

UNEXPECTED FATALITY REVIEWS: 1

CASE INVESTIGATIONS: 162

Assistance Provided: 23
Information Provided: 85
DOC Resolved: 20
Insufficient Evidence to Substantiate: 5
No Violation of Policy: 27
Substantiated: 2

INTAKE INVESTIGATIONS: 123

Administrative Remedies Not Pursued: 0
Declined: 2
Lacked Jurisdiction: 7
Person Declined OCO Assistance: 12
Person Released from DOC Prior to OCO Action: 2
Technical Assistance Provided: 100

Resolved Investigations:

286

Assistance Provided, Information Provided,
or Technical Assistance Provided in

72%

of Investigations

Unexpected Fatality Reviews

RCW 72.09.770 requires the Department of Corrections to convene an unexpected fatality review (UFR) committee to review any case in which the death of an incarcerated individual was unexpected, or in any case identified by the Office of the Corrections Ombuds (OCO) for review. The purpose of the unexpected fatality review is to develop recommendations for the DOC and the legislature regarding changes in practices or policies to prevent fatalities and strengthen safety and health protections for incarcerated individuals in the DOC's custody.

[UFR 24-019](#): The Unexpected Fatality Review Committee reviewed the unexpected death of a 67-year-old person in October 2024. The Unexpected Fatality Review Committee Report dated February 14, 2025 is a publicly available document.

The Office of the Corrections Ombuds has included this UFR report at the end of this Monthly Outcome Report.

Monthly Outcome Report: February 2025

| Complaint Summary | Outcome Summary | Case Closure Reason |
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| Unexpected Fatality Reviews | | |
| Stafford Creek Corrections Center | | |
| <p>1. An incarcerated individual died in DOC custody.</p> | <p>RCW 72.09.770 directs DOC to conduct an unexpected fatality review in any case in which the death of an incarcerated individual is unexpected, or any case identified by the OCO for review. The OCO conducted a review of records associated with this individual's death. This case was reviewed by the unexpected fatality review team, consisting of the OCO, DOC, Department of Health, and Health Care Authority. A report dated February 2025 regarding UFR-24-019 was delivered to the Governor and state legislators this month. It is also publicly available on the DOC website.</p> | <p>Unexpected Fatality Review</p> |
| Case Investigations | | |
| Airway Heights Corrections Center | | |
| <p>2. Person reports he was threatened that he is a target and cannot defend himself because he has medical conditions. He is afraid if he talks to the officers, it will make it worse.</p> | <p>This office contacted the facility for more information. The OCO was able to verify that DOC staff are investigating this information and that the individual who was threatening other individuals has been removed from the unit.</p> | <p>Assistance Provided</p> |
| <p>3. A loved one shared concerns on behalf of an incarcerated individual regarding DOC staff not providing them with adequate medical care.</p> | <p>DOC staff resolved this concern prior to the OCO taking action on this complaint. This office was able to confirm that this individual has been receiving extended care for their concern and has further care pending.</p> | <p>DOC Resolved</p> |
| <p>4. Incarcerated individual shared concerns regarding DOC staff ignoring their cell placement request despite following all the administrative processes provided by DOC.</p> | <p>DOC staff resolved this concern prior to the OCO taking action on this complaint. After review of DOC records, this office was able to confirm that DOC staff have moved this individual to their requested cell placement.</p> | <p>DOC Resolved</p> |
| <p>5. Incarcerated individual shared concerns regarding DOC not providing them with adequate dental care.</p> | <p>DOC staff resolved this concern prior to the OCO taking action on this complaint. After reviewing DOC records, this office was able to confirm that this individual is scheduled to be seen by dental regarding their concern.</p> | <p>DOC Resolved</p> |
| <p>6. Person reported that he needs medical shoes for a specific condition but has not received them.</p> | <p>DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed DOC records and found that this individual met with his provider, saw an outside specialist, and received the medical shoes.</p> | <p>DOC Resolved</p> |
| <p>7. Individual reports concerns regarding someone else's name and receipt attached to his outgoing mail. When he tried to contact the mailroom, no one responded to him.</p> | <p>The individual called the OCO hotline and confirmed that DOC fixed the issue and eventually gave him a copy of his receipt.</p> | <p>DOC Resolved</p> |

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| 8. | Incarcerated individual relayed concerns regarding not being able to get on the MAT program. | The OCO reviewed the records related to this concern. DOC requires that an individual be a maximum of six months to their earned release date (ERD) to be eligible for the MAT program per the DOC Health Services Protocol. As the individual is not within six months of their ERD, they are not eligible for the MAT program at this time. | Information Provided |
| 9. | Incarcerated individual shared concerns regarding not being able to obtain a job despite completing all the pre-requisite steps. | The OCO was able to confirm that this individual is actively working with their counselor to find a job. The OCO provided information regarding why the work programming search process has taken an extended period of time. | Information Provided |
| 10. | Person reported that he filed a resolution request about not getting a medication, but it was not accepted as being "hearsay". | The OCO provided information about the Resolution Program Manual and the resolutions process. The OCO could not substantiate that DOC violated policy by not accepting the resolutions request. The OCO reached out to DOC staff, who confirmed that this individual received their medication. | Information Provided |
| 11. | Person reported that he filed an appeal for a resolution request regarding staff behavior, but it was not accepted. Person thinks that the Resolution manager incorrectly counted the number of days of the appeal window and that it should have been accepted. | The OCO provided information about the appeal window. The OCO reviewed the Resolutions Request and reached out to DOC Headquarters staff, who said that the facility counted from the day of the resolutions response, not the day after, and that the facility is within policy to do this. DOC staff said that they would consider making the language regarding the appeal window clearer in future versions of the Resolutions Program Manual. | Information Provided |
| 12. | Person reported concern about no longer being able to use the paid Durable Medical Equipment (DME) program for a medical concern. | The OCO provided information about reaching out to his medical provider. The OCO reviewed this individual's resolution request, in which DOC said that the paid DME program no longer covers the DME item he wanted to purchase and that he cannot buy that item through the program, because it is not deemed medically necessary. The OCO reached out to DOC staff asking if any accommodation has been considered for his concern. DOC staff said that this individual has not talked with his provider about the concern he needed the DME for and has not received a diagnosis. This office encouraged this individual to talk with his provider about his concern. | Information Provided |
| 13. | Incarcerated person reported concern about a staff member's behavior. The person reported concerns with the way that the staff member treated them. | The OCO reviewed the DOC investigation and verified that DOC took action to address the concern. The OCO shared this with the individual. The OCO also shared information about how to report concerns and verify they were reviewed. | Information Provided |
| 14. | Person reports not receiving adequate pain management for a chronic injury. The person has appealed the Care Review Committee (CRC) decision and has not received a response. | The OCO provided information to the person regarding the limitations on the requested medication. OCO staff reviewed the person's records and noted that the requested medication had been reviewed per policy. The OCO cannot compel a medical provider to order medications that are not clinically indicated. | Information Provided |
| 15. | Incarcerated individual shared concerns regarding DOC staff not renewing their health status report (HSR) despite having medical conditions that require additional care. | The OCO provided information regarding how to acquire further medical care. After review of DOC records, this office was able to confirm that this individual declined medical care. | Information Provided |
| 16. | Incarcerated individual shared concerns regarding not receiving their | The OCO provided information regarding why their medication was delayed. This office was able to confirm that no | Information Provided |

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| | medication and potentially facing complications. | complications came about the brief delay and the delay was caused by transport delays. | |
| 17. | Incarcerated individual shared concerns regarding DOC staff failing to provide them with adequate medical care. | The OCO provided information regarding why their treatment options are not available to them. This office encouraged this individual to continue working with their provider to find an option that works best for them. | Information Provided |
| 18. | Person reported that he is unable to get mental health care directly related to the impacts of his time in solitary confinement. | The OCO provided information about the community standard of care. The OCO reviewed this individual's resolution request on this issue, in which he stated that he had mental health care, but it was not specifically related to his time in solitary confinement. DOC responded and stated that he currently has a mental health team and told him to discuss these issues with the team. The OCO found that this mental health care meets community standards of care that are covered in the DOC Health Plan. | Information Provided |
| 19. | The individual reports concerns about his boss at Correctional Industries, who fired him in retaliation for grieving the behavior of a DOC staff member. | The OCO provided information about how to appeal a facility risk management team (FRMT) decision per DOC policy 300.380, which states that appeals must be submitted to the Superintendent on DOC Form 07-037 within 72 hours of being notified of the decision. The OCO also encouraged this individual to appeal his job termination and file a resolution request regarding their DOC staff conduct concern. | Information Provided |
| 20. | Person reports experiencing symptoms for many years, but his request to see a specialist was denied. The person is requesting a specialist consultation. | The OCO provided information to the patient regarding his request for specialist consultation. OCO staff reviewed the patient's records and contacted DOC Health Services staff. The OCO was informed the patients consultation was reopened for consideration and additional imaging had been requested. | Information Provided |
| 21. | Person reports that his wife and children were denied extended family visits (EFV) because he was deemed non-amenable to SOTAP. | 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. | Information Provided |
| 22. | Incarcerated person reported concerns about DOC staff creating barriers to his release as a form of retaliation. The person reported DOC was unhelpful in assisting him to resolve his warrants and/or detainers and is worried about releasing to an active warrant. | The OCO was unable to substantiate the concern due to a lack of evidence. The OCO verified that this person does not have any active warrants and/or detainers. This office also verified that DOC staff are assisting this person with release planning. The OCO could not substantiate that DOC staff are creating barriers to this person's release. | Insufficient Evidence to Substantiate |
| 23. | Incarcerated individual relayed concerns regarding an infraction for a fight in which they state they were attacked and did not fight back. | The OCO reviewed the infraction materials including the color evidence photos and asked DOC if they would be willing to dismiss the infraction. DOC was unwilling to overturn the infraction as the photographic evidence supports the infraction based on the "some evidence" standard utilized by DOC. | No Violation of Policy |
| 24. | Incarcerated person reported concern that DOC staff were not allowing them to access the proper channels to be considered for a Reentry Center. The person requested the OCO recommend he be considered through the regular DOC protocol. | The OCO was unable to substantiate a violation of policy by DOC. The OCO verified that the person was formally reviewed to transfer to a reentry center and the transfer was not approved by DOC. The OCO reviewed the reentry center denial and verified that the person was denied reentry center access per DOC policy 300.500. | No Violation of Policy |

Cedar Creek Corrections Center

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| 25. | Incarcerated individual relayed concerns regarding a DOSA revocation, staff conduct concerns and placement in segregation. | The OCO reviewed the individual's records. For the DOSA revocation, the OCO confirmed that the individual did not appeal this outcome. The OCO requires it to be appealed before investigation and provided the individual with information on how to do so. For the staff conduct concern, the OCO confirmed that the individual has not filed a resolution request regarding this. The OCO requires this be grieved to a level 2 before investigation and informed the individual on how to do so. For the segregation placement, the OCO confirmed that the individual currently is undergoing an investigation and informed the individual that if a new custody facility plan is conducted, they must appeal the results within 72 hours if they disagree. | Information Provided |
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Clallam Bay Corrections Center

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| 26. | Person reported that his religious group was not allowed to use candles during a ceremony, violating DOC policy and a previous OCO report. | The OCO provided assistance. The OCO reviewed this individual's resolutions request and found that DOC staff acknowledged they were not aware of the OCO report, and that in the future candles would be allowed during their religious ceremonies. The OCO reached out to DOC staff, who confirmed that the facility would follow DOC policy 560.200 and would allow candles during religious ceremonies. | Assistance Provided |
| 27. | An anonymous community member stated that a religious group is not being allowed to use candles during their religious ceremonies. | The OCO provided assistance. The OCO reached out to DOC staff, who confirmed that the facility would follow DOC policy 560.200 and would allow candles during religious ceremonies. The OCO reviewed DOC records and found that DOC staff were previously unaware of an OCO report about the use of candles in religious ceremonies. | Assistance Provided |
| 28. | External person reports their loved one is being held in a facility that cannot accommodate his medical needs. They are requesting that the incarcerated person be moved to a facility that can provide adequate medical care. | DOC staff resolved this concern prior to the OCO taking action on this complaint. OCO staff reviewed the person's records and found that he was already approved for transfer to a facility due to medical needs. OCO staff confirmed the transfer took place. | DOC Resolved |
| 29. | Incarcerated individual relayed concerns regarding wanting to go to a lower custody level than Close. | The OCO reviewed the individual's records and confirmed that they are now classified as MI3 (minimum) and housed accordingly. | DOC Resolved |
| 30. | Person is concerned that his counselor is not working on his release planning. | The OCO reviewed the individual's release plan and determined that DOC staff completed the release paperwork and sent out his 35-day notifier. This office verified that the person is past their earned release date (ERD) but on track to be released soon. | DOC Resolved |
| 31. | Person reports that DOC staff do not take his safety concerns seriously and are trying to place him back into the general population. | The individual's custody facility plan (CFP) is still in review. The OCO provided information about how this person can appeal the classification decision. Per DOC policy 300.380, appeals must be submitted to the Superintendent on DOC Form 07-037 within 72 hours of being notified. | Information Provided |
| 32. | Person reports requesting a Health Status Report (HSR) for durable | OCO staff provided information to the person regarding the steps DOC Health Services is taking to treat his condition. OCO staff | Information Provided |

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| | medical equipment. The person states that they are in severe pain and have imaging that supports the existence of the injury, however DOC has not provided the needed HSR. | reviewed the person's records and contacted DOC Health Services staff. OCO staff were informed the patient had been evaluated for the requested equipment which was determined to not be medically necessary. OCO staff confirmed the person has additional follow up imaging pending approval. | |
| 33. | Incarcerated individual relayed concerns regarding not getting certain property items, staff conduct concerns and placement in segregation. | The OCO reviewed the individual's records. For the property concerns, the OCO confirmed that the individual has not filed a resolution request regarding this. The OCO requires this be grieved to a level 3 before investigation and informed the individual on how to do so. For the staff conduct, the OCO confirmed that the individual has not filed a resolution request regarding this. The OCO requires this be grieved to a level 2 before investigation and informed the individual on how to do so. For the segregation placement, the OCO confirmed that the individual's placement is appropriate per DOC policy 300.380. | Information Provided |
| 34. | Incarcerated individual relayed concerns regarding disagreeing with WAC 603 infraction sanctions and previously being in a safe harbor and now going to be on mainline where they worry they will be a target. | The OCO reviewed the infraction materials for WAC 603 and spoke to DOC regarding the placement concern. The OCO informed the individual that phone sanctions are mandatory for a WAC 603 per DOC policy 460.050. The OCO also confirmed with DOC headquarters that individuals are being sent back to mainline if they do not have a documented credible threat. | No Violation of Policy |
| 35. | The OCO received an anonymous concern regarding a unit being on isolation. | The OCO was unable to substantiate a violation of policy by DOC. OCO staff contacted DOC Health Services staff and were informed that the isolation protocol had been initiated, but the reported unit had already completed the quarantine period. | No Violation of Policy |
| 36. | Incarcerated individual relayed concerns regarding being shackled to the California Chair during legal proceedings. | The OCO spoke with DOC about this concern and verified that the individual was restrained during several court hearings and once facility leadership were notified of this, they quickly worked to rectify the situation. The OCO confirmed that the individual is now able to do legal hearings in the no contact visit booths as the individual cannot be restrained during court hearings. | Substantiated |
| Coyote Ridge Corrections Center | | | |
| 37. | Incarcerated individual relayed concerns regarding wanting to transfer to a particular facility due to medical reasons. | The OCO reviewed the individual's custody facility plan (CFP) and confirmed that they were moved to said facility. | DOC Resolved |
| 38. | Incarcerated individual shared concerns regarding DOC not providing them with adequate medical care. | DOC staff resolved this concern prior to the OCO taking action on this complaint. This office was able to confirm that this individual has been seen numerous times related to their concern and has scheduled follow up. | DOC Resolved |
| 39. | A loved one expressed concern about staff behaving inappropriately with an incarcerated individual. | The OCO provided information about filing a complaint through the appropriate channels. The OCO reviewed DOC records and could not find that this individual has filed a complaint. | Information Provided |
| 40. | Incarcerated person reports concerns with their release planning. | The OCO provided the person with information that will be helpful in release planning. The OCO explained why the DOC is not approving the address he is requesting they approve. The OCO also verified DOC staff have approved a release plan and this person will release soon. | Information Provided |
| 41. | Person reports issues with receiving care for multiple medical issues. The person is requesting an appointment and information on filing a tort claim. | The OCO provided information to the patient. OCO staff reviewed the person's records and found that one of the requested appointments had taken place. OCO staff noted a different requested appointment required further approval per | Information Provided |

the DOC Health plan. OCO staff confirmed this was scheduled. OCO provided tort claim information to the patient. Individuals who have been harmed or who have suffered a loss as a result of negligent actions by a state employee or agency can submit a tort claim to the Office of Risk Management (ORM). ORM is required by law (RCW Chapter 4.92) to receive these claims.

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| 42. Incarcerated individual relayed concerns regarding placement in segregation alleging they were on drugs, but the individual claims it was a medical issue. | The OCO reviewed the records related to the grievance in which there was no evidence of inappropriate care or medical malpractice resulting in the individual's claim being unsubstantiated as they received the proper care as was medically indicated during the placement. The OCO also reviewed the individual's segregation placement in which they were placed in segregation due to refusing a search resulting in an infraction. On appeal for said infraction, the individual stated that they got the contraband property back that was included in the infraction believing it should be dismissed. The OCO clarified with DOC that the individual does not currently have the property that was deemed contraband, and DOC subsequently reviewed the evidence/contraband handling process. | Information Provided |
| 43. Incarcerated individual relayed concerns regarding seeking placement in safe harbor and not feeling comfortable with their proposed facility placement. | The OCO spoke with DOC about this concern and verified that the individual is refusing both housing options despite there being no verifiable threat for these placements. The OCO informed the individual that they will need to accept placement so that potential safe harbor considerations can occur. | Information Provided |
| 44. Incarcerated individual relayed concerns regarding repeated WAC 607 refusing urinary analysis (UA) infractions. | The OCO reviewed the individual's infraction history and confirmed that the individual has had several recent WAC 607 infractions. The OCO informed the individual that if they refuse a UA, they will continue to be infraacted, and a UA will continue to be administered until they complete it. | No Violation of Policy |
| 45. Incarcerated individual relayed concerns regarding having an HSR for extra time when providing a urinary analysis (UA) but DOC not honoring this during the administration of a UA. | The OCO reviewed the individual's records and contacted DOC about this concern. The OCO confirmed that prior to the UA date, the individual did not report any issues about their medication making it difficult for them to urinate or attempting to get an extra hour HSR. | No Violation of Policy |
| 46. Incarcerated individual relayed concerns regarding a use of force. | The OCO found the incident did meet the criteria listed in DOC policy 410.200 for a use of force as if a use of force is necessary, resistance must be evident and the amount of force used must be directly related to the level of resistance or perceived threat, and the amount of force used must be reasonably necessary to resolve an incident. | No Violation of Policy |

Mission Creek Corrections Center for Women

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| 47. Incarcerated individual requested follow-up after attending a listening session related to the Construction Pathways Oversight Committee. | The OCO provided the individual with details regarding what listening sessions have been completed with the Building and Construction Trades representatives statewide as well as the CTAP (Construction Trade Apprenticeship Program) and TRAC (Trades Related Apprenticeship Coaching) students, graduates and instructors at various facilities. | Information Provided |
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Monroe Correctional Complex

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| 48. Person reported they were given an infraction for possessing sexually explicit material for a tattoo book. This tattoo book is not on the list of | The OCO reviewed the infraction and asked the facility to reconsider the infraction as this book is not on the statewide list of banned books and there is no evidence to suggest this | Assistance Provided |
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| | banned books from DOC. These are books that many individuals have across the state. The individual is upset that DOC would allow books to come in and then infract people for them. | individual was using it inappropriately. As a result of OCO outreach, the facility agreed to overturn the infraction. | |
| 49. | External person states an individual was given an infraction for possessing sexually explicit material for a tattoo book. This tattoo book is not on the list of banned books from DOC. These are books that many individuals have across the state. The individual is upset that DOC would allow books to come in and then infract people for them. | The OCO reviewed the infraction and asked the facility to reconsider the infraction as this book is not on the statewide list of banned books and there is no evidence to suggest this individual was using it inappropriately. As a result of OCO outreach, the facility agreed to overturn the infraction. | Assistance Provided |
| 50. | Person reports concerns regarding her necessary medical consultations and multiple staff conduct issues. The patient is requesting to move forward with the consultations. | The OCO provided assistance. OCO staff reviewed the person's consultations and contacted DOC Health Services staff to request a review of the patient's consultations. OCO staff reviewed the patient's referrals and confirmed that the consultations were submitted and approved. | Assistance Provided |
| 51. | Incarcerated individual relayed concerns regarding DOC not responding to their grievance. | The OCO reviewed the related grievance and confirmed that DOC provided the individual with a response and the individual was able to appeal the grievance to the next level. | DOC Resolved |
| 52. | External person reports concerns about their loved one's access to medication. | The OCO elevated the concern to DOC health services leadership and requested a review of medication changes and current access. The OCO confirmed the patient's medications were changed and they are currently able to access mental health medication covered by the DOC Health Plan. The OCO provided information about the process for addressing symptom changes and medications if new concerns arise. | Information Provided |
| 53. | Person reports concerns about access to gender affirming clothing and property while in solitary confinement. | The individual is no longer in segregation and at the time of the complaint the person had not filed a DOC resolution request about this concern. The issue was added to the topics to discuss with DOC's DRW transgender settlement administrator and headquarters leadership. The OCO provided information about current DOC policies and toolkits related to gender affirming clothing items. | Information Provided |
| 54. | Incarcerated individual relayed concerns regarding placement at a facility which resulted in an assault despite expressing safety concerns to DOC beforehand. | The OCO reviewed the individual's records and spoke to the individual further about this concern. The OCO found there was insufficient evidence to show that DOC was alerted to the safety concerns prior to the move. The OCO also provided tort claim information as individuals who have been harmed or who have suffered a loss as a result of negligent actions by a state employee or agency can submit a tort claim to the Office of Risk Management (ORM). ORM is required by law (RCW Chapter 4.92) to receive these claims. | Information Provided |
| 55. | Incarcerated individual relayed concerns regarding a potential transfer that could impact their accessibility to medical. | The OCO reviewed the individual's records and confirmed that DOC is properly addressing their medical needs when considering the individual's next facility placement. | Information Provided |

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| 56. | Person reported that he had multiple health concerns that were not being addressed and wanted the opinion of an outside doctor. | The OCO provided information about how he can best share details about his symptoms with his provider to update his treatment plan. The OCO reviewed DOC records and contacted DOC staff, who provided detailed information about the care that he has received, including from an outside provider. The OCO found that he has follow-up care scheduled. | Information Provided |
| 57. | Incarcerated individual relayed concerns regarding placement in segregation and an inability to contact their lawyer. | The OCO reviewed the records related to this concern and confirmed DOC has worked with the individual and their attorney to provide help on when and how phone calls can be made. The OCO also confirmed that the individual is in segregation per DOC policy 320.200 and a new custody facility plan (CFP) is being completed. | Information Provided |
| 58. | Individual called and reported that he is on level III for two different resolution requests regarding medical negligence and is frustrated with DOC's lack of response. | The OCO encouraged this individual to continue following the resolution process with his existing level III resolution requests and provided him with an OCO review request form in case he had a new medical concern. | Information Provided |
| 59. | Person reports that DOC is not treating a medical issue they reported to staff. The person is requesting to be evaluated by an outside specialist. | OCO staff provided information to the patient regarding the reason for his request being denied. OCO staff reviewed the person's record and found the issue had been evaluated by a specialist. The treatment the patient is requesting is not supported by the DOC Health Plan. OCO staff confirmed that follow up imaging has been completed. | Information Provided |
| 60. | Person reports concerns about a use of force and access to medical care for any injuries. | The OCO requested and reviewed medical records that indicated the patient received a medical assessment. The OCO was unable to substantiate the concern due to insufficient evidence; there were no responsive records when the OCO requested the use of force packet. | Insufficient Evidence to Substantiate |
| 61. | Incarcerated individual relayed concerns regarding placement in segregation. | The OCO reviewed the records related to this concern and confirmed that the individual is in segregation due to a pending investigation per DOC policy 320.200. | No Violation of Policy |
| 62. | Incarcerated individual relayed concerns regarding not wanting to be placed in Close custody. | The OCO reviewed the individual's custody facility plan (CFP) and found no violation of DOC policy 300.380 as their points place them at a Close custody score and they were found to not be appropriate for an override due to recent infractions which the OCO reviewed and found on violation of DOC policy 460.000. | No Violation of Policy |
| 63. | Incarcerated individual relayed concerns regarding facility placement after DOC recently moved someone they had a keep separate with on to their unit that resulted in an altercation. | The OCO reviewed the individual's infraction history and custody facility placement (CFP) and found the individual violently attacked a person who they did not have a keep separate with. Thus, they will now be placed in close custody per DOC policy 300.380. | No Violation of Policy |
| 64. | Incarcerated individual shared concerns regarding DOC failing to provide them with durable medical equipment (DME) despite medical staff stating they require the DME. | The OCO was unable to substantiate a violation of policy by DOC. The DME this individual requested was not allowed in the custody level they were held at due to safety concerns. After reviewing DOC records, this office was able to confirm that this individual has been moved into a different setting and has access to their requested DME. | No Violation of Policy |
| 65. | Incarcerated individual relayed concerns regarding placement in segregation. | The OCO reviewed the individual's custody facility plan (CFP) and confirmed that the individual's housing placement is appropriate per DOC policy 300.380. | No Violation of Policy |

Olympic Corrections Center

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| 66. | Anonymous person reported a concern about incarcerated people's safety around another incarcerated person. | The OCO provided assistance. The OCO shared the safety concerns with DOC staff who investigated the issue and acted on the concern. | Assistance Provided |
| 67. | External person reports that their loved one is at a facility that cannot accommodate his medical and dental needs. The reporter is requesting that their loved one be transferred to a more appropriate facility. | DOC staff resolved this concern prior to OCO involvement. OCO staff reviewed the person's records and found that DOC has already approved a transfer to a facility with wider access to dental care. OCO staff contacted DOC staff and verified that durable medical equipment that was requested by the patient was issued before the person transferred. | DOC Resolved |

Stafford Creek Corrections Center

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| 68. | Person reports that he filed a medical emergency grievance and was told his issue was not an emergency without being seen by medical staff. | The OCO provided assistance. OCO staff reviewed the person's medical records and did not find a medical encounter related to the emergency grievance. OCO staff requested that corrective action be taken and staff be retrained on emergency response protocol and emergency grievance policy, to which DOC agreed. | Assistance Provided |
| 69. | Incarcerated individual sent in a closed case review for a previous OCO case in which they state DOC did not provide them notice of their health status report (HSR) being rescinded prior to the infraction being written. | The OCO reviewed the records related to this concern and contacted DOC. The OCO requested DOC dismiss the infraction as the individual did not have notice of the HSR rescission prior to the urinary analysis (UA) being administered that resulted in the infraction to which DOC agreed to dismiss the infraction. | Assistance Provided |
| 70. | Person reports that the facility medical director denied additional imaging requests despite the patient having a history of cancer. The person is requesting specific treatment and evaluation as well as specialist follow up. | The OCO provided assistance. OCO staff contacted DOC staff and asked that the patient's multiple requests be reviewed. The OCO could not substantiate that the requests had been denied by the medical director. OCO staff confirmed specialist consultation was scheduled as well as the requested imaging. The OCO will continue to monitor the specialist consultation until completion. | Assistance Provided |
| 71. | Incarcerated individuals report the LGBTQ group that used to meet has not been able to gather since COVID. Other groups have started meeting again but they have not been able to. | The OCO provided assistance by scheduling a meeting at the facility and inviting individuals to sign up to attend. Over 40 incarcerated individuals expressed interest in a regular LGBTQ meeting. The OCO is continuing to work towards the group having regular meetings and finding a volunteer sponsor. | Assistance Provided |
| 72. | Anonymous person reported concerns about the heating in segregation. | The OCO provided assistance. The OCO reported the concern to the facility who then swiftly reviewed the heating mechanisms and verified they are working properly. The day the issue was reported, the heat was turned off for a short period of time to address other facility maintenance. After the OCO outreach, DOC informed the OCO the heat in segregation is working. | Assistance Provided |
| 73. | Incarcerated individual shared concerns regarding DOC failing to provide adequate medical care. | The OCO provided assistance. Upon OCO inquiry, DOC medical staff agreed to speak with this individual at their next appointment about steps they can take to potentially receive the care they are requesting. This office encouraged this individual to continue working with their provider to mitigate concerns as they arise. | Assistance Provided |
| 74. | Incarcerated individual relayed concerns regarding being held past their earned release date (ERD). | The OCO reviewed the records related to this concern and confirmed that the individual now has a planned release date (PRD) and their release has been processed. | DOC Resolved |

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| 75. Incarcerated individual relayed concerns regarding not wanting to go to close custody. | The OCO reviewed the individual's custody facility plan (CFP) and confirmed that they received an override and are now in medium custody. | DOC Resolved |
| 76. Incarcerated individual relayed concerns regarding a job termination and not being able to get a new job. | The OCO reviewed the records related to this concern and contacted DOC. The OCO found no violation of DOC policy in the individual's job termination and confirmed that the individual does have open job referrals at this time to get a new job. | Information Provided |
| 77. Loved one relayed concerns regarding placement in segregation, infractions and staff conduct. | The OCO reviewed the records related to this concern. Regarding the infractions, the OCO informed the individual that an appeal and appeal response is required before the OCO can investigate an infraction and provided the individual with information on how to do so. For one of the staff conduct concerns, the OCO reviewed the related grievance and found the concern to be unsubstantiated as staff were within policy to address the individual's behavior by writing infractions. For the second staff conduct concern, the OCO provided the individual with information about filing a staff conduct resolution request to a level two first. Regarding the segregation placement, the OCO confirmed that the individual remains in segregation awaiting the outcome of their pending infractions per DOC policy 320.300. | Information Provided |
| 78. Loved one relayed concerns regarding placement in segregation, infractions and staff conduct. | The OCO reviewed the records related to this concern. Regarding the infractions, the OCO informed the individual that an appeal and appeal response is required before the OCO can investigate an infraction and provided the individual with information on how to do so. For one of the staff conduct concerns, the OCO reviewed the related grievance and found the concern to be unsubstantiated as staff were within policy to address the individual's behavior by writing infractions. For the second staff conduct concern, the OCO provided the individual with information about filing a staff conduct resolution request to a level two first. Regarding the segregation placement, the OCO confirmed that the individual remains in segregation awaiting the outcome of their pending infractions per DOC policy 320.300. | Information Provided |
| 79. Loved one relayed concerns regarding placement in segregation, infractions and staff conduct. | The OCO reviewed the records related to this concern. Regarding the infractions, the OCO informed the individual that an appeal and appeal response is required before the OCO can investigate an infraction and provided the individual with information on how to do so. For one of the staff conduct concerns, the OCO reviewed the related grievance and found the concern to be unsubstantiated as staff were within policy to address the individual's behavior by writing infractions. For the second staff conduct concern, the OCO provided the individual with information about filing a staff conduct resolution request to a level two first. Regarding the segregation placement, the OCO confirmed that the individual remains in segregation awaiting the outcome of their pending infractions per DOC policy 320.300. | Information Provided |
| 80. Loved one relayed concerns regarding placement in segregation, infractions and staff conduct. | The OCO reviewed the records related to this concern. Regarding the infractions, the OCO informed the individual that an appeal and appeal response is required before the OCO can investigate an infraction and provided the individual with information on how to do so. For one of the staff conduct concerns, the OCO reviewed the related grievance and found the concern to be unsubstantiated as staff were within policy to address the | Information Provided |

individual's behavior by writing infractions. For the second staff conduct concern, the OCO provided the individual with information about filing a staff conduct resolution request to a level two first. Regarding the segregation placement, the OCO confirmed that the individual remains in segregation awaiting the outcome of their pending infractions per DOC policy 320.300.

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| 81. Incarcerated individual shared concerns regarding not being provided with a certificate of completion for a course they completed. | The OCO provided information regarding why they were not provided with their certificate of completion for the program and that they can receive the certificate if they take the classes again. After reviewing DOC records, this office was able to confirm that this individual missed an excessive amount of classes. | Information Provided |
| 82. Incarcerated individual shared concerns regarding DOC not providing them with mental health access. | The OCO provided information regarding how to receive continued mental health care access. After review of DOC records, this office was able to confirm that DOC mental health staff met with this individual and provided them with care. | Information Provided |
| 83. Incarcerated individual relayed concerns regarding placement in segregation for an alleged PREA. | The OCO reviewed the records related to this concern and confirmed that the individual has been released from segregation. The OCO informed the individual if they disagree with the outcome of the PREA investigation, they can open a new case with OCO once the PREA is completed. | Information Provided |
| 84. Incarcerated individual relayed concerns regarding people not being able to shower before praying as required by their religion. | The individual informed the OCO that they are in a cell that has a shower and people that do not have a shower in their cell are able to shower first. As the individual reports individuals are being able to shower before praying, the OCO informed the individual that they will need to ask the individuals who are not able to shower before praying to contact this office so the OCO can investigate those concerns. | Information Provided |
| 85. Person reported concern about not being refunded the full amount from banking regarding medical appointments he should not have been charged for. | The OCO provided information about previous work on this case to get him a refund. The OCO could not find that this individual filed a resolution request regarding a new issue with the refund and encouraged him to utilize the resolution program if he has new concerns. | Information Provided |
| 86. Person reports DOC staff did not respond to his reported medical emergency appropriately. The person is requesting to be released so they can receive care in the community. | OCO staff provided information to the person regarding their specialist consultation. OCO staff were unable to substantiate a violation of DOC emergency response protocol. OCO staff reviewed the person's record and found they were evaluated for the reported issue the day it was reported. Requests for extraordinary medical placement (EMP) must be submitted to the DOC, the OCO does not have the authority to order the medical release of any person. OCO staff provided information to the person regarding the steps to request an EMP. OCO staff confirmed that the patient has follow up with the specialist scheduled. | Information Provided |
| 87. Person reported that he is being denied employment because of a Health Status Report (HSR). | The OCO provided information about working with his counselor about current job referrals and employment options. The OCO contacted DOC staff, who said that his HSR is not currently impacting his ability to gain employment, and that this individual is currently engaged in multiple educational programs. DOC staff also confirmed that this individual has multiple open job referrals. | Information Provided |
| 88. Person reports that the DOC did not follow through with a specialist | The OCO provided information to the patient regarding the outside clinic's decisions to not accept him as a patient. OCO | Information Provided |

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| | consultation as agreed upon in a prior OCO case. The person stated that he does not trust the reason that was given to him about why he has not received that consultation. | staff verified the consultation referral had been reviewed by multiple outside specialists. OCO staff contacted DOC staff and requested that the patient's provider discuss the treatment options available. | |
| 89. | Incarcerated individual shared concerns regarding DOC medical staff blocking them from attending their medical appointments. | The OCO provided information regarding current medical practices and why medical care can take extended periods of time depending on the care required. This office was able to confirm that this individual is scheduled to be seen regarding their concern. This individual also has scheduled follow up for further care. | Information Provided |
| 90. | Incarcerated individual relayed concerns regarding placement in segregation, infractions and staff conduct. | The OCO reviewed the records related to this concern. Regarding the infractions, the OCO informed the individual that an appeal and appeal response is required before the OCO can investigate an infraction and provided the individual with information on how to do so. For one of the staff conduct concerns, the OCO reviewed the related grievance and found the concern to be unsubstantiated as staff were within policy to address the individual's behavior by writing infractions. For the second staff conduct concern, the OCO provided the individual with information about filing a staff conduct resolution request to a level two first. Regarding the segregation placement, the OCO confirmed that the individual remains in segregation awaiting the outcome of their pending infractions per DOC policy 320.300. | Information Provided |
| 91. | Person reports that DOC staff violated his HIPAA rights by initiating a DOC protocol. | The OCO provided information to the person regarding reporting HIPAA violation concerns. These concerns are investigated by the U.S. Department of Health and Human Services. OCO staff were not able to substantiate a violation of DOC protocol. | Information Provided |
| 92. | Person requested to receive medical treatment through the Veteran's Administration instead of DOC medical. The person reports that she was told she would have to pay for transportation. | The OCO provided information. Per DOC policy 600.020, patients will be responsible for the outcome of any patient-paid healthcare received and will be responsible for any costs related to healthcare services. This includes care received through the Veteran's Administration. | Information Provided |
| 93. | Incarcerated individual relayed concerns regarding difficulty seeing mental health. | The OCO reviewed the individual's records and confirmed that each time the individual sent a kite to see mental health, they were seen. Thus, there was insufficient evidence to show mental health is not seeing the individual. | Insufficient Evidence to Substantiate |
| 94. | Incarcerated individual relayed concerns regarding placement in segregation despite only being at that facility for medical reasons. | The OCO reviewed the records related to this concern and confirmed that due to the individual's custody score of Close, they will remain in segregation at their current facility until their medical hold is lifted per DOC policy 320.200. | No Violation of Policy |
| 95. | Incarcerated individual relayed concerns regarding placement in segregation. | The OCO reviewed the individual's custody facility plan (CFP) and confirmed that they have previously received several overrides yet continue to engage in infractable behavior, thus there is no violation of DOC policy 300.380 in their current placement. | No Violation of Policy |
| 96. | Incarcerated individual relayed concerns regarding being placed in segregation for a WAC 603 drug introduction investigation while other people have been able to stay in their living units for the same infraction. | The OCO reviewed the individual's segregation placement and infraction records and confirmed that they were placed in segregation as they are pending an investigation for the introduction of drugs. Per DOC policy 320.200(II)(E) an individual may be assigned to administrative segregation when the | No Violation of Policy |

individual is pending investigation for behavior that represents a significant threat.

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| 97. | Incarcerated individual relayed concerns regarding placement in segregation. | The OCO reviewed the records related to this concern and confirmed that the individual is in segregation due to an open investigation per DOC policy 320.200. | No Violation of Policy |
| 98. | Incarcerated individual relayed concerns regarding not getting access to physical therapy, crutches or keep on person (KOP) prescriptions while in segregation. | The OCO reviewed the records related to this concern and confirmed that due to the individual's custody score of Close, they will remain in segregation at their current facility until their medical hold is lifted per DOC policy 320.200 which limits what items are allowed in cell including crutches and KOPs. | No Violation of Policy |
| 99. | Incarcerated person reported concern regarding their job screening and requested the OCO review the screening for policy compliance. | The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed DOC policy 300.380 which outlines the process for job screening and compared the process in policy to how the person's screening was conducted and was unable to identify errors. The OCO shared information about the job screening process and what policy to review for more information. | No Violation of Policy |

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| 100. | Person reports that DOC has not been completing a necessary gender preference protocol after she reported changes to staff. The person also reports multiple staff disrespecting her since she requested the changes. | OCO staff provided assistance. OCO staff reviewed the person's records and noted the protocol had been initiated when the changes were reported. OCO staff substantiated issues with staff conduct related to the person's resolution requests. OCO staff contacted DOC staff regarding the found issues who agreed to retraining of staff. | Assistance Provided |
| 101. | Person said he is wheelchair bound and cannot walk. Person said that DOC staff came to transfer him, but they did not have a special wheelchair transport van as required by his health status report (HSR) and just had a regular chain bus, so officers lifted him out of his wheelchair and carried him onto the chain bus. The next day when the chain left for the new facility, he was carried onto the bus again. When they arrived at the new facility staff came and said they could not take him due to his medical problems. He was then served three infractions for refusing to get off the bus, which he did not do as the facility refused to take him. | The OCO confirmed that this individual is in a wheelchair and requires special transport. This office reviewed the infractions and asked for them to be dismissed and removed from his record. The DOC agreed and the infractions were removed. | Assistance Provided |
| 102. | Family member reports concerns about their loved one needing to talk to a mental health provider after a family member passed way. They also reported concerns about DOC requesting unnecessary paperwork for him to be able to virtually attend the funeral. | The OCO provided assistance by reaching out to the facility and requesting a wellness check with a mental health provider. The funeral attendance concern was addressed in a separate case opened by the incarcerated individual. | Assistance Provided |
| 103. | A loved one made a complaint on behalf of an incarcerated individual | DOC staff resolved this concern prior to the OCO taking action on this complaint. After reviewing DOC records and speaking with | DOC Resolved |

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| | regarding DOC not adequately providing them with medical care. | DOC staff, this office was able to confirm that this individual has been receiving care for their concerns. | |
| 104. | Incarcerated individual shared concerns regarding DOC not providing them with adequate medical care. | DOC staff resolved this concern prior to the OCO taking action on this complaint. This office was able to confirm that this individual has been seen regarding their concern and is scheduled for further follow-up regarding their concern after reviewing DOC records. | DOC Resolved |
| 105. | Incarcerated individual relayed concerns regarding a job termination and not being able to get a new job. | The OCO reviewed the related records and confirmed that the individual has obtained a new job. | DOC Resolved |
| 106. | Incarcerated individual relayed concerns regarding difficulty getting diabetic shoes. | The OCO reviewed the individual's records and confirmed that the individual has been added to the queue to be measured for shoes. The OCO informed the individual that they must go through the measuring process to obtain the diabetic shoes first. | Information Provided |
| 107. | Incarcerated individual shared concerns regarding DOC not providing them with an adequate treatment option. | The OCO provided information regarding treatment options and encouraged this individual to continue working with their provider. After speaking with DOC staff and reviewing DOC records, this office was able to confirm that this individual is currently being treated and is working with their provider to mitigate their concerns. | Information Provided |
| 108. | Individual reports he is getting monetary deductions on a "made-up" case, and DOC records said there is no case matching that cause number, but he is still getting deductions | The OCO reviewed the resolution request regarding this concern and confirmed that DOC looked into this issue and matched the legal financial obligations (LFO) deduction number to his current cause number. He was told to reach out to banking if he has more questions and the OCO also encouraged him to contact County courts for additional documentation regarding his LFO. | Information Provided |
| 109. | Incarcerated individual shared concerns regarding DOC not providing them with an HSR (health status report) for accommodation despite being told they will provide them with one. | The OCO provided information regarding how to request accommodations. This office was able to confirm that this individual has access to request the accommodation but has not requested the assistance. | Information Provided |
| 110. | Person reported that he turned his tablet in to Securus staff because his tablet was broken. Person said that Securus staff told him he would have to pay for a new tablet. | The OCO provided information about the process for Securus tablets to be replaced. Currently, DOC can only require payment for Securus tablets to be replaced if an individual was infractioned for intentionally breaking their tablet. The OCO encourages this individual to work with the Securus liaison at the facility to get a replacement tablet. | Information Provided |
| 111. | Incarcerated individual relayed concerns regarding being transferred to the other side of the state. | The OCO reviewed the individual's records and confirmed that they were transferred facilities due to a custody demotion resulting from a WAC 603 drug introduction/possession infraction. However, this infraction was not appealed thus the OCO cannot review it any further. The OCO also confirmed that the individual has a current custody facility plan (CFP) in works and informed the individual that if they disagree with the outcome of this, they will need to appeal it within 72 hours. | Information Provided |
| 112. | The individual reports that DOC staff are retaliating against him and he just wants to be left alone. | The individual was transferred and is no longer housed at the facility, and they withdrew their resolution request regarding this concern. The OCO provided additional information about filing staff conduct concerns. | Information Provided |
| 113. | Incarcerated individual relayed concerns regarding placement in | The OCO reviewed the individual's housing placement and confirmed that it was appropriate. The OCO informed the | Information Provided |

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| segregation and a desire to file a living will. | individual that there is no formal process with DOC to file a will. For more information they will need to contact the Washington Attorney General and request a living will document at 1125 Washington Street SE PO Box 40100 Olympia, WA 98504-0100. | |
| 114. Incarcerated individual relayed concerns regarding inability to access the yard due to snow. | The OCO spoke with DOC about this concern and verified that outdoor recreation will be shut down for extreme weather, including thunder/lighting, storms, unusually high winds and temperatures below freezing or icy conditions. This is in line with the other facilities across the state. | Information Provided |
| 115. Incarcerated individual relayed concerns regarding placement in segregation despite having the WAC 724 refusing housing infractions overturned. | The OCO reviewed the individual's records and contacted DOC to see what next housing steps looks like. The OCO confirmed that DOC finds the individual presents a significant threat of violence toward others when housed in a medium custody setting meaning their behaviors are most suitable for close custody. However, the individual has determined they cannot reside in a close custody setting for their safety. At this time, the individual is in segregation while DOC finds appropriate housing. | Information Provided |
| 116. Incarcerated individual relayed concerns regarding a 10-year-old escape impacting their classification score. | The OCO reviewed the custody facility plan (CFP) and confirmed the escape is notated on the score calculation due to DOC policy 300.380(V)(A)(5)(1)(2) which states the CRS may be reduced for escape history for a deduction of 5 points for an escape that happened in the last 10 years. | No Violation of Policy |
| 117. Incarcerated individual relayed concerns regarding placement in segregation and a desire to go to protective custody. | The OCO reviewed the individual's records and confirmed that the individual was in transit to a protective custody facility but then obtained numerous infractions. As a result of that behavior, they are now being housed in segregation. | No Violation of Policy |
| 118. Incarcerated individual shared concerns regarding DOC staff failing to adequately investigate their concerns when filing resolution request (RR). | The OCO was unable to substantiate a violation of policy by DOC. This office conducted a comprehensive review of this individual's submitted resolution request and found that this individual was submitting resolution requests about the same issue, numerous times. This office provided information regarding how to adequately utilize the resolution program. | No Violation of Policy |
| 119. Incarcerated individual reports concerns about not being able to virtually attend his family's funeral. | The OCO provided assistance by contacting DOC and confirming the facility had received the documents needed to set up virtual attendance for the family member's funeral. This office substantiated that despite outreach and confirmation with the facility, DOC did not connect to the virtual link and the individual was not able to attend their loved one's funeral. The OCO was able to substantiate this concern but was unable to achieve a resolution. | Substantiated |

Washington Corrections Center for Women

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| 120. Person does not speak English and reports concerns about accessing a translator during her appointments and when she has classification questions. | The OCO provided assistance. The OCO reached out to DOC staff about this individual's translation concerns and were able to confirm that a translator has been present for multiple healthcare and custody appointments. After OCO outreach, this individual met with a bilingual DOC staff to address her concerns with translation. DOC also committed to improving the way they conduct the appointments and utilize the translation services, so that this individual understands what is happening during her appointments. This office reached out to DOC staff, who said that they have provided her with information about Spanish language educational programming and put her on the waitlist. | Assistance Provided |
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| 121. Person reports that she broke her dentures. She has tried multiple times to resolve this issue by filing grievances, kites, and seeing the dentist, but each time she does not get answers and is sent to the next person. In the meantime, she is getting sores in her mouth. English is her second language and she is having a hard time getting help. | The OCO reached out to the Health Services Manager and the DOC Chief of Dentistry. Since the DOC will only replace dentures every 5 years per the DOC dental plan, the DOC has refused to replace her dentures. This request was then escalated to the care review committee (CRC), where it was still denied, and the patient did not appeal. Due to the language barrier, the OCO requested for the facility to assist this individual with her appeal. The facility has now submitted the appeal. | Assistance Provided |
| 122. An incarcerated individual shared concerns regarding DOC staff not providing them with adequate accommodations. | The OCO provided assistance. The OCO was able to confirm that DOC staff have provided this individual with an HSR (health status report) to fully accommodate them upon this office's request. | Assistance Provided |
| 123. Person reported difficulties accessing a Spanish language translator during healthcare appointments and described issues with translation services in the past. Person also described lack of access to translation services for education. | The OCO provided assistance. The OCO reached out to DOC staff about this individual's translation concerns and were able to confirm that a translator has been present for multiple healthcare and custody appointments. After OCO outreach, this individual met with a bilingual DOC staff to address her concerns with translation. DOC also committed to improving the way they conduct the appointments and utilize the translation services, so that this individual understands what is happening during her appointments. This office reached out to DOC staff, who said that they have provided her with information about Spanish language educational programming and put her on the waitlist. | Assistance Provided |
| 124. Person reported security concerns with another incarcerated individual after a specific incident and is concerned about being housed in the same unit. | DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed DOC records about the incident and reached out to DOC staff, who confirmed that a keep separate has been filed. The OCO found in DOC records that these two individuals are not currently housed in the same unit. | DOC Resolved |
| 125. External person reports concerns about their loved one's access to medications. | The OCO reviewed the medication access and nursing staff conduct concerns including DOC resolution program investigations. The OCO provided information about the process for filing medical emergencies and what events are considered medical emergencies. Since the external person reports concerns about potential infractions for filing false medical emergencies, the OCO provided information about how to appeal and report infractions to OCO if one is issued for a medical emergency. The OCO also shared more information about how to address staff conduct concerns through DOC and OCO processes. | Information Provided |
| 126. Incarcerated individual relayed concerns regarding placement in the receiving units without any reason as to why. | The OCO spoke with DOC about this concern and verified that due to a PREA investigation, the individual was temporarily placed in the receiving units but has since returned to their living unit. | Information Provided |
| 127. Individual reports they attempted to self-harm and were infracted with a WAC 602 possession of a weapon which carries a two-year tag that will keep them housed in close custody, in addition they have now been moved and are not allowed a roommate even though mental health does not want them to live alone. | The OCO reached out to facility leadership, the Women's Division and the prison disciplinary administrator to ask for the infraction to be dismissed or reduced as this individual had their own unaltered razor that they were threatening to harm themselves with. The DOC has refused to change the infraction. The OCO did provide information to this individual to request an override to medium custody at their next custody facility plan review. It is common practice for this facility to house trans women alone in their unit, even if mental health advises against it. This office | Information Provided |

continues to engage in conversations with the DOC regarding this issue.

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| 128. Person reports she has been waiting a long time to get her dental care completed. The person reports she missed an appointment due to a DOC staff mistake and was placed at the bottom of the waitlist. | OCO staff provided information to the patient regarding her position on the dental waitlist. OCO staff confirmed that the person was not at fault for missing the appointment. OCO staff contacted DOC staff and were informed the patient was placed on the reschedule list rather than the overall waitlist. The OCO is in ongoing discussions with DOC leadership regarding dental access statewide. | Information Provided |
| 129. Person reports being treated for a medical concern without seeing a specialist. The patient does not agree with the treatment plan and requests to see the specialist. | The OCO provided information to the patient regarding how consultations are approved. OCO staff reviewed the patient records. OCO staff verified the patient has regular appointments with medical staff and received additional imaging that did not reflect a need for further evaluation of the reported concern. OCO staff confirmed the patient received a follow-up appointment to review the results. Per DOC policy 600.000, clinical decisions are the sole province of the responsible health care practitioner and are not countermanded by non-clinicians. | Information Provided |
| 130. Incarcerated individual relayed concerns regarding a job termination and felt it was due to their disabilities. | The OCO reviewed the related records and confirmed that the individual was terminated from their job due to missing numerous hours of work without obtaining an excused absence. The OCO provided the individual with information on how to appeal the related infraction. | Information Provided |
| 131. Incarcerated individual shared concerns regarding DOC staff providing inadequate medical care. | The OCO spoke with DOC staff regarding this concern and were able to confirm this individual has received medical care for their concern as needed or requested. The OCO provided further information regarding their medical care and encouraged this individual to contact the OCO if DOC medical staff do not provide them with the stated care. | Information Provided |
| 132. Incarcerated individual relayed concerns regarding several PREAs that have resulted in them not being able to have a roommate. | The OCO reviewed the related records and confirmed that the individual is currently housed alone due to substantiated PREAs per DOC policy 420.140(I)(B)(7) as housing assignments are made based on risk assessment per DOC policy 490.820 PREA Risk Assessments. | No Violation of Policy |

Washington State Penitentiary

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| 133. Person reports issues with his medication orders and a need for follow up with a specialist. | OCO staff provided assistance. OCO staff reviewed the person's records and contacted DOC Health Services staff when an issue was found. DOC staff scheduled the patient for an appointment with the person's primary provider and onsite specialist. OCO staff provided information to the patient regarding the reported medication order concern. | Assistance Provided |
| 134. Person reports issues receiving the correct food substitutions for his medical diet. The person reports that corrections to his meals take a long time to happen after he asks staff for assistance. | The OCO provided assistance. OCO staff reviewed the person's resolution requests and noted an issue with staff not reporting food substitutions to the kitchen, as well as issues in the resolution review. OCO staff contacted DOC staff and requested retraining for responsible staff. OCO staff confirmed that DOC leadership addressed communication issues with unit staff. | Assistance Provided |
| 135. Person reports that the DOC headquarters MAX committee is keeping him on level 2 only program based on two infractions that were dismissed and taken off of his | The OCO contacted DOC headquarters and requested for this individual to have the ability to promote to level 3. DOC agreed to re-review the level promotion if this individual writes them a letter to appeal it. This office provided that information to the individual. | Assistance Provided |

disciplinary record. He states this violates his due process rights.

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| 136. Incarcerated individual shared concerns regarding DOC not providing them with adequate medical care. | DOC staff resolved this concern prior to the OCO taking action on this complaint. After review of DOC records and speaking with DOC staff, this office was able to confirm that DOC medical staff are actively working with this individual to take care of their concern. | DOC Resolved |
| 137. Incarcerated person reported DOC was not issuing them the proper resolution request forms in the solitary confinement unit. | DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO spoke with unit staff who verified that they did not have the resolution request forms for a few weeks and issued copies of the form. At the time of the OCO outreach the unit had received more resolution request forms. | DOC Resolved |
| 138. Incarcerated individual relayed concerns regarding placement in segregation. | The OCO reviewed the individual's records and spoke to DOC about this concern. The OCO confirmed with DOC that the individual's safety concerns are only with specific individuals due to the individual's behavior which has resulted in them exhausting any general population housing options. Additionally, as their concerns are not STG (security threat group) related nor systemic in nature, safe harbor is not an appropriate placement for them. | Information Provided |
| 139. Incarcerated individual relayed concerns regarding placement in segregation. | The OCO reviewed the individual's records and confirmed that the individual is currently in segregation due to participation in a multi-man fight and will remain in segregation due to a pending WAC 505 fighting infraction. The OCO informed the individual that if they have safety concerns, they will need to contact the intelligence and investigations unit (IIU) to provide further details so those safety concerns can be validated. | Information Provided |
| 140. Incarcerated individual relayed concerns regarding not having a tablet resulting in an inability to complete the required MAX programming. | The OCO reviewed the individual's custody facility plan (CFP) and spoke to DOC regarding this concern. The OCO confirmed that the individual has been able to complete their in cell expectations without a tablet. | Information Provided |
| 141. Person reports that staff did not pass out the forms so people in restrictive housing could sign up for Passover and now the timeframe has passed. | DOC staff stated that they pass out the forms for different religious holidays once they are received from the religious coordinator. Individuals can also kite for one. This office cannot substantiate that the individual was not given one on purpose. | Information Provided |
| 142. Incarcerated individual relayed concerns regarding placement in segregation as DOC is not verifying their safety concerns. | The OCO reviewed the individual's custody facility plan (CFP) and spoke to DOC regarding this concern and confirmed that unless the individual is able to provide specific details regarding safety concerns that can be verified, or they are approved for the BAR units, they will return to general population. | Information Provided |
| 143. Person reported that their phone cut off during a middle of a call. Then they tried to call again and it was doing a weird signal and that the phone was already in use. Reports that his resolution requests are being thrown away and had questions about DOC turning off his phone impending transfer or without notice. | The OCO contacted the facility and found that the booth officers and restrictive housing staff cannot turn off the phones. This office provided information for this individual to kite the intelligence and investigations unit (IIU). The OCO was able to verify that this individual does have resolution requests in the system, however this office cannot substantiate that they are being thrown away. | Information Provided |
| 144. Incarcerated individual relayed concerns regarding not being able to | The OCO confirmed that there have been times when DOC is not able to conduct cell front reviews which results in the marking | Information Provided |

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| | attend administrative segregation hearings. | that individuals were not present as there is no new information to provide. | |
| 145. | Individual reports that it is written on the board in his unit that he is not to go to COA no matter what and wants to know why that is. | The OCO contacted the facility for more information. This individual is on an individual behavior management plan, which is written in collaboration with mental health and custody staff. If this individual requests to go to the COA, the unit starts a one on one watch in his current unit instead of taking him to COA. This is to help stop him from going back and forth to COA. He still receives the same care in his cell that he would receive in the COA. | Information Provided |
| 146. | Incarcerated individual relayed concerns regarding wanting to go to a different facility. | The OCO spoke to DOC regarding this concern and confirmed that until the individual accepts general population housing at their current facility, they will not be able to transfer facilities. | Information Provided |
| 147. | Incarcerated individual shared concerns regarding DOC not allowing them to promote custody levels despite completing all the required actions to do so. | The OCO provided information regarding why this individual is being retained at their current custody level. | Information Provided |
| 148. | Incarcerated individual relayed concerns regarding housing assignments and safety concerns. | The OCO reviewed the individual's records and confirmed that the individual told DOC staff they did not feel safe but refused to write any statements or give details. The OCO informed the individual that for their safety concerns to be validated, they will need to provide specific details about those safety concerns to DOC. | Information Provided |
| 149. | Incarcerated individual shared concerns regarding DOC not responding to their classification appeal. | The OCO provided information regarding how to adequately file a classification appeal. The OCO verified the DOC never received the classification appeal. | Information Provided |
| 150. | Incarcerated individual relayed concerns regarding placement in segregation on the way to mainline. | The OCO spoke with DOC about this concern and verified that individuals will be sent back to mainline if they do not have a documented credible threat. | Information Provided |
| 151. | Incarcerated individual shared concerns regarding being provided with soap that causes an allergic reaction. | The OCO provided information regarding why they are not being provided with the soap they requested. | Information Provided |
| 152. | Incarcerated individual relayed concerns regarding wanting to go to a level 3 in segregation. | The OCO reviewed the individual's custody facility plan (CFP) and spoke to DOC regarding this concern. DOC is unwilling to consider the individual for level 3 at this time and has provided the individual with a letter with additional information regarding their level limitations. | Information Provided |
| 153. | Incarcerated individual shared concerns on behalf of other incarcerated individuals regarding their level of care. | The OCO encouraged this individual to tell the other individuals to reach out to this office regarding their concerns. This office also provided review request forms (RRF) which can be shared, filled out, and returned to the OCO to potentially investigate concerns. | Information Provided |
| 154. | Incarcerated individual relayed concerns regarding not feeling like they are safe as their case is available on LexisNexis for people to read. | The OCO informed the individual that LexisNexis was added by DOC as a feature to assist individuals in their legal endeavors. LexisNexis does include a large variety of individual's cases, including those incarcerated in Washington prisons. | Information Provided |

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| 155. | Incarcerated individual relayed concerns regarding placement in segregation on the way to mainline. | The OCO spoke with DOC about this concern and verified that individuals will be sent back to mainline if they do not have a documented credible threat. | Information Provided |
| 156. | Incarcerated individual shared concerns regarding DOC staff not providing them with adequate medical care. | The OCO provided information regarding the OCO's jurisdiction and resources they can utilize to seek attempt to compensation for their concern. | Information Provided |
| 157. | Incarcerated individual relayed concerns regarding not attending the majority of their administrative segregation (ad seg) hearings but being marked as present. | The OCO spoke to DOC regarding this concern and DOC confirmed that the individual was present for all of their ad seg reviews. Thus there was insufficient evidence to substantiate the individual's account of the situation. | Insufficient Evidence to Substantiate |
| 158. | Incarcerated individual shared concerns regarding DOC staff not providing them with their durable medical equipment (DME) after a transfer. | The OCO was unable to substantiate the concern due to insufficient evidence. After review of DOC records, this office was able to confirm that this individual turned in their DME due to a lack of usage. This office provided information to this individual regarding how they can attempt to acquire the DME again if necessary. | Insufficient Evidence to Substantiate |
| 159. | Incarcerated individual relayed concerns regarding placement in segregation. | The OCO reviewed the individual's records and spoke to DOC about this concern. The OCO confirmed with DOC that the individual's behavior supports Close custody housing due to a history of violence towards others and controlled substance violations. The OCO also confirmed that the individual does not have protection concerns that span multiple facilities, thus their current housing assignment is appropriate. | No Violation of Policy |
| 160. | Incarcerated individual relayed concerns regarding being on the out of state transfer list and wanting to go to level 3 in segregation. | The OCO reviewed the individual's custody facility plan (CFP). As DOC has determined the only appropriate general population setting for the individual is where their security threat group (STG) does not exist, they have exhausted their Washington DOC general population housing options and per DOC policy 330.600(I), DOC will transfer individuals between states if the transfer is in the best interest of the state or welfare of the incarcerated individual. The OCO confirmed that the individual is to maintain level 2 only due to STG involvement. | No Violation of Policy |
| 161. | Incarcerated individual relayed concerns regarding placement in segregation and the inability to express safety concerns. | The OCO reviewed the individual's custody facility plan (CFP) and verified the individual was demoted to MAX due to refusing housing. However, the individual did not raise any safety concerns during their FRMT and did not appeal any of the refusing housing infractions they received. | No Violation of Policy |
| 162. | Incarcerated individual shared concerns regarding being wrongfully infringed and unable to program. | The OCO was unable to substantiate a violation of policy by DOC. After review of DOC records, this office was able to confirm that this individual was missing mandatory course time and this violated DOC policy 500.000. This individual provided a false reason to make calls that were not required, as presented by the individual, and missed mandatory programming time. This office was also able to confirm that this individual is now in programming. | No Violation of Policy |
| 163. | Incarcerated individual relayed concerns regarding placement in segregation. | The OCO reviewed the individual's custody facility plan (CFP) and spoke to DOC about this concern. The OCO verified the individual is refusing to integrate with rival security threat group (STG) members which is resulting in placement in segregation due to | No Violation of Policy |

difficulty finding appropriate housing. The OCO informed the individual that they will need to work with SIS if they wish to change these beliefs regarding integration.

Intake Investigations

Airway Heights Corrections Center

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| 164. | Incarcerated individual relayed concerns regarding wanting the OCO to help to file criminal charges against the individual's cellmate. | 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 |
| 165. | External person shared concerns about the incarcerated person being demoted custody levels and transferred to another facility although they have enough custody points for a less restrictive housing option. | Person declined OCO assistance. 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 |
| 166. | Person reported that they would like to appeal their classification hearing decision. | 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 |
| 167. | Incarcerated individual relayed concerns regarding needing a Russian interpreter to complete intake of a concern. | The OCO contacted the individual as requested with a Russian interpreter which the individual indicated they did not need. | Person Declined OCO Assistance |
| 168. | Patient reports concerns about medical care. | The incarcerated individual advised that he did not want the OCO to investigate the complaint but requested this office document his concern. The patient reported he would follow up with a grievance log ID number if he wants the OCO to work on the concern or help find a resolution. | Person Declined OCO Assistance |
| 169. | Person reported that their extended family visit privileges are being denied. | 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 |
| 170. | An external person reported concerns on the incarcerated person's behalf about an infraction that he received for drug paraphernalia items his cellmate left behind. | 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 |
| 171. | An incarcerated person relayed concerns related to the behavior of a DOC staff member. | The OCO provided the individual with technical assistance about filing a resolution request for staff conduct concerns. | Technical Assistance Provided |
| 172. | The individual reports that he was diagnosed with a broken foot, and DOC has not provided any aftercare or items that the provider prescribed. | 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 program and health services. | Technical Assistance Provided |
| 173. | Individual reports an issue with his cellmate using his phone IPIN. | The OCO provided technical assistance via the hotline and encouraged this person to kite IIU about his IPIN. This office also sent him information regarding DOC staff conduct concerns. | Technical Assistance Provided |

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| 174. | The person reports that his family sent in magazine publications, and it says they were delivered to the facility, but he never received 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 the resolution program and DOC mail protocols. | Technical Assistance Provided |
| 175. | An incarcerated person relayed a concern related to jobs in prison, and they feel jobs are not assigned out fairly. | The OCO provided the individual with technical assistance about filing a resolution request for staff conduct concerns. | Technical Assistance Provided |
| 176. | An incarcerated person relayed concerns regarding custody staff removing a durable medical equipment (DME) item that was not issued by DOC medical and was not on the person's property matrix. | The OCO provided the individual with technical assistance regarding steps to take to resolve the concern internal to DOC prior to reaching out to the OCO. | Technical Assistance Provided |
| 177. | Incarcerated individual relayed concerns regarding staff conduct and their delayed release date. | The OCO provided the individual with information regarding how to file a staff conduct resolution request. | Technical Assistance Provided |
| 178. | Person reported that they are concerned that they may be retaliated against by DOC staff in the future. | The OCO provided technical assistance about filing a resolution request for staff conduct concerns. | Technical Assistance Provided |
| 179. | Person reports that the volume of the announcements over the speaker are so loud they could damage someone's 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 the resolution program. | Technical Assistance Provided |
| 180. | Person reported that they are being threatened by DOC staff because they will not give out information about others. | The OCO provided technical assistance about filing a resolution request for staff conduct concerns and appealing their infraction. | Technical Assistance Provided |
| 181. | Person reported he requested to be placed on the medication assisted treatment (MAT) program for pain management, but DOC stated that according to the MAT protocols they follow, he cannot be placed on the 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 using the resolution program. | Technical Assistance Provided |
| 182. | An incarcerated person reports they have received a general infraction and were told they would be receiving a serious infraction but they have not yet had the hearing or appealed any outcome. | The OCO provided the individual with technical assistance about steps to take prior to reaching out to the OCO for assistance. | Technical Assistance Provided |
| 183. | Incarcerated person reported concerns about allowable property and requested information about how to resolve the concern. | The OCO provided technical assistance via hotline. The OCO spoke with the individual about the concern and shared ways to try and resolve the issue. The OCO shared information about DOC processes and rules relating to property. | Technical Assistance Provided |
| 184. | Person reported concerns about being given more sanctions for an infraction than is allowed. | 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 |

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| 185. | An incarcerated person relayed a concern related the behavior of a staff member. | The OCO provided the individual technical assistance about how to move forward with filing a resolution request. | Technical Assistance Provided |
| 186. | Person reports that health services refuses to prescribe her medication for breast growth. | 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 and the resolution program. | Technical Assistance Provided |
| 187. | Person states that his Securus pin was stolen and Securus charged him three dollars to change his pin. | The OCO provided technical assistance regarding Securus and banking issues. | Technical Assistance Provided |
| 188. | An incarcerated person reported a concern related to a delay in their property being shipped from a previous facility. | The OCO verified that the property has been mailed out and provided the individual technical assistance about property processes. | Technical Assistance Provided |
| Cedar Creek Corrections Center | | | |
| 189. | Person reports concerns that he was resentenced and his early release date (ERD) was not updated. | 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 | | | |
| 190. | An external person submitted concerns on their loved one's behalf about the Department placing a security threat group (STG) tag on their loved one without credible evidence. | 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 |
| 191. | Person reported that they and other incarcerated individuals were denied haircuts because of their safe harbor status. | The OCO provided technical assistance about the resolution program. | Technical Assistance Provided |
| Coyote Ridge Corrections Center | | | |
| 192. | Incarcerated individual shared concerns regarding their good time being taken away and not being informed why. | This person was released prior to the OCO taking action on the complaint. | Person Released from DOC Prior to OCO Action |
| 193. | Person reported that their loved one was placed in solitary confinement for refusing to provide a urine test. | The OCO provided technical assistance about appealing an infraction. | Technical Assistance Provided |
| 194. | An incarcerated person requested information from the OCO related to tort claims and the resolution program | The OCO provided the individual with information regarding the tort claims process and the how to navigate the resolution program. | Technical Assistance Provided |
| 195. | Person reports that the chaplain confiscated all of his sacred items and hobby craft materials under the pretext that a weapon was found in his property. | 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 issues and how to file a tort claim. | Technical Assistance Provided |

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| 196. | Individual reports that DOC is denying him visitation with his fiancé due to an old domestic violence charge. | 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 |
| 197. | Person reports he is being targeted by DOC 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 filing a resolution request for staff conduct concerns. | Technical Assistance Provided |
| 198. | Individual reports unit staff are turning lights off during the day when they are supposed to be left on. | 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 |
| 199. | Person reported that they moved into a cell that was not properly cleaned and was infractioned for illegal substances that were found during a cell search. | The OCO provided technical assistance about appealing an infraction. | Technical Assistance Provided |
| 200. | Person reported that his children were taken off his visitation list because of issues with the escort. | 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 visitation rejections, denials, and terminations. | Technical Assistance Provided |
| 201. | Person reported that two DOC officers have been hostile towards them. | The OCO provided technical assistance about filing a resolution request for staff conduct concerns. | Technical Assistance Provided |
| 202. | An incarcerated person reported a concern related to the clothing issued to them by DOC being too thin and not warm enough for the weather. | The OCO provided the individual with information regarding how to navigate the resolution program. | Technical Assistance Provided |
| 203. | Individual called with concerns about discrimination within administrative segregation. | 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 |
| 204. | Person reports concerns about mistreatment and retaliation by DOC staff which have impacted his ability to apply for the Graduated Reentry Program (GRE) and his early release date (ERD). | 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 Reentry Centers and using the resolution program to address staff conduct. | Technical Assistance Provided |
| 205. | Person reported that they were taken to segregation for something they did not do which led to them to lose their job. | The OCO provided technical assistance about filing a resolution request for staff conduct concerns. | Technical Assistance Provided |
| Mission Creek Corrections Center for Women | | | |
| 206. | The individual reports that a DOC staff member acted as though she was going to strike the 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 resolution request for staff conduct concerns. | Technical Assistance Provided |

Monroe Correctional Complex

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| 207. | Incarcerated individual relayed concerns regarding wanting the OCO to help them with a general infraction. | The OCO informed the individual that per WAC 138-10-040(3) and RCW 43.06C.040(2)(c), the OCO only investigates serious infractions, not general infractions. | Declined |
| 208. | Person reports they were falsely convicted. | Per RCW 43.06C.040(2)(e), the OCO lacks jurisdiction to investigate this complaint because the complaint relates to the person's underlying criminal conviction. | Lacked Jurisdiction |
| 209. | Person reported that during visitation, DOC staff was being hostile towards them. | The OCO provided technical assistance about filing a resolution request for staff conduct concerns. | Technical Assistance Provided |
| 210. | An external person reported a concern related to their friend's classification, placement, infractions and access to law library. | The OCO provided the individual technical assistance about appealing serious infractions, filing resolution requests and appealing classification plans. | Technical Assistance Provided |
| 211. | Person reports concerns related to his job and DOC staff retaliation. | 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. | Person reports that he is having pain in his stomach and wants to see an outside specialist. | 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 program and health services. | Technical Assistance Provided |
| 213. | An incarcerated person reported a concern regarding the behavior of a DOC staff member and current placement in IMU. | The OCO provided the individual technical assistance about filing resolution requests for staff behavior concerns and appealing classification plans. | Technical Assistance Provided |
| 214. | An incarcerated person reported that they are generally unhappy with their current situation and issues they experienced prior to being in DOC custody. | The OCO provided the individual with technical assistance about where to reach out for assistance outside of the OCO and what the OCO is able to help with. | Technical Assistance Provided |
| 215. | Person expressed multiple concerns about accessing his music on Securus, accessing public records from DOC, and that DOC takes his money. | The OCO provided technical assistance about resolving concerns about Securus and accessing DOC public records. | Technical Assistance Provided |
| 216. | Person reports retaliation and staff conduct concerns. | 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 |
| 217. | Person reported concerns regarding extended family visits (EFV). | 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 EFVs. | Technical Assistance Provided |
| 218. | Person reports that DOC staff are violating policy by intentionally misgendering her. | 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 |
| 219. | Person reported that a religious necklace was confiscated from his hobby box because DOC could not find purchase history for the supplies used to make the necklace. However, he used items that were supplied by the | 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 program. | Technical Assistance Provided |

facility he was previously housed at and should have been documented as a religious item, not a hobby item.

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| 220. | Person reported a concern that after he had packed up his property and was later moved to another facility, his television was lost. | The OCO provided technical assistance about using the resolution program and filing a tort claim for the missing item. | Technical Assistance Provided |
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Other

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| 221. | External person reports concerns about her son's interactions with their parole officer. | The OCO lacks jurisdiction to investigate this complaint because the complaint does not involve a person committed to the physical custody of the DOC per WAC 138-10-040(3)(a). | Lacked Jurisdiction |
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| 222. | External person reports concerns about her son's mental competency, his conviction, and lacking defense attorney. | 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 per WAC 138-10-040(3)(a). | Lacked Jurisdiction |
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| 223. | Person reports concerns regarding a recent decision to prohibit all DOC clients from residing in any of their Serene Clean & Sober home locations. | The OCO lacks jurisdiction to investigate this complaint because the complaint does not involve a person committed to the physical custody of the DOC per WAC 138-10-040(3)(a). | Lacked Jurisdiction |
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| 224. | Loved one relayed concerns regarding a community corrections officer's conduct. | 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 |
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| 225. | The individual reports concerns that his parole officer took his phone and is not following DOC policy. | The OCO lacks jurisdiction to investigate this complaint because the complaint does not involve a person committed to the physical custody of the DOC per WAC 138-10-040(3)(a). | Lacked Jurisdiction |
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| 226. | Loved one expressed concerns about a community corrections officer's conduct. | The OCO declined to investigate the concern per WAC 138-10-040(3)(a) as the ombuds lacks jurisdiction over the complaint. | Lacked Jurisdiction |
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Reentry Center - Longview - Cowlitz

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| 227. | Person reported concerns about DOC staff making it difficult for him to succeed at the Reentry Center. | 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 addressing staff conduct concerns. | Technical Assistance Provided |
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| 228. | An incarcerated person reported concerns with DOC not providing clear information about what rules apply at a reentry center. | The OCO provided the individual with technical assistance about filing a resolution request regarding his concerns. | Technical Assistance Provided |
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Stafford Creek Corrections Center

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| 229. | An external person reported that their loved one has not been able to get his HSR renewed. | Person declined OCO assistance. 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 |
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| 230. | An external person submitted a concern on their loved one's behalf regarding access to healthcare. | 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 |
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| 231. | An external person reported concerns about their loved one not receiving proper medical attention after two incidents and was placed in segregation. | 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 |
| 232. | An external person reported concerns about their loved one not receiving proper medical attention after two incidents and was placed in segregation after the second incident. The incarcerated person followed up to explain the circumstances and shared concerns about being infraacted. | 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 |
| 233. | An external person reported concerns on the incarcerated person's behalf about being infraacted and placed in segregation for an incident that another incarcerated person escalated. | 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, requesting records from the Department of Corrections and how to alert DOC staff of any safety concerns they may have. | Technical Assistance Provided |
| 234. | An incarcerated person relayed concerns related to the behavior of a staff member at the facility. | The OCO provided the individual technical assistance about staff behavior concerns. | Technical Assistance Provided |
| 235. | Individual reports concerns about an infraction for fighting that he should not have received. | 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 |
| 236. | Person expressed concerns that beginning in March, analog TVs will no longer be usable at his current facility, and he will have to send his current TV, which is analog, out and purchase a new digital TV. | 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 program. | Technical Assistance Provided |
| 237. | Person reported that DOC staff are targeting them after an incident at the facility. | The OCO provided technical assistance about filing a resolution request for staff conduct concerns. | Technical Assistance Provided |
| 238. | An incarcerated person reported concerns related to receiving several infractions. | The OCO provided the individual with information regarding the infraction hearings process and what steps to take internal to DOC prior to reaching out to the OCO. | Technical Assistance Provided |
| 239. | Incarcerated individual reports concerns related to anti-trans discrimination in the facility's religious services. The person requested information about how to address this type of 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 grieving these types of issues through the DOC Resolution Program and appealing to at least level two. | Technical Assistance Provided |
| 240. | An incarcerated person reported a concern related to DOC staff behavior and infractions. | The OCO provided the individual with information regarding infractions processes, and steps they can take internal to DOC to address staff behavior concerns and infractions prior to reaching out to the OCO. | Technical Assistance Provided |
| 241. | Person asked for the OCO to help with an infraction that was cleared and so he can be reclassified. | The OCO provided technical assistance about appealing an infraction. | Technical Assistance Provided |

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| 242. | Incarcerated individual relayed concerns regarding harassment from staff. | The OCO provided the individual with information regarding how to file a staff conduct resolution request. | Technical Assistance Provided |
| Washington Corrections Center | | | |
| 243. | External person shared concerns that the incarcerated person was demoted positions at work. | Person declined OCO assistance. 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 |
| 244. | Person's loved ones are advocating to have him transferred to a facility closer to home to make visitation more accessible. | 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 |
| 245. | A family member contacted the OCO to share concerns about their loved one's safety and max custody placement. | Person declined OCO assistance. 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. | Person Declined OCO Assistance |
| 246. | A friend or family member reported concerns regarding their loved one's safety. | Person declined OCO assistance. 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 |
| 247. | An external person shared concerns regarding their loved one's safety if they were to be transferred to another facility. | This person was released prior to the OCO taking action on the complaint. | Person Released from DOC Prior to OCO Action |
| 248. | Person reported that their incarcerated loved one had been penalized for past infractions due to a policy change. | The OCO provided technical assistance about the DOC policy change process. | Technical Assistance Provided |
| 249. | An incarcerated person relayed a concern regarding access to appropriate medical care. | The OCO provided the individual technical assistance about kiting medical and then filing a resolution request to advise medical staff of their needs and request follow up. | Technical Assistance Provided |
| 250. | An individual reports DOC is trying to transfer him to another facility and he cannot pay for his property to be 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 regarding the classification process and property concerns. | Technical Assistance Provided |
| 251. | Person reported that he was accused of selling his tablet and media. | The OCO provided technical assistance regarding Securus and the tort claims process. | Technical Assistance Provided |
| 252. | Person reports that he did not receive emergency medical assistance in a timely manner and would like to pursue litigation against the Department. | 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 |

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| 253. | Person reports that he was told he will not be paid for the hours worked as a hazmat porter because the amount they would make is more than the weekly cap. | 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 program. | Technical Assistance Provided |
| 254. | Person reports concerns regarding his early release date (ERD) being incorrect and the county jail taking all of his good time. | The OCO provided technical assistance regarding time calculation concerns. | Technical Assistance Provided |
| 255. | Incarcerated individual relayed concerns regarding ongoing back pain. | The OCO provided the individual with information regarding how to file a health services resolution request to be seen for their medical concern. | Technical Assistance Provided |
| 256. | An incarcerated person reported a concern related to a PREA incident. The person reports the incident just happened and they had not yet called the PREA hotline. | The OCO provided the individual technical assistance about the PREA investigation process. | Technical Assistance Provided |
| 257. | Person reported that he pled guilty to his first infraction in over thirty years and shared concerns about a sanction and significant loss of custody points which resulted in a demotion. | 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 |
| 258. | Incarcerated individual relayed regarding DOC not scheduling them for cardiology follow-up. | The OCO provided the individual with information regarding how to file a health services resolution request to schedule the desired follow-up. | Technical Assistance Provided |
| 259. | Person reported that he is in receiving and the facility is turning the phones off at 7p.m. while DOC distributes the chain bags. He reports that he cannot communicate with his family because 7p.m. is too early to turn the phones off and he is locked down the rest of the 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 using the resolution program. | Technical Assistance Provided |
| 260. | Person reported that the mailroom continues to reject their catalogs. | The OCO provided technical assistance about the DOC mail policy. | Technical Assistance Provided |

Washington State Penitentiary

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| 261. | A friend or family member reported on their loved one's behalf that he was assigned to a Level Two program, and this action does not meet the policy requirements. | Person declined OCO assistance. 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 |
| 262. | Loved one expressed concerns about an individual's placement in segregation. | The OCO provided individual technical assistance about needing to attend the infraction hearing and to appeal the infraction outcome prior to OCO involvement. | Technical Assistance Provided |
| 263. | Loved one expressed concerns about an individual's placement in segregation. | The OCO provided individual technical assistance about needing to attend the infraction hearing and to appeal the infraction outcome prior to OCO involvement. | Technical Assistance Provided |

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| 264. | Loved one expressed concerns about an individual's placement in segregation. | The OCO provided individual technical assistance about needing to attend the infraction hearing and to appeal the infraction outcome prior to OCO involvement. | Technical Assistance Provided |
| 265. | Loved one expressed concerns about an individual's placement in segregation. | The OCO provided the individual technical assistance about needing to attend the infraction hearing and appeal the infraction outcome prior to OCO involvement. | Technical Assistance Provided |
| 266. | Person reported several concerns and wants to change DOC policies that negatively impact him so it does not impact others the same way. | The OCO provided technical assistance about the DOC policy change and rule-making processes. | Technical Assistance Provided |
| 267. | Incarcerated individual relayed concerns regarding difficulty getting a medication refill. | The OCO provided the individual with information regarding how to file a health services resolution request to address this concern. | Technical Assistance Provided |
| 268. | An incarcerated person reports they do not have access to the legal library. The person has not attempted to file a resolution request regarding this concern. | The OCO provided the individual with technical assistance about filing a resolution request regarding lack of law library access. | Technical Assistance Provided |
| 269. | Incarcerated individual relayed concerns regarding staff not letting them access the law library. | The OCO informed the individual about how to file a resolution request related to staff conduct concerns. | Technical Assistance Provided |
| 270. | Person reported that they have not seen their therapist since last November and would like access to health services. | The OCO provided technical assistance about how to access health services. | Technical Assistance Provided |
| 271. | Person reported that a DOC staff member was rude and harassing them. | The OCO provided technical assistance about filing a resolution request for staff conduct concerns. | Technical Assistance Provided |
| 272. | Incarcerated individual relayed concerns regarding wanting replacement teeth. | The OCO provided the individual with information regarding how to file a resolution request related to dental needs. | Technical Assistance Provided |
| 273. | Person reports he is in the IMU and wants help getting out to the general population. | The OCO provided technical assistance regarding DOC classification and facility placements. | Technical Assistance Provided |
| 274. | Person reports that they have been experiencing severe back pain and the medication that was prescribed for the pain has not been effective. | 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 program. | Technical Assistance Provided |
| 275. | An incarcerated person reported a concern related to the Medication Assisted Treatment (MAT) Program. | The OCO provided the individual with information regarding the MAT Program. | Technical Assistance Provided |
| 276. | Incarcerated individual relayed concerns regarding an alternative medication they would like to start taking. | The OCO provided the individual with information regarding how to file a health services resolution request to discuss this desired change with health services. | Technical Assistance Provided |
| 277. | Person reported concerns about the delay in their dental care. | The OCO provided technical assistance about accessing dental services for information, appointments and emergencies. | Technical Assistance Provided |

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| 278. | An incarcerated person reports they need access to mental health providers. They have not filed a resolution request regarding the need for mental health care. | The OCO provided the individual with technical assistance about filing a resolution request. | Technical Assistance Provided |
| 279. | Person reports that a nurse has not helped him charge his pen reader and it is causing him distress. | 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 addressing staff conduct concerns using the resolution program. | Technical Assistance Provided |
| 280. | Person reported that he was charged for medical supplies and now has a debt. | 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 program and the OCO verified that DOC is willing to assist them with filing a resolution request. | Technical Assistance Provided |
| 281. | Person was denied medically assisted treatment because he is more than six months away from his release date. | 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 program. | Technical Assistance Provided |
| 282. | Person reported that staff in his unit have been targeting him and he has not been able to get the property that his loved one sent to him. | 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 program. | Technical Assistance Provided |
| 283. | An incarcerated person reported a concern regarding deductions from their banking account. | This office provided self-advocacy information about how the incarcerated individual can attempt to resolve their banking concern and what steps to take internal to DOC prior to reaching out to the OCO. | Technical Assistance Provided |
| 284. | An incarcerated person relayed concerns regarding the calculation of their release date. | The OCO provided the individual with technical assistance about the OCO's strategic priorities and appealing resolution responses to level 3. | Technical Assistance Provided |
| 285. | Person reported they need help filling out resolution requests. | The OCO provided technical assistance about the resolution program. | Technical Assistance Provided |
| Not specified | | | |
| 286. | Loved one called about being denied for visitation and asked for information about how to address the concern. This person did not identify their incarcerated loved one or where the incarcerated is housed. | The OCO provided technical assistance via hotline. This office provided self-advocacy information about how the incarcerated individual can attempt to resolve visitation concerns, how to contact the OCO, and other relevant resources. | 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



Unexpected Fatality Review Committee Report

Unexpected Fatality UFR-24-019 Report to the Legislature

As required by RCW 72.09.770

February 14, 2025

Unexpected Fatality Review Committee Report, Publication Number 600-SR001

Tim Lang, Secretary
Tim.lang@doc1.wa.gov

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Unexpected Fatality Review Committee Report

UFR-24-019 Report to the Legislature–600-SR001

Legislative Directive and Governance

[RCW 72.09.770](#) requires the Department of Corrections (DOC) to convene an unexpected fatality review (UFR) committee to review any case in which the death of an incarcerated individual was unexpected, or in any case identified by the Office of the Corrections Ombuds (OCO) for review.

The purpose of the unexpected fatality review is to develop recommendations for DOC and the legislature regarding changes in practices or policies to prevent fatalities and strengthen safety and health protections for incarcerated individuals in DOC's custody.

Disclosure of Protected Health Information

RCW 72.09.770 requires DOC to disclose protected health information - including mental health and sexually transmitted disease records - to UFR committee members. Federal law, 42 CFR 2.53 subsection (g) authorizes the sharing of patient identifying substance use information to state, federal, or local agencies in the course of conducting audits or evaluations mandated by statute or regulation.

UFR Committee Members

The following members attended the UFR Committee meeting held virtually on January 16, 2025:

DOC Health Services

- Dr. MaryAnn Curl, Chief Medical Officer
- Dr. Frank Longano, Chief Medical Information Officer
- Patricia Paterson, Chief of Nursing
- Mark Eliason, Deputy Assistant Secretary
- Dr. Rae Simpson, Director - Quality Systems
- Shane Evans, Administrator
- Nancy Fernelius, Clinical Nurse Specialist
- Deborah Roberts, Sentinel Event Program Manager
- Mary Beth Flygare, Health Services Project Manager

DOC Prisons Division

- James Key, Deputy Assistant Secretary
- Eric Jackson, Deputy Assistant Secretary
- Lorne Spooner, Director for Correctional Services
- Paige Perkinson, Correctional Operations Program Manager
- Rochelle Stephens, Men's Prisons Project Manager

DOC Risk Mitigation

- Michael Pettersen, Director

Office of the Corrections Ombuds (OCO)

- Dr. Caitlin Robertson, Director
- Elisabeth Kingsbury, Deputy Director
- EV Webb, Assistant Corrections Ombuds - Investigations
- Madison Vinson, Assistant Corrections Ombuds - Policy

Department of Health (DOH)

- Ellie Navidson, Nursing Consultant, Healthy and Safe Communities

Health Care Authority (HCA)

- Dr. Heather Schultz, Associate Medical Director

This report includes a summary of the unexpected fatality, committee discussion, findings, and recommendations.

Fatality Summary

Year of Birth: 1957 (67-years-old)

Date of Incarceration: October 2023

Date of Death: October 2024

At the time of death, this incarcerated individual was housed in a prison facility. He died while receiving care in a community hospital after admission for a planned surgical procedure.

The cause was brain death due to subdural and subarachnoid hemorrhage. The manner of his death was natural.

A brief timeline of events prior to the incarcerated individual’s death.

| Days Prior to Death | Event |
|------------------------------------|---|
| 51 days prior | <ul style="list-style-type: none">Admitted to local community hospital for scheduled surgical procedure and post-operative care. |
| 45 days prior - 3 days prior | <ul style="list-style-type: none">Care provided at community hospital for post-operative complications.Seriously ill notification completed. |
| 2 days prior | <ul style="list-style-type: none">Transferred to another community hospital for higher level of care. |
| 0 days prior | <ul style="list-style-type: none">He was pronounced deceased at the hospital. |

UFR Committee Discussion

The UFR committee met to discuss the findings and recommendations from the DOC Mortality Review Committee and the DOC Critical Incident Review. The UFR committee considered the information from both reviews.

- A. The DOC Mortality Review Committee (MRC) reviewed the medical record, and the care delivered. The MRC committee did not identify any additional recommendations to prevent a similar fatality in the future.
- B. Independent of the mortality review, the DOC conducted a critical incident review (CIR) to determine the facts surrounding the unexpected fatality and to evaluate compliance with DOC policies and operational procedures. The CIR did not identify factors within the scope of the critical incident review that contributed to the death of this individual. No recommendations were identified to prevent a similar fatality in the future.

C. The committee reviewed the unexpected fatality due to medical complications following surgery and discussed the following topics:

1. Expedited care referrals:

The committee discussed processes in place to expedite urgent care referrals including an electronic tracking report which provides target dates to obtain consultations and appointments. The report is updated weekly and allows care teams to know which incarcerated individuals have referrals nearing or past target date. The report supports additional care planning and necessary coordination.

2. Advance Directives:

The committee members noted that the incarcerated individual did not have an advance directive for health care at the time of his hospitalization. The committee supports having advanced directive conversations as part of care planning when the incarcerated individual has a serious health condition.

Committee Findings

The incarcerated individual died as a result of brain death due to subdural and subarachnoid hemorrhage. The manner of death was natural.

Committee Recommendations

The committee did not offer recommendations for corrective action to prevent a similar fatality in the future.