182. | The individual reports that he is having trouble getting various DOC forms in the Intensive Management Unit (IMU) from the first shift supplies staff at the facility.  | DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed the investigation of the individual's resolution request regarding this concern, which was substantiated. The DOC is working with staff in the IMU to remedy this issue based on the individual pursuing this concern through the resolution program. | DOC Resolved        |
| 183. | Person reported that his counselor has not submitted a release address, and that he was told the counselor would not submit an address. Person stated that his release date is coming up soon.  | DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed this individual's release plan and found that a release address was submitted and approved.   | DOC Resolved        |
| 184. | The individual reports that he is in the Intensive Management Unit (IMU) for refusing housing. The individual reports that at his most recent Custody Facility Plan (CFP) he was told that he would be sent to a facility where he has safety concerns. | DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO verified that the individual was not sent to the facility he reported safety concerns about and is no longer in the IMU.   | DOC Resolved        |
| 185. | Person reported that he is past his review date to be reviewed for work release. Person also stated he wanted a Request of Information form for a family member.  | DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO found that this individual's review had been completed and that he is being recommended for work release. The OCO provided information about ROIs and how to request one through DOC Records.  | DOC Resolved        |
| 186. | Incarcerated person reports a procedure has been ordered by an outside provider to correctly ensure diagnoses and asks  | DOC staff resolved this concern prior to the OCO taking action on this complaint. OCO staff added this case to the appointment tracker. After reviewing health care  | DOC Resolved        |

|      |  |  |                      |
|------|--|--|----------------------|
|      | OCO to help ensure he receives the proper testing to verify the diagnoses.   | encounters and found that the testing had already been completed.  |                      |
| 187. | Incarcerated individual reports they have not received orientation documents for the facility they transferred to in their native language.  | The OCO provided self-advocacy information regarding filing a resolution request regarding this issue. The OCO also shared how to reach out to DOC's Language Access Program within Outreach and Engagement for assistance in accessing these documents.   | Information Provided |
| 188. | Person reported numerous issues with his Securus tablet and getting those issues resolved through Securus.   | The OCO provided information how to request a meeting with a Securus representative. The OCO is aware of issues with the Securus help ticket app and has discussed this issue extensively with DOC. 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.   | Information Provided |
| 189. | Incarcerated individual reports concerns regarding a potential move to another facility.   | The OCO provided information regarding how the OCO can review and assist classification decisions. The OCO reviewed the individual's Custody Facility Plan (CFP) and found there are no current plans to move them to the facility of concern. The OCO shared how to work with his classification counselor to be an active part of his CFP and advocate for what will work best for him. The OCO encouraged the individual to contact this office again if after a CFP was completed and there were still concerns once a final decision has been made. | Information Provided |
| 190. | Person reported that Securus is supposed to provided two free calls a week, but he is not getting those calls. Person has filed a resolution request this but has not gotten help. | The OCO provided information about the Securus help ticket process and how to request a meeting with a Securus representative. 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.  | Information Provided |
| 191. | Person reports that custody staff told EMS he was under the influence of drugs during a medical emergency. The person  | The OCO provided information to the person regarding emergency response communication. During a medical emergency any potential contributing factors must be   | Information Provided |

reports this caused a delay in receiving medical care in the emergency room.

reported by staff to EMS to ensure the correct treatment is provided. Emergency room providers must confirm any potential risks associated with treatment before treatment can be started.

|      |   |  |                                       |
|------|---|--|---------------------------------------|
| 192. | Person reported that another incarcerated individual tried to reach out to the media regarding his crimes, but that the mailroom opened his letters and rejected his mail.  | The OCO provided information and encouraged this person to have the incarcerated individual he called about call or write this office so that the OCO can investigate this concern.  | Information Provided                  |
| 193. | Person reported swallowing multiple objects and was in severe pain. Person stated a scan was done that showed that no foreign objects were in his stomach, but that later at the hospital he did need objects removed from his stomach. Person reported multiple other hardships in the Close Observation Area (COA). Person requested information about filing a tort claim. | The OCO provided information. The OCO reviewed DOC records and confirmed that DOC medical took him to the emergency room and addressed his concern about foreign objects in his stomach. 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." The OCO could not find resolution requests on file for his other concerns and encouraged him to pursue the resolutions and contact this office again if the outcomes do not address the concerns. | Information Provided                  |
| 194. | Person reported being indicted on a murder charge while in out-of-state placement but took a plea deal for malicious wounding. Person stated that during his classification in Washington DOC, it stated that he committed murder, and stated that WA DOC does not have any jurisdiction to use that to punish or classify him here.  | The OCO provided information. The OCO reviewed DOC classification documents that described this incident in detail and stated that he took a plea deal for a lesser conviction. The OCO shared more information about his placement options.   | Information Provided                  |
| 195. | Person reports he is facing retaliation from unit staff after grieving their behavior towards him. Caller reports that several infractions have been written during mental health crisis and staff aren't supposed to write him up for that.  | The OCO was unable to substantiate the concern due to insufficient evidence. OCO staff reviewed the infractions and resolution requests and were not able to correlate the submitted grievances with the infractions being written. To substantiate retaliation, the OCO must be able to prove that a negative   | Insufficient Evidence to Substantiate |

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.

|   |   |  |
|---|---|--|
| <p>196. Incarcerated individual reports retaliation concerns after DOC staff were unwilling to allow a religious group to meet for ritual in a public area of the unit.</p> | <p>The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed all evidence available and spoke with DOC staff involved in the decision. DOC made the decision to continue the protocol for engaging in the ritual as they had during 2020, as the times the religious groups needed to use this area would have affected the rest of the unit's ability to use that area. DOC decided because incarcerated individuals have been locked down due to COVID-19 for a year or more that closing the area for a religious group would not be fair to everyone else. DOC has reworked where this ritual can be held and has created a new protocol since this time. The OCO was unable to substantiate the actions of DOC staff were retaliatory. 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 individuals protected action but there must be evidence of a clear relationship between the two acts.</p> | <p>Insufficient Evidence to Substantiate</p> |
| <p>197. Loved one expressed concern about an incarcerated individual not being able to have evidence retested to confirm an infraction for a positive drug substance.</p>   | <p>The OCO was unable to identify a violation of DOC policy. The OCO reviewed the infraction packet related to the incident. Per DOC form 05-093 and DOC policy 460.000 an incarcerated individual does not have a right to other supplemental tests or examine physical evidence.</p>  | <p>No Violation of Policy</p>                |
| <p>198. Incarcerated individual reports safety concerns at the facility DOC has decided to transfer him to.</p>   | <p>The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed the DOC decision to transfer this individual and confirmed with DOC staff that they verified this transfer meets his security needs. The OCO confirmed the transfer decision was made in compliance with DOC 300.380 Classification and Custody Facility Plan Review.</p>  | <p>No Violation of Policy</p>                |
| <p>199. Incarcerated individual requested a new infraction hearing as they were not allowed to attend the initial hearing.</p>  | <p>The OCO reviewed the infraction materials and found the individual was removed from the infraction hearing due to disruptive</p>   | <p>No Violation of Policy</p>                |

behavior, and thus is not entitled to a secondary hearing.

|  |  |                        |
|--|--|------------------------|
| 200. Person reported multiple concerns with having to release to his county of origin. Person said he has raised this concern to DOC staff, but they said they cannot change his county of origin. | The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed DOC records and found that this individual is years out from his Earned Release Date and could not find a violation of DOC 350.200 Transition and Release. DOC will not consider a county of origin change until the person begins release planning. The DOC 350.200 County of Origin attachment states that county of origin can be changed due to factors that increase opportunities for successful reentry and long-term support. This individual can work with his counselor to change his county of origin when he is closer to release. | No Violation of Policy |
|--|--|------------------------|

**INTAKE INVESTIGATIONS**

**Airway Heights Corrections Center**

|   |  |                                     |
|---|--|-------------------------------------|
| 201. Incarcerated person requests assistance with infraction hearing. Infraction hearing is complete, and appeal has been filed but appeal outcome is not yet completed.                  | 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. Included with closing letter an OCO RRF and a note that the incarcerated person can contact the OCO after they receive the appeals outcome if they continue to feel they need the OCO's assistance. | Administrative Remedies Not Pursued |
| 202. Incarcerated person reports they received an infraction and appeal is not yet completed.   | 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 |
| 203. External person reports a complaint on behalf of an incarcerated person. The issue reported is related to an infraction which has been appealed but the appeal is not yet completed. | 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 sent the incarcerated person a blank  | Administrative Remedies Not Pursued |



OCO request for review form should they need OCO assistance after the appeal is completed.

|  |  |                                 |
|--|--|---------------------------------|
| 204. Person reports concerns about medications being discontinued.   | The OCO lacks jurisdiction to investigate this complaint because the complaint does not involve a person currently committed to the physical custody of the DOC. The OCO provided information about next steps in pain management protocol and how to follow up with the OCO if needed. The patient can initiate the pain management process with a provider once they return to a DOC state prison facility, as they are currently in county jail pending a court case. | Lacked Jurisdiction             |
| 205. The individual reports that he went to court last year and all of his charges were dismissed and reports that he should be released from prison. The individual reports that the DOC will not look into this concern. The individual says that he has submitted a public records request which requires payment, but he does not have money to pay for the records request. | Per RCW 43.06C.040(2)(e), the OCO lacks jurisdiction to investigate this complaint because the complaint relates to the person's underlying criminal conviction. This office was unable to find records that the individual's charges have been dismissed. The OCO does not have the authority to review the individual's conviction or contact the court.   | Lacked Jurisdiction             |
| 206. A loved one reported that an incarcerated individual was supposed to start a behavioral program that is required for release and has not started the program yet.   | 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 Involvement |

**Clallam Bay Corrections Center**

|   |  |                                     |
|---|--|-------------------------------------|
| 207. A loved one expressed concern about an infraction that an incarcerated individual received and expressed concern about this individual's safety at the facility. | 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 |
| 208. Incarcerated person reports they are close to their ERD but have addiction issues and feel they are not being correctly screened for MAT.                        | 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 |

**Coyote Ridge Corrections Center**

|                                    |  |  |                                     |
|------------------------------------|--|--|-------------------------------------|
| 209.                               | Incarcerated person requests assistance with infraction hearing. Infraction hearing is complete however the incarcerated person has not yet appealed the 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 |
| 210.                               | Person reports his medical file has someone else's records in it. His ophthalmology specialist records are not in his record. He is requesting the OCO audit his medical file and get his specialist records from the community doctor.                              | 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 information to the person regarding how to request a medical record audit. The patient's medical provider must request records from outside specialists. | Administrative Remedies Not Pursued |
| 211.                               | Incarcerated individual expressed concerns about medical access.   | The OCO was unable to investigate this concern as the DOC number and name provided were not associated with an identifiable person in DOC custody.   | Declined                            |
| 212.                               | Incarcerated individual expressed concerns about an 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.   | Declined                            |
| <b>Monroe Correctional Complex</b> |  |  |                                     |
| 213.                               | Incarcerated person reports that they have been infractioned because of an event which was a mental health crisis. They are now in IMU but have not appealed the infractions.  | 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 |
| 214.                               | Incarcerated person reports PREAs that they file that are their word against the other person's as "unfounded" when they believe they should be "unable to substantiate" or similar and as a result they have been infractioned with a major for filing false PREAs. | 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 |
| 215.                               | Incarcerated person reports they reported knowledge of a past crime to DOC staff, but the DOC staff are not taking them seriously. The incarcerated person has in the past requested information on who to report a crime to and OCO has provided information. No    | 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 |

resolution has been filed regarding the staff behavior issue.

|      |   |  |                                     |
|------|---|--|-------------------------------------|
| 216. | Incarcerated person reports they are not receiving general information on how to write to government representatives who have published and publicly available office mailing addresses.  | 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 |
| 217. | Incarcerated individual reports an issue with the behavior of a DOC staff member.   | 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 |
| 218. | Person reports he unfairly received a negative Behavior Observation Entry (BOE) while requesting items from medical staff.  | 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 information to the person regarding the process to challenge a Behavior Observation Entry (BOE). | Administrative Remedies Not Pursued |
| 219. | Person reported filing a DOC form stating their gender identity preference weeks ago, and it still has not been processed.  | 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 expressed concerns about an infraction they received.   | The OCO declined to investigate the concern per WAC 138-10-040(3)(c) due to the nature and quality of the evidence.  | Declined                            |
| 221. | External individual expressed concerns about fingerprint verification of an incarcerated individual.  | The OCO informed the external individual that per WAC 138-10-040(3)(e) fingerprinting an incarcerated individual is not within the Ombuds' statutory power and authority.  | Declined                            |
| 222. | External person asked OCO assistance having assigned DOC field officer reassigned/changed, and a complaint related to DOC staff filing criminal charges including a direct request to ensure the incarcerated person is released and receives medical care. The | Per RCW 43.06C.040(2)(e), the OCO lacks jurisdiction to investigate this complaint because the complaint relates to the person's underlying criminal conviction. Additionally, the OCO lacks jurisdiction to investigate this complaint because the complaint does not   | Lacked Jurisdiction                 |

|  |   |  |                                     |
|--|---|--|-------------------------------------|
|  | person about whom this report was made is not currently in DOC physical custody.  | involve a person committed to the physical custody of the DOC.   |                                     |
| 223.   | Person reported that Securus is charging families 10-30% for transferring money. Person also stated that Western Union started charging more money after finding out Securus and JPay charged that much.  | The OCO lacks jurisdiction over Securus because they are not a part of the Washington DOC. The OCO leadership has been made aware of this issue and are a part of discussions with DOC regarding the Securus contract.   | Lacked Jurisdiction                 |
| <b>Other – Community Custody, Jails, Statewide, Out of State</b> |   |  |                                     |
| 224.   | Person reported that his records were stolen when he was at a transitional housing facility.  | The OCO lacks jurisdiction to investigate this complaint because the complaint relates to an action taken by an agency other than the Washington State Department of Corrections.  | Lacked Jurisdiction                 |
| 225.   | Incarcerated person asks for OCO's help with their criminal court case.   | Per RCW 43.06C.040(2)(e), the OCO lacks jurisdiction to investigate this complaint because the complaint relates to the person's underlying criminal conviction.   | Lacked Jurisdiction                 |
| 226.   | External individual expressed concerns about an incarcerated individual's safety.   | The OCO was unable to locate the incarcerated individual the external person identified. Thus, the OCO was unable to investigate the concern as per WAC 138-10-040(3)(a)(i), the concern must be about an incarcerated individual.   | Declined                            |
| 227.   | External individual expressed concerns about prison conditions their loved one is being impacted by.  | The OCO declined to investigate this concern as per WAC 138-10-040(3)(a) as the ombuds lacks jurisdiction over the complaint as the individual left DOC custody prior to OCO involvement.  | Declined                            |
| <b>Stafford Creek Corrections Center</b>                         |   |  |                                     |
| 228.   | Incarcerated person requests information from OCO. The request is that OCO explain DOC policy and rules related to right to access legal documents when an incarcerated person has a legal court date and if they can take paperwork with them into county jail. Additionally reports that the last time they were out to court they were not provided any access to their chain bag where their legal documents were stored. | 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 individual was directed to kite or kiosk DOC staff with their question as DOC staff is responsible for providing them this information. | Administrative Remedies Not Pursued |
| 229.   | Incarcerated individual requested assistance with getting DOC records at no charge.   | Per RCW 43.06C.040(2)(c) and WAC 138-10-040 the Ombuds may decline to investigate any complaint as provided by the rules adopted in this chapter including that the requested resolution is not within the Ombuds' statutory power and authority.  | Declined                            |

|      |  |  |                                 |
|------|--|--|---------------------------------|
| 230. | Incarcerated individual expressed concerns about an infraction they received.  | The OCO declined to investigate the concern as per WAC 138-10-040(3)(a) as the ombuds lacks jurisdiction over the complaint as the individual left DOC custody prior to OCO involvement. | Declined                        |
| 231. | Incarcerated individual expressed concerns about an infraction they received.  | The OCO declined to investigate the concern per WAC 138-10-040(3)(g) as the infraction was over 6 years old.   | Declined                        |
| 232. | An anonymous person filed a complaint on behalf of an incarcerated person - the OCO spoke to the incarcerated person face to face in the facility and the person denied wishing OCO's involvement. | The incarcerated individual advised the OCO they did not want the OCO to investigate the complaint.  | Person Declined OCO Involvement |

### **Washington Corrections Center**

|      |   |  |   |
|------|---|--|---|
| 233. | Incarcerated person expressed distress at a plan to move them to a facility that is not safe. States there is already a plan in place. The incarcerated person did not file any RR to inform DOC of the concern.  | 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         |
| 234. | Incarcerated individual expressed concerns about interception of their legal mail and kites.  | The OCO has declined to investigate the concern per WAC 138-10-040(3)(g).  | Declined                                    |
| 235. | A loved one of the incarcerated individual reports that they have been denied Extended Family Visits (EFVs). The loved one reports that the denial was appealed but upheld by the DOC. The loved one reports the denial is based on inaccurate information and that the DOC is not following policy for EFVs. | The incarcerated individual advised the OCO they did not want the OCO to investigate the complaint.  | Person Declined OCO Involvement             |
| 236. | Incarcerated individual reports concerns with their time calculation. The individual reports the incorrect calculation is impacting their release.  | This person was released prior to the OCO taking action on the complaint.  | Person Left DOC Custody Prior to OCO Action |

### **Washington Corrections Center for Women**

|      |  |   |                                     |
|------|--|---|-------------------------------------|
| 237. | Incarcerated person reports that DOC medical staff have changed their medication regimen contrary to the incarcerated person's best interest as they have been on the named medications for many years and their mental health is affected negatively by the change of medications. A response was requested by the incarcerated person from the Resolution Program, but | 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 incarcerated person was advised to ensure they have attained a level 1 response from the Resolution Program. | Administrative Remedies Not Pursued |
|------|--|---|-------------------------------------|

they have not filed any appeal on the level 0 response.

|      |  |  |                                     |
|------|--|--|-------------------------------------|
| 238. | Person states that she needs special medical shoes. She was able to get them during previous incarceration but is having difficulty accessing them now.  | 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 patient was provided with self-advocacy information and the correct pathway to make the request to medical. | Administrative Remedies Not Pursued |
| 239. | Person reported that they were terminated from a treatment facility and consequently terminated from the Community Parenting Alternative (CPA) for reporting a concern regarding the Prison Rape Elimination Act (PREA). This person reports that they are not disputing the discharge from the CPA program but rather they are disputing being terminated from ABHS for reporting a PREA concern. | The OCO lacks jurisdiction to investigate this complaint because the concern relates to an action taken by American Behavioral Health Systems (ABHS), not the Washington State Department of Corrections.  | Lacked Jurisdiction                 |
| 240. | A loved one of the incarcerated individual reports that they completed a marriage packet last year, but it was not accepted due to the loved one's past criminal history.  | 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 Involvement     |

### **Washington State Penitentiary**

|      |   |  |                                     |
|------|---|--|-------------------------------------|
| 241. | Incarcerated person reports that their gratuity check was less than they were expecting and asks for clarification on how gratuity is calculated. Also asks to have back pay granted. No Resolution Response has been filed for this complaint. | 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. | Incarcerated person reports they were attacked by their cell mate and want DOC staff to infract the person with a 633.  | 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 incarcerated person has not reported the issue in writing to appropriate DOC staff. | Administrative Remedies Not Pursued |

|   |  |                                     |
|---|--|-------------------------------------|
| 243. Incarcerated person reports video visits are being canceled with little or no notice and he is not being re-credited/refunded for the canceled visits.                                       | 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 could not identify a resolution request related to this issue on file with DOC. | Administrative Remedies Not Pursued |
| 244. Incarcerated person reports DOC staff are looking at them weird when they are going to shower. Person reports they will file a PREA but has not yet filed a PREA on the staff member.        | 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 person has not filed a PREA report related to this concern.                         | Administrative Remedies Not Pursued |
| 245. Incarcerated person reports they were infraacted for something they did not do. The incarcerated person did not appeal the infractions.  | 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 |
| 246. Incarcerated person reports an issue with a member of DOC staff. The incarcerated person has not informed DOC of the issue via the Resolution Program yet.                                   | 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 |
| 247. The incarcerated individual asked the OCO to review every infraction they have been found guilty of over a certain period of years.  | The OCO has declined to investigate this complaint as permitted by WAC 138-10-040(3)(g). The OCO does not have the resources to review every infraction an individual has received over a certain period of years.   | Declined                            |
| 248. The individual reports that there is no way for people in prison to report a crime that occurred in prison to the local police, as they will not accept calls from incarcerated individuals. | The OCO lacks jurisdiction to investigate this complaint because the complaint relates to an action taken by an agency other than the Washington State Department of Corrections.  | Lacked Jurisdiction                 |

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