



Office of the Corrections

**OMBUDS**

Quarterly Meetings

February 26, 2025 | VIRTUAL

# Public Meeting

## 10:00 – 11:00 am

**The OCO is committed to creating and maintaining respectful and courteous conversations at our public meetings.** We expect all participants to refrain from engaging in hostile, intimidating, and offensive activities or behaviors that may amount to discrimination, harassment, sexual harassment, or bullying.

The OCO provides opportunities to submit written questions and comments prior to the Q&A Session, and for public questions and comments. During the live questions and comments, individual community members may speak for up to two (2) minutes.

AGENDA	
TOPIC	TIME
<b>Welcome</b> <ul style="list-style-type: none"><li>• Welcome</li><li>• Purpose of Meeting</li><li>• Review of Agenda</li></ul>	<b>10:00-10:05 AM (5 min)</b>
<b>OCO Third Quarter 2024 Presentation</b>	<b>10:05-10:35 AM (30 min)</b>
<b>Questions &amp; Answers Session</b> <ul style="list-style-type: none"><li>• Community agreements</li><li>• Pre-submitted questions</li><li>• Live public comments &amp; questions</li></ul>	<b>10:35-10:55 AM (20 min)</b>
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# OCO VISION

We envision a more humane and transparent Washington corrections system.

# OCO MISSION

We provide opportunities for people impacted by incarceration to raise issues and resolve conflicts. We work to reduce harm in the Washington corrections system by negotiating outcomes, recommending positive change, and reporting individual and systemic concerns.

# OCO CORE VALUES

INTEGRITY    RESPECT    COLLABORATION    EQUITY    COURAGE

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Quarterly Meetings February 2025

# Our Purpose

Provide information

Promote public awareness & understanding

Ensure compliance with relevant statutes, rules, and policies

Identify system issues and responses for the governor and the legislature to act upon

# Phases of a Complaint

## 6-Phase Process



### Intake

Complaints can be reported via hotline, mail, or webform



### Triage Screening

Complaints are screened for OCO jurisdictional requirements and resource availability.



### Determine Investigation Type

The case holder determines the investigation type.



### Documentation & Evidence Review

The case holder reviews documentation and evidence related to the complaint.



### Findings & Negotiation

Once documentation and evidence is reviewed, the case holder will contact the DOC to negotiate a possible resolution.



### Outcomes & Case Closing

Once an outcome is determined, the case holder will close the case and notify the incarcerated individual by mail of the findings and outcome.



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Data

**4th Quarter October - December 2024**

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# OCO Action

## Confidential Hotline

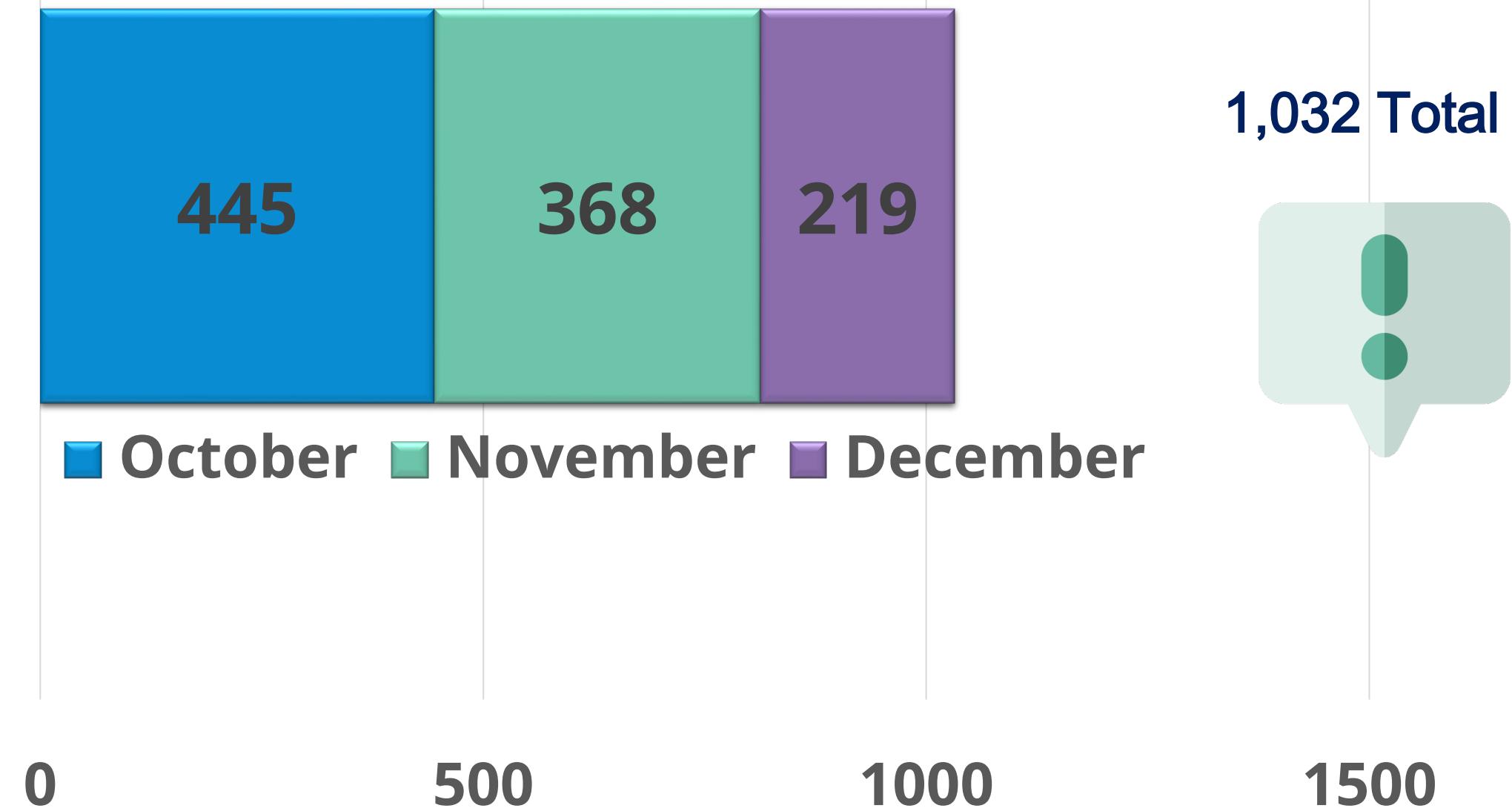
Average of

25

calls per day

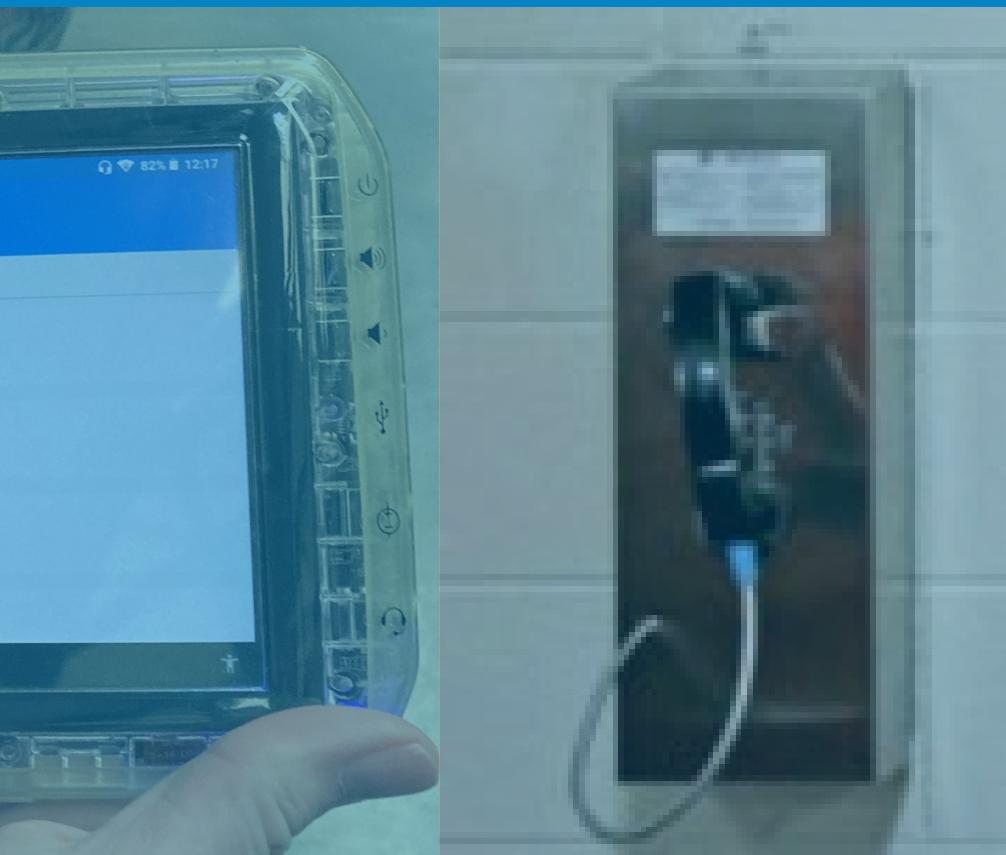
## Total Calls in the 4th Quarter

51% of calls were reporting new cases



# OCO Hotline Update

(360) 664-4749



Starting Monday February 3<sup>rd</sup>, the Hotline Schedule is:

Monday: 1:00 – 3:00 PM

Tuesday: 1:00 – 3:00 PM & 4:00 – 6:00 PM

Wednesday: 1:00 – 3:00 PM & 4:00 – 6:00 PM

Thursday: 1:00 – 3:00PM

By updating the hotline hours, the OCO has increased our coverage from 17 staffed hours to 28 staffed hours each week!

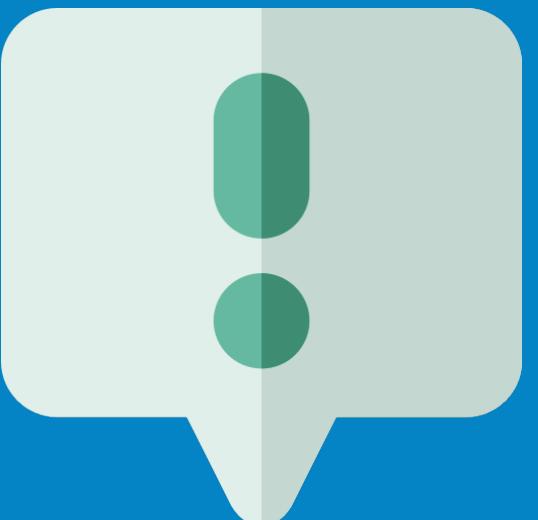
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# 951

## OCO Complaints Received in 4th Quarter

Top 3 concerns statewide:

1. Appeals and Resolutions
2. Staff Misconduct
3. Healthcare



## Men's Prison Division

Highest Number of Received  
OCO Complaints in  
4th Quarter



## Monroe Correctional Complex: 159

1. Staff Conduct
2. Healthcare
3. Serious Infractions

## Airway Heights Corrections Center: 154

1. Staff Conduct
2. Healthcare
3. Serious Infractions

## Stafford Creek Corrections Center: 113

1. Healthcare
2. Staff Conduct
3. Serious Infractions

# Women's Prison Division

Complaints received in  
4th Quarter 2024



## Washington Corrections Center for Women: 60

1. Healthcare
2. Staff Conduct
3. Serious Infractions

## Mission Creek Corrections Center for Women: 8

1. Healthcare
2. Staff Conduct
3. Reentry Center Denial

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## CASE INVESTIGATIONS: 565

Assistance Provided: 76

Information Provided: 215

DOC Resolved: 78

Insufficient Evidence to Substantiate: 33

No Violation of Policy: 160

Substantiated: 3

## INTAKE INVESTIGATIONS: 382

Administrative Remedies Not Pursued: 0

Declined: 8

Lacked Jurisdiction: 17

Person Declined OCO Involvement: 54

Person Released from DOC Prior to OCO Action: 21

Technical Assistance Provided: 282

## UNEXPECTED FATALITY REVIEWS: 2

Total Investigations Completed:

**949**

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# Monthly Outcome Reports

October - December 2024

Assistance, Technical Assistance,  
or Information Provided in

**60%**

of investigations completed

- UFR Committee Members are representatives from: OCO, DOH, HCA, and DOC
- OCO can request reviews of deaths not identified by the DOC as “unexpected”
- UFR Committee Members review incident reports, medical records, video, and other relevant documentation
- UFR Committee meets to discuss findings, questions, and recommendations

# Unexpected Fatality Reviews (UFRs)

October - December 2024

**Two (2) fatality review meeting reports were published in Q4 2024.**

**The deaths reviewed were attributed to:**

- **Accidental Overdose (UFR# 24-010)**
- **End Stage Liver Disease (UFR# 24-014)**

**The UFR Committee recommended:**

- DOC should continue to advocate for resources to expand Medication Assisted Treatment.
- DOC should continue exploring ways to work with community hospitals to support incarcerated individuals.



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**Investigation Examples**

**4th Quarter October - December 2024**

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# Assistance Provided: Example 1

**Reported Concerns:** External person reported that DOC did not schedule an urgent medical procedure for their incarcerated loved one.

**OCO Actions:** The OCO reviewed the individual's records and confirmed the patient had an urgent medical emergency. OCO staff substantiated there was an administrative error that prevented the patient from attending the scheduled procedure. After OCO contact, the DOC corrected the error and completed the procedure.

**Negotiated Outcomes:** Patient was rescheduled promptly for surgery.



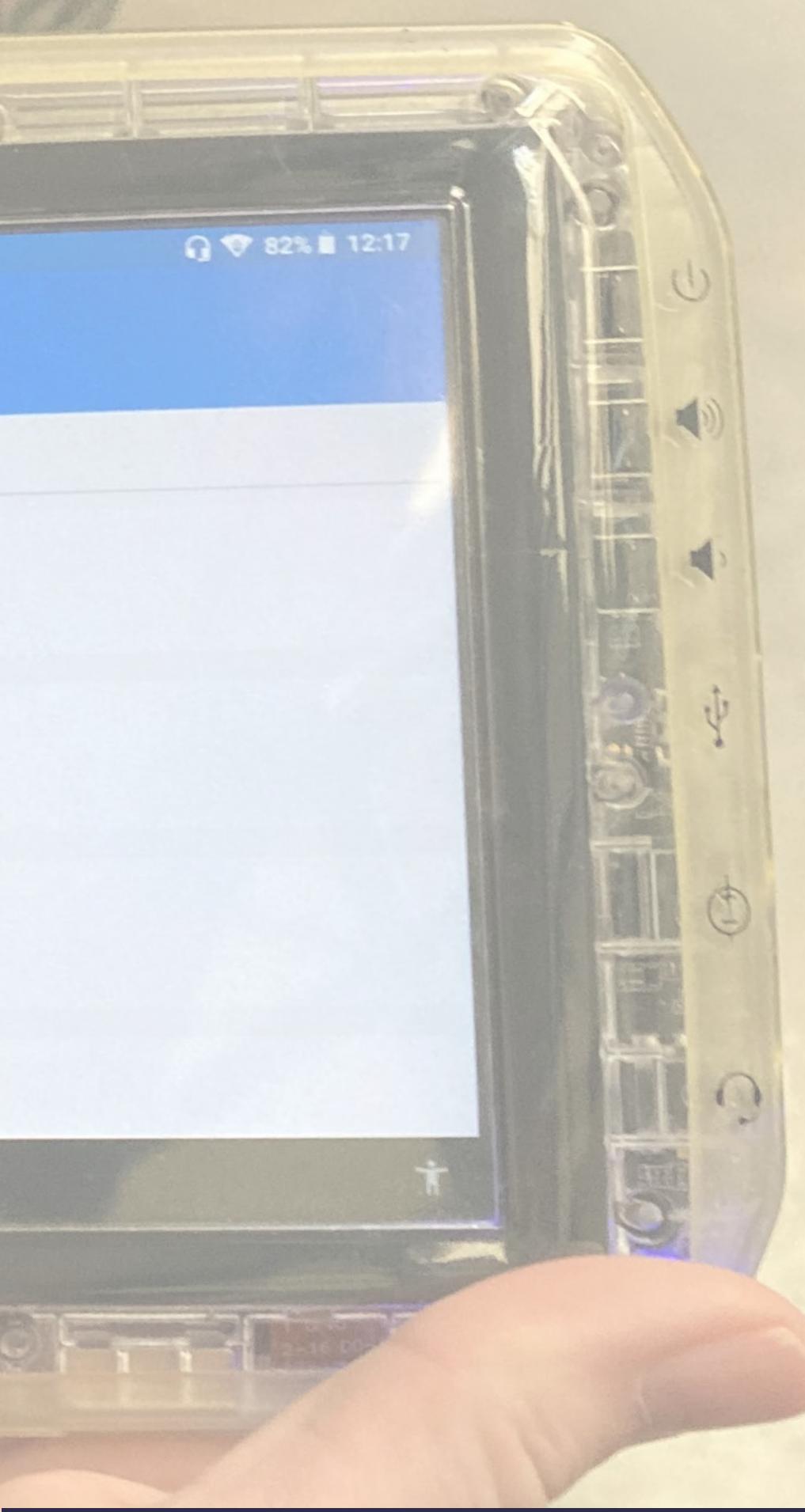
OCO  
360-664-4849  
OMBUDS  
844-395-7488

## Assistance Provided: Example 2

**Reported Concerns:** Person reported that he was incorrectly charged for follow-up healthcare, and the resolutions program did not resolve the issue.

**OCO Actions:** The OCO investigated and learned the individual needed translation services. The OCO set up a call with an interpreter and gathered more details from the incarcerated individual. The OCO staff met with DOC staff and substantiated that the person was incorrectly charged. The OCO also connected the facility with translation support from DOC headquarters.

**Negotiated Outcomes:** DOC refunded the individual four incorrectly charged health care appointments.



## Assistance Provided: Example 3

**Reported Concerns:** An external person reported that their loved one had been held in solitary confinement for protection concerns.

**OCO Actions:** The OCO requested that facility and headquarters leadership review the individual's safety concerns.

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



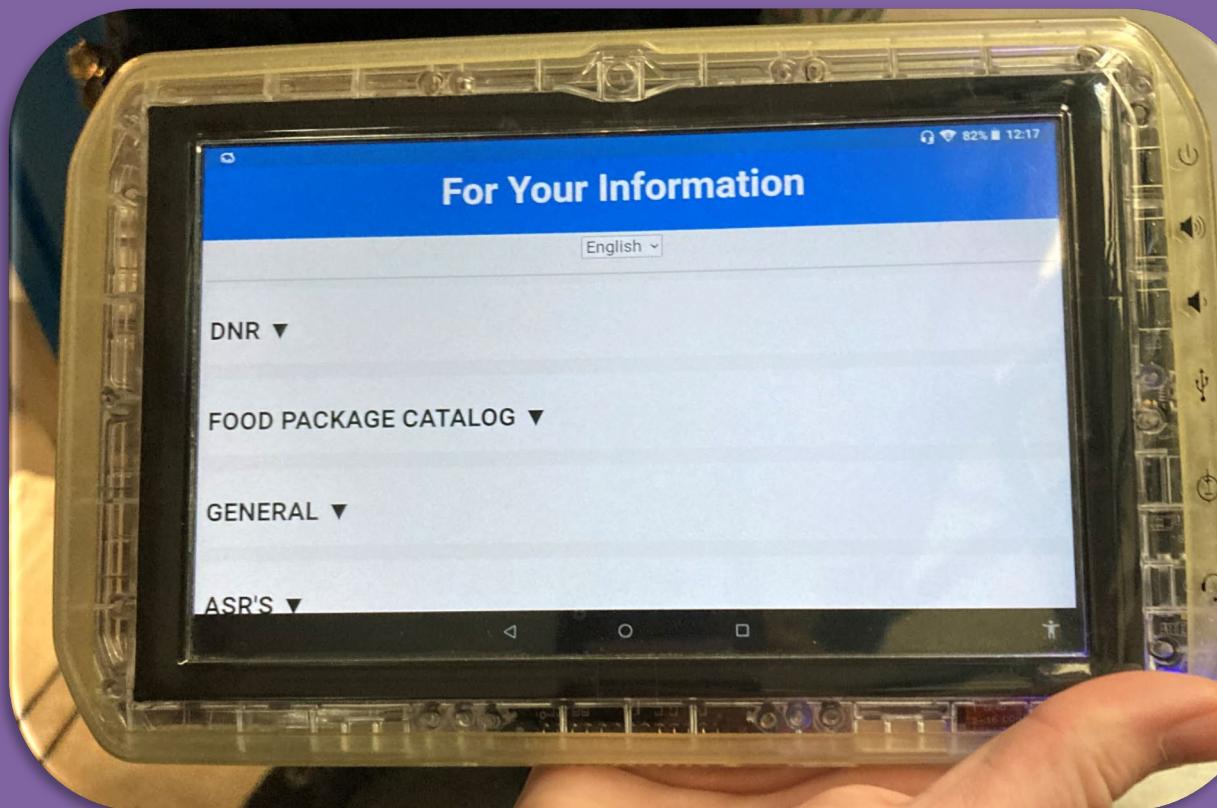
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**Actions**

**4th Quarter October - December 2024**

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# All OCO reports & publications are available on the FYI app on SecurUs tablets.



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**Newsletter**  
October – December 2024

**Office of the Corrections OMBUDS**

**December**

12.5.24 WCCW: OCO staff met with health services staff and spoke with incarcerated individuals living in the (COA) and recreation area.

12.6.24 WCCW: The OCO Director and Deputy Director made an unannounced evening visit.

12.8.24 MCC: OCO staff attended the Jewish Cultural event and celebrated the holidays with incarcerated individuals, family and friends of the incarcerated, elected state representatives, and community leaders.

12.9.24 SCCC: OCO staff met with CTAP students, faculty, and staff to learn more about CTAP.

12.10.24 CCCC: OCO staff met with CTAP students, faculty, and staff to learn more about CTAP.

12.11.24 WCCW: OCO staff met with incarcerated individuals in the evening.

12.12.24 WCC: OCO staff met with incarcerated individuals living in Pine Unit and completed cell-front conversations with numerous people living in the IMU. OCO staff also met with DOC staff working in both living units.

12.12.24 WCCW: OCO staff met with individuals in the IMU. OCO staff also interacted with numerous incarcerated individuals and staff throughout the facility.

12.17.24 WCCW: OCO staff met with incarcerated individuals in the IMU and the Washington Way Team.

**Reentry Centers**

12.30.24 Ahtanum View: OCO staff met with residents and facility staff while touring the reentry center.

**The OCO completed visits to every DOC prison and reentry center in 2024.**

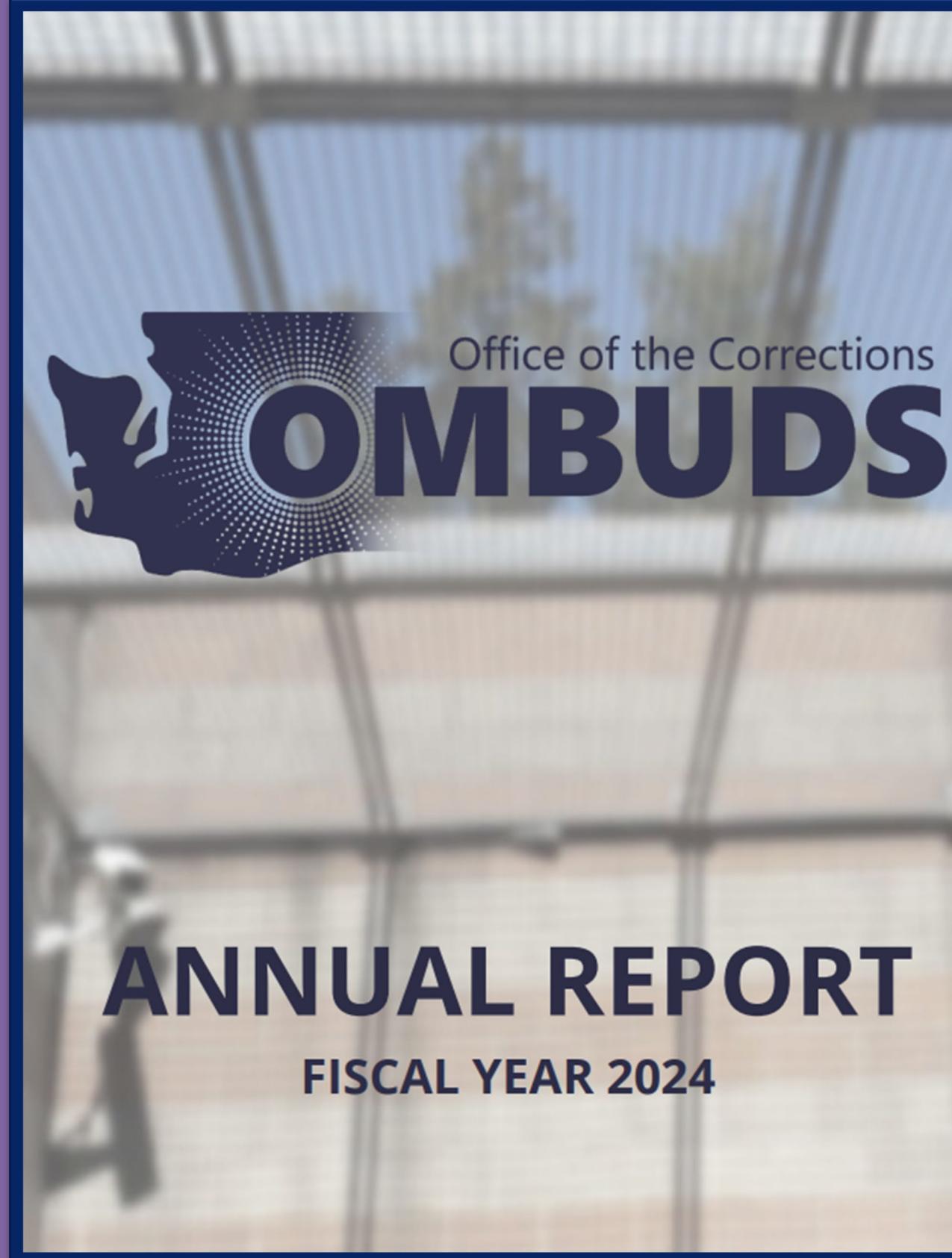


Olympia Reentry Center

Office of the Corrections Ombuds      October - December 2024 Newsletter      Office of the Corrections OMBUDS

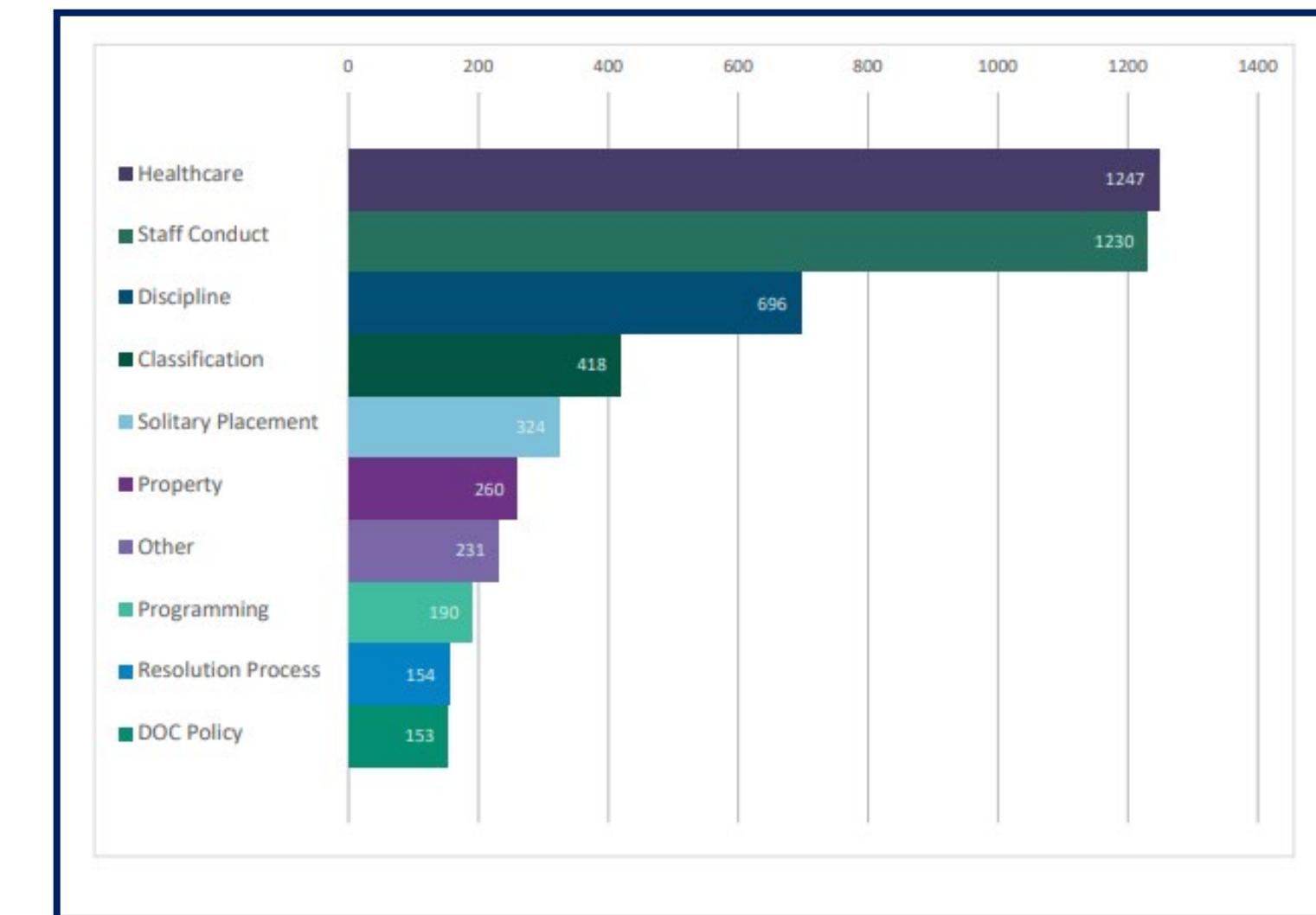
Publications on the FYI App include:

- OCO Newsletter
- Monthly Outcome reports
- Investigative reports
- AND More!



# OCO Annual Report

- Opened 3,459 cases representing complaints
- From, or about, 1,826 incarcerated individuals
- Resolved 3,203 complaints
- 4,764 calls, or an average of 397 calls for assistance each month



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# HB2084 Construction Pathways Oversight Committee

## Building & Trades Listening Sessions:

- Eastern Washington: 11/8/2024
- Western Washington: 12/18/2024
- Virtual: 1/10/2025



## DOC Listening Sessions:

- Mission Creek CC: 1/10/2025
- WA Corrections Center for Women: 1/23/2025
- Stafford Creek CC: 1/24/2025
- WA State Penitentiary: 1/30/2025
- Coyote Ridge CC: 3/13/2025\*



## Construction Oversight Committee Kickoff:

- February 28th, 2025





## PEAR-CAT

*Pro-Equity Anti Racism - Community Advisory Team*

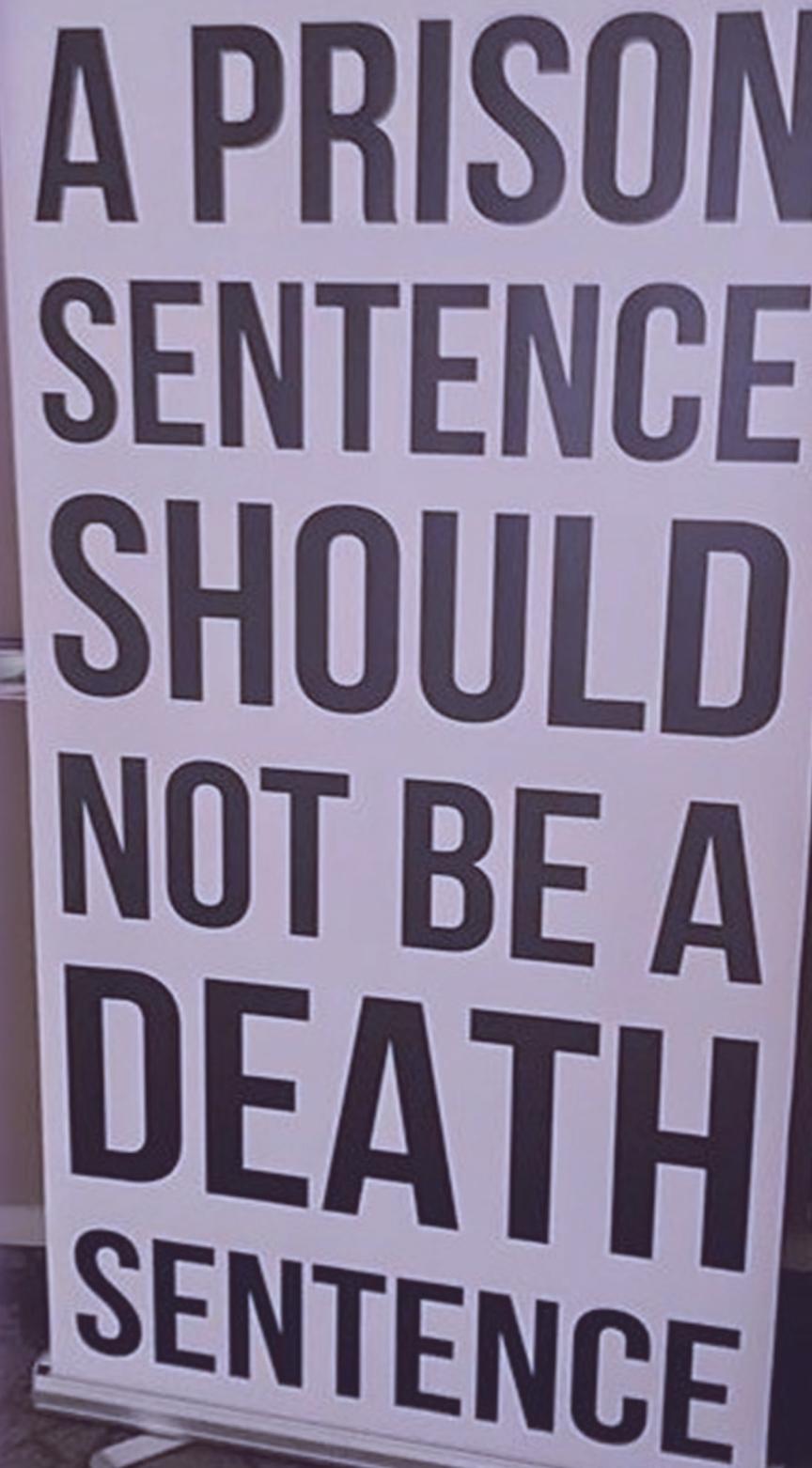
### Current Progress

- **November 2024** – Initial incarcerated team members identified
- **December 2024** – Established weekly meetings with initial Community Advisory Team
- **January 2025** – Started the draft establishment charter

### Looking Forward

- PEAR-CAT expansion to other facilities and community-based organizations by mid-2025

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A PRISON  
SENTENCE  
SHOULD  
NOT BE A  
DEATH  
SENTENCE



The University of Texas at Austin  
Prison and Jail Innovation Lab  
Lyndon B. Johnson School of Public Affairs

## Deaths in Custody Conference

**First conference of its kind, included speakers from** IncarcerationTransparency.org, Authors of *Death in Custody*, Injustice Watch, Vera Institute, UCLA Behind Bars Data Project, ACLU National Prison Project, The Marshall Project, Solitary Watch, Unlock the Box, directly impacted families, and more!

**Recordings Available for free at:**  
[\*\*pjil.lbj.utexas.edu/deaths-custody-program\*\*](http://pjil.lbj.utexas.edu/deaths-custody-program)

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# Connecting with National Oversight Organizations

- OCO was invited to join CANY's all staff meeting to present on our 2024 Solitary Confinement Report Part I and Part II.
- CANY and OCO continue to connect around national correctional oversight practices.

## Independent Prison Oversight Since 1844

The Correctional Association of New York (CANY) is designated by law to provide independent monitoring and oversight of state prisons in New York State.

# Submit a Complaint



Confidential Hotline:  
(360) 664-4749

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New Hours



Mailin g Address:

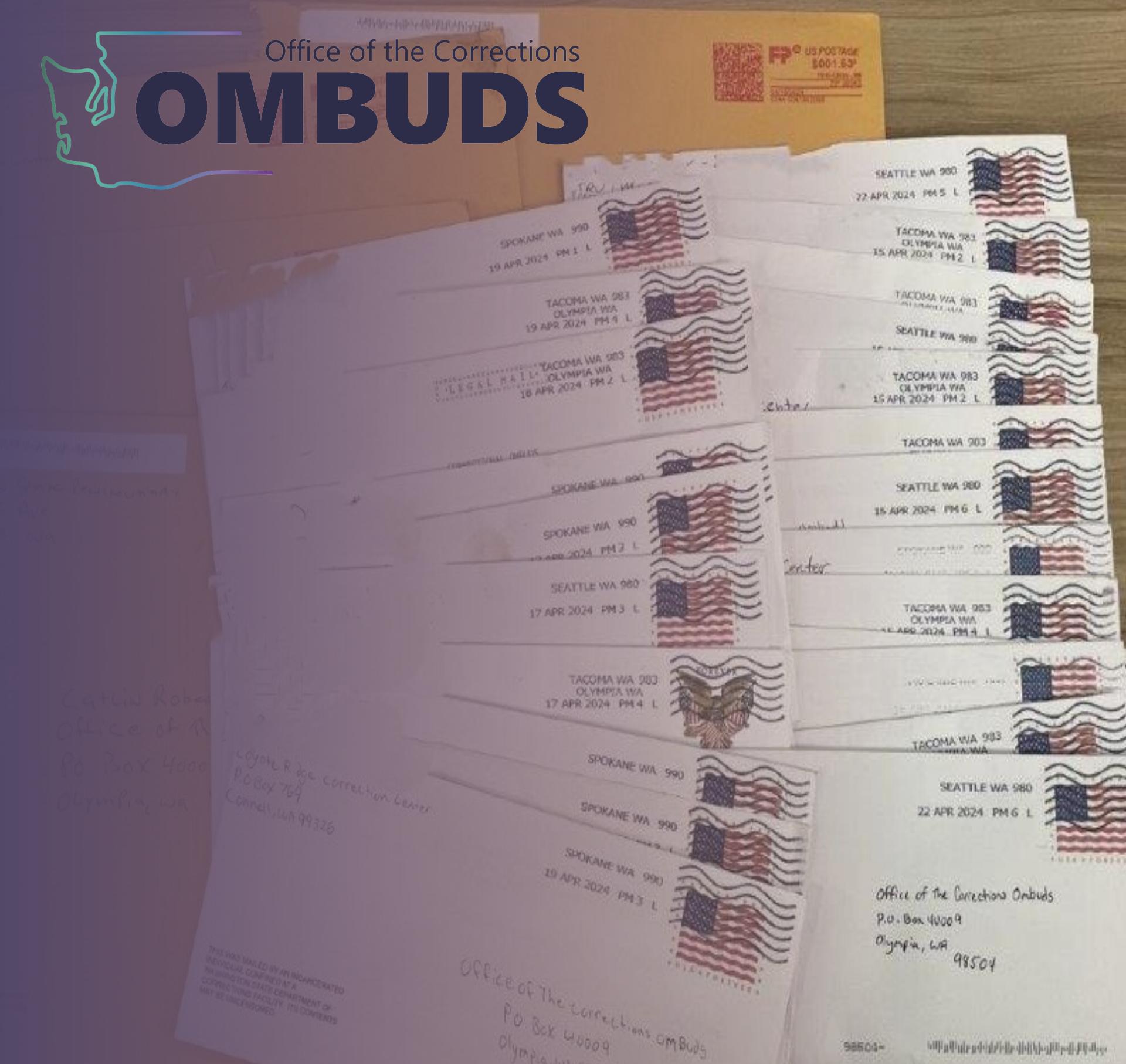
PO Box 40009  
Olympia, WA 98504



On line:

[oco.wa.gov/submit-complaint](http://oco.wa.gov/submit-complaint)

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