

## **CASE INVESTIGATIONS: 207**

Assistance Provided: 30  
Information Provided: 80  
DOC Resolved: 28  
Insufficient Evidence to Substantiate: 22  
No Violation of Policy: 46  
Substantiated: 1

## **INTAKE INVESTIGATIONS: 112**

Administrative Remedies Not Pursued: 75  
Declined: 20  
Lacked Jurisdiction: 4  
Person Declined OCO Involvement: 10  
Person Released from DOC Custody Prior to OCO Action: 3

Resolved Investigations:

**319**

Assistance or Information Provided in

**53%**

of Case Investigations

# OCO CASEWORK HIGHLIGHTS

November 2023

## Assistance Provided

**Reported Concerns:** Multiple individuals reported concerns about religious freedoms being limited in violation of DOC 560.200 Religious Programs. Individuals filing complaints said that various religious groups (including Jewish and Buddhist groups) light candles and/or incense for their services. They reported that DOC was no longer allowing open flames in DOC buildings.

**OCO Actions:** The OCO reviewed resolution requests and communications between DOC staff regarding these concerns. DOC had asserted that lighting candles indoors is an unsafe practice, and that according to their interpretation of DOC 560.200 Religious Programs, state and federal law does not specifically state that open flames are allowed indoors for religious ceremonies.

**Negotiated Outcomes:** After extensive negotiations with DOC leadership, DOC will now be allowing open flames, such as candles and incense, for indoor religious ceremonies in accordance with DOC 560.200 Religious Programs.

## Assistance Provided

**Reported Concern:** Incarcerated individual reports concerns regarding a cross gender strip search.

**OCO Actions:** The OCO reviewed the incident and contacted DOC regarding the concern.

**Negotiated Outcomes:** Following OCO contact to DOC, DOC issued internal memo to all staff updating the protocol for how correctional officers will conduct strip searches.

## Assistance Provided

**Reported Concerns:** Individual reported that his wrist restraints were being applied too tight and hurt his wrists. He has been unable to shower because he cannot wear the restraints.

**OCO Actions:** The OCO had multiple conversations with both medical and custody staff at the facility regarding the tightness of his wrist restraints.

**Negotiated Outcomes:** The DOC agreed to issue an HSR for double cuffs to address the problem.

## Assistance Provided

**Reported Concerns:** Incarcerated individual expressed concerns about difficulty writing infraction appeals due to a vision impairment.

**OCO Actions:** The OCO alerted the DOC to this concern and discussed how it could be addressed.

**Negotiated Outcomes:** At OCO's request, DOC referred the individual to the Accommodation Review Committee to obtain approval for an Access Assistant to provide them with assistance writing infraction appeals.

# MONTHLY OUTCOME REPORT: NOVEMBER 2023

COMPLAINT SUMMARY	OUTCOME SUMMARY	CASE CLOSURE REASON
<b>CASE INVESTIGATIONS</b>		
<b>Airway Heights Corrections Center</b>		
1. Person reported that her Custody Facility Plan (CFP) has been pending for more than 30 days, and that she has been in solitary confinement while awaiting her Facility Risk Management Team to make a decision. Person said her release date is soon and expressed concern that she would be in solitary confinement immediately prior to release.	The OCO provided assistance. The OCO reviewed DOC records and found that her CFP was not completed and was outside the timeframe recommended in DOC Classification and Custody Facility Plan Review 300.380. The OCO reached out to the facility correctional program manager and to classifications at DOC Headquarters and found that the delay was related to an unfinished housing protocol. The OCO elevated this concern within the office and reached out to the Deputy Assistant Secretary, requesting that the protocol be finalized so she could be transferred to general population before release. After the OCO's outreach, the OCO reviewed DOC records and found that the CFP had been completed and that she had been transferred to a general population setting.	Assistance Provided
2. Person reported that a family member's phone number was blocked and that he has not been told why.	The OCO provided assistance. The OCO reached out to his counselor and to Intelligence and Investigations, who said that this family member requested the number be blocked. At the OCO's request, his counselor shared this information with the individual.	Assistance Provided
3. Incarcerated individual expressed concerns about difficulty writing infraction appeals due to a vision impairment.	The OCO discussed this concern with DOC and at OCO request DOC referred the individual to the Accommodation Review Committee to get the access assistant to provide them with assistance writing infraction appeals, until that occurs the individual can utilize the law library or contact the contract attorney for assistance.	Assistance Provided
4. Loved one relayed a concern regarding extended placement in segregation while pending a transfer.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO confirmed the individual has been released from segregation and transferred facilities prior to OCO involvement.	DOC Resolved
5. An external person reported that an incarcerated person needs protective custody and is concerned for his safety because of	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed DOC records and found that this individual has a history of safety concerns. The OCO reached out to his counselor, who stated	DOC Resolved

his cellmate.	that he has expressed safety concerns about his cellmate but has not requested protective custody. The counselor stated that a Multi-Disciplinary Team met with him to discuss his safety concerns and screen him for placement in a single person cell.	
6. Incarcerated individual expressed concerns about an infraction they received.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed the infraction and saw the data in the person's electronic file indicated that the infraction had been dismissed.	DOC Resolved
7. Person reported that he is trying to get into a behavioral program and has been on the waitlist for over a year, and that he needs to get into the program before his Earned Release Date (ERD).	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reached out to the operations manager of this program, who confirmed that this individual is now in the program and on track to complete it before his ERD.	DOC Resolved
8. The individual reported that he has a medical condition and was fired from his job due to the condition. The individual says that no one will tell him why he cannot work in that position and was told he cannot file a resolution request regarding job assignments. The individual says he disclosed his medical condition prior to being hired and says that he takes medication so he can safely work. The person says that he wants to have a job.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO confirmed that the individual was hired for a position after reporting this concern. This office also verified that the individual has additional job referrals that will open once the three month Return on Training Investment (RTI) is completed.	DOC Resolved
9. Incarcerated individual expressed concerns about DOC not accepting their infraction appeal.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO confirmed the infraction appeal was received by DOC and the appeal decision was rendered.	DOC Resolved
10. Incarcerated individual expressed concerns about the denial of visits.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The individual contacted the OCO requesting this case be closed as the visits were approved.	DOC Resolved
11. The individual reported concerns with his cellmate. The person says that DOC staff directed him to submit a courtesy move slip, however, he is not eligible due to receiving a major infraction.	DOC staff resolved this concern prior to the OCO taking action on this complaint. This office verified that the individual has moved cells since reporting this concern to the OCO.	DOC Resolved
12. Person reported that a package was ordered for him and that it arrived at the facility but was never delivered to him.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reached out to the property sergeant at the facility, who confirmed that this package was received and delivered to the individual.	DOC Resolved

13.	The individual reports that a letter from the OCO was opened improperly by DOC staff. The individual says that he was told that an incident report was filed regarding the incorrect handling of the mail. The individual filed a resolution request regarding the incident and reported that he was pressured to withdraw it.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed the investigation of the individual's resolution request and found that the concern was substantiated, and the issue was addressed with staff to ensure that mail from the OCO will be handled per policy.	DOC Resolved
14.	Incarcerated individual relayed concerns regarding an 810 infraction for failing to maintain employment.	The OCO verified that the 810 infraction was dismissed by DOC prior to OCO involvement.	DOC Resolved
15.	The individual reported concerns regarding his cellmate. The individual says that they are butting heads and feels it will end up in a fight. The person says that the cellmate submitted a courtesy move form but DOC staff said they would not move either person.	The OCO provided information regarding cell moves. Individuals may complete DOC 21-595 Cell/Bed Change Request and submit it to the unit/facility designee per DOC 420.140 Housing and Cell/Room Assignments. The individual may also speak with unit staff regarding their housing concerns. This office did not have sufficient information or evidence to verify that the cellmate's courtesy move was not accepted per policy. The OCO also confirmed that the individual has since moved to another pod in the unit.	Information Provided
16.	Incarcerated person asks OCO to assist with elevating a suggestion for the law library app on the Securus tablet.	The OCO provided the individual with information regarding how to file suggestions for change with DOC.	Information Provided
17.	Person reported receiving contradictory information about his eligibility for work release while requiring medication that is distributed at pill line. Person said that he was told he will not be considered for work release while he requires this pill line medication, but was also told that pill line requirement would change once he is screened for work release.	The OCO provided information. The OCO reviewed DOC records and found that this individual's pill line requirement was removed and found that he was screened for work release, but was placed on hold due to infractions and will be rescreened. The OCO could not find a violation of DOC Reentry Center Screening 300.500.	Information Provided
18.	Incarcerated individual suggests the OCO create an OCO Liaison position. This position would be an incarcerated person that could help other individuals use the DOC internal remedies and navigate OCO contact.	The OCO provided information. The OCO does not have the capacity to build on this suggestion currently but appreciates the suggestion and will take it into consideration.	Information Provided

19. Person reported that music has not transferred to his new tablet, and that Securus has blocked him from being able to submit help tickets.	The OCO provided information about how to request a meeting with a Securus representative. The OCO is aware of ongoing issues with media transfers and has brought this concern to DOC staff. The OCO is actively monitoring the transition to Securus and is still gathering information. The OCO does not have jurisdiction over Securus but is in discussion with DOC regarding their contract with Securus and is bringing issues and concerns from incarcerated individuals to DOC's attention.	Information Provided
20. Person reports that DOC is painting in the restricted housing unit and has not provided enough exhaust fans for the fumes. The person reports he was caused harm during this event because he cannot leave to escape the fumes.	The OCO provided information to the person regarding steps taken for this issue that impacted multiple individuals. OCO staff contacted DOC and confirmed that staff had placed multiple fans on the unit. OCO also contacted Health Services management who agreed to waive the copays for anyone who required evaluation for symptoms after being exposed to paint fumes. The person was encouraged to notify medical staff if they experienced lasting symptoms. OCO staff also provided the person with tort claim information as individuals who have been harmed or who have suffered a loss as a result of negligent actions by a state employee or agency can submit a tort claim to the Office of Risk Management (ORM). ORM is required by law (RCW Chapter 4.92) to receive these claims.	Information Provided
21. Incarcerated individual expressed concerns about the confined to quarters infraction sanction.	The OCO provided the individual with information regarding the confined to quarters infraction sanction as included in DOC Policy 460.000 which states that an individual is restricted to particular activities that are included in the sanctioning guidelines found in DOC Policy 460.050 attachment 2 which states that an individual on cell confinement is not allowed exercise time or access to yard.	Information Provided
22. Incarcerated individual expressed concerns about staff conduct and a desire to have the OCO discipline staff.	Per WAC 138-10-040(3)(e) the requested resolution is not within the ombuds' statutory power and authority. The OCO provided the individual with resources of whom the individual can contact to file the desired ethics complaint.	Information Provided
23. The individual reported concerns regarding being told that the library call out is full.	The OCO provided information regarding current library call out numbers at the facility. This office spoke with the facility's state librarian and law librarian and verified that the facility allows 20 individuals to access the State library for each session, and the law library allows 30 individuals per session. Library staff reported the sessions are rarely full, and individuals should not currently have issues accessing either library.	Information Provided

24.	Incarcerated individual relayed concerns regarding an infraction, a prison rape elimination act (PREA) investigation and a delayed transfer.	The OCO investigated each of the three concerns and provided the individual with information as a result of the investigation.	Information Provided
25.	External person reports concerns about their incarcerated loved one.	The OCO provided information directly to the incarcerated individual including an OCO Review Request Form if they would like to follow up. The person reported new medical concerns via hotline and a separate case was opened.	Information Provided
26.	Person reported that he has been in solitary confinement for months after an infraction and is concerned that he will be moved to close custody even though he came from minimum custody and has medium points.	The OCO provided information. The OCO reviewed DOC records and reached out to classifications at DOC headquarters, who said that due to prohibited facility placements and safety concerns, the particular unit was the only available housing to avoid keeping him in solitary confinement. DOC also said that he will promote to minimum soon, and that they are actively trying to find a suitable placement for him, so he can get out of close custody.	Information Provided
27.	Incarcerated individual relayed concerns regarding getting an infraction for a positive urinary analysis (UA) despite being on a medication causing this positive.	The OCO was unable to locate any infractions in the individual's prison discipline records and thus was unable to substantiate the concern.	Insufficient Evidence to Substantiate
28.	Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the individual's disciplinary record and did not see any infraction matching the provided description, and thus were unable to investigate this concern.	Insufficient Evidence to Substantiate
29.	Incarcerated individual relayed concerns regarding a general infraction.	The OCO was unable to locate an infraction that matched the description the individual provided in the individual's disciplinary record, and thus were unable to investigate this concern.	Insufficient Evidence to Substantiate
30.	Incarcerated individual relayed concerns regarding keep separates not being honored.	The OCO reviewed the individual's records and see no documented keep separates and no grievances related to safety concerns. The OCO informed the individual they will need to specifically name the individuals with whom they are having safety concerns to DOC if they want to get a keep separate.	Insufficient Evidence to Substantiate
31.	Incarcerated individual reports concerns with the Airway Heights Corrections Center Camp.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO verified the individual named in the reporting of this concern has not been incarcerated for some time. Due to this, the OCO lacks evidence to investigate the concern.	Insufficient Evidence to Substantiate
32.	An external person reported concerns regarding the reason for their visitation privileges being terminated.	The OCO was unable to substantiate a violation of policy by DOC. This office contacted DOC headquarters (HQ) staff and reviewed evidence which verified no violation of policy. Per DOC	No Violation of Policy

450.300 Visits for Incarcerated Individuals, the superintendent may suspend or terminate the visit privileges of a visitor for serious/repeated violations of this policy or serious/repeated abuse of visit privileges on the part of the visitor or incarcerated individual. Suspension may be prolonged if there remains a clear and present or imminent danger to the health or safety of anyone or risk to facility security. Visitors who receive notification that their opportunities for appeal have been exhausted may resubmit an application after one year to be considered for restoration of modified or full visit privileges.

33. Incarcerated individual expressed concerns about a custody demotion.	The OCO was unable to locate a violation of DOC policy. The OCO reviewed the individual's most recent custody facility plan and found the individual was placed at the appropriate custody level due to repeated infractions.	No Violation of Policy
34. The individual reports that his family has tried to get Extended Family Visits (EFVs) with him. He reports they were denied at different times and submitted appeals, and the denials were upheld. The individual says that the appeal was denied due to the individual refusing to take a program, but the person reports that the program is not on the Judgement & Sentence (J&S), so he does not know why this is preventing him from having EFVs with his family members. He was then on the list to take the program but was not assigned the program. He reports the waitlist for the program was too long and he was removed from the list.	The OCO was unable to substantiate there was a violation of policy by the DOC. Per DOC 590.100 Extended Family Visiting, individuals with a sex offense listed in attachment 2 will only be eligible for an EFV if screened through the required programming and approved by the EFV Review Committee. Programming unit employees/staff must determine the individual as amenable to the required programming and the individual must participate when eligible. Upon OCO review, it was found this individual was determined to not be amenable to the required programming. This office spoke with DOC HQ staff in charge of visitation and confirmed that if a person is unable to engage in conviction related programming, regardless of reason, the policy still applies. The DOC does not have jurisdiction over the individual's charges or conviction. This policy also applies to all individuals with a sex offense noted in policy regardless of whether or not their visitors are like victims.	No Violation of Policy
35. Person states he is requesting to change providers. The person's current provider is not communicating well and he does not feel like his concerns are being heard.	The OCO was unable to substantiate a violation of policy by DOC. There is no current policy language that addresses patient requests to change providers. DOC Health Services is understaffed for all positions and allowing patients to switch providers would cause undue complication in the distribution of patients. OCO staff reviewed the related documentation and noted that DOC has planned to provide access to the patient with the current provider and the care manager in the appointments. The OCO	No Violation of Policy



noted the absence of a related policy to the OCO policy staff.

36.	Person reports his therapist keeps lying to get him removed from programming. He is requesting to be reinstated and given a different therapist.	The OCO was unable to substantiate a violation of policy by DOC. OCO staff contacted the program manager and were informed of the situation that resulted in the person being removed from the program. The decision to remove the person from the program was in accordance with DOC 570.000. DOC staff verified the person will be referred for readmission.	No Violation of Policy
37.	Incarcerated individual reports concerns regarding an investigation completed by the DOC.	The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed the investigation and spoke with DOC staff about the outcome. The DOC shared with the OCO the reasons for the outcome of the investigation and this office confirmed the investigation was completed per DOC 490.860 Prison Rape Elimination Act (PREA) Investigation.	No Violation of Policy
38.	The individual reports that he received a negative Behavior Observation Entry (BOE) for wearing a hat while eating in the dining area. The individual reports that the BOE said that he was seen eating with a hat on a particular side of the dining area, but he is not housed on this side. The individual thinks that the person who wrote the BOE mistook someone else for him. The individual challenged the BOE and it was upheld, and he does not think it was thoroughly investigated. The person also reports that he was not immediately notified of the BOE per policy.	The OCO was unable to substantiate a violation of policy by the DOC. This office reviewed the BOE and spoke with the Correctional Program Manager (CPM). The CPM spoke with the staff person who wrote the BOE and verified that an error was made in writing the BOE regarding which side the individual was on, but it did have the correct unit and wing, and this error was corrected. The CPM also confirmed with the OCO that the BOE was written and the individual was notified per DOC 300.010 Behavior Observations which states the individual will be provided with a copy of the BOE within 48 hours of notification.	No Violation of Policy
39.	Incarcerated individual relayed concerns regarding getting a behavior observation entry (BOE) and an infraction for the same issue.	The OCO verified that the BOE and the infraction occurred on two separate days as the individual repeated the behavior, thus, there is no violation of DOC Policy 460.000.	No Violation of Policy

**Cedar Creek Corrections Center**

40.	Incarcerated individual expressed concerns about not receiving a response to their infraction appeal.	The OCO spoke with DOC who was unable to locate the individual's infraction appeal. However, because the individual had a copy of their infraction appeal receipt, at OCO request, DOC was willing to accept a resubmitted appeal.	Assistance Provided
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41.	Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the infraction and found the individual's behavior did not meet the WAC elements and thus asked DOC if they would be willing to dismiss the infraction. DOC agreed to dismiss. As a result, the infraction has been removed from the individual's disciplinary history.	Assistance Provided
42.	Person reported that his credit for time served in jail is miscalculated, and that his counselor is not sharing information with him as to how the calculation of his time was conducted.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed this individual's resolution request, and saw that DOC found that the county jail he served time in miscalculated his time served and had the incorrect number of days on his certificate. The OCO also verified that DOC explained this to the individual in their response to his resolutions request.	DOC Resolved
43.	Person reported that he is being made to take a behavioral treatment program, and that it is interfering with other vocational programming he wanted to take. Person said that he does not understand why he is being made to take the treatment program.	The OCO was unable to substantiate a violation of policy by DOC 580.000. The OCO reviewed DOC records and found that DOC headquarters transferred him to a new facility because they wanted him to take that program. The OCO informed the individual that he can request a reassessment from his counselor.	No Violation of Policy
<b>Clallam Bay Corrections Center</b>			
44.	Incarcerated individual expressed concerns about placement in the intensive management unit (IMU).	The OCO confirmed that the individual was in IMU due to a pending infraction but has since been released from IMU to general population.	DOC Resolved
45.	Incarcerated individual expressed concerns about DOC denying their infraction appeal.	The OCO reviewed the infraction history and found that DOC did accept the individual's appeal.	DOC Resolved
46.	Person reports that he was taken off the Medication Assisted Therapy (MAT) program due to his release date. He is requesting to stay on the program until he is released.	The OCO provided information to the person regarding the current Medication Assisted Therapy (MAT) protocol. Currently the protocol is that people with a release date that is greater than six months from admission will be tapered off the medication. Patients with an eligible diagnosis can be inducted back onto the program as early as 90 days from release, depending on the capacity of medical to induct the patient on to treatment. OCO staff notified the OCO policy staff of the requested policy changes. The OCO may offer recommendations to the protocol when it is under review.	Information Provided
47.	Incarcerated individual reports safety concerns in the unit he is set to be moved to. The individual requests assistance in getting to another unit.	The OCO provided information about how to report safety concerns to DOC. The OCO spoke with DOC staff and confirmed that no verifiable safety concerns have been found or presented to them to support a move to another unit or facility.	Information Provided

48. Individual reports that general population is putting foreign objects in the food for the safe harbor. Individual was recently sent to an outside provider due to ingested metal.	The OCO visited the facility to review the food preparation process. There was no video evidence found that identified any individuals placing foreign objects in the food, however, the facility is now having staff prepare the food for the safe harbor unit. The OCO reviewed medical records and could not substantiate the claim that this individual suffered bodily harm from ingested metal.	Information Provided
49. Person reported that hundreds of songs have not transferred to his new Securus tablet. Person said that he submitted multiple help tickets and has been told that it is a known issue and they cannot do anything about it.	The OCO provided information about how to request a meeting with a Securus representative. The OCO is aware of ongoing issues with media transfers and has brought this concern to DOC staff. The OCO is actively monitoring the transition to Securus and is still gathering information. The OCO does not have jurisdiction over Securus but is in discussion with DOC regarding their contract with Securus and is bringing issues and concerns from incarcerated individuals to DOC's attention.	Information Provided
50. Person requested information regarding the most recent Medication Assisted Therapy protocol.	The OCO provided information to the person regarding the current Medication Assisted Therapy (MAT) protocol. Currently the protocol is that people with a release date that is greater than six months from admission will be tapered off the medication. Patients in most major facilities with an eligible diagnosis, can be inducted back onto the program as early as 90 days from release, depending on the capacity of medical staff to induct the patient on to treatment. The OCO may offer recommendations to this protocol when it is under review. The OCO advised the person of the steps to take to be inducted to the MAT program.	Information Provided
51. Person reported having an issue with an individual in the unit that he reported a concern to staff about. Person reported that he felt he needed to protect himself, and now he is in segregation. Person requested to be moved to a different unit away from this person.	The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed DOC records and found that this individual was infraacted for assault, demoted to max custody, and was transferred to a different facility. The OCO reviewed DOC records and found that timelines did not correlate with the reported event, and that the person's concern is still under investigation.	No Violation of Policy
52. Incarcerated individual relayed concerns regarding an infraction.	The OCO contacted DOC regarding the infraction and found the individual's actions meet the "some evidence" standard utilized by DOC regarding infractions. Thus, the OCO was unable to locate a violation of DOC policy 460.000.	No Violation of Policy

## Coyote Ridge Corrections Center

<p>53. The individual reports that he filed a resolution request regarding staff conduct after his religious property was destroyed during a cell search. The individual reports that this was motivated by prejudice. The resolution request was returned for a rewrite for addressing more than one concern/incident.</p>	<p>The OCO provided assistance. This office spoke with DOC HQ resolution specialists who agreed to reopen and rereview the individual's resolution request. DOC HQ staff did request that the individual file a separate resolution request regarding the handling of his religious property, which would be addressed by the chaplain separately from the other concerns related to the cell search.</p>	<p>Assistance Provided</p>
<p>54. Person reported concerns about his religious freedoms being limited, in violation of DOC Religious Programs 560.200. Person said that the Buddhist group usually lights a candle and incense for their meditation services, but the religious coordinator said that DOC Headquarters said that open flames are no longer allowed in DOC buildings. Person said that DOC Religious Programs 560.200 allows for candles and incense for religious services.</p>	<p>The OCO provided assistance. The OCO reviewed resolution requests and emails between DOC staff regarding this issue, and that found DOC asserted that lighting candles indoors is an unsafe practice, and that their interpretation of DOC Religious Programs 560.200, state and federal law does not specifically state that open flames are allowed indoors for religious ceremonies. After extensive negotiations with DOC leadership, DOC will now be allowing open flames, such as candles and incense, for indoor religious ceremonies in accordance with DOC 560.200 Religious Programs.</p>	<p>Assistance Provided</p>
<p>55. Person reported filing a resolution request after an incident where two golf carts and correctional officers blocked the walkway during flag detail, and some individuals in the flag detail needed to walk in the gravel around the golf carts. Person requested in his resolution request that policy be changed to give the flag detail right of way.</p>	<p>The OCO provided assistance. The OCO reviewed the resolution request and found errors and inconsistencies in how the resolutions department responded to this individual's resolution request. The OCO reached out to DOC headquarters resolutions department, and upon the OCO's request, they spoke to the individual and more clearly explained their response to his request, and what the facility would do in these situations moving forward.</p>	<p>Assistance Provided</p>
<p>56. Person reports that he was told by custody staff to get out of his wheelchair to clean his cell. The person stated that he fell when he tried to comply with the officer's demand. He is requesting that DOC leadership talk to the officer about making him do something he cannot do.</p>	<p>DOC staff resolved this concern prior to OCO action. OCO staff reviewed the person's resolution request and noted that staff supervision had already spoken to the staff member about the issue. OCO staff also contacted health services management to verify access to care for the reported fall and noted that the person did not report a new fall event to medical during that time. OCO staff did confirm the patient has access to treatment for a different fall that occurred months prior.</p>	<p>DOC Resolved</p>
<p>57. Person reported that he was supposed to transfer to work release, but was made to do an</p>	<p>DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO found</p>	<p>DOC Resolved</p>

	assessment for treatment, and treatment would have delayed his ability to go to work release and Graduated Re-Entry. Person reported feeling coerced into treatment.	that this individual is scheduled to be transferred to a reentry center for work release.	
58.	Incarcerated individual relayed concerns regarding mandatory infraction sanctions.	The OCO was able to provide the individual with information over the hotline regarding said mandatory infraction sanctions.	Information Provided
59.	Incarcerated person reports DOC did not follow through with reported actions on a previous case.	The OCO provided information by verifying that the actions were taken both with statements from DOC staff and records, and let the incarcerated person know that the OCO verified that the actions reported were completed.	Information Provided
60.	Incarcerated individual expressed concerns about difficulties accessing a transcript of their infraction hearings due to a hearing disability.	The OCO contacted DOC regarding this concern and was able to provide the individual with information regarding the process to obtain transcripts.	Information Provided
61.	Person reported that he provided Securus with specific written instructions to leave his music on his old JPay tablet or put it on a USB device, as per Securus' instructions. Person said that when he got the new tablet, all of his music was ready to be installed on the tablet, which is not what he wanted. Person wanted the music to go to his son.	The OCO provided information about how to request a meeting with a Securus representative. The OCO is aware of ongoing issues with media transfers and has brought this concern to DOC staff. The OCO is actively monitoring the transition to Securus and is still gathering information. The OCO does not have jurisdiction over Securus but is in discussion with DOC regarding their contract with Securus and is bringing issues and concerns from incarcerated individuals to DOC's attention.	Information Provided
62.	Incarcerated individual relayed concerns regarding placement in segregation.	The OCO reviewed the individual's segregation placement notes, found no violations of policy, and provided the individual with information as to why they are being housed in segregation.	Information Provided
63.	Person reported that he was not given credit for jail time, and that he reached out to DOC Records, but they have not taken a closer look at the situation.	The OCO provided information. The OCO reviewed his Judgement and Sentence and found that his sentence did not begin until the date that it was adjudicated. The OCO also found that DOC Records has reviewed the situation and has gone to the unit to explain this to the individual.	Information Provided
64.	Person reports nursing staff are crushing an extended release medication, causing him severe side effects.	The OCO provided information to the patient regarding the legal requirements of medication administration. Staff are required by law to prepare and administer medications as ordered by the provider. Some medications that would not typically be crushed have a special authorization to be crushed approved by the director of pharmacy. OCO notified DOC leadership of the inconsistencies in how the patient was being delivered medication. OCO	Information Provided

staff also provided the patient with tort claim information as individuals who have been harmed or who have suffered a loss as a result of negligent actions by a state employee or agency can submit a tort claim to the Office of Risk Management (ORM). ORM is required by law (RCW Chapter 4.92) to receive these claims.

65. Incarcerated individual reports concerns regarding a DOC staff member. The individual reports the staff member made comments that were racist.	The OCO provided information about the actions taken by the officer. The OCO oversaw the DOC investigation to ensure the issue was addressed. The OCO spoke with DOC staff and confirmed actions were taken in accordance with DOC protocol. The OCO shared information about how to file a tort claim to be considered for monetary compensation for experiencing misconduct of a state employee.	Information Provided
66. Incarcerated individual relayed concerns regarding a follow-up response to their original OCO case.	The OCO confirmed that this office provided the individual with the public records request that they submitted, and they were provided with the document requested.	Information Provided
67. Incarcerated individual expressed concerns about their unit.	The OCO notated the concerns, however, as the concern was reported anonymously, the OCO was unable to review the particulars of this individual's concern.	Insufficient Evidence to Substantiate
68. Incarcerated individual expressed concerns about retaliation when they received an infraction after filing a grievance.	The OCO reviewed all related materials to the concern including grievances and infraction narratives. 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. The OCO was unable to locate evidence showing a clear relationship between the filing of the grievance and the infraction, thus, the OCO was unable to substantiate the individual's retaliation allegation.	Insufficient Evidence to Substantiate
69. Person reported that incarcerated individuals at women's facilities are allowed to have curling irons, hair dryers, and other electronic hair products, but those at men's facilities are only allowed either electric razors or hair trimmers, but not both.	The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed this individual's resolution request and found that it was unsubstantiated by DOC headquarters, who stated that all incarcerated individuals are not allowed to have both electric razors and hair trimmers. The OCO reviewed DOC Personal Property in Prisons 440.000 attachment 1, Maximum Allowable Personal Property, and could not find that certain items are allowed in women's facilities that are not allowed in men's facilities and found curling irons and hair dryers listed as allowed property. This office found	No Violation of Policy

“electric razor or hair trimmer” listed as being  
“as authorized by facility.”

70.	Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the infraction materials and were unable to locate a violation of DOC Policy 460.000 as the individual's actions met the infraction elements.	No Violation of Policy
71.	The individual reported that DOC staff violated policy during a cell search by hot trashing his personal property without providing a property disposition to mail the items out. The individual reported that he has receipts to prove ownership of the property. The person also said that DOC staff made a derogatory comment related to a dice game that policy now allows incarcerated individuals to play.	The OCO was unable to substantiate a violation of policy by the DOC. The OCO reviewed the investigation of the individual's resolution request regarding this concern, and found that the property that was hot trashed had the wrong/altered DOC number. DOC staff interviewed the individual and allowed him to produce receipts and property matrix, however, the individual did not bring evidence of ownership to the interview and said that he did not have a comment as to why did not bring proof of ownership. Per DOC 440.000 Personal Property in Prisons, items not listed in Attachment 1 or documented on the individual's electronic property record is considered unauthorized property and will be confiscated per DOC 420.320 Search of Facilities. The OCO verified that the dice were returned to the individual.	No Violation of Policy
72.	Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the infraction and appeal narrative and found no violation of DOC Policy 460.000 as the individual's behaviors met the infraction elements.	No Violation of Policy
73.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction narrative and was unable to locate a violation of DOC Policy 460.000 as the individual's actions met the infraction elements, thereby substantiating the infraction.	No Violation of Policy
74.	Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the infraction materials with DOC and found there was video evidence showing the individual committing the infraction, thus the OCO was unable to locate a violation of DOC Policy 460.000.	No Violation of Policy
75.	Incarcerated individual reports concerns regarding an infraction he received. The individual reports the DOC violated policy in order to issue the infraction and upheld the infraction regardless of the policy violation. The individual requests the OCO review the infraction.	The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed the infraction and found the infraction and investigation was completed per DOC 460.140 Hearings and Appeals. The OCO reviewed the reported policy violation and found per DOC 450.100 Mail for Individuals in Prison, "Legal mail must meet the following requirements and is subject to inspection to ensure the contents qualify as legal mail." Based on this language, the infraction was issued per policy.	No Violation of Policy

## Mission Creek Corrections Center for Women

76. Incarcerated individual reports DOC denied them access to Graduated Re-Entry (GRE) and a re-entry center. The individual requests the OCO review the denial and ask DOC to reconsider.	The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed the DOC's reason for denial and found they were denied GRE and transfer to a re-entry center due to refusing mandatory programming. Per DOC 300.500 Re-Entry Center Screening, "An individual is prohibited from Re-Entry Center placement and should not be considered if the individual: Has refused assessment or has not completed mandatory programming and was found guilty of the refusal during incarceration."	No Violation of Policy
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## Monroe Correctional Complex

77. Person reports he submitted an extraordinary medical placement request and has not received a response. The person does not know if DOC staff sent the request.	The OCO provided assistance. OCO staff confirmed the person's request has been received by the extraordinary medical placement coordinator.	Assistance Provided
78. Person reports at their facility they are unable to view the OCO annual report on tablets. They are able to see other publications but the OCO 2023 Annual Report is inaccessible.	The OCO contacted DOC Headquarters with this information and asked for the issue to be resolved. The DOC shared that the individuals must put in a help ticket or send a kite to the local liaison so it can be addressed, otherwise the DOC will not be able to narrow down the issue. This office provided assistance by sharing this process with the individual who filed this concern.	Assistance Provided
79. Person reports he requested a transfer to be closer to family. The transfer was approved but there has been a hold in place preventing him from being moved.	OCO staff provided assistance by contacting DOC classification staff. OCO staff verified the necessary protocol related to the hold was completed. OCO staff inquired as to when the person would be moved and was informed that the receiving facility was waiting on bed space availability. DOC staff agreed to address the active hold to ensure that was not preventing the person from getting a spot on the transfer list.	Assistance Provided
80. Person reported that he is a part of a religious group that strictly follows Jewish law and requires that the sabbath be celebrated by lighting candles. Person stated that DOC asked a non-orthodox Rabbi, who said that candles are not mandatory and that electric candles are permissible. Person wants to be able to light candles for the sabbath.	The OCO provided assistance. The OCO reviewed resolution requests and emails between DOC staff regarding this issue, and that found DOC asserted that lighting candles indoors is an unsafe practice, and that their interpretation of DOC Religious Programs 560.200, state and federal law does not specifically state that open flames are allowed indoors for religious ceremonies. After extensive negotiations with DOC leadership, DOC will now be allowing open flames, such as candles and incense, for indoor religious ceremonies in accordance with DOC 560.200 Religious Programs.	Assistance Provided



81. The individual reported that he transferred money from his account to his Securus account, and says the money was transferred out of his account but never showed up in his Securus account.	The OCO provided assistance. This office spoke with DOC accounting staff who confirmed that there was an error with billing. DOC staff verified that the reversals are complete and the funds will be returned to the individual.	Assistance Provided
82. Patient reports concerns about the physical therapy he is receiving, wheelchair access, and responses to medical grievances filed with DOC.	The OCO contacted health services leadership about these concerns. The wheelchair was assessed through the Care Review Committee (CRC) and found not medically indicated; the patient was approved for use of a walker. The patient is able to appeal CRC decisions; since there is no CRC appeal on file, the OCO provided information about the appeal process for future reviews. This office confirmed current diagnosis and treatment plan to include follow up scheduled with specialist and onsite physical therapy. The OCO also contacted the DOC resolutions department and after outreach confirmed the grievances have now been reviewed and the patient should receive responses soon, confirmed mailing from HQ and resolution specialist follow up. After additional requests from a legal advocate, the OCO provided information about Extraordinary Medical Placement (EMP) process and options for physical therapy through the Patient-Paid Healthcare process.	Assistance Provided
83. Incarcerated individual reports concerns regarding a cross-gender strip search.	The OCO provided assistance. The OCO reviewed the incident and spoke with DOC regarding the concern. After the OCO spoke with DOC about the concern, an internal memo was sent out to all staff updating the protocol for how officers will conduct strip searches.	Assistance Provided
84. Incarcerated individual reports concerns regarding a cross-gender strip search.	The OCO provided assistance. The OCO reviewed the incident and spoke with DOC regarding the concern. After the OCO spoke with DOC about the concern, an internal memo was sent out to all staff updating the protocol for how officers will conduct strip searches.	Assistance Provided
85. Person stated that DOC is harassing him and rejecting his messages on the Securus tablet without providing rejection numbers. Person reported that a previous case with the OCO stated that he can appeal rejected messages using JPSML numbers, but he is not receiving these numbers. Person said he has filed	The OCO provided assistance. The OCO reviewed 450.100 Mail for Incarcerated Individuals and confirmed that this policy states that individuals and the sender of rejected messages will receive rejection notice. The OCO reviewed this individual's resolution investigation regarding not receiving rejection numbers and found that it was substantiated at both the facility and headquarters level, and that DOC stated they are working with Securus to fix the issue and create	Assistance Provided

appeals using the date and time of the messages, but is told there are no attachments, and found notes on the messages letting him know the attachment was removed.

rejection number and a space for listing the reason for rejection. This office reached out to DOC headquarters, who stated that there is not a timeline for Securus to fix this issue. Headquarters also stated that all facilities have created a temporary workaround to notify individuals of the reason for rejection and create an opportunity to appeal, by allowing individuals to appeal by using the date and time of the rejected image. The OCO elevated this concern within the office, and met with DOC headquarters again, who confirmed that this is an ongoing issue when images are rejected from a message, but the text of the message is not rejected. DOC headquarters emailed Securus and the DOC contract staff that works with Securus requesting that they develop and implement a solution to this problem, and also emailed all of the mailroom sergeants statewide, to ensure that they are trained on the current workaround.

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86. Person reported that an operational memo was posted in the chapel stating that candles can no longer be used in the chapel, due to fire hazards. Person said that DOC Religious Programs 560.200 allows for candles and incense to be used for religious ceremonies, and that this has not been an issue for the decades that his religious group has been meeting at the facility, and that the chapel has been approved by the fire marshal. Person stated that the sabbath candles are only lit by group sponsors, and also expressed concern that DOC did not reach out to their group sponsor about this issue. Person also cited the Religious Land Use and Institutionalized Persons Act and said that it allows for the use of candles within prisons for religious ceremonies.

The OCO provided assistance. The OCO reviewed resolution requests and emails between DOC staff regarding this issue, and that found DOC asserted that lighting candles indoors is an unsafe practice, and that their interpretation of DOC Religious Programs 560.200, state and federal law does not specifically state that open flames are allowed indoors for religious ceremonies. After extensive negotiations with DOC leadership, DOC will now be allowing open flames, such as candles and incense, for indoor religious ceremonies in accordance with DOC 560.200 Religious Programs.

Assistance Provided

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87. Person reported that religious coordinators were recently instructed to stop allowing open flames due to safety concerns. Person said that his religion requires lighting candles for the sabbath, but DOC staff are saying electric candles should suffice.

The OCO provided assistance. The OCO reviewed resolution requests and emails between DOC staff regarding this issue, and that found DOC asserted that lighting candles indoors is an unsafe practice, and that their interpretation of DOC Religious Programs 560.200, state and federal law does not specifically state that open flames are allowed indoors for religious

Assistance Provided

	Person stated this is a violation of his religious freedoms and open flames have always been exempted from the rules when required for religious observations.	ceremonies. After extensive negotiations with DOC leadership, DOC will now be allowing open flames, such as candles and incense, for indoor religious ceremonies in accordance with DOC 560.200 Religious Programs.	
88.	Person reports at their facility they are unable to view the OCO annual report on tablets. They are able to see other publications but the OCO 2023 Annual Report is inaccessible.	The OCO contacted DOC headquarters with this information and asked for the issue to be resolved. The DOC shared that the individuals must put in a help ticket or send a kite to the local liaison so it can be addressed, otherwise the DOC will not be able to narrow down the issue. This office provided assistance by sharing this process with the individual who filed this concern.	Assistance Provided
89.	Incarcerated individual expressed concerns regarding staff misconduct.	The OCO spoke to DOC regarding this concern and verified that DOC properly handled the situation regarding the staff member after thorough investigation of the reported misconduct.	DOC Resolved
90.	Person reported concerns about getting a job. Person said that DOC told them they are only approved for a unit position, and person would like the option of getting a better job.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed DOC records and found that this individual has been hired for a job.	DOC Resolved
91.	Incarcerated individual expressed concerns about placement in the Close Observation Area (COA).	The OCO confirmed that the individual had been released from the COA after an infraction hearing occurred.	DOC Resolved
92.	A loved one reported that she was denied visitation with an incarcerated individual and described multiple issues with Securus including video visitation and messaging.	The OCO provided information. The OCO reviewed DOC records and found that this person was approved for visitation with this incarcerated individual. The OCO provided information about contacting Securus. The OCO is actively monitoring the transition to Securus and is still gathering information. The OCO does not have jurisdiction over Securus but is in discussion with DOC regarding their contract with Securus and is bringing issues and concerns from incarcerated individuals to DOC's attention.	Information Provided
93.	The individual reports that he was on the medical callout list but was not told in time, resulting in him missing his medical callout. He feels like he is being set up to get an infraction.	OCO provided information to the person. OCO was unable to locate an infraction for this issue and provided information regarding how to contact medical for his scheduling concerns.	Information Provided
94.	Incarcerated individual expressed concerns about facility placement due to a keep separate.	The OCO contacted DOC regarding this concern and provided information to the individual about their concern.	Information Provided
95.	Person reported that he had a Health Status Reports (HSR) for no	The OCO provided information. The OCO reached out to the correctional program	Information Provided

	<p>rigorous activity or heavy lifting after having a surgery. Person said that he was starting to have pain after working at his job and requested a reasonable accommodation for a change to a different job, and then staff took him off his job and he is now unemployed.</p>	<p>manager, who said that this individual's HSRs have been cleared and he was placed back into his job. This individual called the OCO and said that he was taken off his job again because it was seasonal. The OCO asked the correctional program manager if this individual can get a new job, because he is now unemployed again, and she said he can work with his classification counselor to get on a waitlist for a new job.</p>	
96.	<p>The individual reported that his Extended Family Visits (EFVs) with his wife were denied due to not meeting the required amount of regular visits per policy. The individual reported that policy says that the requirement for visits prior to EFV approval includes video or in-person visits. The person says that in-person visits with his wife are a hardship due to his wife being disabled, yet the DOC is requiring him and his wife to have in-person visits. The individual appealed the denial of EFVs and it was upheld, and he was told that they must meet a requirement of in-person visits before the DOC will consider EFV privileges.</p>	<p>The OCO provided information. This office spoke with DOC HQ staff in charge of visitation who reported that the DOC is requiring in-person visits prior to considering EFV privileges due to infrequent communication and visits with the individual and his wife. DOC staff report that in-person visiting helps the DOC gauge interactions between the individuals which they report is necessary given the small number of visits and communication between the individual and his wife. DOC staff verified that the individual's wife lives near the facility, and a small number of in-person visits should not create undue hardship. Per DOC 590.100 Extended Family Visiting, an individual may be denied based on the nature of the crime, criminal history, and current/prior behavior. If there is reason to believe that an eligible individual is a danger to self, the visitor(s), or the orderly operation of the program, the Superintendent/designee may exclude the individual from the program.</p>	Information Provided
97.	<p>An external party reported that an incarcerated individual has been unable to access his legal mail.</p>	<p>The OCO provided this individual with the reason as to the legal mail delay. The OCO reviewed this individual's resolution request and reached out to the law library and the correctional captain. The captain said that the mail was delayed because the mail was not labeled as legal mail, but confirmed that this individual did receive his legal mail.</p>	Information Provided
98.	<p>An external person reported that the facility will be locked down from 10:30 AM to 2:20 PM for a staff appreciation day.</p>	<p>The OCO contacted the facility to inquire about the lock downs for the staff appreciation day. The facility shared that they are modifying restricted movement to hold the employee appreciation event from 10:30 to 1:30pm. They will extend the afternoon yard-in from 10:30am recall until 2:30pm.</p>	Information Provided
99.	<p>Person reported concerns about the temperature of the shower water being too cold.</p>	<p>The OCO provided information. The OCO has confirmed that DOC is aware of plumbing issues at the facility and that there are plans to fully repair the plumbing system as soon as DOC has requested repairs in a capital project. The OCO encourages this individual to stay in</p>	Information Provided

communication with the facility as plumbing issues arise.

100. The individual reported safety concerns with being housed with ex-gang members.	The OCO provided information. This office spoke with the correctional unit supervisor (CUS) who verified that the individual has not requested a cell move or spoken to them about wanting a cell move. This office encouraged the individual to complete DOC 21-595 Cell/Bed Change Request and submit it to the unit/facility designee per DOC 420.140 Housing and Cell/Room Assignments. The individual may also speak with unit staff regarding their housing concerns.	Information Provided
101. Individual reported that they will be locked down from 10:30 AM to 2:20 PM for a staff appreciation day.	The OCO contacted the facility to inquire about the lock downs for the staff appreciation day. The facility shared that they are modifying restricted movement to hold the employee appreciation event from 10:30 to 1:30pm. They will extend the afternoon yard-in from 10:30am recall until 2:30pm.	Information Provided
102. Incarcerated individual reports concerns regarding a DOC employee. The individual reports the employee is retaliating against him. The individual also reports concerns with the way DOC is conducting an investigation.	The OCO provided information about how to access tools to record retaliation through the investigation process. The OCO did not have clear information about the retaliation occurring, therefore could not investigate the reports. The OCO spoke to DOC staff about the investigation and confirmed that it is active and being investigated per DOC protocol. The OCO encouraged the individual to utilize the tools that are being provided to him currently by DOC to report the retaliation.	Information Provided
103. Person requested information about transgender rights and healthcare in prison.	The OCO provided information about relevant policies and resources, including DOC 490.700 DOC Health Plan, and Incarcerated Individuals Toolkit.	Information Provided
104. The individual reports that he is past his Earned Release Date (ERD) and is due to be interviewed/reviewed for civil commitment, but has not received any information from the DOC. The individual says he has asked his counselor and was told they do not know anything.	The OCO provided information. This office spoke with DOC staff who informed the OCO that they were recently told by the End of Sentence Review Committee (ESRC) that the individual will be scheduled for a hearing interview if he consents within the next two to three months. This office encouraged the individual to review DOC 350.500 for additional information.	Information Provided
105. Person reports that he requested to have his assigned mental health provider changed. The person states DOC has not responded to any of his requests.	OCO staff contacted Health Services management to confirm the responses had been delivered to the patient. DOC declined the request to change providers because there is currently only one provider appropriate for this patient. OCO staff were unable to substantiate that DOC has not responded to the requests. The	Insufficient Evidence to Substantiate

OCO encouraged the patient to continue working with the assigned provider to receive necessary care.

106. Incarcerated individual reports concerns regarding a survey that was sent out by DOC to the population and requests the OCO review it.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO requested the survey and DOC was unable to produce a survey related to the one reported. The OCO reviewed a survey that was not similar to what the individual reported the survey to be about. Due to the lack of evidence, the OCO is unable to review the concerns reported with the survey.	Insufficient Evidence to Substantiate
107. Person reports he has not received treatment for whiplash that he sustained in a motor vehicle accident during a DOC transport.	The OCO was unable to substantiate the concern due to insufficient evidence. OCO staff contacted DOC health services management to verify there has been follow-up since the accident. OCO staff reviewed appointment records to confirm the information received from DOC. OCO staff verified the person was seen in the emergency room at a community hospital the day of the accident. OCO staff noted multiple appointments had been attended since the accident and that treatment had been ordered at the first follow up appointment. The OCO encourages the patient to report any changes to his condition to the medical provider.	Insufficient Evidence to Substantiate
108. The individual reported concerns regarding a rejected eMessage and says he was never given a rejection notice to appeal the rejection.	The OCO was unable to substantiate a violation of policy by the DOC. Per DOC 450.100, Mail for Individuals in Prison, "[r]ejected outgoing mail/eMessages are automatically reviewed by the Superintendent/designee and the Headquarters Correctional Manager, if the rejection is upheld by the Superintendent/designee, does not require an appeal request."	No Violation of Policy
109. Loved one relayed concerns regarding an infraction an individual received for conduct during a video visit.	The OCO reviewed the infraction and appeal narrative and were unable to locate a violation of DOC Policy as the video visit expectation document that was posted on July 21, 2023 and cited in DOC Policy 450.300 specifically states that video visits will be conducted in the same manner as if the visit was occurring in person (e.g. dress code, behavior, language, etc.) and goes on to explain that the following behaviors are prohibited ( Sexual suggestiveness of any type (i.e. behavior with sexual undertones implying sexual intent or intended for sexual arousal), masturbatory behavior on or off screen, the display and/or use of sex toys).	No Violation of Policy
110. Incarcerated individual reports he was incorrectly scored in a mandatory assessment. The	The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed the individual's score and spoke with DOC staff	No Violation of Policy

	individual requests the OCO review his assessment and request it be changed to the correct score.	about the reasons the score was determined; the OCO found the score to be correct per DOC policy.	
111.	Person reports that he is going to be assigned to a room with a cell mate. He is requesting a single cell assignment for medical and mental health concerns from past incidents.	The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed related documents and noted that the single cell request had been reviewed by health services clinical leadership. Currently the patient does not meet the criteria for a medical recommendation for a single cell. The person can request a courtesy single cell assignment from unit supervision, those are assigned by availability. OCO staff contacted health services management and confirmed the patient had access to their primary care provider to discuss any changes to his condition that may impact future single cell requests. Per DOC 420.140 individuals will be screened for single cell assignment when recommended by Health Services for a medical, mental health or Americans with Disabilities Act (ADA) issue (e.g., vulnerable adult, recovery from surgery, infectious disease). Health Services will notify the case manager to initiate a single cell screening with a recommended timeframe, if applicable.	No Violation of Policy
112.	Incarcerated individual expressed concerns about an infraction they received.	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
113.	Incarcerated individual relayed concerns regarding an infraction.	The OCO reviewed the infraction materials and found no violation of DOC Policy 460.000 as the infraction elements are supported by the "some evidence" standard based on staff's review of the video.	No Violation of Policy
<b>Other - Jail/County/City</b>			
114.	Incarcerated individual expressed concerns about a situation that occurred in a jail facility.	Per WAC 138-10-040(3)(a) the ombuds lacks jurisdiction over the complaint as it relates to conduct in a jail facility, but the OCO provided the individual with other resources the individual may find helpful.	Information Provided
<b>Stafford Creek Corrections Center</b>			
115.	Individual reports that his wrist restraints are being applied too tight and it hurts his wrists. He has been unable to shower because he cannot wear the restraints.	The OCO has had multiple conversations with both medical and custody staff at the facility regarding the tightness of his wrist restraints. The individual now has a HSR for double cuffs.	Assistance Provided
116.	Incarcerated individual reports that he has job referrals but cannot	The OCO provided assistance. The OCO spoke with DOC facility staff regarding the ongoing issue of the individual's lack of access to	Assistance Provided

get a job so he can make money as he does not have outside support.

employment. The OCO was informed that since our initial outreach earlier this year, the individual has been offered jobs, but has declined them for various reasons. The OCO shared with the individual that a person can accept a job and request another one later, and that when a job is declined per DOC protocol the person is placed on the bottom of the job list again. DOC staff shared with us that after our most recent outreach DOC had another meeting with the individual to add job referrals to his file. DOC staff were also willing to review his last job assessment to ensure its accuracy.

117. Individual reports the DOC takes his food and he is only receiving one sandwich a day.	The OCO has reviewed this concern and multiple other concerns for this individual. He has been housed in solitary confinement for years and is consistently experiencing staff conduct concerns. The OCO has met with the facility leadership, classifications leadership, health services leadership and the Washington Way team to ask for resolution of this individual's concerns. The Washington Way (AMEND) team has agreed to attempt contact with this individual. This office could not substantiate that the DOC is taking his food.	Assistance Provided
118. Incarcerated individual relayed concerns regarding extended placement in IMU.	The OCO confirmed the individual was released from IMU and transferred facilities prior to OCO involvement.	DOC Resolved
119. Incarcerated individual relayed concerns regarding their counselor not finding them a release address.	The OCO verified that DOC has found the individual a bed and submitted a new release plan with the accompanying updated address.	DOC Resolved
120. Incarcerated individual expressed concerns about their facility placement due to safety concerns.	The OCO reviewed the individual's most recent custody facility plan and found the individual did not express safety concerns during the hearing. The OCO informed the individual that in order for their safety concerns to be taken into account, they must specifically name who they are having concerns with to DOC.	Information Provided
121. Patient reports that his Health Status Report (HSR) was discontinued based on custody reports to medical. The person feels custody staff are overstepping their boundaries by reporting his activity to medical. He is requesting to have his HSR reinstated and be transferred to another facility.	The OCO provided information to the patient regarding the reason his Health Status report was discontinued. OCO staff contacted health services management and requested a review of the patient's records. OCO confirmed the order was intended to be a temporary measure and was not changed based on a report from custody.	Information Provided
122. Person reported that the custody unit supervisor is not allowing him	The OCO provided information. The OCO reviewed DOC records and found that this	Information Provided



	to work extra hours so that he can get 40 hours per week.	individual was given another job. This office provided information about filing a resolution request if he is still not getting 40 hours per week.	
123.	Incarcerated individual expressed concerns about an infraction they received and their custody facility plan.	The OCO reviewed the infraction narrative and the corresponding custody facility plan and provided the individual with information.	Information Provided
124.	Individual reports that the mental health provider has attacked him and is fabricating his mental health records.	The OCO has reviewed this concern and multiple other concerns for this individual. He has been housed in solitary confinement for years and is consistently experiencing healthcare concerns. The OCO did reach out to health services and the Chief medical officer to ask if this individual could be moved to a residential treatment unit to address his concerns. The DOC has repeatedly declined the request. The OCO could not find evidence to substantiate the mental health provider is fabricating records.	Information Provided
125.	The individual reports concerns regarding being told by the law librarian that individuals cannot send out legal mail without requesting a trip to the law library. The individual also reports that the law librarian removed legal forms and papers that were previously available in the law library.	The OCO provided information. This office spoke with the law librarian who verified that if individuals want to send legal mail and it does not need to have copies made, or supplies like envelopes purchased they can still send them through the unit mail system. Previously, unit staff sometimes made copies which they should not have done, per policy. The OCO also spoke with DOC headquarters staff who verified that forms have been removed and law librarians are to manage all form requests, as form requests should have some level of confidentiality and staff are able to utilize the most current court forms. The LexisNexis application offers all the areas of law that DOC is legislatively mandated to provide, as well as additional resources. The DOC is working to standardize all law libraries and to provide the population with easily accessible legal resources.	Information Provided
126.	Incarcerated individual expressed concerns about the delay of a lab result that resulted in an infraction.	The OCO spoke with DOC regarding this issue and informed the individual that the lab was experiencing issues which delayed all the test results during the time period, but when instructed by DOC to resolve the issue, the lab did.	Information Provided
127.	Incarcerated individual reports he was placed into segregation and issued a false infraction. He reports the DOC staff member wrote the infraction to harass him and asks the OCO assist in investigating the staff's actions.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed the individual's infraction and segregation placement. The individual was released from segregation shortly after the infraction was dismissed due to a lack of evidence. The OCO spoke with facility leadership regarding the	Insufficient Evidence to Substantiate

infraction and found no evidence that the staff member infringed the individual to harass or retaliate against them.

128.	Person reported that he received legal mail late, and that it impacted his ability to respond to the courts before his deadline.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO spoke with the mailroom sergeant, who reviewed the legal mail records and said that he could not find that this individual received any legal mail in the time frame the individual alleged. The OCO did not have enough information to investigate further, and informed the individual that he can reach back out to the OCO if he has more detailed information.	Insufficient Evidence to Substantiate
129.	Individual reports his resolution request was returned to him for having too many open and he does not have any open.	The OCO reviewed his open resolution requests and saw he did have five open at the time, which is the limit according to policy. This office could not find evidence to substantiate that the facility was not following the Resolution Program rules.	Insufficient Evidence to Substantiate
130.	Individual reports his clothing was placed in a different cell while he was in the shower.	The OCO did not find evidence to substantiate this concern.	Insufficient Evidence to Substantiate
131.	Incarcerated individual expressed concerns about staff retaliation.	The OCO reviewed the individual's records and was unable to locate any of the evidence such as infractions and grievances that the individual cited as evidence of the alleged retaliation, thus the OCO was unable to substantiate the concern due to a lack of evidence to investigate.	Insufficient Evidence to Substantiate
132.	Individual reports that this facility does not provide Muslim services.	The OCO contacted the facility chaplain to inquire about this concern. The chaplain stated that the facility does provide services and gave this office the information regarding the services.	Insufficient Evidence to Substantiate
133.	Person said that he owned two pairs of headphones and was issued a third pair by Securus. The Securus pair stopped working, so he tried to exchange those headphones for a similar pair from an approved vendor. Person reported that he was told he cannot do that and would have to exchange one of his other pairs of headphones.	The OCO was unable to substantiate a violation of policy by DOC. The Maximum Allowable Personal Property Matrix for Prisons in DOC Personal Property in Prisons 440.000 states that individuals are only allowed to have two pairs of headphones.	No Violation of Policy
134.	Incarcerated individual expressed concerns about their release date.	The OCO verified that due to a loss of good conduct time resulting from an infraction, the individual's release date has properly been adjusted.	No Violation of Policy
135.	Incarcerated individual relayed concerns regarding an infraction	The OCO reviewed the infraction and HSR materials and found the individual did not have	No Violation of Policy

they received for a failure to provide a urinary analysis (UA) despite having a documented medical condition.

an active HSR at the time of the infraction. Thus, DOC is unwilling to overturn infractions if the HSR is not in effect at the time of the infraction.

136.	Person reported that he was told his Earned Release Date (ERD), but that staff have not responded to him regarding release planning and said that staff told him they do not have to release him. Person wanted proper release planning.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO found that this person is under ISRB jurisdiction, which is within policy to add time to his sentence. The OCO reviewed his recent hearings documents from the Indeterminate Sentence Review Board (ISRB) and found that the ISRB determined that he is not releasable and added time to his sentence. DOC 320.100 II A. states that "The Board will set minimum terms of confinement consistent with the purposes, standards, and sentencing ranges per RCW 9.94A and RCW 9.95.040" and RCW 9.95.0002(8) states that "the members of the indeterminate sentence review board will possess and shall exercise independent judgment when making any decisions concerning offenders. These decisions include, but are not limited to, decisions concerning [incarcerated individuals'] release, revocation, reinstatement, or the imposition of conditions of supervision."	No Violation of Policy
137.	Incarcerated individual expressed concerns about having to rewrite a grievance.	The OCO reviewed the grievance and confirmed the ordered rewrite was proper as the individual's requested resolution was about something that is not able to be grieved.	No Violation of Policy
138.	Individual reports he was infractioned for filing a PREA against a staff member.	The OCO reviewed the PREA reports that were filed by this individual against the staff member. They were determined to be unfounded because the staff member named does not work in that unit. The dates and times recorded did not align with this staff member's schedule. Per DOC 490.860 and infraction can be written if the allegation is determined to be unfounded.	No Violation of Policy
139.	Person reported that he was interviewed for an internal investigation and DOC staff never interviewed the witness he had listed.	The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed this individual's resolutions request and found that a witness interview was not conducted because this concern did not meet the threshold for investigation. This office could not find a violation of DOC 490.850 and DOC 490.860.	No Violation of Policy
140.	Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the infraction and appeal narrative and found no violation of DOC policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy

141.	Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the infraction narrative and found no violation of DOC Policy 460.000 as the individual's behavior met the infraction elements.	No Violation of Policy
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**Washington Corrections Center**

142.	Incarcerated individual expressed concerns about not receiving a response to their infraction appeal.	The OCO contacted DOC regarding the status of the appeal to which DOC stated they had not received a copy of said appeal but upon OCO request would be willing to accept a resubmitted appeal.	Assistance Provided
143.	Incarcerated individual reports DOC medical has not responded to his emergency medical resolution request.	The OCO provided assistance. The OCO spoke with staff at the facility who reported there was a technical issue getting him a response. DOC staff spoke to him regarding the emergency resolution request and his medical concerns the next day as a result of our outreach.	Assistance Provided
144.	Person reports ongoing concerns with poor treatment by a DOC staff member and time in solitary confinement.	The OCO traveled to the facility to speak with this individual. While the OCO cannot dictate staff discipline, the OCO did verify that leadership was aware of the concerns regarding the staff member. The DOC recently created a new custody facility plan for this individual and they will be returning to general population. This office will continue to monitor the process.	Assistance Provided
145.	Person reported that that he put money on his Securus account to buy media, but that the money still is not available in his account.	The OCO provided information about how to request a meeting with a Securus representative. The OCO is actively monitoring the transition to Securus and is still gathering information. The OCO does not have jurisdiction over Securus but is in discussion with DOC regarding their contract with Securus and is bringing issues and concerns from incarcerated individuals to DOC's attention. Because this involves money in a Securus account, not DOC accounts, neither DOC nor the OCO has jurisdiction to assist.	Information Provided
146.	Incarcerated individual relayed concerns regarding an infraction they received and a desire to transfer facilities.	The OCO confirmed the individual was transferred to a different facility, thus that concern was resolved by DOC prior to our involvement. Regarding the infraction the OCO informed the individual that 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."	Information Provided
147.	Person reported contracting an infection at his previous facility and felt he did not receive appropriate care, and when he arrived at a new facility, he was immediately sent to	The OCO provided information about filing a public records request for his medical records. DOC 640.020 V. B. states "patients may request, in writing, to examine or obtain a copy of all or part of their health information", and 2. a. states	Information Provided

the local hospital. Person also expressed concern with the DOC transport policy. Person said he requested his medical files and was denied a copy, and said he has the right to his own files. Person's suggested resolution for this issue is to receive his medical records.

"for individuals who are indigent, copies from the previous 6 months will be provided at no charge". The OCO is investigating his infection in another case.

148.	Person reports that an issue that was previously reported to the OCO was not resolved. The policy was not updated to reflect the changes he requested. The person also stated it took a long time for DOC to respond to his request.	The OCO provided information to the person regarding the steps needed for him to get the items he is requesting. The OCO did report his requested policy change to the OCO policy staff but cannot guarantee that DOC will accept all OCO policy recommendations. The OCO does not have authority to demand a change in policy.	Information Provided
149.	Person reported that the new Securus tablets have access to the law library and said that individuals can look up victim information, FBI numbers, and protected information. Person expressed that this is a security threat and is allowing incarcerated individuals to "paper-check" people convicted of sex offenses.	The OCO provided information. The OCO has brought this concern to DOC multiple times, and they have stated they do not believe the law library app creates additional safety or security concerns and state that they are constitutionally obligated to provide legal access to all incarcerated individuals. The OCO visited a medium security unit and reviewed the law library app on a Securus tablet and verified that individuals are able to view appellate case law, and that this can be used to view an individual's conviction and details about their case. The OCO has also spoken with multiple DOC staff who have affirmed that this is an issue at the facilities. The OCO is in continued conversation with DOC leadership about this issue.	Information Provided
150.	Incarcerated individual stated they still have not received a response on their resubmitted infraction appeal and wanted to know what WAC language says timeframes are nonjurisdictional.	The OCO confirmed that the individual's resubmitted appeal reached DOC. The OCO also provided the individual with the language regarding timeframes: 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."	Information Provided
151.	Individual reports he has been in solitary confinement for six months without a program. He states his mental health is declining and he wants to be placed in medium custody.	The OCO reviewed this concern and the individual's placement. He has been transferred to a new facility and will be placed in close custody. Due to infractions received this year, he will not receive an override to medium. When the plan was created, mental health determined the new facility will be able to address his mental health needs.	Information Provided
152.	Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the infraction and contacted DOC staff regarding the concern but were unable	Insufficient Evidence to Substantiate

to find evidence to corroborate the individual's account of the incident.

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153. Person reports he lost his job due to having an allergic reaction to a material they used. He said he is being infracted for using expensive wood that he thought was scrap. The person also stated that he was denied a claim with Labor and Industries. The person is requesting to get his job back.	The OCO was unable to substantiate the concern due to insufficient evidence. OCO staff reviewed the records and found the person was infracted for using materials in excess of \$100, the use of the materials was not authorized by the work supervisor. The OCO was not able to substantiate that the person having a reaction to the material caused him to be suspended. OCO staff verified the person's counselor opened up his job referrals for him to gain employment again.	Insufficient Evidence to Substantiate
154. The individual reported concerns regarding several photos sent via email being rejected. He reported that he received a few rejections and the majority are missing. The individual feels that DOC staff are rejecting the photos based on their personal preferences.	The OCO was unable to substantiate a violation of policy by the DOC. Per DOC 450.100 Mail for Individuals in Prison, Attachment 1 Unauthorized Mail, "[m]ail to or from incarcerated individuals, including publications and eMessages/attachments, may be rejected for any of the following reasons: [...] Contains sexually explicit material per WAC 137-48-020, including altered images, strategically placed graphics/items, or airbrushing. Publications, letters, or eMessages that contain significant or repeated instances of content defined per WAC 137-48-020(13)(a)-(b) may be rejected. Publications, letters, or eMessages that contain any content defined per WAC 137-48-202(13)(c)-(d) may be rejected." The OCO verified that the individual received two rejection notices because all of the photos were attached to two messages, and the two rejection notices are for each message containing several photos. The DOC is currently looking to address the change in rejections notices for the entire eMessage rather than individual photos.	No Violation of Policy
155. The individual reported that the Indeterminate Sentence Review Board (ISRB) has violated the rules and laws pertaining to his case. He says that he was sentenced to 18 months for two violations rather than two 30-day violations as the policy states. The individual says he was not provided a copy of the ISRB's decision within seven days, and therefore could not file an appeal within the given timeframes.	The OCO was unable to substantiate a violation of policy by DOC. Per RCW 9.95.435(1), If an offender released by the board under RCW 9.95.420, *10.95.030(3), or 9.94A.730 violates any condition or requirement of community custody, the board may transfer the [incarcerated individual] to a more restrictive confinement status to serve up to the remaining portion of the sentence, less credit for any period actually spent in community custody or in detention awaiting disposition of an alleged violation. The OCO did find documentation that the individual was served the ISRB paperwork within seven days of the decision.	No Violation of Policy
156. Person reported that photos from a loved one were rejected by the	The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed the rejected	No Violation of Policy

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mail room, and that he appealed the rejection.

images and found that they meet the DOC's interpretation of sexually explicit materials as defined in WAC 137-48-020: (13), which "consists of any item reasonably deemed to be intended for sexual gratification".

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157.	While at WCC, two individuals approached the OCO and expressed concerns about the language that is being used to define their cultural group on a flyer. These individuals attempted to resolve this with DOC but DOC said they were going to create a political riot and created a document that attempts to define "Mexican."	The OCO reviewed the flyers that were passed out to the population and had concerns regarding the language used to define cultural identification. Upon further research it was determined that some of the language was pulled from a travel blog on the internet and was not factual or vetted information. The OCO contacted the facility and had a discussion with DOC leadership regarding the negative impact of this flyer and asked for the DOC to stop circulating it through the population.	Substantiated
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### Washington Corrections Center for Women

158.	The individual reported concerns about a DOC officer's misconduct. The person says that she has been targeted and harassed by the officer. The individual says that she has filed resolution requests, but nothing has changed.	The OCO provided assistance. This office reviewed the resolution requests the individual filed related to the officer's misconduct. The OCO found two of the resolution requests were sent back for a rewrite which were not received. A third resolution request regarding the staff member was not accepted by the resolution specialist due to a related infraction as infractions have their own appeal process. This office verified that the individual did not mention the infraction in the resolution request and was reporting issues with the officer's conduct. The OCO spoke with DOC headquarters resolutions staff who then contacted the resolution specialist at the facility to ensure staff conduct resolution requests are accepted, even if an infraction was involved. DOC HQ staff also verified that the individual will now be allowed to appeal the not accepted resolution request which would have otherwise been outside of timeframes.	Assistance Provided
159.	External person reports concerns about their loved one's access to healthcare.	The OCO contacted health services leadership and confirmed the patient has received oncology appointments and scheduled for follow up appointments. 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 further assistance.	Information Provided
160.	Individual reports she has been denied the Residential Parenting Program.	The OCO reviewed this concern and contacted DOC headquarters leadership to inquire about the denial. The DOC recently screened her for the Residential Parenting Program at the Re-	Information Provided

entry Center and GRE as she will be transferring out of the facility soon.

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161. Person reports concerns about being held in Close Observation Area (COA) over the weekend and requested discharge back to their housing unit.	The OCO met with the individual in person in the COA and elevated this concern through health services staff. A Multi-Disciplinary Team (MDT) was scheduled and the person has since been discharged from COA. Mental health discharge was pending final review and approval prior to OCO's initial outreach. The OCO also provided the individual with information on how to access our services if new issues arise and included a Review Request Form.	Information Provided
162. Incarcerated individual reports concerns regarding staff conduct. The individual reports she was terminated from her position as a result of the staff conduct and received a negative Behavior Observation Entry (BOE). The individual reports her co-workers also have concerns with this staff member that they have reported the staff actions and nothing was done. The individual requests that this office assist her in keeping her job and getting the BOE removed.	The OCO provided information regarding how to report concerns about DOC employees and who to report the concerns to. The OCO reviewed the BOE and found it to be written per DOC 300.010 Behavior Observations. This office spoke with DOC supervisory staff who explained that no other incarcerated employees have reported concern about the DOC staff member. During the meeting related to their job performance, it was decided that the individual be terminated after multiple recorded instances of not following orders from the site supervisor, who is not the DOC staff she reported concerns about. The OCO shared with the individual which DOC staff member to report staff conduct concerns to as the OCO confirmed DOC has not heard concerns about the staff member from other crew members and is willing to address the concern if other individuals have the same concern.	Information Provided
163. The individual reported concerns regarding the resolution program and says that she is not able to achieve results.	The OCO provided information. This office reviewed the individual's recent resolution requests and found that several resolutions requests were submitted beyond timeframes. Per page five of the Resolution Program Manual (RPM), the initial resolution request must be submitted within 30 days from the date of the incident. The OCO also found that the individual submitted resolution requests regarding Behavior Observation Entries (BOEs) which were not accepted per page seven of the RPM, as BOEs have a separate appeal/review process. The OCO will continue to monitor issues that arise with the Resolution Program. The OCO encouraged the individual to contact this office should she have specific resolution requests she would like the OCO to review.	Information Provided
164. Incarcerated individual reports concerns regarding DOC's relationship with Immigration and	The OCO provided information about how DOC interacts with ICE. The OCO spoke with DOC staff regarding this concern and verified that DOC	Information Provided

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Customs Enforcement (ICE). The individual reports DOC shared information about their release with ICE and now they are going to get picked up after DOC releases them.

provides ICE with a list of every person that enters prison. If ICE calls about a release date of an individual DOC is authorized to give information that they would provide to a friend or family member. DOC does not directly work with ICE to transfer individuals to their custody. If ICE is pursuing an arrest DOC cannot hinder that process.

165.	Incarcerated individual relayed concerns regarding being demoted two custody levels.	The OCO reviewed the individual's most recent custody facility plan and found no violation of DOC Policy as the individual was given an override due to infraction and disruptive behavior, thus the override is no violation of policy as the individual was only demoted one custody level which is in accordance with DOC Policy 300.380(IV)(A)(2).	No Violation of Policy
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### Washington State Penitentiary

166.	Incarcerated individual expressed concerns about an infraction they received.	The OCO reached out to DOC regarding this infraction as the individual was issued the incorrect infraction. As a result of OCO outreach, DOC dismissed the infraction.	Assistance Provided
167.	An anonymous individual reported that two staff members are creating a hostile living environment in their unit.	The OCO has received multiple concerns regarding the staff members named in this concern. The OCO contacted facility leadership to ask for a resolution of the conflict. One of the two staff members has now been reassigned to a different unit. The OCO cannot dictate staff discipline, however this continues to be an ongoing conversation with the facility.	Assistance Provided
168.	The individual reported that he is earning good conduct time on a cause number that is expired, so it will not affect his Earned Release Date (ERD). The individual wants DOC to change the good conduct time restoration to his current cause number so it will make ERD earlier.	The OCO provided assistance. This office spoke with DOC HQ staff who reviewed his good conduct time and verified that it was supposed to be added to his current cause number, but it had not been applied. As a result of the OCO reviewing the good conduct time restoration plan and speaking with DOC staff, the individual's ERD was changed to an earlier date. This office encouraged the individual to work with his classification counselor and Facility Risk Management Team (FRMT) for the possibility of additional good conduct time restoration.	Assistance Provided
169.	Person reported that the Securus machines for video visits in the unit are broken and are not being fixed.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reached out to the custody unit supervisor, who confirmed that all of the Securus machines in the unit have been fixed and are now working properly.	DOC Resolved
170.	Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the infraction and saw the data in the person's electronic file indicated that the infraction had been dismissed.	DOC Resolved

171.	Person reported that he was assaulted and was sent to solitary confinement for involuntary protective custody. Person stated that he wanted to contact law enforcement to press charges against the individual who assaulted him.	DOC staff resolved this concern prior to the OCO taking action on this complaint. This individual called the OCO and said that he was transferred to a different facility, which resolves this issue. DOC does not have authority to press criminal charges, because the local police and district attorney make those decisions.	DOC Resolved
172.	Incarcerated individual reports concerns about good conduct time (GCT). The individual reports that DOC has not restored the GCT he earned and requests assistance getting the GCT added to his earned release date (ERD).	DOC staff resolved this concern prior to the OCO taking action on this complaint. The incarcerated individual spoke with this office and shared DOC has added the good conduct time to his ERD prior to any OCO action.	DOC Resolved
173.	Incarcerated individual expressed concerns about loss of good conduct time that was incorrectly given as a disciplinary sanction.	The OCO verified that DOC correctly revised the individual's loss of good conduct time based on the individual's appeal.	DOC Resolved
174.	Incarcerated individual relayed concerns regarding the inability to get legal photocopies completed.	The individual contacted the OCO and informed this office that DOC had resolved the issue prior to OCO involvement.	DOC Resolved
175.	Person reports that he needs specialist care for an uncommon disease. The person has requested to see the specialist but has not been told if he was going to see them.	DOC staff resolved this concern prior to OCO action. OCO staff placed this case on the health services tracker and verified a specialist appointment has been scheduled. The OCO will continue to monitor the appointment until completion.	DOC Resolved
176.	External person reports that their loved one is at risk for several medical issues and requested this person be given an emergency call button in his cell.	The OCO provided information to the person regarding the requested resolution. The person's current living unit does not have the infrastructure needed to install individual call buttons. If the person requires a higher level of medical attention this will need to be discussed with a medical provider to initiate a medical transfer to a unit where call buttons are available.	Information Provided
177.	External person reports their loved one has been housed in solitary confinement for most of the year. They are worried about his mental health and want him to move to medium custody.	The OCO reviewed this concern and the individual's placement. He has been transferred to a new facility and will be placed in close custody. Due to infractions received this year, he will not receive an override to medium.	Information Provided
178.	Person reported issues with the resolution program not processing his complaints. Person reported that he had sent out multiple kites about the status of his complaint and has not gotten a response.	The OCO provided information. The OCO reviewed dozens of this individual's resolution requests and found that DOC did respond to them and elevate them through the appeals process, but that the process took several months and was outside the timelines prescribed in the resolution program manual. The OCO	Information Provided

found that this individual was not interviewed, and that the responses were not detailed or comprehensive or explicitly addressing the individual's concerns. The OCO is in conversation with DOC headquarters resolutions department regarding trending concerns being reported to this office about the program.

<p>179. The individual reported that the DOC has not provided him with the interest that is in the bank in his savings account. The person says that the law states that the interest is to follow the principal and if it does not, it is a violation of law. The individual also says that he is past his maximum release date and is being subjected to unconstitutional cell searches.</p>	<p>The OCO provided information. This office shared with the individual that he is not past his release date, as he is under the Indeterminate Sentence Review Board (ISRB). The individual has moved facilities since he reported the concern regarding cell searches. This office encouraged the individual to file a resolution request about his account concerns, and if they are not answered or resolved once he has received a level two response, he may contact the OCO again for assistance.</p>	<p>Information Provided</p>
<p>180. Incarcerated individual provides suggestions to the OCO. The individual suggests the OCO add language to the RCW regarding this office. The individual also suggests the DOC secretary send the DOC employees a monthly newsletter that reminds them to treat incarcerated people with respect.</p>	<p>The OCO provided information regarding our RCW. The OCO will not be making an amendment to the office's RCW at this time. The OCO provided the individual with information about how to send a letter to the DOC secretary to provide her with his suggestion.</p>	<p>Information Provided</p>
<p>181. The individual reports that the average time it takes for a resolution request to be processed through a level three is six months, which prevents people from filing other resolution requests because individuals can only have five active at a time . The individual recommends that the OCO randomly pull 50 level three resolution request responses to notice a pattern.</p>	<p>The OCO provided information. This office informed the individual that the OCO will continue to monitor issues that arise with the Resolution Program and will take his suggestion into consideration.</p>	<p>Information Provided</p>
<p>182. The individual reports that the law librarian at the facility refused to notarize his legal documents to the US Supreme Court and the Washington State Attorney General.</p>	<p>The OCO provided information. This office verified that the individual has moved to a new facility since reporting this concern. The OCO encouraged the individual to try to have the documents notarized at the new facility, and if he continues to have issues, he may file a resolution request regarding this concern. If the person's concerns are not resolved once he has received a level two response, he may contact the OCO again for assistance.</p>	<p>Information Provided</p>

183.	Incarcerated individual reports the segregation unit at the facility he is housed is out of carbon copy resolution request forms and privacy envelopes for resolution requests and classification appeals.	The OCO provided information about where the resolution request forms are located. This office spoke with DOC staff in the segregation unit who explained that the unit does have carbon copy resolution requests forms and privacy envelopes on the cart, which is available to individuals by request. The OCO shared this information with the individual.	Information Provided
184.	Person reports that his special diet is frequently incorrect. The person has to have floor staff fix the mistakes made by the kitchen. This person is requesting a different way to have his meals fixed rather than bothering busy floor staff.	The OCO provided information to the person regarding the processes put in place by DOC. It is currently the responsibility of floor staff to report corrections needed from the kitchen. OCO staff confirmed that kitchen staff were reeducated on the importance of making the meals correctly for special diets. The OCO will use this case as an example in continuing policy discussions.	Information Provided
185.	Incarcerated person reports concerns about their loved one's medical condition and care.	The OCO scheduled a facility visit to meet with the patient directly and provided information to the concerned incarcerated person.	Information Provided
186.	Individual reports concerns about a recent change in the COA mattresses in the mental health unit. Person says DOC is trying to make the COA tier uncomfortable and punishing prisoners for having mental health issues. He reports the mattresses are thinner and causing people pain.	The OCO provided information about the recent mattress change. This office is monitoring COA conditions statewide and planning an upcoming trip to WSP, including the COA and health services areas. The individual transferred facilities and OCO provided information about how to access our services if new issues arise at the new facility.	Information Provided
187.	The individual reported that DOC staff in the mailroom or law library removed his legal papers from the legal mail envelope and sent an empty legal mail envelope. The person received a letter from the Tort claims specialist saying they received an envelope from him that was empty. The individual reports that this may have happened numerous other times. The individual says that the staff person who responded may have been under the influence.	The OCO provided information. This office informed the individual that he may resubmit the Tort Claim to DES. The OCO also encouraged the individual to file a resolution request regarding his concern that DOC staff sent an empty envelope, and he may contact the OCO if the concern is not resolved or addressed once he has received a level II response.	Information Provided
188.	Person reported that he filed two resolutions request that were rejected because staff did not understand the complaints. Person said that staff has told him in the past that he should file separate complaints for similar issues, and now that he has, those complaints have been rejected as duplicates.	The OCO provided information. The OCO reviewed multiple different resolutions requests from this individual and found that there were several different issues that he filed complaints about that were rejected as being duplicates, or as being classifications issues, and were not accepted by the facility or by DOC Headquarters. The OCO also found that the responses from DOC were not detailed or comprehensive or	Information Provided

Person expressed concerns about issues with the Resolution Program rejecting and denying resolution requests, and that there is no pathway for certain concerns to be addressed.

explicitly addressed the individual's concerns. The OCO reached out to this individual and spoke with him on the phone and provided self-advocacy information about navigating the resolutions program and addressing his classifications concerns. The OCO found that one of his concerns was resolved by him being transferred to a different facility. The OCO is in conversation with DOC Headquarters Resolutions Department regarding trending concerns being reported to this office about the program.

189. Incarcerated individual requests DOC create a way for incarcerated individuals to message each other with their Securus tablets. Many people are allowed to write a spouse if they are both incarcerated, and the individual reports messaging on the tablets is faster than regular mail.	The OCO provided information about how to contact DOC headquarters and request this service be allowed. The individual can write to DOC headquarters and share their request with DOC leadership. Securus will also have to be capable of allowing incarcerated individual accounts to message each other.	Information Provided
190. A loved one reported that an incarcerated individual has not been able to leave his cell, and that he has had issues being able to make phone calls. This individual also called the OCO and expressed concerns about not receiving his legal mail.	The OCO provided information. The OCO reviewed DOC records and found that this individual is in solitary confinement on maximum custody due to infractions. The OCO also found in DOC records that he was given his legal mail, and that DOC has record that he signed the form stating that he received the legal mail. The OCO could not find evidence that he filed a resolutions request regarding issues with being able to make phone calls. 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.	Information Provided
191. Person requested information regarding the most recent medication assisted therapy protocol.	The OCO provided information to the patient regarding the current medication assisted therapy (MAT) protocol. Patients in most major facilities, with an eligible diagnosis, can be inducted back onto the program as early as 90 days from release, depending on the capacity of medical to induct the patient on to treatment. The OCO will also offer recommendations to this protocol when it is under review. The OCO advised the person of the steps to take to be inducted to the MAT program.	Information Provided
192. Incarcerated individual relayed concerns regarding the procedure around DOC form 17-077 for disciplinary appeals.	The OCO discussed this concern with DOC and provided the individual with the following information regarding the process that is used for DOC Form 17-077: immediately following a disciplinary hearing, the hearings officer informs the individual of their right to appeal the decision	Information Provided

and/or sanctions. If the individual wishes to appeal, the hearings officer provides the individual an appeal packet. The appeal packet contains an envelope marked "hearings" along with a detailed instruction sheet for filling out and returning the appeal. The individual fills out the appeal, stating reasons why they are wishing to appeal the decision and/or sanction, seals the provided envelope and puts in the outgoing mail. When hearings receive the envelope with the appeal, it is logged and then forwarded to the Superintendent/designee. The 17-077 is sent at that time to the individual by the hearings department. If the individual decides after the hearings officer leaves, they can request a packet via kite from the hearings department and the same process is followed.

193. Incarcerated individual expressed concerns about their name being incorrectly listed on documentation.	The OCO informed the individual that they will need to submit a name change request through the courts and with DOC to correct their name.	Information Provided
194. The individual reported that he has been in the Intensive Management Unit (IMU) for three months because the facility is securing his previous unit. The person says he has not received an answer regarding when he will be able to return to his previous unit.	The OCO provided information. This office informed the individual that he is being held on administrative segregation status until space opens for his custody level in his previous unit.	Information Provided
195. Person reported that unit staff were not properly inventorying his property and stated that property is requiring him to get receipts in order to add specific items to his property matrix, or they will dispose of those items. Person wants DOC to call Correctional Industries and Securus to get the receipts and said that he is not being allowed to file a resolution request or appeal the property decision.	The OCO provided information about contacting Securus and Correctional Industries himself to request the receipts. The OCO reached out to the property sergeant, who said that this individual was given a property disposition form and did not sign it. The property sergeant said he filed an appeal that was rejected, and that he can have his items back if he provides receipts for the items.	Information Provided
196. The individual reports that a DOC staff member made derogatory comments about incarcerated individuals in the unit in front of several individuals.	The OCO was unable to substantiate the concern due to insufficient evidence. This office spoke with one of the other DOC staff members the individual reported heard the comments, and the staff member was not able to recall any derogatory comments made by DOC staff member the individual identified. This OCO also reviewed all relevant investigations and	Insufficient Evidence to Substantiate

documentation regarding the individual's report and were unable to substantiate this concern.

197. Incarcerated individual expressed concerns about an infraction they received.	The OCO requested records of the video that showed the alleged infraction occurrence, however, DOC stated no such records existed. Thus, there was insufficient evidence for the OCO to review and the OCO was unable to substantiate the individual's version of the event.	Insufficient Evidence to Substantiate
198. Incarcerated individual relayed concerns regarding a potential safety risk with their future facility placement.	The OCO reviewed the in effect custody facility plan and saw that the individual did not express any safety concerns and agreed to transfer to the future facility when they attended their FRMT. This office was unable to locate any evidence of the individual expressing safety concerns.	Insufficient Evidence to Substantiate
199. The individual reported that he filed a resolution request regarding money that was never put back into his account, but the resolutions specialist at the facility said that the resolution request appeal was never received.	The OCO was unable to substantiate the concern due to insufficient evidence. This office verified that the individual's resolution request was substantiated at level III, and he was issued a refund. The OCO was unable to substantiate that the individual was not able to appeal the resolution request.	Insufficient Evidence to Substantiate
200. Incarcerated individual reports concerns regarding his Custody Facility Planning (CFP). The individual reports a DOC staff member told him he would be eligible for a custody promotion after an infraction tag was completed. Another DOC staff member shared with him that the previous staff member was incorrect and that he is not eligible for a custody promotion until next year. The individual requests OCO assistance in getting his custody points returned so he can be considered for transfer to another facility.	The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed DOC 350.100 Earned Release Time and compared the infraction the person received. Per DOC 350.100, "The following violations will be eligible for restoration after: c. 3 years for a 507, 603, 650, 651 or 882 violation." The OCO verified that the infraction the individual received was in the three years until earned time can be restored.	No Violation of Policy
201. Loved one expressed concerns about an incarcerated individual losing their job.	The OCO confirmed the individual's job loss was the result of an infraction they received, and thus, was unable to locate a violation of DOC Policy 460.050.	No Violation of Policy
202. Incarcerated person reports that they were fired from a job in retaliation and wishes for help getting their job back.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC.	No Violation of Policy
203. Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the infraction narrative and found the individual's behaviors met the infraction elements, and thus were unable to locate a violation of DOC Policy 460.000.	No Violation of Policy

204. The individual reports that the DOC is providing clothing that have blood, fecal, and unknown stains and holes to individuals yet are deemed serviceable and usable. The individual says that this is a health and civil rights concern.	The OCO was unable to substantiate a violation of policy by DOC. This office reviewed the investigation of the resolution request regarding this concern and the person was informed that individuals should inspect their clothes prior to acceptance to ensure it meets policy guidelines regarding stains, holes, and altered colors. The DOC is not under policy requirement to provide new clothing at every clothing exchange opportunity. Per DOC 440.050 State-Issued Items, returned clothing will be inspected and may be reissued if in serviceable condition. Clothing will be laundered before being reissued. The individual was interviewed by DOC staff during the investigation of his resolution request, and he reported that the issue had been resolved and no further action was needed.	No Violation of Policy
205. The individual reported that he has been in the Intensive Management Unit (IMU) on level one and was having a hard time without radio, television, and his tablet. He reports he received two infractions, but one was dismissed. The individual says that he still has not been given his tablet and was told that it was because he received four negative Behavior Observation Entries (BOEs). The individual says he was not given notice of the BOEs or given a chance to appeal them.	The OCO was unable to substantiate a violation of policy by the DOC. Per DOC 300.010 Behavior Observations, BOEs will be considered when developing a case plan and will not be used as a sole determining factor when making classification, program, or privilege decisions. The OCO found that the individual had also received recent infractions which are also considered when determining IMU levels. This office verified that the individual has since been awarded level three. The OCO was unable to substantiate that the individual was not notified of the BOEs per policy.	No Violation of Policy
206. Person reported that a DOC staff member put him on a temporary suspension from his job.	The OCO was unable to substantiate a violation of policy by DOC. DOC Work Programs in Prison 700.000 V. B. states "assignment to a work program may be suspended/terminated based on security/ disruption concerns resulting from, but not limited to, an alleged violation or pending investigation." DOC is within policy to temporarily suspend someone from their job.	No Violation of Policy
207. Incarcerated individual relayed concerns regarding a delay in an infraction appeal and the infraction narrative including the wrong DOC number.	The OCO verified that the infraction appeal was responded to and advised the individual that 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." Similarly for the concern about the wrong DOC number, clerical errors are not grounds for dismissal.	No Violation of Policy



## INTAKE INVESTIGATIONS

### Airway Heights Corrections Center

208.	Incarcerated individual relayed concerns regarding safety 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.	Administrative Remedies Not Pursued
209.	Incarcerated individual relayed concerns regarding staff misconduct.	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.	Administrative Remedies Not Pursued
210.	Incarcerated individual relayed concerns regarding staff 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.	Administrative Remedies Not Pursued
211.	Incarcerated individual relayed concerns regarding time calculation.	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.	Administrative Remedies Not Pursued
212.	Incarcerated individual relayed concerns regarding two infractions.	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.	Administrative Remedies Not Pursued
213.	Incarcerated individual relayed concerns regarding not being allowed to use scraps to make crafts.	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.	Administrative Remedies Not Pursued
214.	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.	Administrative Remedies Not Pursued
215.	Incarcerated individual relayed concerns regarding the	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	Administrative Remedies Not Pursued

	commissary procedure that occurred on a particular day.	incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	
216.	Incarcerated individual expressed a medical concern.	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.	Administrative Remedies Not Pursued
217.	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.	Administrative Remedies Not Pursued
218.	Incarcerated individual relayed concerns regarding 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.	Administrative Remedies Not Pursued
219.	Incarcerated individual relayed concerns regarding religious 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.	Administrative Remedies Not Pursued
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.	Administrative Remedies Not Pursued
221.	Incarcerated individual relayed concerns regarding facility placement and safety 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.	Administrative Remedies Not Pursued
222.	Incarcerated individual relayed concerns regarding not receiving their religious property upon transfer.	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.	Administrative Remedies Not Pursued
223.	Incarcerated individual relayed concerns regarding a property issue and the desire for the OCO to contact DES regarding a tort claim	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

to assist the individual in getting monetary compensation.

224.	Incarcerated individual relayed concerns regarding a desire to press charges against DOC and get monetary restitution.	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
225.	The individual reports wrongful imprisonment and issues with his Judgement & Sentence.	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

**Cedar Creek Corrections Center**

226.	Incarcerated individual relayed concerns regarding their job assignment.	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.	Administrative Remedies Not Pursued
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**Clallam Bay Corrections Center**

227.	Loved one relayed concerns regarding cell searches.	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.	Administrative Remedies Not Pursued
228.	Incarcerated individual relayed concerns regarding conditions inside of cells during cell confinement.	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.	Administrative Remedies Not Pursued
229.	Incarcerated individual relayed concerns regarding staff taking his personal 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.	Administrative Remedies Not Pursued
230.	Incarcerated individual relayed concerns regarding recreation being cancelled.	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.	Administrative Remedies Not Pursued
231.	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.	Administrative Remedies Not Pursued

232.	Incarcerated individual relayed concerns regarding missing books.	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.	Administrative Remedies Not Pursued
233.	Incarcerated individual relayed concerns regarding staff putting things in their food and through the air vent in 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.	Administrative Remedies Not Pursued
234.	Loved one relayed concerns regarding an infraction an incarcerated individual received.	This office sent an OCO review request form to confirm that the individual wanted this concern investigated but did not hear from them within the allotted 30-day timeframe, thus this concern was not investigated.	Person Declined OCO Assistance

### **Coyote Ridge Corrections Center**

235.	Loved one 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.	Administrative Remedies Not Pursued
236.	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.	Administrative Remedies Not Pursued
237.	Incarcerated individual relayed concerns regarding the recycled air in the unit circulating COVID and pneumonia.	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.	Administrative Remedies Not Pursued
238.	Incarcerated individual expressed concerns about a visitation 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.	Administrative Remedies Not Pursued
239.	Person reports he needs a follow up medical appointment and his health status reports renewed. This person states he has been restricted from filing resolution requests.	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. OCO staff contacted the resolution department	Administrative Remedies Not Pursued

at DOC headquarters and verified this person has access to file resolutions without restrictions. OCO staff verified the health status reports were renewed.

240.	Incarcerated individual relayed concerns regarding not getting the proper pain management.	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.	Administrative Remedies Not Pursued
241.	Incarcerated individual relayed concerns regarding time calculation.	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.	Administrative Remedies Not Pursued
242.	Incarcerated individual relayed concerns regarding the denial of a tort claim and the desire to get monetary compensation.	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
243.	Loved one relayed concerns regarding an infraction.	The OCO mailed the individual an OCO Review Request Form to confirm this was a concern the individual wanted investigated. Because this office did not hear from the individual or receive the request form from them within the allotted three weeks, this case was closed without further investigation.	Person Declined OCO Assistance

**Larch Corrections Center**

244.	Incarcerated individual relayed concerns regarding a visitation 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.	Administrative Remedies Not Pursued
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**Monroe Correctional Complex**

245.	Incarcerated individual relayed concerns regarding the conduct of a 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.	Administrative Remedies Not Pursued
246.	Person reports DOC medical is not following recommendations from the outside specialist. The patient also stated he needs a single person 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.	Administrative Remedies Not Pursued

247.	Incarcerated individual relayed concerns regarding shower water temperature.	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.	Administrative Remedies Not Pursued
248.	Incarcerated individual relayed concerns regarding having difficulty getting money put into a commissary 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.	Administrative Remedies Not Pursued
249.	Person reports he has had an MRI and is requesting assistance in getting DOC to schedule surgery in a timely 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.	Administrative Remedies Not Pursued
250.	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.	Administrative Remedies Not Pursued
251.	Incarcerated individual relayed concerns regarding staff misconduct.	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.	Administrative Remedies Not Pursued
252.	A loved one relayed concerns regarding staff misconduct.	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.	Administrative Remedies Not Pursued
253.	Incarcerated individual expressed concerns about their 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.	Administrative Remedies Not Pursued
254.	Incarcerated individual relayed concerns regarding the facility not following DOC's memo regarding IMU.	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.	Administrative Remedies Not Pursued

255.	Incarcerated individual relayed concerns regarding frustrations with the items available from correctional industries (CI).	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.	Administrative Remedies Not Pursued
256.	Incarcerated individual relayed concerns regarding time calculation.	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.	Administrative Remedies Not Pursued
257.	Incarcerated individual relayed concerns regarding being held illegally and a desire 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
258.	Incarcerated individual relayed concerns regarding seeking clarification on a recent change to DOC Policy 440.050.	The OCO declined to investigate this concern per WAC 138-10-040(3)(d) as the complaint does not allege a violation of policy, procedure, or law. This office advised the individual that they can contact a DOC staff member for clarification on this policy question.	Declined
259.	Incarcerated individual expressed concerns about their sentence.	The OCO declined to investigate this concern per WAC 138-10-040(3)(a) as the ombuds lacks jurisdiction over the complaint	Declined
260.	Person reported being mistreated by staff and cut off from contact with family and friends.	The incarcerated individual advised the OCO they did not want the OCO to investigate the complaint.	Person Declined OCO Assistance
261.	Loved one relayed concerns regarding safety concerns resulting from a facility transfer.	The OCO mailed the individual an OCO Review Request Form to confirm this was a concern the individual wanted investigated. Because this office did not hear from the individual or receive the request form from them within the allotted three weeks, this case was closed without further investigation.	Person Declined OCO Assistance
262.	Person reported that staff are enforcing a unit rule that says individuals cannot use bathrooms until count is finished. Person stated that this is an institutional policy, not DOC policy.	This person was released prior to the OCO taking action on the complaint.	Person Released from DOC Prior to OCO Action
<b>Other - Community Custody</b>			
263.	Incarcerated individual expressed concerns about things that occurred after they left prison.	The OCO declined to investigate this concern per WAC 138-10-040(3)(a) as the ombuds lacks jurisdiction over the complaint.	Declined

264.	Individual expressed concerns about having to report after being released from prison.	The OCO declined to investigate this concern per WAC 138-10-040(3)(a) as the ombuds lacks jurisdiction over the complaint.	Declined
265.	Incarcerated person reached out to the OCO to request assistance with their sentence.	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
<b>Other - Jail/County/City</b>			
266.	Incarcerated individual relayed concerns regarding inability to access medical care in jail.	The OCO declined to investigate this concern per WAC 138-10-040(3)(a) as the ombuds lacks jurisdiction over the complaint.	Declined
267.	Individual relayed concerns regarding being held in jail past their release date.	The OCO declined to investigate this concern per WAC 138-10-040(3)(a) as the ombuds lacks jurisdiction over the complaint.	Declined
268.	Anonymous individual expressed a desire to shut down the women's jail and prison facilities.	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
269.	Loved one expressed concerns about an assault that occurred while in a jail facility.	The OCO declined to investigate this concern per WAC 138-10-040(3)(a) as the ombuds lacks jurisdiction over the complaint.	Declined
270.	Loved one expressed concerns about conduct that occurred in a jail facility.	The OCO declined to investigate this concern per WAC 138-10-040(3)(a) as the ombuds lacks jurisdiction over the complaint.	Lacked Jurisdiction
271.	Loved one expressed concerns about an individual's placement in a jail facility.	This office has declined to move the complaint beyond the intake investigation phase. Per WAC 138-10-040(3)(a) as the ombuds lacks jurisdiction over the complaint.	Lacked Jurisdiction
<b>Other - Out of State</b>			
272.	Loved one expressed concerns about facility placement of an incarcerated individual.	The OCO declined to investigate the complaint beyond the intake investigation phase, as described in WAC 138-10-040(3), because the OCO lacked jurisdiction over the complaint. The complaint was not related to a person who is committed to the physical custody of the Washington DOC.	Declined
<b>Stafford Creek Corrections Center</b>			
273.	External person is requesting that their loved one be given thermal underclothes for cold weather due to medication that increases sensitivity.	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. OCO staff provided the incarcerated individual with self-advocacy information.	Administrative Remedies Not Pursued



274.	Incarcerated individual relayed concerns regarding the legal phone booth not working for OCO calls.	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.	Administrative Remedies Not Pursued
275.	Incarcerated person asks for help getting DOC to resolve a complaint related to documents and legal access.	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.	Administrative Remedies Not Pursued
276.	Incarcerated individual relayed concerns regarding programming accommodations due to a disability.	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.	Administrative Remedies Not Pursued
277.	Incarcerated individual relayed concerns regarding frustrations with I&I.	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.	Administrative Remedies Not Pursued
278.	Incarcerated individual relayed concerns regarding staff misconduct.	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.	Administrative Remedies Not Pursued
279.	Incarcerated individual relayed concerns regarding a search that was done.	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.	Administrative Remedies Not Pursued
280.	Incarcerated individual relayed concerns regarding staff misconduct.	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.	Administrative Remedies Not Pursued
281.	Incarcerated individual relayed concerns regarding needing proper footwear due to an injury.	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.	Administrative Remedies Not Pursued

282.	Incarcerated individual relayed concerns regarding the resolution specialist's job performance.	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.	Administrative Remedies Not Pursued
283.	The person reports issues with access to outgoing legal mail and says staff removed the outgoing legal mailbox.	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.	Administrative Remedies Not Pursued
284.	Incarcerated individual relayed concerns regarding a desired elective surgery.	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.	Administrative Remedies Not Pursued
285.	Incarcerated individual relayed concerns regarding their sentence being vacated and a desire 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
286.	A loved one of the incarcerated individual reports concerns regarding the denial of Extended Family Visits (EFVs).	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
287.	External person reports concerns about their loved one's access to medical care.	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
<b>Washington Corrections Center</b>			
288.	External individual expressed concerns about an incarcerated individual's 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.	Administrative Remedies Not Pursued
289.	Incarcerated individual expressed concerns about Black people being treated differently than other groups in the context of safe havens for people who are no longer active in a gang.	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.	Administrative Remedies Not Pursued
290.	Incarcerated individual relayed concerns regarding a banking error.	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	Administrative Remedies Not Pursued

		resolve it through the DOC internal grievance process, administrative, or appellate process.	
291.	Incarcerated individual relayed concerns regarding the need to complete a cardiological assessment.	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.	Administrative Remedies Not Pursued
292.	Incarcerated individual relayed concerns regarding the facility not being up to code with the national fire protection standards.	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.	Administrative Remedies Not Pursued
293.	Incarcerated individual relayed concerns regarding not receiving an infraction appeal.	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.	Administrative Remedies Not Pursued
294.	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.	Administrative Remedies Not Pursued
295.	Incarcerated individual relayed concerns regarding staff 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.	Administrative Remedies Not Pursued
296.	Person is following up on a previous case to clarify that he is requesting that DOC change the COVID testing policy around dental procedures.	The OCO declined to investigate the complaint beyond the intake investigation phase. However, the case handler alerted OCO policy staff to this person's concern.	Declined
297.	A loved one of the incarcerated individual reported concerns regarding the denial of Extended Family Visits (EFVs).	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.	Individual reports his earned release date (ERD) is incorrect and DOC is calculating his sentence inaccurately.	The OCO verified that this individual has been released from DOC Custody.	Person Released from DOC Prior to OCO Action

## Washington Corrections Center for Women

299.	Incarcerated individual relayed concerns regarding their cellmate's wellbeing on occasions when she declines a prescribed medication.	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.	Administrative Remedies Not Pursued
300.	The individual reports inaccurate deductions being taken out of her commissary 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.	Administrative Remedies Not Pursued
301.	Incarcerated individual relayed concerns regarding overall frustration with a broken prison system.	The OCO declined to investigate this concern per WAC 138-10-040(3)(d) as the complaint does not allege a violation of policy, procedure of law.	Declined
302.	External person reports concerns about their loved one's access to medical care.	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
303.	A loved one reports that an incarcerated individual was moved to another part of the prison and was not given their clothes or any other property.	This person was released prior to the OCO taking action on the complaint.	Person Released from DOC Prior to OCO Action

## Washington State Penitentiary

304.	Loved one relayed concerns regarding lack of power in the unit.	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. However, the OCO will monitor this situation.	Administrative Remedies Not Pursued
305.	Incarcerated individual relayed concerns regarding being denied the inability to send out legal mail to a particular 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 reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
306.	Incarcerated individual relayed concerns regarding artificial sweeteners used in the kitchen.	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.	Administrative Remedies Not Pursued

307.	Incarcerated individual expressed concerns about water quality.	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.	Administrative Remedies Not Pursued
308.	Incarcerated individual relayed concerns regarding staff 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.	Administrative Remedies Not Pursued
309.	Incarcerated individual relayed concerns regarding frustrations with banking.	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.	Administrative Remedies Not Pursued
310.	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.	Administrative Remedies Not Pursued
311.	Incarcerated individual relayed concerns regarding a situation that occurred while on dry cell watch.	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.	Administrative Remedies Not Pursued
312.	Incarcerated individual relayed concerns regarding staff misconduct.	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.	Administrative Remedies Not Pursued
313.	Incarcerated individual relayed concerns regarding a staff member threatening to take their mattress.	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.	Administrative Remedies Not Pursued
314.	Incarcerated individual relayed concerns regarding other incarcerated individuals buying commissary items that do not align with their special diets.	The OCO declined to investigate this concern per WAC 138-10-040(3)(d) as the complaint does not allege a violation of policy, procedure of law.	Declined
315.	Incarcerated individual expressed concerns about an infraction they received over 10 years ago.	The OCO declined to investigate this concern per WAC 138-10-040(3)(f) as the alleged violation is a past rather than ongoing issue.	Declined

316. Incarcerated individual relayed concerns regarding the desire to be released early from prison on an ankle monitor.	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
317. Incarcerated individual relayed concerns regarding assistance getting released from prison to clear their name.	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
318. A loved one of the incarcerated individual reported issues with video visits in the individual's unit.	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
319. External person reports that her loved one was transferred to a facility outside of where they can visit. The person also stated that the incarcerated person is in a facility that cannot meet their medical needs. They are requesting this person be transferred to another facility.	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

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).

<b>Case Closure Reason</b>	<b>Meaning</b>
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 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.

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