

UNEXPECTED FATALITY REVIEWS: 0

CASE INVESTIGATIONS: 164

Assistance Provided: 21
Information Provided: 78
DOC Resolved: 34
Insufficient Evidence to Substantiate: 8
No Violation of Policy: 23
Substantiated: 0

INTAKE INVESTIGATIONS: 211

Administrative Remedies Not Pursued: 1
Declined: 4
Lacked Jurisdiction: 8
Person Declined OCO Assistance: 10
Person Released from DOC Prior to OCO Action: 16
Technical Assistance Provided: 172

Resolved Investigations:

375

Assistance Provided, Information Provided,
or Technical Assistance Provided in

72%

of Investigations

OCO Casework Highlights

August 2024

Assistance Provided

Reported Concerns: Incarcerated person reported concerns about transferring to a reentry center.

OCO Actions: The OCO reviewed the information related to this concern and spoke with DOC staff about the concern. DOC found an issue with how they were applying transfer rules to people with conviction enhancements, which was delaying the transfer.

Negotiated Outcomes: DOC having identified this issue, DOC will now assist others in transferring to a reentry center when they are eligible without having to wait until a certain timeframe. The person that reported this concern will be transferred to a reentry center soon as a direct result of OCO involvement.

Assistance Provided

Reported Concerns: Person reports that the resolution of a previous OCO case was never provided by DOC. The person states he has been seeking specialist care for a long time and has been delayed for various reasons that are unclear to him. The person is requesting a follow up specialist appointment as well as requesting to establish care with an additional specialty.

OCO Actions: OCO staff contacted DOC Health Services staff to review the patient's consultations. OCO staff confirmed the patient has been delayed in reaching a specialist for multiple reasons. OCO staff provided that information to the patient and confirmed the follow up appointment was scheduled. OCO staff requested that DOC refer the patient for an additional consultation to move him closer to being approved for the requested specialty.

Negotiated Outcomes: After OCO outreach, DOC agreed and placed the consult request.

Assistance Provided

Reported Concerns: An individual reports that he was sent to the intensive management unit for a positive urine analysis (UA). Several days later DOC told him that something in his cell tested positive for spice and he was receiving an infraction. The individual says he was not allowed to have the sample from his cell sent to the lab to confirm it was spice.

OCO Actions: OCO reviewed DOC policy 420.385 that says an individual in total/partial confinement may request laboratory confirmation and DOC 14-204 will be served with the infraction report. The OCO contacted the facility about this infraction and requested the sample to be sent to the lab for confirmation.

Negotiated Outcomes: After OCO outreach, the DOC agreed and when the lab results came back, they dismissed the infraction due to technical errors with the evidence.

Assistance Provided

Reported Concerns: Incarcerated individual shared concerns regarding being denied extended family visits (EFVs) with their wife.

OCO Actions: The OCO spoke with DOC staff about the nature of the rejection and requested the EFV be approved.

Negotiated Outcomes: After OCO outreach, DOC staff agreed to approve the EFV application.

Assistance Provided

Reported Concerns: Incarcerated individual relayed concerns regarding the communal bathrooms not having handwashing soap.

OCO Actions: The OCO contacted DOC regarding this issue who stated that the usual soap that is provided is on backorder and individuals will have to use the hand soap that is available for purchase in the interim. The OCO found this to be an unsatisfactory solution as not providing hand soap is a health and hygiene concern and requested that DOC find an alternative. DOC stated that any alternatives from the warehouse are also delayed. Again, the OCO elevated this concern to facility leadership and requested that the facility purchase soap elsewhere to which the facility agreed and provided soap to all the units that day. The usual hand soap should be returning to the units by the end of August. In the interim, if the replacement hand soap is not sufficient, the OCO requested the individual contact this office so the concern can be escalated again.

Negotiated Outcomes: After OCO outreach, DOC provided alternative hand soap options.

Monthly Outcome Report: August 2024

Complaint Summary	Outcome Summary	Case Closure Reason
Case Investigations		
Airway Heights Corrections Center		
1. Incarcerated person reported concerns about a use of force and requested the OCO review it.	The OCO provided assistance by reviewing all evidence related to the use of force. The OCO agreed with the recommendations regarding potential de-escalation actions for future incidents provided by the final authority approving the use of force and the force was used per DOC's restricted policy. The OCO is in ongoing conversations with DOC leadership about improving practices to prevent force from being required.	Assistance Provided
2. Incarcerated person reported concerns about transferring to a reentry center.	The OCO provided assistance. The OCO spoke with DOC staff who found an issue with how DOC was applying transfer rules to people with conviction enhancements, which was delaying the transfer. This finding will assist others in transferring to a reentry center when they are eligible without having to wait until a certain timeframe. The person that reported this concern will be transferred to a reentry center soon as a direct result of OCO involvement.	Assistance Provided
3. Individual made a concern on behalf of an incarcerated individual regarding that individual being denied work release and graduated reentry (GRE), despite the individual doing everything necessary to qualify.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO found that DOC staff transferred the individual to GRE.	DOC Resolved
4. Person reports that he was infracted and found guilty, but the hearings officer introduced video evidence that was not listed in the infraction packet, which violated his due process rights.	The OCO reviewed this concern and found that the individual did appeal the findings. Facility leadership agreed this was a procedural error and remanded the hearing. He will receive a new hearing with a new hearings officer. This decision was made prior to OCO outreach.	DOC Resolved
5. Incarcerated person reported concerns about access to a reentry center.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO verified that the individual will be transferring to a reentry center soon.	DOC Resolved
6. Incarcerated person reported concerns about an infraction and its potential to interfere with his release planning.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO verified that the infraction is no longer on the person's file and the person is engaging in release planning without OCO interference.	DOC Resolved
7. Person reported that his medical shoes were taken away from him while in segregation and that he has not had them since.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed DOC records and reached out to DOC staff who confirmed that this individual got his medical shoes back.	DOC Resolved

8.	Incarcerated individual shared concerns regarding DOC staff not providing their pay for the work they did during the month of April.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO found that DOC staff paid the individual.	DOC Resolved
9.	Incarcerated individual shared concerns regarding taking a medical test from DOC and not being told the results of that test.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO found that DOC provided the individual with the requested test results as well as medicine and instructions for treatment.	DOC Resolved
10.	Person reported a concern on behalf of another incarcerated individual who has a serious foot injury and has not received treatment.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed this individual's resolution request and DOC appointment records and confirmed that this individual has been seen multiple times regarding his injury and has appointments with offsite providers scheduled.	DOC Resolved
11.	Incarcerated person reported concerns about release and access to graduated reentry and or a reentry center.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The person called the office and shared that DOC resolved the issues and stated the case could be closed.	DOC Resolved
12.	Incarcerated individual shared concerns regarding being demoted in custody level and their safety being in jeopardy.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO found that DOC staff moved the individual to a safe harbor unit.	DOC Resolved
13.	Incarcerated individual shared concerns regarding receiving a serious infraction despite the cause of that infraction being a medication they are taking prescribed by DOC medical staff.	The OCO provided self-advocacy information including how to pursue obtaining a health status report (HSR) as well as how to utilize the resolution program provided by DOC to try to resolve disputes regarding medical assessments.	Information Provided
14.	Incarcerated person requests all restricted DOC policies be public. The person requests the OCO to recommend that all DOC policies be public.	The OCO provided self-advocacy information about how to suggest policy changes to DOC. The OCO acknowledges DOC has policies that have different levels of restriction. The DOC states policies are restricted for safety and security.	Information Provided
15.	Incarcerated person reported concerns about facility maintenance.	The OCO provided information about the capital project the facility requested and shared ways the person can mitigate the concerns while the project is pending approval.	Information Provided
16.	A loved one made a concern on behalf of an incarcerated individual regarding being qualified to go to a reentry center (RC) but not being released to one.	The OCO provided information to the individual regarding what was shared with this office by the DOC staff This office spoke to. This office was informed that the individual still has requirements to meet before releasing to a reentry center.	Information Provided
17.	Incarcerated individual shared concerns regarding DOC not providing adequate medical care which is causing unnecessary mental stress.	The OCO provided information regarding how to utilize DOC medical and mental health services. This office spoke with DOC staff who stated that the individual is receiving care and ensured that if the individual request it or displays a need for it, they can receive assistance.	Information Provided
18.	Incarcerated individual shared concerns regarding being involved in a physical altercation with another individual and not receiving medical care.	The OCO provided information regarding how to utilize the internal administrative processes outlined by DOC as well as how to utilize the services of the OCO.	Information Provided

19.	Patient reports concerns about delayed responses from medical regarding issues with his eyes and shoulder. He also reports that the DOC has not issued a CPAP machine for his sleep apnea.	The OCO confirmed this individual received a health status report (HSR) for a CPAP machine and supplies. Additionally, this office verified that the individual had an ophthalmology appointment and medical exam for his shoulder. This individual was not approved for eye surgery and the OCO recommended that he ask his provider to submit his request to the care review committee (CRC).	Information Provided
20.	Incarcerated individual shared concerns regarding DOC staff not allowing them to utilize US Post Office Postage rates to send out materials like books, CDs, and other printed material.	The OCO provided information regarding sending packages or mail and which services DOC can utilize.	Information Provided
21.	Incarcerated individual shared concerns regarding DOC not providing any information on a needed medical appointment.	The OCO provided information regarding how to properly utilize the resolution services provided and other pertinent information regarding the resolution program.	Information Provided
22.	Incarcerated individual shared concerns regarding the DOC resolution program taking an extended period of time to respond to complaints and that leading to complaints being invalidated.	The OCO spoke with DOC staff regarding this issue and were informed that this is an issue they are actively trying to correct. This office also advised the individual to continue to report the issue as it arises.	Information Provided
23.	Incarcerated person reported concerns about their 10-day early release and requested OCO assistance in getting in reinstated.	The OCO provided information about 10-day early releases and who qualifies. The OCO found the person does not qualify due to their conviction and community concerns.	Information Provided
24.	Incarcerated individual shared concerns regarding not receiving adequate dental care from DOC.	The OCO provided information on how to properly try and resolve issues with the internal administrative processes provided by DOC like filing a resolution request (RR). This office also provided information on how to properly utilize the OCO's services.	Information Provided
25.	Incarcerated person reports concerns about being denied access to a reentry center.	The OCO provided information to the person about their reentry center denial and the process for reentry center transfer. The OCO also provided information about how to access their own records if they would like to review them.	Information Provided
26.	Incarcerated individual shared concerns regarding being denied a job position every time they apply.	The OCO provided information regarding self-advocacy efforts including reaching out to their counselor requesting assistance in finding a job.	Information Provided
27.	Incarcerated individual shared concerns regarding not being able to get a job due to having an injury and DOC not assisting them in getting care.	The OCO provided the individual with a resolution flyer which has pertinent information regarding the resolution process which incarcerated individuals can utilize to try and resolve issues internally.	Information Provided
28.	Person reported that they have been receiving dental treatment, however the next treatment is not scheduled until 2025. The person is requesting to have their appointment moved up.	The OCO provided information regarding the person's current facility's dental staffing issues. OCO contacted DOC Health Services staff and were informed of the steps being taken by DOC to provide more access to dental care. OCO staff confirmed there is a several month waitlist for dental care at that facility due to having only one dentist on staff. DOC Leadership has been informed of this issue and is in ongoing discussions with the OCO regarding solutions.	Information Provided

29.	Incarcerated individual shared concerns regarding DOC denying them a health status report (HSR) for medical equipment.	The OCO provided information regarding how to properly request an HSR from DOC medical and other pertinent information related to receiving accommodations from DOC.	Information Provided
30.	Incarcerated individual shared concerns regarding DOC extending the time it takes to complete their transfer.	The OCO was unable to substantiate the concern due to insufficient evidence. This office also provided information regarding DOC's efforts to expedite their transfer, and this office was unable to substantiate evidence supporting a delayed transfer.	Insufficient Evidence to Substantiate
31.	Person reports being denied a single cell assignment for surgical recovery despite being approved for this before a prior surgery.	The OCO was unable to substantiate a violation of policy by DOC. OCO staff reviewed the screening and found that multiple medical providers, including the surgeon, had determined that a single cell assignment was not medically necessary.	No Violation of Policy
32.	Incarcerated individual relayed concerns regarding a use of force that resulted in an override to close custody.	First, the OCO reviewed the use of force materials including the use of force packet and video. The OCO confirmed that a corrective action plan (CAP) was put into place after concerns were raised about the use of force at multiple levels of DOC facility leadership. Second, the OCO reviewed the individual's custody facility plan (CFP) and spoke with several individuals at DOC headquarters about the placement and confirmed that the placement was not related to the dismissed infraction and the override was due to the individual's previous infraction and behavior history in accordance with DOC policy 300.380.	No Violation of Policy
33.	An incarcerated individual reports he wants to be approved for graduated reentry (GRE) but has encountered some barriers including programming requirements and some misinformation from DOC staff.	The OCO provided information about how to appeal a denial for GRE.	No Violation of Policy

Cedar Creek Corrections Center

34.	Person reported that his medical shoes did not come with him when he transferred to a different facility.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed DOC records and reached out to DOC staff, who confirmed that this individual received his medical shoes.	DOC Resolved
35.	Person reports that DOC is not willing to accommodate his food allergies. The person reports that he is now facing retaliation from DOC staff for complaining about getting food items that he cannot eat.	The OCO provided information to the person regarding the current availability of special diets in DOC. OCO staff verified that there is not a special diet option available for this person's allergies, this requires a person to self-select foods they can have. The OCO is in ongoing discussions with the DOC around expanding available special diet options. OCO staff confirmed the person has been able to meet with the DOC dietician and was provided additional source of calories as a substitute. OCO staff found insufficient evidence to substantiate the retaliation concerns. To substantiate retaliation, the OCO must be able to prove that a negative action from a DOC staff member is not only linked close in time to an incarcerated individual's protected action but there must be evidence of a clear relationship between the two acts.	Information Provided

36. Incarcerated individual relayed concerns regarding a delayed infraction appeal response.	The OCO reviewed the infraction the individual expressed concerns about and confirmed that the appeal was responded to the same day that it was received. Thus, there was insufficient evidence to substantiate the individual's concern.	Insufficient Evidence to Substantiate
37. Incarcerated person reported concerns about calls getting dropped due to investigations by the DOC. The person requested help with their calls that keep dropping.	The OCO was unable to substantiate a violation of policy by DOC. The OCO verified the dropped/restricted calls were the result of an ongoing investigation. This is allowed per DOC's policy governing the confidential investigation.	No Violation of Policy
Clallam Bay Corrections Center		
38. Individual reports he cannot go to general population for safety reasons. He was placed on a max program and will be releasing from restricted housing into the community.	The OCO met with the DOC headquarters to gather more information regarding this placement. The individual can write a detailed protection statement and give it to their Correctional Unit Supervisor. It will then go to Investigator 3 to determine if there is a credible threat to their safety. If a credible threat is determined, they will be placed in a safe harbor; otherwise, they will remain in maximum custody until they accept placement in the general population. The OCO verified that this individual will release from a solitary confinement setting to the community if he is not placed in a safe harbor or accepts general population.	Assistance Provided
39. Incarcerated individual shared concerns regarding DOC staff providing their medication late and that leading to complications.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO found that the individual had declined to take the medication before speaking with their medical provider, following that, the individual took the medication.	DOC Resolved
40. Incarcerated individual relayed concerns regarding a delayed infraction appeal response.	The OCO reviewed the infraction and confirmed that it was responded to prior to OCO involvement. WAC 137-28-400 states "the time limitations expressed in these regulations are not jurisdictional and failure to adhere to any particular time limit shall not be grounds for reversal or dismissal of a disciplinary proceeding."	DOC Resolved
41. Incarcerated individual relayed concerns regarding difficulty with housing due to safety issues and either having to remain in IMU or go to close custody.	DOC resolved this concern prior to OCO involvement. The OCO confirmed that the individual's most recent custody facility plan has been put into effect and they were given an override so that they can be housed in medium custody.	DOC Resolved
42. Incarcerated person reported concerns about the resolution program. The person shared the resolution program would not allow them to appeal a resolution request due to the appeal being filed after the timeframes allow.	The OCO reviewed evidence and found there were no resolution request appeals filed within or nearly within the resolution program timeframes. The OCO shared information about the DOC resolution program including their timeframes, rules and limitations.	Information Provided
43. Incarcerated person reported concerns about their custody level.	The OCO provided information regarding the classification process and how to appeal classification decisions. The OCO also verified the individual's custody has been determined per DOC 300.380 Classification and Custody Facility Plans.	Information Provided
44. Incarcerated individual shared concerns regarding feeling targeted by DOC staff due to them consistently	The OCO provided the individual with information regarding the proper appeal processes provided by DOC regarding mail rejections as well as the proper Resolution Request	Information Provided

holding their mail and rejecting photos from a loved one.	(RR) timeline. This office found that the individual failed to properly appeal the rejections and missed the proper timeline to submit an RR.	
45. Person reported concerns regarding an infraction that they claim they had no part in.	The OCO reviewed the infraction packet, the hearing audio and the appeal. The infraction was upheld based on evidence the department had received from confidential informants. The DOC relies on a "some evidence" standard when ruling on infractions and in this case, they had some evidence to believe this individual was involved in ordering the staff assault. The DOC is not willing to overturn this infraction.	Information Provided
46. Incarcerated individual shared concerns regarding DOC not working to provide them with mental health care and placing them in segregation due to them reaching out to us.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed DOC records which indicated that the Facility Risk Management Team (FRMT), who is a group of individuals who help decide someone's Custody Facility Plan (CFP), recognized the individual's health needs and worked to limit the amount of time the individual spent in segregation. This office was unable to see any evidence of reprimand by DOC due to this individual reaching out to this office as DOC was unaware they had contacted us.	Insufficient Evidence to Substantiate

Coyote Ridge Corrections Center

47. Incarcerated individual shared concerns about not receiving their dentures despite other incarcerated individuals receiving them.	The OCO provided assistance. This office reached out to DOC staff to expedite and ensure the incarcerated individual's dental care due to the amount of time elapsed from the complaint.	Assistance Provided
48. Incarcerated individual relayed concerns regarding a transfer to camp.	DOC resolved this concern prior to OCO involvement as the individual was transferred to camp.	DOC Resolved
49. Loved one made a complaint on behalf of an incarcerated individual regarding their denial of extended family visits (EFVs) by DOC.	The OCO provided information regarding why DOC denied the EFV request and why DOC will not approve the EFV request for their loved one.	Information Provided
50. Incarcerated individual shared concerns regarding not receiving adequate mental health care.	The OCO provided information regarding how to properly utilize the OCO's services and how to properly try and resolve issues internally before reaching out.	Information Provided
51. An incarcerated individual reports that he was resentenced, and his early release date (ERD) was changed. He reports that he lost good time and was not offered a restoration pathway to restore the good conduct time (GCT). The individual has not had a serious infraction for more than 20 years and should have had an opportunity to earn back good time so he could release sooner.	The OCO reviewed the individual's custody facility plans (CFP) and contacted the DOC about this concern. This office verified that the individual declined to participate in a good conduct time restoration pathways more than once over the last several years. When this person decided to work on a GCT restoration pathway, there was not enough time to earn back all the days he had lost. This person will have a CFP review next year and can appeal the decision using DOC 07-037 within 72 hours if he disagrees with the recommendations.	Information Provided
52. Incarcerated individual shared concerns regarding DOC blocking their ability to purchase their own durable medical equipment (DME) despite having their own medical insurance.	The OCO provided information regarding what incarcerated individuals can purchase outlined within the Washington DOC Health Plan and DOC 600.200 Patient Paid Healthcare. This office also shared information regarding how to renew	Information Provided

a health status report (HSR) for the DME they currently have.

53.	Incarcerated person reported concerns about a community custody revocation.	The OCO provided information about how to appeal a community custody revocation. The OCO does not review community custody concerns.	Information Provided
54.	Person reports that a DOC specialist provider did not respond to his provider's consultation requesting in an appropriate timeline, delaying his care.	The OCO provided information to the person regarding the steps to file a tort claim. 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.	Person reports that Sage is not being afforded equitable access to recreation areas such as the library and the recreation yard.	The OCO provided information to the person regarding changes that were made to recreation for the Sage unit. OCO staff also visited the unit and spoke to DOC staff about the differences in the management of Sage East versus Sage West population. OCO staff verified that Sage East residents are able to access reading materials through established processes and are afforded daily recreation time per policy.	Information Provided
56.	Incarcerated individual shared concerns regarding their family member being denied visitation and them not knowing how to appeal it.	The OCO found that the individual was provided with information on how to appeal visitation denials but did not submit an appeal. This office also shared information regarding when the OCO can become involved and that they must have exhausted the internal administrative remedies before the OCO investigates.	Information Provided
57.	Person reported that DOC is not providing him with appropriate durable medical equipment (DME).	The OCO provided information. The OCO reviewed this individual's resolutions requests, which were reviewed by DOC Headquarters, and found that the DME this individual wants is no longer carried by DOC's vendor. DOC records showed that a clinical team met and offered him two options they found were clinically appropriate and informed him that if he wants to upgrade to different DME, he can utilize the Patient Paid Health Plan.	Information Provided
58.	Incarcerated individual shared concerns regarding having a medical emergency and DOC staff failing to adequately respond. The individual also shared concerns regarding staff retaliating against them after this incident and excessively searching their room.	The OCO was unable to substantiate the concern due to insufficient evidence. This office reviewed DOC records related to this incident and can determine that DOC staff provided the individual with the opportunity to declare the emergency and allowed the individual to go and be seen by medical.	Insufficient Evidence to Substantiate
59.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction materials and found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy
60.	Incarcerated individual relayed concerns regarding difficulty getting an answer about which facility they will be sent to next.	The OCO informed the individual that per DOC policy 300.380, DOC does not have to inform them of what facility they will be transferring to due to safety and security reasons.	No Violation of Policy

GRE/CPA

61.	Incarcerated individual relayed concerns regarding a desire to go on graduated reentry (GRE).	The OCO was unable to locate a violation of DOC policy. The OCO confirmed that the individual was terminated from	No Violation of Policy
-----	---	---	------------------------

work release due to multiple infractions and as a result is not eligible for GRE.

Monroe Correctional Complex

62.	Person reports that the resolution of a previous OCO case were never provided. The person states he has been seeking specialist care for a long time and has been delayed for various reasons that are unclear to him. The person is requesting a follow up specialist appointment as well as requesting to establish care with an additional specialty.	The OCO provided assistance. OCO staff contacted DOC Health Services staff to review the patient's consultations. OCO staff confirmed the patient has been delayed in reaching a specialist for multiple reasons. OCO staff provided that information to the patient and confirmed the follow up appointment was scheduled. OCO staff requested that DOC refer the patient for an additional consultation to move him closer to being approved for the requested specialty, DOC agreed and placed the consult request.	Assistance Provided
63.	An individual reports that he was sent to the intensive management unit for a positive urine analysis (UA). Nine days later DOC told him that something in his cell tested positive for spice and he was receiving an infraction. The individual says he was not allowed to have the sample from his cell sent to the lab to confirm it was spice.	DOC 420.385 says that an individual in total/partial confinement may request laboratory confirmation and DOC 14-204 will be served with the infraction report. The OCO contacted the facility about this infraction and requested the sample to be sent to the lab for confirmation. The DOC agreed and when the lab results came back, they dismissed the infraction due to technical errors with the evidence.	Assistance Provided
64.	Person reported concern about trans women being targeted at the facility and stated that she was strip searched by a staff member of a different gender than hers.	The OCO provided assistance. The OCO extensively reviewed this concern and multiple similar concerns at the facility, including reviewing DOC records and resolutions requests, and met with facility leadership multiple times. DOC released a staff memorandum on February 26, 2024 stating when a staff member changes their gender identity, they must receive approval from the Superintendent to conduct strip searches of individual's matching their new gender identity. The OCO confirmed with facility leadership that appropriate action was taken regarding this staff member.	Assistance Provided
65.	Individual reported concerns about not having tablet access for 80 days due to someone else committing a staff assault but due to STG affiliations he also must serve these repercussions.	The OCO reviewed this concern and verified that individuals have received tablet access, prior to OCO involvement.	DOC Resolved
66.	Person reported that a health status report (HSR) for a clothing item to accommodate a medical condition was not being followed and that staff were not giving him the clothing item.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reached out to DOC staff, who confirmed that this individual received the clothing item per his HSR.	DOC Resolved
67.	Incarcerated individual shared concerns regarding having medical complications due to their dietary needs not being met.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO found that the incarcerated individual filed a resolution request (RR) regarding the issue and following this, DOC staff resolved the issue and provided the individual with their dietary requirements.	DOC Resolved

68.	Person reported dental concerns and stated that he is not getting care.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed this individual's resolutions request and DOC appointment records and confirmed that this individual was seen multiple times by Health Services and outside providers and that his dental concerns are being addressed.	DOC Resolved
69.	Person reported that the facility is not following a directive from DOC Headquarters regarding serving a wider variety of Kosher salad dressings.	DOC resolved this concern prior to OCO action. The OCO reached out to DOC and Correctional Industries staff who confirmed that the facility has five new Kosher salad dressings in stock and are serving them.	DOC Resolved
70.	Person reported concerns with getting access to a specific clothing item for religious reasons.	The OCO provided information about ordering this item from Union Supply, because the clothing item is not provided by DOC.	Information Provided
71.	Incarcerated individual shared concerns regarding not being able to secure an appropriate headset.	The OCO provided information on how to properly acquire ADA accommodating property like headphones, shoes, etc.	Information Provided
72.	Person reports needing a procedure that has been cancelled four times. The patient is requesting to have the procedure completed.	The OCO provided information to the patient regarding the reasons for his appointment being rescheduled. OCO staff contacted DOC Health Services staff to review the reasons for cancellation, and verified the procedure took place.	Information Provided
73.	Person wants the Security Enhancement Plans discontinued for all inmates it applies to upon the next 30-day review by the Mission Housing Administrator.	The OCO reviewed this concern and found that most of the Security Enhancement Plans in question had already been discontinued before receiving this concern.	Information Provided
74.	Incarcerated individual expressed concerns about staff misconduct.	The OCO spoke with DOC and confirmed that the staff misconduct investigation was elevated to facility leadership and as the investigation has concluded, facility leadership has set up a time to meet with the individual to go over the findings of the investigation.	Information Provided
75.	Incarcerated person reported concerns regarding issues DOC staff and other incarcerated people have with them.	The OCO provided information about how to report concerns as they arise and resolve conflicts with others. The OCO reviewed the incidents and gathered more information from the documentation and DOC staff. The OCO met in a group to further discuss the concerns. The OCO found allegations of harassment or retaliation could not be substantiated and found that multiple interpersonal issues were the main reason for the issues reported.	Information Provided
76.	Incarcerated individual shared concerns regarding a loved one's phone number being blocked and their inability to call them.	The OCO provided information on how to properly utilize the OCO's services as well as pertinent information on the resolution program and Securus.	Information Provided
77.	Incarcerated person reported concerns about the resolution program at headquarters not answering mail they sent.	The OCO provided information about the resolution program. The resolution program encourages people to file resolution requests at the facility level before appealing the concern to headquarters. Upon the OCO review, there is no evidence that confirms the mail was received. This office encourages the person to file a resolution request at the facility level to address concerns.	Information Provided
78.	Person reported multiple medical issues for which he has not received	The OCO provided information to the person regarding their consultation status. OCO staff reviewed the patient's	Information Provided

	treatment. The person is requesting information about his medical concerns and treatment.	consultation records and noted that the patient was already scheduled for a specialist consultation and had received imaging for the reported issues as well as a follow up appointment with their provider.	
79.	Person reports that their provider increased their medication dose to a dangerous level. The person is requesting an investigation by the medical quality assurance board.	OCO staff provided information to the person regarding the steps to file a complaint with the Washington Medical Commission which is responsible for reviewing, investigating and disciplining physicians (MD) and physician assistants (PA) in Washington State. OCO staff reviewed the patient's medical records and noted that the issue had been reviewed by DOC Clinical leadership.	Information Provided
80.	Person reports needing surgery and additional imaging from a different medical specialist. The patient stated DOC is denying him access to those specialists and only placing consultation requests instead of scheduling him for surgery. The person is also requesting medical records be sent to his lawyer.	The OCO provided information to the person regarding their consultation status. OCO staff confirmed the patient is scheduled for the requested surgery and specialist follow up. DOC providers do not decide when a patient is accepted as a candidate for surgery, that is the responsibility of the surgeon. Many times, multiple consultations are required before a patient will be accepted for surgery. The DOC also does not choose the dates of procedures in the community, DOC must be contacted by the community clinic after placing the referral to be given an appointment date. Regarding the request to send medical records to the patient's lawyer, the OCO does not provide records that belong to the DOC, that record request will need to be directed to the DOC through the normal channels.	Information Provided
81.	Incarcerated individual shared concerns regarding not receiving adequate medical care and DOC staff failing to honor an agreed upon accommodation.	The OCO also confirmed that the individual was seen by medical for the individual's concern. This office was also able to confirm that DOC did comply and provide the individual with the accommodation.	Information Provided
82.	Person reports that they have not received treatment for an infection following a surgery.	The OCO was unable to substantiate the concern due to insufficient evidence. OCO staff contacted DOC Health Services staff and verified the patient was provided antibiotics and diagnostic testing related to the reported symptoms.	Insufficient Evidence to Substantiate
83.	Person reported that he does not have access to the resolutions process and is not allowed to file resolutions requests. Person also expressed concern about his mail.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed DOC records and found that this individual has filed multiple resolutions requests that have all been informally resolved. The OCO reached out to DOC staff in resolutions and in unit leadership, who confirmed that he had access to file resolutions requests and to appeal them and that unit staff have given this individual his responses. The OCO reviewed this individual's mail concerns in a separate case and also found in DOC records that he has been moved to a different facility.	Insufficient Evidence to Substantiate
84.	A family member submitted a concern on behalf of an incarcerated individual regarding DOC denying their ability to visit the incarcerated individual with their children.	The OCO was unable to substantiate a violation of policy by DOC. The OCO found that DOC denied the requested visitors per DOC 450.300 Visits for Incarcerated Individuals as an individual may be denied due to the nature of a crime of conviction if the requesting visitor is profiled too comparable to the victim of the crime. Additionally, the judgement and sentence (J&S), mandates that this	No Violation of Policy

individual is forbidden contact with a certain demographic of people.

85.	Incarcerated individual relayed concerns regarding not having access to programming required for their max custody program.	The OCO found no violation of policy. The OCO confirmed that the individual is currently programming by doing the Cage Your Rage in-cell program. The OCO informed the individual that once they complete the 10-chapter program, DOC will look at a promotion, but they will remain level 1 until they promote.	No Violation of Policy
86.	An incarcerated person reported a PREA concern related to his cellmate who is no longer in prison.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. DOC 490.860 says that investigations will be completed even if the individual is no longer under the Department's jurisdiction. The OCO reviewed the PREA packet and determined the DOC investigated the incident related to an incarcerated person who was no longer in custody and followed the procedures outlined in policy.	No Violation of Policy
87.	Person reports that DOC is not following protocol when deciding her housing following a surgical procedure.	The OCO was unable to substantiate a violation of policy by DOC. OCO staff reviewed the persons records and found that the patient was housed appropriately to her custody level.	No Violation of Policy
88.	Incarcerated individual relayed concerns regarding being on phone restriction and not being allowed to make legal phone calls.	The OCO found no violation of DOC policy. The OCO confirmed that the individual is able to make legal calls because they are excluded from the phone restriction sanction. The OCO informed the individual that they can send a kite to their classification counselor requesting a legal call or can make legal calls during yard time.	No Violation of Policy
89.	Incarcerated person reported concerns about a DOC staff member. The person requested that the OCO review DOC action to investigate the staff person.	The OCO was unable to substantiate a violation of policy by DOC. The OCO verified that the DOC completed a confidential investigation per the policy governing the investigation. The OCO shared this information with the individual.	No Violation of Policy
90.	Incarcerated individual relayed concerns regarding their facility placement.	The OCO reviewed the individual's housing placement and found no violation of DOC policy 300.380. The OCO informed the individual that if they disagree with a custody facility plan (CFP) they can appeal it within 72 hours of its approval.	No Violation of Policy

Olympic Corrections Center

91.	An individual relayed concerns regarding retaliation from DOC staff members when he was transferred to another facility.	The OCO provided information. This office verified that the individual is currently employed, and the delay was due to the lack of jobs at this facility. The OCO also requested the individual's substance abuse records and determined that he was transferred to another facility and kept in the same phase for his drug treatment program. The OCO verified that the individual did not file an appeal for his infraction. This office provided information about how to appeal an infraction and how to request DOC form 14-204 for lab confirmation of a positive urine analysis.	Information Provided
92.	Incarcerated individual shared concerns regarding their facility having asbestos and wanting the facility tested.	The OCO provided a Public Records Flyer which has pertinent information about obtaining test results they requested. This office has also spoken with DOC staff and DOC staff provided information on DOC's efforts to ensure facilities are safe to live in.	Information Provided

Stafford Creek Corrections Center

93. Person reports they had advanced imaging completed but never received treatment based on the results.	The OCO provided assistance. OCO staff reviewed the patient's records and noted that an imaging consult had been closed without treatment recommendations. OCO staff met with DOC Health Services staff to review the imaging report and found that there were no treatment recommendations made on the report despite the results being outside of normal limits. OCO staff requested the patient be scheduled to meet with their primary care provider to go over the results and plan next steps for treatment.	Assistance Provided
94. A member of the community requested that the OCO review the situation of an incarcerated person stating sanctions applied after infractions were not furthering rehabilitation goals. The OCO received follow up request from the incarcerated person requesting assistance.	The OCO provided assistance. The OCO discussed the person's situation with multiple staff members at DOC and DOC has moved the person to a more appropriate housing option with fewer restrictions.	Assistance Provided
95. The individual reports that his mother comes to visit him and the DOC will not allow her to bring her personal medication into the facility. It is critical that his mother has access to her potassium medication and the officers in visiting will not allow it. This person grieved the issue and was told that it does not personally affect him, so he cannot grieve it.	The OCO contacted facility leadership to ask why the family member is not allowed to bring in medication. DOC guidelines say: Visitors are allowed medications or medical equipment that is needed during the visiting period, when proof of prescription or medical authorization is provided to screening/visitation staff. Prescription medication must be in the original container and only in the limited amount needed during the visit. The original container must list the visitor's name and the names of the medication, pharmacy, and prescribing physician. Access to needed medications during visiting should be arranged through visit staff. The facility leadership will ensure someone will reach out to the family member before their next visit.	Assistance Provided
96. Incarcerated person reports concerns about an error in compensation and wages.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed the related DOC resolution request and found that the incarcerated person had withdrawn the grievance.	DOC Resolved
97. Incarcerated individual shared concerns regarding DOC blocking their ability to attend religious services.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO found that the individual had been put on the list to attend the religious services upon their request.	DOC Resolved
98. Incarcerated individual shared concerns regarding DOC staff failing to properly treat their medical concerns.	The OCO provided information of how to follow the internal administrative processes given by DOC by filing a medical resolution request.	Information Provided
99. Incarcerated person reported concerns about making copies of paperwork.	The OCO provided information about making copies. The OCO also provided self-advocacy information about how to file a resolution request to address this issue prior to OCO involvement.	Information Provided
100. Incarcerated individual shared concerns regarding not hearing from	The OCO provided information to the individual regarding their EFV status as well as the EFV denial guidelines.	Information Provided

DOC regarding their extended family visit (EFV) request.

101.	Incarcerated individual shared concerns regarding DOC limiting medical care for no apparent reason.	The OCO provided information on how to properly utilize the OCO's services and how to try and resolve issues internally within DOC before reaching out.	Information Provided
102.	Person reports DOC denied him further physical therapy for an injury, despite it improving his condition. The person also reported that DOC denied his request to receive a treatment for that injury that would be the next logical step in his care.	The OCO provided information to the patient regarding his consultations. OCO staff reviewed the person's consult and found that they were approved for physical therapy again in a different location. OCO staff also provided the person with self-advocacy information to aid in moving his treatment forward.	Information Provided
103.	Incarcerated individual shared concerns regarding receiving medication outside of their normal time due to a facility transfer, which has led to them waking up at extremely early hours.	The OCO reviewed DOC records and found that the individual filed a resolution request (RR) and was informed that the schedule change was for monitoring purposes. This office provided information to the individual on how they can speak with their provider to see about changing their schedule back.	Information Provided
104.	Incarcerated individual relayed concerns regarding their release planning.	The OCO spoke with DOC and confirmed that the individual's release planning is in works and all available options are being considered.	Information Provided
105.	Person reported that his tablet was taken away from him while in solitary confinement.	The OCO provided information to this individual providing more specific details about his situation. The OCO monitored this situation and confirmed that this individual is getting his tablet back with the communication app removed. These individuals are still allowed to make calls from the yard phones and write letters.	Information Provided
106.	Incarcerated individual shared concerns regarding DOC failing to provide a timely response to their resolution request (RR).	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO found that DOC provided the individual with a timely response to their RR. This office also provided information regarding next steps for their concern outlined in the submitted RR.	Information Provided
107.	Person reported concerns regarding how his medical kites and resolution requests are being handled.	The OCO provided information. OCO staff reviewed the reported resolution request and found they had been completed in-line with the Resolution Program Manual. The OCO provided information to the patient regarding the medical concerns in those resolutions.	Information Provided
108.	Incarcerated individual relayed concerns regarding an infraction for quitting their job, despite having a health reason for quitting.	The OCO reviewed the infraction materials as well as other documentation and confirmed that the individual was warned that if they continued to leave their job early, they would be terminated from their job and would receive an infraction. Because the individual did not provide a written two week notice before quitting their job, the infraction was written according to DOC policy 460.000.	No Violation of Policy

Washington Corrections Center

109.	Person reports that she wants to be committed to the female facility and wants the DOC to stop misgendering them. In addition, she has not received new undergarments in 24 days.	The OCO provided assistance by contacting the facility and asking them to provide the individual new undergarments. The OCO also met with this individual at cell front on a planned visit to the facility to verify if they received the undergarments. This office met with the DOC Headquarters	Assistance Provided
------	---	--	---------------------

to ask about their housing assignment. The DOC is currently in the process of reviewing the individuals housing protocol.

110. Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction and found the elements were not met in one of the WAC violations and requested DOC dismiss that WAC, to which DOC agreed and that particular WAC was dismissed from the infraction.	Assistance Provided
111. Incarcerated individual shared concerns regarding being denied extended family visits (EFVs) with their wife.	The OCO provided assistance. The OCO spoke with DOC staff, spoke about the nature of the rejection, and requested the EFV to be approved. DOC staff decided to approve the EFV application upon further review.	Assistance Provided
112. Incarcerated individual relayed concerns regarding the communal bathrooms not having handwashing soap.	The OCO contacted DOC regarding this issue who stated that the usual soap that is provided is on backorder and individuals will have to use the hand soap that is available for purchase in the interim. The OCO found this to be an unsatisfactory solution as not providing hand soap is a health and hygiene concern and requested that DOC find an alternative. DOC stated that any alternatives from the warehouse are also delayed. Again, the OCO elevated this concern to facility leadership and requested that the facility purchase soap elsewhere to which the facility agreed and provided soap to all the units that day. The usual hand soap should be returning to the units by the end of August. In the interim, if the replacement hand soap is not sufficient, the OCO requested the individual contact this office so the concern can be escalated again.	Assistance Provided
113. Multiple incarcerated individuals shared concerns regarding not being able to purchase TVs at Union Supply.	The OCO provided assistance. This office spoke with DOC staff regarding individual's inability to rent TV's and DOC staff resolved the issue, upon OCO inquiry, by allowing the individuals to rent TV's.	Assistance Provided
114. Incarcerated individual shared concerns regarding their power being out in their cell for a long duration of time and DOC not fixing it.	The OCO provided assistance. This office spoke with DOC staff regarding the power outage and DOC staff quickly resolved the issue as a result of This outreach.	Assistance Provided
115. While on a facility visit, incarcerated individuals reported that an individual in the restricted housing was not receiving proper treatment.	The OCO was on site when this concern was received. OCO staff were able to cell front with the individual in restricted housing. He told the OCO that he had been served peanut butter and jelly sandwiches for seven days. This office contacted facility leadership, and he was placed back on hot meals the following day.	Assistance Provided
116. Incarcerated individual shared concerns regarding wanting to be transferred to a different facility for their safety.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO found that DOC staff moved the individual shortly after they called.	DOC Resolved
117. Incarcerated individual relayed concerns regarding a transfer from DCYF custody to DOC.	DOC resolved this concern prior to OCO action as the individual has been returned to DCYF custody.	DOC Resolved
118. Person reported multiple dental concerns and wants to be seen before getting released.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed DOC records and confirmed that this individual has had multiple dental appointments and follow-ups addressing his concerns.	DOC Resolved
119. Incarcerated individual shared concerns regarding being displaced at	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO found that the individual	DOC Resolved

	a job due to a past investigation and DOC staff not helping them get a job.	was provided with a job. The OCO also shared that the DOC has the authority to move individuals from one job to another if they believe there is a safety concern.	
120.	Person reports concerns about not being released and past his Earned Release Date (ERD).	DOC staff resolved this concern prior to the OCO taking action on this complaint. The individual was released from a DOC prison.	DOC Resolved
121.	Incarcerated individual relayed concerns regarding not being seen by mental health.	DOC resolved this concern prior to OCO involvement. The OCO confirmed that the individual was seen by mental health several times.	DOC Resolved
122.	Incarcerated individual shared concerns regarding DOC not providing them with adequate ADA accommodation.	The OCO provided information regarding how to contact the ADA coordinator at their facility as well as next steps if they still feel like they aren't provided with assistance.	Information Provided
123.	Incarcerated individual shared concerns regarding not earning good conduct time (GCT) credits while in custody despite law stating an individual can earn GCT credits with time served.	The OCO provided information regarding DOC's lack of jurisdiction over individuals who are boarding in DOC facilities. DOC classifies individuals who are in the custody of another jurisdiction (tribal, county, city jails) and staying in DOC facilities as "Boarders". The OCO also provided the individual with information pertaining to reaching out to their tribe regarding sentencing as well as housing options post release due to DOC's inability to place them into reentry settings because of their Boarder status.	Information Provided
124.	Incarcerated individual reports concerns regarding DOC staff using force against him.	The OCO provided information regarding how to file a tort claim as a next step if they choose. The OCO reviewed all evidence related to the use of force. Due to the nature of the concern, the OCO can only share limited details. The OCO spoke with DOC staff regarding actions taken after the use of force review. The OCO verified the DOC took appropriate action to address concerns about how force was used. The OCO is in ongoing conversations with DOC leadership about how improve practices to prevent force from being required.	Information Provided
125.	Incarcerated individual relayed concerns regarding wanting to get on the medically assisted treatment (MAT) program.	The OCO requested all records related to the individual's request to be placed on the MAT program but DOC states no such records exist. Thus, the OCO informed the individual that they must request to be placed on the MAT program before this office is able to assist.	Information Provided
126.	Incarcerated individual shared concerns regarding DOC not moving forward with their work release planning.	The OCO provided information regarding how the individual is actively working on release planning and their resources available for reentry in their unit.	Information Provided
127.	Incarcerated individual shared concerns regarding being denied a job due to their disability status and accessibility requirements.	The OCO spoke with DOC staff who shared they are actively working to find this individual a job. This office also provided the individual with information about employment programs which includes pertinent information to obtaining a job while in DOC custody and shared that they can reach out if DOC still has not provided them with a job.	Information Provided
128.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction materials but due to the quality of the video, this office was unable to discern what exactly transpired and was unable to substantiate what the individual states occurred.	Insufficient Evidence to Substantiate

129. Incarcerated individual relayed concerns regarding a use of force.	The OCO reviewed all materials related to the use of force including video footage and saw no violation of policy. The OCO spoke with DOC staff and confirmed that the holding cell has running water and individuals can continue to flush/wash the affected areas and IMU cells also have running water. It is protocol for individuals to be put on a 24 hour no movement schedule once placed in the IMU, so a shower would not be given for the first 24 hours.	No Violation of Policy
---	--	------------------------

Washington Corrections Center for Women

130. Incarcerated individual shares concern regarding DOC failing to properly assist with bill payment and receiving collection notices.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO found that DOC staff substantiated the concerns made by the individual and fixed any mix up this may have caused.	DOC Resolved
131. Incarcerated individual shared concerns regarding needing dental care and DOC failing to provide care.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO found that DOC staff scheduled them for an appointment and This office ensured that they were seen.	DOC Resolved
132. Person expressed concerns about side effects from changes to a medication.	The OCO provided information. The OCO does not have the ability to enforce over the actions of vendors DOC contracts with. The OCO can make recommendations surrounding contracts to the department, however it is DOC's responsibility to ensure the contract is being carried out appropriately. The OCO encourages this individual to file a resolution request regarding this medication and the changes to it.	Information Provided
133. Person reported concern about being charged for escorts to and from medical visits for Patient-Paid Health Care. Person said she believes DOC is overcharging to gain a profit from incarcerated persons.	The OCO provided information about DOC Patient-Paid Health Care 600.020, which states, "II. A. Patients will be responsible for all costs and related expenses including, but not limited to: 1. Transportation and/or custody escort, and 2. Real or potential complications resulting from the services".	Information Provided
134. Incarcerated individual relayed concerns regarding having a consensual relationship with their roommate but someone filed a PREA against them for this.	The OCO found no violation of DOC policy 490.800 as romantic and sexual contact, whether consensual or not, is not allowed inside DOC prisons between two incarcerated individuals.	No Violation of Policy
135. Incarcerated individual relayed concerns regarding being forced to participate in therapeutic communities (TC).	The OCO confirmed the individual's judgment and sentence (J&S) states they must undergo an evaluation for treatment for substance abuse and informed the individual that if the evaluation indicated treatment was needed, they must take TC.	No Violation of Policy

Washington State Penitentiary

136. Person reported a concern with his durable medical equipment (DME) fitting appropriately.	The OCO provided assistance. The OCO reviewed this individual's resolutions request investigation and reached out to DOC staff about his DME. After OCO outreach, DOC staff scheduled this individual an appointment with the specialist to address his concerns with his DME.	Assistance Provided
137. Individual reports he has been trying to notify the DOC that he's a drop out gang member for 5 years and DOC	The OCO met with the DOC Headquarters to gather more information regarding this placement. The individual can write a detailed protection statement and give it to their	Assistance Provided

	refuses to acknowledge or validate it. DOC put him on a max program because they had no other place to put him besides solitary confinement. Has no infractions or anything, is only in solitary confinement because he wanted to be safe.	Classification Counselor. It will then go to Investigator 3 to determine if there is a credible threat to their safety. If a credible threat is determined, they will be placed in a safe harbor; otherwise, they will remain in maximum custody until they accept placement in the general population.	
138.	Incarcerated individual relayed concerns regarding an infraction hearing in which they were not allowed to present their full defense.	The OCO reviewed the records for the infraction but there was no audio recording of the infraction hearing, in violation of DOC policy 460.000. As a result, the OCO requested the individual be remanded for a new hearing to which DOC agreed.	Assistance Provided
139.	Individual reports he cannot live in close custody general population due to safety reasons.	The OCO met with the DOC Headquarters staff to gather more information regarding this placement. Due to infraction behavior, the individual will not receive an override to medium. However, they can write a detailed protection statement and give it to their classification counselor. It will then go to Investigator 3 to determine if there is a credible threat to the individual's safety in the close custody general population. If a credible threat is determined, they will be placed in a safe harbor; otherwise, they will remain in max custody until they accept placement in the general population.	Assistance Provided
140.	A loved one reports that her fiancé has safety concerns and is not taken seriously by DOC. The individual would like to be placed in a residential treatment unit (RTU), however, DOC is threatening to send them to another facility because he refused housing.	DOC resolved this concern prior to the OCO's involvement. This office reviewed the individual's custody facility plan and verified he is currently housed in an RTU.	DOC Resolved
141.	Incarcerated individual shared a concern regarding wanting to receive adequate medical care from DOC in regard to their emergency medical grievance.	The OCO also found that DOC saw the individual shortly after the OCO received this complaint. This person was released prior to the OCO taking action on the complaint.	DOC Resolved
142.	Incarcerated individual relayed concerns regarding DOC not allowing them access to their legal work	DOC resolved this concern prior to OCO involvement as the individual states the concern has been resolved.	DOC Resolved
143.	Incarcerated individual shared concerns regarding DOC cancelling their medical appointment and not rescheduling it.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO found that DOC staff scheduled the individual for an appointment and the OCO ensured that the individual was seen.	DOC Resolved
144.	Individual reported placement on the out of state transfer list and Max custody for multiple years.	The OCO has reviewed this placement multiple times and has had conversations at the DOC facility level and Headquarters level asking for an alternative placement. The DOC has been adamant that the individual poses a risk to safety and security in the general population and maintains that they are acting within policy 330.600. The OCO did verify that the out of state packet has been sent to multiple states, however another state has not approved placement.	Information Provided

145. Incarcerated person reported concerns about not being allowed to appeal a visitation termination.	The OCO provided information about the visitation process, including how to appeal terminations. The OCO verified the visitor has not appealed the visitation termination.	Information Provided
146. Incarcerated individual relayed concerns regarding confusion about what confined to quarters means.	The OCO provided the individual with information regarding this concern. DOC policy 460.050, which lists the sanctions for serious infractions, lists confined to quarters as a possible sanction for several infractions. This means that individuals must stay in their cells for a certain number of days, or they will get an additional infraction for breaking sanctions. During that time, individuals are not allowed to go to the dayroom or yard and are only allowed to exit their cells for approved times such as shower access.	Information Provided
147. An incarcerated individual reports that he ordered a typewriter and several months passed by without receiving the item.	The OCO contacted DOC staff about the issue and was told the individual needed to call Union Supply and follow up on the order. This office verified that incarcerated individuals do not have access to the Union Supply customer service phone number and are unable to resolve an issue like this on their own. During these conversations, the typewriter was delivered to the facility and transferred to the incarcerated person. The OCO provided the Union Supply customer service phone number, for any future issues.	Information Provided
148. An incarcerated person reports that he was infraacted for an incident that occurred in another state while he was on an out-of-state transfer.	This office verified that the individual does not have any recent infractions in his electronic file. The OCO provided information about infractions and the appeals process.	Information Provided
149. Person reported that someone filed a false Prison Rape Elimination Act (PREA) complaint against him and he is now being disciplined for something he did not do.	The OCO provided information. The OCO could not substantiate that this individual was infraacted for this incident. The OCO does not have enough information to verify whether or not this incident happened and encourages the individual to provide the OCO with more information about why this PREA complaint is false.	Information Provided
150. Incarcerated person reported concerns regarding the way a resolution request was processed.	The OCO verified the resolution department completed the resolution investigation per DOC 550.100 Resolution Program and the Resolution Program Manual. The OCO provided information about the resolution program and its procedures.	Information Provided
151. Person reports issues with mental health and unit staff at their current facility. They are requesting to return to a prior institution but were denied by DOC.	OCO provided information to the person regarding the necessary steps to request a prohibitive placement be removed. OCO staff reviewed the person's record and found the prohibitive placement was created in line with DOC 320.180 Separation and Facility Prohibition Management.	Information Provided
152. Incarcerated person reported concerns about DOC staff not allowing him to appeal a resolution request and infraacted him.	The OCO provided the individual with information about the resolution program and its process. The OCO verified that person was infraacted for threatening in the resolution request and the infraction meets the "some evidence" standard DOC uses to infract. The OCO verified the person resolution requests are being actively appealed.	Information Provided
153. Person reports that he has multiple separatees with incarcerated individuals he does not know or have problems with. This issue is causing	The OCO provided information about how to have a separatee removed with DOC 17-087. An incarcerated person needs bring their request to their counselor who will fill out the form and complete next steps. The incarcerated	Information Provided

	him to have no placement options and forces him into segregation or close custody.	individual can also choose to address this issue with their classification counselor prior to their next custody facility plan review.	
154.	Incarcerated person reported concerns about infractions effecting his classification.	The OCO provided the individual with information about how to appeal and be involved in the infraction process. The OCO reviewed the infractions and found they met the elements of "some" evidence used by DOC and were not appealed by the person. These infractions were cause to demote this person in a custody level. The OCO also shared information about how to appeal their classification and provided information about DOC 300.380 Classification and Custody Review.	Information Provided
155.	An incarcerated individual reports that his counselor is extending his stay in the IMU by dragging out his max placement programming and forcing him to complete programming he has already done.	This office spoke with DOC who verified this individual has had numerous max placements and has completed all of the programming available. He is currently on the waitlist for a required class and will be added when there is an opening. This person will have a max custody review at six months and the OCO provided information about how to appeal the decision if he does not agree with the requirements. DOC 320.250 says that individuals who wish to appeal a headquarters max custody committee decision must complete DOC 07-037 Classification Appeal and submit it to the Assistant Secretary for prisons.	Information Provided
156.	Incarcerated individual shared concerns regarding receiving a medical procedure by DOC medical staff and not receiving medication post operation. Individual also shared staff mistreated them when they asked about medication.	The OCO provided information regarding how to potentially acquire medication from DOC medical as well as information regarding how to properly request a transfer to another facility. This office also spoke with DOC staff about the staff misconduct and were informed that the individual and DOC staff had a respectful conversation regarding the issue.	Information Provided
157.	Incarcerated individual carbon copied the OCO on a proposal for a program.	The OCO found that DOC staff are actively trying to resolve this issue. This office informed the individual that if the issue is not resolved by staff, they can file a resolution request (RR) and if the issue is still not resolved at level two (2), to reach out to this office again.	Information Provided
158.	Incarcerated individual shared concerns regarding DOC staff discriminating against them by not giving them a job due to their age.	The OCO provided information to the incarcerated individual regarding why they left their job and how they can acquire another job.	Information Provided
159.	Incarcerated individual shared concern regarding DOC staff leaving a medical cart unattended leading to potential exposure of medicine and medical records.	The OCO was unable to substantiate the concern due to insufficient evidence. OCO staff reviewed DOC records which provided adequate evidence in regard to the cart being attended by DOC staff. The OCO is aware that the cart has appropriate locking mechanisms and only DOC medical staff have a key for.	Insufficient Evidence to Substantiate
160.	Incarcerated individual relayed concerns regarding an infraction.	The OCO found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy
161.	Incarcerated individual shared concerns regarding the Facility Risk Management Team (FRMT) decision.	The OCO was unable to substantiate a violation of policy by DOC. The OCO found that DOC was following DOC 300.380 Classification and Custody Facility Plan Review and are actively working on release planning for the individual in question. The OCO also encouraged this individual to	No Violation of Policy

participate in the release planning for a smooth transition back into the community.

162. Incarcerated individual relayed concerns regarding an infraction.	The OCO found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy
163. Incarcerated individual relayed concerns regarding an infraction.	The OCO found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy
164. Incarcerated person reported concerns about their ability to appeal a resolution request. DOC told them they could not appeal the resolution request due to it being past timeframes.	The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed the resolution request and spoke with DOC staff who verified that the person had the ability to file a resolution request appeal. Per the DOC Resolution Program Manual, "An individual must submit within 10 working days from the Level 1 response."	No Violation of Policy

Intake Investigations

Airway Heights Corrections Center

165. Loved one relayed concerns regarding time calculations.	The OCO sent the incarcerated 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 incarcerated individual that if they believe the case was closed in error, to please contact this office to open a new case.	Person Declined OCO Assistance
166. Loved one relayed concerns regarding an incarcerated individual's placement in segregation.	The OCO sent the incarcerated 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 incarcerated individual that if they believe the case was closed in error, to please contact this office to open a new case.	Person Declined OCO Assistance
167. An individual reports that he received multiple infractions and the DOC is not responding to his infraction appeals.	This person was released prior to the OCO taking action on this complaint.	Person Released from DOC Prior to OCO Action
168. Incarcerated individual shared concerns regarding there being drugs all throughout the facility and DOC doing nothing about it.	This person was released prior to the OCO taking action on the complaint.	Person Released from DOC Prior to OCO Action
169. Incarcerated individual shared concerns regarding other incarcerated individuals fighting in the unit and DOC staff doing nothing about it.	This person was released prior to the OCO taking action on the complaint.	Person Released from DOC Prior to OCO Action
170. Incarcerated individual shared concerns regarding DOC not approving their release address within the set timeline for approval.	This person was released prior to the OCO taking action on the complaint.	Person Released from DOC Prior to OCO Action
171. Incarcerated person reports concerns related to their release.	This person was released prior to the OCO taking action on the complaint. The OCO verified the persons release plan was completed per DOC protocol.	Person Released from DOC Prior to OCO Action
172. Incarcerated individual shared concerns regarding drugs coming into	This person was released prior to the OCO taking action on the complaint.	Person Released from

	the unit and DOC staff doing nothing about it.		DOC Prior to OCO Action
173.	An individual reports that the facility has extended his early release date (ERD) by four months because his initial sentence calculation was wrong.	This person was released prior to the OCO taking action on the complaint.	Person Released from DOC Prior to OCO Action
174.	An incarcerated person reports that DOC has not calculated his early release date (ERD) correctly and has tried to resolve the issue with his counselor and DOC records.	This person was released prior to the OCO taking action on the complaint.	Person Released from DOC Prior to OCO Action
175.	An individual reports that he was transferred to a different facility and has not received any of his property from where he was previously.	The OCO provided the individual with information about how to appeal resolution requests to the DOC headquarters level. The OCO also provided the individual with information about how to file a tort claim and the tort claim process.	Technical Assistance Provided
176.	An incarcerated person reported that DOC is not providing them information about work release.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO work release informational flyer.	Technical Assistance Provided
177.	Incarcerated individual expressed concerns about having difficulties with DOC staff members, as well as programming concerns.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
178.	Individual contacted the OCO requesting information on their tort payout for medical issues.	As the OCO does not have jurisdiction over DES or their tort payouts, the OCO asked if the individual had any other concerns regarding this issue they wanted the OCO to investigate to which the individual declined.	Technical Assistance Provided
179.	Incarcerated individual relayed concerns regarding Securus.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO Securus informational flyer.	Technical Assistance Provided
180.	Incarcerated individual relayed concerns regarding staff violating their privacy rights.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical	Technical Assistance Provided

assistance by sending them an OCO strategic priorities flyer and an OCO staff conduct informational flyer.

181. Incarcerated individual expressed concerns about another individual using their IPIN and DOC staff not assisting them with resolving the concern.	The OCO provided the individual with technical assistance by sending the individual the OCO's strategic priorities flyer as well as the OCO's resolution program informational flyer.	Technical Assistance Provided
182. Incarcerated individual relayed concerns regarding difficulty with the contract attorney they were provided by DOC.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
183. Incarcerated individual reports concerns regarding their sentence structure and how it effects their access to graduated reentry (GRE) and reentry center placement.	The OCO shared how to file a resolution request to address his sentence structure issue and gave the individual information about GRE and reentry center eligibility. The OCO also shared with the person information about their sentence structure.	Technical Assistance Provided
184. Incarcerated person reported concern about an infraction.	The OCO provided technical assistance by sharing information about the infraction process. The OCO verified the person did not appeal the infraction and the infraction meet the "some" evidence standard used by DOC.	Technical Assistance Provided
185. Incarcerated individual relayed concerns regarding work release approval status.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO work release informational flyer.	Technical Assistance Provided
186. An Incarcerated person reported a concern regarding DOC banking and Securus not resolving an issue.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO banking and Securus informational flyer.	Technical Assistance Provided
187. Incarcerated person asked questions about the tort claim process and reported it is taking a long time to be processed.	The OCO provided technical assistance over the phone and shared how to contact Department of Enterprise Services (DES) to get more information about the status of his tort claim. The OCO also shared general information about the tort claim process and the general timelines seen for them to be responded to.	Technical Assistance Provided
188. Incarcerated individual relayed concerns regarding Securus.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical	Technical Assistance Provided

assistance by sending them an OCO strategic priorities flyer and an OCO Securus informational flyer.

189. Incarcerated individual relayed concerns regarding being involved in a car accident during a transport and not being asked if they were ok after it occurred.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
190. An incarcerated person reported a concern related to the behavior of a DOC staff member without first reporting the concern to DOC.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO staff conduct informational flyer.	Technical Assistance Provided
191. Incarcerated individual relayed concerns regarding DOC not taking deductions from paychecks properly.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
192. Incarcerated person reports concerns about losing their job and a pending DOC investigation.	The OCO provided technical assistance via closing letter and strategic priorities flyer. The individual can appeal their job loss and if unresolved through DOC, follow up with the OCO to open a new case.	Technical Assistance Provided
193. Incarcerated individual expressed concerns about DOC suspending recreation, yard, and gym until further notice.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
194. Incarcerated individual relayed concerns regarding incorrect sentencing records.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO records and time calculation informational flyer.	Technical Assistance Provided
195. Incarcerated individual reported ongoing problems with the water not working properly or not having hot water.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical	Technical Assistance Provided

assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.

196. Incarcerated individuals expressed concerns about a work release denial.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO work release informational flyer.	Technical Assistance Provided
197. Person reports that Union Supply continues to remove and not replace makeup on the property list and they no longer offer makeup for all skin types.	The OCO sent this individual an informational flyer explaining the OCO's Strategic Priorities.	Technical Assistance Provided
198. Incarcerated individual relayed concerns regarding the Department of Health phone number not working and wanting to get more information about certain flyers.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
199. Incarcerated individual relayed concerns regarding being told the business degree management program is not available at their current facility.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
200. An incarcerated individual reports issues with banking and his loved one being unable to put money put on his books.	This individual has not filed a resolution request about this concern, and this is a grievable issue. The OCO provided self-advocacy information about how to file a resolution request to address this concern prior to OCO involvement.	Technical Assistance Provided
201. Incarcerated individual relayed concerns regarding staff retaliating against them.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO staff conduct informational flyer.	Technical Assistance Provided
202. Individual reports they would like to see nail polish allowed.	The OCO sent this individual an informational flyer explaining the OCO's Strategic Priorities.	Technical Assistance Provided
203. Incarcerated individual relayed concerns regarding two incarcerated individuals violating certain rules about sexual conduct.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical	Technical Assistance Provided

assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.

204. An incarcerated person reported a concern related to a tort claim they filed.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO tort claim informational flyer.	Technical Assistance Provided
205. Incarcerated individual expressed concerns about not being enrolled in Thinking for a Change (T4C) despite that being the reason they were placed at the facility.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
206. An individual reports that he received an infraction and the write-up is wrong.	The OCO provided technical assistance explaining how to appeal an infraction so the incarcerated person can advocate for themselves.	Technical Assistance Provided
207. Incarcerated individual relayed concerns regarding an infraction.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO infraction informational flyer.	Technical Assistance Provided
208. Individual reports DOC took him to an offsite surgeon and was told he needed surgery, but has never received the surgery.	The OCO could not find a resolution request on record for this concern. The OCO sent this individual an informational flyer explaining the resolution request process.	Technical Assistance Provided
209. Incarcerated individual expressed concerns about having difficulties with particular staff members.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
210. Incarcerated individual reports concerns about staff conduct.	The OCO provided technical assistance by providing the individual with staff conduct concerns and strategic priorities flyers.	Technical Assistance Provided
211. An incarcerated person reported concerns related to GRE denial.	The OCO provided technical assistance by providing the individual with the GRE informational flyer	Technical Assistance Provided
212. An Incarcerated person that they want to go to GRE and ask for OCO to assist.	The OCO provided technical assistance by providing the individual with the GRE informational flyer.	Technical Assistance Provided

213. Incarcerated individual expressed concerns about not receiving a card that their loved one sent to them.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO mail informational flyer.	Technical Assistance Provided
214. Incarcerated individual expressed concerns about an infraction they received.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO infraction informational flyer.	Technical Assistance Provided
215. Incarcerated individual expressed concerns about issues with banking related to their Securus account.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO Securus and banking informational flyer.	Technical Assistance Provided
216. An incarcerated person reported that DOC did not follow policy, and their property was lost while they were in restricted housing.	The OCO provided technical assistance by providing the individual with the resolution program and tort claim informational flyer.	Technical Assistance Provided

Cedar Creek Corrections Center

217. Incarcerated individual relayed concerns regarding having to participate in the therapeutic community (TC) program despite having previously taken it.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
218. Incarcerated individual relayed concerns regarding frustrations with the way the therapeutic communities (TC) program is being run and getting kicked out of the program.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
219. Incarcerated individual relayed concerns regarding not getting paid for having a secondary job.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical	Technical Assistance Provided

assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.

220. Incarcerated individual relayed concerns regarding an infraction.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO infraction informational flyer.	Technical Assistance Provided
221. Incarcerated individual relayed concerns regarding graduated reentry (GRE) approval status.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO GRE informational flyer.	Technical Assistance Provided
222. Incarcerated individual relayed concerns regarding not getting paid for having a second job.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided

Clallam Bay Corrections Center

223. Loved one relayed concerns regarding staff misconduct.	The OCO sent the incarcerated 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 incarcerated individual that if they believe the case was closed in error, to please contact this office to open a new case.	Person Declined OCO Assistance
224. Loved one relayed concerns regarding an infraction.	The OCO sent the incarcerated 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 incarcerated individual that if they believe the case was closed in error, to please contact this office to open a new case.	Person Declined OCO Assistance
225. An incarcerated person asked for help with property concern.	The OCO provided technical assistance by providing the individual with the property informational flyer.	Technical Assistance Provided
226. Incarcerated person reported concerns about food and DOC staff conduct.	The OCO shared how to reports food related concerns via kite to have them addressed immediately per the DOC protocol. The OCO also provided self-advocacy information about how to file a resolution request to address this issue prior to OCO involvement.	Technical Assistance Provided
227. Incarcerated individual relayed concerns regarding feeling targeted by another incarcerated individual.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has	Technical Assistance Provided

reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.

228. Incarcerated individual reports delayed delivery of his TV.	The OCO provided technical assistance via resolution program, tort claim and strategic priorities flyers.	Technical Assistance Provided
229. Incarcerated individual expressed frustrations with the way close custody units are being run and a classification decision.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO classification and resolution program informational flyer.	Technical Assistance Provided
230. Incarcerated individual reports his tort claim was denied and he wants to know how to appeal and next steps.	The OCO provided technical assistance via OCO tort claim and strategic priorities flyers.	Technical Assistance Provided
231. Incarcerated individual relayed concerns regarding missing property.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
232. Individual was found guilty of an assault but believes it should be recorded as a fight. He has not appealed the infraction.	The OCO reviewed this concern and could not find an appeal. The OCO sent an informational flyer explaining the serious infraction process and the strategic priorities of the OCO.	Technical Assistance Provided
233. Incarcerated individual relayed concerns regarding having difficulties with particular staff members.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
234. Incarcerated person reports concerns about being placed in close custody related to a pending DOC investigation and infractions.	The OCO provided technical assistance via the OCO infractions flyer and strategic priorities flyer.	Technical Assistance Provided
235. Individual contacted the OCO with a question. He wanted to know why prison is even a thing if everyone knows it is a mental health issue.	The OCO was not able to answer this question but sent this individual a strategic priority informational flyer that explains this office's services.	Technical Assistance Provided

236. Incarcerated individual relayed concerns regarding a desire to sue DOC for civil rights violations and to be released from prison.	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
237. Loved one made a concern on behalf of an incarcerated individual regarding the individuals release address being denied despite DOC staff not visiting the address.	This person was released prior to the OCO taking action on the complaint.	Person Released from DOC Prior to OCO Action
238. Incarcerated individual expressed concerns about staff conduct regarding their upcoming release.	The OCO confirmed the individual has been released prior to OCO involvement in this concern.	Person Released from DOC Prior to OCO Action
239. Incarcerated individual relayed concerns regarding staff not discussing a pay concern with them.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
240. An incarcerated person reported concerns related to GRE denial.	The OCO provided technical assistance via the GRE Flyer	Technical Assistance Provided
241. An incarcerated individual reports that he would like to get on a medically assisted treatment (MAT) program but DOC medical refuses to help him.	The OCO provided self-advocacy information about how to file a resolution request to address this issue prior to OCO involvement.	Technical Assistance Provided
242. Incarcerated individual relayed concerns regarding the poor quality of copied mail.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO mail informational flyer.	Technical Assistance Provided
243. Incarcerated individual relayed concerns regarding a visitation termination.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO visitation informational flyer.	Technical Assistance Provided
244. An incarcerated person reported safety concerns and has not reported the concerns to DOC.	The OCO provided technical assistance via the Safety Concerns Flyer	Technical Assistance Provided
245. Incarcerated individual relayed concerns regarding staff reading their legal paperwork.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC	Technical Assistance Provided

	internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO staff conduct informational flyer.	
246. Incarcerated individual relayed concerns regarding the lack of available sponsors for cultural groups.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
247. Incarcerated individual expressed concerns about having migraines and needing to obtain a health services status report (HSR).	The OCO provided the individual with technical assistance by sending the individual the OCO's strategic priorities flyer and the OCO's resolution program informational flyer.	Technical Assistance Provided
248. Incarcerated individual relayed concerns regarding the resolution office not processing grievances in an appropriate manner.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
249. An incarcerated person reported DOC is not following policy regarding custody facility plan (CFP) reviews and point calculations.	The OCO provided technical assistance via the Classification and Facility Placement Flyer.	Technical Assistance Provided
250. Incarcerated individual relayed concerns regarding not getting access to yard due to gang activity.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
251. Incarcerated individual relayed concerns regarding an infraction.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO infraction informational flyer.	Technical Assistance Provided
252. An incarcerated individual reports that his loved ones are having difficulty getting approved for visitation.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO visitation informational flyer.	Technical Assistance Provided

253. Incarcerated individual relayed concerns regarding a desire to limit undocumented immigrants from working at DOC.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
254. Incarcerated individual relayed concerns regarding not being able to access yard.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
255. Incarcerated individual expressed concerns about feeling targeted by staff.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO staff conduct informational flyer.	Technical Assistance Provided

GRE/CPA

256. Incarcerated individual relayed concerns regarding staff conduct at a work release facility.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO staff conduct informational flyer.	Technical Assistance Provided
---	--	-------------------------------

Monroe Correctional Complex

257. Loved one expressed concerns about the Department's hiring process including what background checks are needed.	The OCO declined to investigate this concern per WAC 138-10-040(3)(a) as the ombuds lacks jurisdiction over the complaint.	Lacked Jurisdiction
258. Incarcerated individual relayed concerns regarding being imprisoned under a fraudulent cause number and name.	The OCO declined to investigate this concern per WAC 138-10-040(3)(a) as the ombuds lacks jurisdiction over the complaint.	Lacked Jurisdiction
259. Incarcerated individual shared concerns regarding their false imprisonment.	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
260. Loved one expressed concerns about an incarcerated individual needing replacement glasses.	The OCO sent the incarcerated 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 incarcerated	Person Declined OCO Assistance

individual that if they believe the case was closed in error, to please contact this office to open a new case.

261. A loved one reports that her husband was transferred to another facility and the DOC was not within policy to make this 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
262. Person reports having issues getting an updated care plan for wound care. The person states that what he is currently ordered is not working for him and he has not been scheduled to see his provider.	This person was released prior to the OCO taking action on the complaint.	Person Released from DOC Prior to OCO Action
263. An incarcerated person reports concerns about a PREA investigation.	This person was released prior to the OCO taking action on the complaint.	Person Released from DOC Prior to OCO Action
264. Incarcerated individual relayed concerns regarding incorrect sentencing records.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO records and sentence calculation informational flyer.	Technical Assistance Provided
265. Incarcerated individual expressed concerns about their property not transferring with them to a new facility.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program and tort claim informational flyer.	Technical Assistance Provided
266. Incarcerated person reported concerns about their property.	The OCO provided the person with technical assistance by sharing how to communicate with the DOC property room for information about their property. The OCO also provided self-advocacy information about how to file a resolution request to address this issue prior to OCO involvement and provided information about how to file a tort claim if their items are missing. The OCO verified the person is currently not housed in an area where all their property is allowed.	Technical Assistance Provided
267. Incarcerated person reported concerns about the Wi-Fi in the unit causing call to drop frequently.	The OCO provided technical assistance by providing self-advocacy information about how to file a resolution request to address this issue prior to OCO involvement. The OCO could not find any evidence the individual attempted to resolve this issue internally.	Technical Assistance Provided
268. Incarcerated individual relayed concerns regarding a DOC staff member who is lying.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC	Technical Assistance Provided

	internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO staff conduct informational flyer.	
269. Incarcerated individual relayed concerns regarding an infraction.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO infraction informational flyer.	Technical Assistance Provided
270. Incarcerated individual relayed concerns regarding missing property.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO property informational flyer.	Technical Assistance Provided
271. Incarcerated person reports concerns about the food served in DOC custody.	The OCO provided technical assistance via the OCO resolution program and strategic priorities flyers.	Technical Assistance Provided
272. Incarcerated person reported concerns about a damaged property item.	The OCO provided technical assistance by providing self-advocacy information about how to file a tort claim. The OCO cannot impact tort claim decisions.	Technical Assistance Provided
273. Incarcerated individual relayed concerns regarding an accident they were in during transport and DOC did not ensure their well-being.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
274. An incarcerated person reported that DOC is not correctly calculating their time served.	The OCO provided technical assistance via the Records Correction and Time Calculation Flyer	Technical Assistance Provided
275. Incarcerated individual expressed concerns about access to legal paperwork.	The OCO provided technical assistance via the OCO Legal Access and Strategic Priorities Flyers.	Technical Assistance Provided
276. Incarcerated individual relayed concerns regarding a broken tablet.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO property informational flyer.	Technical Assistance Provided
277. Incarcerated individual relayed concerns regarding lack of privacy for transgender individuals in the toilet and shower areas.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC	Technical Assistance Provided

internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO resolution program informational flyer.

278. An incarcerated individual expressed frustrations about having to be locked down for staff appreciation events.	The OCO provided information about the resolution program and how to access it.	Technical Assistance Provided
279. An incarcerated person reported a concern related their housing with another incarcerated person without first reporting the concern to DOC.	The OCO provided technical assistance by mailing this person the Safety Concerns Flyer.	Technical Assistance Provided
280. The individual reports that the air quality is terrible. The individual reports that people are getting sick and not feeling well because the air is not ventilated well.	The OCO could not find a resolution request in the system. The OCO sent the individual an informational flyer explaining how to file a resolution request.	Technical Assistance Provided
281. An incarcerated person reported an infraction concern.	The OCO provided technical assistance via the Infraction Flyer.	Technical Assistance Provided
282. An incarcerated person reported a concern related to not being able to practice their religion and reported issues with their facility placement.	The OCO provided technical assistance via the Resolution Program Flyer and Safety Concerns Flyer.	Technical Assistance Provided

Olympic Corrections Center

283. Incarcerated individual relayed concerns regarding staff demoting their custody after they would not answer certain questions.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO staff conduct informational flyer.	Technical Assistance Provided
284. Incarcerated individual relayed concerns regarding DOC charging them to move their property and is upset because DOC forced them to move.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
285. Incarcerated individual reports staff conduct concerns.	The OCO provided technical assistance via staff conduct concern flyer and strategic priorities flyer.	Technical Assistance Provided
286. Incarcerated individual relayed concerns regarding a particular staff member trying to write as many infractions as possible.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate	Technical Assistance Provided

process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO staff conduct informational flyer.

287.	An incarcerated individual reports that the mail room opened his legal mail and he would like the video footage from the facility to be preserved.	The OCO provided information about how to file a DOC records request.	Technical Assistance Provided
288.	Incarcerated individual reports concerns about not being paid the correct amount.	The OCO provided technical assistance via the OCO resolution program flyer and strategic priorities flyer.	Technical Assistance Provided
Other			
289.	Loved one expressed concerns about an individual in a jail facility.	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
290.	Loved one relayed concerns about an individual's probation violations.	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
291.	Loved one expressed concerns about an individual that is incarcerated in another state.	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
292.	Individuals relayed concerns regarding the conduct of a community corrections officer.	The OCO declined to investigate the concern per WAC 138-10-040(3)(a) as the ombuds lacks jurisdiction over the complaint.	Lacked Jurisdiction
293.	Incarcerated individual relayed concerns regarding a desire for OCO to assist in making sure the Washington State Bar Association is not practicing law beyond their jurisdiction.	The OCO declined to investigate the concern per WAC 138-10-040(3)(a) as the ombuds lacks jurisdiction over the complaint.	Lacked Jurisdiction
294.	Incarcerated person reported concerns about their time calculation.	The OCO provided technical assistance by providing self-advocacy information about how to file a resolution request to address this issue prior to OCO involvement. The OCO could not find any evidence the individual attempted to resolve this issue internally.	Technical Assistance Provided
Reentry Center - Progress House - Pierce			
295.	Person at work release reports concerns about deductions taken from his banking account.	The OCO provided technical assistance via OCO resolution program flyer, banking flyer, and strategic priorities flyer. This individual has been released from DOC custody.	Technical Assistance Provided
Stafford Creek Corrections Center			
296.	Incarcerated individual relayed concerns regarding being in prison for a case without evidence.	The OCO declined to investigate the concern per WAC 138-10-040(3)(e) as the requested resolution is not within the ombuds' statutory power and authority.	Declined
297.	A family member made a concern on behalf of an incarcerated individual regarding the belief that the individual is being discriminated against.	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

298. Loved one relayed concerns regarding staff misconduct.	The OCO sent the incarcerated 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 incarcerated individual that if they believe the case was closed in error, to please contact this office to open a new case.	Person Declined OCO Assistance
299. Loved one relayed concerns regarding an infraction.	The OCO sent the incarcerated 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 incarcerated individual that if they believe the case was closed in error, to please contact this office to open a new case.	Person Declined OCO Assistance
300. Incarcerated individual relayed concerns regarding their sacred items being desecrated during a cell search.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
301. Incarcerated person reports staff conduct concerns.	The OCO provided technical assistance via staff conduct and strategic priorities flyers.	Technical Assistance Provided
302. Incarcerated individual reports concerns about DOC delaying the visitation approval process and potential denial of a visitor.	The OCO provided technical assistance via OCO visitation and strategic priorities flyers.	Technical Assistance Provided
303. An incarcerated person reported a concern related to food quality without first reporting the issue to DOC.	The OCO provided technical assistance via the Resolution Program Flyer	Technical Assistance Provided
304. Incarcerated individual relayed concerns regarding needing to participate in mental health release programming to ensure a smooth transition and release.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
305. Incarcerated person reports concerns about Securus deducting money from their spendable account.	The OCO provided technical assistance via OCO banking, Securus, and strategic priorities flyers.	Technical Assistance Provided
306. Incarcerated individual relayed concerns regarding a staff member restricting access to e-files.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO staff conduct informational flyer.	Technical Assistance Provided

307. Incarcerated individual relayed concerns regarding not being allowed to have the Passover meals	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
308. An incarcerated individual reports that when he transferred to another facility, he received some of his property but is missing his TV and other items listed on his property matrix.	The OCO provided the individual with information about how to file a tort claim and the tort claim process.	Technical Assistance Provided
309. Incarcerated individual reports concerns about staff conduct.	The OCO provided technical assistance via resolution program and strategic priorities flyers. The person can open a new case about staff conduct for OCO investigation with a level 2 DOC resolutions request.	Technical Assistance Provided
310. Incarcerated individual relayed concerns regarding Sunday services being divided up into separate times and not being able to attend all of them.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
311. Incarcerated individual relayed concerns regarding not being allowed to have lit candles in the IMU for religious purposes.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
312. Person reports they appealed a general infraction.	The OCO sent this individual an informational flyer explaining the OCO Strategic Priorities.	Technical Assistance Provided
313. Incarcerated individual proposed that Securus adopt a cloud-based storage system.	The OCO provided the individual with technical assistance by sending them the OCO strategic priorities flyer and Securus informational flyer.	Technical Assistance Provided
314. Incarcerated individual reports concerns about being infractioned and losing his job.	The OCO provided technical assistance via OCO infraction and strategic priorities flyers. This office was unable to identify an infraction on file and provided information about appealing the infraction once issued, then opening a case with the OCO if unresolved through DOC appeal process.	Technical Assistance Provided
315. An incarcerated person requested information on how to change the rules related to allowed property on the property matrix.	The OCO provided technical assistance via the Property Flyer and DOC Policy Process Flyer.	Technical Assistance Provided

316. An incarcerated person reported video visit denial concerns.	The OCO provided technical assistance via the Visitation Flyer – Non-EFV.	Technical Assistance Provided
317. Incarcerated person reported concerns about items confiscated after a cell search and had questions about mailing outgoing mail to a government agency.	The OCO provided technical assistance by providing self-advocacy information about how to file a resolution request and appeal the response to the next level to address this issue prior to OCO involvement. The OCO also provided information about DOC mail processes.	Technical Assistance Provided
318. Incarcerated person reports concerns about their property being taken after transfer.	The OCO provided technical assistance via property, tort claim, and strategic priorities flyers.	Technical Assistance Provided
319. Incarcerated person reports missing property.	The OCO provided technical assistance via OCO property, resolution program, and strategic priorities flyers.	Technical Assistance Provided
320. Incarcerated individual relayed concerns regarding there not being a trans work group at the facility.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
321. Incarcerated individual expressed concerns about attempting to prove DOC violates confidentiality and is hiding something.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
322. Incarcerated individual expressed a desire to have access to a laptop rather than just typewriters.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
323. Individual reports he was walking back from chow hall and was searched. As he is walking away after the search, he mumbled under his breath, but not towards the DOC staff. DOC responded by giving him an infraction for using abusive language.	This individual was found guilty of a general infraction. The OCO sent this individual an informational flyer explaining the infraction process and the OCO's strategic priorities.	Technical Assistance Provided
324. Incarcerated person reports concerns about missing property.	The OCO provided technical assistance via the OCO property flyer and strategic priorities flyer.	Technical Assistance Provided

325. Incarcerated individual relayed concerns regarding a desire for legal assistance from the OCO.	The OCO declined to investigate the concern per WAC 138-10-040(3)(e) as the requested resolution is not within the ombuds' statutory power and authority.	Declined
326. Loved one relayed concerns regarding an incarcerated individual needing to be seen by medical.	The OCO sent the incarcerated 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 incarcerated individual that if they believe the case was closed in error, to please contact this office to open a new case.	Person Declined OCO Assistance
327. Incarcerated individual shared concerns regarding being released later due to DOC error.	This person was released prior to the OCO taking action on the complaint.	Person Released from DOC Prior to OCO Action
328. Person is requesting to be placed into federal protective custody or federal witness protection program. Accuses former government official and DOC staff of masterminding murder.	This person was released prior to the OCO taking action on the complaint. This person is being considered for civil commitment.	Person Released from DOC Prior to OCO Action
329. Person reported concern about staff not filling out a reentry screening form.	This person was released prior to the OCO taking action on the complaint.	Person Released from DOC Prior to OCO Action
330. An external person made a concern on behalf of an incarcerated individual regarding their safety.	The OCO provided the incarcerated individual with technical assistance regarding pertinent information about how an individual can request safe housing in dangerous situations and information about DOC safety protocols.	Technical Assistance Provided
331. An incarcerated person reports that their records are not correct and includes information from someone else's records.	The OCO provided technical assistance via the Records Correction and Time Calculation Flyer.	Technical Assistance Provided
332. Incarcerated individual relayed concerns regarding transgender people not being allowed to get porter jobs.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
333. Incarcerated individual relayed concerns regarding not being allowed to be an access assistant.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
334. Incarcerated individual relayed concerns regarding difficulties with their counselor helping them with their reentry plan.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate	Technical Assistance Provided

	process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO staff conduct informational flyer.	
335. Person reports issues with records and release date.	The OCO could not find a resolution request in the system. The OCO sent the individual an informational flyer explaining how to file a resolution request.	Technical Assistance Provided
336. Incarcerated individual relayed concerns regarding pay.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
337. Incarcerated individual expressed a concern about needing assistance with a tort claim.	The OCO provided the individual with technical assistance by sending them an OCO tort claim informational flyer.	Technical Assistance Provided
338. Incarcerated individual relayed concerns regarding a desire to make changes to the health care policy.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO policy informational flyer.	Technical Assistance Provided
339. Incarcerated individual expressed frustrations with the mail policy and delays in email processing.	The OCO provided the individual with technical assistance by providing them with an OCO informational flyer about policy comments.	Technical Assistance Provided
340. An incarcerated person requested information about the OCO and reported concerns related to federal law enforcement agencies.	The OCO provided technical assistance via the OCO Jurisdiction Limitations & Safety Concerns	Technical Assistance Provided
341. Incarcerated individual relayed concerns regarding missing property.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO property informational flyer.	Technical Assistance Provided
342. Incarcerated individual relayed concerns regarding DOC allowing another incarcerated individual to falsely accuse non-sex offenders of certain things.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO staff misconduct informational flyer.	Technical Assistance Provided
343. Incarcerated individual relayed concerns regarding a removal from the graduated reentry (GRE) program.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC	Technical Assistance Provided

	internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO GRE informational flyer.	
344. An incarcerated person reported that when infractions are overturned the infraction "vanishes" from their record and they think this is wrong.	The OCO provided technical assistance via the Infraction Flyer.	Technical Assistance Provided
345. Incarcerated person reported concerns about the amount of time people get out of their cells in the receiving units.	The OCO provided technical assistance via the OCO strategic priorities and resolution program flyers.	Technical Assistance Provided
346. Incarcerated individual relayed concerns regarding pay.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
347. Incarcerated individual relayed concerns regarding an infraction.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO infraction informational flyer.	Technical Assistance Provided
348. Individual reports they were arrested for a violation while on Community Custody.	The OCO does not have jurisdiction over Community Custody. This office gave this information to the individual over the hotline.	Technical Assistance Provided
349. Incarcerated individual relayed concerns regarding DOC enforcing an Oregon detainer.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO staff conduct informational flyer.	Technical Assistance Provided
350. Incarcerated individual relayed concerns regarding a BOE in which their name was misspelled and they feel the officer did it on purpose.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO staff conduct informational flyer.	Technical Assistance Provided
351. An incarcerated person reported a lack of programming and inappropriate facility placement.	The OCO provided technical assistance via the Classification and Facility Placement Flyer	Technical Assistance Provided

352. Incarcerated person reports DCYF is sending them color photos of his daughter but DOC is photocopying them and providing them in black and white.	The OCO provided technical assistance via resolution program and strategic priorities flyers.	Technical Assistance Provided
353. Individual keeps receiving infractions for drug use, however they have not been offered treatment.	The OCO sent this individual an informational flyer explaining the serious infraction process and the OCO Strategic Priorities.	Technical Assistance Provided
354. Incarcerated individual relayed concerns regarding an infraction.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO infraction informational flyer.	Technical Assistance Provided

Washington Corrections Center for Women

355. Individual relayed concerns regarding a particular staff member lying.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO staff conduct informational flyer.	Technical Assistance Provided
356. An incarcerated person reported concerns related to the behavior of a DOC staff member without first reporting the concern to DOC.	The OCO provided technical assistance via the Safety Concerns Flyer and PREA Flyer.	Technical Assistance Provided
357. An incarcerated person reported a concern related to an infraction and the behavior of a DOC staff member.	The OCO provided technical assistance via the Infraction Flyer, Resolution Program Flyer and Staff Conduct Flyer.	Technical Assistance Provided

Washington State Penitentiary

358. In incarcerated person reports that their loved one ordered items for them but they were never delivered.	The OCO provided technical assistance via the Resolution Program Flyer and Tort Claim Flyer.	Administrative Remedies Not Pursued
359. Incarcerated individual relayed concerns regarding a desire for assistance pursuing legal action against DOC.	The OCO declined to investigate the concern per WAC 138-10-040(3)(e) as the requested resolution is not within the ombuds' statutory power and authority.	Declined
360. An incarcerated individual reports that his early release date (ERD) is coming up, but DOC failed to send out the 35-day notifier early enough for him to be released on time. DOC has extended his ERD another 11 days, and the person believes that staff have done this intentionally and are incompetent.	This person was released prior to the OCO taking action on the complaint.	Person Released from DOC Prior to OCO Action

361. A loved one requested assistance with addressing a person's facility placement and access to specific programming.	The OCO provided technical assistance via the Classification and Facility Placement Flyer.	Technical Assistance Provided
362. Person reports he has not been able to contact his kids because the calls will not go through.	The OCO could not find a resolution request in the system. The OCO sent the individual an informational flyer explaining how to file a resolution request.	Technical Assistance Provided
363. Incarcerated individual expressed concerns about DOC staff members threatening them with assault after being nice to a nurse.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO staff conduct informational flyer.	Technical Assistance Provided
364. Incarcerated individual expressed a desire to have DOC install intercom systems so individuals can be heard from inside their cell.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
365. Person reports he is in a four-man cell and that there are people with speakers that continue to blast music.	The OCO could not find a resolution in the system regarding this issue. The OCO sent the individual an informational flyer that explains how to file a resolution request.	Technical Assistance Provided
366. Incarcerated individual reports concerns about banking and deductions on his account.	The OCO provided technical assistance via OCO banking, resolution program, and strategic priorities flyer.	Technical Assistance Provided
367. Incarcerated individual relayed concerns regarding mail rejections.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO mail informational flyer.	Technical Assistance Provided
368. An incarcerated person reported a request for access to a religious program to the OCO without first contacting DOC.	The OCO provided technical assistance via the Resolution Program Flyer.	Technical Assistance Provided
369. An incarcerated person reported a concern to the OCO related to the DOC facility having limited movements, and canceling recreation time due to DOC staff appreciation week.	The OCO provided technical assistance via the Resolution Program Flyer.	Technical Assistance Provided
370. Incarcerated individual relayed concerns regarding their religious property not being packed properly.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate	Technical Assistance Provided

	process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	
371. Incarcerated individual expressed concerns about DOC staff imposing conditions other than what was ordered by the ISRB and sentencing court.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
372. Incarcerated individual expressed concerns about DOC staff making it difficult for them to resolve their issues.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO staff conduct informational flyer.	Technical Assistance Provided
373. Incarcerated individual relayed concerns regarding their unit having a lack of programming.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	Technical Assistance Provided
374. Incarcerated person reports concerns regarding staff conduct. The person reports they were fired from their job after an interaction with staff.	The OCO provided technical assistance by sharing how the person can advocate for themselves through the resolution program and shared how to appeal negative behavior observation entries (BOEs). The OCO reviewed evidence related to the incident and found no evidence of job termination or staff misconduct.	Technical Assistance Provided
375. Incarcerated individual relayed concerns regarding not being allowed to attend an event due to infraction history.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided the individual with technical assistance by sending them an OCO strategic priorities flyer and an OCO resolution program informational flyer.	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