



STATE OF WASHINGTON

OFFICE OF THE CORRECTIONS OMBUDS

2700 Evergreen Parkway NW • Olympia, Washington 98505 • (360) 664-4749

December 7, 2020

Steve Sinclair, Secretary
Department of Corrections (DOC)

Office of the Corrections Ombuds (OCO) Systemic Issue Report

Attached is the official report regarding OCO's systemic work to analyze complaints related to the loss and destruction of personal property of incarcerated individuals in the Washington Department of Corrections (DOC). We appreciate the opportunity to work collaboratively with DOC to amend current policies and practices to better ensure that all incarcerated persons' rights are protected while they are within state confinement.

Any member of the public who wishes to report a concern to OCO is welcome to contact the office at (360) 664-4749 or at the address above. All concerns are logged into the OCO database and used as part of its overall reporting to policymakers and analysis of issues within DOC.

Sincerely,

Joanna Carns
Director

cc: Governor Inslee

**REPORT PREPARED BY
JOANNA CARNS, OCO DIRECTOR
ZACHARY KINNEMAN, OCO CONTRACTOR**

Summary of Complaint/Concern

Throughout its first year of operation, OCO received numerous complaints from incarcerated individuals regarding property loss. The complaints included the following:

- Property is frequently damaged when individuals transfer between facilities or when they are placed in segregation. Items are lost and the individual never receives reimbursement or replacement. Individuals are only reimbursed at the depreciated value of the item, resulting in that the individual may not have sufficient funds to actually replace the item.
- When items are lost, even through no fault of the individual, the individual then has the burden of going through both the grievance procedure and the tort claim process to receive reimbursement. The processes are time-consuming and generally require significant evidence (such as receipts, which may have been in the property that was lost) to demonstrate the person had the property in the first place AND that DOC is at fault in the loss of the property. DOC's own failures in mishandling property and to maintain proper paperwork will generally be construed against the incarcerated individual.
- The cost of the property loss can be in the hundreds if not thousands of dollars, born by the incarcerated individual and their families. One incarcerated person stated that people in prison do not have a lot of personal property to begin with and when an item is broken, damaged or lost, there is little appreciation for the value a person places on the item. This lost property may be the only connections they have with their families. For example, very little monetary value can be assigned to lost photographs and yet these may be the only photographs the person has of their family.

OCO Statutory Authority

- Per RCW 43.06C.005, OCO was created to assist in strengthening procedures and practices that lessen the possibility of actions occurring within DOC that may adversely impact the health, safety, welfare, and rehabilitation of incarcerated persons, and that will effectively reduce the exposure of DOC to litigation.

OCO Actions

- OCO reviewed DOC policies and conducted a survey of DOC staff who handle property. OCO also sent a letter to incarcerated tier representatives to ask about their concerns related to property and suggestions for improvement.

OCO Findings

Property Loss

- OCO previously conducted two investigations with associated public reports related to property loss. In the first, the person lost \$900 worth of property when he was placed in segregation at WSP and subsequently transferred. Prior to OCO involvement, DOC denied reimbursement due to failure of the incarcerated person to prove staff were at fault, even though the incarcerated person had no way to prove fault since he was in segregation. In the second, a person lost his dentures when he was placed in segregation at LCC and subsequently transferred to CRCC. Over half his teeth had been pulled and he had difficulty chewing solid food, yet his dentures were not replaced for over seven months, at which point he was released from DOC. Both of these incidents were treated as individual failures by DOC staff as opposed to systemic issues.
- Property loss is in fact a systemic issue, however. From 2015 through midyear 2019, over 11,500 grievances were filed across DOC related to property loss.¹ From FY 2015 through FY 2019, almost 6,000 property tort claims were filed. Last, since OCO began receiving complaints in November 2018, it has received 316 complaints related to property.
- Both incarcerated individuals (I/I) and staff identified two main times that property loss occurs: (1) during transfers between institutions and (2) transfers of I/I to segregation (also known as the Intensive Management Unit, IMU, or the Special Housing Unit, SHU).
 - I/I responses indicated that theft by other I/I and pack-outs by I/I are also responsible for loss. These are often both related to segregation placement. Although I/I by policy are not supposed to handle other I/I's property, it is a common practice for staff to utilize I/I to "pack out" the property of those individuals who are sent to segregation. Further, staff delays in packing up an individual's property following removal of the person to segregation can result in the individual's property being stolen.
 - Cell searches were also reported by both staff and I/I as a source of property loss, although to a lesser extent.
- Both I/I and staff identified inconsistencies between institutions and that there is a need for greater training of staff. Staff reported that training is "done by trial and error" or "OJT" (on the job) and that there is a lack of a standardized, consistent training. They also stated that there are a number of exceptions and that rules often change that staff

¹ Note that this number includes all grievances filed at all levels, not individual cases. For example, a person exhausting the grievance procedure will file a total of four grievances (Level 0, 1, 2, and 3). However, not every person exhausts the grievance procedure and therefore the total number of *incidents* of property loss cannot be derived from the total number of grievances. It should further be noted that not every person files a grievance at all for property loss and therefore total incidents may actually be greater.

may not be aware of. Simply improving and standardizing training related to property may significantly reduce property loss.

- Both I/I and staff identified a need for improved documentation processes, such as through using electronic processes. Bar code the shipping labels, use tracking numbers that are scanned into the OMNI system. I/I suggested staff who handle property should sign a form for accountability, photos should be taken of property prior to transfer, and the creation of a two-step verification process with both staff and the I/I signing as to the contents and working condition of items prior to the box being sealed and then verified again once the box was opened at the receiving facility. As with the training, making basic improvements to the level of documentation may yield significant benefits to property loss.
- Based on both the I/I responses and complaints to OCO, another frequent cause for concern is the lack of specific timeframes related to property, including the timeframe that an officer should pack up, inventory, and transfer to the property room the person's property, and the delay in receiving property after transfer, which can span from days to weeks to even months.
- Last, related to property disposed as contraband, DOC policy 440.000 currently leaves it up to each Superintendent to create an appeals process for property disposition; however, there are no clear guidelines or processes. At one facility, it was relayed that the appeal process is simply to write to the Property Sergeant, but it is unclear what timelines exist or what guidance they are using to make this determination.

Tort Claim Process²

If property is lost, the first step is for an individual to file a grievance to report the loss and prompt a search. If the search is not successful and the property is missing, then in order to request and receive reimbursement, the individual must file a tort claim. The tort claim is reviewed by the Department of Enterprise Services (DES), which can authorize reimbursement if it finds that DOC was at fault for the loss.³ DOC does not have the ability to authorize payment.

From the I/I's viewpoint, there is tremendous dissatisfaction with the tort claim process. It is perceived as "just another form" they have to fill out, particularly burdensome since the I/I was not responsible for the property loss. I/Is are required to produce receipts for property that may have been purchased years ago and such documentation may no longer exist or was lost as the result of property being mishandled by the DOC. Without the required documentation, they will

² The tort claim process is important to the systemic issue of property loss and therefore is included in the review. However, OCO acknowledges that OCO's statutory jurisdiction does not include decisions by DES, as OCO's jurisdiction is limited only to DOC actions or inactions.

³ According to DES, the office manages the Self Insurance Liability Program, which investigates, processes, and adjudicates all tort and sundry claims filed against Washington state agencies. The work is governed by RCW Chapter 4.92. More information is provided on the DES website: <https://www.des.wa.gov/services/risk-management/about-risk-management>.

not receive reimbursement. Even more vexing for the incarcerated is that DES will only reimburse for the depreciated value, which does not allow the individual to actually replace the item.

Further, it is widely felt that the tort claim process by DES actually reduces any feeling of responsibility or accountability by DOC staff. Whether staff intentionally or unintentionally break property, the answer is the same – “go file a tort claim.” The money is not paid out of DOC’s budget and there is seemingly no accountability for individual staff.

According to DES data, the number of tort claims filed by incarcerated persons has significantly declined from FY 2012 to FY 2019 (see following table).

Distribution of DOC Claims filed for Fiscal Years 2012-2019

The table below contains the number of tort claims filed for fiscal years 2012-2019 by the categories of non-incarcerated, incarcerated personal property and incarcerated non-personal property.

	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
Non Incarcerated	93	65	60	63	71	102	95	116
Incarcerated								
Personal Property	1,117	1,061	1,000	909	824	708	716	645
Incarcerated Non-Personal Property	515	538	476	487	638	294	327	345
Totals	1,725	1,664	1,536	1,459	1,533	1,104	1,138	1,106

DOC staff relayed that this data is indicative of a concerted effort to reduce property loss and improve the amount of tort claims paid; however, no systemwide strategic plan or other document was provided to demonstrate the concerted effort.

Recommendations

Above all, **OCO recommends the creation of an internal workgroup to access the expertise that already exists amongst facility staff to address both the below recommendations and any others that may be developed by the group for process improvement.** The workgroup should include a representative from DES. The workgroup should focus its efforts on property loss due to institutional transfers and segregation placement, as the two most frequently cited causes of loss. An outcome of the workgroup would be a systemwide strategic plan to reduce property loss and would involve objective measurements, including both tort claim payouts and grievances by institution.

- Create and implement a standardized, mandatory training for all facility line staff with clear expectations, timeframes, and needed actions. To expedite this work, review and build on the tools that have already been developed at individual institutions, but may not currently be widely disseminated or used across the department.
- Improve the quality of the documentation and accountability for property packouts. Examples include:
 - Unless a security issue exists, I/Is should always be allowed to pack their own property.

- Any staff member who handles a box or package of personal property should sign their name and the date that they handled the package containing the I/I's personal property.
- Take digital photos of all boxes showing contents and photos of individual items and make the photos part of the official inventory of the contents. Have photos uploaded to DOC's internal network and take photos of the box contents before the I/I is allowed to take possession of the box.
- If possible, allow the incarcerated sender review the contents prior to shipment with a staff member and have both sign a receipt that states that both parties have viewed the contents before and after shipment.
- Utilize current technology to track shipments. Example: Bar code the shipping labels, use tracking numbers that are scanned into the OMNI system.
- Create a two step verification of the working condition of electronics that are shipped. Both before and after transfer, the I/I tests the device in front of the shipping personnel from DOC. Both the I/I and the officer witnessing the test and inspection of the device (or musical instruments) verify that the electronic device works and/or that the device/instrument is in good, fair or poor condition. The verifications are made part of the electronic record. A duplicate paper copy is given to the I/I on both ends of the shipment.
- Prohibit I/Is from handling other I/I's personal property unless under direct supervision of DOC staff.
- Create clear expectations of timeframes in written policy, as opposed to post orders, so that property is immediately secured for individuals who have been removed from a cell or living unit for segregation or medical issues. The property should be immediately removed and inventoried.
- Consider the use of commercial alternatives (e.g. UPS/USPS/Fed Ex) for shipment of personal property, or allowing I/I to choose if at their own expense.
- Conduct a review of the current tort claims process, including soliciting greater feedback from the incarcerated population to determine how to make the tort claim process more user friendly. Consider providing a monthly breakdown of property payouts per institution across DOC and posted publicly to increase a sense of accountability at the institutional level. (See two example tables in Appendix A that identify that WSP has had the highest number of tort claims over the past two fiscal years, but that CBCC had the highest rate of tort claims compared to its population.)
- Create a clear, consistent process for appeals of property disposition.



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January 12, 2021

Joanna Carns
Office of Corrections Ombuds
2700 Evergreen Parkway NW
Olympia, WA 98505

Dear Ms. Carns:

The Washington Department of Corrections appreciates the opportunity to respond to the OCO Report on the 'OCO's systemic work to analyze complaints related to the loss and destruction of personal property of incarcerated individuals in the Washington Department of Corrections (DOC)' completed by the Office of Corrections Ombuds.

Recommendation	Response
OCO recommends the creation of an internal workgroup to access the expertise that already exists amongst facility staff to address both the below recommendations and any others that may be developed by the group for process improvement. The workgroup should include a representative from DES. The workgroup should focus its efforts on property loss due to institutional transfers and segregation placement, as the two most frequently cited causes of loss. An outcome of the workgroup would be a systemwide strategic plan to reduce property loss and would involve objective measurements, including both tort claim payouts and grievances by institution.	Corrections has created an internal work group to inform process changes with the goal of reducing loss due to institutional transfers and placement in segregation. Process changes will be captured in DOC policy 440.000 Personal Property . Corrections will invite participation from the Department of Enterprise Services (DES), including review of suggested process changes and development of curriculum. Scope and outcomes of the workgroup will be established by the workgroup.
Create and implement a standardized, mandatory training for all facility line staff with clear expectations, timeframes, and needed actions. To expedite work, review and build on the tools that have already been developed at individual institutions, but may not be widely disseminated or used across the department.	Corrections agrees and will use the recommendation as a focus point for the revision of DOC policy 440.000 Personal Property . A training course, which identifies changes to DOC 440.000 Personal Property , will be developed and presented as required training for all custody staff, unit supervisors and correctional program managers.
Improve the quality of the documentation and accountability for property packouts. Examples include:	Corrections agrees to implement a property pack out checklist for use by employees anytime a pack out is conducted. A checklist

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<ul style="list-style-type: none">• Unless a security issue exists, I/Is should always be allowed to pack their own property.• Any staff member who handles a box or package of personal property should sign their name, ID number and the date that they handled the package containing the I/I's personal property.• Take digital photos of all boxes showing contents and photos of individual items and make the photos part of the official inventory of contents. Have photos uploaded to DOC's internal network and take photos of the box contents before the I/I is allowed to take possession of the box.• Have the incarcerated sender review the contents prior to shipment with a staff member and have both sign a receipt that states that both parties have viewed the contents before and after shipment.• Utilize current technology to track shipments. Example: bar code the shipping labels, use tracking numbers that are scanned into the OMNI system.• Two step verification of the condition the working condition of electronics that are shipped. I/I tests the device in front of the shipping personnel from DOC. Both the I/I and the officer witnessing the test and inspection of the device (or musical instruments) verify that the electronic device works and/or that the device/instrument is in good, fair or poor condition. The verifications are made part of the electronic record. A duplicate paper copy is given to the I/I on both ends of the shipment.	<p>will identify necessary steps to complete in the pack out process to minimize loss of personal property. The checklist will also provide record of employees who have handled personal property items.</p> <p>Personal property must continue to be searched and inventoried by employees. This ensures proper accountability of items, verification of ownership and provides assurance personal property is free of contraband.</p> <p>Corrections will consider revision of language in DOC policy 440.000 Personal Property to increase the opportunity of those residing in general population settings to participate in the pack out process.</p> <p>Corrections does not have the capacity to require and support photos be taken of each pack up. Because pack outs occur within all types of settings, to include segregation, infirmary and other specialty settings, incarcerated individuals are not always available to review and sign for transferring property. DOC believes the implementation of a pack out checklist, providing policy guidance of expected timelines and formalized training for all custody staff will reduce property loss and related tort claims and grievances.</p> <p>DOC will require the use of the electronic property record to track the status and location of personal property. The electronic property record provides the ability to identify location of personal property items as in-transit, in-cell, property room, evidence room. Policy changes and training will be provided to require use of the electronic record to account for location of personal property.</p> <p>Corrections agrees to review the process of inspecting and recording working status of all</p>
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	major non-consumables (electronics) prior to shipment. The DOC form 19-081 Major Non-Consumables Inspection Form will be reviewed as a part of the workgroup review process of DOC 440.000 Personal Property .
Prohibit I/Is from handling other I/Is personal property unless under direct supervision of DOC staff.	Corrections agrees and will use the recommendation as a focus point for the work group, revision of DOC policy 440.000 Personal Property and development of training.
Create clear expectations of timeframes in written policy, as opposed to post orders, so that property is immediately secured for individuals who have been removed from a cell or living unit for segregation or medical issues. The property should be immediately removed and inventoried.	Corrections agrees and will use the recommendation as a focus point for the work group, revision of DOC policy 440.000 Personal Property and development of training. This recommendation represents the largest deliverable requested within the report's recommendations.
Consider the use of commercial alternatives (e.g. UPS/USPS/Fed Ex) for shipment of personal property, or allowing I/I to choose if at their own expense.	Corrections agrees to identify shipping alternatives for the incarcerated population. Because select facility mailrooms have not historically worked with some of the commercial shipping alternatives, the workgroup is communicating with each facility to determine common commercial shipping alternatives and will also work on communications materials to promote alternatives, once determined.
Conduct a review of the current tort claims process, including soliciting greater feedback from the incarcerated population to determine how to make the tort claim process more use friendly. Consider providing a monthly breakdown of property payouts per institution across DOC and posted publicly to increase a sense of accountability at the institutional level. (See two example tables in Appendix A that identify that WSP has had the highest number of tort claims over the past two fiscal years, but that CBCC had the highest rate of tort claims compared to its population.)	<p>Corrections will review the property tort claim process and invite participation of the Department of Enterprise Services as well as solicit input from incarcerated individuals. Additionally the Corrections will consider publishing a regular report of property claims by institution.</p> <p>The goal of revising policy and establishing formal training is to reduce property loss. Corrections will consider using the rate of tort claims and substantiated grievances as measures of success.</p>

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Create a clear, consistent process for appeals of property disposition.	Corrections agrees and will use the recommendation as a focus point for the work group.
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The information provided by the OCO was useful to ensure the Department of Corrections is doing everything it can to ensure an incarcerated person's time in the agency's facilities is a fair and safe space for all incarcerated individuals.

We also appreciate your team's understanding of the unique processes across facilities and the addition of policies and procedures being put in place to address them. We are working towards proactivity and improving quality assurance processes throughout the department. Moving forward, Washington Department of Corrections will continue to collaborate with the Office of the Corrections Ombuds to implement additional policies, procedures, and security measures to continue to improve the facility operations.

Sincerely,

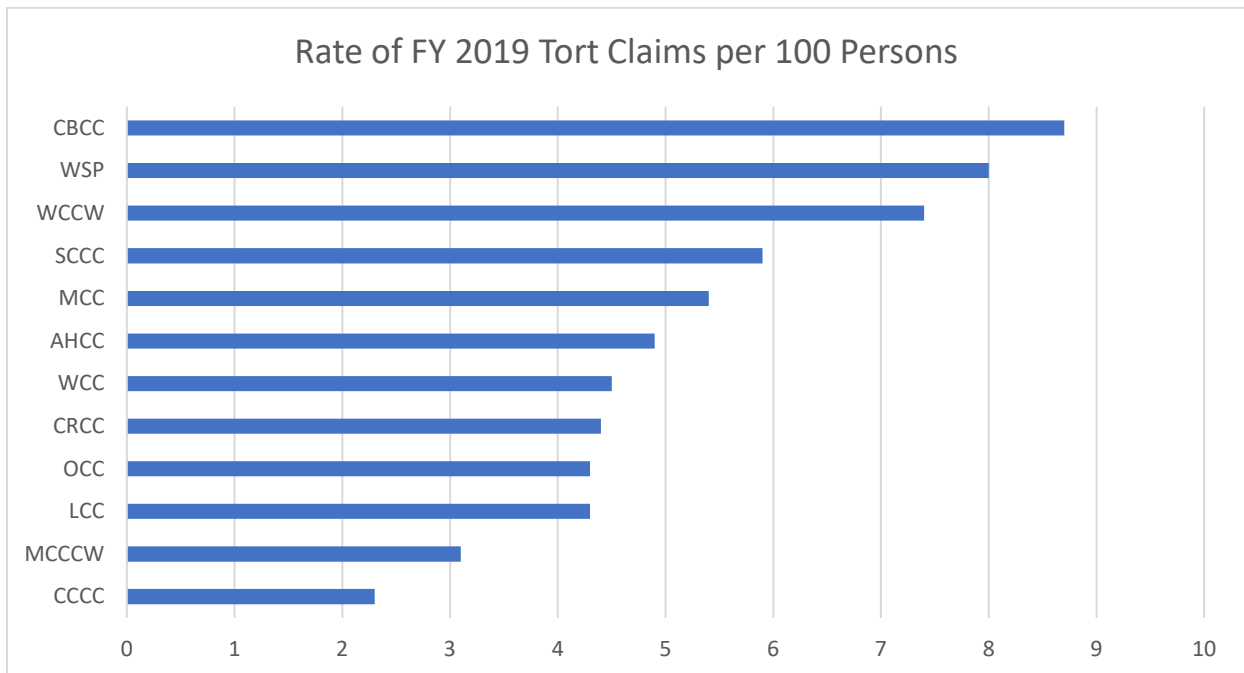
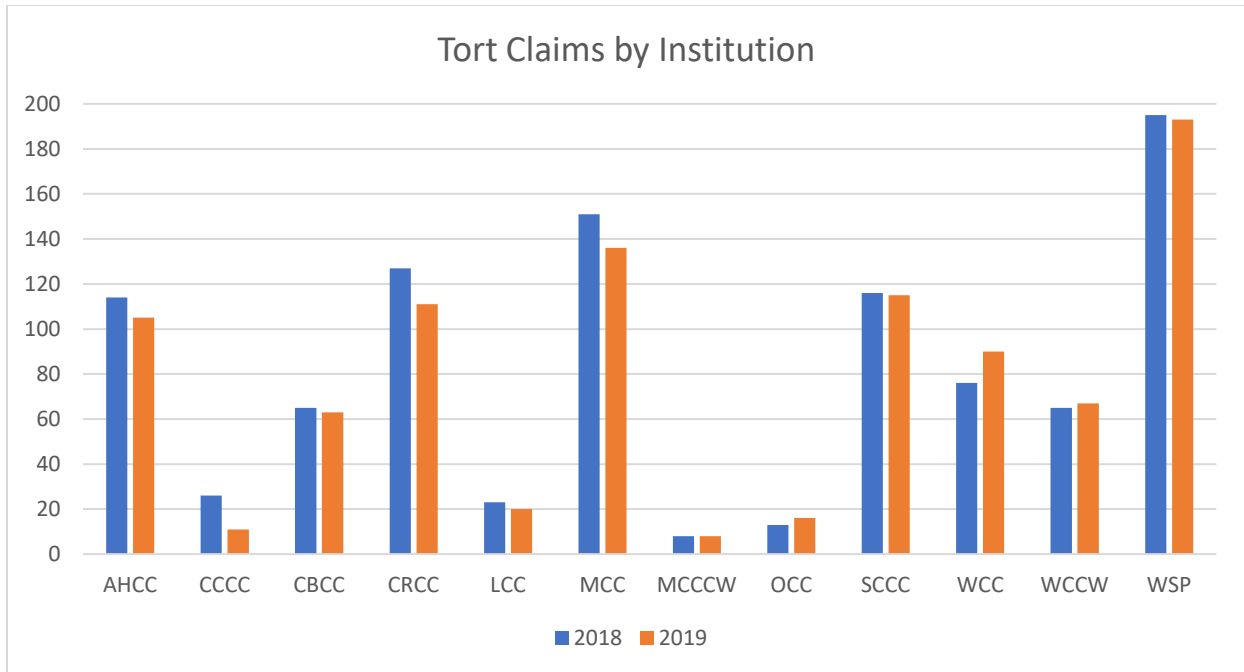
A handwritten signature in blue ink, appearing to read "Steve Sinclair".

Steve Sinclair, Secretary
Washington Department of Corrections

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Appendix A

Below are two example charts that identify the institutions with the highest number of tort claims as well as the highest rate compared to the facility population size.



Note: Above chart uses average daily population data from July 2019.

Appendix B: DOC Incarcerated Tier Representative Input

On May 1, 2020 a letter consisting of six questions was mailed by the Office of the Corrections Ombuds (OCO) to incarcerated tier representatives in the 12 corrections facilities and camps operated by the Washington Department of Corrections (DOC). A “tier representative” is an incarcerated person who is elected or appointed to serve as the representative of the prison tier, who can attend meetings with facility leadership to raise concerns and bring back information to the other people on the tier. The purpose of the OCO letter was to obtain the incarcerated population’s insight on concerns and suggestions for improvement for a number of systemic issues that OCO was working on for 2020. The following is a summary of the responses received related to property loss.

Question 2. What concerns do you have regarding property loss/mishandling? How do you feel property loss/mishandling could be reduced/improved?

- Of the 90 responses returned to the OCO, only nine were returned without a response to this question or “no problems” “or not encountered” regarding property loss or mishandling. The bulk of the concerns raised were about property being lost, delayed or damaged during transfers between facilities in the DOC system. Almost all issues raised were focused at a common critical point in the handling process: “packing out” as a result of a transfer or disciplinary sanctions and receiving damaged items at a new facility or at the conclusion of any sanction involving segregation.
- Concerns were raised about the practice of having incarcerated individuals “pack out” a cellmate’s belongings following a transfer to different facilities or within the facility for disciplinary actions. It is reported that it is commonplace to have items of personal property, clothing, and recently purchased consumables from the commissary go missing during the pack out and transfer process. Concern that had there been a proper inventory of property during the pack out by incarcerated individuals or not performed by cellmates or other individuals, it would be less likely that property would have gone missing.
- Responses also suggest that the property matrix of the individual is not often checked against what is packed for transfer or when the property box is opened by the transferred individual at the new facility. Long delays in receiving personal property are cited repeatedly even for intra facility transfers. When property is discovered missing, the burden shifts to the property owner to prove that it was originally in his property matrix and that the property is missing or damaged because of an act or omission by the Property department. Since the packed-out individual was not present when the property was placed in a box for shipment, this becomes problematic when assessing fault for purposes of pursuing any form of redress through the tort claim process.
- Concerns were raised in the responses about the indifference towards personal property that staff often exhibits to the incarcerated when property is damaged or lost. A majority of responses have asked for some form of accountability for staff that repeatedly loses or damages personal property.

Question 2. Property Loss/Mishandling (continued)

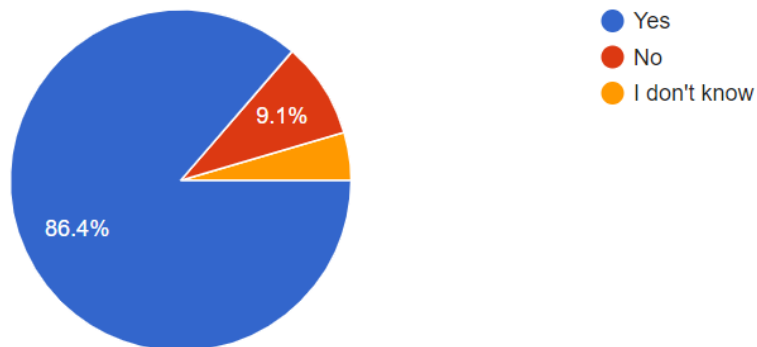
- Multiple suggestions have been made to lessen the chances that property, particularly bulky electronics such as personal televisions, are damaged or lost in storage or during transfers. A suggested two-step verification that electronics are in working order when the property is being packed would be helpful. Both the property owner and the staff member responsible for the personal property verify in writing that the property was in working order. Both sides agree and the property is shipped. Receipts for this verification are given to the property owner and retained/transmitted to receiving facility. Upon receipt, the box is opened with the property owner present and the condition and operation of the property checked.
- Other suggestions to improve the process is bar coding or tracking numbers assigned to property packages about to be transferred, much like the large commercial shipping organizations. Other suggestions: property be digitally photographed before the package is sealed for shipment and then photographed again once the property reaches its final destination. GPS tags could be applied to packages and tracked during transfers between facilities.
- Multiple concerns were relayed that property is held in storage too long or that notification of the whereabouts of the property is difficult to come by. Issues with regard to property handling may be a result of staff shortages in certain facilities.
- The tier reps relayed concerns about broad bans of books and magazines because of content. Staff needs to inform incarcerated promptly when reading materials are rejected rather than allow the materials to sit waiting for disposition.
- The tier reps relayed concerns that officers who conduct a cell search are not held accountable for damage or loss to personal property during the cell search. Policy states that following a cell search the cell is left in reasonably the same condition it was prior to the search. When a claim is submitted for damaged property the claim is almost always denied.
- Lost clothing in laundry because of laundry bags needs to be addressed. This issue was raised in several institutions independent of each other (on different sides of the state).
- Suggestion for additional training in packaging personal property items for shipment for property staff. Concern that materials for packaging personal property not equivalent to what UPS, USPS or FedEx use. Have staff cover all aspects of shipping and handling of property with the person being transferred to reduce mistakes and misunderstandings. Have staff and person shipping property sign and affix name on packaging as contact person regarding damage or mishandling.

Appendix C: DOC Staff Survey Related to Property

OCO sent a survey to all DOC Superintendents of institutions (not including work release centers) and asked that it be forwarded to the staff who handles property at their institution. OCO received 22 total responses, with at least one response back from each institution.

Did you receive training on how to handle incarcerated individuals' personal property?

22 responses



Do you have any suggestions for how to improve the training that was provided?

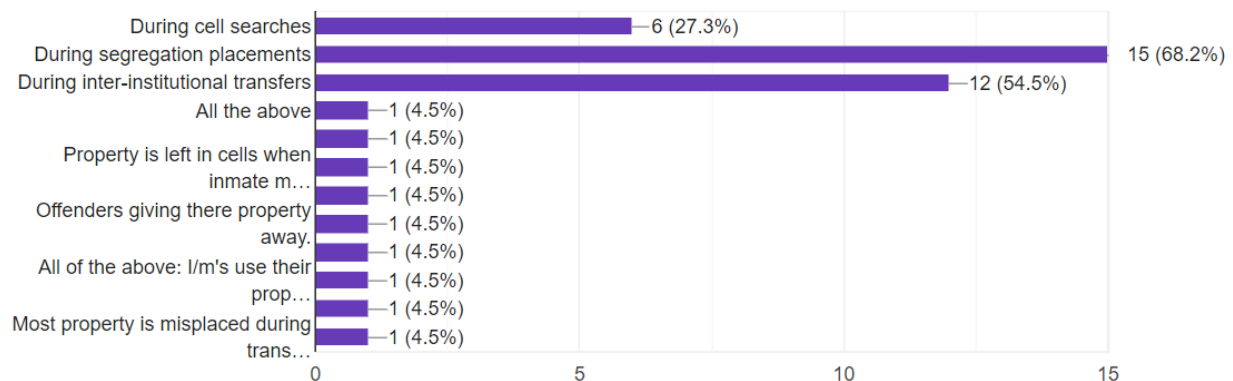
- It needs to be done annually and more in depth.
- Officer should be reminded that it is one Property Matrix per box and to
- New staff going into property should have a 1 to 2 week OJT before going into the post
- Please provide ongoing annual training to reduce grievances and tort claims. Senior staff and new staff have no consistency.
- There should be training for managers in concepts of risk/tort and loss prevention
- NO
- Not a this time.
- Officers don't get enough comprehensive training on property accountability and the repercussions when not accounted for properly.
- Most training is done by trial and error. The immense amount of information needed to know is overwhelming. The rules change so it is hard to know what we are doing day to day.
- We're looking at adding into phase 1 of the FTO program
- No
- Continually review policy and do the best job you can do. When you see processes that can be improved bring in a proposal.
- NA
- The training as i remember is about inventory and handling of property. i don't believe there is an official training for staff other than new hire training and that is basic
- Have more than a couple people trained on how to do property. That way my job will get done weather I am there or not.

- Importance of documenting personal Property
- I believe that any new officer should spend at least a week in the property room going through property to find out what is accepted and what is not.
- Complete the OMNI Property database and develop training for prison staff who handle property.
- Training provided was/is OJT. If questions arise, I have senior staff available to point me in the right direction. One concept that is hard to nail down, is "exceptions to policy" such as I/m can have 2 sets of earbuds but the earbuds that come with TV's and JP5 players don't count. Or I hear of shoes that are not black or white being allowed in.
- state wide practice, most accountable
- The training at CWC for new hires is very generic.

Where do you think property loss most occurs?



22 responses



Do you have any suggestions for how to improve/reduce loss of incarcerated individuals' personal property?

- It will take work on both sides to make a significant change. The I/I must ensure his property is properly stored in the cell. This consist of consumables, paperwork etc.. stored in marked boxes and non-consumables in their assigned location in their cell. This allows staff pulling the property the ability to differentiate what property/ consumables belong to who when the time comes to pull the property. I/I have a tendency to alter or maintain broken items that should be disposed of through proper channels. This leads to staff finding items that are altered and broken and just trashing them. Trashing them is not the proper process and not the fault of any DOC policy, it is a training issue that's been difficult to correct. Overall if the population keeps their property stored correctly and in good condition, the staff receive and retain the proper training, most issues could be eliminated.
- Staff should refer to the property matrix on Onbase.
- Officers being trained on the importance of conducting a property pack out. taking pride in their work. AHCC graveyard staff is new, proper training is needed

- Add verbiage to policy 440.000 detailing cell pack up procedures and Segregation placement adding staff accountability for personal property.
- Scan codes for incarcerated which would include their clothing
- REDUCE THE AMOUNT; GET INMATES TO TELL THE TRUTH ABOUT THEIR PROPERTY ISSUES; IMPROVE STAFF MORAL SO COMPLACENCY DOESN'T OCCUR IN CELL SEARCHES AND SEG PLACEMENTS.
- Have property officers at every facility. Not all MI2 facilities have property as a full time position.
- Increased training for Sergeants and Officers. Sometimes our staffing models don't support the policy requirement for two officers to conduct pack ups and inventories. MSU for instance, only has one unit officer. Even units like WSR where there are two floor staff, the sheer size of the unit, and the many responsibilities interfere with proper accountability.
- Yes hire more people. We don't have enough staff to do all our jobs.
- Not at this time
- Proper Training
- Continually documentation, ensure offenders property is accounted for when rolling up his property. More staff to do a the property job -- some areas are way to short staffed to do their every day job let alone deal with property.
- place everything that they own in a box
- NA
- From the outside it appears to be a very simplistic process, get it, inventory it, store it. But in reality there are 100 other things going on around you while you are trying to pack and inventory which causes mistakes to occur. I believe the process is good but human errors and outside pressures cause the loss. I also have to add this: On several occasions the incarcerated person attempts to claim loss where in fact they have given the item/s to someone else to hold while they file missing property, also incarcerated individuals working in property have a tendency to steal others stuff which just occurred yesterday. . It has been my experience that this is a COMMON practice amongst the population, not to say we don't lose our fair share.
-
- Person that Pulls Property also inventory sealing the boxes with inventory record, and proper Logging
- First off all property room across the state will need to adopt the same procedures, there are too many different processes between facilities. Property rooms have always been short staffed, and are behind on most of the duties that at least one more person could help with. Making all I/I return broken property to their property officers which barely happens. Unit property officers should have an I/I fill out a property disposition form and send the property directly to the facility property room so they can remove them from the property matrix.
- Revise policy (it's outdated), complete enhancements to OMNI property database, develop training and deliver enterprise wide expectations to use the OMNI program to manage property. Develop an audit tool to include in operation inspections to encourage compliance. Explore electronic solutions such as a hand held scanner for staff to use during property pickup and cell searches to document property and verify ownership.

- Reduce the amount of property allowed and insure it is properly marked with the inmate's doc number. As it is now, they can order so much stuff that they can easily have extra to barter for other items. Processing property today, I found one I/m that, according to the property matrix, had 3 pair of tennis shoes in his cell (only 2 allowed and 2 were in order I was processing). Another inmate that had (2) pitchers in his cell and ordered a third but only 1 allowed per matrix.
- state wide same practice, money should not be reason for poor practices
- Reduce the amount of statewide transports.

Are there any best practices that you have implemented at your facility related to property handling/loss that you can share?

- This is directions given to unit staff for property pack up.

IMU PROPERTY PACKUP

- 1) Ensure all the offenders property has been removed from the cell and collected from IMU. If shoes were forwarded to laundry this needs to be noted on the matrix.
- 2) Print property matrix off OMNI (Personal characteristic-Offender property-use the print option at the bottom of the page.)
- 3) Send address book, pre-franked envelopes, glasses to IMU
- 4) Separate property items from paperwork and library books.
- 5) All library books should be returned to the library drop box in the courtyard.
- 6) Education books should be returned to education etc...
- 7) Once the paperwork has been searched, place it in a property box. Ensure the box does not exceed 25 pounds. If it takes multiple boxes for paperwork, email the property sgt so I can bring the offender into compliance with our policy.
- 8) Inventory the property on the matrix to ensure it's his and is not altered. If you come across a missing item, ensure it was not left in the cell before marking it missing. Every item on that list should be documented as packed or missing.
- 9) If you come across items not on the matrix but has a legitimate engraved DOC#, place in a bag to be handled by the property room when his property is returned.
- 10) If you find items that are altered but are verified to be his, send those to the property room in a bag accompanied by a 90 day property disposition form. You can leave the date blank.
- 11) If items are not his an infraction should be submitted and the contraband dealt with through the evidence handling process in the unit. If you don't write the infraction I must find the owner, pack it up and return it at state expense per DOC policy.
- 12) Ensure hygiene items etc.. are closed and bagged so they don't leak all over the shelves.
- 13) Appliances (tv, radio, typewriter, instruments) will be inspected and DOC form 19-081 will be submitted with the paperwork forwarded to property. Ensure you do a thorough inspection. We are paying out tort claims due to inspections not being completed and logged.
- 14) Appliances should never be packed in the boxes. These require to be shipped separately. A box label is required to be taped to each appliance.

- 15) Once completed the property matrix is to be signed and dated by the staff who packed it.
- 16) Place the original property matrix, inspection form in a shotgun envelope and forward with the property boxes. Make a copy of the matrix for each box and place behind the box label.
- 17) At no time should the boxes exceed 25 pounds.
- 18) Take the items you placed in the plastic bag (confiscated items from #8 and #9) staple a search report to it and forward with the property boxes.
- 19) Under no circumstances should perishable food items, issued from the chow hall (example carrots, fruits, bread meats from lunch boats) be packed.

If the boxes exceed 25 pounds, paperwork is not completed and signed, is full of library and education books, has appliances in boxes, inspection form not completed, or we are sent contraband that should be handled in the unit; the unit CUS or SGT will be called to retrieve the property and fix the issues before the property room will accept it.

- N/A
- when officers pack out an offender, we have a procedure for them to follow. we try to have them mark items as found or not found. the problem i run into, staff move around a lot on grave yard. it is hard to get consistency.
- Regular Officers in the Property Rooms document everything possible for later litigation.
- Emergency clothing issue process
- OUR DATA BASE
- The MCC Property process owner is Captain Frantz at TRU. He tries very hard to ensure all MCC Property staff are properly trained.
- We don't loose much property that I'm aware of.
- Working on a packout checklist at this time
- knowledge
- Again very good documentation – keeping record of all in-coming out going property. All staff and other institutions working together.
- N/a
- When issues arise, talking to the staff member who was involved generates better improvement versus sending out a general email.
- Property keeps a digital file of all offenders property that comes in from Union Supply/Jpay, when they are packed out to leave or go to SHU.
- It is hard to change because unit supervision is not in Property Chain of command and they have other needs and ideas. Property is a small piece of running of unit.
- Tracking all property.
- 1. Each order that is received the I/M's property matrix is looked up and compared with the order to insure item can be sent in or if the old item needs to be sent in for exchange.
- 2. Unmarked items in a box of property are compared against the property matrix to insure that the inmate has one, if it is verified, then the doc number is engraved onto it.
- we have drafted a process that is not being followed do to cost and training
- WSP has created and implemented a property manual that lines out process for handling property for many different scenarios: IMU placements, inter-facility transfers, Court order custody changes, Hospital placements, Out of facility transports etc. . The creation

of this manual and staff following the processes has resulted in a reduction of grievances at WSP pertaining to property issues. It has also reduced the amount of money that has been paid out through the Tort claim process.

Any other suggestions for policy or procedure changes related to incarcerated individual property?

- No
- Reduce the property matrix...
- Searches, compliance checks should be done thoroughly. Actually have the officers account for offenders property. don't pencil whip what they see or don't see.
- We need dedicated relief staff as backup who are trained with OMNI documentation. Currently we "get who you get" and property is lost or missing when the regular staff return.
- Ensure that we have matrixes for gender responsive incarcerates. Maybe more details in reception
- MAKE FACILITY PICK-UPS AVAILABLE TO ALL INMATES NOT JUST FAMILIES OF THE DECEASED. COMMISSARY NEEDS TO NOTIFY PROPERTY ROOMS OF MATRIX ITEMS THAT THEY PROCESS OUT TO THE INMATES IN THE UNITS.
- Not at this time.
- If there was a scanning system. Each box/item could be accounted for. Each inmate would have his own scan #. It could be attached to their name badge. Each item could be scanned as it goes in and out of units.
- Not at this time
- Always Read the policy's, do not read into the policy and follow the policy. Check the property that you are dealing with to ensure that it is that person's and not someone else's. Time and time again I see property that does not belong to that person or the person is missing a large amount of property.
- No matter what position a person works if someone has concerns "safety and security" it needs to be address. We should be working together to get issues resolved. To many times the concerns fall on deaf ears and the directives have become no questions asked just do it and a person that complains loud enough seem to get compensated even though there are policies and rules to follow . This is so unfortunate that so many think this way especially in a prison setting. One person can never do what a team can working together. So many times decisions are made for areas by people who have never worked in the environment/ job and do not get input from the people who do the job every day.
- N/A
- NA
- Limit the amount of property the offenders are allowed to have. Their our offender's that transfer with 8+ boxes.
- Reduce the amount of property.
- directly relate cost to staff so they can see issues, accountability
- Offender Property policy, Offender Packages policy are in need of being revised.