

**UNEXPECTED FATALITY REVIEWS: 2**

**CASE INVESTIGATIONS: 146**

- Assistance Provided - 14
- Information Provided - 49
- DOC Resolved – 18
- Insufficient Evidence to Substantiate - 12
- No Violation of Policy - 43
- Substantiated - 10

**INTAKE INVESTIGATIONS: 71**

- Administrative Remedies Not Pursued - 52
- Declined - 9
- Lacked Jurisdiction - 8
- Person Declined OCO Involvement - 2
- Person Left DOC Custody Prior to OCO Action - 0

Resolved Investigations: **219**

Assistance or Information Provided in  
**OVER 43%**  
of Case Investigations

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>	<b>Total</b>
<b>Unexpected Fatality Review</b>	The incarcerated person died unexpectedly, and the death was reviewed by the unexpected fatality review team, as required by RCW 72.09.770.	2

<b>Assistance Provided</b>	The OCO achieved full or partial resolution of the person's complaint.	14
<b>Information Provided</b>	The OCO provided self-advocacy information.	49
<b>DOC Resolved</b>	DOC staff resolved the concern prior to OCO action.	18
<b>Insufficient Evidence to Substantiate</b>	Insufficient evidence existed to substantiate the concern.	12
<b>No Violation of Policy</b>	The OCO determined that DOC policy was not violated.	43
<b>Substantiated</b>	The OCO verified the concern but was unable to achieve a resolution to the concern.	10

<b>Administrative Remedies Not Pursued</b>	The incarcerated person did not yet pursue internal resolution per RCW 43.06C.040(2)(b).	52
<b>Declined</b>	The OCO declined to investigate the complaint per WAC 138-10-040(3).	9
<b>Lacked Jurisdiction</b>	The complaint did not meet OCO's jurisdictional requirements (typically when complaint is not about an incarcerated person or not about a DOC action).	8
<b>Person Declined OCO Involvement</b>	The person did not want the OCO to pursue the concern or the OCO received no response to requests for more information.	2
<b>Person Left DOC Custody</b>	The incarcerated person left DOC custody prior to OCO action.	0

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

**MONTHLY OUTCOME REPORT  
APRIL 2023**

COMPLAINT SUMMARY	OUTCOME SUMMARY	CASE CLOSURE REASON
<b>UNEXPECTED FATALITY REVIEWS</b>		
<b>Monroe Correctional Complex - TRU</b>		
<p>1. Per RCW 72.09.770, the OCO formally requests that the incarcerated individual's death be referred for an unexpected fatality review.</p>	<p>This case was reviewed by the unexpected fatality review team. 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. UFR-23-003 is publicly available on the DOC website.</p>	<p>Unexpected Fatality Review</p>
<b>Washington Corrections Center</b>		
<p>2. Person is concerned that DOC did not do enough to prevent a suicide from happening. Person says the individual was on suicide watch but was left alone. Staff removed the individual's roommate and only did three walkthroughs per day. Person further states he is traumatized from the situation and hopes DOC provides counseling to those who may need it.</p>	<p>This case was reviewed by the unexpected fatality review team. 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. UFR-22-032 is publicly available on the DOC website. The OCO confirmed that this individual was seen by a mental health provider after filing a complaint with this office.</p>	<p>Unexpected Fatality Review</p>
<b>CASE INVESTIGATIONS</b>		
<b>Airway Heights Corrections Center</b>		
<p>3. Person reported that his Securus tablet is broken, and that he contacted Securus on the kiosk to get a replacement but has not heard back from them.</p>	<p>The OCO provided assistance. The OCO reached out to the Securus Liaison at the facility and now the individual is on the callout for the Securus exchange day.</p>	<p>Assistance Provided</p>
<p>4. Person reported having two negative Behavioral Observation Entries (BOE) that he wants removed from his record. Person stated that he is going in front of the Indeterminate Sentencing Review Board in June and is concerned about the negative BOEs limiting his opportunities for release. Person stated that he appealed one of the BOEs and did not receive notice of the other BOE until after the appeal timeframe.</p>	<p>The OCO provided assistance. The OCO reviewed the BOEs and found that they were from 2022. The OCO reached out to the Correctional Program Manager (CPM) and asked if they would review the BOEs and consider an appeal. The CPM reviewed both BOEs, found the first to be appropriate and within policy, and found the second to not be descriptive enough. The CPM was willing to have staff amend the text of the second BOE to better describe what occurred but was not willing to hear an appeal because it</p>	<p>Assistance Provided</p>

		was almost a year old.	
5.	Incarcerated individual reports a DOC staff member is engaging in misconduct and the individual wants a keep separate between him and the staff. The individual has requested a keep separate from the DOC staff member and the staff he requested if from told him no. The individual was asked to try to work with the staff member.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO verified that DOC took administrative action and that the incarcerated individual will not have to interact with the staff member further.	DOC Resolved
6.	Incarcerated individual reports the unit has no resolution request forms or OCO Review Request forms. The individual requests OCO assist in getting these forms restocked	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO verified that the OCO forms have been ordered and will be arriving soon if they had not already. The OCO verified that DOC has restocked the resolution request forms in the unit also prior to OCO involvement.	DOC Resolved
7.	Person reported that he has been in administrative segregation for two months and is concerned about being held there long term as he waits for transfer. Person said the long stay has taken a toll on his mental health and does not understand why he was kept in administrative segregation at AHCC for so long.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed DOC records and saw that this individual was moved out of the administrative segregation unit at AHCC and transferred to a different facility.	DOC Resolved
8.	Person reports being held in segregation while awaiting transfer.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO was able to verify through DOC that the individual has been transferred and assigned a housing unit.	DOC Resolved
9.	Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the individual's disciplinary record and did not find one matching the described incident or date. It appears DOC dismissed the infraction.	DOC Resolved
10.	Incarcerated individual expressed concerns about staff misconduct and an infraction they received.	The OCO reviewed the infraction and did not find that it was correlated to the retaliation concern and the infraction investigation was conducted according to policy. The OCO was able to confirm DOC took administrative action regarding the staff conduct.	Information Provided
11.	Person reported that he owned his old JPay tablet, and that the facility was supposed to send the tablet to his family, and that he needed to write a letter to Securus along with his	The OCO provided information. The OCO reached out to the DOC Securus liaisons at multiple facilities, who confirmed that the tablets were sent to Securus' facility in Texas to be refurbished and wiped of their data	Information Provided

	<p>property disposition. Person then found out the tablets were sent to Securus in Texas. Person said he was told the tablet would be sent to his family within four to six weeks, but it has already been longer than that. Person said his concern is that DOC never told individuals they would send the tablets to Securus.</p>	<p>before being sent to the families of incarcerated individuals. The OCO verified that Securus' deadline to distribute the tablets to the families is in late 2023. The OCO has been monitoring the transition from JPay to Securus.</p>	
12.	<p>The individual reports that the DOC is illegally collecting deductions from his trust account. The individual reports he was found indigent as documented on his Judgment &amp; Sentence order and therefore the DOC cannot collect Cost of Incarceration (COI) deductions.</p>	<p>The OCO provided information regarding the DOC collecting cost of incarceration from deposits made to individual's accounts pursuant to RCW 79.09.111 and 72.09.480. No deductions from deposits will draw an individual's account below the indigent standard as defined in 72.09.015(15), which is \$25 dollars. The OCO spoke with the DOC Trust Account Accounting Manager who reports that the DOC does not collect COI as defined by those statutes, i.e., COI, which may or may not be ordered on an individual's J&amp;S. DOC staff report they only collect Legal Financial Obligations as ordered on the J&amp;S, and COI is not a component of LFO for these purposes. This office reviewed the individual's Judgment and Sentence, and they were found indigent per RCW 10.101.010, however, this is limited to expenses specially incurred by the state in prosecuting the defendant or in administering the deferred prosecution program under chapter 10.05 RCW or pretrial supervision. This office encouraged the individual to reach out to DOC records if he would like to receive detailed information regarding what deductions are being taken from his account.</p>	Information Provided
13.	<p>The individual reports that the DOC is illegally collecting deductions from his trust account. The individual reports he was found indigent as documented on his Judgment &amp; Sentence order and therefore the DOC cannot collect Cost of Incarceration (COI) deductions.</p>	<p>The OCO provided information regarding the DOC collecting cost of incarceration from deposits made to individuals' accounts pursuant to RCW 79.09.111 and 72.09.480. No deductions from deposits will draw an individual's account below the indigent standard as defined in 72.09.015(15), which is \$25 dollars. The OCO spoke with the DOC Trust Account Accounting Manager who reports that the DOC does not collect COI as defined by those statutes, i.e., COI, which</p>	Information Provided

		<p>may or may not be ordered on an individual's J&amp;S. DOC staff report they only collect Legal Financial Obligations as ordered on the J&amp;S, and COI is not a component of LFO for these purposes. This office reviewed the individual's Judgment and Sentence, and they were found indigent per RCW 10.101.010, however, this is limited to expenses specially incurred by the state in prosecuting the defendant or in administering the deferred prosecution program under chapter 10.05 RCW or pretrial supervision. This office encouraged the individual to reach out to DOC records if he would like to receive detailed information regarding what deductions are being taken from his account.</p>	
14.	<p>Person reported filing a resolution request about not being given his heart medication, and that the initial DOC response stated incorrect information about the incident. Person reported that he did not receive his medication until he went to the ER after his heart stopped. Person said he is releasing soon and requested information about how to follow through with the resolutions process after release.</p>	<p>The OCO provided information about continuing the resolutions process after release. The OCO reviewed the resolutions request and reached out to the resolutions program at the facility, who confirmed that this individual has the right to continue the resolutions process after release, and that he can appeal the resolutions request to DOC Headquarters through the mail.</p>	<p>Information Provided</p>
15.	<p>Person reported that the population was told their old JPay tablets would be sent to their families when the facility transitioned to Securus. Person stated that now they are being told DOC is keeping the old tablets. Person said he purchased the tablet and wants to know why he cannot keep it. Person has submitted several help tickets with Securus, and Securus says that he needs to reach out to DOC because they do not have the old tablets, but DOC says Securus does have the tablets in a warehouse. Person reported that there was a memo in his unit that stated that the families would receive Amazon Kindles rather than the JPay tablets.</p>	<p>The OCO provided information. The OCO reached out to the DOC Securus liaisons at multiple facilities, who confirmed that the tablets are currently at Securus' facility in Texas to be refurbished and wiped of their data before being sent to the families of incarcerated individuals. The Securus liaison at this facility also confirmed that Securus did tell DOC the families would receive Amazon Kindles, and then later stated that was false. Securus then confirmed that they would send the refurbished tablets to the families. The OCO verified that Securus' deadline to distribute the tablets to the families is in late 2023. The OCO has been monitoring the transition from JPay to Securus.</p>	<p>Information Provided</p>
16.	<p>The individual reports that the DOC is</p>	<p>The OCO provided information regarding the</p>	<p>Information</p>

	illegally collecting deductions from his trust account. The individual reports he was found indigent as documented on his Judgment & Sentence order and therefore the DOC cannot collect Cost of Incarceration (COI) deductions.	DOC collecting cost of incarceration from deposits made to individuals' accounts pursuant to RCW 79.09.111 and 72.09.480. No deductions from deposits will draw an individual's account below the indigent standard as defined in 72.09.015(15), which is \$25 dollars. The OCO spoke with the DOC Trust Account Accounting Manager who reports that the DOC does not collect COI as defined by those statutes, i.e., COI, which may or may not be ordered on an individual's J&S. DOC staff report they only collect Legal Financial Obligations as ordered on the J&S, and COI is not a component of LFO for these purposes. This office reviewed the individual's Judgment and Sentence, and they were found indigent per RCW 10.101.010, however, this is limited to expenses specially incurred by the state in prosecuting the defendant or in administering the deferred prosecution program under chapter 10.05 RCW or pretrial supervision. This office encouraged the individual to reach out to DOC records if he would like to receive detailed information regarding what deductions are being taken from his account.	Provided
17.	Individual reports that he submitted a grievance and was threatened in the response from DOC. Individual states the officer who was the subject of the grievance was also the person who responded to it.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO was able to verify the officer named in the grievance is not the officer who responded to his grievance form submitted by the incarcerated individual about their concern. The officer named in the grievance attempted an informal resolution the individual refused.	Insufficient Evidence to Substantiate
18.	Incarcerated individual reports that DOC is holding mail that his sister sent to him which includes xerox copies of documents and forms he needs to complete a legal filing which has a deadline that is approaching.	The OCO reached out to DOC and verified that the documents in question have been intercepted by DOC and will not be given to the incarcerated person as they pose a verified security threat to the safety and security of the facility. The OCO reviewed the evidence used to make this claim and found that there is no violation of policy.	No Violation of Policy
19.	Patient reports he was infraacted for WAC 716 after receiving a medication at the incorrect time. He received the medication at noon pill line, it was	The OCO was unable to substantiate there was a violation of policy by DOC. The pills were discovered after the patient was asked to stand for search after leaving pill line. This	No Violation of Policy

	ordered for morning and evening pill line. He states there was no way he could have checked the medications from the morning, as custody does mouth checks.	medication is pill line only and must be taken when administered under supervision. If the medication was offered at the incorrect time, it is the patient's responsibility to decline the medication. Taking this medication away from pill line violates WAC 716.	
20.	The incarcerated individual reports that they have previously been assaulted in a four-person cell but recently placed in a four-person cell. The individual reports that they should not be in a four-person cell because they have a minimum custody level and identify as LGBTQ.	The OCO was unable to identify evidence to substantiate there was a violation of policy by the DOC. This office found that the individual was assigned a cell per DOC 420.140, Cell/Room Assignment. The individual was released from administrative segregation and temporarily housed in a four-person cell and the OCO was not able to find any evidence that there were safety issues. The OCO confirmed that the individual has since been moved to a two-person cell.	No Violation of Policy
21.	Person reports being charged a co-pay for a medical emergency. He states he had a medical call-out that day and should not have been charged.	The OCO was unable to substantiate there was a violation of policy by DOC. The OCO verified the encounter origin for the date of the charge was a patient declared emergency. There was no other medical appointment scheduled for that day. The copay was charged within policy DOC 600.025 Health Care Co-Payment Program.	No Violation of Policy
22.	Person reported that he should have been released two years ago but he is still being held in custody. Person said that the Indeterminate Sentence Review Board (ISRB) falsely interpreted two 20-year sentences as a life sentence.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO reviewed court documents from this individual's judgment and sentencing and documents from ISRB hearings and found that this individual was sentenced to two consecutive life sentences by the court, and that 20 years was the minimum for each sentence. This person is under ISRB jurisdiction, who is within policy to add time to his sentence or confine him to the maximum sentence. DOC 320.100 II A. states that "The Board will set minimum terms of confinement consistent with the purposes, standards, and sentencing ranges per RCW 9.94A and RCW 9.95.040" and RCW 9.95.0002(8) states that "the members of the indeterminate sentence review board will possess and shall exercise independent judgment when making any decisions concerning offenders. These decisions	No Violation of Policy



		include, but are not limited to, decisions concerning offenders' release, revocation, reinstatement, or the imposition of conditions of supervision." This individual is scheduled to have an ISRB hearing to determine if he is releasable.	
23.	Patient reports that DOC overstepped their authority by assigning him to a four-person cell. He states he was authorized by medical to have a low bunk, low tier Health Status Report (HSR). He states DOC staff refused to check if he had an active HSR.	The OCO was unable to substantiate there was a violation of policy by DOC. The patient does not have a Health Status Report for the reported accommodations. Assignment to a four-person cell does not violate a low bunk or low tier HSR, as there are lower bunks in those cells. The patient is currently assigned a lower bunk. Additionally, the elements for WAC 724 infraction were met. The patient did refuse housing assignment and he did not appear for his infraction hearing or appeal the infraction.	No Violation of Policy
24.	Incarcerated individual reports staff conducted an unauthorized training using OC spray and he is still experiencing symptoms after exposure. The individual requests the OCO investigate this matter and expose the illegal behaviors performed.	The OCO was able to substantiate this concern and this office provided the individual with information about how to file a tort claim to be compensated for exposure to OC spray. The OCO verified DOC has taken administrative action to address the unauthorized training. DOC has agreed to waive any medical copays related to ongoing care needed as a result of this incident.	Substantiated
25.	Person reports they prevailed on a grievance in 2019. When the same issue happened again the grievance was denied.	The OCO was able to substantiate this concern but was not able to achieve a resolution. The OCO was able to see the previous concern was substantiated by DOC. The second resolution request was denied due to the handbook being revised in December 2019. While the language regarding the dress code did not change, DOC upheld the denial due to the revision. DOC did agree that it should not have a negative impact on the individual's record.	Substantiated
<b>Cedar Creek Corrections Center</b>			
26.	Incarcerated individual expressed concerns about doing a UA (urinary analysis) with a faulty cup and having it sent out to the lab rather than being given a new UA. The lab results tested positive, and the individual was infringed.	The OCO reviewed the infraction and appeal narrative and found there is evidence to substantiate the infraction as substantiated by a lab test.	No Violation of Policy
27.	Patient reports he was transferred for	The OCO was unable to substantiate there	No Violation

	dental care. He was initially told it would just be a one-day trip to Shelton but was transferred and assigned to a different facility. He states he does not have pressing dental concerns, only needs a tooth pulled. He has signed a refusal form for dental care in hopes of getting sent back to his original camp.	was a violation of policy by DOC. DOC has designated the patient as a D3 which is not appropriate for a stand-alone camp setting. Stand-alone camps do not have access to dental care. The patient was transferred by a DOC Headquarters decision to a co-located facility. Per DOC 610.110 Transfer of Individuals for Health Reasons, transfer decisions will be based on required medical, mental health, or dental treatment that is beyond the scope of the current facility's resources.	of Policy
28.	Patient reports being transferred due to medical reasons, despite attempting to decline further care. He is requesting to be allowed to stay in camp so he may work with DNR.	The OCO was unable to substantiate there was a violation of policy by DOC. DOC has designated the patient as a D3 which is not appropriate for a stand-alone camp setting. Stand-alone camps do not have access to dental care. The patient was transferred by DOC Headquarters decision to a co-located facility. Per DOC 610.110 Transfer of Individuals for Health Reasons, transfer decisions will be based on required medical, mental health, or dental treatment that is beyond the scope of the current facility's resources.	No Violation of Policy

### Clallam Bay Corrections Center

29.	Person has completed all of the required programs as outlined in the max custody program agreement, but he is being denied release from the IMU to general population. Person states he is still being labeled as STG, although he has not been actively involved in gangs for years, and that is the reason for denial to general population and approval for out of state transfer.	The OCO met with this individual on multiple occasions and met with the DOC Executive Leadership team to inquire about his placement. After reviewing DOC records, this office substantiated that this individual has not had any disciplinary issues in recent years. He was removed from the out of state transfer list and the DOC agreed to create a custody facility plan with a step process to move him back to general population.	Assistance Provided
30.	The incarcerated individual reports he was promoted and scheduled to transfer to a different, lower custody facility. After the transfer was approved DOC did not transfer him. The individual requests the OCO investigate the delay in transfer.	The OCO provided information regarding the transfer delay. The OCO spoke with DOC staff who shared that, due to safety concerns, the individual's transfer was delayed. The OCO confirmed the individual has been transferred.	Information Provided
31.	The incarcerated individual reports concerns being on IMU level two and his release planning. The individual	The OCO provided information regarding the individual's most recent Custody Facility Plan (CFP) and Release Plan (ORP). This office	Information Provided

	reports that he is waiting for approval for GRE and whether he will be able to have IMU level three while waiting for GRE approval.	confirmed that the individual is now at IMU level three. The OCO confirmed that the individual is eligible for GRE and his ORP has been approved.	
32.	Patient reports being taken off his mental health medications abruptly despite having been on the medication at that dose in the community. The patient believes this action was taken out of retaliation for filing a resolution request.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed the related resolution request which details the steps taken by DOC to review the patient's treatment plan. The dosage the patient had been receiving exceeded FDA recommendations for safe dosing. The patient was tapered off the medication and was offered alternative treatment, which was declined by the patient. The treatment plan was reviewed by the Director Mental Health and the Chief of Psychiatry and determined to be appropriate.	Insufficient Evidence to Substantiate

### Coyote Ridge Corrections Center

33.	The incarcerated individual was transferred to this facility for medical purposes and paid \$80 to have all his property shipped there. DOC communicated that he would be transferred, and he is upset because he wants to remain at this facility.	The OCO provided assistance. The DOC agreed that they could help transport this individual's extra boxes of property since the decision was out of his control. The OCO wrote this individual a letter explaining the DOC's decision and what the process will be.	Assistance Provided
34.	The incarcerated individual reports that there is an (1800) number he needs to use for the Internal Revenue Service (IRS). He reports that he is able to make the call on his tablet, but it is one automated system talking to another automated system, and he cannot fix this issue through Securus. This person was told by staff that the (1800) IRS number is approved for incarcerated individuals to use. However, no one can use it because of the way it is dialed on their tablets and then answered automatically by the IRS.	The OCO provided assistance by contacting DOC staff and explaining the issue. The DOC worked internally to make the (1800) usable for incarcerated individuals. The DOC and Securus have fixed the issue, and incarcerated individuals are able to use this number as intended to verify their identity.	Assistance Provided
35.	External person reports their loved one is wheelchair-bound and concerned that the facility cannot provide adequate ADA and medical care for his conditions. Person's resolution is to transfer the individual to another	Individual's Custody Facility Plan (CFP) review is upcoming. The OCO provided the person with information about attending and reporting concerns during CFP, and access to appeal decision within five days of the decision if they disagree with the	Information Provided

	facility.	outcome. The incarcerated individual can also submit a health services kite and file a DOC resolution request if there are medical or ADA concerns needing addressed.	
36.	The incarcerated individual reports issues with various issues with weight deck equipment at the facility.	The OCO provided information regarding measures the facility is taking to address the issues with the weight deck equipment. The facility has agreed to fix or replace equipment as budget allows, and remove any unsafe equipment as needed. The facility also reports that they are looking to buy some new equipment for the weight decks. The individual may contact recreation staff at the facility for updates on incoming weight equipment.	Information Provided
37.	Incarcerated individual reports he was denied transfer to the facility he wished to transfer to due to being unwilling to engage in behavioral programming many years ago. The individual reports he did not deny the programming and is willing to participate.	The OCO provided the individual with information about how to be reassessed for treatment and next step available to him to transfer at his next Custody Facility Plan (CFP) meeting. The OCO found that the individual was not allowed to be assessed due to an administrative matter occurring at the time. The individual is now enrolled in some behavior programming and can work with their counselor to be assessed for the required treatment. The OCO provided information about how to be assessed for the treatment program.	Information Provided
38.	Person reports they received a rejection notice for funds a family member sent to them. DOC returned the funds to sender.	The OCO provided information regarding the reason DOC returned the funds to sender. Per Section II. E. of DOC 200.000 Trust Accounts for Incarcerated Individuals, “[f]amily, friends, and/or other persons may only deposit to more than one individual’s trust account or to any other account maintained by an approved vendor (e.g., media account) with Superintendent/designee prior approval.” The OCO was unable to verify the incarcerated individual was notified of the reason for the rejection.	Information Provided
39.	External person requests OCO speak with an incarcerated individual about witnessing staff conduct that affects others at the facility.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO spoke with the individual who did not have information that verified staff conduct.	Insufficient Evidence to Substantiate
40.	External individual reports poor treatment of an incarcerated individual by DOC staff. The external individual	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO has reviewed this concern and has not	Insufficient Evidence to Substantiate

	reports DOC staff make negative comments to the incarcerated individual, and they believe this stems from an incident that occurred at their previous facility involving staff.	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 individual's protected action but there must be evidence of a clear relationship between the two acts.	
41.	Person reported that he was sent to talk with mental health multiple times, but he did not request mental health assistance. DOC also denied his request to know who the DOC staff member(s) are that requested he be seen by mental health. Person states that his constitutional rights were violated because he was forced to see mental health staff.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. DOC 630.500 Mental Health Services Section II. A. 3. states, "Facility employees/contract staff will report mental health concerns." DOC 610.010 Patient Consent for Health Care states that health care providers must obtain informed consent before providing care. DOC staff are obligated to report mental health concerns, and the individual has the right to refuse services.	No Violation of Policy
42.	Person reported that he received a serious infraction for manufacturing contraband, and that at his hearing it was reduced to a general infraction. The next day he lost his job because of being found guilty of an alcohol or drug related infraction. Person appealed and grieved the loss of his job and feels that the job loss and other sanctions are not appropriate for a general infraction.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO reviewed DOC records of the infraction, and reached out to the Correctional Program Manager, who stated that policy requires termination for drug and alcohol related infractions, and that his infraction was only reduced because of the individual's good infraction history. The Correctional Program Manager also stated that the individual did admit to consuming alcohol, which the OCO verified in DOC records. DOC 700.000 Work Programs in Prison V. B. 1. states, "a guilty finding for a Category A serious violation or a drug-related violation will be grounds for immediate termination."	No Violation of Policy
43.	The incarcerated individual reports that he was denied Extended Family Visits (EFVs) with his wife. The individual reports that he is not eligible for the program because he would have to admit to charges that he is not guilty of, and therefore reports that he should be eligible for EFVs. The individual reports their appeals have been exhausted.	The OCO was unable to substantiate there was a violation of policy by DOC. Per DOC 590.100, Extended Family Visiting, Individuals with a sex offense listed in Attachment 2 will only be eligible for an EFV if screened through the required programming and approved by the EFV Review Committee. Programming unit employees/staff must determine the individual as amenable to the required	No Violation of Policy

		programming and the individual must participate when eligible. The individual was found to be not amenable to the required programming. The DOC does not have jurisdiction over the individual's charges or conviction.	
44.	The incarcerated individual reports DOC denied him and his wife Extended Family Visits (EFV) due to convictions from his juvenile record. The individual requests OCO review the EFV denial.	The OCO was unable to substantiate there was a violation of policy by DOC. The OCO reviewed the EFV denial and found the denial was due to a violated no contact order with a domestic violence indicator in his adult file. This decision complies with DOC 590.100 Extended Family Visiting which states that an "individual with any documented history/indicator of domestic violence will be excluded from EFV privileges" with the victim of the documented domestic violence and "persons with a like relationship to the individual as a victim (e.g., individuals who assaulted a spouse/state registered domestic partner, intimate partner) will be precluded from visits." The OCO confirmed juvenile records are not available in this individual's file for review and would not be considered in an EFV application.	No Violation of Policy
45.	The incarcerated individual reports he should be classified as minimum custody 2 (MI2) instead of his current classification of minimum custody 3 (MI3). The individual reports he does not like his current facility placement and would like to go to camp.	The OCO was unable to substantiate there was a violation of policy by DOC. The OCO reviewed the individual's Custody Facility Plan and found that DOC headquarters determined due to a lack of programming the individual needed to be classified as MI3. This practice follows DOC 300.380 Classification and Custody Facility Plan Review which states that "[c]ustody level designation will be based on the Custody Review Score (CRS). A CRS will be calculated based on [3.] [p]rogram behavior."	No Violation of Policy
46.	Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the infraction and found there is evidence to substantiate the infraction.	No Violation of Policy
47.	Person reports being held past his Earned Release Date (ERD). Person states he has multiple medical issues, and that being held past his ERD is causing hardship.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO reviewed DOC records and found they are actively working on a release plan and finding an approved address for release. DOC 350.200 Transition and Release states "[i]ndividuals requiring an approved	No Violation of Policy

		release address may be held in confinement up to the max date until an approved address is secured.” DOC is within policy to hold this individual past his ERD while securing an approved address.	
48.	Patient reports reoccurring flare-ups of pain that he has had treated with a specific medication in the past. His attempts to get the medication as a standing order have been denied by DOC Medical.	The OCO was unable to substantiate there was a violation of the DOC Health Plan by DOC. The OCO contacted DOC Health Services management and were informed the patient does not have an active order for the medication requested. The patient was seen by the Facility Medical Director (FMD). The requested treatment was added to the patient’s problem list as guidance for future providers. The FMD explained that each medical provider will use their clinical judgment to determine the treatment needed for this issue. The FMD also invited the patient to ask his provider to submit his request to the Care Review Committee (CRC).	No Violation of Policy
49.	Incarcerated individual expressed concerns about receiving an infraction for covering their window with paper.	The OCO reviewed the infraction and appeal narrative and found there is evidence to substantiate the infraction as the elements have been met by the individual’s actions.	No Violation of Policy
50.	External person reports that DOC has delayed their loved one’s D3 dental care for two years which has prevented his ability to receive partial dentures. They would like for their loved one to receive the care they need. The incarcerated person contacted the OCO to add that he is concerned he will have been delayed so long he will not be able to get his partials before he releases.	The OCO substantiated this patient’s concern. The OCO contacted Health Services management who informed this office the patient was already scheduled for a dental appointment. The OCO monitored the appointment on the appointment tracker, which was cancelled twice while being tracked. The patient is not able to get his partials before he releases to the community as a result of these delays. The OCO provided tort claim information to the patient. 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 (Chapter 4.92 RCW) to receive these claims.	Substantiated
51.	Person ordered contacts from Direct Contacts but they were denied by CRCC property. He has since moved to a new facility. He has not seen an optometrist yet; he is scheduled next	The OCO was able to substantiate this concern but was not able to achieve a resolution. OCO staff contacted Health Services Management and property staff to attempt resolution. The property sergeant at	Substantiated

	<p>month. His new facility is telling him 1-800 Contacts is the only approved vendor. CRCC has his contacts and is planning to destroy them 90 days following receipt. He has a kite from medical provider at Shelton saying to order them from a third party.</p>	<p>the patient's previous facility was unwilling to send the contacts to the patient's current facility. This decision by DOC was based on DOC 450.100, as the contacts were not ordered through a vendor that was approved by that facility. The OCO noted inconsistency in which contacts vendors are approved for different facilities. This concern has been elevated to DOC leadership. The OCO provided tort claim information to the patient as the issue was unable to be resolved before the disposition deadline. The patient will now have to reorder contacts through a vendor that is approved at his current facility.</p>	
52.	<p>The incarcerated individual reports that the facility frequently cancels yard due to weather or lack of staff. The individual states that often the reason for canceling yard does not make sense, as the weather is usually not extreme and there seems to be the usual number of staff. The individual says that yard has been canceled so often it feels like a special day when individuals get to go out.</p>	<p>The OCO was able to substantiate this concern. This office spoke with DOC staff at the facility who report that yard does get cancelled for safety reasons when the temperatures are too cold, or the grounds are too iced or snowed over. Yard is also sometimes canceled due to staffing issues. When the facility is short staffed, yard is usually the first area closed, as education and programming take priority.</p>	Substantiated
<b>Larch Corrections Center</b>			
53.	<p>Loved one called the OCO hotline to report incarcerated person was in a car accident while being transported by DOC.</p>	<p>The OCO provided information during initial hotline call to the incarcerated individual's loved one regarding how to file a tort claim. The incarcerated individual was advised in the closing letter to contact the OCO if he has any further concerns regarding his healthcare or access to treatment.</p>	Information Provided
<b>Monroe Correctional Complex</b>			
54.	<p>Incarcerated individual reports he has safety concerns at the facility DOC is going to transfer him to. The individual reports he has shared the concerns with DOC staff but is going to transfer very soon.</p>	<p>The OCO provided assistance. The OCO verified that the individual does have noted safety concerns at the facility he is going to transfer to. The OCO spoke with DOC staff to ensure they were aware of the safety concerns in his file and DOC agreed to create a new custody plan that addresses his safety concerns.</p>	Assistance Provided
55.	<p>Patient states he has been given several urinalyses while seeking medical treatment. He states medical staff are treating him as though he has</p>	<p>DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted Health Services management who informed this office the patient is</p>	DOC Resolved



	done something wrong. He reports being told he would have to give monitored UAs to be referred for an outside specialist. He has had multiple rounds of imaging that show the problem has existed and he is not faking his symptoms.	undergoing a work-up for the requested specialist referral. The patient has also been evaluated and started on medication for chronic pain management.	
56.	A loved one reports safety concerns regarding an incarcerated individual being transferred to Clallam Bay Corrections Center. The loved one and the incarcerated individual have contacted DOC staff expressing concerns for the safety and wellbeing of the individual.	The OCO provided information about requesting a courtesy move when he arrives at Clallam Bay Corrections Center and encouraged him to report the threat to his safety when he arrives so that it is documented. The OCO reviewed DOC records and the reasons that the incarcerated individual is being transferred and found that they are in compliance with DOC Classification and Custody Facility Plan Review 300.380.	Information Provided
57.	Person reports that staff will not provide him with legal manila envelopes and when they did, they cut the flap so they could search the legal mail.	The OCO contacted the facility regarding this concern. The OCO could not substantiate that the DOC is searching his legal mail.	Insufficient Evidence to Substantiate
58.	The incarcerated individual reports that part of the narrative in his Custody Facility Plan (CFP) is incorrect. He reports that the CFP mentions that he was intoxicated at the time of an incident, but he reports that he was not intoxicated and would have been given a drug/alcohol test and infracted if he was.	The OCO was unable to substantiate there was a violation of policy by the DOC. This office found that the individual CFP was completed per DOC 300.380, Classification and Custody Facility Plan Review. This office spoke with DOC staff who reported that there was some evidence that the individual was intoxicated the time of the incident, but due to safety and security concerns, officers determined that giving the individual a drug/alcohol test at that time could present additional risks. The OCO confirmed with DOC staff who completed the individual's CFP that this narrative did not change the outcome of his CFP, but rather they wanted the full incident documented. This office also confirmed that the DOC developed a new CFP after the individual contacted the OCO.	No Violation of Policy
<b>Monroe Correctional Complex - SOU</b>			
59.	The incarcerated individual reports that they are having difficulties reaching their attorney via phone for an upcoming court hearing.	The OCO provided information regarding the individual's upcoming court hearing. This office spoke with DOC staff who have spoken with the individual's attorney and report that they are working on rescheduling	Information Provided

		the court hearing. When the hearing is scheduled, the court or the individual's attorney should relay this information to the facility in order to make arrangements for the individual's attendance. The individual does have access to his attorney per DOC 590.500 Legal Access for Incarcerated Individuals, and he is able to write to his attorney regarding any questions or concerns.	
60.	The incarcerated individual reports that multiple pictures were sent to him via mail, and they were rejected for being sexually explicit. The individual reports that instead of appealing the rejection, he sent them to his attorney for further review.	The OCO was unable to substantiate the concern due to insufficient evidence. This office requested the photos in question to review, however, DOC Records reported that the facility does not have the rejected material itself, as the individual sent it out to his attorney. Therefore, the OCO could not substantiate whether the photos were rejected per policy.	Insufficient Evidence to Substantiate
61.	The individual reports concerns about going to medical and dental appointments without a keep separate from another incarcerated individual. He reports that there was an incident where the other person grabbed the individual's door and threatened him, and the individual has safety concerns.	The OCO was unable to substantiate there was a violation of policy by the DOC. This office reviewed the investigation of this concern, spoke with DOC staff at the facility, and reviewed DOC 320.180 Separation and Facility Prohibition Management. The OCO found that individual's concerns did not meet the requirements per policy for a separation status.	No Violation of Policy
62.	Person states they have a right to contact their family and attorney. Phones in the Close Observation Area were not working when they tried to make calls.	The OCO was able to substantiate this concern but was not able to achieve a resolution. Through correspondence with DOC, the OCO learned there were problems with the phone jacks in the Close Observation Area. Changes to the outside vendor disrupted phone service in the area at the time the individual was there.	Substantiated

### Monroe Correctional Complex - TRU

63.	External person reports that an incarcerated individual needs to be placed in single cell housing due to multiple medical concerns. Person says that facility medical providers have also made the recommendation and the request was submitted to the facility awaiting final approval from HQ. Incarcerated person was moved into the single cell until HQ HCSC	The OCO provided assistance by contacting Health Services Administration. OCO staff requested that the patient's single cell review be reconsidered. The original request had been recommended by medical providers but there were no medical staff present at the review. The DOC reviewed the request and agreed to a trial of the single cell assignment, to be reviewed at the end of the trial period.	Assistance Provided
-----	---	---	---------------------

	denied the request without explanation. The concern is that HQ is removed from the incarcerated individual's daily life and medical needs and cannot see what he struggles with.		
64.	Person states that her transgender housing request has been held up for months. The program manager cannot give her an update because she cannot find the request. It has gone through Multi-Disciplinary Team review already. She is requesting this office find where her request is in the process.	The OCO provided assistance. The OCO contacted several people at DOC to find the housing request. It was found to be waiting for final review after the MDT for several weeks. The OCO requested that the request be expedited due to the substantial delay. After the decision was delivered, OCO staff followed up with the Women's Division to determine next steps for the incarcerated person. DOC is currently making changes to the transgender housing policy that will include a more specific timeframe for responses to these types of requests.	Assistance Provided
65.	Patient reports he was approved for noise cancelling headphones through the ADA. DOC provided noise isolating headphones that he feels do not fully meet the requested accommodation as a temporary measure until the correct ones could be received. It has been a while since he last spoke to the ADA coordinator; he does not know if he will be given the correct headphones.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The patient was issued headphones that met the requirements of the Accommodation Status Report (ASR) per the statewide compliance manager. The patient has also been authorized to order a pair of headphones that work better for his needs.	DOC Resolved
66.	Incarcerated individual reports he was taken to the Intensive Management Unit (IMU) after he had an argument with staff. The individual reports OCO previously reviewed the concern and helped him transfer out of IMU. The individual requests the OCO investigate the staff actions and have them removed from their position.	The OCO provided information about the scope of this office's authority. The OCO shared actions taken to resolve the concern in the previous case. The OCO explained the scope of the actions this office is legally permitted to take.	Information Provided
67.	Person reported he was told he did not qualify for restoration of good time. Person states he did go 14 months without an infraction, which was required in his Good Conduct Time Restoration Pathway, and that his Custody Facility Plan review was conducted late. Person appealed the good time restoration denial but has	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO reviewed DOC records and found that this individual was infraction free immediately after being infraction free for 14 months and could not find evidence that he met the other behavior and programming requirements in his Good Conduct Time Restoration Pathway. DOC 350.100 Earned	No Violation of Policy

	not heard back.	Release Time Section E. states that time lost will be restored if the individual “[r]emains free from any serious violation” and “[f]ollows the requirements as outlined in the plan.”	
68.	Incarcerated individual reports after an incident at an offsite appointment, DOC is holding him past his release date. The individual is pending serious infractions and does not believe that DOC can hold him past his release date due to pending the infraction hearing.	The OCO was unable to substantiate there was a violation of policy by DOC. Per DOC 320.100 Indeterminate Sentencing Review Board, “[t]he Superintendent/ Reentry Center Community Corrections Supervisor/case manager, or the Headquarters Community Screening Committee will immediately notify the Board with a recommendation and supporting documentation per Attachment 1 when an individual... [w]ith a scheduled release date commits a serious violation.” The policy goes on to state that “[t]he Board will administratively review the material and make a determination to suspend the release date and schedule a Monohan hearing or take no action and maintain the prior decision.” Additionally, “[a] Monohan hearing will be held to determine if there is probable cause to cancel the release date and schedule another parole/release hearing.” The OCO verified the Board has suspended the individual’s release date pending a Monohan hearing.	No Violation of Policy
69.	Person states he received a one-year suspension from the resolution program and that the DOC has a permanent injunction prohibiting him from submitting more than two public records requests per calendar year. Further, he stated that the MCC -TRU law library previously let him make copies of policies at his own expense; however, in March 2023, he was told that he is no longer allowed to purchase the policies from the law library.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Per DOC Policy 509.500(V)(B), Legal Access for Incarcerated Individuals, law librarians may only make legal copies of an individual’s own pleadings. Recently, all law librarians state-wide were reminded by DOC Headquarters that the DOC law libraries do not provide copies of policies, kites, kiosk messages, etc., nor should the law librarian create documents to provide the requested document. Per policy, incarcerated individuals may view all unrestricted policies in the law library.	No Violation of Policy
70.	Person reported concerns with his custody points and classification. Person states that an infraction was overturned and that he should now be at minimum custody. Person stated	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO reviewed this individual’s custody facility plan and saw that the overturned infraction was not considered in	No Violation of Policy

	that he wants another Custody Facility Plan done as soon as possible so that his custody level can change. Person also reported concerns with the cellmates who have been assigned to his cell.	his custody points, and that his custody level is appropriate for his custody points, as described in DOC 300.380 Classification and Custody Facility Plan Review, Section V. The OCO verified that custody facility plans for this individual are being conducted within the six-month period, as per DOC 300.380 Classification and Custody Facility Plan Review, and that he is targeted for a custody promotion at his upcoming review. The OCO also provided information about requesting a different cellmate.	
71.	Incarcerated individual expressed concerns about not having a finalized pathway for the restoration of good conduct time despite complying with all requirements.	The OCO spoke to DOC about this concern multiple times and informed the individual that their good conduct time has been restored. However, the individual's resentencing has impacted the structure of how the good time will be given back. The OCO was able to substantiate that the individual did not have a plan done for several years.	Substantiated

#### **Olympic Corrections Center**

72.	Person wants to be transferred to a facility on the east side of the state to make visits easier for his wife and family.	The OCO provided information regarding facility transfers. Per DOC 300.380 Classification and Custody Facility Plan VII. Appeals b. Facility placement decisions cannot be appealed. Custody facility plan reviews are conducted every six months and the individual is advised to request a facility transfer at that time.	Information Provided
-----	---	--	----------------------

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

73.	Person reported concerns about false allegations being made about their loved one and other incarcerated individuals at a prison in Nevada. Person also expressed concerns about racism in the 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. The OCO provided information about contacting the Nevada Department of Corrections Inspector General to file a complaint.	Information Provided
-----	--	---	----------------------

#### **Stafford Creek Corrections Center**

74.	An incarcerated person called to report that another person is not getting proper mental health treatment.	The OCO provided the patient with information directly via mail, including an OCO complaint form and requested details of the concern. The anonymous complainant did not provide sufficient details for the OCO to take action on the complaint. The OCO requested the patient contact this office	Information Provided
-----	--	--	----------------------

		directly via hotline or mail if they are interested in OCO assistance.	
75.	Patient states they have been kiting medical services to receive hormone replacement therapy at multiple facilities for a few years. They state they have not received the medication at all.	The OCO provided assistance. The OCO discussed the Care Review Committee (CRC) decision with the Health Services management and Health Services Administrators to gain clarity around the reasons the patient had been denied for gender affirming treatment. The CRC decision did not specify which criteria the patient did not initially meet nor what actions were needed to meet those criteria. The patient was able to start treatment after being assessed by a new provider in a different facility.	Assistance Provided
76.	Incarcerated individual reports the toilet in his cell is clogged and will not flush.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO verified that the toilet in the cell is now flushing with no issues.	DOC Resolved
77.	Person reports that they need information on how to apply for gate money before they are released.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO was able to verify through chronological events noted in the individual's file that they are approved for gate money upon release.	DOC Resolved
78.	Incarcerated individual reports he does not currently have visitation with his child and has trouble accessing the resolution program due to a disability. The individual requests the OCO assist him in getting approval for his child to visit and accessing assistance with filing resolution requests.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO spoke with DOC staff who confirmed DOC will allow visits with his child however, he needs to continue to work with the courts to have the decision finalized. The OCO verified that individual does have assistance filing resolution requests and other documents with his classification counselor.	DOC Resolved
79.	The incarcerated individual reports concerns regarding criteria being used to limit vocational access at the facility. The individual reports that policy restricts HUB access and CI (Correctional Industries) jobs to individuals serving a 20+ year sentence.	The OCO provided information regarding the facility denying individuals HUB access and CI jobs. This office spoke with DOC staff at the facility who report that they recently stopped disqualifying individuals with a 20+ year sentence from HUB access, which includes positions such as maintenance and gardening. Currently, the facility's Operational Memorandum prevents individuals with a 20+ year sentence from working CI jobs.	Information Provided
80.	Person reports that he and his wife	The OCO provided information. The OCO	Information

	<p>were rejected from an Extended Family Visit (EFV), because DOC thinks his wife was married previously. Person and his wife were married prior to incarceration, but her name changed before that, so it looks like she had multiple last names.</p>	<p>reviewed DOC visiting correspondence and saw that DOC rejected the EFV application and requested more information. The OCO provided self-advocacy information about applying for an EFV again, and what information to provide to clarify the situation with DOC.</p>	<p>Provided</p>
81.	<p>Person reported that he meets the criteria for eligibility for Graduated Reentry (GRE) after having infractions taken off his record. Person reported concerns that he would not come up in the screening system because he was denied in the past due to those infractions.</p>	<p>The OCO provided information. The OCO reached out to DOC Headquarters and confirmed that this individual is in the queue to be screened for GRE and verified that the infractions were removed and provided this information to the individual.</p>	<p>Information Provided</p>
82.	<p>The incarcerated individual reports that all his commissary was taken after a room search because he does not have receipts. He reports copies can be found on the kiosk, but he does not keep all receipts, and DOC staff will not accept any kiosk receipts.</p>	<p>The OCO provided information confirming that all incarcerated individuals are required to maintain receipts for any commissary items they purchase.</p>	<p>Information Provided</p>
83.	<p>The individual reports that mailroom staff at the facility threw away the packing slip/invoice that was on the box of books he ordered. He reports that DOC should not have thrown away his property.</p>	<p>The OCO provided information regarding the investigation of the packing invoice he reports was thrown away by DOC staff. This office viewed the photocopy of the labels on the box, and this office was unable to determine whether there was an additional sheet of paper under the label. It is possible an oversight was made, and the invoice was thrown away. This office encouraged the individual to write to the company he ordered the books from and request a copy of the invoice be sent to him.</p>	<p>Information Provided</p>
84.	<p>Patient reports he was infraacted for not providing a UA even though he is on a medication that has side effects that impact the ability to produce urine on demand. He attempted to resolve the issue through medical and was denied. He feels he is being targeted to be removed from the facility and is requesting to be moved.</p>	<p>The OCO provided information to the patient about the process to correctly request a Health Status Report (HSR) that would allow for a different type of UA to be done. Patients must request the HSR for alternative UA methods through mental health. The patient is set to be transferred as requested, however the requested facility is not an option due to the patient's custody level.</p>	<p>Information Provided</p>
85.	<p>Individual requested help challenging a prohibited placement so they can be released to mainline.</p>	<p>The OCO provided information regarding why the individual had not been released to mainline at the facility. Due to their custody level changing the individual needed specific</p>	<p>Information Provided</p>

		housing.	
86.	Reports that there are unhealthy conditions at SCCC kitchen. Dishes are not being washed correctly and are not washed with soap. The drain is full of mold. There is mold in the dish pits and it's an unhealthy environment.	The OCO scheduled a visit to the facility after receiving this concern. The OCO did a walkthrough of the kitchen following the morning breakfast. The dish pit had been cleared and was being made ready for the noon meal, and had just been filled with sanitizer, detergent, and hot rinse. This office spoke at length with the dish pit crew, there is no mold anywhere in the dish pit. There were no corners filled with mold, or in dark areas under the sinks or on the rack behind the tubs. The floor was clean, swept and scrubbed, and the three dish pit crewmen said they use bleach spray on the area daily.	Insufficient Evidence to Substantiate
87.	Person states they were charged a co-pay for a follow-up doctors visit. Person feels that incarcerated individuals should not be charged for follow-up visits for ongoing issues.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Per DOC 600.025 B. Individuals will be charged a co-payment for all visits, except: 3. Health services visits initiated by a medical/mental health/dental provider, including follow-up visits scheduled at the request of a health care provider. The incarcerated individual requested the follow up visit and was charged a copay. The individual was advised if he feels he is entitled to a refund he can kite health services.	No Violation of Policy
88.	The incarcerated individual reports that he found an animal tooth in his food while he was eating his meal. The individual took a photo of the tooth using his tablet and showed the tooth to his counselor. The individual reports that he still has the tooth in his possession.	The OCO was able to substantiate this concern. All documentation was reviewed and the OCO confirmed that the DOC sent the documentation to Correctional Industries (CI) and a Customer Care Action (CCA) was initiated. A CCA is an internal investigation regarding the incident by CI Foods who will do a complete review of this issue. The individual was notified of next steps following reporting this incident to DOC staff. This office provided information 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.	Substantiated



## Washington Corrections Center

89.	Person reported being transferred out of another facility. Person reported that he has no infractions but has been in the receiving units for months and feels DOC is retaliating against him.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO verified that this individual was moved to the living units at Washington Corrections Center and is no longer in the receiving units.	DOC Resolved
90.	The incarcerated individual reports that he was told he can only work in Correctional Industries (CI) by his counselor. He reports that his counselor threatened to infract him if he did not work in CI. The individual reports that he has medical issues and needs to find a job that will accommodate his medical needs.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO confirmed that the individual's medical needs were addressed in his job placement, and he was approved for a suitable position. This office also confirmed that the individual did not receive an infraction for failure to seek/maintain employment or training.	DOC Resolved
91.	Person reported that his classification counselor has not responded to his kiosk messages or schedule to meet with him in person. Person has less than a year left and wants to start planning for his reentry as soon as possible.	The OCO reviewed DOC records and reached out to this individual's counselor, who stated that there has been a backlog of physicals in the Washington Corrections Center Receiving Unit, and that this individual needs to get his physical done before he can be classified.	Information Provided
92.	The incarcerated individual reports he was scheduled to transfer to a different facility. After the transfer was approved, DOC did not transfer him. The individual requests the OCO investigate the delay in transfer.	The OCO provided information regarding the transfer delay. The OCO spoke with DOC staff who shared that due to safety concerns the individual's transfer was delayed. The OCO confirmed the individual has been transferred.	Information Provided
93.	Incarcerated individual reports concerns with weight deck access. The individual reports individuals are being locked into the weight deck without supervision and without access to a bathroom. The individual requests the OCO help DOC reassess the weight deck process.	The OCO spoke with DOC staff and found weight deck in the gym is staffed and the staff are expected to check the weight deck regularly and allow individuals out to use the bathroom as needed. The OCO shared information with the individual about how to report concerns related to staff not completing this action by kiosking DOC staff or filing a resolution request.	Information Provided
94.	Person states he is on the lighter fare diet. He received a brochure for the lighter fare diet at another facility and was receiving the correct food without incident. When he was moved to WCC, the content of the meals changed. When he grieved, it they just sent him a menu rather than explain why he was not receiving the protein	The OCO provided information from DOC staff about the prescribed diet substitutions. The OCO contacted Health Services Management, who requested information from the CI Kitchen manager. The DOC does not have a strict menu of alternatives for the special diets. These alternatives can differ from facility to facility based on what is available.	Information Provided

	replacement items.		
95.	Person reports they have been in receiving for a long time. Would like to know when they will be transferred to another facility.	The OCO provided information regarding the individuals custody facility plan and how the decision was made for facility assignment. Delays in transfer were due to waiting for placement at designated facility.	Information Provided
96.	Person reported that he had custody points to go to camp or work release but sprained his ankle when he arrived at the receiving units and received a Health Status Report (HSR) stating he needed a wheelchair. When this person submitted his request for work release or camp during his Custody Facility Plan, it was denied because of the wheelchair HSR. Person has requested that medical remove the wheelchair HSR. Person reported being sent to Stafford Creek Corrections Center at Minimum-3 custody due to being in a wheelchair.	The OCO provided information about this individual's custody classification. This individual contacted the OCO and informed this office that the wheelchair HSR has been removed. The OCO reviewed this individual's Custody Facility Plan and reached out to his counselor, who confirmed that he is at minimum-3 custody because of missing details about his current offense, and that once those details are received, he may be considered for custody promotion. The OCO confirmed that this individual's counselor is actively working on obtaining these details. This individual has also appealed his Custody Facility Plan and is waiting for a response from DOC.	Information Provided
97.	Incarcerated individual reports the phones are out of service from 10:00 pm to 7:00 am. The individual has concerns about this because people are unable to access the Prison Rape Elimination Act (PREA) Hotline to report concerns. The individual reports he has shared this concern with staff and staff explain that individual can report concerns to them during that time if needed.	The OCO provided information about how to report concerns when the day room phones are off and shared information about the findings of the investigation. The OCO found phone lines are down from 10:00 PM to 7:00 AM because WCC does not have day room access for incarcerated individuals past this time. DOC staff shared with OCO that individuals can report concerns to the Correctional Officers working at night and can call the PREA hotline from their SECURUS tablets at any time. DOC staff report that this is a normal practice that was not implemented recently. The OCO shared the options for how to report PREA concerns during this timeframe.	Information Provided
98.	External person is requesting policy information regarding DOC's proposed changes to work programs in prison.	The OCO reviewed the request for information and found the following policies have been up for public comment since the date of the original outreach to this office: DOC 500.000 Education and Vocational Programs in Prisons Student Financial Responsibility (Attachment 1) & DOC 540.105 Recreation Programs in Prisons Draft Allowable In-Cell Items (Attachment 1). The OCO provided this information to the	Information Provided

		incarcerated person. Letter sent to incarcerated individual included this information.	
99.	External person reported an excessive use of force on her loved one.	The OCO contacted the Superintendent of this facility and asked for a review of the video and use of force packet. After a full review of the evidence available, the OCO could not substantiate an excessive use of force.	Insufficient Evidence to Substantiate
100.	Incarcerated individual expressed concerns about receiving an infraction and being placed in a holding cell for extended time without restroom access.	The OCO reviewed the individual's disciplinary record and did not see the infraction the individual referenced, as a result, it appears it was dismissed by DOC. The OCO reviewed the individual's administrative segregation placement plans as well as their grievances and did not see anything related to extended placement in a holding cell or concerns raised about staff misconduct and informed the individual, they must grieve the concern to a level two before the OCO is able to investigate.	Insufficient Evidence to Substantiate
101.	The incarcerated individual reports safety concerns at the facility he is located. The individual reports that the safety concern is with DOC staff as well as other incarcerated people and requests to be moved to protective custody until he is a lower custody level.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed the concern and was unable to locate evidence to support the individual reported the safety concern to DOC. DOC responded to the individual during incident of duress and housed him accordingly. The OCO verified that the individual was transferred to another facility and safety concerns were addressed at the new facility as well. This office verified the individual feels safe in his current unit and is awaiting more mental health care access. The OCO confirmed he is going to be seen by mental health soon and provided the individual with information about how to report safety concerns.	Insufficient Evidence to Substantiate
102.	Person reported complaint regarding DOC policy 450.300 Visits for Incarcerated Individuals, particularly video visits. Person reported that his fiancé was suspended from video visits for 30 days and was not given notice. Person said that DOC claimed she broke rules, and he is disputing if that is true. Person expressed that he thinks the policy for video visits should	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO reviewed the termination of visits, as well as a resolution request from the individual. DOC video visiting expectations state that "use of electronic devices" and "clothing that does not adhere to visit guidelines" is prohibited, and DOC found that the individual's fiancé broke those guidelines. DOC 450.300 does not	No Violation of Policy

	change, and that the guidelines for video visits should not be the same as visiting room guidelines.	require that a visitor be notified of suspension of visits. The OCO provided information on how to make recommendations on this policy when it is up for review because the OCO is unable to directly change policy.	
103.	Person reports DOC violated policy during their infraction hearing by losing the infraction appeal document and other administrative issues.	The OCO reviewed the individual's appeal, hearing documentation, DOC responses to this concern, and the previously closed OCO case about this issue. There was no violation of policy on behalf of DOC at the time of the initial OCO review. DOC supplied the individual with WAC and policy numbers to support their decision. Information was provided to the individual in the closing letter of the original OCO case. This office closed this case as No Violation of Policy as that was the initial outcome of the OCO case and the information provided by the incarcerated person in the new case did not change the outcome.	No Violation of Policy
104.	The incarcerated individual reports concerns about the conditions of confinement while in the receiving units. The individual reports that he had to sleep on the floor and was fearful of consequences if he did not accept the sleeping conditions.	The OCO was able to substantiate this concern. This office is aware of people being assigned a mattress on the floor in some cases and is working on preventing this from occurring in the future. The OCO confirmed that the individual had already been moved to another facility and assigned a bed after this concern was reported. This office provided information 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.	Substantiated

### Washington Corrections Center for Women

105.	Person reports not feeling safe after they were threatened.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO spoke with the individual and they reported DOC took action to ensure she felt safe in the unit.	DOC Resolved
106.	Person reported that she and other individuals were exiting the unit and walked through a sliding door behind someone else, and that an officer closed the door on her, injuring her	The OCO provided self-advocacy information about the resolutions process and encouraged her to contact the OCO when DOC responds to her resolutions request regarding the door. Per RCW 43.06C(2)(b),	Information Provided

	<p>shoulder. Person said DOC claimed that they could not see her on the camera coming through the door. Person said multiple people have been hit by the door. Person reported that she went to medical and that her shoulder is swollen, and she is in a lot of pain. Person's requested resolution for this situation was to file a lawsuit and get the door fixed.</p>	<p>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 cannot assist with litigation, but this office provided information about filing a tort claim. 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."</p>	
107.	<p>An external individual reports mixed gender staff are going into the bathrooms and other areas to perform tier checks.</p>	<p>The OCO was unable to substantiate there was a violation of policy by DOC. The OCO spoke with facility staff who explained that staff were directed to complete tier checks per policy which includes viewing bathrooms and all areas of the unit. This process is outlined in DOC 420.320 Searches of Facilities which states, "Cells/dorms/living areas will be inspected daily to ensure cleanliness and compliance with facility regulations and to identify any safety hazards."</p>	<p>No Violation of Policy</p>
108.	<p>An external individual reports mixed gender staff are going into the bathrooms and other areas to perform tier checks.</p>	<p>The OCO was unable to substantiate there was a violation of policy by DOC. The OCO spoke with facility staff who explained that staff were directed to complete tier checks per policy which includes viewing bathrooms and all areas of the unit. This process is outlined in DOC 420.320 Searches of Facilities which states, "Cells/dorms/living areas will be inspected daily to ensure cleanliness and compliance with facility regulations and to identify any safety hazards."</p>	<p>No Violation of Policy</p>
109.	<p>Incarcerated individual reports mixed gender staff are going into the bathrooms and other areas to perform tier checks. The individual reports that cross gender staff checking the bathrooms can be traumatic for incarcerated individuals.</p>	<p>The OCO was unable to substantiate there was a violation of policy by DOC. The OCO spoke with facility staff who explained that staff were directed to complete tier checks per policy which includes viewing bathrooms and all areas of the unit. This process is outlined in DOC 420.320 Searches of Facilities which states, "Cells/dorms/living areas will be inspected daily to ensure cleanliness and compliance with facility regulations and to identify any safety</p>	<p>No Violation of Policy</p>

		hazards.”	
110.	An external individual reports mixed gender staff are going into the bathrooms and other areas to perform tier checks.	The OCO was unable to substantiate there was a violation of policy by DOC. The OCO spoke with facility staff who explained that staff were directed to complete tier checks per policy which includes viewing bathrooms and all areas of the unit. This process is outlined in DOC 420.320 Searches of Facilities which states, “Cells/dorms/living areas will be inspected daily to ensure cleanliness and compliance with facility regulations and to identify any safety hazards.”	No Violation of Policy
111.	Patient reported that a video was recorded of her on a cellphone by a medical provider and there is no record of it or why it was done in her medical record. She has grieved and not received a response.	The OCO was able to substantiate this concern. The OCO contacted Health Services Management and Health Services Administrators who informed this office that an investigation was being completed by DOC. This office followed up with DOC at the completion of the investigation and were informed the incident occurred during a resolution interview, which would not have been documented as a medical evaluation. The video was taken on a state issued phone, which was confiscated for the investigation. DOC reported that corrective action was taken.	Substantiated

### Washington State Penitentiary

112.	Patient reports he has been delayed in receiving a cancer diagnosis and care. He was scheduled for an outside consult that was cancelled because DOC lost paperwork. The patient states he believes this was out of retaliation for filing a grievance.	The OCO provided assistance. The issues with scheduling priority medical services were elevated to DOC Leadership and Health Services Administrators. The DOC has started making changes to the scheduling program to better identify priority appointments and prevent same-name related mistakes. The OCO provided information to the patient regarding the reasons for his missed appointments. The OCO also confirmed the patient was scheduled for the necessary procedure and tracked the appointment for completion.	Assistance Provided
113.	The incarcerated individual reports that officers in the unit are opening legal mail and OCO mail without individuals being present. The mail is being given to people already opened. The individual reports that he spoke	The OCO provided assistance. This office spoke with DOC Headquarters staff responsible for mailrooms regarding this concern, who then addressed the issue with mailroom and unit staff at the facility to ensure that legal mail and OCO mail was	Assistance Provided

	with mailroom staff who said they did not give this directive, and the individual thinks officers in the unit decided on their own to open legal and OCO mail.	processed per DOC 450.100, Mail for Individuals in Prison. The individual also confirmed with this office that legal and OCO mail is now being processed per policy.	
114.	Individual does not understand what his release options are after resentencing.	The OCO provided assistance in regard to the incarcerated individual obtaining information about his sentence. The OCO requested that DOC provide the individual with a breakdown of his sentence information.	Assistance Provided
115.	The incarcerated individual reports that he submitted an ADA accommodation request by mail to DOC HQ and they claimed not to have received it. The individual reports that he resubmitted the ADA accommodation request and it was denied. He reports that he appealed the denial, and the DOC has not responded. The individual believes that this could be retaliation related to an issue involving a BOE.	The OCO provided assistance. This office spoke with the ADA coordinator at the individual's facility who agreed to speak with the individual regarding his ADA accommodation request. The ADA coordinator confirmed that they spoke, and the individual reported that he did not have any ADA requests at this time. The OCO recommended the individual speak with the ADA coordinator should he need accommodations in the future.	Assistance Provided
116.	Person wants to know if he's eligible for GRE. He does not want to release from IMU directly into the community after several years in prison.	The OCO contacted HQ classifications to inquire about a possible GRE placement. The DOC agreed to screen him, and he was found eligible for Track 1.	Assistance Provided
117.	Person requested the OCO gather information about his health so it could be documented.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The complainant notified the OCO via a hotline call that the issue had been resolved.	DOC Resolved
118.	The incarcerated individual reports programming staff at the facility are often not available facilitate programming. The individual reports the programming is required to be moved out of the Intensive Management Unit (IMU) and the lack of staffing is prolonging this process.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO spoke with DOC staff who shared that there were a few days in which programming was cancelled due to staff absence however this did not affect program completion. This office confirmed that the individual has since completed the program and he has been transferred out of the IMU.	DOC Resolved
119.	Person states DOC is miscalculating his earned release date. Person states DOC keeps filing resolution request extensions, but he has not received a response and he filed in October.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The individual filed appeals before his complaint was reviewed at each level causing delays. The individual did receive a response from the Superintendent regarding his earned release date. The person was informed the	DOC Resolved

		earned release date is determined prior to any loss of earned time or loss of good time. Infraction behavior will cause a loss of good or earned time.	
120.	Incarcerated individual reports safety concerns at the facility DOC reports they are transferring him to.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO found the individual does have a unit separatee with an individual at the facility he was transferred to, and it appears that the safety concern has followed to the unit the individual was transferring to. DOC has created a new plan and the individual will be transferring to another facility.	DOC Resolved
121.	Incarcerated individual reports he received a negative Behavior Observation Entry (BOE) for not attending school when he had a call out to be somewhere else. Requests OCO assist in getting the BOE removed.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed the individual's recent BOEs and found no BOE related to his event. It appears DOC removed the BOE prior to OCO involvement.	DOC Resolved
122.	Person reports their identity was stolen because courts failed to redact their social security number.	OCO staff were able to provide information to the individual at the time of the call to the OCO hotline to address the concern raised with OCO staff.	Information Provided
123.	Person reports that he had a diabetic attack and could not breathe or get up. He states when he could finally breathe, he asked his cellmate to get help. His cellmate was waving his arms and a towel and yelling for help. Person states that the officer arrived 45 minutes later. Also reports that the officer refused to give him water when he asked for it. He was eventually transported to the emergency room.	The OCO provided information to the patient regarding the steps taken by this office to notify DOC leadership of the issues discovered during this investigation. There was insufficient evidence to substantiate a delay in emergency response. The OCO was able to substantiate the medical emergency and identified opportunities for improvement in clinic staff follow-ups for medication compliance.	Information Provided
124.	Person reports they are scheduled to be transferred out of state; however, DOC is not giving them information on when the transfer will happen.	The OCO was able to provide information regarding the individual's transfer. The individual is scheduled to be moved soon, however, DOC will not disclose the exact date for safety and security reasons.	Information Provided
125.	The incarcerated individual reports that individuals in his unit are being served milk close the expiration date. The individual filed a resolution request regarding this and was told that the DOC would not serve milk past the expiration date. The individual says	The OCO provided information regarding concerns of sour milk. This office spoke with Food Services Manager at the facility who reported that there have been times when they received concerns of milk that may have gone sour, and the facility sent out replacements the same day to all the units	Information Provided



	that he has received sour milk multiple times and if a person does not check it right away, they won't be able to get a replacement.	concerned to ensure they still received good milk with their meal. DOC staff report that they serve milk several days prior to the expiration date on the carton, however, there have been occasions when the milk does not hold to the date on the label, and they issue fresh milk whenever they hear about this. The DOC reports that if sour milk is ever served, it is typically related to it not being kept cold until meal service, which could occur at any stage between it being shipped and received by the individual. This office encouraged the individual to alert DOC staff if he finds that he is ever served sour milk in order to receive a replacement and so the facility may take note of this occurrence.	
126.	Incarcerated individual called to request information about new Senate Bill 5101 related to extraordinary medical placement for incarcerated individual under the Department of Corrections.	The OCO researched Senate Bill 5101 (2023-24) and provided the individual with the current status of the bill and next steps in process.	Information Provided
127.	Person reports they were transferred from one facility to another and did not receive all his property. Person later followed up on his property with the OCO and informed the office his TV was broken and requested tort claim information.	The OCO was able to provide information regarding the individuals property. The OCO was able to verify via correspondence with the facility warehouse operator the individual had received his property. The OCO provided information on the tort claim process for the individual to follow up on for the damaged TV.	Information Provided
128.	Person reported that he was told at his previous facility that he could release with a housing voucher and that at his new facility, his counselor wants him to release to a clean and sober, Oxford, or faith-based community living. Person does not want those options and wants the housing voucher.	The OCO provided information about the Reentry Housing Assistance Program and Housing Vouchers. The OCO reviewed DOC documents and found DOC stated he is likely eligible for this program. The program provides vouchers for what they describe as "safe and secure housing" and has a list of DOC-approved transitional housing, that is mostly clean and sober, Oxford, or faith-based community living. This individual can also find an address with friends or family who is willing to accept the voucher.	Information Provided
129.	Person reports they received a list of contract attorneys, but no one is accepting new cases. Person requested access to a list of attorneys accepting new cases.	The OCO was able to provide information to the individual regarding contract attorneys. The OCO contacted the legal liaison at the facility and requested a list of attorneys accepting new cases and was informed they	Information Provided

		only have the list currently available, and no control over which ones accept new cases. The OCO spoke with the liaison to gather information for the incarcerated individual on how to navigate the law library and LexisNexis to research attorneys.	
130.	External person reports their loved one has been trying to get treated for an internal injury for over a year. He was finally seen by a provider after being sent out to the hospital. This person is requesting the contact information to reach the facility medical staff and for their loved one receive treatment for the injury.	The OCO provided information regarding contact information for the patient's facility. This contact information is also available on DOC's public website. The healthcare concern is already being investigated by OCO in a separate case.	Information Provided
131.	Incarcerated individual reports he was told by DOC headquarters that transferring to Eastern Washington was temporary and that he would be given an opportunity to transfer back to the western side of the state. The individual reports that staff have not helped him with things and have been harassing him for requesting assistance. The individual requests the OCO assist him in receiving a response from DOC about the staff conduct he reported, help him get a job and assist him in moving to the west side. The individual called and shared after his transfer he was not issued his property and requests assistance in accessing it.	The OCO provided the individual information regarding facility transfers and how to access employment. This office also verified that DOC resolved the staff conduct concern. The OCO shared with the individual that DOC headquarters explained to him that when his Facility Risk Management Team (FRMT) meetings are held, requests to transfer can be presented. DOC staff will then make a final decision based on multiple factors and they are never guaranteed. The OCO verified that DOC headquarters did not tell the individual that he would be able to transfer to the west side after temporarily being housed in Eastern Washington. This office also verified that the individual has been housed at a facility where he can complete necessary programming. The OCO also verified that the individual's property is at the facility he was transferred to.	Information Provided
132.	Incarcerated individual reports one of the day rooms in his unit is shut down so a program can meet. The individual requests the program moves to another space to do this.	The OCO provided the individual with information about the reason for holding the program meeting in the day room and how to request accommodations if unable to reach the upper day room. The OCO shared with the individual that day room access is not disrupted for more than 15 minutes and when this meeting occurs the upper dayroom says open. The OCO verified that DOC staff members are able to make accommodations for those not able to access the upper dayroom during this 15-minute closure.	Information Provided

133.	Individual states they were transported last year and still have not received their property from previous facility.	The OCO was able to provide information regarding the location of the individual's property. The OCO was able to verify the individual's property was transferred to current facility. The unit the individual was transferred to does not allow personal televisions for security reasons. The person's television is in long term storage at the facility.	Information Provided
134.	The incarcerated individual reports that he is not receiving timely responses to his resolution requests. The individual also says that incarcerated individuals have access to cleaning supplies for only 30 minutes per day, and he reports this is not enough time to clean.	The OCO provided information regarding response time to resolution requests and access to cleaning supplies. The entire resolution process is generally completed in 90 days, from initiating level I to level III, however, it may take longer in some cases due to rewrites, mail delays, extensions, or complicated reviews. Individuals may send a kite to the Resolution Specialist if they wish to inquire about the status of a resolution request. Individuals at the facility have access to cleaning supplies for 50 minutes. Due to safety and security concerns, cleaning supplies are secured at other times.	Information Provided
135.	The incarcerated person appealed a Behavior Observation three times since received in April of 2021. The person states it is inaccurate due to it saying he made threats and was demanding towards medical staff.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO met with Superintendent and reviewed BOEs associated with this incident. The OCO was unable to impact change due to not being able to confirm all of the BOEs on file.	Insufficient Evidence to Substantiate
136.	Incarcerated individual reports he went to segregation for voluntary protective custody and DOC staff shared that he would be transferred from the facility as a result. Instead, DOC transferred him to general population at the same facility. The individual reports his custody facility plan (CFP) was not complete at the time of his release from segregation and DOC released him to general population at a facility he does not feel safe in. The individual reports he was not provided an opportunity to appeal the custody facility plan decision and feels unsafe at the current facility. The individual requests the OCO speak with the facility and take him out of general population.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO was unable to substantiate the individual has any active separation or noted prohibition of being housed at the facility. DOC provided the individual with safety options in compliance with DOC safety protocols and the individual did not provide verifiable information therefore he was not placed into protective custody. The OCO spoke with DOC staff regarding the safety concern and DOC staff reported they have spoken with the individual and the concerns cannot be verified.	Insufficient Evidence to Substantiate

137.	Individual reports that they are being transferred out of state. The person does not want to be transferred out of state.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Per DOC 330.600, individuals under department's jurisdiction may be considered for a prison compact transfer for safety/security or compassion reasons.	No Violation of Policy
138.	Incarcerated individual expressed concerns about receiving an infraction after filing a PREA concern.	The OCO reviewed the infraction and PREA summaries and found no violation of DOC Policy. Per DOC Policy 490.860(V)(B)(2)(a), alleged victims are not subject to disciplinary action related to violating PREA policies except when the formal PREA investigation resulted in a determination that the allegation was unfounded, a 549 violation may be written and served upon completion of the investigation. In this instance, the PREA cases the individual filed were found to be unfounded and as a result, they could be infringed according to policy.	No Violation of Policy
139.	Incarcerated individual reports staff infringed him after an incident in the Close Observation Area (COA). The individual reports staff did not accurately describe the incident and would not allow him to be assessed by medical or mental health staff.	The OCO was unable to substantiate there was a violation of policy by DOC. The OCO reviewed the infraction and appeal narrative and found there is evidence to substantiate the infraction as the elements have been met based on the evidence from DOC staff testimony. The OCO verified the individual was assessed by medical staff after the incident occurred.	No Violation of Policy
140.	The incarcerated individual reports he is being blocked access from the DOC resolution program. He reports that staff are confusing resolution numbers which means that the concerns he is filing are not being properly investigated. The individual requests the OCO assist in having a new resolution specialist assigned to his resolution request investigations or have then retrained.	The OCO was unable to substantiate there was a violation of policy by DOC. The OCO reviewed the individual's resolution requests from 2022 to present and found the resolution requests were investigated and completed per the DOC Resolution Manual. The individual filed multiple resolution requests within a short time which can create confusion. This office shared with the individual that resolution specialists are not the investigators of all resolution requests and that the individual's resolution requests were investigated correctly.	No Violation of Policy
141.	Person reported being written up with a negative behavioral observation entry (BOE) in January 2023. Person said the writer of the BOE alleged something that the person said did not occur, and the person wants the video to be downloaded and kept so he can	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO reached out to the Correctional Program Manager (CPM) and explained that the individual was unaware of the appeal process and asked if the CPM was willing to review the BOE. The CPM said that	No Violation of Policy

	request it through public disclosure. Person said he was not aware of the BOE appeal process, and that it is now too late to appeal. Person filed a grievance to request a download of the video, but it was denied.	because it is past the timeframe in the policy, he will not review the BOE or hear an appeal. DOC Behavioral Observation Entry 300.010 H. states, "Individuals may challenge the content in a BOE by submitting a written request identifying the information the individual believes inaccurate/incomplete within 10 days of receiving notification of the BOE to the Correctional Program Manager (CPM)/Community Corrections Supervisor (CCS)." DOC 300.010 H. 2. also states that, "The CPM/CCS will make the final determination concerning content in a BOE and whether it will be updated, deleted, or remain the same."	
142.	Incarcerated individual reports he was directed to undress for a strip search after his work shift in an area that was not curtained off from other incarcerated individuals. The individual complied the first time, then the next day refused and was not able to go to work.	The OCO was unable to substantiate there was a violation of policy by DOC. The OCO reviewed the DOC investigation, specifically photos of the clean room and found the search area to have a privacy curtain and has been positioned to provide privacy during strip searches. The OCO verified based on the photos reviewed that DOC is in compliance with DOC 420.310 Searches of Offenders.	No Violation of Policy
143.	Person reports their custody facility plan review was conducted inappropriately and he would like a proper review.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. There was no evidence that DOC violated policy 300.380 while conducting the custody facility plan review. The OCO was able to verify the individual refused/waived appearance at his facility risk management review. It was noted in the custody facility plan the individual also stated to their counselor they were not interested in pathway for good conduct time restoration. The OCO advised the individual to participate in his next review.	No Violation of Policy
144.	Incarcerated individual expressed concerns about a 607 refusing UA (urinary analysis) infraction when they were unable to provide a sample during this time period.	The OCO reviewed the infraction and appeal narrative and found that the individual did not provide a valid reason (such as medical) as to why they were unable to provide the sample in one hour, the infraction was substantiated.	No Violation of Policy
145.	Incarcerated individual expressed concerns about DOC policy being violated when they were given a PREA	The OCO was unable to substantiate a violation of DOC policy. Per DOC Policy 490.860(V)(A), there is nothing that states	No Violation of Policy

	related infraction by a PREA investigator and when their appeal was handled by the Superintendent.	who the appropriate author of a PREA related infraction is to be. Per DOC Policy 460.000(IV)(G)(3)(a), appeals imposed for PREA related violations are to be handled by the Deputy Assistant Secretary, this policy was followed for this individual's infractions.	
146.	Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the infraction and appeal narrative and found there is evidence to substantiate the infraction as the elements have been met by the individual's actions.	No Violation of Policy
147.	Incarcerated individual expressed concerns about the sanctions they received for two infractions.	The OCO reviewed the infraction sanctions and found they are within policy according to the sanction guidelines in DOC Policy 460.050.	No Violation of Policy
148.	Incarcerated individual expressed concerns about an infraction they received.	The OCO reached out to the facility leadership to see if they would be willing to overturn/reduce the infraction, however, DOC was unwilling to reduce the infraction.	No Violation of Policy

#### INTAKE INVESTIGATIONS

##### Airway Heights Corrections Center

149.	Person reports their incarcerated loved one no longer feels safe at current 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
150.	Person reports they have a medical issue. Person reports that DOC doctor only gave him antibiotics and issue is ongoing. DOC doctor has not diagnosed him with a medical condition.	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. Individual was advised to send a medical kite or sign up for sick call to be seen by medical. The individual was also advised to file a grievance for this issue and to contact the OCO when they receive a level 1 response from DOC.	Administrative Remedies Not Pursued
151.	Person reports staff made comments to his visitor and were unprofessional during his scheduled visiting time.	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 Remedies Not Pursued

		administrative, or appellate process.	
152.	Person reports issues with staff conduct towards LGBTQ+ individuals.	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
153.	Person states some of his property was removed from his cell during a search. DOC told him items were taken as evidence.	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 will need to wait until after their infraction hearing is complete to appeal the outcome. The person can contact the OCO after receiving a decision to the appeal if they are not satisfied with the outcome.	Administrative Remedies Not Pursued
154.	Person reports wanting to transfer to another facility, however they were denied by DOC headquarters.	Per WAC 138-10-040 The Ombuds may decline to investigate any complaint or may close any investigation of any complaint for any of the following reasons: (d) The Complaint does not allege violation of policy, procedure, or law.	Declined

### **Cedar Creek Corrections Center**

155.	Person reported receiving an infraction regarding a urinalysis (UA) test and described issues with how the test was conducted.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
156.	Patient states that he was injured while working with DNR and was ordered physical therapy. He wants DOC staff to contact the Labor and Industries (L&I) Claims Manager. The patient is requesting that the L&I claims manager assist him in getting an MRI. The patient also reports he is not scheduled for all of the physical therapy appointments he is supposed to have.	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 reviewed the patient's consults and noted there were physical therapy appointments still scheduled.	Administrative Remedies Not Pursued
157.	The incarcerated individual reports his hobby box was stolen while staff	The OCO has reviewed the concern and decided to decline further investigation. Per	Declined

packed his belongings for his transfer to segregation. His counselor told him to file a tort claim, but he has not received the decision.

WAC 138-10-040 The ombuds may decline to investigate any complaint or may close any investigation of any complaint for any of the following reasons: The requested resolution is not within the ombuds' statutory power and authority. The OCO cannot reimburse the individual nor review the tort denial by DES.

**Clallam Bay Corrections Center**

158.	Person reports safety concerns regarding going to mainline at current 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. DOC investigated the individual's concerns and found no safety concerns. DOC is actively pursuing internal remedies to find suitable housing to address the individual's concerns.	Administrative Remedies Not Pursued
159.	Person reports they filed a public records request and did not receive the requested information.	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 advised to contact the OCO after they have utilized the resolution program and received a level II grievance response from DOC.	Administrative Remedies Not Pursued
160.	Loved one reports their incarcerated loved one received a major infraction for introduction, and they have nothing to do with it. Loved one reports they are now unable to have visits, write or have any contact with incarcerated loved one.	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 advised the individual to submit an infraction appeal and to contact the OCO after they have received a response from DOC.	Administrative Remedies Not Pursued
161.	Person states they were infraacted for not being able to produce a urine sample.	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	Administrative Remedies Not Pursued



the DOC internal grievance process, administrative, or appellate process.

**Coyote Ridge Corrections Center**

162.	Person reported that DOC has miscalculated his sentence and his Earned Release Date (ERD) because they are not counting time he served in county jail.	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
163.	Person reports their dental appointment was cancelled and that they feel they are not receiving proper dental care.	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 was advised to utilize the resolution program to resolve this matter.	Administrative Remedies Not Pursued
164.	Person reports they were injured on the grounds at previous facility due to grounds not being maintained properly. Person states DOC did not give him proper care and he has healed incorrectly.	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. Individual's grievance was informally resolved at level 0. The OCO advised the individual to kite medical and appeal the grievance to the next level if they are not satisfied with the informal outcome. The individual can follow up with the OCO if the issue is not resolved at level I.	Administrative Remedies Not Pursued
165.	Individual reports issues with Securus phone service for their incarcerated loved one. States that calls are being attempted thirty times before the call goes through. Believes calls are purposely being restricted.	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
166.	Person reports they received an infraction for being terminated from employment.	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	Administrative Remedies Not Pursued

---

individual was advised to file an appeal and contact the OCO after they have received a response to the appeal from DOC.

---

**Larch Corrections Center**

---

167.	Person states that their loved one is not safe due to the new tablets giving access to incarcerated individuals' sentence information.	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
------	--	--	---------------------------------

---

**Monroe Correctional Complex**

---

168.	Person reports DOC is retaliating against him.	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. Individual is advised to contact the OCO after they receive a level two response.	Administrative Remedies Not Pursued
------	--	--	-------------------------------------

---

**Monroe Correctional Complex - SOU**

---

169.	Person reports they are unable to access the law library and needs assistance with a record request.	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 is advised to use the resolution program and ensure that his complaint focuses on the law library access concern. If his concern is not resolved, he can contact the OCO once he has received a level II response from DOC. The OCO also provided information on how to submit a public records request to the Department of Corrections.	Administrative Remedies Not Pursued
------	--	---	-------------------------------------

---

170.	Person was infraacted for an incident involving another incarcerated person who is known by DOC staff to pick fights with others. Person does not feel safe continuing to live in the same unit and is requesting a keep separate order. Person says staff are waiting for a fight to happen.	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
------	---	--	-------------------------------------

---

171.	Person reports they were transferred and encountered sexual harassment. The individual would like OCO	Per WAC 138-10-040- The ombuds may decline to investigate any complaint or may close any investigation of any complaint for	Declined
------	---	---	----------

---

	assistance moving to another unit.	any of the following reasons: (d) The complaint does not allege violation of policy, procedure, or law. The OCO does not have the authority to move individuals from unit to unit. The OCO verified the individual's PREA claim is being investigated and that the individual was moved to a different unit.	
172.	Individual reports knowledge of alleged criminal activity and would like the Office of Corrections Ombuds to report to the FBI on their behalf.	Per WAC 138-10-040 The Ombuds may decline to investigate any complaint or may close any investigation of any complaint for any of the following reasons: a) Lack jurisdiction over the complaint. At a minimum, complaints should meet the requirements in RCW 43.06C.040 and be: (i) About an incarcerated individual; (ii) About an alleged department action; and (d) The complaint does not allege violation of policy, procedure, or law; (e) The requested resolution is not within the ombuds' statutory power and authority. Alleged criminal activity does not implicate DOC.	Declined
<b>Monroe Correctional Complex - TRU</b>			
173.	Person reported dental problems that have gone untreated for months at multiple facilities.	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
174.	Person reports a staff member made disparaging remarks about them moving into a unit.	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 is advised to utilize the resolution program and to contact the OCO after they have received a level II grievance response from DOC.	Administrative Remedies Not Pursued
175.	Person reported having a hernia that is not being treated by medical.	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

176.	Person filed a records request and states the whole request was not honored.	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. Individual was advised to follow up on rewrite request and the OCO provided the address to contact DOC public records office.	Administrative Remedies Not Pursued
177.	Person reported discrepancies with sanctions from an infraction. Person was told going out onto the patio was breaking sanctions when he was told earlier that he could go onto the patio because it was a part of the dayroom.	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
178.	Person would like information regarding graduated re-entry.	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 also provided information regarding who to contact for information on graduated re-entry.	Administrative Remedies Not Pursued
179.	Person reports they need an access assistant to help file resolution request.	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 advised the individual to contact their facility ADA coordinator and/or health services to make an appointment to request an access assistant.	Administrative Remedies Not Pursued
180.	Person reports DOC is keeping them separate from their friend. Person wants to be transferred to unit so they have their friend's support.	Per WAC 138-10-040 The Ombuds may decline to investigate any complaint or may close any investigation of any complaint for any of the following reasons: (d) The complaint does not allege violation of policy, procedure, or law.	Declined
181.	An incarcerated individual requested information on how to investigate an employee of the OCO. He also alleged that the Director of the Office of the	The OCO declined to advance this complaint beyond the intake investigation phase because the complaint does not allege a violation of [a Department of Corrections]	Declined

	Corrections Ombuds is violating his first and fourteenth amendment rights. Incarcerated individual requested that the Director of the OCO be removed from oversight into his complaints.	policy, procedure, or law.	
182.	Person reports safety issue with how corrections officers handle and store weapons.	The OCO has declined to review this concern. The OCO is required to establish priorities based on the limited resources available to the office. Per WAC 138-10-040- The ombuds may decline to investigate any complaint or may close any investigation of any complaint for any of the following reasons: (c) The nature and quality of evidence. This complaint was made anonymously and the individual did not give the OCO enough information to conduct an investigation.	Declined

**Olympic Corrections Center**

183.	Person reports their incarcerated loved one is being forced to take classes that will extend the individual’s sentence.	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
------	---	--	-------------------------------------

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

184.	Individual reports that their Community Custody Officer is imposing several conditions on them that are against WAC and RCW.	The OCO lacks jurisdiction to investigate this complaint because the complaint does not involve a person committed to the physical custody of the DOC.	Lacked Jurisdiction
185.	Person is requesting copies of all OCO reports that came out since last summer (2022). Asks that we send copies of the OCO reports to him since he doesn’t have internet. He would like more information about Securus keeping music and games from JPAY on tablets and wants to know the cost for tablets under Securus and what their features are. Person also asked who the current OCO Director is and when OCO’s 2025 budget request is and what the budget will be and when this occurs.	This is a public records request. This request was forwarded to the OCO public records officer.	Declined
186.	Person reports he is on community custody and requested a county of origin change. Person states they have their own residence and would like to	The OCO lacks jurisdiction to investigate this complaint because the complaint does not involve a person committed to the physical custody of the DOC.	Lacked Jurisdiction

	stay there.		
187.	A loved one reported that an incarcerated individual was held under the wrong name in a Baltimore, Maryland jail and experienced abuse and neglect.	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
188.	Person reports their incarcerated loved one is having an issue with staff conduct while in Grant County Jail.	The OCO lacks jurisdiction to investigate this complaint because the complaint does not involve a person committed to the physical custody of the DOC.	Lacked Jurisdiction
189.	Person reports concerns regarding Clallam County Jail.	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
190.	Person reports while they were sexually harassed while being held at Pierce County Jail. Person states jail staff also gave her the wrong medication and she almost died.	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
191.	Person reports that the Washington State Bar Association is proacting barred penal policy under a false litigant under statute RCW 9.94A.030 with DOC penal colonies thus unconstitutional.	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

### **Stafford Creek Corrections Center**

192.	Person reports that they were hired for a job in the unit and their hours are not being documented properly.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
193.	Person reported receiving a letter from his sister. Person stated he has a no-contact order with his sister and should have never received that letter.	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
194.	Person states they received forty hours of extra duty. He was told he could only complete the extra duty hours with the officer that gave him the extra duty time.	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 Remedies Not Pursued

		administrative, or appellate process.	
195.	Person reports they were infracted for burning incense and given forty hours of extra duty.	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 advised to appeal the infraction and to contact the OCO after they have received a response from DOC.	Administrative Remedies Not Pursued
196.	Person states the multipurpose room at the facility is always locked. Person states it should only be locked during the hours the dayroom is locked.	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. DOC responded to the individual's complaint and informed the person this issue is being investigated. DOC cited the individual's job description which states one of the job duties is to keep the door locked at all times. The OCO informed the individual they have the option to request a referral for a change in work assignment. The individual was advised to contact the OCO once they receive a level II grievance response from DOC.	Administrative Remedies Not Pursued
197.	Person reports issues with his medical concerns not being addressed.	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. Individual was advised to contact the OCO after he has received a level I response from DOC.	Administrative Remedies Not Pursued
198.	Person states DOC medical keeps taking money from him under false pretenses.	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 was advised to contact the OCO after they receive a level II response from DOC.	Administrative Remedies Not Pursued

		The OCO provided information regarding kiting medical and requesting a refund prior to OCO involvement.	
199.	Person reports they need an ADA accommodation for a typewriter because he is unable to write.	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. Individual was informed if the accommodation is denied they have the right to appeal the decision.	Administrative Remedies Not Pursued
200.	Person reports since Ramadan DOC has issued him food that is not consumable. DOC has issued sanctions, but individual has not received notice of the sanctions.	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

### Washington Corrections Center

201.	Person reported receiving an infraction regarding a urinalysis (UA) test.	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
202.	Person received an infraction for an incident he states he was not part of. Person requesting OCO help to get the infraction dismissed.	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. Individual is advised to contact the OCO after their infraction appeal hearing.	Administrative Remedies Not Pursued
203.	Person reports they received a major infraction. Person does not feel what occurred should be labeled as aggravated assault and should be reduced to regular assault.	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
204.	Person reports they received an infraction and would like assistance getting the infraction dismissed.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a	Administrative Remedies Not Pursued



		complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The individual was advised to appeal the infraction and contact the OCO after they have received a response from DOC.	
205.	Person reports they received an infraction and did not submit an appeal within the fifteen-day timeframe.	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 did not submit an appeal in the allowed time frame.	Administrative Remedies Not Pursued
206.	An anonymous person reported that an incarcerated person should receive a Prison Rape Elimination Act violation for inappropriate sexual behavior in the unit.	The OCO has declined to investigate this concern. Per WAC 138-10-040 (c), the ombuds may decline to investigate any complaint or may close any investigation of any complaint for any of the following reasons: (c) The nature and quality of evidence. The OCO does not have enough information to investigate.	Declined

### Washington Corrections Center for Women

207.	Person reported that she was crocheting, and that DOC staff took her crocheting items from her, saying that she looked suspicious. Person has spoken to the sergeant, who did not know why she has not gotten her items back.	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.	Person reports they have kited health services for follow-up for medical issue but has not received a response.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The individual was informed they can file a grievance if they have not received a response to a medical kite within 14 days. Individual was advised to contact the OCO if the issue has not been resolved after sending a kite to health services and submitting a grievance.	Administrative Remedies Not Pursued
209.	Person reports large fans are setting	The incarcerated person has not pursued	Administrative

	off fire alarms in the unit every day and causes harm to those housed in the unit.	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. Individual was advised to contact the OCO once they receive a level two grievance response from DOC.	Remedies Not Pursued
210.	Person reported that an officer is targeting and harassing her and described multiple incidents of this officer's behavior, particularly in the Close Observation Area (COA).	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
211.	Person reports issues with their sentence calculation after their sentence was amended.	Per RCW 43.06C.040 The ombuds may not investigate any complaints relating to an incarcerated person's underlying criminal conviction.	Lacked Jurisdiction

### **Washington State Penitentiary**

212.	Person reported issues with receiving a letter from a pastor because it was in unauthorized packaging. Person said he did not receive a mail rejection notice.	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
213.	Person reported getting infractions regarding a urinalysis (UA) test.	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.	Person reports DOC said they would refund money for co-pays. Person states he was told this in February but has not received the refund.	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. DOC states the resolution request was resolved at level 0. If the individual does not feel this issue has been resolved, they can submit an appeal.	Administrative Remedies Not Pursued
215.	Person states he is unable to contact	The incarcerated person has not pursued	Administrative

	social worker because their office does not accept collect calls.	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.	Remedies Not Pursued
216.	Person reports they requested treatment for back pain. Person states they were offered a medication they have no knowledge of and would like another form of treatment.	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 advised the individual to utilize the resolution program for this issue. The individual can contact the OCO after they have received a response from DOC.	Administrative Remedies Not Pursued
217.	Person reports that DOC staff are provoking violence, assaults, and threatening to retaliate against inmates.	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 they have been at new facility for two months and have not received their property.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
219.	External individual reports an incarcerated individual needs care and is unable to request assistance from DOC. The external person is requesting OCO investigate this matter.	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

## 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