

UNEXPECTED FATALITY REVIEWS: 0

CASE INVESTIGATIONS: 162

- Assistance Provided - 36
- Information Provided - 63
- DOC Resolved – 18
- Insufficient Evidence to Substantiate - 12
- No Violation of Policy - 30
- Substantiated - 3

INTAKE INVESTIGATIONS: 44

- Administrative Remedies Not Pursued - 24
- Declined - 8
- Lacked Jurisdiction - 4
- Person Declined OCO Involvement - 8
- Person Left DOC Custody Prior to OCO Action - 0

Resolved Investigations: **206**

Assistance or Information Provided in
OVER 61%
of Case Investigations

OCO CASEWORK HIGHLIGHTS

July 2023

Assistance Provided

Reported Concerns

The individual reports that he and several other people received a negative Behavior Observation Entry (BOE) for the same incident. The individual reports that he and the other individuals challenged the BOE, but only some people had the BOE removed, and the individual's BOE was upheld.

OCO Actions

This office spoke with DOC staff at the facility regarding the individual's BOE. The OCO asked and DOC confirmed that it would be deleted.

Negotiated Outcomes

This office verified that the BOE has been removed.

Assistance Provided

Reported Concerns

Patient reports DOC will not provide the pain medication recommended by offsite specialist. He also reported concerns about DOC's response to medical requests and appointment access.

OCO Actions

The OCO provided assistance by contacting DOC health services at the facility and elevating the concern through health services leadership.

Negotiated Outcomes

This office confirmed the patient was referred to a pain management specialist and was provided a prescription for pain medication. The OCO also confirmed the patient's cancer treatment plan was updated and he is scheduled for follow up appointments in the future.

Assistance Provided

Reported Concern

Patient reports DOC has discontinued his health status report (HSR) for disposable cleaning wipes and he believes the committee reviewed incorrect information when making their decision.

OCO Actions

The OCO provided assistance by reviewing related medical records and requesting DOC health services leadership re-review the outcome of the care review committee (CRC) decision.

Negotiated Outcomes

DOC agreed to review the case for the HSR again and approved the wipes based on the patient's mobility limitations.

Assistance Provided

Reported Concern

Incarcerated individual reports he was placed into segregation after an incident with a staff member. The individual reports there is no reason that he should still be in segregation.

OCO Actions

The OCO reviewed the individual's segregation placement and could not find any documented reason for him to still be in segregation.

Negotiated Outcomes

The OCO contacted DOC staff asking about the reason for his placement in segregation. Following this conversation, the individual was released from segregation.

MONTHLY OUTCOME REPORT July 2023

COMPLAINT SUMMARY

OUTCOME SUMMARY

CASE CLOSURE
REASON

CASE INVESTIGATIONS

Airway Heights Corrections Center

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| 1. | <p>The individual reports that his work area was searched and feels he was targeted. He reports that the search was done by a single officer, but policy says two officers should conduct the search. The individual filed a resolution request regarding this issue, which was not accepted, and he wrote a letter to HQ resolutions who responded that the resolution request should have been accepted. The individual also reports that one of his knee braces was confiscated during the search even though he has a health status report (HSR) for two knee braces.</p> | <p>The OCO provided assistance. This office reviewed the individual's resolution request and found that it had been accepted. The OCO reviewed the resolution request investigation of this concern which addressed that policy requires two officers to conduct cell searches, not work area searches. The investigation did substantiate that employees are required to complete a Search Report describing all items confiscated, which was not completed at the time of the search of the individual's work area. The OCO spoke with Health Services at the facility regarding the individual's knee brace, which was confiscated, and the individual's HSR was subsequently updated to assure that officers understand the individual is allowed braces for both knees. This office confirmed the individual now has both knee braces.</p> | <p>Assistance Provided</p> |
| 2. | <p>Person reports that he is having issues in his current unit. He is getting infraacted for a lot of little things and is requesting that DOC follow the RCWs and DOC policies and leave him alone.</p> | <p>The OCO provided assistance by verifying that DOC followed policy in regard to this person's custody plan. The OCO contacted the person's counselor to confirm that the appropriate disciplines were included in considering where this person will be transferred. The OCO verified the person's custody plan was completed within an appropriate timeline.</p> | <p>Assistance Provided</p> |
| 3. | <p>Person reported receiving multiple negative Behavioral Observation Entries (BOEs) that he believes are in retaliation against him based on his conviction. Person stated that he has been threatened and antagonized by staff after appealing the BOEs.</p> | <p>The OCO provided assistance. The OCO reviewed the BOEs and discussed the situation with the Correctional Program Manager. Upon the OCO's request, the Correctional Program Manager then consolidated the multiple BOEs into one BOE and provided the individual with a copy of the new BOE. The OCO spoke with the doctor at the facility, who confirmed that she spoke with medical and created a treatment plan to avoid the situations that led to the original negative BOEs. This office was not able to</p> | <p>Assistance Provided</p> |

		substantiate that staff have been threatening or antagonizing this individual.	
4.	Incarcerated individual expressed concerns about being terminated from GRE despite the hearings officer telling the individual the opposite.	The OCO reviewed the hearing audio and reached out to DOC about this concern. The individual was terminated from GRE through the classification process, which is separate from the infraction process which would indicate no violation of policy. However, in reviewing the infraction sanctions the OCO noticed one of the sanctions for loss of good conduct time was in violation of DOC Policy 460.135 and requested DOC revise the sanction to be in accordance with policy, DOC revised this as reflected in the individual's updated ERD.	Assistance Provided
5.	Person reports issues with response to their medical emergency and staff conduct.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO was able to verify DOC made appointments for the individual with an outside provider for their medical needs. The OCO was able to verify the individual did receive a resolution response from DOC regarding staff conduct issues. If the individual was not satisfied with DOC's response, they are able to appeal their resolution request to the next level.	DOC Resolved
6.	Incarcerated individual expressed concerns about an infraction they received.	The OCO provided information regarding the infraction to the individual including when they can reapply for a job.	Information Provided
7.	Person reports issues obtaining medical shoes.	The OCO provided information. The individual will need to send a kite to medical and request to be seen by a podiatrist in order to be screened to receive medical shoes. Medical shoes are not part of the DOC paid health plan for durable medical equipment. The individual will not be given medical shoes if medical shoes are not prescribed. If the individual is assessed for medical shoes, the shoes would be provided through DOC medical. The shoes the individual is requesting exceed the maximum amount allowed by property.	Information Provided
8.	Incarcerated individual expressed concerns about their safety in certain housing units.	The OCO investigated this concern and provided the incarcerated individual information regarding this concern including how to report safety concerns and appeal infractions.	Information Provided

9. Person reports issues with their property and not receiving information regarding an investigation.	The OCO provided information regarding the individual's property and investigation. The individual did receive their property and a disposition regarding the items they stated were missing. DOC notified the individual of which items were disposed of and why. The OCO provided the individual with information regarding the investigation.	Information Provided
10. The individual reports that their unit has not received many new mattresses and several people are still sleeping on the old mattresses.	The OCO provided information regarding the distribution of new mattresses. When the supplier sends mattresses, they will be issued to the population by cell. The individual may speak to the unit staff assigned to issuing mattresses to get an update as to when one will be issued to the individual's cell. The OCO does not have jurisdiction over when and where the supplier sends mattresses.	Information Provided
11. Person reports they were assaulted by DOC staff and would like to file charges.	The OCO provided information regarding how to file a tort claim. They can access the tort claim packet by requesting one from any officer or their counselor. The OCO provided this information based on the individual's suggested resolution of monetary compensation.	Information Provided
12. Patient reports having access to shoe inserts for foot condition during prior incarceration. Patient requested a podiatry consult and shoe inserts.	The OCO provided information about next steps if store inserts do not meet medical needs. DOC conducted an assessment and found the patient does not meet criteria for podiatry consultation. Currently, insoles can be purchased over the counter (OTC) through store and the patient was provided a health status report (HSR) for the insoles. Patient can report changes or worsening symptoms to medical to be reconsidered in the future.	Information Provided
13. Person states they declared a medical emergency and it took medical several hours to see them. Person reports staff assaulted them when they were removed from their cell.	The OCO provided information regarding how to file a tort claim. They can access the tort claim packet by requesting one from any officer or their counselor. If the individual would like to pursue litigation, they can find resources regarding legal representation in the law library. The OCO suggest the individual kite medical if they have any further symptoms related to this incident to seek medical care. The OCO provided this information based on the individual's suggested resolution of monetary compensation.	Information Provided

14. Incarcerated individual expressed concerns about a delayed infraction appeal.	The OCO provided information to the individual and confirmed that it has not been 90 days since the individual's infraction appeal was received and as a result, informed the individual that until that time occurs, the OCO is unable to further investigate the concern.	Information Provided
15. The individual reports that when he left his unit, DOC staff threw away his personal property. He reports that he had a lot of personal and important items that went missing.	The OCO provided information regarding the individual's missing property and provided tort claim information. This office reviewed the investigation of this concern and found that the DOC substantiated that the individual was not provided with DOC 21-139, 90-Day Property Disposition. A reminder was sent to staff to follow the process in place when property is taken. The OCO provided self-advocacy information regarding filing a tort claim through the Department of Enterprise Service (DES) Office of Risk Management if the individual's property has not been recovered through his resolution request.	Information Provided
16. Incarcerated individual expressed concerns about getting an infraction and having their housing impacted at the same time.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO was unable to locate an infraction as described or a custody facility plan that occurred after the date of the alleged infraction.	Insufficient Evidence to Substantiate
17. External person reports that she was terminated from visits with her boyfriend who is incarcerated. She feels this termination was a result of retaliation for her contacting the classification unit on behalf of the incarcerated person.	The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed the reason for termination and did not find a violation of policy. Per DOC 450.300 Attachment 1 Persons identified as being a safety/security concern, or who have facilitated/allowed an individual to violate Department or court-ordered conditions while in the community, may be denied all facility visit privileges.	No Violation of Policy
18. Incarcerated individual expressed concerns about infraction they received.	The OCO was unable to identify a violation of DOC policy. The OCO reviewed the individual's concerns about each infraction and found each infraction was within DOC policy.	No Violation of Policy
19. Person reports he was infractioned for having a book with explicit material. He believes that since the mailroom did not reject the book that he should not have been infractioned.	The OCO was unable to substantiate a violation of policy by DOC. OCO staff reviewed the infraction and contacted facility leadership to request a review of the infraction to possibly consider a reduction to	No Violation of Policy

		a minor infraction. DOC agreed to review the infraction and found there is not a minor infraction that addresses the problematic behavior.	
20.	External person reports that DOC dental is refusing to give him antibiotics for an infected tooth. The patient was told the only option was to extract the tooth. He is requesting to receive antibiotics prior to his release.	The OCO substantiated this concern. OCO staff contacted Health Services management to request the patient be seen at sick call by dental. DOC staff did not respond to this request before the patient released to another state. OCO alerted DOC Health Services leadership to the lack of response from the facility. The OCO provided tort claim information to the patient.	Substantiated
21.	Person reports they would like to be screened for work release.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO was able to verify the individual has been screened and approved for work release.	DOC Resolved
Cedar Creek Corrections Center			
22.	The individual reports that he was infractioned and appealed the infraction. The individual reports there was an error in the hearing on record, but the infraction was still upheld.	The OCO was unable to substantiate a violation of policy by the DOC. The OCO reviewed the infraction and found that it was processed per DOC 460.000, Disciplinary Process for Prisons.	No Violation of Policy
Clallam Bay Corrections Center			
23.	Person reports not receiving a closing letter for prior case. He is requesting to be resent the letter.	The OCO provided assistance by resending the requested letter.	Assistance Provided
24.	Patient reports ongoing knee issues since 2019 and is unsure if DOC will cover knee replacement surgery for someone his age.	The OCO provided assistance. After OCO outreach, DOC reviewed the individual's chart and agreed to schedule the patient to discuss more chronic pain management options while he continues working with the orthopedic surgeon. DOC providers can recommend surgical consult however cannot approve surgery as the surgeon has to make that determination. At this time the orthopedic surgeon has not agreed to surgery and has recommended and scheduled continued monitoring and follow up. Knee replacement surgery is not typically performed on patients under 50 years of age. The OCO provided the patient with information about his next steps and reporting worsening symptoms to DOC provider and specialist.	Assistance Provided

25.	Person reports he is having an Extraordinary Medical Placement review soon and asks that the OCO tell him what is needed for OCO to make that decision.	The OCO provided information to the person regarding the process for extraordinary medical placement (EMP). The OCO does not make EMP decisions for the DOC.	Information Provided
26.	The individual reports issues with games on his Securus tablet. The individual says that he is not able to get a refund for games that do not work, and Securus will not help him get a refund.	The OCO provided information regarding how the individual may contact Securus. Family members can call (972) 734-1111 or (800) 844-6591 to report any issues or problems they are experiencing. If an individual has submitted a ticket and is unable to resolve the issue to their satisfaction, they also have the option to write them at: Securus Contact Center, PO Box 1109, Dallas, Texas 75001.	Information Provided
27.	Person reports they received a mail rejection for a portion of their legal mail.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Per DOC 590.500 Legal Access for Incarcerated Individuals III Possession of Legal Materials/Documents A. 3. Individual will not possess legal materials (e.g., case law, legal documents) containing information about another Washington State incarcerated individual. The individual was notified through a mail rejection notice of why the documents were rejected. The individual did receive documents that were within policy.	No Violation of Policy
28.	Incarcerated individual reports he should be transferred to another facility, but DOC completed a custody facility plan (CFP) without his knowledge that places him at AHCC. The individual wants to be transferred to the facility he was going to transfer to.	The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed the individual's CFP and found while DOC did place him in a living unit temporarily, he was not given another CFP to keep him at AHCC. The individual had a medical hold and was housed at AHCC until cleared to transfer to the facility he was originally assigned to per DOC 300.380 Classification and Custody Facility Plan Review. The individual has since transferred.	No Violation of Policy
29.	Incarcerated individual expressed concerns about a disciplinary sanction including loss of tablet usage.	The OCO was unable to identify evidence to substantiate there was a violation of policy as per DOC sanctioning guideline 460.050 attachment 2, general violation sanction options include loss of mobile electronic device.	No Violation of Policy
30.	Patient reports that he has been doing the grievance process regarding being misdiagnosed and reports that the issue has been going on for a long time. He says the resolutions department is slowing down the process and dragging it out and	The OCO substantiated a delay in resolution response times. This patient's resolution request was delayed at two levels. OCO staff conducted a record review and did not find any correlation between the delayed responses and the scheduling of outside	Substantiated

he doesn't understand why it is taking months for him to get responses.

consults. Noted in the records was a delay of the receipt of records from an outside specialist that slowed the scheduling process. The patient's provider attempted to have the consult appointment scheduled sooner than originally scheduled. The OCO verified the patient attended his consult appointment and follow up with physical therapy was ordered. OCO leadership was informed of the delay of resolution response who addressed the issue with DOC leadership.

Coyote Ridge Corrections Center

31. The incarcerated individual reports that he was assaulted at his current facility and should not be there. The individual reports safety concerns at several other facilities as well.	The OCO provided assistance. This office reviewed the individual's safety concerns and spoke with DOC staff to confirm that he would be transferred to a facility with the individual's safety concerns in mind. DOC staff spoke with the individual after speaking with the OCO and explained the plan for the individual's classification going forward. DOC staff reported that the individual did not raise any additional concerns.	Assistance Provided
32. Person reported safety concerns regarding a Security Threat Group (STG) and requested transfer to a safer facility and stated that he was placed in a unit with STG members that posed a threat to his safety. Person reported that he spoke to the Intelligence and Investigations Unit at the facility and DOC Headquarters and was told it would be reviewed.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed DOC records, including this individual's resolution requests on this concern, and found that he has been transferred to a different facility.	DOC Resolved
33. Person reports he previously had a health status report (HSR) for drug screens to be done by mouth swab for several years. He was recently infracted for not being able to produce a urinalysis drug screen and discovered his HSR had expired. His therapist declined to renew the HSR stating that he did not meet criteria for the accommodation despite having no significant changes to his condition.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed the patient's medical records and found the health status report (HSR) had been rewritten by a different provider during the investigation. There is no infraction present for this issue, indicating it was either not served or dismissed.	DOC Resolved
34. The incarcerated individual reported a conflict of interest with programming placement and requested transfer to another program.	The OCO verified that DOC resolved this concern prior to OCO involvement by placing the individual in an alternative program.	DOC Resolved

35. Patient reports worsening psoriasis and was told he needs to see a specialist but has not received an appointment.	DOC resolved this concern prior to OCO taking action on this complaint. The OCO confirmed the patient was seen for a dermatology consult.	DOC Resolved
36. Person reported that his face and neck were swelling and that he called a medical emergency and was provided with sour candy to treat the swelling and pain. Person stated that he wanted to see an outside provider, but medical said that an outside provider would provide the same treatment.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed the resolution request investigation and reached out to Health Services. The Health Services Resolution Specialist responded with a timeline of this individual's treatment and stated that the sour candy was a part of a treatment plan that also included multiple medications and different treatments and that he saw medical multiple times to address the pain and swelling. The Resolutions Specialist stated that this individual and his provider agreed the issue has been resolved.	DOC Resolved
37. A loved one of the incarcerated individual reports concerns about DOC staff conduct during and after their visits. The loved one reports that they have been targeted and retaliated against by DOC staff who are impolite during their visits, and the individual has had regular strip searches after their visits. The individual filed resolution requests regarding this, but they were not accepted due to timeframe issues and speculation.	The OCO provided information. Per DOC 420.310, Searches of incarcerated individuals, strip searches in a Prison will be conducted when returning from a contact visit of any type. This office also recommended that the individual file a resolution request if he feels there is staff misconduct during visits with his loved one. The OCO encouraged the individual to file a resolution request shortly after an incident occurs, as well as use specific and concrete information regarding what occurred during or after the visit. The OCO has reviewed this concern and has not found documented evidence available to verify that DOC staff behavior meets the definition of retaliation. To substantiate retaliation, the OCO must be able to prove that a negative action from a DOC staff member is not only linked close in time to an incarcerated individual's protected action but there must be evidence of a clear relationship between the two acts.	Information Provided
38. Person reported submitting a DOC form to obtain permission to get a yoga mat for religious practice. Person was denied the mat for security reasons but argues that individuals of other faiths are allowed prayer rugs, which do not pose a security threat. Person also states that the unit has	The OCO provided information. The OCO reached out to the religious coordinator, who verified that this individual filed a form requesting the yoga mat and was denied, and that the facility does not allow yoga mats on an individual's religious property matrix. The OCO reached out to DOC Headquarters, who stated that the Property Committee rejected	Information Provided

yoga mats for general use that do not pose a threat to security.

the yoga mat because it of its size and being made of foam, rather than mesh, and that they are working on alternatives. This office clarified that this person is seeking a yoga mat for personal religious practice in his cell, not recreation, and Headquarters stated that he can use a blanket until DOC finds an alternative. The OCO reached out to recreation, who said there is a weekly Yoga Behind Bars program, but that it runs on an 8-week cycle because of high interest, and that they do not have space to facilitate individual yoga practice.

39.	The individual reports that the DOC is not calculating his jail credits correctly which is impacting his Earned Release Date (ERD).	The OCO provided information. This office reviewed the individual's release date calculation and found that his calculated ERD is correct. The individual may write to DOC Records at: DOC Public Records Office PO Box 41118 Olympia WA 98504-1118 should he want more information regarding the calculation of his ERD. This office encouraged the individual to provide specific information to DOC Records regarding why he believes his ERD to be incorrect.	Information Provided
40.	Person reports pill line is a long distance from the housing units, there is no protection from the weather and often a long wait. This creates difficulty for elderly patients who need to use the restroom while waiting.	The OCO elevated this concern to the Health Services Administrators (HSAs) and provided the individual with information. DOC acknowledges the issue, and the facility is exploring options to move pill line into a building in order to provide both shelter and restroom access. DOC agreed to provide the OCO with updates as this moves forward. Health Services has also been working to address pill line related issues at other facilities.	Information Provided
41.	Patient reports a need for medical to create a monitoring plan for his cancer care, including PET scans, and requested transfer to AHCC.	The OCO provided information about the patient's next steps in treatment planning. The patient is scheduled with ENT specialist who is likely to recommend a treatment plan to include frequency of PET scans. Once the ENT appointment occurs, updated treatment plan and recommendations will be reported to DOC providers for review. A referral was also placed with the patient care navigator and the patient was added to their caseload. The patient was scheduled and seen by their provider to discuss these updates and next steps in care. Facility placement and oncology	Information Provided

		will be assessed based on updated treatment plan following ENT appointment. The person can also bring up their transfer request at their next housing review.	
42.	Person sent the OCO a copy of an application.	The OCO provided information regarding how to open a complaint. The individual did not provide enough information for the OCO to open an investigation. The OCO sent a review request form to the individual for more information regarding their complaint.	Information Provided
43.	Person reported that he paid for a food package from Correctional Industries (CI) over a month ago and it had not been delivered to him. Person stated that many individuals have ordered food packages from CI that have not been delivered yet. Person reported that DOC only distributes packages on commissary day, which is every two weeks.	The OCO provided information. The OCO reached out to the CI program manager, who confirmed that there have been inventory issues that slowed delivery and that they have been working on solutions. The CI program manager stated that packages are distributed on commissary day intentionally, because the commissary and food package programs share staff and resources for distribution. The OCO confirmed with CI and with the facility warehouse that this individual ordered and received two packages, which were both delivered to him in less than a month. The CI program manager also stated that there were issues of food package misplacement and theft in the unit and shared the steps they have taken to address that issue.	Information Provided
44.	Patient reports delayed access to hernia and foot surgery consults and later reported one surgery had been approved but he had not received the procedure yet. Person also reported issues accessing their medications and is not receiving their Keep on Person (KOP) medications.	The OCO contacted DOC health services and confirmed the patient was approved for hernia surgery and the surgeon requested cardiology clearance prior to surgery. The patient has been scheduled with cardiology. The OCO confirmed the patient was also approved for a surgical consult with orthopedics. The appointment had not been scheduled at the time of outreach and DOC agreed to contact the offsite scheduler again to request an appointment. This office found that medications were not approved for KOP. Since the individual is past his earned release date (ERD), the OCO provided him with information about accessing re-entry nurse staff for continuity of care planning and resources. This case was added to the office's appointment tracker.	Information Provided

45. Patient disagrees with dental plan to remove failed implant and wants the implant repaired instead.	The OCO contacted DOC and confirmed the patient attended surgical consult, is scheduled for oral surgery, and was provided antibiotics and pain reliever while awaiting appointment. This office provided information about DOC 600.620 Patient-Paid Healthcare, since the patient is seeking treatment not included in DOC Health Plan.	Information Provided
46. Patient reports being diagnosed with neuropathy and requested a specialist appointment for further diagnosis and treatment options. The individual is requesting specialized medical shoes and socks.	After OCO outreach, the individual's chart was reviewed during a provider meeting and the patient was provided health status reports (HSRs) for compression stockings and shoe inserts. Providers did not find a specialist consult medically indicated at this time. This office provided the patient with information about pathway for accessing specialist appointments if conditions worsen despite the HSRs or through patient paid health care.	Information Provided
47. Person reported that he is falsely and inaccurately labelled as being a member of a Security Threat Group (STG), and that it disqualifies his eligibility to program and impacts his custody level, as well as his housing and safety. Person stated that DOC insists that he debriefs with the Intelligence and Investigations Unit (IIU), but he said he cannot debrief from an STG he is not involved with.	The OCO provided information. The OCO reviewed his resolutions request investigation, which was reviewed by DOC Headquarters, who stated that this individual followed the appeal process requesting the removal of the STG tag, and that it was denied. His appeal was also audited by the STG Coordinator, who found that this individual meets the criteria for his STG tag, and that the tag will not be changed. The OCO reviewed DOC records and found evidence of criteria for STG affiliation. The OCO encouraged this individual to debrief with IIU and provided information about how he can pursue that.	Information Provided
48. Incarcerated individual expressed concerns about the inability to get further testing of an item that tested positive for drugs.	The OCO informed the individual that per DOC form 05-093 and DOC policy 460.000 an incarcerated individual does not have a right to other supplemental tests or to examine physical evidence.	Information Provided
49. Person reports they attempted to send money to family. The funds were withdrawn; however, his family has not received the money.	The OCO provided information regarding withdrawals from trust accounts. Per DOC policy the individual has options to have funds returned to their account. Per DOC 200.00 Trust Accounts for Incarcerated Individuals V. Withdrawals E. If a withdrawal check remains uncashed after 180 days, the funds will be returned to the subaccount from which it was drawn or transferred to the	Information Provided

CSRF (Community Services Revolving Fund) as unclaimed property. F. Individuals will use DOC 06-077 Request to Reissue Check to request a stop payment be issues or a check cancelled. 1. a Stop payment may be requested at any time 2. If a stop payment is not issued, a check must be outstanding for at least one month before it will be canceled and reissued. a.) Business Services employees will verify the check has not cleared before cancelling it. A hold will be placed on the funds 2 business days after the cancellation and then a check will be reissued for the same amount to the same payee.

50.	Incarcerated individual expressed concerns about an infraction they received.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed the infraction and appeal packet and did not find evidence that substantiated the individual's statement of the facts. DOC utilizes a "some evidence" standard based on a US Supreme Court ruling holding that it is only required that there be "some evidence to support the findings made in the [prison] disciplinary hearing." (<i>Superintendent, Massachusetts Corr. Inst. Walpole v. Hill</i>). Thus, in order to substantiate an infraction, DOC only needs to show there is "some evidence" of the infraction behavior.	Insufficient Evidence to Substantiate
51.	Incarcerated individual expressed concerns about receiving a failure to provide UA infraction but states they have an HSR for this.	The OCO reached out to DOC to see if they would be willing to overturn the infraction as it appears the individual has ongoing medical concerns related to the ability to provide a UA, but DOC was unwilling as the individual did not obtain an HSR for the concern until several months after the infraction occurred.	No Violation of Policy

Larch Corrections Center

52.	Incarcerated individual reports he was not paid for hours worked at his position with a work crew. The individual previously was withheld wages and paid, but he reports the payment was not accurate.	The OCO provided information about the payments received. The OCO verified the individual was paid for the hours worked. The OCO also shared with the individual how to dispute payments if they have further details to prove insufficient payment of wages as the OCO could not locate evidence to substantiate a payment discrepancy.	Information Provided
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53. Incarcerated individual expressed concerns about an infraction they received.	The OCO was unable to find a violation of DOC policy upon reviewing the infraction. The OCO informed the individual that per DOC form 05-093 and DOC policy 460.000 an incarcerated individual does not have a right to other supplemental tests or examine physical evidence.	No Violation of Policy
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Misson Creek Corrections Center for Women

54. Patient reports DOC does not have the proper release form to gather community mental health records even though she has signed it multiple times. She requested access to mental health medication that worked well for her prior to incarceration.	The OCO provided information about DOC Formulary medications and next steps in treatment process. DOC admitted to not having the form during the level I resolution interview, which has since been corrected and DOC has obtained the consent form for community records now. The OCO confirmed the patient has met with the provider and was prescribed mental health medications. While the specific medication requested is non-formulary, DOC is following protocol by attempting formulary medications first. Patient will need to report any changes, worsening symptoms, or side effects.	Information Provided
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Monroe Correctional Complex

55. Patient reports attempting to access Patient Paid Health care for dental needs at multiple facilities. The patient's process has consistently been roadblocked without explanation. The patient declines to receive dental care from DOC provider and wants to see an outside dentist.	The OCO provided assistance by contacting Health Service management when the patient was moved to a new facility to have the Patient Paid Health process initiated again. The OCO monitored the progress and followed up with Health Service management to determine the next steps when the process stalled again. DOC has completed the first steps and must wait for the patient's family to submit payment to the business office before the appointment can be scheduled. It was noted that the patient was denied one of the requested treatments because it is a duplication of services provided by DOC. This denial is within policy 600.020: Healthcare paid by patients will not replace care available through Department resources or relieve the Department of the obligation to provide medical care per the Washington DOC Health Plan. OCO staff has noted a conflict with this policy and the patient right to decline care from a provider per RCW 48.43.500.	Assistance Provided
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56.	Incarcerated individual reports he received a neutral Behavior Observation Entry (BOE) that violates DOC policy.	The OCO provided assistance. The OCO raised the concern to DOC staff about the BOE and DOC removed the BOE as a result.	Assistance Provided
57.	Person reports that he was transferred the day after he submitted an infraction appeal, and the appeal was never heard. He states his appeal was signed by staff before he was moved.	The OCO provided assistance by contacting the Hearings officer at the person's previous facility and asking if they would be willing to receive an appeal if the person can provide the signed appeal paperwork.	Assistance Provided
58.	Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the infraction packet and found there is sufficient evidence to substantiate the infraction. Additionally, regarding the individual's concerns about the timeframes, WAC 137-28-400 states "the time limitations expressed in these regulations are not jurisdictional and failure to adhere to any particular time limit shall not be grounds for reversal or dismissal of a disciplinary proceeding."	No Violation of Policy
59.	Person reports issues with access to medical care and treatment.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO was able to verify access to medical care through the DOC database. The individual was seen by medical multiple times since filing this complaint.	DOC Resolved
60.	Person reports issues with DOC medical care after an injury.	The OCO provided information. Based on the individual's suggested resolution the OCO provided information on how to file a tort claim. The individual can request a tort claim pack from their counselor or any officer in their unit. They must submit the completed packet to the Department of Enterprise Services.	Information Provided
61.	Patient reports delayed access to neurology specialist appointment.	DOC resolved this issue prior to OCO action on the concern. The OCO confirmed prescription for medication to decrease symptoms while awaiting scheduled consult. This office confirmed the consult was scheduled and occurred.	DOC Resolved
62.	Patient reports concerns about changes to MCC-SOU patient care navigators and requested information about the number of navigators available and any recent changes.	The OCO provided information about MCC patient care navigators. MCC currently has two patient care navigators due to population size and medical needs, whereas most facilities have one. One PCN was moved to a temporary appointment and recently returned to their position at MCC. The patient was assigned to the patient care navigator who returned, and DOC communicated that they would kite the	Information Provided

		patient about scheduling an appointment if they are interested.	
63.	Person reports issues on how they are treated by staff. Person reports multiple concerns regarding placement, staff actions and yard access.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO was unable to find evidence the individual had been placed in the closed observation area. DOC had been working with the individual on reentry center screening, however the individual was not approved due to infraction history.	Insufficient Evidence to Substantiate
64.	Person reports DOC is not giving them information on their end of sentence review.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. DOC is following DOC 350.500 End of Sentence Review/Sexually Violent Predator Civil Commitment VII Sexually Violent Predator Civil Commitment Referrals A. Individuals under Department jurisdiction who appear to meet the criteria of an SVP ("Sexually Violent Predator") will be referred, in writing, to the prosecuting attorney of the county where the individual was charged and/or adjudicated. The OCO was able to verify DOC did explain the end of sentence review process with the individual.	No Violation of Policy
65.	External person reports concerns about not being able to get information from DOC about their loved one's hospital stay and medical conditions. They also reported concerns about a delay in diagnostics and treatment.	The OCO provided assistance by contacting DOC health services and requesting more information about the patient's hospital trip and current care. This office elevated the concern to the Health Service Administrators, requested further review, and followed up for updates on the patient's access to medical care. The OCO confirmed DOC Health Services is actively investigating the concerns about delayed cancer diagnosis and treatment. DOC scheduled an appointment with the patient to update any expired or incomplete Releases of Information (ROIs) for communicating details to family.	Assistance Provided
66.	Patient reports they were recommended for physical therapy but have not received this care. They also mentioned they are still in need of a properly fitted wheelchair.	The OCO provided assistance by contacting health services. The OCO confirmed physical therapy (PT, on and off site) is recommended and scheduled. DOC agreed to assess for wheelchair fit at PT appointment. The next step is a Care Review Committee (CRC) review once wheelchair fit assessment is completed for specialized chair. The individual can appeal CRC decisions 5 days after receiving a decision document. This	Assistance Provided

office confirmed a prescription order for short-term muscle spasm and pain. This case was added to the OCO appointment tracker, and this office confirmed on/off-site physical therapy appointments scheduled. The patient was seen for MRI and neurology appointment is scheduled. DOC has been attempting to find a dystonia clinic, but no one has accepted the case to date. DOC will continue outreach.

67. Patient reports he has back surgery and the pain management being provided is not sufficient for his needs. He has requested multiple appointments with his provider but feels his concerns are not being heard. He is requesting to see an outside pain management specialist.	The OCO provided assistance by contacting Health Services management to share the patient's concerns about communication issues with his provider and ask for consult status. OCO staff monitored the status of the consult after outreach and verified the appointment was scheduled. The OCO will maintain the appointment on the tracker until completion.	Assistance Provided
68. Patient reports side effects from malfunctioning baclofen pump implant.	The OCO contacted health services and confirmed the patient was sent to the hospital for emergent care. This office provided assistance by elevating the concern to DOC health services who then corrected a medication error. The hospital ordered a medication increase; however, the dose was written in error the same as previously prescribed. DOC corrected the dosage to reflect the recommended medication increase and confirmed the patient is scheduled with their specialist for first available appointment for the implant as well as added to the waitlist in case an earlier appointment opens with the clinic.	Assistance Provided
69. Incarcerated individual expressed concerns about a previous agreement between OCO and DOC to reduce an infraction.	The OCO verified that the agreement between DOC and the OCO had not been carried out and the infraction had not been reduced. The OCO contacted DOC about this, and DOC reduced the infraction. The OCO verified the individual's disciplinary record now properly reflects this agreement.	Assistance Provided
70. The individual reports that he is trying to get Extended Family Visits (EFVs), but the first application disappeared. He reports another application was submitted but they have not received any information regarding the application. The individual says that he spoke with his counselor who	The OCO provided assistance. This office spoke with DOC HQ staff in charge of visitation who confirmed they have not received applications or documents for the individual and his family members for EFVs. This office encouraged the individual to speak with his family members to ensure they sent	Assistance Provided

also does not know why his applications seem to be disappearing. The individual also reports concerns with having to send original birth certificates and feels that the DOC should accept a notarized copy.

to documents to the correct address as listed on the DOC website under Prison Visits, Extended Family Visits. The OCO also recommended the individual's family send the documents through certified mail, or another means that can be tracked to ensure delivery. This office also provided information regarding DOC 590.100, Extended Family Visiting, which states that "original or certified documentation" may be submitted.

71. Patient reports DOC has discontinued his health status report (HSR) for disposable cleaning wipes, and he believes the committee reviewed incorrect information when making their decision.	The OCO provided assistance by reviewing related medical records and requesting DOC health services leadership re-review the outcome of the care review committee (CRC) decision. DOC agreed to review the case for the HSR again and approved the wipes based on the patient's mobility limitations.	Assistance Provided
72. External person reports their loved one is not being provided an ADA approved cell.	DOC resolved this concern prior to OCO outreach; the OCO verified the individual was placed in an ADA cell.	DOC Resolved
73. Individual reports issues with medical after care. Person reports DOC medical is refusing to renew health status reports for the durable medical equipment they need.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO was able to verify the individual was seen by medical a couple of days after filing the complaint. The individual was also given a health status report for the durable medical equipment they needed.	DOC Resolved
74. A loved one reported issues with being able to send emails, call, or have video visits with an incarcerated individual. They also reported that this individual has had issues sending and receiving legal mail.	The OCO provided information. The OCO reached out to the Correctional Program Manager and Securus liaison, who stated that there have been ongoing outages and issues with Securus. The OCO also reached out to the facility Captain, who shared that many families had communication issues when the facility switched from JPay to Securus. The captain shared records of this individual's electronic mail for the last several months, as well as records of outgoing legal mail. The OCO was able to confirm that this individual has been able to send and receive electronic mail, as well as send legal mail.	Information Provided
75. Incarcerated individual reports concerns with his release planning and reports he should have been released with no supervision. The individual requests the OCO assist him in being able to release.	The OCO provided information regarding his release. The OCO spoke with DOC staff and confirmed the individual requires a release plan and DOC is working to create one that will fit his needs. The OCO provided the individual with information about his current	Information Provided

		situation and options to for release at this time.	
76.	Person reports they were denied medication by DOC medical due to refusing to take a covid test.	The OCO provided information. DOC requested a rapid covid test in the medical unit as a precaution. Some individuals residing in medical units are immune compromised and DOC wanted to ensure the health and safety of those who already reside in the unit. The OCO also provided information regarding how to file a tort claim based on the individual's requested resolution. The individual can request a tort claim packet from their counselor or any officer in their unit. They must submit the packet by mailing it to the Department of Enterprise Services.	Information Provided
77.	Incarcerated person reports he received an infraction and believes it was not just.	The OCO provided information regarding the infraction process and next steps should he be infractioned in the future. The infraction mentioned in the original complaint was not reflected in DOC records.	Information Provided
78.	Person reports being told they would not receive wage increase documented in DOC memo.	The OCO provided information regarding Class II and Class III compensation for incarcerated individuals. If the individual has questions regarding their compensation, they should send a kite or write to the director of correctional industries or the assistant secretary for men's prions work programs.	Information Provided
79.	The individual reports that he needs three pairs of glasses, two pairs from optometry and one pair of CI reading glasses. He reports he needs different strengths of glasses for different activities, but the DOC is only allowing him to have two pairs of glasses per the property policy.	The OCO provided information. This office spoke with medical staff at the individual's facility and found that if corrected visual acuity with current glasses is worse than 20/40 in the individual's better eye and presbyopia is present and new lenses are prescribed, then bifocal lenses may be prescribed to correct both visual deficits. Per DOC 440.000, Personal Property for Offenders, Attachment 1 only allows for the possession of two pairs of glasses. This office encouraged the individual to work with medical and optometry if he does not feel his current glasses prescriptions are correcting his vision.	Information Provided
80.	Person reported trying to get into Graduated Reentry (GRE) and not getting clear information about his eligibility. Person said that DOC told him he needs to	The OCO provided information. The OCO reviewed this individual's Custody Facility Plan and verified that DOC is keeping this individual at this facility until he completes this behavioral program.	Information Provided

take a behavioral program, which would disqualify him from GRE.

81.	Person requested the name of the owner of Securus and an address to write to them at.	The OCO provided information. The CEO of Securus is Robert E. Pickens, and mail to Securus can addressed as: Securus Contact Center, PO Box 1109, Dallas, TX 75001. Securus is owned by the Platinum Equity, which can be written to at: 360 N. Crescent Dr., Beverly Hills, CA 90210.	Information Provided
82.	The incarcerated individual reports issues with Behavior Observation Entries (BOEs). The individual says that the DOC is weaponizing them and not following policy. The individual reports that he received a negative BOE, and the staff member was allowed to rewrite the BOE six weeks later.	The OCO provided information regarding DOC 300.010, Behavior Observations. Per policy, individuals may challenge the content in a BOE by submitting a written request identifying the information the individual believes is inaccurate/incomplete within 10 days of receiving notification of the BOE to the Correctional Program Manager (CPM)/Community Corrections Supervisor (CCS). The CPM/CCS will make the final determination concerning content in a BOE and whether it will be updated, deleted, or remain the same. DOC staff at the facility confirmed that they are providing additional training to all staff regarding the BOE policy. The OCO found that the BOE in question was deleted; however, it was deleted administratively and not due to the individual's appeal.	Information Provided
83.	The individual is requesting information regarding the new pay increase for incarcerated individuals.	The OCO provided information regarding the update to DOC 700.100, Class III Work Programs, which will include a statement to indicate that the incarcerated individual gratuity rate will be \$1.00 per hour and will not exceed \$40.00 per week. This became effective July 1, 2023. Individuals may also refer to DOC 710.400, Correctional Industries Work Programs, to find information regarding hourly compensation rates.	Information Provided
84.	Person reports that DOC medical is not allowing him to get an MRI or physical therapy. The patient is requesting to see an outside orthopedic specialist.	The OCO provided information to the patient regarding the Care Review Committee decision and the options moving forward with the Patient Paid Healthcare. The patients request for an MRI was determined to be Level 3, not medically necessary. The patient can elect to self-pay for a consult with a specialist in the community.	Information Provided

85.	Incarcerated person reports issue with a memo recently sent out by DOC related to SB 5187 and pay rates for class III workers.	The OCO provided information regarding updated memos issued by DOC.	Information Provided
86.	Individual reports poor Close Observation Area (COA) conditions and requested DOC post suicide prevention posters including the suicide hotline number in the units.	The OCO provided information about the office's Mental Health report which made recommendations related to COAs and suicide prevention. The OCO continues to work to ensure that the DOC takes action on these recommendations.	Information Provided
87.	Patient reports a need for ongoing mental health sessions and treatment planning. He was told he would be seen by mental health medication prescriber.	The OCO provided information about mental healthcare review and access. The OCO contacted health services and confirmed the patient's treatment plan was updated, he was scheduled for mental health sessions, and is up for transfer to residential treatment unit (RTU) level of care. The OCO substantiated that while in IMU, mental health staff are unable to meet with him weekly and the individual can file health service kites or emergencies if needed while awaiting RTU review. This office also confirmed appointment to discuss medications occurred.	Information Provided
88.	This person reports that there is an audit being done on his medical records. The person doing the audit is also the person who regularly handles his records. He would like to know if this is appropriate.	The OCO provided information to the person regarding the responsibilities of staff assigned to Medical Records. The record audit was initiated by OCO request in a prior case. Registered Health Information Technicians (RHIT) and staff assigned to the records units are responsible for ensuring the quality of medical/health records by verifying their completeness, accuracy, and proper entry into computer systems.	Information Provided
89.	The individual reports that DOC resolutions staff at the facility are showing staff misconduct resolutions to the staff member the resolution request is about. The individual also reports that the responses to his resolution requests are dated days before he receives them and sometimes does not have enough time to appeal the response to the next level.	The OCO provided information regarding the process of investigating a resolution request for staff misconduct. This office spoke with DOC HQ and facility resolutions staff, who confirmed that they do have to speak to the staff member in question to investigate the concern, but do not provide information about who submitted the resolution request. DOC staff confirmed that if a staff person confronts an individual about a resolution request that they filed, the individual may speak with or write to a supervisor about the confrontation. This office verified that resolution request responses are sent out the day they are completed but may be delayed	Information Provided

by one or two days depending upon the mailroom, holidays, and various other factors. Individuals have 10 business days to appeal the response, so this generally leaves enough time for the appeal. If there are any significant delays and the individual does not feel they are able to write an appeal by the time the response is received, they may kite the Resolution Specialist and explain their concerns which will be addressed on a case-by-case basis.

90.	Person reports incarcerated individuals should be able to give leftover food from meals to other incarcerated individuals who are still hungry.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Per WAC137-28-220 General Violations lending/trading 351- Giving, selling, purchasing, borrowing, lending, trading, or accepting money or anything of value, except through approved channels, the value of which is less than ten dollars. Incarcerated individuals are not allowed to share, trade, or borrow food.	No Violation of Policy
91.	Patient reports experiencing dental pain for some time. He feels the dentist is dismissive of his pain concerns and is declining to extract the teeth that are causing pain.	The OCO was unable to substantiate a violation of policy by DOC. OCO staff reviewed documentation for this issue and noted that his concern has been reviewed by three dentists, including the DOC Chief of Dentistry. The patient has been diagnosed and provided a treatment plan. Extractions are not clinically indicated by this diagnosis. Per DOC 600.000 Clinical decisions are the sole province of the responsible health care practitioner and are not countermanded by non-clinicians.	No Violation of Policy
92.	Incarcerated individual expressed concerns about an infraction they received for failure to provide a UA when they had an HSR.	The OCO was unable to verify a violation of DOC policy as the individual did not have a valid HSR at the time of the infraction and as a result, the individual could be infraacted for a failure to provide a UA.	No Violation of Policy
93.	Person reports they need a health status report (HSR) due to injury.	The OCO could not identify evidence to substantiate a violation of the DOC Health Plan. The individual was screened by medical for a bottom bunk HSR and determined to not meet criteria.	No Violation of Policy
94.	Patient is diagnosed with MRSA and reports staff are not consistently following protection protocols when entering his cell. He also reports not being given cleaning supplies for his room. Patient	DOC resolved this concern prior to OCO outreach. The OCO contacted health services and confirmed MRSA precaution orders were in place, requiring staff to wear personal protective equipment (PPE) while in his	DOC Resolved

says he transferred facilities in order to access surgery, but the surgery has not occurred yet.

room. Prior to OCO outreach, DOC made the following corrections: use of his own vital sign equipment in his room versus cart, medical staff discussed custody staff concerns with the sergeant, and provided the patient with cleaning supplies in his room. DOC also confirmed the individual has now been scheduled for surgery after ongoing outreach with clinic schedulers. The OCO provided the individual with confirmation of MRSA orders which have now expired and let them know their surgery has been scheduled.

95.	Patient reports that when he reported his severe pain to medical, an appointment was made for 3-4 weeks out. He states he is in pain now and needs to be seen sooner. He is requesting an MRI and injection therapy.	The OCO provided information to the patient. OCO staff contacted Health Services management and the patient's provider to discuss the requests. The patient does not meet criteria for an MRI currently. The OCO encouraged the patient work with the provider to clarify pain needs. The request for steroid injections needs to be reviewed by the Care Review Committee (CRC). If denied by the CRC, the patient can appeal the decision within 5 days of receiving the denial. There may be conservative treatment measures that the CRC will require before approving the requested interventions. Patient Paid Healthcare may also be an option to self-pay for an outside specialist consult.	Information Provided
96.	Person reports that an officer has issue with bringing his food to the unit, for which he has a health status report (HSR). He states that his food was brought late and had to be returned because it had food that is supposed to be substituted due to another HSR. This person states he received an infraction for calling the officer a name, as retaliation.	The OCO was unable to substantiate the concern due to insufficient evidence. There was no infraction present for the reported issue. OCO staff also verified that the health status report for meals to be brought to person cell was no longer active for this patient.	Insufficient Evidence to Substantiate

Olympic Corrections Center

97.	Outside person reports their video visit with an incarcerated loved one was cancelled, and they did not receive a refund.	The OCO provided information regarding Securus refunds. Per Securus website when video visits are cancelled without reason the funds are returned to the account within 48 hours. If a refund was not made the individual can request a refund through their Securus video visitation account. The outside person can also use Securus customer service lines at 1-800-844-6591 or 972-734-1111.	Information Provided
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98.	Person reports he is unable to transfer music and other media from his old tablet to the new tablet.	The OCO provided information to the person regarding how to contact Securus for customer service issues.	Information Provided
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Other – Community Custody, Jails, Statewide, Out of State

99.	The individual is requesting DOC records.	The OCO provided information regarding how the individual may obtain DOC records. Individuals can write to Department of Corrections Public Records Office, PO BOX 41118, Olympia, WA 98504-1118 to request DOC records. Individuals must include the following: the name of the person requesting the record and their contact information, the calendar date on which the request is made, and the records requested.	Information Provided
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Stafford Creek Corrections Center

100.	Patient reports concerns about access to medical appointment and prescribed Psyllium.	The OCO provided assistance by contacting DOC health services and requesting resolution of this concern. The facility Health Services Manager agreed to communicate to nursing staff to reserve and provide Psyllium to patient before they are out. DOC has communicated there is an ongoing supply chain issue impacting their ability to keep Psyllium packets on stock and instead they are distributing from tubs of Psyllium powder. The OCO confirmed that patient received a medical appointment after the date of their submitted complaint to OCO.	Assistance Provided
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101.	The individual reports that he and several other people received a negative Behavior Observation Entry (BOE) for the same incident. The individual reports that he and the other individuals challenged the BOE, but only some people had the BOE removed and the individual's BOE was upheld.	The OCO provided assistance. This office spoke with DOC staff at the facility regarding the individual's BOE and who confirmed that it would be deleted. This office verified that the BOE has been removed.	Assistance Provided
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102.	Patient reports DOC will not provide the pain medication recommended by offsite specialist. He also reported concerns about DOC's response to medical requests and appointment access.	The OCO provided assistance by contacting DOC health services at the facility and elevating the concern through health services leadership. This office confirmed the patient was referred to a pain management specialist and was provided a prescription for pain medication. The OCO also confirmed the patient's cancer treatment plan was updated and he is scheduled for follow ups in the future.	Assistance Provided
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103. Incarcerated individual reports he was placed into segregation after an incident with a staff member. The individual reports there is no reason that he should still be in segregation.	The OCO provided assistance. The OCO reviewed the individual's segregation placement and could not find any documented reason for him to still be in segregation. The OCO spoke with DOC staff asking the reason for his placement and as a result the individual was released from segregation.	Assistance Provided
104. Incarcerated individual reports concerns with his time calculation and that the miscalculation is affecting his earned release date (ERD).	The OCO provided assistance. The OCO spoke with the records department at DOC Headquarters and asked them to audit the individual's time. DOC records agreed and contacted the individual with the results of the audit and a breakdown of the time calculation. The OCO also shared with the individual how to reach out to records if concerns with the calculation still exist after reading the information from DOC records.	Assistance Provided
105. Person reports he was supposed to have a surgical procedure, he is not sure when it will be scheduled. He feels it's being delayed because staff do not take his concerns seriously.	The OCO provided assistance by contacting Health Services management and requesting a review of the consult for scheduling. OCO staff followed up with DOC and confirmed the appointment was scheduled. The appointment will be maintained on the appointment tracker until completion.	Assistance Provided
106. Outside person reports their incarcerated loved one needs to be moved back to their original unit.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The individual's requested resolution was to be moved back to their original unit. DOC resolved this issue and moved the individual back to the unit.	DOC Resolved
107. Person reports they were placed in administrative segregation (Ad-Seg) and their property was not returned upon release.	DOC staff resolved this concern prior to the OCO taking action on this complaint. Through review of the DOC database the OCO verified the individual's property was delivered to them, and the individual withdrew their resolution request regarding this issue.	DOC Resolved
108. Patient reports injuries after an assault and requested medical and mental health care.	DOC resolved this issue prior to the OCO taking action on this concern. The OCO contacted health services and confirmed appointment and treatment access for related injuries as well as mental health assessment and follow up. The OCO added this case to the office's appointment tracker and confirmed the patient was scheduled for a received an orthopedic consult.	DOC Resolved
109. Patient reports DOC will not cover the cost of replacing four of his missing teeth. He	The OCO provided information about patient's next steps in dental care. The OCO	Information Provided

<p>says the lack of DOC dental care contributed to the loss of his teeth.</p>	<p>contacted DOC health services and confirmed cleanings and treatment for dental abscess. Once the patient recovered, they were submitted and approved for a denture consult regarding his missing teeth. Once the consult occurs, the dental specialist will determine next steps in treatment plan.</p>	<p>Information Provided</p>
<p>110. Person reports that he was diagnosed with nerve damage and treatment was recommended to occur as soon as possible. DOC did not act on the recommendations for two years and he lost vision in one eye. The patient is requesting tort claim information.</p>	<p>The OCO provided information to the patient regarding tort claims. Individuals who have been harmed or who have suffered a loss as a result of negligent actions by a state employee or agency can submit a tort claim to the Office of Risk Management (ORM). ORM is required by law (RCW Chapter 4.92) to receive these claims.</p>	<p>Information Provided</p>
<p>111. Patient reports a need for specialized medical shoes due to ongoing pain from state issued shoes. Person also requested monetary compensation.</p>	<p>The OCO provided the patient with information regarding monetary compensation through filing a tort claim with the Department of Enterprise Services (DES) Office of Risk Management. This case remained open due to delayed DOC responses. The OCO confirmed the patient was scheduled and seen by DOC provider and provided shoe insoles and a related health status report (HSR) after initial OCO outreach. At the time of OCO review, an offsite consult for further assessment was not medically indicated and this office provided information about pathways for further assessment if conditions worsen. DOC health services also report seeing an increase in requests for medical shoes due to the change in state issued shoes. Medical shoes are only provided when found clinically necessary for the patient related to significant injury or deformity, as outlined in the DOC Health Plan.</p>	<p>Information Provided</p>
<p>112. Incarcerated individual requests assistance in accessing the courts to discuss an upcoming hearing. The individual reports he has requested assistance from DOC and has not received any.</p>	<p>The OCO provided information regarding how to access the courts by mail and what court matters DOC can assist with. The OCO spoke with DOC staff who explained DOC does not always facilitate the type of hearing the individual raised concern about. The OCO provided the individual with this information and options for him to access the requesting court.</p>	<p>Information Provided</p>

113. Incarcerated individual expressed concerns about an officer making racist remarks.	The OCO was unable to identify evidence to substantiate the individual's concern. The OCO reviewed the individual's resolution request associated with this concern which was unsubstantiated because no evidence existed that could have supported the individual's concerns.	Insufficient Evidence to Substantiate
114. Incarcerated individual expressed concerns about an infraction they received.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO requested video footage of the incident, but no records exist. As a result, the OCO was unable to confirm the individual's statement of the facts.	Insufficient Evidence to Substantiate
115. Incarcerated individual expressed concerns about staff misconduct.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed the related documents the individual provided as evidence of their concern including an infraction, grievance and PREA. However, the infraction was substantiated by video evidence and the grievance and PREA were unsubstantiated.	Insufficient Evidence to Substantiate
116. Incarcerated individual expressed concerns about the sanctions they received for an infraction.	The OCO was unable to find a violation of DOC policy. The individual received sanctions that are in accord with DOC Policy 460.050 as for any fighting infractions, per RCW 72.09.500 there is a mandatory 2-year weightlifting ban.	No Violation of Policy
117. Incarcerated individual expressed concerns about a failure to provide urinalysis (UA) infraction despite having a health status report (HSR).	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO reviewed the infraction and appeal summary and contacted DOC about the medical aspect of the concern. As the individual did not have a valid HSR at the time of the infraction, there is no violation of DOC policy 460.000.	No Violation of Policy
118. Patient reports DOC is not following the medication increase recommended by a specialist.	The OCO contacted health services for more information about the patient's pain management plan and any recent medication recommendations. The primary care provider and Facility Medical Director reviewed specialist recommendation, active medications, treatment plan, and determined the risk associated with increasing the medication outweighed benefit of added dose. The OCO was unable to identify evidence to substantiate a violation of the DOC Health Plan and DOC 600.000 due to the	No Violation of Policy

patient having an extensive pain management plan.

119. Person reports they were placed in administrative segregation pending an investigation. Person states they were released, only to be returned to segregation.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Per DOC 320.200 Administrative Segregation II An individual may be assigned to Ad Seg when the individual: E. Is pending investigation for behavior that represents a significant threat. The OCO was able to verify the individual was placed in Ad Seg pending an investigation and then released. The individual was returned to Ad Seg for a separate issue.	No Violation of Policy
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Washington Corrections Center

120. Person reported that there is an out-of-state detainer in his file for a case he was already extradited and sentenced for, and that the sentence was to run concurrent with his WA state sentence. Person reported that the detainer has had a negative impact on his incarceration.	The OCO provided assistance. The OCO reviewed DOC records and verified there is an out-of-state detainer in his file and that he was already extradited and resentenced, and saw that DOC tried to have this individual sign an extradition waiver to serve his time in another state. The OCO reached out to the DOC Records Specialist, who stated that the extradition waiver was a mistake, and acknowledged that he had already been resentenced and is serving his sentence in that state concurrently. The Records Specialist stated that the detainer will remain until his out-of-state sentence is complete. The Records Specialist shared this information with the individual, at the OCO's request.	Assistance Provided
121. Incarcerated individual expressed concerns about submitting an infraction appeal several months ago and never receiving a response.	The OCO contacted DOC and confirmed that DOC never received the individual's appeal, however, DOC stated they would be willing to accept a resubmitted appeal at this time.	Assistance Provided
122. Patient reports a need for further testing and treatment. He requests DOC help him find care in the community when he releases.	The OCO provided assistance by contacting health services and requesting the individual be scheduled with the re-entry nurse prior to his scheduled release date. The patient was scheduled for multiple continuity of care appointments with re-entry nursing.	Assistance Provided
123. Incarcerated individual reports he has safety concerns related to the way DOC has requested that he dispose of his bio waste. This waste is due to a medical condition.	The OCO provided assistance. The OCO spoke with custody and medical staff who resolved the issue after the OCO reported the concern to them. The individual now has a way to dispose of the bio waste that does not pose a safety concern to him. The OCO shared the	Assistance Provided

		protocol with the individual to ensure he knows what to do when he needs to dispose of bio waste.	
124.	Person reports that he is being scheduled to go to work release before he has had a necessary surgical procedure. The patient is requesting that his facility assignment not change until he has completed his medical needs.	The OCO provided information to the patient regarding the status of his specialist consult. OCO staff also verified that his facility plan had been completed with medical input.	Information Provided
125.	Person reported that he is being held illegally on a Community Custody revocation and that his supervision has already ended.	The OCO provided information. The OCO reviewed DOC documentation and found that this individual's maximum expiration of sentence date has not occurred yet, and that date is his current release date. The OCO has communicated with DOC Records, who stated the maximum expiration of sentence date is an individual's release date when they are revoked from Community Custody. Per RCW 9.94A.728, the DOC can confine an incarcerated individual up to the expiration of their sentence. The OCO lacks jurisdiction over sentencing and convictions. The individual may write to DOC Records at: DOC Public Records Office PO Box 41118 Olympia WA 98504-1118 should he want more information regarding his release date.	Information Provided
126.	Individual reports having a possible infection and DOC not providing treatment after calling multiple medical emergencies. He requested treatment and financial compensation.	The OCO contacted health service about the individual's medical care and confirmed access to medical appointments and treatment. This office provided the individual with information regarding filing a tort claim with DES Office of Risk Management. The OCO added the issue of unit staff not reporting medical emergencies to our list of topics for ongoing discussion with DOC health services leadership.	Information Provided
127.	Person reported that they were told they are eligible for Graduated Reentry (GRE). Person stated that DOC staff said they were informed via email from the DOC Secretary that individuals with their conviction were ineligible for GRE.	The OCO provided information. The OCO reached out to the GRE administrator at DOC Headquarters, who stated individuals with this conviction were not automatically ineligible for GRE. She stated this individual will be looked at for screening when they are closer to their release date.	Information Provided
128.	The individual reports that he was demoted to medium custody after receiving an infraction. The individual says that his Custody Facility Plan (CFP) had information which made him look bad and	The OCO was unable to substantiate a violation of policy by the DOC. This office reviewed the individual's CFP, and found that it was completed per DOC 300.380, Classification and Custody Facility Plan	No Violation of Policy

feels DOC staff purposely tried to demote him.	Review. This office provided the individual with information regarding appealing his future CFP's if he does not agree with them. Per DOC 300.380, "Individuals may appeal by submitting DOC 07-037 Classification Appeal within 72 hours of being notified of the decision to the Superintendent/CCS at the facility where the classification decision was made."	
129. Outside person reports DOC refusing to acknowledge they are married to their incarcerated spouse. Person reports DOC is restricting visitation.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Per DOC 590.200 I Requirements and Eligibility B. The intended spouse/domestic partner must be on the individuals approved visitor list per DOC 450.300 Visits for Incarcerated Individuals. The complainant was notified by DOC of the reasons behind the visitation denial. The individual will need to reapply for visitation on or after the date specified by DOC.	No Violation of Policy
130. Incarcerated individual expressed concerns about receiving an infraction for refusing to program after their counselor had filled out a job application and forged their signature and then did not go to the interview for that job.	The OCO reviewed the infraction and appeal packet and find there is evidence to substantiate the 557 infraction for refusing to work when the individual did not attend the callout for their scheduled job interview. According to the infraction narrative, they were assigned to the job as their job screening had been completed for over a month and they did not seek a program or assignment. As a result, they were placed on that area's workers list as a default. There is no evidence that an application was filed for this job, and as a result, no signature would be needed.	No Violation of Policy
131. Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the infraction packet and found evidence to substantiate the infraction.	No Violation of Policy
132. Person reported that his cell was searched, and he did not get a search report, and was infractioned as a result of the search.	The OCO was able to substantiate this concern but was unable to achieve a resolution. The OCO verified that DOC acknowledged that staff did not write a search report for this cell search. This office provided information about appealing the infraction and stated that once the appeals process is completed, this individual can reach out to the OCO for us to review the infraction.	Substantiated

Washington Corrections Center for Women

133.	Patient reports the dentist was refusing to let her get dentures. The patient states it was refused because it was a cosmetic issue, not a medical necessity.	The OCO provided assistance by requesting that the patient's request be heard by the Care Review Committee (CRC). DOC staff submitted the patient's request to the CRC as a result of OCO outreach.	Assistance Provided
134.	Incarcerated individual expressed concerns about the inability to access their property in order to prepare a proper infraction appeal.	The OCO reviewed the concern and reached out to the facility about this. The facility stated that the individual can kite their unit CUS or Sergeant in order to obtain their property to write the infraction appeal and would then notify the CUS on behalf of the individual to get the process started.	Assistance Provided
135.	External person reports that an incarcerated person received a UA, and it was positive. As a result, DOC cancelled her EFV visits. this person would like the patient's medications looked at to see if there was anything that could have caused the dirty UA.	The OCO provided assistance by contacting Health Services and facility leadership, asking for review of the infraction and EFV denial. DOC staff reviewed the incident and declined to overturn the infraction. There was insufficient evidence to support that the patient was taking medication that would present a false positive, a medication certification was completed by DOC medical staff. It was discovered that a MDFRMT (Multidisciplinary/Facility Risk Management Team) review had not been completed or not uploaded after the infraction. DOC leadership requested the unit supervisor provide this review with the participation of the incarcerated person. OCO staff have also made recommendations for changes to be made to the DOC drug testing policy; those discussions are ongoing.	Assistance Provided

Washington State Penitentiary

136.	External person reports their loved one was accused of assaulting another person and placed in IMU.	The OCO reviewed video evidence of the alleged assault, followed up with the DOC staff and monitored the infraction process. The infractions were dismissed, and the individual was moved back to general population.	Assistance Provided
137.	Patient reports delayed cancer care and requested access to treatment.	The OCO provided assistance by contacting DOC and elevating the concern to health services leadership. After OCO outreach and delayed DOC responses, the case remained open until this office was able to confirm treatment. DOC health services agreed to open a Coordinated Quality Improvement Process (CQIP) investigation and the office	Assistance Provided

		was able to confirm the patient has now started treatment.	
138.	Person was previously given permission to perform a medical procedure in his cell which exposes his body. There is a new staff person that is threatening him with sexual harassment for doing so. Person says they received verbal affirmation from the CUS to cover his window while performing the procedure, but he wants that in writing so he doesn't get in trouble. Person says he was not aware the new staff person saw him doing the procedure.	The OCO provided assistance. OCO staff reviewed the related documentation and substantiated that he had been written a negative BOE for an approved procedure. DOC amended the appealed BOE prior to OCO involvement. OCO staff elevated the concern to Health Services Leadership. Unit staff have been trained on the matter and the information is shared at pass down when there are new staff on unit. The patient was also provided education on changes to make that would prevent the misunderstanding from reoccurring in the future.	Assistance Provided
139.	The incarcerated individual reports their unit is out of OCO Review Request Forms.	The OCO provided assistance. The OCO worked with facility staff to ensure the unit was given more forms.	Assistance Provided
140.	Person reported that he turned in the appeals to several resolutions requests and they were either thrown away or lost, and the resolutions investigations were closed. Person expressed frustration with resolutions staff and concerns about retaliation.	The OCO provided assistance. The OCO reviewed this individual's resolutions requests and appeals and found a discrepancy between when he said he sent the appeals and when the facility said they received them. The OCO reached out to the Headquarters Resolutions Specialist and negotiated for one of the appeals to be accepted and for the concern to be reviewed at the Superintendent level.	Assistance Provided
141.	Person reported that he has severe mobility issues. Person reported that his video visits are being scheduled on the second floor and that he struggles to make it up the stairs to the visits. Person said he has kited DOC and Securus staff and filed a complaint requesting for his video visits to be on the first floor.	The OCO provided assistance. The OCO reached out to the Resolutions Program to inquire about the concern. At the OCO's request, Resolutions reached out to unit staff, who said they had been manually rescheduling his visits to the first floor while trying to get Securus to resolve the issue, but that some of his visits were still ending up on the second floor. DOC unit staff came up with a plan to ensure that his visits remained on the first floor and reached out again to Securus asking them to only schedule video visits on the first floor for individuals in the ADA units.	Assistance Provided
142.	Patient states he was told there are no cells that can accommodate his wheelchair. The patient has a health status report for an ADA cell but was not placed in one when he arrived at the facility.	DOC staff resolved this concern prior to OCO outreach. The OCO contacted Health Services management and asked what accommodations are available for the patient. DOC confirmed the patient had been moved into a cell that was wheelchair	DOC Resolved

compatible. The OCO substantiated there was long delay in getting the patient moved into an ADA accessible cell, however by the time the concern was received by this office, it had been resolved.

143. Patient reports delayed access to colonoscopy which is impacting ability to be approved for graduated reentry (GRE).	The patient called the OCO hotline and reported their colonoscopy occurred and they were approved for work release. DOC did not respond to OCO outreach after multiple reminders and this office received updates directly from the patient.	DOC Resolved
144. Person reported being in solitary confinement on protective custody and is trying to get approved for lower levels of custody or level three in the Intensive Management Unit (IMU). Person described various security concerns at different units throughout the state.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO found that DOC Headquarters initially could not verify this individual's security concerns and placed him on Maximum Custody. The OCO reviewed his current Custody Facility Plan and found that he has been approved for lower levels of custody by a Multi-Disciplinary Team and is awaiting final approval.	DOC Resolved
145. Person reports their incarcerated loved one should be screened for graduated reentry.	The OCO provided information. The OCO was able to verify through the DOC database the individual has been screened and approved for graduated reentry.	Information Provided
146. Individual reports DOC is making them complete a program in IMU instead of letting them finish mental health programming in residential treatment. Person said they want to remain at WSP.	Person was initially approved for residential treatment at another facility. After the individual withdrew from residential treatment, the transfer was cancelled, and they are currently being housed at WSP. The OCO provided information regarding pathway for residential treatment if the individual changes their mind and current IMU programming pathway related to infractions.	Information Provided
147. Patient reports unit staff are not always contacting mental health staff when he reports a mental health emergency. He said his radio was also taken away for mental health behavior and requested DOC not remove personal items as punishment for mental health behavior.	The OCO contacted health services to request information about the individual's access to mental health staff during the reported time frame and confirmed access after the incident. This office met with the DOC Director of Behavioral Health and discussed the process for addressing when a unit staff refuses to alert mental health of a reported emergency. The OCO provided information to the patient about reporting channels when unit staff refuse to contact health services on the incarcerated person's behalf. DOC options include reporting unit staff via a health services kite and/or emergency	Information Provided

resolution request. The OCO is not a first responder however the office does request wellness checks when situations are identified during triage and casework. This office provided information about the details needed to follow up on situations where DOC staff are not contacting mental health staff for reported emergencies. As for the radio, it was removed as part of infraction sanctions. There is no infraction appeal on file, and individual's current level does not allow for access to a radio. The individual can request radio access at their next level review.

<p>148. Incarcerated individual reports he was transferred and since transfer has not had access to his legal property or the law library. The individual has a time sensitive legal matter and requests the OCO assist him in obtaining legal access.</p>	<p>The OCO provided information regarding how to request legal access while in a segregation setting. The OCO also spoke with DOC staff who confirmed the individual has received his legal property and not requested law library access since his arrival. The OCO also verified the individual has access to legal resources with his Securus tablet. The OCO explained to the individual how to request access to the law library and how to file a resolution request if he is being denied.</p>	<p>Information Provided</p>
<p>149. Person reports he was part of the tuberculosis (TB) outbreak at Stafford Creek Corrections Center. He states has been refusing to take the treatment for TB because DOC refuses to take responsibility for the outbreak.</p>	<p>The OCO contacted Health Services Management and were informed the patient was housed in the appropriate area for having active tuberculosis and had recently agreed to start treatment. The OCO provided information to the patient regarding the steps DOC has taken to get control of the outbreak including working with the CDC and Department of Health. DOC was also fined by Department of Labor and Industries.</p>	<p>Information Provided</p>
<p>150. The individual reports that his attorney's phone number is not registering with DOC telephones as a legal phone number.</p>	<p>The OCO provided information regarding how the individual's attorney can be registered as a legal phone number. The individual may write to his attorney asking them to contact DOC/Securus in order to have their numbers added to the list for legal calls.</p>	<p>Information Provided</p>
<p>151. External person reported that their loved one was assaulted by another incarcerated individual. He defended himself and was sent to solitary confinement. He was kept in unsanitary conditions and given no clothing or food.</p>	<p>The OCO reviewed video footage from the incident reported in this concern and the video evidence did not match the information the external person provided. This office could not find evidence to substantiate this concern.</p>	<p>Insufficient Evidence to Substantiate</p>

<p>152. Person reports he was housed with a documented "PREA predator." The individual approached him with a sharp object and there was no staff present in the pod. The individual says he saw a pair of scissors on a table near his house, entered the individual's cell and the individual started stabbing him, so he stabbed him back. He was placed in IMU after the aggressor was taken to the hospital. Individual reports the DOC staff did not check his wounds or make sure that he was ok after the altercation. He had to find the nurse in order to get treatment. He claims he was fighting three people off him during this altercation.</p>	<p>The OCO reviewed the video evidence from this incident that took place and could find no evidence to substantiate this concern. Video evidence confirmed that the individual reported as the aggressor in this complaint was the actual victim. He was in his cell when the incarcerated individual who reported this concern walked across the pod, grabbed scissors off a table, and entered the individual's cell. Video evidence confirmed other incarcerated individuals were attempting to stop the assault. This office also reviewed the photo evidence of injuries sustained by the victim. After the incident the individual who reported this concern can be seen walking through the pod interacting with other individuals. There was no indication that he was injured. The incident was not reported to staff by either individual, however when staff saw the injuries of the other individual, they were able to review video and confirm what had occurred.</p>	<p>Insufficient Evidence to Substantiate</p>
<p>153. Incarcerated individual expressed concern about staff misconduct.</p>	<p>The OCO was unable to locate evidence to substantiate the individual's concern. The OCO reviewed the individual's resolution request related to this issue as well as documentation regarding a dismissed infraction but was unable to locate information to verify the staff misconduct the individual describes.</p>	<p>Insufficient Evidence to Substantiate</p>
<p>154. The incarcerated individual reports retaliation concerns regarding a staff member who infringed them after they filed a resolution request about their conduct. The individual reports they were sent to the Intensive Management Unit (IMU) as a result of the infraction.</p>	<p>The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed the timeline between when the resolution request was filed and when the infraction was issued and found a significant amount of time between the two actions. The OCO reviewed the infraction and incident and found the infraction meets the "some evidence" standard used when upholding infractions. The OCO was unable to substantiate retaliation occurred due to these findings.</p>	<p>Insufficient Evidence to Substantiate</p>
<p>155. Person reported that he was shoved and mistreated by staff and said that the video footage of that situation was not investigated. Person reported that the resolution specialist did not investigate the entire situation and made a false claim</p>	<p>The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed the Level 1 resolutions investigation and found that the resolutions specialist initially stated they would infract this individual for causing an innocent staff</p>	<p>Insufficient Evidence to Substantiate</p>

in the resolution response that this individual was targeting a staff member. Person also reported that the resolution specialist did not address the situation when he was interviewed for the investigation and instead talked about other topics.

member to be investigated, but the OCO found no infraction on record for this incident. The OCO could not verify that the investigator did not address the situation in the Level 1 interview. The OCO verified that a Level 2 investigation was conducted by the Associate Superintendent and that they reviewed the video footage of the incident and could not substantiate that this individual was shoved or mistreated by staff.

<p>156. Person reported that he was demoted from his position in Correctional Industries (CI) because someone allegedly stole items from the kitchen. Person stated that after the investigation was completed other people had their pay levels reinstated, but his was not.</p>	<p>The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed the resolutions investigation and filed a public records request for the CI investigation. This office reached out to the Correctional Programs Manager who put the OCO in touch with the CI Manager. The CI Manager stated that he was the staff who caught this individual stealing items, and that they decided to demote rather than terminate him, and that other individuals who were caught stealing also got demoted. The CI Manager stated that due to policy restrictions on how many individuals can be at the higher pay scale in the facility, there are multiple individuals who are still at the lower pay scale. The CI Manager also stated that per CI policy, this individual will need to work 1500 hours at his new position before he is eligible for the higher pay scale. The OCO could not find a violation of DOC 700.000 Work Programs in Prisons or 710.040 Correctional Industries Work Programs.</p>	<p>No Violation of Policy</p>
<p>157. Incarcerated individual reports he was transferred to another facility from the Intensive Management Unit (IMU). Once they arrived at the new facility, they were placed in IMU again. The individual requests the OCO investigate why they were placed in the IMU at the new facility.</p>	<p>The OCO was unable to substantiate a violation of policy by DOC. The OCO verified the individual was placed in the IMU for safety reasons. The OCO reviewed the individual's custody facility plans and confirmed they were completed in compliance with DOC 300.380 Classification and Custody Facility Plan Review.</p>	<p>No Violation of Policy</p>
<p>158. Person states he is trying to drop out of the STG he has been a part of, however DOC is transferring him to a general population unit rather than a safe harbor unit.</p>	<p>The OCO was unable to substantiate a violation of policy by DOC. Per DOC 470.500 the STG Coordinator will determine if the debrief is accepted and verify the information obtained. This individual's debrief was not able to be verified and his custody facility</p>	<p>No Violation of Policy</p>

	plan was completed within classification policy.	
159. Person reports she was given a 90-day disposition form for her food when moved to a different unit. She wants her shelf stable food stored until she returns to her regular unit.	The OCO was unable to substantiate a violation of policy by DOC. Per DOC 320.255 section IV: property will be authorized in a Restrictive Housing unit based on space availability and MAX custody level/step assignment. Unless otherwise noted, individuals cannot retain property from general population while in Restrictive Housing. Exception requests must be submitted to the Superintendent in writing. Washington State Penitentiary Operational Memo states The Property Room will send DOC 21-139 90 Day Property Disposition to the person and appropriately dispose of the consumable items. Consumables will not be sent to Long Term Storage.	No Violation of Policy
160. Incarcerated individual expressed concerns about an infraction they received related to refusing a urinalysis test (UA).	The OCO was unable to locate a violation of DOC policy. The OCO contacted DOC and confirmed that the individual did not have a valid health status report (HSR) at the time of the infraction, thus the individual could be infringed in accordance with DOC policy.	No Violation of Policy
161. The individual reports that the facility will not allow indigent individuals to send greeting cards but says that other facilities have allowed indigent individuals to send greeting cards.	The OCO was unable to substantiate a violation of policy by the DOC. This office reviewed DOC 450.100, Mail for Individuals in Prison, and spoke with mailroom staff at the facility. Per policy, indigent individuals are allowed to purchase up to 10 envelopes from the commissary per month, which they accrue a debt for. They can also accrue a debt for legal mail. Anything else (oversized, greeting cards, special services such as certified) cannot accrue a debt.	No Violation of Policy
162. Person reported he is trying to get a reasonable accommodation to get a snack substitution that is suitable for his health condition and the medication he takes. Person stated that his resolution request was not accepted, and that the informal resolution that was attempted was not acceptable.	The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed this individual's resolution request, which was eventually accepted and received a Level 1 response. This office reached out to the Health Services Manager asking if this individual has been able to consult with his medical provider regarding the snack substitution. Health Services stated that this individual did meet with his health provider, who did not support the substitution and stated that he did not meet the criteria. DOC	No Violation of Policy

600.000 Health Services Management states, "III. Clinical decisions are the sole province of the responsible health care practitioner and are not countermanded by non-clinicians."

INTAKE INVESTIGATIONS

Airway Heights Corrections Center

<p>163. A loved one of the incarcerated individual reports that the individual's counselor is making him do a substance use assessment. The loved one reports that the individual's counselor accused him of lying on the assessment. The person says that her loved one does not need treatment and has already completed treatment twice in the past. They are concerned with how he is being treated.</p>	<p>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.</p>	<p>Administrative Remedies Not Pursued</p>
<p>164. Person reports DOC staff did not follow mail policy when their mail was given to another incarcerated individual.</p>	<p>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 requested a rewrite from the individual for more information and clarification on their issue. The individual did not submit the rewrite.</p>	<p>Administrative Remedies Not Pursued</p>
<p>165. Person reports they received a behavior observation entry (BOE) and appealed it. The person states an officer later added the same behavior observation entry to their file.</p>	<p>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 appeal their BOE. The OCO was unable to verify an appeal was submitted for a BOE. The OCO attempted to verify this information via correspondence with DOC.</p>	<p>Administrative Remedies Not Pursued</p>
<p>166. Person reports issues with staff conduct.</p>	<p>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 appeal their</p>	<p>Administrative Remedies Not Pursued</p>

	resolution request to a level II and contact the OCO once they have received a level II response from DOC.	
167. Incarcerated individual expressed concerns about three infractions they received.	One of the infractions was already handled by this office through a closed case review and as a result no further actions will be taken. This office declined to proceed with investigations for two of the infractions because they were general infractions. Per RCW 43.06C.040(2)(c) the Ombuds may decline to investigate any complaint as provided by the rules adopted in this chapter.	Declined
168. Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the infraction packet and found that the individual pled guilty to the infraction. Per RCW 43.06C.040(2)(c) the Ombuds may decline to investigate any complaint as provided by the rules adopted in this chapter.	Declined
169. Person reports multiple complaints with the Securus tablets and the company's lack of response or willingness to address and fix the issues. Person requested that the Governor order Securus to operate in accordance with their contract and order Securus to provide monetary compensation to every inmate and loved ones affected by the inappropriate and detrimental actions of Securus' actions.	The OCO has declined to investigate this concern. As described in WAC 138-10-040(3), the OCO declined to investigate the complaint beyond the intake investigation phase because: (e) The requested resolution is not within the ombud's statutory power and authority.	Declined
170. A loved one reported that an incarcerated individual's art supplies were confiscated, and DOC said they were contraband.	The incarcerated individual did not respond to the OCO's request to provide additional information within 30 days. The OCO encouraged this person to contact this office if they would like to request assistance.	Person Declined OCO Involvement
Clallam Bay Corrections Center		
171. Person reports their property was damaged during a search.	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 advised the individual to continue the appeal process through the Department of Enterprise Services.	Lacked Jurisdiction
Coyote Ridge Corrections Center		
172. Incarcerated person reports he has received an infraction and requests OCO assistance. In the initial contact the incarcerated person did report that they	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

	had not filed an appeal on the infraction yet.	the DOC internal grievance process, administrative, or appellate process.	
173.	Person reports their incarcerated loved one's rights are being violated by DOC.	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			
174.	Patient states he was sent to an outside clinic for diagnostics but was pulled out of the appointment before he was able to get the test by DOC staff.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided self-advocacy information to the patient.	Administrative Remedies Not Pursued
175.	Person reports that there is a fire alarm that is going off daily in his unit. Staff are turning it off and have not called the fire alarm company to fix the issue.	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.	An incarcerated person reports to OCO that the vending machines are not filled so visitors cannot access food during their visit. They have not filed a resolution request with DOC.	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
177.	Incarcerated individual reports concerns with a staff member and reports the staff member was harassing 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.	Administrative Remedies Not Pursued
178.	Person reported getting turned away from sick call because medical was too busy.	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

179. Loved one expressed concern about an infraction an incarcerated individual received as well as their custody level.	The OCO mailed the incarcerated individual an OCO request form to ensure the individual wanted this concern investigated but the individual did not contact OCO to confirm their desire to have the concern investigated. As a result, the OCO did not further investigate.	Declined
180. Person reports dental concerns.	The incarcerated individual advised the OCO they did not want the OCO to investigate the complaint. The person later called the hotline and asked that this office close the case and investigate the other case he opened.	Person Declined OCO Involvement
181. Incarcerated individual reports multiple concerns with his current facility placement and is concerned with the outcome of a previous OCO investigation. The individual also reported concerns of staff misconduct.	The incarcerated individual did not respond to the OCO's request to provide additional information within 30 days.	Person Declined OCO Involvement
182. Outside person reports their incarcerated loved one has been subject to harassment from DOC staff in their unit.	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
183. Person reports DOC refused to allow him cleaning supplies to clean a mess outside of his door. Person states this is a health hazard.	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 submit a resolution request regarding this issue and to contact the OCO after they have received a level II response from DOC.	Administrative Remedies Not Pursued
184. Person reports issues with staff conduct.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO advised the individual to contact the OCO after they have received a level II response from DOC.	Administrative Remedies Not Pursued

Olympic Corrections Center

185. Person reports that the unit he is currently assigned to is not allowing TVs to be rented or purchased.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
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Other – Community Custody, Jails, Statewide, Out of State

186. An external person reports concerns about their loved one's probation.	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
187. A loved one reports that an incarcerated individual was abused by staff in a 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. The OCO provided information about contacting her legislators and local municipal government about this concern.	Lacked Jurisdiction

Stafford Creek Corrections Center

188. Person reports multiple issues regarding DOC staff conduct and DOC staff refusing to send mail.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The individual did not submit an appeal to the infraction.	Administrative Remedies Not Pursued
189. Person reports he has not received an appointment for a procedure and would like to make sure the appointment happens.	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
190. The individual reports issues getting an appointment with a medical provider for an ongoing issue with his ankle from a previous injury.	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
191. Person reports issues accessing medical care.	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 person is advised to contact the OCO after they have received a level I or level II response from DOC.	
192.	Loved one expressed concern about an infraction an incarcerated individual received.	The incarcerated individual contacted the OCO and requested this case be withdrawn and not investigated.	Declined
193.	Person reported trying to file a resolution request regarding the actions of a DOC staff member who did not follow DOC policy regarding Behavioral Observation Entries. The person's requested resolution for this situation was that this incident be put into their job performance record and that the staff write an apology letter to him.	The OCO has declined to investigate this concern. As described in WAC 138-10-040(3), the OCO declined to investigate the complaint beyond the intake investigation phase because: (e) The requested resolution is not within the ombud's statutory power and authority.	Declined
194.	Person was infraacted for refusing to attend an interview for a job a few years ago. The person reports that the job he was supposed to interview for was voluntary and he should not have been infraacted for not going to the interview.	As described in WAC 138-10-040(3), the OCO declined to investigate the complaint beyond the intake investigation phase because the alleged violation is a past rather than ongoing issue. Additionally, the nature and quality of evidence was insufficient to allow this office to substantiate the allegation.	Declined
Washington Corrections Center			
195.	Person reported being infraacted for threatening after being woken up by staff.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
196.	Person reported concerns about an infraction they would like dismissed and concerns related to medical care. The OCO separated their medical concern from this complaint related to an infraction so the OCO could investigate the medical concern.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The individual did not appeal their infraction.	Administrative Remedies Not Pursued
197.	Individual is asking for the federal government to review their PREA concern.	The OCO has reviewed this PREA concern in the initial complaint that was filed in 2022 and the individual was contacted with an outcome. The OCO lacks jurisdiction to direct the federal government to investigate this	Declined

PREA concern and the OCO will decline to review the PREA concern again. Law enforcement in the county in which this incident allegedly took place will decide if they will pursue charges.

Washington Corrections Center for Women

198. Person reports that the Community Corrections officer treated her poorly during a UA drug screen.	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
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Washington State Penitentiary

199. Person reports they never received their property when they returned from administrative segregation.	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 contact the OCO after they have received a level II resolution response from DOC.	Administrative Remedies Not Pursued
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200. Person reported he was not able to shave in the Close Observation Area. Person also reported that the law library is not responding to his kites.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
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201. Incarcerated person reports DOC staff did not follow policy and then he was infraacted. Reports they have filed a resolution request but has not yet received a level 2 response.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
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202. Incarcerated person reports DOC is issuing clothing that has unknown stains, blood residue, fecal stains, and holes. Person states this is a health and civil rights concern.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
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203. Person reports issues with their time calculation.	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
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the DOC internal grievance process, administrative, or appellate process. The individual is advised to send a kite requesting information on their time calculation.

204. External person reports their loved one is being poisoned and not receiving appropriate medical care.	The OCO attempted to schedule phone calls with the patient to discuss their concerns and requested resolution, however, the individual declined the phone calls as well as requests for a signed Release of Information (ROI). This office elevated the concerns to facility health services staff and headquarters medical leadership for further review and follow up. The OCO also identified the person's upcoming release date and requested DOC follow up with the individual about release planning.	Person Declined OCO Involvement
205. Outside loved one reports issues with how their incarcerated loved one is being treated in DOC custody.	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
206. Outside person reports issues with how their incarcerated loved one is being treated while in DOC custody.	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

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).

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

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

Abbreviations & Glossary

ADA: Americans with Disabilities Act

AHCC: Airway Heights Corrections Center

ASR: Accommodation Status Report

BOE: Behavioral Observation Entry

CBCC: Clallam Bay Corrections Center

CCCC: Cedar Creek Corrections Center

CI: Correctional Industries

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

CO: Correctional Officer

CRC: Care Review Committee

CRCC: Coyote Ridge Corrections Center

CUS: Correctional Unit Supervisor

DES: Department of Enterprise Services

DOSA: Drug Offender Sentencing Alternative

EFV: Extended Family Visit

ERD: Earned Release Date

GRE: Graduated Reentry

HCSC: Headquarters Community Screening Committee

HSR: Health Status Report

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

J&S: Judgment and Sentence

MCC: Monroe Correctional Complex

MCCCW: Mission Creek Corrections Center for Women

OCC: Olympic Corrections Center

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

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

SCCC: Stafford Creek Corrections Center

SOTAP: Sex Offender Treatment and Assessment Program

SVP: Sexually Violent Predator

TC: Therapeutic Community

WaONE: Washington ONE ("Offender Needs Evaluation")

WCC: Washington Corrections Center

WCCW: Washington Corrections Center for Women

WSP: Washington State Penitentiary