

UNEXPECTED FATALITY REVIEWS: 0

CASE INVESTIGATIONS: 207

Assistance Provided: 36

Information Provided: 79

DOC Resolved: 32

Insufficient Evidence to Substantiate: 10

No Violation of Policy: 50

Substantiated: 0

INTAKE INVESTIGATIONS: 170

Administrative Remedies Not Pursued: 0

Declined: 3

Lacked Jurisdiction: 9

Person Declined OCO Assistance: 24

Person Released from DOC Prior to OCO Action: 13

Technical Assistance Provided: 121

Resolved Investigations:

377

Assistance Provided, Information Provided,
or Technical Assistance Provided in

63%

of Investigations

OCO Casework Highlights

October 2024

Assistance Provided

Reported Concerns: External person reported their loved one has been held in solitary confinement for protection concerns.

OCO Actions: The OCO contacted the facility leadership and DOC headquarters to ask for an evaluation of this individual's safety concerns.

Negotiated Outcomes: As a result of OCO outreach, DOC validated the individual's safety concerns and moved the individual to another unit.

Assistance Provided

Reported Concerns: The individual reports that DOC has been taking money for legal financial obligations (LFO) he no longer owes and lost a payment he made from his savings account.

OCO Actions: The OCO reviewed the individual's resolution requests and reached out to DOC staff about this concern. DOC was able to find the court order that stopped the LFO payments and traced where the additional payment went from his savings account. OCO requested that DOC help the individual resolve this issue with the county court in order to get his money back.

Negotiated Outcomes: After OCO outreach, DOC contacted the county court and got this person a refund for the LFO payment that should not have gone through and the extra payment he had made from his savings account.

Assistance Provided

Reported Concerns: Incarcerated person reported that he has two separate medical concerns that require special medical diets, but that he was only allowed to have one of these special diets, rather than a diet that accommodates both of his concerns.

OCO Actions: The OCO is aware of this systemic concern in policy that only allows one medical diet for an individual. This office reviewed DOC records and reached out to staff to address this individual's dietary concerns.

Negotiated Outcomes: Multiple DOC staff worked with the OCO to come up with a plan for this person to change to a new diet and then meet with their provider to discuss options for self-selecting foods within the diet that they can eat. This office also confirmed that he will meet with medical staff to resolve his need for one of the medical diets. DOC staff acknowledged that there is a need for more dietary options for individuals in this situation.

Assistance Provided

Reported Concerns: Incarcerated person reports that he did not receive a response to his Care Review Committee (CRC) appeal. The person requested to be approved for further treatment of a chronic issue.

OCO Actions: OCO staff reviewed the person's records and noted a significant delay in the completion of the CRC review.

Negotiated Outcomes: OCO staff contacted DOC staff. DOC staff then completed the appeal documentation and notified the patient as a result.

Assistance Provided

Reported Concerns: Incarcerated person reports concerns about access to medical and mental health care and requested an out of state transfer.

OCO Actions: The OCO elevated this patient's concerns through health services leadership.

Negotiated Outcomes: After OCO outreach, the individual was considered, approved, and moved to a Residential Treatment Unit (RTU).

Assistance Provided

Reported Concerns: Incarcerated individual shared concerns regarding being MAX custody level and not being given the opportunity to participate in programming.

OCO Actions: The OCO spoke with DOC staff and requested that this individual be provided with options for programming they can participate in and place them in a short-term program.

Negotiated Outcomes: Upon inquiry, DOC staff agreed to place the individual in a program and provide options.

Monthly Outcome Report: October 2024

Complaint Summary	Outcome Summary	Case Closure Reason
Case Investigations		
Airway Heights Corrections Center		
1. Incarcerated individual shared concerns regarding isolation protocols at their facility and how it is affecting them.	The OCO provided assistance. The OCO met with DOC staff and upon this office's inquiry, DOC ensured the individual will be moving back to their cell after the isolation period. DOC staff were checking on this individual numerous times throughout the day and will be providing them with medication to alleviate their symptoms.	Assistance Provided
2. Incarcerated individual shared concerns regarding isolation protocols at their facility and how it is affecting them.	The OCO provided assistance. The OCO met with DOC staff and upon this office's inquiry, DOC ensured the individual will be moving back to their cell after the isolation period. DOC staff were checking on this individual numerous times throughout the day and will be providing them with medication to alleviate their symptoms.	Assistance Provided
3. Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction materials and found as a result of the infraction appeal, DOC reduced the infraction to a general infraction.	DOC Resolved
4. Incarcerated individual shared concerns regarding being approved then denied for graduated reentry (GRE) and a reentry center (RC) for a lack of programming despite not needing it.	DOC staff resolved this concern prior to the OCO taking action on this complaint. This office was able to confirm that this individual was released to GRE after speaking with DOC staff.	DOC Resolved
5. Incarcerated individual shared concerns regarding DOC blocking their ability to accurately review requested records.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO was able to confirm that this individual did get access to their requested records.	DOC Resolved
6. Incarcerated individual relayed concerns regarding a health status report (HSR) for a wheelchair.	The OCO confirmed this concern was resolved by DOC prior to OCO involvement as the individual now has an HSR for a wheelchair.	DOC Resolved
7. A loved one made a complaint on behalf of an incarcerated individual regarding being wrongfully denied from a reentry center (formerly known as work release).	The OCO provided information pertaining to why this individual was denied from future community confinement options.	Information Provided
8. Incarcerated person reported concerns about accessing graduated reentry (GRE) and/or a reentry center.	The OCO provided information about the person's next steps. The OCO found that the person will have their custody level reviewed by headquarters and they will determine if the person will promote custody levels to	Information Provided

		be eligible for GRE or a reentry center. The OCO provided information about how to actively participate in their upcoming Custody Facility Plan (CFP).	
9.	Incarcerated individual relayed concerns regarding DOC taking their ID and not giving it back.	The OCO confirmed that the ID was taken for an infraction investigation and informed the individual that they will get their ID back once the investigation is complete.	Information Provided
10.	An individual reported a concern on behalf of another incarcerated person regarding padded bras. The issue is that DOC is cutting the padding out of the bras and this makes them tighter and uncomfortable. The person was issued padded bras when they began hormone replacement therapy and wants to know why are they not allowed to have them now.	The OCO reviewed the individual's resolution request and spoke with DOC staff regarding this concern. The DOC confirmed that padded bras, as well as bras with underwire and pockets, are not allowed across all facilities statewide for safety and security reasons. If the individual was previously issued padded bras, then this was an accident. The OCO encouraged the incarcerated individual to get measured again if her bras are too tight or causing discomfort. She can also reach out to the gender-affirming medical specialist to discuss options if the issue cannot be resolved with the sports bras available through the property room.	Information Provided
11.	An incarcerated individual reports that he has a health status report (HSR) for milk at each meal, but the kitchen recently told him that he can only have powdered milk, instead of regular milk.	The OCO reviewed the individual's records and spoke with health services about this concern. DOC staff reported that the HSR was discontinued because the extra milk everyday was causing additional health problems. The OCO provided information about his healthcare team's decision and how to request a review by the care review committee (CRC).	Information Provided
12.	Incarcerated individual shared concerns regarding being terminated from their Correctional Industries (CI) job, and not being able to get that job back.	The OCO provided information regarding steps to potentially obtain another CI job. This office was able to confirm that DOC staff met with this individual, discussed steps, and this individual agreed to take those steps towards getting another CI job.	Information Provided
13.	Incarcerated individual shared concerns regarding DOC not allowing them to participate in a religious diet due to them being on a medical diet.	The OCO found that this individual did not follow the process to obtain a religious meal while on a medical diet. The OCO provided information regarding the process to request a Passover meal while on a medical diet.	Information Provided
14.	Individual reports he was caught smoking in his room. He was evaluated by medical and says that the transport officers overheard him telling medical that he smoked more than tobacco. He went to the infraction hearing and brought evidence saying that medical stated that it would not be used against him. The hearings officer stated that because he admitted usage of a substance to medical, the infraction stands and now he is serving a MAX program.	The OCO reviewed the infraction and the appeal. The infraction was reduced after the appeal, however due to multiple contraband infractions, he was issued a MAX program. The officers stated he admitted to using a drug to the nurse in front of the officers, this would not be considered confidential. He will have the ability to attend substance use disorder programming while on MAX custody.	Information Provided
15.	Incarcerated individual relayed concerns regarding an infraction	The OCO reviewed the infraction materials for the infraction and found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements.	Information Provided

	they received and incorrect records showing a DOSA sentence.	The OCO informed the individual that they will need to file a grievance and kite records to correct the DOSA sentence concern.	
16.	Incarcerated individual shared concerns regarding not receiving a refund for the cost of supervision (COS) they have paid.	The OCO was able to confirm that this individual did receive a refund but not for the full amount they requested. Per the Blake decision, the individual was refunded the amount paid toward their COS related to the crimes vacated, but the crimes not vacated were not refunded. This office provided further breakdown of their refunded cost and why the total amount paid was not refunded.	Information Provided
17.	Incarcerated person reported concerns about their current custody level. The person reports that they were told that their custody level will be finalized by headquarters but have not heard any outcome since.	The OCO provided information regarding their custody level and shared how to access this information at the facility. The OCO reviewed the person's file and spoke with DOC staff regarding headquarters finalizing the persons custody level. DOC staff shared that headquarters did finalize the person's custody level and that they are not eligible to promote custody levels at this time. The OCO shared with the incarcerated person how to access this information in the future.	Information Provided
18.	Person reports that he needs follow up treatment after a surgery. The person states that follow-up was supposed to happen within two weeks but has not occurred in a month.	The OCO provided information to the person regarding the scheduling of follow-up care. OCO staff contacted DOC health services staff and were informed that the person received a follow-up with the outside specialist and will be scheduled for further treatment when that staff member is available. OCO staff confirmed that some services have not been available at the patient's facility due to lack of staff. The DOC has filled that vacancy and the provider will be scheduling patients soon.	Information Provided
19.	Incarcerated individual relayed concerns regarding not getting a fair infraction hearing because they state they were told to go to the wrong location and ended up missing the hearing.	The OCO reviewed the infraction materials and asked if DOC would remand the individual for a new hearing. The OCO found no violation of DOC policy 460.000 as the individual had a call out to G building for the hearing and there was no information on the call out that showed the hearing had moved. Without mitigating circumstances DOC did not agree to remand him for a new hearing, but stated if the individual is able to gather information to show that they were scheduled in the visiting room and it moved that day, DOC would remand it as they would not have been able to view an accurate call out.	Information Provided
20.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction materials and found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy
21.	Incarcerated individual relayed concerns regarding being kicked out of the SOTAP program.	The OCO reviewed the individual's records related to the SOTAP discharge and found no violation of DOC policy 570.000 as the discharge was due to not meeting expectations and engaging in problematic behavior.	No Violation of Policy
22.	Incarcerated individual relayed concerns regarding a desire for all infractions involving Suboxone to be dismissed since the creation of the MAT program.	The OCO reviewed the infraction materials for the individual's infraction and spoke with DOC about this concern. The OCO found no violation of DOC policy 460.000 as it does not matter where the Suboxone originated from, which is nearly impossible to identify, as	No Violation of Policy

it was still transferred throughout the facility meeting the WAC 603 elements.

23.	Person reports that they were demoted in custody level before their infraction hearing, which was dismissed. The person also reported that his property went missing when he was transferred out of camp.	The OCO was unable to substantiate a violation of policy by DOC. OCO staff reviewed the person's infractions and were unable to substantiate a violation to DOC 460.000. OCO staff have noted the property concern and are in ongoing discussions with the DOC about this issue.	No Violation of Policy
24.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction materials and found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy
25.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction materials and found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy

Cedar Creek Corrections Center

26.	A loved one reported concerns about an incarcerated individual not getting dental care.	The OCO provided assistance. The OCO reviewed DOC records and reached out to DOC staff, who then scheduled this individual for his dental appointment, which the OCO confirmed via DOC records.	Assistance Provided
27.	Incarcerated individual shared that there is a lack of toilet paper in their unit and DOC staff keep telling them it is on back order.	The OCO provided assistance. Upon hearing this complaint, this office spoke directly with unit staff who provided them toilet paper upon inquiry.	Assistance Provided
28.	An outside advocate wrote on behalf of an incarcerated individual concerning this individual not being granted a certificate for completing programming despite them finishing that program.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO was able to confirm that this individual was granted their certificate of completion and DOC staff corrected the administrative error.	DOC Resolved
29.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the individual's disciplinary record and found the infraction was dismissed by DOC on appeal.	DOC Resolved
30.	Incarcerated person reported concern about a recent graduated reentry (GRE) denial. The person reports that they were denied GRE due to the community parenting alternative (CPA) denying him into their program. The person wants the OCO's help in being considered for GRE.	The OCO provided information about the person's GRE denial. The OCO spoke with DOC staff regarding the denial and verified that GRE does take other program denials into consideration and did deny this person based on the same reasons they were denied CPA. The OCO verified that this is current GRE screening protocol. GRE will consider accepting people who were denied CPA depending on the reasons for the denial.	Information Provided
31.	Incarcerated individual reports concerns about the materials used and length of Therapeutic Community (TC) programming at CCCC.	The OCO elevated this concern through TC leadership and found that the materials and program length is standardized across DOC prison facilities and may differ from programming provided at ABHS.	Information Provided
32.	Incarcerated individual reports concerns about the materials used and length of Therapeutic	The OCO elevated this concern through TC leadership and found that the materials and program length is	Information Provided

	Community (TC) programming at CCCC.	standardized across DOC prison facilities and may differ from programming provided at ABHS.	
33.	Incarcerated individual reports concerns about the materials used and length of Therapeutic Community (TC) programming at CCCC.	The OCO elevated this concern through TC leadership and found that the materials and program length is standardized across DOC prison facilities and may differ from programming provided at ABHS.	Information Provided
34.	Incarcerated individual reports concerns about the materials used and length of Therapeutic Community (TC) programming at CCCC.	The OCO elevated this concern through TC leadership and found that the materials and program length is standardized across DOC prison facilities and may differ from programming provided through ABHS. The OCO provided information about TC programming in DOC prison facilities.	Information Provided
35.	Incarcerated individual reports concerns about the materials used and length of Therapeutic Community (TC) programming at CCCC.	The OCO elevated this concern through TC leadership and found that the materials and program length is standardized across DOC prison facilities and may differ from programming provided at ABHS.	Information Provided
36.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction materials and found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy

Clallam Bay Corrections Center

37.	External person reported their loved one has been held in solitary confinement for protection concerns.	The OCO contacted the facility leadership and DOC headquarters to ask for an evaluation of this individual's safety concerns. As a result of OCO outreach, DOC validated the individual's safety concerns and the individual was moved to a safe harbor.	Assistance Provided
38.	Incarcerated individual relayed concerns regarding an infraction and staff conduct.	For the staff conduct, the OCO reviewed the related grievances and did not identify any evidence that they have continued to have staff conduct concerns since moving facilities, as this concern has been resolved by DOC. Regarding the infraction, the OCO reviewed the infraction materials and found no violation of DOC policy 460.000 as the individual's behavior meets the infraction elements.	DOC Resolved
39.	External person reports an incarcerated individual was resentenced from life without parole and has not received a new restoration plan.	The OCO received two concerns related to this situation. After this office spoke with the incarcerated individual, the individual stated that this case can be closed and keep the one they reported open.	Information Provided
40.	Incarcerated individual shared concerns regarding DOC staff failing to provide them with adequate medical care and follow-up for an off-site medical visit.	The OCO provided information regarding follow-up care that is upcoming for this individual related to their concern. This office spoke with DOC staff and were informed that this individual did receive follow-up care and is scheduled out to receive further care in the near future.	Information Provided
41.	Incarcerated individual relayed concerns regarding an infraction and the sanctions that were given.	The OCO reviewed the infraction materials and found no violation of DOC policy 460.050 as the 75 days of loss earned time sanction is mandatory.	No Violation of Policy
42.	An individual reports that he finished his MAX program and	The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed the person's Custody Facility	No Violation of Policy

wants to be released back into the population but has a keep separate which is holding him in the intensive management unit (IMU).

Plan (CFP) and verified that it is current and complies with DOC 300.380. The OCO confirmed the individual was moved out of segregation and placed in a close custody unit where he has no separation concerns.

Coyote Ridge Corrections Center

43.	Person expressed concern about two medical procedures that have been delayed.	The OCO provided assistance. The OCO tracked the appointment for their procedure, followed up with DOC staff, and confirmed that this appointment happened. The OCO also confirmed with DOC that this individual has been seen for their second medical concern and has a follow up. This office substantiated that it was delayed due to scheduling difficulties with the offsite provider. Upon the OCO's request, DOC staff met with the individual to discuss their care plan moving forward.	Assistance Provided
44.	The individual reports that DOC has been taking money for legal financial obligations (LFO) he no longer owes and lost a payment he made from his savings account.	The OCO provided assistance by reviewing the individual's resolution requests and reaching out to DOC staff about this concern. DOC was able to find the court order that stopped the LFO payments and traced where the additional payment went from his savings account. Upon the OCO's request the DOC help the individual resolve this issue with the county court and got his money back.	Assistance Provided
45.	Person reported concern about his cancer surgery being delayed because tests were not completed.	The OCO provided assistance. The OCO tracked this individual's cancelled surgery and test appointments and reached out to DOC staff and confirmed that his tests were completed. After OCO outreach, DOC staff confirmed that his surgery was rescheduled and was completed and that he has been added to the DOC cancer care tracker.	Assistance Provided
46.	A loved one reports safety concerns related to their brother's housing location and they would like to see him moved to another facility where he will be safe.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed this individual's custody facility plan and noted that the Department transferred this individual to another facility due to safety concerns.	DOC Resolved
47.	A loved one reports safety concerns related to their family member's housing location. They would like to see him moved to another facility where he will be safe.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed this individual's custody facility plan and noted that the Department transferred this individual to another facility due to safety concerns.	DOC Resolved
48.	Incarcerated person reported concerns regarding their facility placement. The person reported safety concerns at the facility DOC transferred them to.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO found that prior to OCO outreach, DOC moved the person to another facility that meets the person's needs.	DOC Resolved
49.	Incarcerated individual shared concerns regarding DOC staff not providing them with medical results.	DOC staff resolved this concern prior to the OCO taking action on this complaint. This office spoke with DOC staff and confirmed that they were seen and have received the requested results.	DOC Resolved

50.	Person reported vision concerns and said he has not been seen by the optometrist yet.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed this individual's resolution request, which confirmed that there have been delays in optometry care due to staffing issues. The OCO also confirmed in DOC records that this individual is now scheduled to see an optometrist.	DOC Resolved
51.	An external person reported that an individual was attacked due to his crime of conviction. They are requesting that he is moved to another location.	The OCO reviewed this concern and was able to verify that the individual was moved to a different location.	DOC Resolved
52.	Person reported having issues with the clothing exchange and expressed concern about being targeted by staff.	The OCO was unable to substantiate this concern due to insufficient evidence. The OCO reviewed DOC records and found that this individual was put on the callout to be resized and received new clothes. This individual has since transferred to a different facility. The OCO was unable to substantiate retaliation or targeting.	Insufficient Evidence to Substantiate
53.	Person reports that the ISRB waited until a short time before his review to suggest programming. The person states that other people are given access to necessary programming long before their review period and he was treated unfairly.	The OCO was unable to substantiate the concern due to insufficient evidence. OCO staff reviewed this person's records and found the treatment had been recommended in years prior, however the person was not amenable to treatment at that time. The OCO was unable to substantiate that staff action delayed the person's access to programming.	Insufficient Evidence to Substantiate
54.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction materials and found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy
55.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction materials and found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy
56.	Person reports they were incorrectly terminated from their job without notice.	The OCO was unable to substantiate a violation of policy by DOC. OCO staff reviewed the person's records and found that the termination was completed according to DOC policy 700.000. OCO verified the person had received a Behavior Observation Entry and a corrective action plan prior to termination.	No Violation of Policy
57.	Person reports they are on a MAX program due to security threat group (STG) ties. DOC made him level 2 only despite none of his infractions being STG related. He was a level 3 in his last MAX placement. He was told he cannot appeal his level. He said they have been doing this to people on the out-of-state transfer list.	The OCO reviewed the individual's infraction history, MAX custody history, and current MAX custody placement. The DOC had placed them on MAX custody because of limited housing options in close custody. Due to their infraction history, they cannot receive an override to medium, and while they are on this program, they will be screened for substance use disorder treatment. This office could not find a violation of DOC policy 320.250.	No Violation of Policy
58.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction materials and found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy

59.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction materials and found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy
60.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction materials and found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy
61.	Incarcerated individual relayed concerns regarding DOC not accepting their grievance and asking for a rewrite.	The OCO reviewed the grievance materials and found no violation of DOC policy as per the Resolution Program Manual, DOC can ask for a rewrite if clarifying information is needed.	No Violation of Policy
62.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction materials and found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy
63.	Incarcerated individual relayed concerns regarding an infraction.	The OCO found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy

Monroe Correctional Complex

64.	Incarcerated individual relayed concerns regarding several infractions.	The OCO reviewed the infraction materials for only one infraction group as that was the only infraction that was appealed of those listed. The OCO requested DOC dismiss the WAC 658 from the infraction group as there was no evidence that the individual failed to comply, as a result, DOC agreed and only WAC 714 for buy/lend/trade is visible on the individual's record for that infraction group.	Assistance Provided
65.	Person reported that he has two separate medical concerns that require special medical diets. He is only allowed to have one of these special diets, rather than a diet that accommodates both of his concerns.	The OCO provided assistance. The OCO is aware of this systemic concern in policy that only allows one medical diet for an individual. This office reviewed DOC records and reached out to staff to address this individual's dietary concerns. Multiple DOC staff collaborated with the OCO to come up with a plan for this person to change to a new diet and then meet with their provider to discuss options for self-selecting foods within the diet that they can eat. This office also confirmed that he will meet with medical staff to resolve his need for one of the medical diets. DOC staff acknowledged that there is a need for more dietary options for individuals in this situation.	Assistance Provided
66.	Person reported not receiving care for an injury. Person reported wanting care and a pain management plan.	The OCO provided assistance. The OCO reached out to DOC staff, who scheduled this individual with his provider. DOC staff said that after seeing his provider and an outside specialist, he is now on pain management medication and has a care plan moving forward.	Assistance Provided
67.	An individual reports several concerns regarding a negative behavior observation entry (BOE), gender markers, and placement in a women's facility.	The OCO provided assistance by getting the language of the BOE corrected by DOC staff. The DOC reports they are working on a new system that will allow staff to change gender markers in an individual's electronic file. The DOC is in charge of making a decision on this person's facility placement.	Assistance Provided
68.	Patient reports concerns about DOC staff not responding to a mental health emergency.	The OCO substantiated the concern and provided assistance by elevating the issue through health services and unit leadership. After OCO outreach, DOC leadership	Assistance Provided

followed up with unit and nursing staff to ensure the proper process and documentation is followed in future cases of mental health emergencies.

69.	Individual reported they were placed in IMU for compromising staff, but also noted they did not compromise anyone. They have not heard anything about the resolution request they filed, and they have been sitting in the IMU for a couple of months awaiting transfer. They also filed an appeal for the infraction they received but have not heard back.	The OCO contacted the DOC transport team and reviewed the infraction and resolution request. After this review, the OCO reached out to facility leadership. The OCO verified that after this office contacted the facility and transportation, the individual was moved from the facility, and their appeal was reviewed. The OCO did note that the appeal was past the 14 business-day requirement outlined in DOC policy. The DOC has a "some evidence" standard and DOC upheld the guilty finding of the infraction. Lastly, the OCO verified that the resolution request was administratively withdrawn and investigated.	Assistance Provided
70.	Patient reports concerns about access to medication and an ADA accommodation related to traumatic brain injury (TBI).	After OCO outreach, DOC confirmed an updated TBI assessment for the patient and the ADA request will be re-submitted to the DOC Accommodation Review Committee (ARC) for consideration.	Assistance Provided
71.	Person reports that he did not receive a response to his Care Review Committee (CRC) appeal. The person is requesting to be approved for further treatment of a chronic issue.	The OCO provided assistance. OCO staff reviewed the person's records and noted a significant delay in the completion of the CRC review. OCO staff contacted DOC staff, DOC staff completed the appeal documentation and notified the patient as a result.	Assistance Provided
72.	Person reports concerns about access to medical and mental health care and requested an out of state transfer.	The OCO elevated this patient's concerns through health services leadership. The individual was considered, approved, and moved to a Residential Treatment Unit (RTU).	Assistance Provided
73.	Incarcerated individual relayed concerns regarding an infraction they received.	The OCO reviewed the infraction materials and found insufficient evidence to support the alleged WAC violation. At OCO's request, DOC agreed to dismiss the infraction.	Assistance Provided
74.	Incarcerated individual shared concerns regarding DOC not providing them with mental healthcare despite their numerous requests for it.	The OCO provided assistance. The OCO reached out to DOC staff upon hearing this complaint. DOC staff ensured this office that this individual has been seen in the past and will be seeing them as soon as possible, upon the OCO's inquiry. The OCO encouraged this individual to reach back out to this office if this care is not provided to them.	Assistance Provided
75.	Incarcerated individual reported concerns regarding DOC staff retaliation that resulted in infractions. The individual requested the OCO review the infractions for possible retaliation.	The OCO provided assistance. The OCO reviewed the infraction and reviewed other related documents and requested that DOC review the totality of information. The OCO recommended that the serious infraction be reduced as DOC already reduced the other infraction. After multiple conversations with DOC, the decision to reduce the infraction was not supported. The OCO was not able to confirm that the evidence related to the other incident was directly related to the issuing of the infraction and DOC was unwilling to reduce the infraction or dismiss it.	Assistance Provided

76.	Person reports concerns about DOC not following the grievance process, not accepting or responding to grievances, and blocking grievances from moving to the next level of review. Person also mentioned they are vision impaired and this is not noted on their ID.	The OCO investigated and elevated these concerns through DOC leadership. After OCO outreach, the patient's ID was updated to include vision impairment. The individual has since transferred facilities, and the OCO discussed access to ADA accommodations and grievances with staff at both facilities. DOC agreed to follow up with the patient directly for more information about the specific accommodations the patient is interested in. The OCO also provided information about ADA pathways for accommodations and resolution program options.	Assistance Provided
77.	Person reported concern about being strip searched by a DOC staff member of a different gender.	The OCO provided assistance. The OCO extensively reviewed this concern and multiple similar concerns at the facility, including reviewing DOC records and resolutions requests, and met with facility leadership multiple times. DOC released a staff memorandum on February 26, 2024, stating when a staff member changes their gender identity, they must receive approval from the Superintendent to conduct strip searches of individual's matching their new gender identity. The OCO confirmed with facility leadership that appropriate action was taken regarding this staff member.	Assistance Provided
78.	Incarcerated individual shared concerns regarding DOC potentially moving them and jeopardizing their safety.	DOC staff resolved this concern prior to the OCO taking action on this complaint. DOC staff retained this individual at their current facility.	DOC Resolved
79.	Incarcerated person reported a staff conduct concern regarding how a DOC staff acted while conducting a uranalysis. This uranalysis resulted in an infraction.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO spoke with DOC staff regarding the reported interaction with staff and DOC reviewed the infraction appeal and removed the infraction from the person's record.	DOC Resolved
80.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the individual's disciplinary record and found no infraction matching the provided description, as DOC has dismissed the infraction.	DOC Resolved
81.	An individual reports he has tried multiple times to get the correct prescription for his glasses and has been unable to get the prescription he needs.	The OCO reviewed the individual's resolution request and spoke with health services staff about this concern. This office verified that the individual was moved a couple of times contributing to the delays in his vision care. DOC health services staff confirmed the individual saw an optometrist and is scheduled for a follow-up appointment with an Ophthalmologist. The OCO will continue to monitor the individual's Ophthalmology/vision appointments on the health services tracker to verify completion.	DOC Resolved
82.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the individual's disciplinary record and confirmed DOC dismissed the infraction on appeal.	DOC Resolved
83.	Incarcerated individual shared concerns regarding DOC staff delaying their dental care despite telling them they have dental problems.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO spoke with DOC staff regarding this issue and DOC staff informed this office that they have seen the individual regarding this issue and are actively scheduling future appointments to provide further care.	DOC Resolved

84.	Individual reports he is being held in a DOC prison facility as a boarder and is in need of medical and dental care.	The OCO elevated these concerns to health services leadership and confirmed a consult, testing, surgery and post-op appointments occurred. DOC documented that the patient declined dental treatment and the OCO provided information about the pathway for following up on this care if the patient changes his mind. The OCO also provided information about health services coverage while being housed in a DOC prisons facility as a "boarder". The patient has been medically cleared and can get medical needs met at the county jail, however, the OCO found the person continues to be held in DOC prison facility for behavioral management concerns not able to be met by the county jail.	Information Provided
85.	Person reports being left for an extended amount of time without medical treatment after getting injured. The person states that medical was made aware that he was injured but was unable to help him. The patient is requesting the incident be investigated.	The OCO provided information to the person regarding the reported incident. OCO staff were unable to substantiate the incident due to insufficient evidence. OCO staff contacted DOC staff and reviewed the person's medical records but were unable to verify the details of the incident due to documentation issues. The OCO is in ongoing discussion with DOC leadership regarding documenting medical emergencies in restrictive housing units. OCO staff verified the person did receive medical treatment for their injuries.	Information Provided
86.	Person reports they have missed multiple appointment to outside providers and has not been seen by an on-site provider since being transferred for medical reasons.	The OCO provided information to the person regarding their specialist consultations. OCO staff contacted DOC staff and confirmed the missed appointments were due to human error and were rescheduled. OCO staff monitored the patient's appointments on the tracker to confirm attendance.	Information Provided
87.	Person reported concern about a medical condition and said that when he went to medical, they did not address his concern.	The OCO provided information about filing a resolution request to address his concern. The OCO reviewed DOC records and could not find evidence that he has filed a resolution request at this time.	Information Provided
88.	Person reports issues with classification placement in a residential treatment unit. The person also reported issues with his time calculation and believes that his jail time was incorrectly applied. The person believes he should have already been released and is requesting his time calculation be reviewed.	The OCO provided information to the person regarding the time calculation review. OCO staff verified the person had received DOC headquarters level review of his time calculation and was told to contact the jail for resolution. OCO staff reviewed the person's custody facility plan and found it was completed in-line with DOC policy 300.380.	Information Provided
89.	Incarcerated person reported concerns regarding their placement into segregation.	The OCO provided information regarding how to report staff concerns to DOC. The OCO reviewed evidence and there was not enough to substantiate staff misconduct. The OCO verified that upon review of this concern the person had been moved from segregation to another facility.	Information Provided
90.	Incarcerated individual shared concerns regarding wanting to take part in counseling and programming but DOC staff not	The OCO spoke with DOC staff regarding these complaints and DOC staff shared that they have seen this individual regarding mental health issues and provided programs this individual can take part in. DOC medical	Information Provided

	attempting to help them. This individual also shared that DOC medical staff is not assisting them in trying to diagnose a medical condition.	staff also mentioned they are actively taking care of this individual's medical concern. The OCO provided information regarding the program opportunities available and how DOC medical staff are working on taking care of their medical concern.	
91.	Incarcerated individual shared concerns regarding receiving inadequate medical care.	The OCO spoke with DOC staff regarding potential treatment options for this individual. This office shared this information with the individual and the fact they do have some avenues they can take for potential treatment.	Information Provided
92.	Person reported that they have not heard anything about a Prison Rape Elimination Act (PREA) complaint that they filed.	The OCO provided information about writing the PREA unit. The OCO reviewed DOC records and found that this complaint is still under investigation. DOC staff will contact this individual once the investigation is complete.	Information Provided
93.	Person reported that the Kosher bread is frequently moldy.	The OCO provided information. The OCO reviewed this individual's resolution request and found that DOC substantiated this concern at the headquarters level, saying that recent supply issues have caused changes to the bread that is making it less shelf stable than anticipated. They said that they are working on the bread recipe to address this issue and make it more shelf stable. The OCO reached out to CI staff at the facility, who said that they exchange out any bread that is moldy.	Information Provided
94.	Person reports that DOC staff made him give up his property that is approved through an Accommodation Status Report.	The OCO provided information to the person regarding their accommodation status. OCO staff contacted DOC staff and requested a review of the person's requested accommodation. OCO staff were unable to substantiate that the person had previously been approved for the requested property. OCO staff encouraged the person to submit a new accommodation request at the facility level.	Information Provided
95.	Person reported missing educational programming because of the way the facility calls pill line.	The OCO provided information. The OCO reviewed this individual's resolutions request and found that his teacher was willing to work with him about any missed class time. The OCO also found that this individual was transferred to a different facility and is no longer in these classes. If this issue occurs in the future, the OCO encourages this individual to work with his teacher about potential missed class time.	Information Provided
96.	Incarcerated individual relayed concerns regarding a follow-up to a previous OCO case regarding an administrative investigation where staff have yet to meet with them to discuss the results.	The OCO spoke with facility leadership regarding the staff conduct investigation and confirmed the investigation has been complete and appropriate action has been taken. The OCO informed the individual that DOC stated they will come and speak to them about the investigation as soon as they are able.	Information Provided
97.	Individual reported that transport staff injured them during a medical transport and did not report it. They report they have an HSR and were supposed to have a wheelchair van or big SUV with a	The OCO verified that a fact-finding investigation was launched into this concern. The staff reported that the individual did not want to bring their walker and there was no HSR for a wheelchair van. This office verified that the HSR is now in the system and was not at the time. There is an incident report on file and the staff reported that the individual tripped on their leg chains and staff	Insufficient Evidence to Substantiate

	walker for transport, but DOC used a small vehicle instead.	caught them before they fell. Due to the story of what happened being conflicting, the OCO does not have enough evidence to substantiate the concern.	
98.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction materials and found no violation of DOC policy 450.000 as the individual's behavior met the infraction elements.	No Violation of Policy
99.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction materials and found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy
100.	Incarcerated individual relayed concerns regarding a custody demotion.	The OCO reviewed the individual's administrative segregation approval and in review custody facility plan (CFP) and found no violation of DOC policy 300.380. The OCO informed the individual that once they receive their finalized CFP, if they disagree with the decision, they can file an appeal within 72 hours.	No Violation of Policy
101.	Incarcerated individual relayed concerns regarding an infraction and not being able to send the substance to the lab for confirmation testing.	The OCO reviewed the infraction materials and confirmed with DOC that the individual did request the substance be sent to the lab as seen through their signature on DOC form 14-204 and that the substance was sent to the lab for testing, thus there is no violation of DOC policy 460.000.	No Violation of Policy
102.	Incarcerated individual relayed concerns regarding a loss of commissary sanction.	The OCO reviewed the sanction and confirmed the 180 days loss of store is a mandatory sanction per DOC policy 460.050.	No Violation of Policy
103.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction materials and found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy
104.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction materials and found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy
105.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction materials and found the infraction narrative does not state that the contraband was found in a common area, thus the OCO requested DOC dismiss the infraction. DOC was unwilling to overturn the infraction because it was open movement, so the individual could have left the cell. Additionally, the contraband was found in the toilet trash which is the common area of the cell. Thus there is no violation of DOC policy 460.000.	No Violation of Policy
106.	Incarcerated individual relayed concerns regarding infraction sanctions.	The OCO reviewed the sanctions and found no violation of DOC policy 460.050 as the sanctions given are the appropriate mandatory sanctions for the WACs given.	No Violation of Policy

Olympic Corrections Center

107.	Incarcerated individual shared concerns regarding DOC miscalculating their time served incorrectly.	DOC staff resolved this concern prior to the OCO taking action on this complaint. This office reviewed relevant DOC documents and confirmed DOC is correctly implementing their sentence.	DOC Resolved
108.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction materials and found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements. At the individual's request, the OCO provided the individual with	Information Provided

information regarding DOC policy change and informed the individual that if they are having medical difficulties providing a urine analysis (UA), they can kite their medical provider to request an HSR for additional time, more water or an oral swab.

109.	Person reports that several of the staff at his facility are related to each other. He states that this makes people feel like they cannot get fair reviews for discipline or resolution requests.	The OCO provided information to the person. The OCO does not have the ability to dictate who the DOC can hire. OCO staff encouraged the person to file a staff conduct resolution request if they have specific examples of unfair treatment from DOC staff.	Information Provided
110.	Incarcerated individual shared concerns regarding their facility failing to provide proper clean living space and threatening individuals who complain about it to staff.	The OCO provided information pertaining to this office speaking with DOC staff and informing them of the issue.	Information Provided
111.	Incarcerated person reported concerns about another incarcerated person in a unit.	The OCO provided information about how to report safety concerns to DOC staff. The OCO reviewed the safety concern and verified the individual has never been housed at the facility where they reported a concern about another incarcerated person.	Information Provided
112.	Incarcerated person reports concerns about a DOC staff member's behavior. The person wanted to be able to access something and was told they could not unkindly.	The OCO provided information regarding the new protocol for accessing this area and its activities. The OCO verified DOC took appropriate action regarding the interaction and the protocol in the area recently changed creating some confusion.	Information Provided
113.	Incarcerated individual relayed concerns regarding an infraction.	The OCO found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy

Stafford Creek Corrections Center

114.	Incarcerated individual shared concerns regarding being MAX custody level and not being given the opportunity to participate in programming.	The OCO provided assistance. This office spoke with DOC staff and requested that this individual be provided with options for programming they can participate in and place them in a short-term program. Upon inquiry, DOC staff agreed to place them in a program and provide options.	Assistance Provided
115.	Patient reports concerns about access to dark lens glasses and improper handling of grievances.	The OCO elevated the concerns to Health Services leadership and confirmed since transfer the patient has received their dark lens glasses. The OCO is in ongoing conversations about handling of DOC resolution requests systemically. After OCO outreach, DOC agreed to meet with the patient to discuss any ongoing issues since transfer.	Assistance Provided
116.	Person reported a medical concern and stated that his appointment with a specialist was cancelled and has not been rescheduled.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed DOC records and this individual's resolution request and confirmed that his specialist appointment was rescheduled, and that this individual made it to the appointment.	DOC Resolved
117.	Incarcerated individual shared concerns regarding DOC staff not	DOC staff resolved this concern prior to the OCO taking action on this complaint. This individual called the OCO's	DOC Resolved

	advising them that their health status report (HSR) was expiring despite informing the individual that they would.	hotline and informed us that DOC staff resolved this issue and requested OCO closed the case.	
118.	Person reports since July, they have been waiting for a transfer from IMU in the transfer pod.	The OCO reviewed the IMU placement and Custody Facility Plan. The individual transferred to a general population a few weeks after filing this concern.	DOC Resolved
119.	Individual reported that the DOC is giving them the run around on their custody facility plan and they are stuck the IMU.	The OCO found that the DOC completed the custody facility plan and they were approved to move from the IMU to general population. After they were moved back to the general population, an incident occurred, and they were moved back to IMU.	Information Provided
120.	Person reported that they were denied access to appeal a Behavioral Observation Entry (BOE).	The OCO provided information about a recent memorandum about BOEs. The OCO reviewed DOC records and spoke with facility leadership regarding this BOE and other BOEs. Facility leadership said that policy was followed on these BOEs and were unwilling to make any changes to these BOEs.	Information Provided
121.	Incarcerated individual shared concerns regarding DOC failing to provide them with adequate dental care.	The OCO was able to confirm that this individual was seen when they last requested it. This individual has moved to IMU since their last appointment, and there are limited appointments available while in IMU placement. It is also important to note that this individual is requesting dental care that has been deemed as routine, and DOC prioritizes emergent dental issues over routine care. DOC staff substantiated this individual's concern and ensured they will be requesting they are seen. This office provided information regarding the importance of kiting medical or dental when they want to be seen.	Information Provided
122.	Incarcerated person reported concern regarding the actions of DOC staff.	The OCO provided information regarding actions taken by DOC. The OCO will speak with facility leadership about this concern and recommend that DOC discontinue this practice. The OCO also provided information about attempting to resolve the concern internally via the DOC resolution program prior to OCO involvement.	Information Provided
123.	Incarcerated individual shared concerns regarding DOC not offering them medical help for weight loss.	The OCO provided information regarding options they can take advantage of for weight loss.	Information Provided
124.	Incarcerated individual relayed concerns regarding needing to obtain a certificate of proficiency.	The OCO reviewed the related grievance materials and confirmed that the individual did not meet the requirements needed in order to obtain that certificate.	Information Provided
125.	Incarcerated individual shared concerns regarding DOC misinterpreting their DOC rewrite attempt as an appeal and DOC not accepting their rewrite.	The OCO provided information regarding a rewrite not being accepted unless the resolution programs request one. This office was able to confirm that their appeal to the final level was accepted and a rewrite was not requested or necessary.	Information Provided
126.	Incarcerated individual shared concerns about not receiving	This person left DOC custody prior to the OCO taking action on the complaint. The OCO provided information	Information Provided

	proper programming opportunities while in segregation.	regarding this office investigating concerns related to this within the OCO's Solitary Confinement report.	
127.	Incarcerated individual shared concerns regarding their mail being rejected and DOC shipping their mail at an unnecessary higher shipping cost.	The OCO provided information regarding DOC changing their documents to updated USPS language and postage cost. The OCO was able to confirm that this individual was given the opportunity to ship their items at the lowest possible cost. This office was also able to confirm that this individual's mail was rejected per policy and did violate DOC policy 450.100.	Information Provided
128.	Incarcerated individual shared concerns regarding shipping their mail at a higher cost and not allowing them to utilize a cheaper alternative.	The OCO provided information regarding DOC changing their documents to updated USPS language and postage cost. The OCO was able to confirm that this individual was given the opportunity to ship their items at the lowest possible cost.	Information Provided
129.	The individual reports that he would like to be approved for graduated reentry (GRE) but DOC headquarters did an override to keep him in medium custody. He was told if he completed programming he might be considered for GRE during his next custody facility plan (CFP) review.	The OCO confirmed this individual completed the programming that was mentioned in his CFP last review. The individual will be reevaluated for GRE and can submit an appeal if he is denied again. Appeals must be filed in writing within 5 days of the rejection and should be mailed to the Assistant Secretary of Reentry, PO Box 41126, Olympia, WA 98504.	Information Provided
130.	Anonymous incarcerated person reported concerns about the amount of yard time received while in segregation. The person reports that DOC is reporting people in segregation are allowed four hours out of yard time a day and they are not receiving that amount of time out.	The OCO provided information regarding access to four hours a day of yard time. The OCO verified that currently yard times vary in segregation units and while DOC strives for people to receive 4 hours of yard time a day, people in segregation often do not receive this amount of yard time daily. The OCO has reported about solitary confinement extensively in part I and II of the OCO's recent Solitary Confinement reports. Part III will be published later this year.	Information Provided
131.	Incarcerated individual shared concerns regarding being bullied in their unit and wrongfully losing their job due to bullying.	The OCO provided information regarding resources at the facility they can utilize to discuss problems that they experience within the unit. The OCO reached out to DOC staff with these concerns and were informed that they are working with the individual to ensure the bullying is being taken care of. DOC staff also shared that they are being offered another position and they were not terminated from their previous position.	Information Provided
132.	Incarcerated individual shared concerns regarding DOC stopping certain medical treatments at the facility.	The OCO provided information regarding DOC actively attempting to hire an individual who is properly trained and able to provide the treatment. Once DOC finds this individual, they will resume the treatment.	Information Provided
133.	Person reported several concerns with the treatment received in restrictive housing.	The OCO provided information to the person regarding each of the concerns reported. OCO staff contacted DOC staff to confirm that appropriate documentation was made during a medication incident. DOC staff confirmed that administrative action was taken. OCO staff noted that many of the reported concerns had been resolved by DOC prior to OCO action and shared this information with the person.	Information Provided

134.	Incarcerated individual shared concerns regarding DOC staff treating them disrespectfully for no reason.	The OCO provided information regarding the requested video evidence and how this office was unable to find any video evidence regarding this incident.	Information Provided
135.	Individual reported they have been in restricted housing after a threatening and abusive language infraction. They were closed out and put in a transfer pod. They had a medical hold, and after seeing the doctor, the medical hold was extended because they will need surgery. They want an override to medium.	The OCO reviewed their custody facility plan, medical hold, and medical appointments. After reviewing this, the office contacted health services and the DOC headquarters classifications. The DOC reported that they were unwilling to give the individual an override to medium custody due to infraction behavior while being on an override. They based this decision on DOC 300.380. This office did ask if the individual could be transferred to general population at a close custody facility and resume their appointments. Health services informed the OCO that the appointments are already scheduled and it would delay care if they were transferred now. Once the appointments are complete, they will transfer to a new facility to resume care.	Information Provided
136.	Person reported that they missed mainline mealtime and were not allowed to get an alternative to-go meal. Person expressed concern that they were punished by not receiving food.	The OCO was unable to substantiate this concern due to insufficient evidence. The OCO reached out to DOC staff, who confirmed that this person did not go to mainline that day, and also stated that individuals are not provided with alternative to-go meals when they miss mainline, because it is each individual's responsibility to attend mainline mealtime or not. The OCO could not substantiate that food was used as punishment against this individual.	Insufficient Evidence to Substantiate
137.	Incarcerated individual shared concerns regarding DOC staff rejecting their mail for the wrong reasons.	The OCO was unable to substantiate a violation of policy by DOC. This office was able to confirm that the material rejected directly violated DOC 450.100.	No Violation of Policy
138.	incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction materials and found no violation of DOC policy 460,000 as the individual's behavior met the infraction elements.	No Violation of Policy
139.	Person reports that DOC staff took things from his room without telling him why they were in violation of the rules.	The OCO was unable to substantiate a violation of policy by DOC. OCO staff reviewed the person's records and noted that he was provided a search report at the time the items were removed.	No Violation of Policy
140.	Incarcerated individual relayed concerns regarding an infraction and the language on the infraction paperwork contradicting the WAC language.	The OCO reviewed the infraction materials and compared the WAC 752 listed in the infraction packet to the current WAC that is listed in WAC 137-25-030 and the language does match, thus there is no violation of DOC policy 460.000.	No Violation of Policy
141.	Person reports that DOC mailroom staff are interpreting his catalog as regular picture mail and abusing their discretion.	The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed the mail rejections and appeals related to this concern and verified that one of the pictures depicts a minor in a sexually suggestive pose. The other mail rejection had more than 400 photos in the catalog, and the policy only allows 25 photos. DOC 450.100 (a) says mail is unauthorized if a minor is in a suggestive setting/pose/attire and if there are more than 25 photographs.	No Violation of Policy

142.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction materials and found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy
143.	Person reports that DOC staff have been spreading misinformation about him to other staff. The person reports DOC staff are covering for each other in the resolution investigation.	The OCO was unable to substantiate a violation of policy by DOC. OCO staff reviewed the resolution investigation and were unable to substantiate the person's concern due to insufficient evidence. OCO staff verified the resolution investigation was completed per policy.	No Violation of Policy
144.	Incarcerated individual shared concerns regarding DOC wrongfully rejecting their mail.	The OCO was unable to substantiate a violation of policy by DOC. This office was able to confirm that the material rejected directly violated DOC 450.100.	No Violation of Policy

Washington Corrections Center

145.	Incarcerated individual relayed concerns regarding not getting a notification for several negative behavior observation entry BOE resulting in the inability to appeal them.	The OCO asked DOC if they would be willing to accept an appeal for these BOEs at this time to which DOC agreed.	Assistance Provided
146.	Incarcerated individual shared concerns regarding DOC failing to provide adequate dental care despite filing an emergency resolution request (RR).	The OCO provided assistance. This office spoke with DOC staff who confirmed the individual had been seen initially for the emergency but forwarded a request to schedule them for definitive care upon the OCO's inquiry. This office was able to confirm that this individual did receive the requested care.	Assistance Provided
147.	Person reports DOC medical is moving too slowly to treat his chronic pain. He is requesting to see a specialist for follow up and specific medication to treat pain.	OCO staff provided assistance. OCO staff reviewed the patient's records and noted that additional diagnostics recommended by the specialist had not been scheduled. OCO staff contacted DOC Health Services staff and requested the appointment and Care Review Committee referral be reviewed. The patient's appointment was scheduled and the CRC decision was completed.	Assistance Provided
148.	Incarcerated individual relayed concerns regarding needing assistance with their placement.	The OCO confirmed that DOC placed the individual at their desired facility prior to OCO involvement.	DOC Resolved
149.	Incarcerated individual shared concerns regarding DOC staff not following up with them after completing a Risk Assessment.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO spoke with DOC staff and this office was able to confirm that this individual was seen both before the assessment and after the assessment. The OCO encouraged this individual to continue speaking with DOC staff when these concerns arise.	DOC Resolved
150.	Incarcerated individual shared concern regarding DOC changing an old resolved detainer to a hold and that blocking them from promoting to a camp setting.	This office reviewed this individuals' files and can determine that there are no holds or detainers. The OCO provided information regarding steps they can take to promote to camp during their next custody facility plan (CFP).	Information Provided
151.	Incarcerated person reports concerns about their safety and their confinement in prison.	The OCO shared information about how to report safety concerns and work with staff to ensure they are receiving appropriate care and housing. The OCO spoke with DOC staff about the person's concerns, and verified	Information Provided

they were housed in an area that posed no known threat to their safety. Shortly after the OCO spoke with DOC staff, this person was transferred to another facility. The OCO encouraged this person to continue to work with DOC staff to resolve their concerns and provided them information about the resolution program and other available services.

152.	Incarcerated individual shared concerns regarding being wrongfully denied for graduated reentry (GRE) and release to a reentry center (RC) and not hearing back regarding their appeal of the denial.	The OCO provided information regarding why they were denied and why they will not be approved for GRE or RC placement.	Information Provided
153.	Person reported concern about not getting treatment for a medical condition and that the treatment he has already received has not been effective.	The OCO provided information. The OCO reviewed DOC records and could not substantiate that this individual has exhausted the resolutions or appeals process. This office provided self-advocacy information and encouraged him to kite medical about his concern.	Information Provided
154.	Incarcerated individual shared concerns regarding their sentence being miscalculated and having the incorrect Earned Release Date (ERD).	The OCO provided information regarding the OCO's jurisdiction, and this office shared that this individual needs to reach out to the courts with matters relating to their Judgement and Sentence (JandS).	Information Provided
155.	Person reported coming into DOC custody with a severe injury and that DOC took him off of his medication. Person wanted the doctor to be investigated and requested more detailed information about filing a tort claim.	The OCO provided information about filing a complaint with the Washington Medical Commission about the doctor's conduct and provided information about filing a tort claim. DOC policy 120.500 states "All incarcerated individual tort claims alleging personal property damage/loss must be filed by the individual with the Washington State Department of Enterprise Services (DES) Risk Management Division". RCW 4.92.100 states, "(1) All claims against the state, or against the state's officers, employees, or volunteers, acting in such capacity, for damages arising out of tortious conduct, must be presented to the office of risk management." The OCO reviewed DOC records and reached out to DOC staff, who confirmed that this individual has received care for his injury and has a care plan going forward.	Information Provided
156.	Person reports DOC staff are interfering with his access to the courts. The person also shared concerns about his custody facility plan.	The OCO provided information to the person regarding the steps to file a resolution request about staff conduct. OCO staff also reviewed the person Custody Facility Plan and found it was completed within DOC 300.380.	Information Provided
157.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the individual's disciplinary record and did not find any recent infractions matching the description provided and thus were unable to investigate further.	Insufficient Evidence to Substantiate
158.	Incarcerated individual shared concerns regarding their counselor not being willing to help them find employment.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO was able to confirm that this individual's counselor was working to provide them with opportunities to work.	Insufficient Evidence to Substantiate

159.	Incarcerated individual relayed concerns regarding a use of force.	The OCO reviewed the use of force materials and found no violation of DOC policy as the individual was actively in a mental health crisis and would not comply with staff which led to the emergent situation and the need for the use of force.	No Violation of Policy
160.	Person reports issues with his Custody Facility Plan. The person states that he disagrees with the decision and needs assistance appealing the decision.	The OCO was unable to substantiate a violation of policy by DOC. OCO staff reviewed the custody facility plan and found it was completed within DOC 300.380. OCO staff confirmed the person was offered assistance in the appeal process. OCO staff provided additional information about the classification review process.	No Violation of Policy
161.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction materials and found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy
162.	Incarcerated individual relayed concerns regarding two infractions they believe should be part of the same infraction group number (IGN).	The OCO reviewed the infraction materials and confirmed that there were two separate incidents so there was no violation of DOC policy 460.000 in the writing of two separate IGNS.	No Violation of Policy

Washington Corrections Center for Women

163.	The incarcerated individual says she called the DOC hotline to report a PREA complaint but has not heard anything about the concern she submitted.	The OCO confirmed the individual has an open PREA concern with the DOC.	Assistance Provided
164.	Incarcerated person reported concerns about access to programming that is beneficial to her reentry. The person reports that they do not have access to this program.	The OCO provided assistance by speaking with DOC staff and asking that this person be added to the program list. There is a delay to this program due to the education providers changing. However this person will be able to access this program once they start again.	Assistance Provided
165.	An incarcerated individual reports that she is having trouble with a specific dental provider and has concerns about how long it takes to get treatment completed.	The DOC resolved this concern prior to OCO action. The OCO contacted health services and verified that the individual is on the waitlist for dental care. DOC staff confirmed this person is scheduled and will see the dental provider she requested.	DOC Resolved
166.	External person reports concerns about staff conduct, mental health care, and ADA access. They requested updates to staff training and policies at the facility and for her loved one to be placed in a hospital instead of prison.	The OCO set up a phone call with the patient who requested information about ADA rights in prisons and pathway for restoring video visits with her loved one. The OCO provided information directly to the patient.	Information Provided
167.	External person reports concerns about staff conduct and their incarcerated loved one's access to ADA information.	The OCO contacted the ADA coordinator who agreed to follow up with unit staff about an ADA accommodation and confirmed the DOC ADA policy was recently updated. Accommodations are approved or denied through the ADA Review Committee (ARC). The OCO provided the incarcerated individual with more information about this process.	Information Provided

168.	Incarcerated individual shared concerns regarding not being provided the same program opportunities as other incarcerated individuals.	The OCO provided information regarding the programming requirements to enter into graduated reentry (GRE). This office also shared potential options they can utilize to complete the programming.	Information Provided
169.	Patient reports concerns about their placement in Close Observation Area (COA) and receiving unit.	The OCO verified the person was moved from COA and receiving unit. This office attempted to get a signed Release of Information (ROI) for this patient in order to further review mental health records, but did not receive a response. The OCO sent another ROI along with this closing letter in case the person is still wanting OCO review or is having ongoing concerns related to mental health.	Information Provided
170.	Incarcerated individual shared concerns regarding DOC medical staff refusing to provide them with their requested care.	The OCO provided information to this individual regarding DOC medical staff actively working to provide them with their requested care. This office spoke with DOC staff who informed us that they are providing this individual with numerous pain management options and are actively trying to provide this individual with their requested care option.	Information Provided
171.	Person reports they are allergic to cats and was told that they will be rehoused at a facility where there are cats. She did refuse housing leading to a major infraction. Person also reports that they were told that they would be transferring and if she refuses this time she will be demoted and charged with another major infraction.	The OCO reviewed the HSR, custody facility plan and DOC policy. This office also contacted the proposed new facility and visited the unit where the cats live. The OCO found that the unit at the proposed new facility with cats is enclosed, meaning the cats do not leave that area. The individual will be housed in a different part of the unit with no cats. The HSR does state they are allergic to cats. However, this does not mean that they cannot live at the proposed new facility in an area where the cats do not live. This office encouraged the individual to speak with their provider if they are still seeking clarification. Per DOC policy 460.000 individuals can receive a major infraction for refusing housing, which could potentially change their custody score.	Information Provided
172.	Individual reported to OCO staff in-person that they were pregnant and not receiving care.	The OCO followed up with medical and the unit staff to ensure this individual was receiving care. It has been verified that she is not pregnant, and the medical staff had been working with her regarding her medical concerns before the OCO made contact with her.	Information Provided
173.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the individual's disciplinary history but found no infraction matching the given description in the incident narrative.	Insufficient Evidence to Substantiate
174.	An anonymous individual requested assistance looking into an infraction.	Without any identifying information, the OCO was unable to investigate the infraction concern.	Insufficient Evidence to Substantiate
175.	Incarcerated individual relayed concerns regarding placement in the close observation area (COA) and a desire to be placed in minimum.	The OCO confirmed the individual is no longer housed in COA and found no violation of DOC policy 460.000 as the individual is not appropriate for minimum housing per their most recent custody facility plan (CFP) due to their infraction and argumentative behavior.	No Violation of Policy
176.	Person reports issues with how DOC classified her for housing and	The OCO was unable to substantiate a violation of policy by DOC. OCO staff reviewed the person's classification	No Violation of Policy

treatment. The person is concerned that her housing assignment will negatively impact her access to medical care and is requesting assignment to a specific unit.

review and found that she is being housed appropriately, according to DOC policy 300.380. OCO staff contacted DOC staff and were informed that the person's requested housing would not be appropriate. OCO staff verified the person's medical needs can be met where she is assigned as easily as the requested unit.

Washington State Penitentiary

177.	External person reported concerns about an incarcerated person having safety concerns that are not being addressed by DOC.	The OCO provided assistance. The OCO reviewed the person's file and found they are still in segregation. The OCO spoke with DOC staff about this person's situation, which prompted DOC staff to review the person's file and found that he was not offered programming until recently. The DOC shared that if he is able to complete the programming assigned, DOC will review his custody for promotion.	Assistance Provided
178.	External person reported concerns about an incarcerated person having safety concerns that are not being addressed by DOC.	The OCO provided assistance. The OCO reviewed the person's file and found they are still in segregation. The OCO spoke with DOC staff about this person's situation, which prompted DOC staff to review the person's file and found that he was not offered programming until recently. The DOC shared that if he is able to complete the programming assigned, DOC will review his custody for promotion.	Assistance Provided
179.	Incarcerated person reported concerns about access to specific property while in segregation.	The OCO provided assistance. The OCO verified the person's property is being held in long term storage while in segregation. The OCO worked with DOC staff to ensure the person receives their address book and property matrix of what items are in storage. The OCO also verified that DOC has provided them with all of their allowable items while in segregation.	Assistance Provided
180.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction materials and found one of the three WAC violations was not substantiated by evidence. As a result, the OCO requested DOC dismiss that particular WAC out of the infraction to which DOC agreed.	Assistance Provided
181.	Person reports concerns about being housed in the health services building for an extensive amount of time pending review for Residential Treatment Unit (RTU) placement.	The OCO elevated this concern through health services leadership. After OCO outreach, the person was approved for and transferred to the Skill Builders Unit (SBU).	Assistance Provided
182.	Individual reports concerns about legal access and requests release from the Close Observation Area (COA).	The OCO elevated the concerns through DOC Health Services leadership. After OCO outreach, the patient was approved for transfer and released from COA. The OCO discussed the individual's conditions of confinement and COA placement restrictions while at WSP. The patient has since been approved and transferred to Therapeutic Community at another facility.	Assistance Provided
183.	Person reports he never received follow up with his provider after getting concerning lab results.	The OCO provided assistance to this person. OCO staff reviewed the person's medical records and contacted DOC staff and requested staff follow up with the patient	Assistance Provided

regarding these results. DOC staff scheduled the patient for follow up and ordered repeat testing.

184.	The individual reports that he is in the IMU and is being told they are putting him back in a close custody unit. He says that there are people who will hurt him and he cannot go there. He wrote to IIU and DOC headquarters about this issue and never received a response. He also has a level III grievance in about this issue and is waiting for the response.	The OCO followed up with DOC headquarters regarding this concern. The MAX committee decided to give him an override to medium and transfer him to a safe general population.	DOC Resolved
185.	Incarcerated individual relayed concerns regarding an infraction.	The individual contacted the OCO and requested this case be closed as DOC dismissed the infraction prior to OCO involvement.	DOC Resolved
186.	Person reports he has been trying to access religious services but has not gotten a response about his ability to participate in events.	DOC staff resolved this concern prior to the OCO taking action on this complaint. OCO staff reviewed the person's resolution request and found that DOC staff had provided the information to the person regarding how to sign up for religious services and cultural events.	DOC Resolved
187.	Person reported that all of his Health Status Reports (HSRs) have been removed from his file. Person said he had these HSRs for years and does not know why they were removed.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed DOC records and reached out to DOC staff, who confirmed that this individual's HSRs have been renewed.	DOC Resolved
188.	Incarcerated individual shared concerns regarding DOC not allowing them to participate in physical therapy after a medical procedure due to their placement in segregation.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO spoke with DOC staff and were able to confirm that this individual was seen for their requested treatment.	DOC Resolved
189.	An individual reports a safety concern and believes he will be moved to mainline because DOC is not taking him seriously.	The DOC resolved this concern prior to the OCO taking action on the complaint. The OCO verified that the individual was not moved to mainline and was sent to another facility.	DOC Resolved
190.	External person reported concerns about force used on an incarcerated person. The person reported that staff used force improperly and wants the OCO to investigate the force used.	The OCO provided information about the review conducted by this office. The OCO reviewed the use of force documentation and found that DOC took appropriate action to address this incident. The OCO spoke with multiple DOC staff about this concern and actions taken after, including ensuring that the incarcerated individual's infraction was reduced and that he was issued new glasses at no cost to him. The OCO provided information about how to file a tort claim to address this issue through that avenue of resolution.	Information Provided
191.	External person reports concerns about DOC's response to a medical emergency and placement in solitary confinement.	The OCO contacted the incarcerated person directly and updated the requested resolution. Since the request was for court action, the OCO provided information about tort claims since the OCO does not have authority over lawsuits or compensation. This office confirmed the	Information Provided

		person has since been released from solitary confinement and moved back to main unit. The OCO elevated the concerns about DOC's response to a medical emergency via health services leadership.	
192.	External person reports concerns about DOC's response to a medical emergency.	The OCO contacted the incarcerated person directly and updated the requested resolution. Since the request was for court action, the OCO provided information about tort claims since the OCO does not have authority over lawsuits or compensation. This office confirmed the person has since been released from solitary confinement and moved back to main unit. The OCO elevated the concerns about DOC's response to a medical emergency via health services leadership.	Information Provided
193.	Person reports that he believed he was going to get surgery for an injury. The patient thinks his care is not moving forward because he gets out in a few years.	The OCO provided information to the patient. OCO staff contacted DOC staff regarding this person's ongoing treatment plan. OCO staff were informed of the steps the patient still needs to complete before surgery would be recommended. DOC will always need to attempt medically appropriate, conservative treatment measures before approving invasive procedures. OCO staff could not substantiate that surgery has been recommended for this patient, at this time.	Information Provided
194.	Incarcerated person requests OCO assistance in accessing Graduated Reentry (GRE) without taking a program they are required to take prior to being accepted into GRE. The person reports that he was told he will have to take the same program again once on GRE.	The OCO provided information about GRE conditional acceptance into their program. The OCO verified that this person agreed to complete the programming in order to be accepted into GRE. The OCO shared with the person they will need to complete the programming requirement prior to moving into the GRE program. The OCO verified the program the person needs to complete in prison is different than the program they will need to complete while of GRE.	Information Provided
195.	Incarcerated person reported concerns regarding access to their legal documents while housed in segregation.	The OCO provided information. The OCO spoke with DOC staff and verified that DOC staff are ensuring that the person receives their legal documents. The OCO provided information about how to request specific legal documents that they need as that helps to ensure the person has access to the specific things that they need in a timely manner. DOC is gathering their legal documentation from multiple locations to ensure they have the documents they need.	Information Provided
196.	Incarcerated individual relayed concerns regarding wanting access to mental health.	The OCO spoke with DOC medical staff regarding this concern and confirmed that the individual is scheduled an individual therapy session once a week but has been refusing most of them. The OCO informed the individual that mental health rounds are performed throughout the week and the individual can talk to them about any concerns.	Information Provided
197.	Incarcerated individual shared concerns regarding DOC not providing medical care in an adequate manner.	The OCO provided information regarding waiting times within DOC medical facilities. This office was able to confirm that this individual did receive adequate treatment until the proper medical staff were next available. The OCO was able to confirm that this	Information Provided

individual was treated within the proper timeframes given the circumstances and timeframe of this injury.

198.	Incarcerated person reported concerns about DOC staff conduct and access to accommodations.	The OCO provided the individual with information about their situation and how to access services. The OCO reviewed relevant documents and spoke with DOC staff regarding the concerns and verified the person has access to services and accommodations. This office shared this information with the person and provided them with information about how to continue to access services and advocate for themselves.	Information Provided
199.	Incarcerated individual shared concerns regarding DOC staff misconduct and staff lying on incident reports.	The OCO was unable to substantiate the concern due to insufficient evidence. This office reviewed related documents and were unable to find any supporting documents regarding the staff conduct concern.	Insufficient Evidence to Substantiate
200.	Person reports concerns regarding how they are treated by DOC staff. The person also reports that DOC staff have blocked his access to the PREA hotline.	The OCO was unable to substantiate the concern due to insufficient evidence. OCO staff was unable to substantiate that the person has been blocked from the PREA hotline or the resolution program.	Insufficient Evidence to Substantiate
201.	Incarcerated person reports DOC is not treating his medical and mental health ailments and reported concerns about their unit. The person reports that staff are not allowing them to make legal calls.	The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed the incident reported and found DOC followed protocol and assessed the individual's medical concerns and are addressing mental health concerns as well. The OCO also verified that the person has access to making legal calls per DOC policy 320.255.	No Violation of Policy
202.	Incarcerated individual relayed concerns regarding their placement in segregation.	The OCO reviewed the individual's most recent custody facility plan and found no violation of DOC policy 300.380 or 320.255 as the individual has been placed in segregation due to continuing to engage in behavior that presents a significant threat to the community.	No Violation of Policy
203.	Incarcerated individual relayed concerns regarding several infractions where they believe their due process rights were violated.	The OCO informed the individual that per WAC 137-28, disciplinary hearings are internal administrative proceedings, not criminal, thus individuals are not provided with due process rights. The OCO reviewed the infraction materials and found no violation of DOC policy 460.000 as the infractions had evidence to substantiate them.	No Violation of Policy
204.	Incarcerated individual shared concerns regarding DOC continuing to reject their ordered mail.	The OCO was unable to substantiate a violation of policy by DOC. The OCO spoke with DOC staff and this office was able to confirm that this individual's mail directly violated DOC policy 450.100.	No Violation of Policy
205.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction materials and found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy
206.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction materials and found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy
207.	Incarcerated individual relayed concerns regarding a loss of earned time while in IMU due to an infraction continuance.	The OCO found no violation of DOC policy 460.000 as a person will remain in IMU until an investigation is complete and if it results in an infraction, until the	No Violation of Policy

infraction process is completed or a new CFP is completed.

Intake Investigations

Airway Heights Corrections Center

208.	External person reports concern regarding an incarcerated person being held in segregation pending an infraction that has not been issued.	The incarcerated individual did not respond to the OCO's request to provide additional information within 30 days. The OCO encouraged this person to contact this office if they would like to request assistance.	Person Declined OCO Assistance
209.	Loved one relayed concerns regarding hand and ankle shackles being used in solitary confinement.	The OCO sent the individual an ombuds review request form to ensure that this was a concern that they consented to having investigated but never received the form back. As a result, this concern was closed without further investigation. The OCO informed the individual that if they believe this was closed in error, to please contact this office to open a new case.	Person Declined OCO Assistance
210.	Incarcerated individual relayed concerns regarding a visitation denial.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the visitation application process.	Technical Assistance Provided
211.	An incarcerated person reported that some of their property was not transferred correctly when they were moved to their current facility.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the Resolution Program.	Technical Assistance Provided
212.	Incarcerated individual relayed concerns regarding an infraction.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about appealing an infraction.	Technical Assistance Provided
213.	Incarcerated individual relayed concerns regarding staff retaliation and harassment.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about filing a resolution request for staff conduct concerns.	Technical Assistance Provided
214.	Person reported concern about DOC staff commenting on his religion during a hearing.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about utilizing the Resolution Program.	Technical Assistance Provided
215.	An incarcerated person reports that their judgment and sentence (JandS) is incorrect.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about records correction and time calculations.	Technical Assistance Provided
216.	Incarcerated individual relayed concerns regarding an infraction.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about appealing an infraction.	Technical Assistance Provided
217.	Incarcerated individual relayed concerns regarding a visitation denial.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the visitation application process.	Technical Assistance Provided

218.	Incarcerated individual relayed concerns regarding an infraction.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about appealing an infraction.	Technical Assistance Provided
219.	Incarcerated individual relayed concerns regarding an infraction.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about appealing an infraction.	Technical Assistance Provided
220.	An incarcerated person reported that they believe DOC is incorrectly calculating their time.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about records corrections and time calculations.	Technical Assistance Provided
221.	Incarcerated individual relayed concerns regarding staff targeting and lying to them.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about how to file a staff conduct resolution request.	Technical Assistance Provided
222.	Incarcerated individual relayed concerns regarding a desire to correct an issue related to records.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the records process.	Technical Assistance Provided
223.	Incarcerated person reported concerns about how DOC staff treat incarcerated transgender people at their facility.	The OCO provided technical assistance via the OCO hotline by providing self-advocacy information about how to file a resolution request to address the staff conduct issues as they arise and how to appeal negative action. Staff conduct is an OCO priority and this office will review concerns related to DOC staff conduct after a level two resolution request is achieved or verifiably attempted. The OCO also attended LGBTQ+ meetings at the facility to hear from and share information about OCO services with the population.	Technical Assistance Provided
224.	An Incarcerated Person reported that they did not receive medical care for an injury in the past and is now seeking financial compensation for the lack of care.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about how to access/grieve medical care and how to file a tort claim.	Technical Assistance Provided

Cedar Creek Corrections Center

225.	Incarcerated individual shared concerns regarding his denial for release to a reentry center (formerly work release).	This person was released prior to the OCO taking action on the complaint.	Person Released from DOC Prior to OCO Action
226.	Incarcerated individual relayed concerns regarding being present when another individual escaped and is now facing negative consequences because he was there, despite no involvement.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the resolution process.	Technical Assistance Provided

227.	An incarcerated person reported a concern related to wanting to be transferred to a reentry center for work release.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about work release.	Technical Assistance Provided
228.	Person reported that during a cell search a piece of artwork was taken.	The OCO provided the individual with technical assistance about the Resolution Program.	Technical Assistance Provided
229.	Incarcerated individual relayed concerns regarding banking.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the banking process.	Technical Assistance Provided
230.	Incarcerated individual relayed concerns regarding poor Wi-Fi at the facility.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the resolution program.	Technical Assistance Provided

Clallam Bay Corrections Center

231.	Loved one relayed concerns regarding an incarcerated individual's facility placement.	The OCO sent the individual an ombuds review request form to ensure that this was a concern that they consented to having investigated but never received the form back. As a result, this concern was closed without further investigation. The OCO informed the individual that if they believe this was closed in error, to please contact this office to open a new case.	Person Declined OCO Assistance
232.	Loved one relayed concerns regarding a visitation denial.	The OCO sent the individual an ombuds review request form to ensure that this was a concern that they consented to having investigated but never received the form back. As a result, this concern was closed without further investigation. The OCO informed the individual that if they believe this was closed in error, to please contact this office to open a new case.	Person Declined OCO Assistance
233.	Loved one relayed concerns regarding a visitation denial.	The OCO sent the individual an ombuds review request form to ensure that this was a concern that they consented to having investigated but never received the form back. As a result, this concern was closed without further investigation. The OCO informed the individual that if they believe this was closed in error, to please contact this office to open a new case.	Person Declined OCO Assistance
234.	Loved one relayed concerns regarding an incarcerated individual getting assaulted at a previous facility.	The OCO sent the individual an ombuds review request form to ensure that this was a concern that they consented to having investigated but never received the form back. As a result, this concern was closed without further investigation. The OCO informed the individual that if they believe this was closed in error, to please contact this office to open a new case.	Person Declined OCO Assistance
235.	External person reports concerns about their incarcerated loved one's medical care.	This person was released prior to the OCO taking action on the complaint.	Person Released from DOC Prior to OCO Action

236.	Individual reports that the facility is being selective on who can participate in the medically assisted treatment (MAT) program.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the resolution program.	Technical Assistance Provided
237.	Incarcerated individual relayed concerns regarding reoccurring issues with staff.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about how to file a staff conduct resolution request.	Technical Assistance Provided
Coyote Ridge Corrections Center			
238.	Loved one relayed concerns regarding a graduated reentry (GRE) denial.	The OCO sent the individual an ombuds review request form to ensure that this was a concern that they consented to having investigated but never received the form back. As a result, this concern was closed without further investigation. The OCO informed the individual that if they believe this was closed in error, to please contact this office to open a new case.	Person Declined OCO Assistance
239.	Loved one relayed concerns regarding a visitation denial.	The OCO sent the individual an ombuds review request form to ensure that this was a concern that they consented to having investigated but never received the form back. As a result, this concern was closed without further investigation. The OCO informed the individual that if they believe this was closed in error, to please contact this office to open a new case.	Person Declined OCO Assistance
240.	Loved one relayed concerns regarding difficulty accessing KOP (keep on person) medications.	The OCO sent the individual an ombuds review request form to ensure that this was a concern that they consented to having investigated but never received the form back. As a result, this concern was closed without further investigation. The OCO informed the individual that if they believe this was closed in error, to please contact this office to open a new case.	Person Declined OCO Assistance
241.	Incarcerated individual relayed concerns regarding banking.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the banking process.	Technical Assistance Provided
242.	Person reports that DOC denied them a catalog that is on the approved vendor list.	The OCO provided technical assistance about the Resolution Program.	Technical Assistance Provided
243.	Incarcerated individual shared concerns regarding DOC wrongfully charging them a co-pay for medical supplies they already had.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about requesting a refund for their co-pay.	Technical Assistance Provided
244.	Incarcerated individual relayed concerns regarding ongoing staff misconduct.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about filing a staff misconduct resolution request.	Technical Assistance Provided

245.	Incarcerated individual relayed concerns regarding an infraction.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about appealing an infraction.	Technical Assistance Provided
246.	Incarcerated individual relayed concerns regarding difficulties getting a release address approved.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the resolution process.	Technical Assistance Provided
247.	An incarcerated person requested that dictionaries and encyclopedias be made available on the Securus tablets.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about Securus.	Technical Assistance Provided
248.	Incarcerated individual relayed concerns regarding a desire to correct an issue related to records.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the records process.	Technical Assistance Provided

GRE/CPA

249.	Incarcerated individual shared concerns regarding being wrongfully pulled out of graduated reentry (GRE) placement.	This person was released prior to the OCO taking action on the complaint.	Person Released from DOC Prior to OCO Action
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Mission Creek Corrections Center for Women

250.	Individual reports they have medical issues that need to be addressed but they have not seen health services yet.	The OCO provided the individual with technical assistance about the resolution program.	Technical Assistance Provided
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Monroe Correctional Complex

251.	Incarcerated individual provided the OCO with a copy of their correspondences with the director of SOTAP for documentation purposes only.	The OCO declined to move the complaint beyond the initial intake investigate phase per WAC 138-10-040(3)(g) as the individual did not request any action or investigation on the OCO's behalf.	Declined
252.	Loved one relayed concerns regarding dental and optometry access.	The OCO sent the individual an ombuds review request form to ensure that this was a concern that they consented to having investigated but never received the form back. As a result, this concern was closed without further investigation. The OCO informed the individual that if they believe this was closed in error, to please contact this office to open a new case.	Person Declined OCO Assistance
253.	Loved one relayed concerns regarding placement in the IMU.	The OCO sent the individual an ombuds review request form to ensure that this was a concern that they consented to having investigated but never received the form back. As a result, this concern was closed without further investigation. The OCO informed the individual that if they believe this was closed in error, to please contact this office to open a new case.	Person Declined OCO Assistance
254.	Loved one relayed concerns regarding the way a certain staff member behaves in the unit.	The OCO sent the individual an ombuds review request form to ensure that this was a concern that they consented to having investigated but never received the	Person Declined

		form back. As a result, this concern was closed without further investigation. The OCO informed the individual that if they believe this was closed in error, to please contact this office to open a new case.	OCO Assistance
255.	Incarcerated individual relayed concerns regarding retaliation and harassment that they experience from DOC staff for filing grievances.	The individual contacted the OCO and requested this case be closed prior to OCO action.	Person Declined OCO Assistance
256.	Loved one relayed concerns regarding an individual's transfer to a different unit where someone has been sexually harassing them.	The OCO sent the individual an ombuds review request form to ensure that this was a concern that they consented to having investigated but never received the form back. As a result, this concern was closed without further investigation. The OCO informed the individual that if they believe this was closed in error, to please contact this office to open a new case.	Person Declined OCO Assistance
257.	Incarcerated individual shared concerns regarding DOC discontinuing a medical service but some individuals still being able to utilize it.	This person was released prior to the OCO taking action on the complaint.	Person Released from DOC Prior to OCO Action
258.	Person reported concern about being targeted and retaliated against after filing a resolutions request.	This person was released prior to the OCO taking action on the complaint. The OCO reviewed DOC records and reviewed similar concerns from this individual and could not substantiate retaliation.	Person Released from DOC Prior to OCO Action
259.	Incarcerated individual relayed concerns regarding staff taking them to their extended family visits (EFVs) late and not giving them a urinary analysis (UA) beforehand. This person is worried they may get an infraction as a result.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the resolution process.	Technical Assistance Provided
260.	Incarcerated individual relayed concerns regarding a wastewater spillage.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the resolution program.	Technical Assistance Provided
261.	Person reports concerns about a serious infraction.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about appealing an infraction.	Technical Assistance Provided
262.	Incarcerated individual relayed concerns regarding an infraction.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about appealing an infraction.	Technical Assistance Provided
263.	Incarcerated individual relayed concerns regarding an infraction.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about appealing an infraction.	Technical Assistance Provided

264.	Incarcerated individual relayed concerns regarding wanting healthier options to be offered on the commissary list.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the resolution program.	Technical Assistance Provided
265.	Incarcerated individual relayed concerns regarding DOC staff making a false statement on an infraction.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about how to file a staff conduct resolution request.	Technical Assistance Provided
266.	Incarcerated individual relayed concerns regarding the way staff handled their property during a transfer.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the resolution program.	Technical Assistance Provided
267.	An incarcerated person asked the OCO for information relating to an already filed tort claim.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the tort claim process.	Technical Assistance Provided
268.	Incarcerated individual relayed concerns regarding an infraction.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about appealing an infraction.	Technical Assistance Provided
269.	Incarcerated individual relayed concerns regarding the conduct of mental health staff.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about how to file a staff conduct resolution request.	Technical Assistance Provided
270.	Incarcerated individual relayed concerns regarding into getting a urinary analysis (UA) after an extended family visit (EFV) and being worried that they may get an infraction as a result.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the resolution program.	Technical Assistance Provided
271.	Incarcerated individual relayed concerns regarding issues with a DOC contract attorney.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the resolution request process.	Technical Assistance Provided
272.	Incarcerated individual shared concerns regarding DOC medical staff acting rude and disrespectful towards them when they simply asked for medication.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about rewriting their resolution request and submitting it in time per the DOC Resolution Program.	Technical Assistance Provided
273.	Individual reports they are having a hard time accessing mental health treatment and express the need for those services.	The OCO provided technical assistance about the health services process.	Technical Assistance Provided
274.	Incarcerated individual relayed concerns regarding staff conduct.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about how to file a staff conduct resolution request.	Technical Assistance Provided

275.	An incarcerated person reported a concern related to the behavior of other incarcerated people within their living unit.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about how to address safety concerns. The OCO verified there were no immediate concerns to anyone's safety prior to closing this case.	Technical Assistance Provided
276.	Incarcerated individual relayed concerns regarding an infraction.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about appealing an infraction.	Technical Assistance Provided
277.	Incarcerated individual relayed concerns regarding DOC staff harassing them.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about filing a staff conduct resolution request.	Technical Assistance Provided
278.	Incarcerated individual relayed concerns regarding problems with DOC staff members.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about how to file a staff conduct resolution request.	Technical Assistance Provided
279.	Incarcerated individual relayed concerns regarding a desire to correct an issue related to records.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the records process.	Technical Assistance Provided
280.	An incarcerated person reported a health care concern specifically related to the behavior of DOC Health Services staff.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC resolution program. The OCO provided technical assistance about how to file a complaint against a provider.	Technical Assistance Provided
281.	Individual needs to have surgery but is being transferred to another facility before the surgery can take place.	The OCO provided the individual with technical assistance about the resolution program.	Technical Assistance Provided
282.	Incarcerated individual relayed concerns regarding why Monroe is the only facility that has count at 10:30am and has to cell in at 8:45pm.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the resolution program.	Technical Assistance Provided
Olympic Corrections Center			
283.	Incarcerated individual relayed concerns regarding a desire to correct an issue related to records.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the records process.	Technical Assistance Provided
Other			
284.	Incarcerated individual relayed concerns regarding a desire to know if there are any new laws that will release them from an old case.	The OCO declined to investigate the case per WAC 138-10-040(3)(e) as the requested resolution is not within the ombuds' statutory power and authority.	Declined
285.	Incarcerated individual relayed concerns regarding a request for their community custody and	The OCO declined to investigate this concern per WAC 138-10-040(3)(e) as the requested resolution is not within the ombuds' statutory power and authority.	Declined

probation sheets in OMNI to be reviewed for accuracy.

286.	Loved one relayed concerns regarding an officer's conduct in a jail facility.	The OCO has declined to move the complaint beyond the intake investigation phase per WAC 138-10-040(3)(a) as the ombuds lacks jurisdiction over the complaint.	Lacked Jurisdiction
287.	Loved one expressed concerns about their son being treated like he is guilty before proven innocent, violating his Eighth Amendment rights.	The OCO has declined to move the complaint beyond the intake investigation phase per WAC 138-10-040(3)(a) as the ombuds lacks jurisdiction over the complaint.	Lacked Jurisdiction
288.	A family member called on behalf of their incarcerated loved one and expressed their concern about the communication issues between the incarcerated individual, his family, and the community corrections officer.	The OCO declined to investigate the concern per WAC 138-10-040(3)(a) as the ombuds lacks jurisdiction over the complaint.	Lacked Jurisdiction
289.	Individual reports they want compensation for the physical injuries, emotional, and mental distress they sustained while incarcerated in another state.	Per WAC 138-10-040(3)(a) - the OCO lacks jurisdiction to investigate this complaint because the complaint relates to an action taken by an agency other than the Washington State Department of Corrections.	Lacked Jurisdiction
290.	Person reported a complaint regarding her community custody officer.	The OCO declined to investigate the concern per WAC 138-10-040(3)(a) as the ombuds lacks jurisdiction over the complaint.	Lacked Jurisdiction
291.	Incarcerated individual relayed concerns regarding occurrences 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.	Lacked Jurisdiction
292.	Person reported concerns about being housed in a men's facility as a transgender woman in the Illinois Department of Corrections.	The OCO declined to investigate the concern per WAC 138-10-040(3)(a) as the ombuds lacks jurisdiction over the complaint.	Lacked Jurisdiction
293.	Person reported concerns regarding the treatment of incarcerated individuals in a county jail.	The OCO declined to move the complaint beyond the intake investigation phase per WAC 138-10-040(3)(a) as the ombuds lacks jurisdiction over the complaint.	Lacked Jurisdiction
294.	An incarcerated person reported a concern related to the behavior of the community custody officer assigned to them.	The OCO provided technical assistance about OCO's jurisdiction limitations.	Technical Assistance Provided

Reentry Center - Reynolds - King

295.	The individual reports they filed a resolution concerning a staff member that called him an idiot. He never heard back from resolutions and his packages started being declined by staff.	The individual released prior to OCO action.	Person Released from DOC Prior to OCO Action
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Stafford Creek Corrections Center

296.	Loved one relayed concerns regarding an infraction.	The OCO sent the individual an ombuds review request form to ensure that this was a concern that they	Person Declined
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		consented to having investigated but never received the form back. As a result, this concern was closed without further investigation. The OCO informed the individual that if they believe this was closed in error, to please contact this office to open a new case.	OCO Assistance
297.	Loved one relayed concerns regarding who is allowed to use the limited mobility gym.	The OCO sent the individual an ombuds review request form to ensure that this was a concern that they consented to having investigated but never received the form back. As a result, this concern was closed without further investigation. The OCO informed the individual that if they believe this was closed in error, to please contact this office to open a new case.	Person Declined OCO Assistance
298.	Loved one relayed concerns regarding a visitation suspension.	The OCO sent the individual an ombuds review request form to ensure that this was a concern that they consented to having investigated but never received the form back. As a result, this concern was closed without further investigation. The OCO informed the individual that if they believe this was closed in error, to please contact this office to open a new case.	Person Declined OCO Assistance
299.	Incarcerated individual relayed concerns regarding having a moldy mattress.	The individual contacted the OCO and requested the case be closed prior to OCO action.	Person Declined OCO Assistance
300.	Individual reported that their visitation request was denied. Loved one was not informed why it was denied or how to appeal it.	The OCO provided technical assistance about visitation.	Technical Assistance Provided
301.	Incarcerated individual relayed concerns regarding staff misconduct.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about how to file a staff conduct resolution request.	Technical Assistance Provided
302.	An incarcerated person reported concerns related to not feeling safe.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the resolution process.	Technical Assistance Provided
303.	An incarcerated person reported that they are experiencing difficulty from a past injury.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about health services.	Technical Assistance Provided
304.	Individual got into an accident while being transported by the DOC and is seeking monetary compensation.	The OCO provided the individual with technical assistance about the resolution program.	Technical Assistance Provided
305.	Person reports concerns about staff conduct and a related serious infraction.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about appealing an infraction.	Technical Assistance Provided
306.	Incarcerated individual relayed concerns regarding staff mistreatment.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical	Technical Assistance Provided

		assistance about how to file a staff conduct resolution request.	
307.	The individual reported that they feel that their earned release date (ERD) is incorrect.	The OCO provided the individual with technical assistance about time calculations.	Technical Assistance Provided
308.	Incarcerated individual relayed concerns regarding a desire to correct an issue related to records.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the records process.	Technical Assistance Provided
309.	Incarcerated individual relayed concerns regarding denial of employment.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the resolution program.	Technical Assistance Provided
310.	Person reported their religious materials were rejected by the mail room and was returned to the company that sent them.	The OCO provided technical assistance about the resolution program.	Technical Assistance Provided
311.	An incarcerated person reported a concern related to the way mail is being delivered by DOC.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the resolution program.	Technical Assistance Provided
312.	An incarcerated person reported that a packet mailed to them has not been received and that there was no tracking on the packet.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the resolution program.	Technical Assistance Provided
313.	Incarcerated individual relayed concerns regarding a desire to correct an issue related to records.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the records process.	Technical Assistance Provided
314.	Incarcerated individual relayed concerns regarding denial of access to the computer lab and college classes.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the resolution program.	Technical Assistance Provided
Washington Corrections Center			
315.	Loved one relayed concerns regarding DOC disclosing why people are incarcerated.	The OCO sent the individual an ombuds review request form to ensure that this was a concern that they consented to having investigated but never received the form back. As a result, this concern was closed without further investigation. The OCO informed the individual that if they believe this was closed in error, to please contact this office to open a new case.	Person Declined OCO Assistance
316.	Incarcerated individual shared concerns regarding DOC not providing any information on their appeal.	This person was released prior to the OCO taking action on the complaint.	Person Released from DOC Prior to OCO Action
317.	Individual reported he was supposed to release but does not have any release planning because he does not have a counselor.	The OCO confirmed that this individual was released shortly after filing the concern.	Person Released from DOC Prior to OCO Action

318.	Incarcerated individual shared concerns regarding DOC not taking the infraction off of their record despite being told it would be taken off.	This person was released prior to the OCO taking action on the complaint	Person Released from DOC Prior to OCO Action
319.	An incarcerated person reported that they are trying to get a video from DOC records.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the DOC public records process.	Technical Assistance Provided
320.	Incarcerated individual relayed concerns regarding a staff member provoking individuals.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about how to file a staff conduct resolution request.	Technical Assistance Provided
321.	An incarcerated person reported a concern related to DOC staff behavior and related to needing new/replacement shoes/inserts.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about how to express concerns related to staff conduct, property and safety.	Technical Assistance Provided
322.	An incarcerated person reported concerns related to the outcome of a recent assessment DOC conducted in preparation for his upcoming release.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about GRE.	Technical Assistance Provided
323.	Incarcerated individual shared concerns regarding DOC staff not providing them with adequate medical treatment.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about utilizing the resolution program provided by DOC.	Technical Assistance Provided
324.	An incarcerated person reported that they are having difficulty being added to legal library call out.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about access to legal resources.	Technical Assistance Provided
325.	An incarcerated person reported that the community custody officer assigned to them when they were in the community broke several DOC policies.	The OCO provided technical assistance about OCO's jurisdiction limitations.	Technical Assistance Provided
326.	Incarcerated individual relayed concerns regarding an infraction.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about appealing an infraction.	Technical Assistance Provided
327.	Incarcerated individual relayed concerns regarding an infraction.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about appealing an infraction.	Technical Assistance Provided
328.	Incarcerated individual relayed concerns regarding a statement a staff member made.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC resolution program. The OCO provided technical assistance about filing a resolution request for staff conduct.	Technical Assistance Provided

329.	Incarcerated individual relayed concerns regarding a desire to correct an issue related to records.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC resolution program. The OCO provided technical assistance about the records process.	Technical Assistance Provided
330.	Incarcerated individual relayed concerns regarding banking.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC resolution program. The OCO provided technical assistance about the banking process.	Technical Assistance Provided
331.	Incarcerated person reports their personal information was stolen and the information DOC staff provided to address the concern is not accessible because he does not have access to the internet.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about using the resolution process.	Technical Assistance Provided
332.	Person reports that there is no air conditioning in the unit and it is hot when the cell and dayroom doors are closed.	The OCO provided technical assistance about the resolution program.	Technical Assistance Provided
333.	Incarcerated individual relayed concerns regarding a desire to correct an issue related to records.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the records process.	Technical Assistance Provided
334.	The individual reported that they had transferred to another facility and had not received clothing upon arrival at the new facility.	The OCO provided the individual with technical assistance about the resolution program.	Technical Assistance Provided
335.	Incarcerated individual relayed concerns regarding a desire to correct an issue related to records.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the records process.	Technical Assistance Provided
336.	Incarcerated individual reports concerns about a serious infraction.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about appealing an infraction.	Technical Assistance Provided

Washington Corrections Center for Women

337.	The person reports that someone made up a false PREA on them and their girlfriend. The PREA was unsubstantiated and unfounded, they were not infracted, and there is no keep separate. However, this person had been moved into close custody which is two custody levels below what they should be, and DOC refuses move them back.	Person was released from DOC custody prior to OCO action.	Person Released from DOC Prior to OCO Action
338.	Incarcerated individual shared concerns regarding dry cell procedures and the psychological stress it puts on them.	This person was released prior to the OCO taking action on the complaint.	Person Released from DOC Prior to OCO Action

339.	Incarcerated individual relayed concerns regarding banking.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the banking process.	Technical Assistance Provided
340.	Incarcerated individual relayed concerns regarding staff members being racist.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about filing a staff misconduct resolution request.	Technical Assistance Provided
341.	Person reported that they are having problems with their teeth and have not been able to see the dentist.	The OCO provided technical assistance about the resolution program.	Technical Assistance Provided
342.	An incarcerated person reported a concern related to being shorted hours at their job.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the resolution program.	Technical Assistance Provided
343.	An incarcerated person reported a concern related to the lack of mental health treatment options specifically asking for more 1:1 talk therapy.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the resolution program.	Technical Assistance Provided
344.	Anonymous individual reported concerns about the noise levels in the unit.	Without any identifying information, the OCO could not investigate this concern any further as the individual would need to file a resolution request about this concern prior to OCO involvement.	Technical Assistance Provided
345.	Incarcerated individual relayed concerns regarding staff misconduct.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about how to file a staff misconduct resolution request.	Technical Assistance Provided
346.	Incarcerated individual is hearing impaired and wants to learn American sign language (ASL) before they go on work release.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC resolution program. The OCO provided technical assistance about the resolution program.	Technical Assistance Provided
347.	An incarcerated person reported issues with the assistance they have been receiving from the law librarian.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the resolution program and how to access legal resources.	Technical Assistance Provided
348.	An incarcerated person reported issues with the quality of the bread and type of milk provided.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the resolution.	Technical Assistance Provided
349.	Incarcerated individual relayed concerns regarding banking.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the banking process.	Technical Assistance Provided
350.	Incarcerated individual relayed concerns regarding a desire to correct an issue related to records.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the	Technical Assistance Provided

		DOC Resolution Program. The OCO provided technical assistance about the records process.	
351.	Individual is requesting surgery and medications for their health issues.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC resolution program. The OCO provided technical assistance about health services care review committee (CRC), and appeal process.	Technical Assistance Provided
352.	Incarcerated individual relayed concerns regarding a lack of the number of hours allowed out of cell.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the resolution program.	Technical Assistance Provided
353.	Incarcerated individual relayed concerns regarding a visitation denial.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the visitation application process.	Technical Assistance Provided
354.	Individual reports that the electric shaver broke, and DOC will not get a new one.	The OCO provided the individual technical assistance about the resolution program.	Technical Assistance Provided
355.	Individual reported that they are having a hard time obtaining the correct medication and dosage for their mental health issues.	The OCO provided technical assistance about the health services approval process.	Technical Assistance Provided

Washington State Penitentiary

356.	Incarcerated individual relayed concerns regarding a belief that the Washington State Bar Association (WSBA) is utilizing unlawful penal practices to detain them.	The OCO declined to investigate the concern per WAC 138-10-040(3)(a) as the ombuds lacks jurisdiction over the complaint.	Lacked Jurisdiction
357.	Loved one relayed concerns regarding an infraction.	The OCO sent the individual an ombuds review request form to ensure that this was a concern that they consented to having investigated but never received the form back. As a result, this concern was closed without further investigation. The OCO informed the individual that if they believe this was closed in error, to please contact this office to open a new case.	Person Declined OCO Assistance
358.	External person reported concerns about an incarcerated person's treatment while being housed in segregation.	The incarcerated individual did not respond to the OCO's request to provide additional information within 30 days. The OCO encouraged this person to contact this office if they would like to request assistance.	Person Declined OCO Assistance
359.	Loved one relayed concerns regarding phone access.	The OCO sent the individual an ombuds review request form to ensure that this was a concern that they consented to having investigated but never received the form back. As a result, this concern was closed without further investigation. The OCO informed the individual that if they believe this was closed in error, to please contact this office to open a new case.	Person Declined OCO Assistance
360.	Loved one relayed concerns regarding staff being disrespectful.	The OCO sent the individual an ombuds review request form to ensure that this was a concern that they consented to having investigated but never received the form back. As a result, this concern was closed without	Person Declined OCO Assistance

		further investigation. The OCO informed the individual that if they believe this was closed in error, to please contact this office to open a new case.	
361.	Loved one relayed concerns regarding a desire for an incarcerated individual to get a full panel of blood work.	The OCO sent the individual an ombuds review request form to ensure that this was a concern that they consented to having investigated but never received the form back. As a result, this concern was closed without further investigation. The OCO informed the individual that if they believe this was closed in error, to please contact this office to open a new case.	Person Declined OCO Assistance
362.	Incarcerated individual shared concerns regarding DOC not allowing them to properly appeal or defend themselves against an infraction.	This person was released prior to the OCO taking action on the complaint	Person Released from DOC Prior to OCO Action
363.	Incarcerated individual shared concerns regarding DOC staff making false claims and wrongfully infracting them.	This person was released prior to the OCO taking action on the complaint.	Person Released from DOC Prior to OCO Action
364.	A loved one made a complaint on behalf of an incarcerated individual regarding their counselor jeopardizing their safety by transferring them to another facility.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about filing a resolution request. The OCO verified there were no immediate safety concerns prior to closing this case.	Technical Assistance Provided
365.	Incarcerated individual relayed concerns regarding their medical records being given to another incarcerated individual.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about filing a staff conduct resolution request.	Technical Assistance Provided
366.	Incarcerated person reports concerns about a serious infraction. The person also asked about a PREA concern.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about appealing an infraction and additional self-advocacy information about PREA issues via hotline and letter.	Technical Assistance Provided
367.	Incarcerated individual relayed concerns regarding staff targeting and harassing them.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about filing a staff conduct resolution request.	Technical Assistance Provided
368.	Incarcerated individual relayed concerns regarding an infraction.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about appealing an infraction.	Technical Assistance Provided
369.	An incarcerated person reported a concern related to dental care.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the resolution program and dental services.	Technical Assistance Provided

370.	Incarcerated individual relayed concerns regarding Global Tel Link (GTL).	The OCO provided the individual with technical assistance over the phone directing the person to use the resolution program regarding this concern and sent him information about the resolution process.	Technical Assistance Provided
371.	An incarcerated person reported paying for property to be mailed when they transferred facilities but the property was never transferred.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about property and tort claims.	Technical Assistance Provided
372.	Incarcerated individual relayed concerns regarding a visitation denial.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the visitation application process.	Technical Assistance Provided
373.	An incarcerated person reported that DOC staff are not providing them with adequate reentry planning.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the resolution program.	Technical Assistance Provided
374.	Person is requesting the removal of a no-association community custody condition that stops them from communicating with their only support network.	The OCO provided technical assistance about the resolution program.	Technical Assistance Provided
375.	Individual reported a concern with Securus not giving access to music and games he had purchased during a previous incarceration.	The OCO provided the individual with technical assistance about Securus.	Technical Assistance Provided
376.	Person reports that they had a Blake issue vacated and are having difficulty contacting anyone about their situation.	The OCO provided technical assistance about the resolution program.	Technical Assistance Provided
377.	An incarcerated person reported a concern regarding another individual in the unit.	The incarcerated person has not yet sufficiently escalated the concern through an appeals process or the DOC Resolution Program. The OCO provided technical assistance about the resolution program.	Technical Assistance Provided

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 case-specific or individualized 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.
Technical Assistance Provided	The OCO provided the individual with self-advocacy information.

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