

**UNEXPECTED FATALITY REVIEWS: 3**

**CASE INVESTIGATIONS: 203**

Assistance Provided - 29  
Information Provided - 70  
DOC Resolved – 18  
Insufficient Evidence to Substantiate - 16  
No Violation of Policy - 62  
Substantiated - 8

**INTAKE INVESTIGATIONS: 115**

Administrative Remedies Not Pursued - 71  
Declined - 20  
Lacked Jurisdiction - 14  
Person Declined OCO Involvement - 8  
Person Left DOC Custody Prior to OCO Action - 2

Resolved Investigations: **321**

Assistance or Information Provided in  
**OVER 48%**  
of Case Investigations

The Office of the Corrections Ombuds (OCO) investigates complaints regarding any Department of Corrections' (DOC) actions or inactions that adversely affect the health, safety, welfare, and rights of incarcerated individuals. RCW 43.06C.040. RCW 43.06C.040(2)(k) directs the ombuds to render a public decision on the merits of each complaint at the conclusion an investigation. All cases opened by the OCO are considered investigations for the purposes of the statute. As of March 15, 2022, the OCO opens an investigation for every complaint received by this office. The following pages serve as the public decisions required by RCW 43.06C.040(2)(k).

Case Closure Reason	Meaning	Total
<b>Unexpected Fatality Review</b>	The incarcerated person died unexpectedly, and the death was reviewed by the unexpected fatality review team, as required by RCW 72.09.770.	3

<b>Assistance Provided</b>	The OCO achieved full or partial resolution of the person's complaint.	29
<b>Information Provided</b>	The OCO provided self-advocacy information.	70
<b>DOC Resolved</b>	DOC staff resolved the concern prior to OCO action.	18
<b>Insufficient Evidence to Substantiate</b>	Insufficient evidence existed to substantiate the concern.	16
<b>No Violation of Policy</b>	The OCO determined that DOC policy was not violated.	62
<b>Substantiated</b>	The OCO verified the concern but was unable to achieve a resolution to the concern.	8

<b>Administrative Remedies Not Pursued</b>	The incarcerated person did not yet pursue internal resolution per RCW 43.06C.040(2)(b).	71
<b>Declined</b>	The OCO declined to investigate the complaint per WAC 138-10-040(3).	20
<b>Lacked Jurisdiction</b>	The complaint did not meet OCO's jurisdictional requirements (typically when complaint is not about an incarcerated person or not about a DOC action).	14
<b>Person Declined OCO Involvement</b>	The person did not want the OCO to pursue the concern or the OCO received no response to requests for more information.	8
<b>Person Left DOC Custody</b>	The incarcerated person left DOC custody prior to OCO action.	2

All published monthly outcome reports are available at  
<https://oco.wa.gov/reports-publications/reports/monthly-outcome-reports>.

## MONTHLY OUTCOME REPORT DECEMBER 2022

COMPLAINT SUMMARY		OUTCOME SUMMARY	CASE CLOSURE REASON
<b>UNEXPECTED FATALITY REVIEWS</b>			
<b>Ahtanum View</b>			
1.	Per RCW 72.09.770, the OCO formally requests that the incarcerated individual's death be referred for an unexpected fatality review.	This case was reviewed by the unexpected fatality review team. RCW 72.09.770 directs DOC to conduct an unexpected fatality review in any case in which the death of an incarcerated individual is unexpected, or any case identified by the OCO for review. UFR-22-030 is publicly available on the DOC website.	Unexpected Fatality Review
<b>Stafford Creek Corrections Center</b>			
2.	An incarcerated individual reported that another incarcerated individual was seeing mental health, contracted tuberculosis, was housed in an EFV trailer, and then died by suicide. According to the complainant, the deceased should have never been in isolation and that the suicide was preventable. He questions why DOC staff were not doing wellness checks on the individual. He requests the OCO investigate as it is his belief that the situation was very preventable.	This case was reviewed by the unexpected fatality review team. RCW 72.09.770 directs DOC to conduct an unexpected fatality review in any case in which the death of an incarcerated individual is unexpected, or any case identified by the OCO for review. UFR-22-026 is publicly available on the DOC website. The OCO provided a copy of the report and the DOC's corrective action plan (CAP) to the person requesting an investigation.	Unexpected Fatality Review
<b>Washington Corrections Center</b>			
3.	An incarcerated person died by suicide in July 2021. This was a request for review of his death.	This case was reviewed by the unexpected fatality review team. RCW 72.09.770 directs DOC to conduct an unexpected fatality review in any case in which the death of an incarcerated individual is unexpected, or any case identified by the OCO for review. UFR-21-005 is publicly available on the DOC website.	Unexpected Fatality Review
<b>CASE INVESTIGATIONS</b>			
<b>Airway Heights Corrections Center</b>			
4.	Incarcerated individual reports that visiting staff are harassing him and his visitor. The individual reports that he filed resolution requests about the issue and that the staff member has	The OCO provided assistance. The OCO reviewed documentation and was unable to substantiate a pattern of harassment based on the evidence available. However, the OCO spoke with multiple DOC staff members	Assistance Provided

	since been treating him unfairly and has written negative Behavior Observation Entries (BOE's) about the person since he reported the concern through the resolution process. The individual reports multiple instances of the staff member engaging in concerning behavior and reports he feels nervous going to visiting when the staff member is working.	about the issue and DOC staff verified that they would continue to monitor the concern. The DOC also explained to the OCO that they are improving their reporting system for when people report concerns related to their visits, as DOC staff want to ensure the visiting experience is positive for everyone involved. DOC staff explained the individual can report any concerns if they continue so that DOC can take action to address the concern.	
5.	Incarcerated individual reports that visiting staff are harassing him and his visitor. The individual reports that he filed resolution requests about the issue and that the staff member has since been treating him unfairly and has written negative Behavior Observation Entries (BOE's) about the person since he reported the concern through the resolution process. The individual reports multiple instances of the staff member engaging in concerning behavior and reports he feels nervous going to visiting when the staff member is working.	The OCO provided assistance. The OCO reviewed documentation and was unable to substantiate a pattern of harassment based on the evidence available. However, the OCO spoke with multiple DOC staff members about the issue and DOC staff verified that they would continue to monitor the concern. The DOC also explained to the OCO that they are improving their reporting system for when people report concerns related to their visits, as DOC staff want to ensure the visiting experience is positive for everyone involved. DOC staff explained the individual can report any concerns if they continue so that DOC can take action to address the concern.	Assistance Provided
6.	The incarcerated individual reports that OCO Review Request Forms have not been available to individuals in the unit. The individual would like two OCO Review Request Forms sent to him and wants to give one to his friend who works during OCO hotline hours.	The OCO provided assistance. This office sent Review Request Forms to the individual. The OCO also spoke with DOC staff at the facility and requested that they ensure OCO Forms are consistently available for individuals to access.	Assistance Provided
7.	Incarcerated individual reports that a staff member has been looking at his visitor and feels that the looks are sexual in nature. The individual reports that when his visitor requested to use the bathroom, he checked her mouth and had her move her tongue around before allowing her to use the bathroom. They feel targeted because the staff member did not request this of anyone else.	The OCO provided assistance. The OCO spoke with DOC staff who verified that they would ensure that male and female DOC staff are working in the visiting room and available to conduct searches as needed. DOC performs random searches on visitors, however, understands the importance of ensuring that searches are done with respect. The OCO was unable to verify that the search was conducted due to DOC staff targeting, as all visitors per DOC 420.340 Searching and Detaining Facility Visitors must consent to searches by signing the DOC 21-575 Acknowledgment of Visitor Search Requirements document.	Assistance Provided

8.	Patient reports not receiving follow-up after an ultrasound and concerns related to medication and appointment access. The OCO case was reactivated based on updates from the patient.	The OCO mediated resolution with DOC health services staff. After outreach and elevation, this office confirmed a workup for kidney pain was completed, results shared with the patient, and active prescriptions. This office discussed case updates with the patient and DOC health services. The patient's appointments were added to the OCO appointment tracker, and this case remained open in order to follow up on the patient's treatment planning and to confirm appointments occurred.	Assistance Provided
9.	The incarcerated individual reports that he was denied the opportunity to be notified and attend his Facility Risk Management Team (FRMT) Review. The individual reports he did not know a review was happening until he was transferred. The individual reports that the DOC will not share his FRMT paperwork.	The OCO provided assistance. The OCO reviewed the individual's FRMT Review and found that this instance was considered a priority transfer. Per DOC 300.380, Classification and Custody Facility Plan Review, the individual may not be present in the case of emergency/priority transfers. This office contacted DOC staff who confirmed that a copy of his Custody Facility Plan (CFP) which is the document the FRMT Review produced, was printed, and delivered to the individual so that he may appeal his CFP if he does not agree with it.	Assistance Provided
10.	Incarcerated individual expressed concerns about the sanctions received for an infraction.	The OCO reviewed the sanctions and reached out to DOC regarding the improper issuance of an overage of loss of fee-based recreation, as a result, DOC revised the sanction to the proper loss of time.	Assistance Provided
11.	Patient reports worsening symptoms and kidney pain. He did receive follow-up and reviewed kidney condition. The patient reports a DOC medical provider identified kidney issues prior to him being transferred to AHCC, however, his care was delayed. He is continuing to have the same pressure and pain in his kidney. Once or twice a month it gets severe, and he has to put in an urgent medical request, but he thinks these are technically emergencies. He put in an urgent medical kite request several weeks ago and has not received a DOC response. The person filed a grievance. He has an enlarged kidney and is not getting treatment or further testing. Patient discussed results of	The OCO contacted health services about the patient's history, testing, and treatment plan and elevated this case to the Health Service Administrators, Chief Medical Officer, and Assistant Secretary of Health Services. During OCO mediation and follow up on the patient's care, the patient was diagnosed with cancer. The OCO continued to follow up with health services to confirm cancer care testing, treatment, and follow-up. Since the individual's release date was approaching, the OCO also asked the reentry nurse to meet with the patient and discuss continuity of care. The OCO confirmed the patient received recent cancer care appointments and has a continuity of care plan moving forward. For months, the OCO mediated and followed up on this case after receiving	Assistance Provided

	recent ultrasound with a provider but did not discuss treatment or follow-up. He was told he would get a follow-up but has not received one.	updates from the patient. The individual is no longer in a DOC prison.	
12.	External complainant reports their loved one was transferred and moved from minimum 2 - Camp (MI2) to minimum 3 - Long Term Minimum (MI3) custody level without a valid reason.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed the individual's custody facility plan (CFP) and found he was placed as MI3 due to medical concerns that could not be managed at a DOC camp. DOC agreed that once the medical concerns are resolved, he will be able to have his custody scored adjusted. The medical concerns have been resolved and the individual is now minimum 1 - Work Release.	DOC Resolved
13.	The incarcerated individual wants to know why the Resolution Department will not provide copies of resolution requests. The individual says that copies should be provided upon request.	The OCO provided information regarding obtaining copies of resolution requests. Individuals are only provided one copy and if they want more, individuals must seek it through public disclosure or make copies of the one sent to them.	Information Provided
14.	The incarcerated individual reports concerns that individuals who are in a unit on quarantine for COVID-19 are still going to work and are around people in units not on quarantine.	The OCO provided information regarding precautions DOC HQ Clinical is taking to ensure the safety of individuals in all units at the facility. Only essential workers in the unit on quarantine are allowed to go to work after receiving a rapid antigen test each day and being cleared by medical staff at the facility.	Information Provided
15.	Incarcerated individual reports he was approved for Graduated Reentry (GRE) but has not yet been transferred. The individual reports after his classification counselor told him that a plan was created for a transition to GRE, the individual was transferred to another facility and his custody level was changed. The individual is concerned about his transfer to GRE and requests the OCO review the individuals recent change in custody.	The OCO provided information to the individual about his current custody level. The OCO reviewed the individual's custody facility plan (CFP) and found he was placed as MI3 due to medical concerns that could not be managed at a DOC camp. DOC agreed that once the medical concerns are resolved, he will be able to have his custody scored adjusted. The medical concerns have been resolved and the individual's custody score is now minimum 1 - Work Release.	Information Provided
16.	Patient reports medical staff did not respond to medical emergencies appropriately. This case was reactivated after the OCO received an update from the individual.	The OCO reviewed the related level III DOC Resolution investigation and found that the incident was partially substantiated. The OCO elevated this issue to the Health Service Administrators (HSAs) to discuss follow up on the substantiated incident. Since the person mentioned interest in filing a lawsuit and the OCO does not have jurisdiction over	Information Provided

		litigation, this office provided the individual with self-advocacy information for filing a tort claim with the Office of Risk Management division of the Department of Enterprise Services (DES).	
17.	The incarcerated individual reports he is currently serving a de facto life sentence and was not ordered to pay legal financial obligations (LFOs). The individual is concerned that LFO deductions were collected from his Economic Impact Payments (EIP) in 2020. The individual also reports that he requested that deductions for inmate savings not be collected but inmate trust accounting may have deducted funds for his savings account anyway.	The OCO provided information about mandatory deductions and deductions from his spendable account to his savings account. The OCO verified that no LFOs were deducted from the individual's EIP payments. DOC did make deductions to his EIP for Crime Victims Compensation (CVC), Cost of Incarceration (COI), and DOC debt. Per RCW 72.09.111, 72.09.480, and 72.09.450 these deductions are allowed. The DOC identified a transfer to his savings sub-account in 2018 that was returned to his spendable account, DOC has not made a transfer of funds to the individual's savings sub-account since that time.	Information Provided
18.	The incarcerated individual reports that he is a disabled veteran and is not able to contact Veterans Affairs (VA) due to time limits on the phones. The individual needs to make sure his information and benefits are updated due to being incarcerated.	The OCO provided information regarding how the individual can write to the VA. The OCO cannot facilitate a call between the individual and the VA.	Information Provided
19.	Patient reports DOC has not provided the medical records he requested. He made the records request three times. The first two times, he was told they could not be fulfilled without money on his books. The third time he made the request he confirmed he had money on his books but has not received the records. He met with medical staff to review the records and followed up via kite.	The OCO sent the individual a confidentiality waiver at his request and explained how to submit a records request to the OCO. The OCO provided self-advocacy information for following up with DOC records via phone and closing letter. The individual is no longer incarcerated in a state prison.	Information Provided
20.	The incarcerated individual reports that he is trying to file a resolution request on mailroom staff misconduct, but the resolution requests have not been accepted because mail has an appeal process. The individual says he is not trying to appeal the rejections but wants staff conduct investigated. The individual also has concerns about there being a statewide publication	The OCO provided information regarding writing resolution requests per the Resolution Program Manual on staff misconduct so they will not be misunderstood as mail rejection appeals. This office also provided information on the Publication Review Log, which is re-reviewed every three years, and appeal outcomes are part of the review process.	Information Provided

	rejection list, and books remaining on there even if even if the rejection was overruled.		
21.	The incarcerated individual reports that he is supposed to go to camp but is still in the main unit. The individual reports that his family contacted HQ and was told they are waiting on the final decision.	The OCO provided information regarding the status of the individuals Custody Facility Plan (CFP) and how he may appeal it per DOC 300.380, Classification and Custody Facility Plan Review, if the individual disagrees with his CFP. The individual's CFP has been finalized and he will go to camp.	Information Provided
22.	The incarcerated individual reports concerns about books individuals order that are rejected and put on a statewide rejection list. The individual reports that even if the rejection is overruled, the book remains on the statewide mail rejection list. The individual says that the DOC should have two lists, one for books with affirmed rejection appeals and one for books that have been reviewed and approved.	The OCO provided information regarding rejected publications being placed on the publication review log. All publications reviewed by the Publication Review Committee are placed on the list along with the results of the appeal. Publications remain on the list for three years, at which time the content can be re-reviewed.	Information Provided
23.	Incarcerated individual reports that they were sexually harassed by a staff member who deliberately interrupted their time to shower. The individual reports they were later infractioned for being disruptive. They filed a PREA report, however the response was that it did not meet the PREA definition and person feels like their complaints are being dismissed. The individual further says that staff at that facility are not following policy regarding showers and searches.	The OCO provided information regarding the results of the OCO investigation. The OCO found the individual was using the shower at the time specified however, the actions of DOC staff did not meet the requirements to be investigated under the PREA reporting system. The OCO shared with the individual the proper channels to resolve this type of concern. The OCO notified DOC of the concern related to access to showers at the allotted time and DOC staff agreed to ensure all unit staff are aware of who is allowed to take a shower during count. The OCO could not substantiate that any search around the time of this incident was performed in violation of DOC policy.	Information Provided
24.	The incarcerated individual reports that he was wrongly accused of making threats to DOC staff, which resulted in him being moved to segregation. The individual was not infractioned and says that the DOC is covering up the fact that they are not following COVID-19 protocols.	The OCO was unable to substantiate the concern due to insufficient evidence. The individual was placed on Administrative Segregation pending transfer to Closed Custody at another facility, not for threatening behavior. The individual has since transferred to the new facility.	Insufficient Evidence to Substantiate
25.	Incarcerated individual reports receiving a 709 out of bounds infraction	The OCO reached out to DOC to see if they would be willing to reduce the infraction, but	No Violation of Policy

	and believes it should be reduced to a general 210 per DOC policy 460.000.	they were unwilling as entering another individual's cell poses a threat to safety and security. Per DOC Policy 460.000, the hearings officer can reduce the infraction, but it is not mandatory that a general infraction be issued prior to the issuance of a serious infraction. There is evidence to support the infraction and uphold it as a serious infraction as addressed in the appeal response.	
26.	Person was sanctioned to 140 days loss of good conduct time for an infraction that happened while on Graduated Reentry (GRE).	The OCO reviewed the sanctions imposed for multiple infractions and compared them to the sanctioning guidelines and find they were all within policy.	No Violation of Policy
27.	Incarcerated individual states that she has been subjected to sexual harassment by another incarcerated person. The other person was peering at her from outside her cell. She has filed a PREA and spoken with numerous staff who have taken no action. She feels unheard and like her safety is not important to DOC staff. The person harassing her is also kiting DOC staff with other incarcerated people's names and DOC numbers to slander her and other people in the unit.	The OCO reviewed documents and evidence from DOC and found no violation of policy DOC 490.800. No kites found from other named incarcerated individual regarding complainant.	No Violation of Policy
28.	Incarcerated individual expressed concerns about being notified of an infraction beyond the 5-day notification and is concerned about DOC not following policy.	The individual was informed that DOC timeframes are nonjurisdictional and the OCO does not review general infractions.	No Violation of Policy
29.	Person had previously contacted OCO about wanting a single man cell. Person was given information from OCO office. Person received a screening and was still denied response stated, does not fit criteria. Person states that he fits the criteria because of his history of assaulting a correctional officer. Person sent a letter to HQ stating that he believes this is a mistake.	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 420.140 describes certain criteria that may result in a single cell placement. The person does not meet those criteria.	No Violation of Policy
30.	Person has been waiting for a bed date for work release and then had a hold because of the Therapeutic Community program. Now that the program is done, his next review date is not until	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 300.500 states a person will be screened and approved if eligible. The person was approved for a reentry center, unfortunately	No Violation of Policy

	his release and DOC is saying they cannot promote him.	substance abuse treatment takes priority over reentry centers.	
31.	Person was moved to a four-man cell because DOC found a fresh tattoo. They told him he would be infraacted. He feels he will be getting sanctioned twice for the same incident since they already moved him.	The OCO was unable to substantiate there was a violation of policy by DOC. Under policy 460.050 a cell move is not a sanction.	No Violation of Policy
32.	Person reports that staff are removing all double mattresses in MSU but are not issuing new mattresses to everyone and this is creating tension and animosity among the population at staff. Person also says people are using the new mattresses like a commodity and trading or selling them for \$100 each.	The OCO contacted facility leadership regarding this concern. New mattress production has been temporarily halted. Due to this they cannot allow double mattresses as they do not have enough for everyone. There is no violation of DOC policy. The facility is aware that incarcerated individuals are trading and selling them. They are dealing with this issue on a case-by-case basis.	No Violation of Policy
33.	The incarcerated individual reports that the roof over the weight room in the gym has been leaking for over ten years but the facility's administration continues to ignore the problem. The individual says when the roof leaks the weight room is shut down and not available for use.	The OCO was able to substantiate this concern. This office spoke with leadership at the facility who are aware of the problem and are creating a future capital project to address the leaking roof.	Substantiated

#### **Cedar Creek Corrections Center**

34.	Person reports he applied for the CPA (Community Parenting Alternative) program and was informed by his counselor that he was denied due to CPS issues. Person states he has two children and three stepchildren and has never had any involvement with CPS or had any sort of CPS case or domestic violence charges.	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 390.585 states the committee will gather all information needed from different agencies and can and will deny if anything in the file deems it necessary. The committee has reviewed this person's file and the decision is final.	No Violation of Policy
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#### **Clallam Bay Corrections Center**

35.	Person was given the wrong medication when he was scheduled to receive the COVID-19 immunization. Now he is very hesitant to receive any care from DOC medical but would still like to receive his booster shot. He wants to speak to medical staff before consenting to receive the booster shot.	The OCO provided assistance by contacting the Infection Prevention Department at the facility level and requesting the patient be seen for patient education and to offer the immunization. OCO staff monitored this case to verify the patient had a chance to accept or decline the immunization. The OCO has investigated the medication error in a previous case.	Assistance Provided
36.	Patient reports receiving right hip surgery and completing recovery.	The OCO contacted the facility and elevated the concern to the Health Service	Assistance Provided

	Patient needs to be scheduled for the second, left hip, surgery. The person also mentioned not receiving a level III response to one of their resolution requests.	Administrators for mediation. DOC reports the patient was scheduled for the second hip surgery after OCO outreach. The OCO tracked this appointment and confirmed the appointment is scheduled. The OCO also provided the patient with self-advocacy information about requesting resolution responses.	
37.	Person reports he was PREA victim and voluntarily came to IMU for protective custody. He was then assigned to a max custody.	The OCO contacted the facility and verified a PREA had been filed. This office then met with HQ classifications to discuss his max placement. After OCO discussions with the DOC, a new custody facility plan was created, and he will be promoted to a different custody level and transferred.	Assistance Provided
38.	External complainant expressed concerns about attempting to get a prohibitive contact order removed and visitation restored for several years without success.	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 450.050 states if there is an active no contact order in place it must be followed, only a court can have access to remove it. If the NCO was placed by DOC an appeal can be placed, and DOC has the final decision to uphold or remove. Currently there have been several violations of the no contact order.	No Violation of Policy
39.	Person met GRE requirements but was denied.	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 390.590 states a person will be screened, and an appeal can be placed. In this case the person has appealed, and the decision was upheld. This decision is final.	No Violation of Policy
40.	Person was denied a hobby permit to keep his keyboard after transferring to a new facility. Person says the CUS cited specific infractions as the reason for the denial, but person is disputing the accuracy of the denial based on those infractions per policy.	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 540.105 states that denial of hobby permit can be made on an individual basis based on behavior issues and/or infraction history.	No Violation of Policy
41.	Incarcerated individual expressed concerns about an infraction for committing sexual harassment against a staff member.	The OCO reviewed the infraction and appeal packet. The individual was identified by an officer they had made the comments about in the unit and again on camera where the incident occurred. The DVD was reviewed by DOC in the infraction appeal process, but because it does not have audio it cannot be confirmed who made these statements. Additionally, the witness statements the individual requested did not say who	No Violation of Policy

		specifically made these statements and were not enough evidence for DOC to overturn the infraction. Because DOC operates on the “some evidence” standard, a staff person’s statement is enough to substantiate the infraction.	
42.	Person reports that the CUS in the Intensive Management Unit at the facility stopped providing wash cloths with the shower rolls and they were not given a reason why. Person has been requesting a washcloth and has not been given one yet.	The OCO contacted the facility about the individual’s access to a washcloth while in IMU. DOC agreed to provide a washcloth to the individual. However, this office later received an update from the incarcerated individual who was no longer in IMU stating that DOC never provided the washcloth and he had to use a sock to bathe. The OCO is meeting with the facility leadership about the issue of providing hygiene items to people in IMU as well as DOC communicating a resolution to the OCO that they did not follow through on.	Substantiated

#### **Coyote Ridge Corrections Center**

43.	The incarcerated individual reports that he is having issues with his counselor but cannot communicate adequately in English what the problems are. The individual wants someone to translate what is happening so he can file a resolution request regarding his concerns.	The OCO provided assistance. This office spoke with the Resolution Department at the individual’s facility who confirmed that the individual can request a translator or meet with someone who speaks his language through Resolution Peer Support. This office also spoke with DOC HQ staff who sent a message to all facility Resolution Departments to ensure that incarcerated individuals are made aware of translation services available. The OCO also shared these options with the individual.	Assistance Provided
44.	Person wanted to report that a person on his unit was inappropriately segregated for filing an emergency grievance against a staff member. The person has an HSR for a cane and walker. At breakfast this morning, staff was trying to make him sit at a non-ADA table in the dining hall.	The OCO reviewed the administrative segregation placement and contacted the facility leadership. After requesting review, the individual was placed back in his living unit.	Assistance Provided
45.	The incarcerated individual filed a resolution request, but it was not accepted for being past allowable timeframes to grieve the issue. The individual reports that the resolution request was filed within the given timeframe and says that this is a case of	The OCO provided assistance. This office spoke with the Resolutions Department at the facility who acknowledged that an error was made. The OCO confirmed that DOC staff met with the individual to address the concern and confirmed that the concern was resolved.	Assistance Provided

	the Resolutions Department not wanting to resolve the concern.		
46.	External complainant reports their loved one is still experiencing issues with the timing and access of meals and insulin. Person reports a CO took all the person's snacks in his cell for "hoarding" however the snacks were purchased for his medical condition (Type I Diabetes). His unit in CRCC has been on COVID lockdown and he continues to have all the same timing issues with meals and insulin that the external complainant filed with the OCO previously.	The OCO provided assistance. The OCO asked and DOC health services agreed to schedule the patient to discuss HSR options. This office confirmed the patient received an appointment to discuss insulin concerns, and an OMNI review showed HSRs are in place for consistent carbs and glucose tablets. The OCO provided information to the incarcerated individual about administrative remedies and the OCO process. The impacts occurred during quarantine and the individual is no longer on quarantine. This office is in continued conversations with DOC health services about medication access during quarantine.	Assistance Provided
47.	External person reported their loved one is currently in the same cell as someone he is having problems with.	This office verified that the individual was moved to a different unit before OCO outreach.	DOC Resolved
48.	The incarcerated individual reports that they are being harassed and threatened at their current facility due to their crime. The individual is in the Intensive Management Unit (IMU) for their own safety and would like to go to a prison where they are not targeted for their conviction. The individual has spoken with staff but are concerned that this will not get fixed before they are assaulted.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO verified with DOC staff that the individual was spoken with and agreed that the placement he is in currently can be safe. He has not noted any further safety concerns since the move to the new unit.	DOC Resolved
49.	The incarcerated individual reports that the DOC is not letting him participate in his classification planning regarding Graduated Reentry (GRE), and release. They reported that no one is responding to their kites, and their resolution request was denied by the facility.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The individual had a custody facility plan review after they submitted this concern to this office. The OCO determined that DOC has addressed their classification concern with a target of MI2 custody in the spring of next year.	DOC Resolved
50.	A loved one of an incarcerated individual reports that their loved one's unit did not receive a microwave and the incarcerated individuals in that unit are not able to prepare their own food or heat up food that is served by the facility.	DOC staff resolved this concern prior to the OCO taking action on this complaint. This office contacted the facility soon after receiving this concern, and DOC staff confirmed that every tier in the individual's unit has a microwave.	DOC Resolved

51.	A loved one of an incarcerated individual reports that the mattress pads at the individual's facility are old and worn out and it is like sleeping on metal. The loved one says that other facilities have received new mattresses and says that everyone should be receiving the same new mattress.	The OCO provided information regarding the production of mattresses being halted until January, at which time they will be produced again and distributed to the facilities.	Information Provided
52.	The incarcerated individual reports concerns that the funds from GTL phone service to Securus will not automatically transfer. Person does not have the ability to contact his family members to inform them to contact the appropriate people to get a refund as instructed per the DOC memo.	The OCO provided information regarding when funds from GTL will be returned, which is likely when all facilities have transitioned to Securus. The OCO recommended that the individual write to his family if he is unable to call them to provide instructions per the DOC memo.	Information Provided
53.	The incarcerated individual reports that staff executed a practice fire drill to conduct a search in the unit for contraband. The individual had curio/religious items and a box was taken from him without being provided a disposition form which is a clear violation of policy. The person filed a resolution request, which took a year to substantiate, and they filed a tort claim as instructed but never received a response.	The OCO provided information regarding the next steps with DES. If an incarcerated individual would like to reopen a tort claim, they can present an updated tort claim or write a letter to DES that includes the new information. This office encouraged this person to provide a copy of their Level III substantiated resolution request in a letter to DES.	Information Provided
54.	External person reports that there is a lot of confusion surrounding what is happening to the money remaining in the Connect Network GTL pin debit accounts. A previous memo stated that GTL would send a lump sum to DOC for distribution into Securus accounts, but a new memo seems to indicate that family members are supposed to do something, and they can't find any information on DOC's website.	The OCO shared the information for the DOC website with the external reporter.	Information Provided
55.	The incarcerated individual reports that he slipped on an unsalted area at his facility while performing work duties. The individual says that the fall caused a severe injury, and he was taken to the hospital. The individual is concerned that the injury will interfere with his release plan.	The OCO provided information to the individual regarding tort claims. Individuals who believe they have been harmed or 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. The individual was released according to plan.	Information Provided

56.	Person is appealing his conviction. He has been trying to get his J&S paperwork and has kited records on the kiosk, the law library, and counselor. After several kites he is hearing that he may have to send a public records request to records but there are no instructions on how to go about it.	This office gave self-advocacy information about how to contact DOC records to make an official request. This office also recommended contacting the records manager to request an appointment to view his records before making the request to receive copies.	Information Provided
57.	Incarcerated individual is reporting that DOC denied his request for prior approval of legal mail using ambiguous and arbitrary "prior approval" language in reason number 27 of the mail rejection notice. The individual claims DOC is creating barriers to obstruct a prisoner's relief or remedy in acquiring prior approval via request to the Superintendent/Designee which allows him to access the courts to proceed in legal matters in a timely manner. The individual states DOC misinterpreted and misread his requests for prior approval.	The OCO has previously reviewed this case and found that there is no violation of policy to reject the incoming mail because the prior approval required to allow the mail into the facility was denied by the superintendent. The OCO provided information to the individual about how to request a closed case review from OCO if the individual has new information that may impact the outcome of the OCO investigation.	Information Provided
58.	The incarcerated individual reports that his property was lost after being sent to another facility due to COVID-19. The individual reports that his resolution request was substantiated that his property was not stored properly and was missing. The individual reports that he filed a tort claim but it was denied.	The OCO provided information regarding the next steps with DES. If an incarcerated individual would like to reopen a tort claim, they can present an updated tort claim or write a letter to DES that includes the new information. This office encouraged this person to provide a copy of his substantiated resolution request in a letter to DES.	Information Provided
59.	Family member is requesting a wellness check for their loved one. Person has tried to reach out to DOC staff and has not heard back from them yet.	The OCO provided information to the incarcerated person regarding this reported concern.	Information Provided
60.	The incarcerated individual reports that he previously had a case regarding GRE/Work Release but did not find the closing letter information helpful and says it was not specific about his own situation. He wants to know when he will be eligible for GRE and Work Release as his ERD is coming up.	The OCO provided self-advocacy information for this person, directing them to contact their counselor for specific details about their GRE/Work release denial.	Information Provided
61.	Person states they were infraacted for starting a fire and possessing tattoo ink; however, the fire evidence (soot) was in that cell before they moved into it	The OCO reviewed the infraction and appeal packet and found that there is evidence to substantiate the infractions based on the contraband that was found in the common area of the cell. The individual did not	Insufficient Evidence to Substantiate

	and they did not notice it because it was under the desk.	request a witness statement, and as such, this office is unable to verify the individual's statement that the contraband belonged to their cellmate and the soot was there before they moved in the cell.	
62.	Incarcerated individual expressed concerns about an infraction they received for a positive urinalysis (UA) after an extended family visit (EFV).	The OCO reviewed the infraction packet and appeal narrative and were unable to find evidence to substantiate the individual's concerns. At this time there is no way to tell if the individual requested the UA be sent to the lab at this time, the OCO cannot substantiate the concerns. However, the OCO is actively working with DOC to modify the paperwork to include documentation when an individual does request a UA be sent to the lab.	Insufficient Evidence to Substantiate
63.	Incarcerated person reports staff violated HIPAA laws by using his medical information against him when he reported for work. Person states he signed a COVID-19 testing waiver, being assured there would not be any repercussions, but non-medical staff used that information to refuse allowing him to work. Person says this is a retaliatory action by nature.	The OCO was unable to substantiate the concern due to insufficient evidence. This office contacted facility staff and discussed that the individual's assigned position is a Recreation Assistant. The facility was not having that position work due to the COVID-19 outbreak at the facility regardless of incarcerated individuals testing or not for COVID-19. Only positions necessary for the facility to function such as kitchen and laundry were working at that time.	Insufficient Evidence to Substantiate
64.	Person states that a DOC policy and memo concerning the mailroom being allowed to photocopy incoming mail in lieu of the original copy is too ambiguous. Staff has interpreted this policy to mean they can photocopy all incoming mail rather than limiting the practice to discretionary circumstances.	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 450.100 states that upon inspection photocopies can be made and will or can be filed as evidence if in the circumstance it is needed.	No Violation of Policy
65.	Person has a bad tooth that needs to be fixed. He has written kites and grievances and DOC will not fix it.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Per the Health Plan, dental crowns, implants, and veneers are considered by DOC to be Level 3: Not Medically Necessary Care/Not authorized to be provided. Services associated with the diagnoses listed in Level 3, even if appropriate, cannot be authorized by an individual provider or CRC. Incarcerated individuals may receive Level 3 care under DOC 600.020 Offender Paid Health Care at their own expense if certain conditions are met.	No Violation of Policy

66.	Person was removed from his unit due to a false PREA report. He states that other incarcerated individuals have been filing false PREA complaints to get rid of people. Person states that the policy needs to change so that there are repercussions for the reporting of false PREA complaints. At least the accused person should be allowed to return to the unit if it was unfounded.	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 490.800 states that moves will occur if needed. Currently the PREA policy is not under review. The OCO has made notation of the request for possible future public comment.	No Violation of Policy
67.	Incarcerated individual expressed concerns about receiving an infraction for failing to complete GED programming even though they already had one from out of state.	The OCO reviewed the infraction narrative and find there is evidence to substantiate the infraction.	No Violation of Policy
68.	Incarcerated individual's mail was rejected; however, person says the Publication Review Committee (PRC) and DOC headquarters both deemed the publication not to be sexually explicit. The individual could not find anywhere in policy that allows for publications to be arbitrarily rejected as a threat to legitimate penological objectives, which, after public disclosure of the term, is not actually defined in law or policy. The individual believes this term to be a catch-all excuse to violate policy. The individual also reports that the allowing Mailroom Sergeant to appeal PRC decisions denies him the protection of an appeal process.	The OCO was unable to substantiate there was a violation of policy by DOC. Per DOC 450.100 Mail for Individuals in Prison, "Mail will be rejected based on legitimate penological interests and per Unauthorized Mail (Attachment 1)." In this case DOC rejected the publication per reason 17 of Unauthorized Mail (Attachment 1) which states, "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 137-48-020(13)(c)-(d) may be rejected." The DOC PRC did overturn the rejection; however, the rejection was appealed by the mailroom Sergeant, which is allowed per DOC 450.100 Mail for Individuals in Prison. After the rejection was appealed by the DOC mailroom Sergeant, the Headquarters Correctional Manager overturned the PRC's decision, determining the publication meets the criteria for sexually explicit material.	No Violation of Policy
69.	Incarcerated individual reports he has mental health concerns and is being transferred out of Coyote Ridge Corrections Center (CRCC). The individual reports that the planned facility is not a good place for him	The OCO was unable to substantiate there was a violation of policy by DOC. The OCO spoke with DOC staff about the individual's placement and found that DOC was willing to consider a custody override to medium custody, however the individual requested to	No Violation of Policy

	because of the violence and lack of understanding that the staff have of what urban youth have experienced. The individual reports that while at CRCC, DOC placed him in the Intensive Management Unit (IMU) because he told staff he would get violent. The individual requests that DOC place him at another facility. The individual also reports that CRCC staff said that he did not complete a program, which he did.	be placed on a maximum custody program so he could work on his mental health. The OCO reviewed DOC 310.150 Reception, Initial Classification, and Custody Facility Plan and DOC 300.380 Classification and Custody Facility Plan Review and found DOC to be following both policies when reviewing the individual's placement needs and requests. The OCO verified with DOC staff that the program mentioned was not a program that is recorded in a person's central file, so staff would not be able to confirm that the program was taken. The program being recorded has no effect on the individual's placement, or current custody level.	
70.	Person states that they had a new mattress that went missing after he went to the IMU. He states he needs a new mattress because he uses a CPAP device. The current mattress is too thin making him toss and turn, causing a health risk.	The OCO was unable to substantiate there was a violation of policy by DOC. Per the DOC Medical Devices Protocol, Health Status Reports (HSRs) are not ordered for unit supplied mattresses. There is no policy to support HSRs being issued for mattresses for CPAP users. Currently there is a hold on the production of the new denser mattresses due to supply chain issues and DOC is working to fill the needs for replacement across the state. This person will need to work with their CUS to obtain a new mattress when they are available.	No Violation of Policy
71.	Person reports they were diagnosed with abnormal eye retina growth that has caused him pain, clouded/double vision and sleeplessness because of the extreme discomfort, however medical keeps noting the concern as "no health concern" and recommending he order eye drops.	The OCO was unable to substantiate there was a violation of policy by DOC. The patient was evaluated by optometry who determined the condition was stable and did not qualify for surgical intervention. The OCO cannot request services that are not clinically indicated. The patient will be reevaluated next year to determine continued stability of the condition.	No Violation of Policy
72.	A loved one expressed concerns about an incarcerated individual's custody level and a possible transfer.	The OCO reviewed the custody facility plan and noted that DOC is following policy and completing the plan before the transfer is issued.	No Violation of Policy
73.	The incarcerated individual was denied extended family visits because of an infraction he received this year and because he was found non-amenable for SOTAP.	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 590.100 says individuals convicted of a sex offense listed in Attachment 2 will only be eligible for an EFV if screened through SOTAP and approved by the EFV Review Committee. SOTAP unit employees/contract staff must	No Violation of Policy

		determine that the individual is amenable to SOTAP, and the individual must participate in SOTAP when eligible. The individual was screened for SOTAP and declined to participate in the program, which makes him ineligible for EFVs because he is classified as non-amenable. Additionally, this person received an infraction that discounts him from EFVs and has a timeline of three years before he can re-apply.	
74.	Person has seven months until he releases and is not being given access to camp or work release. Person is being told he cannot go because of an infraction for interfering with staff. Person feels he is being discriminated against because of his religious and political views.	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 300.380 states a person's custody level will be adjusted according to varying factors. Currently this person's score and placement is accurate.	No Violation of Policy
75.	Person states they were placed in the IMU. The concern is possibly being returned to the same unit, where he has had issues with others.	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 320.200 allows for a person to be placed in the IMU if needed while pending an investigation. After the person filed an emergency resolution the person was placed in the IMU for protective custody while pending an investigation.	No Violation of Policy
76.	Person says the new memo limiting how many years an individual can work in a CI job is unjust and is contradictory to supporting an individual's successful reentry. Person has worked at CI for 20 years and is less than five years from release. Person has been building skills at this job and saving money so he will be able to be a productive and independent person when he is released.	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 700.000 states CI jobs can be limited depending on what industry to seven years. The policy also states if the person does not agree with a decision, person can appeal.	No Violation of Policy
77.	Person had 57 points at receiving, a felony warrant came on to his file. Person was then moved to CRCC and was placed in IMU. Person's classification score was then moved to medium custody. DOC took away points. Person feels they should be placed at long term minimum.	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 330.380 states that felony warrants can impact classification score. Person is now currently housed in long term minimum.	No Violation of Policy
78.	A family member reports their incarcerated loved one has been held in administrative segregation for 57 days	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Policy 320.200 II C, an individual may be	No Violation of Policy

	awaiting transfer to another facility, which is against DOC's policy. The person also reports their loved one has also not been updated every seven days per policy.	assigned to Ad Seg when the individual: Is pending transfer or in transit to a more secure facility. The DOC reported that the individual received regular updates from DOC staff regarding his temporary placement in segregation. The OCO verified that this person has left segregation and is currently at a different facility in the general population.	
79.	The incarcerated individual reports that he was sent birthday cards from his family, and they were rejected. The individual appealed the rejections, but the decision was affirmed. The individual reports that he thought there was a memo posted that cards and photo would be photocopied.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Per DOC 450.100, Mail for Individuals in Prison, Attachment 1, Unauthorized Mail, reason 29 states that mail may be rejected if it "Contains a photograph, card, poster, and/or calendar that is padded, laminated/layered, musical, and/or exceeds the storage dimensions per DOC 440.000 Personal Property for Offenders." The OCO spoke with DOC staff regarding the memo the individual reported that he saw and found that it only applies to letters and documents.	No Violation of Policy
80.	The incarcerated individual reports that recently access to the yard has been more restrictive than it was in the past. The individual feels that using weights is important for his health. He says that he was told that weights have been off limits in the cold weather due to the cold mental hurting people's hands.	The OCO was able to substantiate this concern. The yard at the individual's facility is currently restricted due to cold weather conditions. The OCO recommended that the individual bring this concern to the tier representative who can discuss this concern in meetings with facility leadership.	Substantiated
<b>GRE/CPA</b>			
81.	Person reports that he has been terminated from Graduated Reentry (GRE) because he is part of an active investigation. He does not understand how they can take away his GRE. He was out for a week and is confused why he was returned to prison.	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 390.590 states a person can be terminated if the circumstances of placement create a risk to anyone. The person poses a flight risk while the person is an active suspect in an investigation.	No Violation of Policy
<b>Larch Corrections Center</b>			
82.	Incarcerated individual reports he was unable to provide a urinalysis and received an infraction because of this. As a result of this infraction, the Department of Natural Resources (DNR) withheld his pay. The individual did not get in trouble at work, so he does not understand why his pay was withheld. The individual contacted the	The OCO provided assistance. The OCO requested DOC administration provide the individual with the wages withheld after his job termination. The DOC administration agreed to reimburse the individual's withheld wages. The OCO contacted DOC again about the discrepancy of payment. The DOC identified the issue and paid the individual the correct amount of withheld pay.	Assistance Provided

OCO a second time and shared DOC did not refund the correct amount of his withheld payment.

#### **Mission Creek Corrections Center for Women**

83.	Person reports she was placed in the Therapeutic Community program per headquarters decision, although she does not have any indication of a need for substance abuse treatment. She was subsequently infracted for failure to program.	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 580.000 states that a person will be screened for the possibility of substance abuse disorder issues. In this case the persons crime involved alcohol. Regarding the infraction in the same policy, it states failure to program in the referral of the substance abuse program, a person will face disciplinary action.	No Violation of Policy
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#### **Monroe Correctional Complex**

84.	The incarcerated individual reports that he is having communication issues with DOC staff and needs translation services.	The OCO provided assistance. This office spoke with DOC staff at the individual's facility who confirmed they would speak with the individual to find out what he needs translation services for. This office also provided information to the individual regarding how he may request a translator for any future needs. The staff an individual is requesting to meet with (Mental Health, Resolutions Department, etc.) will request translation services for individual who require them at the earliest date and time possible.	Assistance Provided
85.	The incarcerated individual reports that he is being targeted. He says today he received a negative BOE for asking for the phone number for the OCO.	The OCO reviewed this concern and verified the individual did receive a negative BOE for asking for the OCO phone number. This office had concerns that this could be a possible violation of RCW 43.06C.070. The OCO contacted the facility leadership and the negative BOE was removed.	Assistance Provided
86.	Incarcerated individual was infracted for resisting involuntary medication.	The OCO provided assistance by contacting DOC leadership to discuss the infraction. The individual was resisting an involuntary medication and due to his mental health diagnosis, the OCO disagreed with the issuance of an infraction as a punishment. After discussion, the DOC agreed to remove it from the record.	Assistance Provided
87.	Complainant is reaching out due to a PREA investigation that was conducted on them in relation to their incarcerated spouse. They also have EFV visits that have been pending	OCO was able to provide assistance. OCO met with DOC Headquarters regarding the EFV approval and PREA investigation. The EFV has now been approved, and DOC changed the PREA outcome to unsubstantiated.	Assistance Provided

	without approval and without explanation.		
88.	Person states a DOC staff member is abusing their power by having incarcerated people inform on each other under the threat of being sent out of the institution. Person says the staff member constantly remarks about his power to do whatever he wants because he was in I&I and still has friends there who can make life miserable for incarcerated people who do not cooperate. Person further states this staff member also treats coworkers poorly.	The OCO did have a discussion with facility leadership to discuss this anonymous concern. The facility will now investigate the issue.	Assistance Provided
89.	Person states she has completed the transgender housing protocol but has not been notified of the decision. She has been held in segregation for more than 45 days without a sanction, waiting for a decision from headquarters.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted DOC and confirmed this person's housing protocol had been finalized and she is being transferred.	DOC Resolved
90.	The incarcerated individual reports that he was placed in quarantine in the Intensive Management Unit (IMU). The individual was told that he was put on quarantine due to having close contact with a DOC staff member who tested positive for COVID-19. The individual reports that he has tested negative for COVID-19 but was told he still has to wait the entire quarantine time. He is concerned about the policy and timeline of quarantine protocols.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO determined that the individual was in quarantine for a short period of time and has returned to his regular living unit.	DOC Resolved
91.	Incarcerated individual reports a DOC staff member closed a door on him while he was in the doorway of a cell talking to another incarcerated individual. The individual filed an emergency resolution request then after was pulled into an office by another DOC staff member and who explained how they would resolve the issue outside of the resolution process. Later, the DOC staff member that closed the door on the individual attempted to have a conversation with the incarcerated individual and	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed the resolution request investigation and found DOC staff investigated the concern per the Resolution Program Manual (RPM). DOC staff interviewed the individual and the individual agreed that the issue was resolved because the DOC staff member that closed the door on them was spoken to about the incident. The OCO substantiated that the incident occurred and that DOC investigated the incident per the proper protocol.	DOC Resolved

	apologize for the incident. The individual asks that the DOC staff member be held accountable because they are working like nothing happened. The individual reports that they will file another resolution request as non-emergent, for DOC to investigate.		
92.	Individual states that medical continuously denies grievances and he is not being given proper treatment. The patient has been waiting for an orthopedic consult for months and has not received an appointment.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted the Patient Care Navigator and were informed the specialist appointment was scheduled. In reviewing the resolution request, it was found that the request was sent back for a rewrite, per page 10 of the Resolution Program manual, because the requested remedy was different in the appeal than the initial resolution request.	DOC Resolved
93.	The incarcerated individual reports that he is having excruciating pain in his stomach. He needs to see a gastroenterologist, and the DOC is not getting him an appointment. He reports that he has been prescribed medication, but it is not helping.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed the patients' appointments and confirmed he was seen and established care with the gastroenterologist by telehealth.	DOC Resolved
94.	Patient reports concerns with headaches and seizures that he has been experiencing. He states he is supposed to go see a neurologist to figure out why they are happening and has not heard when that will happen.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed the patient's recent appointments and verified he had established care with Neurology.	DOC Resolved
95.	The incarcerated individual would like to know how they can legally change their name.	The OCO provided information regarding policy 400.280, which explains the process of changing one's name while in DOC custody.	Information Provided
96.	Incarcerated person shared concerns regarding the delay or length of time it took for the OCO to investigate person's complaint and why they experienced difficulties communicating with the investigator.	OCO staff provided information about the OCO investigative complaint process directly to this person both in person and in writing.	Information Provided
97.	Person reports that they have been waiting six months for their custody facility plan to be approved. They have been sitting in segregation for months waiting for their housing protocol to get signed off. They need this so their	The OCO provided information to this person regarding their Custody Facility Plan.	Information Provided

	housing facility plan will be finalized, and they can transfer to another facility.		
98.	Person reports intense side effects because of current medication. Person is on involuntary medication and every involuntary hearing he is at he has no success with.	The OCO contacted the DOC Mental Health Director to discuss this concern and the involuntary medication process. There are three elements of criteria that needs to be met for involuntary medication. The individual must have a mental illness present, a grave disability and are a danger to themselves or others. This individual can speak with his provider regarding the medication. Unfortunately, most mental health medications do have side effects. This office provided information on how to kite his provider.	Information Provided
99.	The incarcerated individual reported several rapes happened and asked to be transferred to a local medical center. The medical staff refused because they wanted to obtain evidence to show the rapes. This person reports that this violates DOC policy and the Prison Rape Elimination Act (PREA).	The OCO verified that the DOC does have an open active PREA investigation. The individual asked for financial compensation as their resolution. The OCO does not have the authority to assist in litigation.	Information Provided
100.	The incarcerated individual reports that he filed a resolution request but erroneously wrote the name of the wrong staff person. The individual feels that their resolution request was dismissed too quickly by the Resolution Specialist despite attempts to communicate the mistake with DOC staff.	The OCO provided information regarding how the individual may submit another resolution request with the correct information. This office spoke with the Resolution Department at the individual's facility who confirmed that cannot change the information on the resolution request based on a kite or kiosk message but confirmed that the individual may submit a corrected resolution request.	Information Provided
101.	Person is inquiring about an investigative report stemming from a previous case with OCO regarding the substantiated claims of retaliation. Person would like to know when the report will be published and is seeking closure.	The OCO published a report entitled Retaliation: Negotiated Outcomes, on August 8, 2022.	Information Provided
102.	The incarcerated individual reports some questions for Disability Rights Washington and does not know how to contact them.	The OCO provided contact information for Disability Rights Washington to this individual.	Information Provided
103.	The incarcerated individual wants to know why DOC uses the level system for individuals who are in segregation	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 320.200 says, Individuals may earn levels,	Information Provided

	but are not there for disciplinary reasons. The individual reports that DOC is using the level system to justify having to be in there for longer than 30 days before you can order food or soap. The person's requested resolution is to have more access to food while in segregation.	including privileges, while on Ad Seg status in Restrictive Housing through their behavior per DOC 320.255 Restrictive Housing. All incarcerated individuals are given a hygiene pack when they first get to Ad Seg. which includes soap. The OCO cannot impact change on the number of food items individuals are allowed to buy while in administrative segregation.	
104.	Person would like to get a single cell assigned per DOC policy 420.140 as person can be screened for transgender safety concerns. DOC states that they cannot allow it because of a lawsuit pertaining to segregation of transgender people. Person states it is getting harder for them to be housed with people that identify as male.	The OCO provided information to the person regarding relevant policies and who she can contact to appeal facility and headquarters classification decisions. Per DOC 490.700, In prisons, an individual who is at high risk for sexual victimization will be housed separately only if there is no available alternative means of separation from likely abusers. Per DOC 490.820, Individuals who identify as lesbian, gay, bisexual, transgender, intersex, and non-binary may not be placed in dedicated areas within a facility. The PREA compliance manager will conduct periodic reviews of the housing assignments to ensure dedicated placements do not occur. This person was encouraged to reach out to the Gender Responsive Administrator.	Information Provided
105.	An external person reports that they were mistreated by a staff member while visiting a loved one. The external person raised the concern to the DOC but does not believe any action has been taken by leadership at the facility and they continue to be bothered by DOC staff each time they come to visitation.	The OCO was unable to substantiate the concern due to insufficient evidence. This office spoke with DOC staff in charge of visitation and reported that the external person violated the clothing policy for visitation and accused DOC staff of not following the proper process for COVID-19 testing. DOC staff still allowed the visit to take place.	Insufficient Evidence to Substantiate
106.	External person reported incarcerated individual was infracted for conspiracy to introduce contraband following an extended family visit (EFV).	The OCO reviewed the infraction summary for this infraction after it was remanded for a new hearing. The individual received an infraction for a phone violation (718), not for conspiring to introduce contraband. The OCO was unable to verify the information the family one expressed concerns about.	Insufficient Evidence to Substantiate
107.	Incarcerated individual expressed concerns about a cell search that resulted in an infraction.	The OCO reviewed the infraction narrative and find there is evidence to substantiate the infraction based on contraband that was found in the common area of the cell. This office checked with DOC to confirm that the individual did not request a witness	Insufficient Evidence to Substantiate

		statement from the cellmate who they claim the items belonged to. DOC confirmed the individual did not request a witness statement. Because there are no witness statements, there is no evidence confirming if the contraband belonged to the individual or the cellmate.	
108.	The individual reports that the grievance department is sending their grievances to the PREA department when they are not PREA concerns. This is this person's third grievance regarding their issue and the DOC is trying to derail them.	The OCO was unable to substantiate the concern due to insufficient evidence. The office reviewed the resolution request and determined that it was administratively withdrawn because the re-write submission did not meet the required timelines outlined in the Resolution Program Manual.	Insufficient Evidence to Substantiate
109.	Incarcerated individual expressed concerns about a situation that did not happen like the officers said it did and resulted in an infraction.	The OCO reviewed the infraction and appeal packet and find there is evidence to substantiate the infraction. Because DOC utilizes the "some" evidence standard, which is met solely by an officer's statement, the OCO was unable to substantiate what exactly occurred based on the individual's narrative of the events.	No Violation of Policy
110.	Person reports issues with trust accounting and banking. The individual reports that there was a fundraiser. The individual put in a form to attend the fundraiser. Person reports that people who had an infraction were not eligible to participate and the individual received an infraction after filling out the form. He reports that the money was still taken from his account even though he did not receive the food due to the infraction.	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 210.060 states once this form is filled out there are no refunds. f	No Violation of Policy
111.	Patient reports they fell while the floor was being waxed and there were no signs posted in the room. The patient states the ER doctor recommended an MRI; DOC medical is recommending something different. It has been two weeks and it is still swollen.	The OCO was unable to identify evidence to substantiate there was a violation of the DOC Offender Health Plan by DOC. The OCO contacted Health Services management and were informed that the requested imaging was recommended only if the swelling in the joint does not reduce in an amount of time named in the clinical recommendations. This patient has not completed this time and the imaging is not currently clinically indicated. The OCO encouraged the patient to continue to report symptoms to their primary provider so their care plan can be updated.	No Violation of Policy

112.	Incarcerated individual was infringed and sanctioned to 180 days loss of phone communication. Person attempted to appeal this sanction on the grounds that the facility was on quarantine status during that time and DOC protocol dictates phone privileges cannot be taken while on quarantine status.	The OCO reached out to DOC regarding the mandatory 180-day phone sanctions to see if these would be suspended due to quarantine. DOC stated that when the infraction behavior is the result of a misuse of the phone, there is no modification to the loss of phone sanctions regardless of the quarantine status. Because this infraction resulted from a misuse of the phone, it was not a violation of policy for DOC to implement the phone sanction.	No Violation of Policy
113.	The incarcerated individual reports that the facility is charging a \$4 co-pay when an individual has a mental health emergency. This person has never received a charge in the past and is wondering why they are being charged now.	The OCO was unable to substantiate there was a violation of policy by DOC. DOC 600.025 states Individuals with be charges a co-payment for all visits except Health Services visits initiated by staff, medication distribution, MH services provided to individuals in residential treatment unit, medical and mental health services related to a reported PREA, and emergency visits initiated by employees and staff. This person does not reside in an RTU setting therefore it is within policy to charge a co-pay for a self-declared emergency.	No Violation of Policy
114.	Person states that the ADA coordinator is not responding to his requests. He requested ADA shelving and was denied because of the way the cell was built. His neighboring cell was approved for the shelves without incident.	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 690.400 states that requests can be submitted to the committee for review.	No Violation of Policy
115.	The incarcerated individual is pending transfer to another facility. However, they have safety concerns regarding this facility. They have tried to pursue internal remedies by contacting their counselor and were interviewed but presently they are still set to transfer.	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 300.380 states a person will have a custody facility plan individualized. Person has been transferred to the facility with no incident. The persons CFP currently has no indicators.	No Violation of Policy

#### **Olympic Corrections Center**

116.	Father reports his loved one was denied GRE because of an escape that occurred over 20 years ago. Father would like this reviewed as the incident was so long ago.	The OCO provided assistance but was unable to reach the desired resolution. The OCO contacted DOC staff to alert them of the concern raised by the complainant. Headquarters staff reviewed the person's file and confirmed at that time that the person was in the process of GRE finalization and that his placement was only contingent on a bed space becoming available. In contacting	Assistance Provided
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		Headquarters staff again, this office verified that the person was not transferred to work release as planned because the Olympia Reentry Center is working with minimum beds due to COVID. Unfortunately, the OCO does not have authority to manage bed assignments or transfers. This case has been documented and may be included in a broader review of GRE in the future.	
117.	The incarcerated individual reports that he was taken, cuffed and put in segregation for an assault he was not involved in. He says DOC took his job, house, programming (TC), two custody points and two good time days. He was told that they took the points and days because he was in segregation for more than 20 days. He also says that his property is missing. He feels he is being punished for something he didn't do and is very frustrated. He reports that he has not received his two chain boxes.	The individual who reported this concern contacted this office and stated his concern had been resolved and the OCO could close the concern.	DOC Resolved
118.	External person reports the incarcerated individual was with a cellmate who had active tuberculosis for several months at SCCC. His cellmate did not receive adequate medical care and had an active case of TB for two years before he was diagnosed and isolated. The individual was infected with TB and then moved to OCC. There, he began having trouble breathing, intense headaches, and became very sick. He was denied COVID-19 tests and became very sick, losing 30 pounds. He repeatedly asked for care, finally was diagnosed with pneumonia, but never tested for TB. Finally, he was tested for TB and isolated. The requested resolution was compensation.	The OCO provided information regarding filing a tort claim through the Office of Risk Management division of the Department of Enterprise Services (DES).	Information Provided
<b>Other – Jails, Statewide, &amp; Out of State</b>			
119.	External stakeholder requested information about public quarterly meetings.	OCO staff provided stakeholder with information about the OCO's public quarterly meetings.	Information Provided

120.	Person wrote on behalf of incarcerated individuals to provide an inside view of prison life. Incarcerated individual expressed frustration with the system and the pressure they are under as they navigate doing time during the pandemic. Incarcerated individual highlights issues like food, inflation, staff shortages, and lock downs as part of their daily life in prison.	This was an informational letter written for the Ombuds.	Information Provided
<b>Stafford Creek Corrections Center</b>			
121.	A loved one of the incarcerated individual reports that the individual has been unable to call his family in Puerto Rico. The loved one says that when the individual dials their phone numbers that worked previously, he gets an error message. The loved one reports that they have tried to contact the phone company and the DOC, but the issue has not been resolved.	The OCO provided assistance. This office contacted DOC staff who reported that they would investigate the concern. They found that the issue was a technical problem in one of the system software tablets causing attempts to dial the area code in Puerto Rico to result in an error message. The DOC confirmed that the issue was resolved after the OCO brought it to the DOC's attention.	Assistance Provided
122.	Incarcerated individual reports his priority is classification and protective custody/facility move. He is concerned for his safety in general population at the new facility due to gang threats he has received.	The OCO contacted the DOC regarding the individual's safety concerns. The DOC agreed to issue a new custody facility plan with a release back to a medium custody general population.	Assistance Provided
123.	A loved one of the incarcerated individual reports that the individual's out of state transfer paperwork has not been completed and they are unsure what steps to take to ensure that it is completed.	DOC staff resolved this concern prior to the OCO taking action on this complaint. A day after this concern was reported to the OCO, this office confirmed that the individual's out of state Offender Release Plan (ORP) was approved.	DOC Resolved
124.	External person reports the incarcerated individual was coughing intensely and had severe symptoms of TB in late 2019. He repeatedly sought medical care, but was given insufficient testing and was repeatedly misdiagnosed, with a hernia, among other things. He had an active case of TB for two years before he was finally diagnosed with TB and isolated. During that time, he shared his cell and living space with many other incarcerated people, including his loved ones and	The OCO provided information regarding filing a tort claim through the Office of Risk Management division of the Department of Enterprise Services (DES).	Information Provided

	family members.. The requested resolution is compensation.		
125.	The incarcerated individual reports that he was directed to the OCO from his counselor. Person has an ongoing PREA investigation against a staff member. He wanted to inquire how long the investigations take once it is being investigated. Person would like to know how to receive a copy of the finding. The individual wants to know how he can report previous ongoing harassment from the same staff member, while the individual is working in the kitchen and other settings. The individual terminated his employment in the kitchen due to the harassment from this staff member and he is now working as a porter.	The OCO provided information regarding the request from the office. The PREA investigation was unfounded. Person can make a public request disclosure through DOC policy 280.510. Person can make reports of harassment if sexually motivated through the PREA hotline, otherwise report staff misconduct through the resolution program.	Information Provided
126.	The incarcerated individual reports that he filed a resolution request but has not received a response in over two months.	The OCO provided information regarding the delay in the response to the individual's resolution request. This office requested that the DOC send a Notification of Time Extension to the individual. The OCO later confirmed that the concern listed in the resolution request has since been resolved.	Information Provided
127.	Incarcerated individual received a survey for feedback about the DOC Resolution Program. The person sent a follow-up letter with more information regarding the OCO office, DOC, and delayed resolution process timelines. The person provided information and suggested that the OCO, DOC, and AMEND work to address problems within the DOC Resolution Program. The person also included general feedback for the OCO about the office's legislation and impact on the resolution system.	This was information sent to the OCO in addition to a survey.	Information Provided
128.	Person says they have a keloid inside of their left ear that is causing excruciating pain and the inability to sleep well. Person has been seen by medical at their facility last month and medical said they would contact him to let him know if he is approved for surgery, but he has not been contacted since.	The OCO provided information on the status of the patient's care request. The OCO contacted Health Services management and were informed the procedure was deemed not medically necessary because it was documented as unsightly and not painful. The OCO encouraged the patient to contact his	Information Provided

		medical provider if his symptoms have changed so his care plan can be updated.	
129.	The incarcerated individual reports some of his property was missing following an Intensive Management Unit (IMU) compliance check during the property search. The individual reports that DOC staff took his items and he tried to resolve the issue by sending kites and filing resolution requests, but he has not received his missing property.	The OCO provided information regarding how the individual can file a tort claim if his property has been lost and is not found through his resolution request.	Information Provided
130.	Incarcerated individual expressed concerns about their cellmate destroying their TV set.	The OCO advised the individual that they will need to follow the tort claim process to get the money for the TV refunded.	Information Provided
131.	The incarcerated individual reports that he is being sexually harassed by his cellmate, and expressed that staff moved him in with that cellmate on purpose. This person called the PREA hotline to open an investigation and is concerned about retaliation from staff and his cellmate.	The OCO provided information on the status of this person's open PREA case and informed them that the OCO cannot review the PREA case until it has been investigated and closed by DOC.	Information Provided
132.	The incarcerated individual reports that he has a documented allergy, to dairy products but the kitchen is still serving him meals that contain dairy. The individual reports he has filed a resolution request but is concerned about the time it will take to address his concern.	The OCO provided information regarding a recent allergy test that was ordered for the individual which showed no allergic reaction to dairy. The OCO recommended the individual work with his provider to find what may be causing his symptoms, and to file an emergency resolution request should he have any allergic reaction to something he ate.	Information Provided
133.	The incarcerated individual reports concerns regarding individuals who have tested positive for tuberculosis being placed in Extended Family Visit trailers.	The OCO provided information regarding the DOC following the Governor's mandate on congregate living per the Center of Disease Control. Individual tuberculosis active cases must be separated from population and EFV trailers are used due to the facility not having enough negative pressure rooms. The DOC has been taking the necessary measures to mitigate the spread of tuberculosis in the facility.	Information Provided
134.	The incarcerated individual reports that he would like contact information for the GRE program.	The OCO provided information regarding who the individual may write to for GRE related concerns.	Information Provided
135.	Person says that he contracted tuberculosis (TB) after he was moved	The OCO contacted health services and confirmed the patient has received testing	Information Provided

	<p>into a pod that had an active case. Then, when he tried to grieve the concern, DOC refused to advance his grievances or appeals. Now, he is having difficulty receiving treatment at his new facility; he claims medical did not review his medical chart. He was moved while sick with TB and the new facility is not properly monitoring his liver function. Person's requested resolution is a settlement.</p>	<p>and treatment at the new facility. The OCO cannot assist with litigation as requested by the complainant and provided the individual with self-advocacy information related to filing a tort claim through the Department of Enterprise Services (DES) Office of Risk Management.</p>	
136.	<p>A loved one called and reported that the incarcerated individual is in segregation because DOC says he assaulted an officer. This person is adamant that he did not assault anyone. He is concerned that his cellmate is going to steal his property and he is requesting a single cell designation.</p>	<p>The OCO requested video footage of the incident and reviewed the provided record. This office reviewed the individual's infractions for assault and found none in the system. The person is no longer in segregation. The OCO provided information regarding requesting a single cell via DOC 420.140 Cell/Room Assignment.</p>	<p>Information Provided</p>
137.	<p>The incarcerated individual reports that DOC is not date stamping their mail. The person reports that OCO just completed a mail report that says the DOC will date-stamp all the mail for incarcerated individuals.</p>	<p>The OCO provided information regarding upcoming changes to DOC 450.100, Mail for Individuals in Prison. The DOC agreed to require mailroom staff to date-stamp all incoming mail when received in the next revision of DOC 450.100.</p>	<p>Information Provided</p>
138.	<p>Incarcerated individual reports he has received multiple infractions and was moved into a single cell as a result. The individual reports feeling depressed because of the move and wants to move back to his original housing assignment. The individual reports that he was infraacted for trying to turn in an infraction appeal. The individual also reports DOC took his religious items and he has not been able to access the law library. After the OCO spoke to the individual again he reports that his main concern is access to the law library, as the other issues have been resolved or are not actionable at this time.</p>	<p>The OCO provided information regarding how to access the law library, because DOC reports that they have no records of the individual requesting priority law library access or law library access at all since early 2022. The OCO shared that by kiosk messaging or talking with the Law Librarian in their unit, they can request access and sign up for weekly Law Library. The OCO also verified that the concerns related to housing have been resolved by DOC, as the individual has been moved back to the unit and is living with a cellmate. The OCO reviewed the concerns related to religious property in a separate case and found that the religious items were not purchased through an approved vendor, therefore; were rejected.</p>	<p>Information Provided</p>
139.	<p>The incarcerated individual reports his counselor is violating his programming rights by assigning him to a kitchen job without his consent or request. He feels he should not be forced to work</p>	<p>The OCO provided information regarding this person's next steps to get an HSR for mental health issues.</p>	<p>Information Provided</p>

	because of his medical and mental health concerns..		
140.	A loved one expressed concerns regarding an infraction, an incarcerated individual received for a fight that occurred, but the loved one maintains that the individual was not involved in the fight, rather, they were attacked.	The OCO reviewed the infraction and appeal packet and requested photos of the injuries from DOC, but no photos existed. As there is no video of the incident and no photos of the injuries, it's not possible to determine who started the altercation.	Insufficient Evidence to Substantiate
141.	The incarcerated individual reports that they were told they were under investigation for introduction of contraband into the facility and DOC staff told the individual that they were going to remove his family from his visitors list until he is released.	The OCO was unable to substantiate the concern due to insufficient evidence. This office found that the individual's visitation sanction was cancelled.	Insufficient Evidence to Substantiate
142.	The incarcerated individual reports that they have filed resolution requests against a staff member, and the staff member is retaliating against them.. The DOC staff member continues to harass the individual and threatens his safety and security. The individual believes that the staff member is putting him in danger with other incarcerated individuals.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed the concern and found that there was no specific incident noted by the individual or DOC. After a review of the individuals file, the OCO found one resolution request investigation. In this investigation, there is not enough evidence to substantiate what occurred, because the DOC staff member's version of events is vastly different than the incarcerated individual.	Insufficient Evidence to Substantiate
143.	The incarcerated individual reports that he was accused of going through mainline twice. The individual reports that he was charged for a second tray but was not asked by officers if he went through the line twice. The individual reports that the Resolutions Department did not try to confirm what happened with DOC staff who were there at the time he was accused.	The OCO was unable to substantiate the concern due to insufficient evidence. The individual received a meal on the day in question and this office confirmed with the DOC that he was not charged for allegedly taking an additional tray and did not receive any disciplinary action.	Insufficient Evidence to Substantiate
144.	Person reports retaliation from the facility's psychiatrist by discontinuing his prescribed medication which has been an effective method of treatment thus far.	This office was unable to identify a violation of policy or evidence to substantiate an act of retaliation. The OCO contacted the Director of Mental Health to discuss the incident and decision to change the patient's medication. The medication that was prescribed is formulary, however, was originally prescribed for reasons other than why the medication is listed on the formulary. DOC communicated that barbiturates are not typically prescribed long-term for anxiety while under DOC custody and the prescribing provider no	Insufficient Evidence to Substantiate

		longer works at DOC. The office confirmed the patient was tapered off the medication and offered alternative treatment options.	
145.	A loved one reports that her son has been placed in administrative segregation for something he did not do. The loved one also reports that DOC says this person was using drugs but there were no drugs in his system. They are concerned that the facility is trying to plant evidence against him, and they would like someone to investigate the facility.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Policy 320.200 II C states that an individual may be assigned to Ad Seg when the individual: Is pending transfer or in transit to a more secure facility. The OCO reviewed this person's electronic file and determined that he was placed in segregation due to receiving infractions and a subsequent investigation. He was demoted custody levels and sent to a different facility which extended his time in segregation.	No Violation of Policy
146.	The incarcerated individual reports concerns that his legal mail is being opened and sent through regular mail. The individual reports that legal mail is supposed to come to him first for a signature before being opened, but that did not occur.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Per DOC 450.100, Mail for Individuals in Prison, one of the requirements for Legal Mail includes that the front of the envelope must be clearly marked "Legal Mail", "Attorney/Client", "Confidential", or similar. The OCO reviewed the investigation of this concern and found that mail to the individual from an attorney was not labeled as such.	No Violation of Policy
147.	Incarcerated individual states they feel the incident that led to an infraction was not properly investigated, and that they defended themselves and should not have been infractions.	The OCO reviewed the infraction narrative and found there is evidence to substantiate the infraction as the individual's actions met the three elements of the 502 infraction: (1) offender committed a physical attack on another offender, (2) the attack resulted in documented physical injury, (3) the injury required medical care beyond a basic assessment.	No Violation of Policy
148.	Incarcerated individual reports he is not listed on the public Washington DOC Inmate Lookup function and believes that this is because DOC is hiding that he is housed in Washington State. The individual reports that Washington DOC is violating interstate compact agreements because they are treating him differently than he was treated in the state he was previously housed. Specifically, the individual reports a DOC staff member assigned him a job without his consent or consideration of	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO found because the person is in Washington State due to an interstate compact agreement, he is not placed on the DOC public "Inmate Lookup" because he was not convicted by Washington State. The OCO verified that he can be found on the Inmate Lookup function of the state he is serving time for. The OCO found that per DOC 700.000 Work Programs in Prisons, "All incarcerated individuals are expected to participate in authorized work, education, and/or other programs ordered by the	No Violation of Policy

	his medical restrictions that make the job challenging to complete.	sentencing court/paroling authority or required by statute. Failure to participate in programs may result in administrative action." While the individual can leave any job position, they may be infracted as a result. Programming is a requirement while in DOC and the OCO provided information to the individual about how to work with his classification counselor to transfer to another job that better accommodates his medical restrictions.	
149.	The incarcerated individual reports having side effects from tuberculosis (TB) medication. The individual reports that he filed a resolution request but has not received a response.	The OCO was able to substantiate this concern. The medications prescribed for tuberculosis does have side effects. This office recommended the individual meet with his provider if he is having problems with the medication. The OCO also contacted the resolution department and asked that the individual be sent the response to his resolution request, as he reports he did not receive it.	Substantiated

#### **Washington Corrections Center**

150.	The incarcerated individual raised concerns about the conditions of confinement at the facility he is currently housed at. The individual reports that there is overcrowding, individuals are not given regular access to phones and showers, and they are not able to access legal documents and books.	The OCO provided assistance and was also able to substantiate concerns of overcrowding at the RDC. This office spoke with DOC staff at the facility who explained current procedures in the Reception Diagnostic Center are due to Covid-19. The OCO alerted DOC staff of the concerns the individual shared related to sanitation in the cells. DOC staff agreed to collect garbage from the individuals' cells more frequently and the OCO confirmed that there will now be garbage pickup after dinner mainline.	Assistance Provided
151.	The incarcerated individual reports that he was denied access to the law library upon arrival at the receiving facility, which caused him to miss a deadline to file an appeal with the court. The individual reports that DOC staff stated they could not provide access to the law library due to quarantine and that they never received the request for legal materials from him, despite his numerous attempts to communicate the requests.	The OCO provided assistance by meeting with DOC Headquarters staff to discuss the concerns regarding the law library closures at this facility. The law librarian works at two main facilities which impacts the hours the law library is available. The DOC has now agreed to hire another Law Librarian to remedy this issue in the future. This individual has since moved to a new facility.	Assistance Provided

152.	Person says health services at the facility they are housed at refuses to use an alternate medical supply vendor to order the same kind of CPAP mask they used at their previous facility. The previous mask was lost in transit while transferring facilities and the current facility did try to order it from the vendor, but the vendor replied they are out of stock.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted Health Services management and were informed the patient had received the specific CPAP mask they were requesting. It is noted that most CPAP manufacturers are facing supply chain issues and there are nationwide shortages of CPAP supplies.	DOC Resolved
153.	Person reports she was approved for female undergarments, and they have not been ordered.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted Health Services management and were informed the undergarments had been ordered and were expected to be delivered in approximately 2-3 weeks.	DOC Resolved
154.	The incarcerated individual reports that he has an upcoming sentencing hearing but does not want to attend either in person or virtually. The individual would like to know if he has the right to waive his appearance at the hearing.	The OCO provided information regarding how the individual might find more information on the possibility of waiving his right to attend his sentencing hearing. The OCO spoke with DOC staff and agreed that the individual would need to write to the courts, kite Records, and speak with the Legal Liaison Office. The OCO does not have jurisdiction over the court's policy.	Information Provided
155.	The incarcerated individual reports concerns that an individual who he was assaulted by at a different facility is housed in general population at the individual's current facility. The individual reports that he is currently housed in the Intensive Management Unit (IMU) but says he will be moved to general population and is concerned about being assaulted again.	The OCO provided information regarding his current Offender Separation status. This office confirmed with DOC staff that the individual would not be housed with those individuals, and he has since transferred to a different facility.	Information Provided
156.	The incarcerated individual reports that he received legal mail stating he was awarded a point change. This person reports concerns that their time has not been calculated correctly and they should have been released nine months ago.	The OCO provided next steps to resolve their concern. This office advised they file a resolution request and escalate the issue to level III. They can also file a personal restraint petition if their concerns are not resolved through the resolution process.	Information Provided
157.	Incarcerated individual states infraction timeframes are not being followed.	The individual was informed that the hearing is likely delayed due to the holidays and staff availability. Additionally, violation of DOC timeframes regarding infractions are nonjurisdictional and not grounds for	Information Provided

		dismissal of an infraction. The individual was advised once they receive an appeal response, they can contact the OCO to review the infraction based on either the lack of evidence supporting the infraction or a disagreement with the sanctions.	
158.	The incarcerated individual reports that his television was broken when he transferred facilities. The individual reports that the damage occurred during transfer, pack-up, or property holding by DOC staff.	The OCO provided information regarding how the individual can file a tort claim for his damaged property.	Information Provided
159.	Incarcerated individual expressed concerns about a sexual assault that happened several months ago that DOC is not properly investigating.	The OCO informed the individual that because the investigation is still open, the OCO will not investigate this case further until DOC has concluded their investigation.	Information Provided
160.	Incarcerated individual stated staff mistreatment led to an assault and Use of Force.	The OCO reviewed the Use of Force packet and all camera images available. The camera angles did not record most of the interaction and the OCO could not substantiate that the DOC did not follow policy during the Use of Force. The individual has since been transferred to a different facility.	Insufficient Evidence to Substantiate
161.	The incarcerated individual reports being placed in a cell with no water for multiple weeks.	As this incident happened several months ago and the individual has been moved since then, there is no evidence for the OCO to substantiate if this did or did not happen.	Insufficient Evidence to Substantiate
162.	The incarcerated individual reports that he was told he would transfer to one facility but was transferred to a different facility instead and does not understand why.	The OCO was unable to identify evidence to substantiate there was a violation of policy by the DOC. This office reviewed the individual Custody Facility Plan (CFP), which was completed per DOC 300.380, Classification and Custody Facility Plan Review. This office also provided information regarding how the individual can appeal his classification by submitting DOC 07-037 Classification Appeal.	No Violation of Policy
163.	Person states that he was taken to IMU for allegedly inciting a riot. Person states there is no video or evidence to prove what he is being accused of. Person feels like he is being retaliated against for speaking up against staff abuse of power.	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 320.200 states a person can be held in IMU while pending an investigation. Investigation has been completed and person is now in receiving.	No Violation of Policy
164.	Incarcerated individual expressed concerns about an infraction they say they did not commit when DOC lied	The OCO reviewed the infraction and appeal packet as well as hearing audio and find there is evidence to substantiate the infraction,	No Violation of Policy

	about them taking responsibility for the contraband as they were not in their cell when the search occurred.	regardless of if the individual admitted responsibility for the contraband or not.	
165.	Person states he was supposed to be transferred to WCC and DOC lost his transfer plan. DOC has not moved him to general population. Headquarters is reporting that he is supposed to transfer to SCCC. Which he does not want to do. Person would like to stay with his brother at WCC. He states that his counselor added this to his plan.	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 300.380 states an individual can and will be moved based on several factors including safety, space, and availability.	No Violation of Policy
166.	Person reports he was convicted of vehicular homicide, which he states is classified as a non-violent offense, but that his counselor stated that it was violent and that he would lose ten custody points and go into medium security.	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 330.380 states it is many different aspects that make up a classification custody score.	No Violation of Policy
167.	The incarcerated individual reports that at his previous facility he had to shower with other individuals without a shower curtain and thinks that this is a Prison Rape Elimination Act (PREA) violation. The individual reports that other individuals who are transgender are allowed to use shower curtains and wants to be able to have a shower curtain too. The individual wrote a resolution request about the issue and PREA concerns and was told that it is not a PREA issue.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Per DOC 490.700, the DOC is required to provide shower curtains for the transgender population, not general population. The windows in the shower of the individual's previous facility are frosted to chest height and this is not considered a PREA concern.	No Violation of Policy
168.	Person says that they have several medical diagnoses that they have been treated for while incarcerated. When the person was transferred to their current facility, they did not have the necessary equipment or shoes available.	The OCO substantiated the patient's concerns of not having access to the durable medical equipment he had at a previous facility. The equipment this patient needs is affected by the nationwide computer chip shortage. The facility is waiting on approximately a dozen of these machines for patients and there is no estimate for when they will be available. DOC Health Services management also informed the OCO that the patient has been offered a temporary solution to the shoe issue while an outside appointment for medical shoes is made.	Substantiated
169.	Person was moved into a cell that was unclean and unsanitary. Person reports the floor was dirty, the walls and toilet	The OCO was able to substantiate this concern. The OCO reached out to DOC staff	Substantiated

	were not clean. Person submitted a resolution request grieving this issue, but staff interpreted the concern to be about COVID-19 and the request was not accepted.	leadership to inform them of the conditions of IMU.	
<b>Washington Corrections Center for Women</b>			
170.	The incarcerated individual received a letter from the OCO office about stakeholder a meeting and says she would like to attend.	The OCO provided assistance. The individual did attend the OCO stakeholder meeting held at their facility.	Assistance Provided
171.	Patient reports she has experienced reoccurring infections and has struggled to be seen by her provider. She attempted to grieve and was informed she had refused an appointment that she was not aware of. The people who are experiencing these infections are being made to buy the medication on commissary, rather than be supplied by DOC Pharmacy.	The OCO provided assistance by requesting the patient be seen by the RN3 Care Manager. The OCO followed up with the Care Manager and were informed the patient received treatment and was given information on how to report symptoms before the ordered follow up appointment in a few months. The issue of patients paying out of pocket for this specific medication is still under review by this office.	Assistance Provided
172.	Incarcerated individual suffers from dementia and is currently living in the IPU. The facility submitted an EMP, and she was denied.	The OCO met with DOC health services to discuss this case. A new extraordinary medical placement request was submitted, and it is under review per DOC 350.270.	Assistance Provided
173.	A loved one of the incarcerated individual reports concerns that their loved one is in the same unit as another person who was involved in the crime for which she was convicted. The loved one says that the individual is afraid of being harassed and/or is being harassed by the other individual.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The incarcerated individual was transferred to another facility shortly after their loved one reported this concern.	DOC Resolved
174.	Patient filed a dental emergency because she was in pain. The dental staff were very rude and asked if there was bleeding and she was laid in for sick call. Dental is refusing to pull the tooth that is causing her severe pain.	DOC staff resolved this concern prior to the OCO taking action on this complaint. OCO staff verified the patient's tooth had been pulled.	DOC Resolved
175.	The incarcerated individual reports that they were put in segregation for no reason. They were administered a COVID test yesterday, and the results came back negative, so they do not understand why they are in isolation.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO determined that this person was in isolation for a short period of time and has returned to their regular living unit.	DOC Resolved
176.	Incarcerated individual reports she was taken out of minimum custody and reclassified due to a warrant, which	The OCO provided information about the individuals current GRE status and her status in the TC program. The OCO spoke with DOC	Information Provided

	<p>took her out of the Therapeutic Community (TC) program. Once the warrant was resolved the individual was allowed to reenter the TC program. During this time, the individual was approved for Graduated Reentry (GRE) and was told that she could continue outpatient treatment once she was released to GRE. When the individual was reclassified back to minimum custody and reentered TC, she was told that she will need to start at the beginning of phase two, even though when she was taken from the program, she was just about to start phase three. She now has a substance abuse (SA) hold that is keeping her from GRE, the individual says she would have just stayed in medium if she knew she would not be released to GRE from the TC program.</p>	<p>and found that there is an issue that occurs when detainees reclassify a person and takes them out of the custody level required to program in TC. Once this is resolved the TC program will allow individuals back into the program. The individual is back in the TC program and is now in phase three. The OCO shared this information with the individual and explained that individuals in TC do not get the SA hold lifted until they qualify for phase five of the program.</p>	
177.	<p>Incarcerated individual reports being strip searched three times before being put in a dry cell after a false reading on the scanner. DOC said the scanner showed she was hiding a vile but when she got a medical examination, the doctor found the item was toilet paper. Nothing showed on the scanner when she was rescanned the next day or during urine analysis (UA). The person is concerned DOC staff does not have training or know how to properly read the scanner results. This experience makes her fearful of attending visitation and having to go through the scanner. Additionally, the person's family requested the images from the scanner and DOC sent them someone else's scanned images.</p>	<p>The OCO asked the individual to provide more information about their reported concerns, specifically dates of the incident. The individual reported the occurrences were 2020 and 2021 and she wanted to report this anonymously. Individual requested the OCO not follow up with DOC and said she wanted to document the incident in case there is a future review regarding the WCCW scanner. The OCO sent the individual a confidentiality waiver but did not receive a signed copy back. This office provided information about how to follow up about DOC records concerns.</p>	<p>Information Provided</p>
178.	<p>Incarcerated individual was taken out of Therapeutic Community (TC) at Washington Corrections Center for Women (WCCW) and demoted a custody level because of detainer. The detainer has been taken care of, but not before she was taken out of the program and demoted to medium</p>	<p>The OCO provided information regarding the individuals status with GRE. The OCO spoke with TC staff who shared that this person has almost completed all their TC phases and will be eligible to transfer to GRE once her phases are complete. DOC wants to ensure that individuals have completed their TC programming prior to release so that they</p>	<p>Information Provided</p>

	<p>custody from minimum. The individual was then told she is eligible for Graduated Reentry (GRE.) The detainer was taken care of and she was just recently told she is going back to the TC program instead of going home on GRE (18 month) and that the TC hold will make not GRE possible.</p>	<p>have tools to be successful in their reentry. Completing a chemical dependency program is a way to gain tools to navigate and maintain sobriety.</p>	
179.	<p>The incarcerated individual reports that last year in December the DOC pulled the individual's upper teeth. She was told that the dental plan would be around 9 months to complete. The individual reports that she has sent 60-70 kites and kept being told there are delays because of COVID. Since early December she has been to the dentist twice and had one filling and a cleaning. She keeps being told to be patient, but it has been nearly a year which is a long time to be without teeth. She was told within nine months she would have all her fillings done and have dentures. She understands COVID has caused a lot of delays but not having teeth for this long is very difficult. She reports she needs to have six months left on her sentence to get a denture plate and by the end of November she will have less than six months left on her sentence and they will not be able to do it, so she feels this is an urgent matter. She reports the resolution process has not been helpful she has been told either she needs to wait and be patient or was told it is non-grievable.</p>	<p>The OCO contacted health services and reviewed the patient's dental appointment history. Patient received extractions, fillings, and cleaning at latest appointment that was reviewed. DOC confirmed the patient is in the queue for a dental appointment to receive her routine fillings. The individual can find more information in the Offender Paid Health Plan related to removable partials and complete dentures. DOC communicated patients must complete all their dental treatment in order to qualify for dentures and the patient is still actively completing her treatment plan. DOC reports they try not to provide a timeline since scheduling is dynamic and dental has been especially impacted by COVID outbreaks. The OCO provided information about how to request a specialized diet if needed in the interim and how to follow up related to recent appointment.</p>	<p>Information Provided</p>
180.	<p>The incarcerated individual reports she was accused of but did not commit PREA. The person says she is not being moved out of receiving and into a living unit, although staff assured her, she should have been. Additionally, PREA investigators have not contacted her and it has been over 30 days.</p>	<p>The OCO provided information to this person about their open PREA concern. This office recommended that they contact the OCO once the PREA investigation is complete. The OCO also verified that this person is no longer in receiving and has been moved to the general population.</p>	<p>Information Provided</p>
181.	<p>The incarcerated individual expressed concerns about an infraction they received, when they were unaware</p>	<p>The OCO reviewed the infraction narrative and reached out to DOC to see if they would be willing to reduce the infraction, however,</p>	<p>No Violation of Policy</p>

	they were not allowed to be out of their cell and wants it to be reduced as they were not given a warning.	the individual had been given prior warnings about not complying with cell confinement and was warned they would get an infraction the next time they were in violation, as a result, DOC was unwilling to reduce the infraction.	
182.	Incarcerated individual expressed concerns about two infractions and the resulting demotion in custody.	The OCO reviewed the infractions and found that she was able to successfully appeal them, but there is evidence to support each of them. Additionally, because of the infraction the individual was demoted a custody level which is not a violation of DOC policy.	No Violation of Policy
183.	Incarcerated individual expressed concerns about an infraction for a 716 (failing to take a prescribed medication as required when administered under supervision) that was reduced to a 610 (possessing prescribed medication without authorization). The individual believes this was not an appropriate reduction and has still not heard back on the appeal.	The OCO reviewed the infraction narrative and find there is evidence to substantiate the infraction. Additionally, the proper infraction (610) was upheld as the primary infraction that was issued (716) was not applicable for the evidence presented. Lastly, time frames are nonjurisdictional and violations of them do not result in dismissal of an infraction.	No Violation of Policy
184.	Person states that she is a TA for the horticulture program and has been doing well in the program. She came home from work one day and she was asked to pack her stuff and she would be moved to receiving. No one has communicated to her on the reasons why she was moved.	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 320.200 states an individual can be moved while pending an investigation.	No Violation of Policy
185.	The incarcerated individual reports that she has had two job reviews and her job reviews have been open for months. She reports another incarcerated individual had referrals for the same jobs and got a job two weeks later. The individual contacted the job coordinator and was told that she is at the bottom of the list. She reports that they keep skipping her over for jobs and she doesn't understand why. reviews and her job reviews have been open for months. She reports another incarcerated individual had referrals for the same jobs and got a job two weeks later. The individual contacted the job coordinator and was told that she is at	The OCO contacted facility leadership to inquire about job placement and the process. This office was able to confirm that this individual does have open referrals for job placement, however the individual will only work in certain areas which limits the availability of an open position. The OCO could not verify a violation of the DOC policy in the job placement process.	No Violation of Policy

	the bottom of the list. She reports that they keep skipping her over for jobs and she doesn't understand why.		
186.	The incarcerated individual reports that she was removed from her job in the clinic at her facility due to her crime of conviction, and does not know which policy dictates this. She was assigned to another job but wants her previous job back.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO reviewed the individual's judgement and sentencing and found that the individual is ordered to not have contact with minor children. The individual's facility does have children that come into the clinic, and therefore she is not able to work there. The individual was reassigned to another position.	No Violation of Policy
<b>Washington State Penitentiary</b>			
187.	Person reports that he signed all release paperwork, including applying for social security card, driver's license application, but person was never released. Person reports he signed the paperwork in 2021. Person reports asking attorneys about the paperwork he signed and was told they have no record of that paperwork. Person would like to know what his rights and options are.	The OCO provided information regarding transition and release. Policy 350.200 states the department will provide all forms necessary to prepare for release. DOC has provided forms to the person. The person is awaiting resentencing process from the courts. Once the paperwork is finalized, it will be signed by a judge and amended to the person's sentence.	Information Provided
188.	Incarcerated individual reports his mail and commissary orders are being tampered with by DOC staff. The individual says he has ordered several food and property packages since mid-2022 and has not received any of them. The individual alleges this to be the actions of a DOC staff member.	The OCO provided the individual information to resolve the payment issue occurring with his commissary order, and information regarding his recent mail rejection. The OCO shared with the individual that because of an issue with his current payment method, he will need to contact his bank in the community to ensure that the payment method is current and active. The OCO confirmed that the reason for the denied commissary was shared with the individual. The OCO reviewed the individual's mail rejection and found that a part of the mail was rejected per DOC 450.100 Mail for Individuals in Prison, and the rest of the mail was allowed and issued to him. The OCO was unable to substantiate that the rejected mail or declined commissary orders were related to staff retaliation.	Information Provided
189.	Person reports he was put directly in max custody after he transferred facilities and has been held in IMU for	The OCO confirmed the individual is scheduled for an updated FMRT, provided those details to the incarcerated person, and	Information Provided

	<p>over 80 days now. He has an HSR for lower tier, no upper bunk and has been told he is on the list to be moved to a cell that meets this accommodation but in the meantime, he has been held in segregation. Person expressed this may be retaliation after filing a PREA concern. A bed was supposed to be opening for him, but he has not been moved and it has been several months since the transfer occurred. He also mentioned FRMT documents that he was present, but he was not, and DOC calculated his points incorrectly. He was then shipped the next night for special transport.</p>	<p>encouraged them to bring up their HSRs for consideration at that meeting. The OCO also provided self-advocacy information if the HSRs are considered as part of the FMRT.</p>	
190.	<p>Person reports that his dentures were lost when he transferred facilities. He has sent requests to have staff look for the dentures. He has submitted grievances, but DOC has not replaced the dentures.</p>	<p>The OCO provided information to the patient about the eligibility requirements to receive another set of dentures. Per the DOC Dental Prosthetics protocol, DOC will replace lost or broken dentures after three years from the date of issuing. Exceptions to this include if the dentures were lost or destroyed by DOC staff action, but the incident must be documented on an incident report or counselor statement.</p>	<p>Information Provided</p>
191.	<p>Incarcerated individual reports he was sent to multiple facilities and was lastly placed at Airway Heights Corrections Center (AHCC). Once at AHCC the individual initially was placed in medium custody, then was transferred to minimum with a classification of long-term minimum (MI3). The individual does not understand why DOC classified him that way and worries that might affect his transfer to a reentry center. The individual also reports that DOC has not issued his property and he has been at AHCC for a month and a half. Requests the OCO help him find his property and ensure that the MI3 classification will not affect his transfer to a reentry center.</p>	<p>The OCO provided information to the individual about his current custody level and property. The OCO reviewed the individual's custody facility plan (CFP) and found he was placed as MI3 due to medical concerns that could not be managed at a DOC camp. DOC agreed that once the medical concerns are resolved, he will be able to have his custody scored adjusted. The medical concerns have been resolved and the individual's custody score is now minimum 1 - Work Release. The OCO spoke with DOC property staff at the Washington State Penitentiary (WSP) and Airway Heights Corrections Center (AHCC) and found that all of the individual's property has been issued to him, and that his chain bag was issued to him the day he arrived at AHCC.</p>	<p>Information Provided</p>
192.	<p>The incarcerated individual reports that he has not been able to call his attorney at a Public Defender's office since the facility switched their phone system to</p>	<p>The OCO provided information regarding why the individual may be experiencing issues calling his attorney. This office contacted DOC staff at the individual's facility who confirmed</p>	<p>Information Provided</p>

	Securus. The individual reports he was told to write to the phone company which he did but has not received a response. The individual believes the number has been restricted.	that the phone number in question can be called from any Securus Technologies incarcerated individuals' system phone at WA DOC prison facilities, at no cost to the caller, and the call will not be recorded or monitored. However, the call must still be answered and accepted by the recipient pushing a number on the phone before the caller will be connected, which means individuals cannot leave messages or navigate an automated answering system. DOC staff also confirmed that several individuals have tried to make calls to this number, but they have not been accepted on the part of the receiver. This office recommended that the individual write to his attorney if he continues to be unable to reach them via phone.	
193.	Person reports their civil rights have been violated numerous times. Person has several medical issues that are still not being treated for. Person is diabetic and says DOC has not been monitoring his blood sugar levels, and he would miss insulin and other medications every time a COVID-19 outbreak occurs due to short staffing issues. Person also has not been treated for ongoing eye issues as DOC promised.	The OCO contacted DOC health services about the patient's care and was notified that the person was away at court and not in a DOC prison to receive a follow up appointment. This office provided the individual with self-advocacy information regarding how to follow up with DOC health services and the OCO if issues are still of concern once he has returned to a state prison.	Information Provided
194.	Incarcerated individual reports being in housed in the Intensive Management Unit (IMU) since late 2019. The individual was issued major infractions but did not appeal. He finished his required programs for the infractions, but he was told he would remain in IMU and DOC will not allow him back to general population. The individual wants to know what his options are for getting out of IMU. The individual is not requesting that the previous infractions be reviewed, rather the individual wants to be moved out of IMU and DOC is telling him they will not be moving him.	The OCO provided information to the individual about his current housing plans and explained why DOC has decided to transfer him out of state. The OCO reviewed the incarcerated individual's recent facility plans and spoke with DOC leadership about the individuals housing options. Due to known safety concerns that DOC has obtained regarding the individual returning to general population, DOC has recommended an out of state transfer for this individual. DOC has evidence to believe this individual is not safe in the current Enhanced Closed Custody units or any other safe harbor settings in Washington DOC.	Information Provided
195.	The incarcerated individual reports that he has had outside court cases and the DOC is not making sure that he gets to	The OCO provided information regarding the process of requests for court appearances. The DOC must receive a request from the	Information Provided

	court. He reports that no one will help, and he has filed grievances that are not accepted. .	court or an attorney before they can arrange for an individual to appear in court, and they have not received any for this individual. DOC staff confirmed that the individual may send the Legal Liaison Office a kite if he has any questions or concerns about his court appearances.	
196.	Person was involved in a Use of Force and states that custody staff slammed his hand in the cuff port and did not let him be assessed by medical or mental health for 14 hours after the incident. The individual's requested resolution is to be transferred to another facility.	The OCO contacted health services about the incident and confirmed the person was seen by medical, an x-ray, and TDAP vaccine were ordered and provided. Use of Force incident reviewed in separate case; this case only covers the patient's access to medical assessment for any injuries.	Insufficient Evidence to Substantiate
197.	Person has been in IMU for several months. Person was moved to WSP, now that he has arrived there, counselor has told him he needs to take substance abuse classes. He does not understand why he cannot be removed from the IMU and take classes in a lower custody level.	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 300.380 states classification points determines placement. Once person programs, he can earn points back and promote to a different custody level. Person is currently on max custody.	No Violation of Policy
198.	Incarcerated individual received a ninety-day disposition notice for books he believes may have come from his property but was located in another incarcerated individual's cell. The individual wants to keep their books and has reached out to the property sergeant who has yet to respond. The individual suspects the property sergeant will delay the response until it is past the ninety-day deadline and his books will be donated to the Washington State library.	The OCO was unable to substantiate there was a violation of policy by DOC. The OCO found DOC did not allow the individual to have the books back per DOC 450.100 Mail for Individuals in Prison, which states, "Individuals may not receive subscriptions and/or publications from another individual or the friends or family of another unrelated individual." The OCO found that the DOC provided the individual with the property disposition and shared the titles of the books with him. The individual was also allowed to decide how the books were disposed of per policy 440.000 Personal Property for Offenders.	No Violation of Policy
199.	Incarcerated individual is frustrated about losing time while waiting to transfer. He is losing five days for every 30 days in segregation but does not think he should be losing time because he is only still in segregation because of COVID delays.	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 320.200 states a person can be held in segregation while pending an infraction and if found guilty can lose good conduct time if demoted.	No Violation of Policy
200.	The individual had a classification hearing in March, and they did not provide him any notice ahead of time.	The OCO contacted the Unit Supervisor to inquire about the classification hearing. This office verified that the individual did not receive a classification hearing. He had an	No Violation of Policy

	Subsequently, he did not get a custody facility plan.	informal program review to talk about classes he has been court ordered to complete in his Judgement and Sentence. In addition, he has received multiple communications from the Department explaining to him that this was not a classification hearing.	
201.	Person was moved to IMU for an accusation of a confrontation. Person does not feel this was appropriate. Person would like to be moved out of IMU.	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 320.200 allows for an individual to be moved to administrative segregation while pending an investigation. Person was removed from administrative segregation once investigation was completed.	No Violation of Policy
202.	Person called because he has not had his infraction hearing and is in IMU pending the infraction hearing. He is worried that he will continue to lose points by not going to his hearing. Person states that he has sent several kites regarding the situation. He has not heard back from anyone.	The OCO was unable to substantiate there was a violation of policy by DOC. Policy 320.200 states a person can be held in administrative segregation while pending an investigation. Person has now had their hearing.	No Violation of Policy
203.	Incarcerated individual tried to send items he crafted, known as curio, to someone and some of it was rejected. DOC confiscated all of the items that were rejected, and he will not be able to send any of the crafted items out. The individual wants to be able to get back the items that would have been allowed. DOC only rejected some of the items but kept all of them. The individual reached out to OCO about this issue again asking this office to request the items from DOC again.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO asked DOC again if DOC would be willing to reconsider and give the individual back the allowed items. DOC explained to the OCO that because of RCW 72.02.260, they are unable to give the items back that would have been allowed to be sent out. Per DOC 450.100 Mail for Individuals in Prison, "if the rejection is upheld for outgoing mail, the facility will retain the mail in a separate file for 2 years, and then it will be destroyed. Rejected mail will not be returned to the individual per RCW 72.02.260."	No Violation of Policy
204.	Incarcerated individual expressed concerns regarding a 607 infraction for refusing to submit for a urinalysis (UA) and they believe there was a violation of DOC Policy 420.310 as there was only one staff member present when there must be two.	The individual refused to test for the UA while still in their cell. The two staff people are only needed for the actual collection and processing of the UA, not for the initial ordering of an individual to test.	No Violation of Policy
205.	The incarcerated individual reports that he was transferred from Washington State Penitentiary (WSP) to another facility and is missing his TV. The individual reports he purchased a new	The OCO was able to substantiate this concern. The OCO spoke with DOC property staff who agreed that the TV was lost and recommended the Department of Enterprise Services (DES) uphold the tort claim filing, so	Substantiated

	TV in 2022 and was sent to the Intensive Management Unit (IMU) shortly after purchasing it. Once the individual was transferred, DOC gave him an old TV with other incarcerated individuals DOC numbers on it. This was not the TV he had purchased in early 2022. The individual is worried that another incarcerated person switched this TV with his new one and requests the OCO help locate his TV. The individual reports that he filed a tort claim about the missing TV and has not heard back from them.	that he may be reimbursed for the lost TV. The OCO was not able to substantiate that another incarcerated individual took the TV or what occurred to have the TV be lost. The OCO recommended that the individual continue to work with DES tort claims division for potential monetary compensation.	
206.	The incarcerated individual reports concerns about reduced access to outdoor recreation. This has had a negative impact on the mental and physical health of all incarcerated individuals. The individual reports that this leads to increased frustration and disappointment.	The OCO was able to substantiate this concern. Staffing issues at the individual's facility have impacted yard and gym time. This office brought this concern to the Superintendent's attention.	Substantiated

#### INTAKE INVESTIGATIONS

##### Airway Heights Corrections Center

207.	Person reports injuring his knee. He said he did not report the injury until his scheduled appointment. He requested an MRI and was told he needed to try physical therapy. He wants an x-ray.	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
208.	Person reports that DOC is illegally collecting Cost of Incarceration deductions from inmate trust accounts.	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.	Person reports officers conducted a cell search and removed items from the cell. DOC later said spice was found in his property. The individual is concerned the drug kits are giving false positive results. The person asked for it to be tested at his expense at a crime lab and feels DOC manipulated 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 incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued

	situation to get him removed from camp, after filing a complaint against an officer.		
210.	Person reports that staff are disregarding policies and protocols relating to gender and non-conforming gender issues. Person says staff's behavior toward them is harassing and targeting, particularly by not allowing them to shower in appropriately covered shower stalls. If people refuse to use the showers that are open where others can see into the shower, they are met with threats to be infracted or celled in.	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.	The incarcerated individual reports that there is maintenance going on in the kitchen and the individual is only receiving one hot meal per day at lunch, and dinner has been peanut butter and jelly sandwiches. The individual and others have been given cold boats for breakfast and dinner. The individual reports that by the time anything happens with a resolution request it will be months and the issue will likely have been resolved by then.	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.	Individual states that for the past year they have been harassed and targeted by a corrections officer because they are transgender.	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 reports concerns about interactions with a particular staff member, who reported they were self-harming while shaving.	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.	Person reports that Internal Investigations Unit tested a piece of suspicious paper taped to his JPay player and it came back positive for spice/synthetic cannabinoids. However, person is adamant that it was a false positive. Person requested 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 incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued

	evidence be sent out for lab testing and was denied. Person was subsequently found guilty of an infraction.		
215.	The incarcerated individual states that DOC is supposed to give one sanction per infraction, AHCC is giving three sanctions per infraction. The individual wants to know why they can give more sanctions than other facilities. The incarcerated individual received an infraction in November. The individual has not appealed because he doesn't believe the appeal system works. The OCO advised him that he will need to appeal the decision before the infraction can be investigated.	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
216.	Individual reports an issue with the PREA scoring system and how they are currently classified.	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.	Person is seeking information about when the DOC memo about the new mattresses was released. He said the DOC website says they gave out all the mattresses, but he has not gotten a new one. He was under the impression that if you did not get a new mattress you are allowed to have two of the old ones, but the facility is not following that. He is in pain from the thin mattresses and woke up in pain last night.	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 expressed concerns about people being placed on top bunks after a revised fire marshal order, in addition to concerns about the quality of the mattresses.	The OCO is unable to investigate the concern because the OCO is not able to verify that the incarcerated individual filed a grievance, appeal, or sought other administrative remedies as required by RCW 43.06C.	Administrative Remedies Not Pursued
219.	Person reports multiple issues with the DOC transgender policy and how it is being implemented. They feel discriminated against as a trans person. Person reports that they are housed on the bottom tier and a top bunk and that	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

	other incarcerated individuals regularly stare into their cell.		
220.	External complainant states that their loved one has been pat searched by a male officer.	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.	The incarcerated individual reports that he was supposed to be reimbursed for supervision fees after his attorney filed a court order but was not refunded the full amount.	The OCO has reviewed the concern and decided to decline further investigation. Per WAC 138-10-040 The ombuds may decline to investigate any complaint or may close any investigation of any complaint for any of the following reasons: The complaint does not allege violation of policy, procedure, or law. The requested resolution is not within the ombuds' statutory power and authority.	Declined
222.	The incarcerated individual reports that he was moved to a two-person cell. The individual reports that he has a high PREA score and having a cellmate with a neutral or equal PREA score will be difficult.	The OCO has reviewed the concern and decided to decline further investigation. Per WAC 138-10-040 The ombuds may decline to investigate any complaint or may close any investigation of any complaint for any of the following reasons: The complaint does not allege violation of policy, procedure, or law.	Declined
223.	The incarcerated individual reports that his facility does not provide adequate storage space in the cells. The individual says that people are not allowed to store things under their bunks or in boxes, but the DOC is not providing additional storage space or allowing individuals to purchase additional storage containers.	The OCO has reviewed the concern and decided to decline further investigation. Per WAC 138-10-040 The ombuds may decline to investigate any complaint or may close any investigation of any complaint for any of the following reasons: The complaint does not allege violation of policy, procedure, or law.	Declined
224.	The incarcerated individual reports that the food made by Correctional Industries (CI) is bad. He states that CI overcharges everything it sells to the state and no longer operates in other states.	The OCO has reviewed the concern and decided to decline further investigation. Per WAC 138-10-040 The ombuds may decline to investigate any complaint or may close any investigation of any complaint for any of the following reasons: The complaint does not allege violation of policy, procedure, or law.	Declined
225.	The incarcerated individual reports that the WA state constitution article 12 says monopolies and trusts are unlawful. The individual reports that the DOC contract with Union Supply	WAC 138-10-040 The ombuds may decline to investigate any complaint or may close any investigation of any complaint for any of the following reasons: The requested resolution	Declined

	violates the constitution and would like property and food packages to be open to other vendors that sell products to other prisons. He would like OCO to compel the DOC to comply with the Washington State Constitution and RCW. The individual reports that restricting incarcerated people in Washington to a single vendor is unfair.	is not within the ombuds' statutory power and authority.	
226.	The incarcerated individual reports that his sentence was adjusted to what the DOC thinks it should be. He has exhausted the resolution process, and at one point, his time was fixed, and then recently switched back when he transferred to a new facility.	The OCO lacks jurisdiction to investigate this complaint because the complaint relates to an action taken by an agency other than the Washington State Department of Corrections. DOC Records advised this person to contact the courts and have the proper verbiage added to his Judgment & Sentence (J&S) and then have the modification sent to the records department so they can address the changes. The OCO determined that the change needs to take place with the court that created his J&S, and then the DOC can make appropriate changes.	Lacked Jurisdiction
227.	A loved one of the incarcerated individual reports that the individual paid to move his property to a new facility, but he has not received his items. The loved one is concerned that the individual will have to pay to ship his property again, and DOC staff are not giving him information on what he needs to do to receive his property.	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 Involvement
228.	The incarcerated individual reports that he is still missing some of his property after almost a year. The individual reports that he filed a tort claim but does not understand why the DOC is investigating the tort claim and are not returning his property. The individual says that he has not been able to get an answer from the DOC.	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 Involvement
229.	The incarcerated individual reports that he is in the SOTAP program, and one of the requirements is to have phone calls with his loved one and DOC staff. The individual's loved one does not want to participate in these phone calls, but DOC staff are telling him it is a	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 Involvement

requirement.

230.	The incarcerated individual reports that his counselor has been out for two months and did not put his notifier in on time and he will have to stay past his ERD.	This person was released prior to the OCO taking action on the complaint.	Person Left DOC Custody Prior to OCO Action
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### **Coyote Ridge Corrections Center**

231.	Person reports 52 days were taken away from his time served credit. He was in county custody fighting the case for 52 days before taking a deal. Person states there is a calculation error and those days have been taken away.	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 reports his cell was searched without receiving a cell search form. Intelligence and Investigations (I&I) found a prayer bundle that they say contained synthetic cannabinoids (also known as spice). The individual is now pending multiple infractions. The individual reports that he thinks he is being retaliated against by the officers because of his charges. The hearing has not occurred yet and the individual does not know if I&I tested the bundle for synthetic cannabinoids.	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.	The incarcerated individual reports that he received an infraction which he believes was in retaliation for calling the Ombuds. The individual also reports that the infraction states he is feigning his medical issues, which he reports is a false statement.	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.	Incarcerated individual expressed concerns about an interaction with a particular staff member who took off their religious items and threw them to the ground.	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
235.	Individual reports being issued a 709 infraction for being out of bounds while showering when no officers were around. DOC reduced the infraction to	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	Administrative Remedies Not Pursued

	a 210. The individual reports the morning staff does not allow him to shower, and he would like to be able to shower before work.	reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	
236.	The incarcerated individual reports that he cannot make any phone calls, except to the Ombuds. Each time he tries to call family, a message tells him that the call has been accepted, but cannot be verified, and then hangs up on him.	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.	Individual reports he was moved units during quarantine and was told by staff that his door would be secured, and he could not take any property/food. He reports when he received his property, he had many things missing. He filed a resolution request and the response said that the theft did occur, and he was sent a tort packet. The individual filed a tort claim. He received his response, and it was denied.	The OCO lacks jurisdiction to investigate this complaint because the complaint relates to an action taken by an agency other than the Washington State Department of Corrections	Lacked Jurisdiction

#### **Larch Corrections Center**

238.	An external person reports staff misconduct/mistreatment of their family during visitation with her husband. Her husband was given a negative BOE for the incident, and she was forced to leave the building.	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**

239.	External person reports their incarcerated loved one lost an infraction case and was transferred to another facility.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
240.	External person reports their loved one was scheduled for an Extended Family Visit (EFV). When they took him for his drug testing, he was told that his urine sample was too diluted. He requested to be retested and was refused. They are concerned the infraction for the UA will impact future EFVs.	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.	Individual reports staff misconduct from a counselor.	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.	Individual would like access to the legal library to file an 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
243.	The incarcerated individual reports his mail was stolen during a cell search. The individual reports DOC staff went into his room when he was not there. The individual reports that his mail and grievances were taken. The incarcerated individual also reports that important things went missing when he was transferred within Monroe Correctional Complex.	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
244.	Incarcerated individual reports concerns with the water quality and reports that it is not chlorine-treated or PH-balanced. The individual also reports being belittled and intimidated by staff when he addresses it to staff. The individual states that this may be an issue with the City of Monroe's water system, not TRU. Incarcerated individual also reports that staff are eating his food and that the food does not meet nutritional requirements. When the individual was in SOU, he reports being served expired food, and believes DOC moved him to TRU because he knew about this issue and thinks DOC may be retaliating against him. The individual reports having thrown up multiple times due to expired food.	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
245.	A loved one reports that an incarcerated individual is being targeted and harassed by a particular staff member. This staff member told	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	Administrative Remedies Not Pursued

	the individual that he was going to take all of his communication away and after that, emails from the incarcerated individual have been delayed. The loved one reports she did something inappropriate in a visit and that the incarcerated individual was infracted for and they lost visitation for 90 days.	reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	
246.	Person requests that the OCO clarify DOC policy 640.020 with the Department of Corrections and the Office of the Attorney General.	The OCO Director declined to investigate the complaint per WAC 138-10-040(3)(g).	Declined
247.	Incarcerated individual reports a DOC staff member has been saying things about her wearing makeup. The individual reports that this staff member only talks to them about wearing makeup when many other individuals wear the same. The individual feels targeted and that the actions are discriminatory.	The OCO finds that the DOC investigated the staff concern and resolved the issue within the DOC resolution program. The OCO declines to further investigate the concern per WAC 138-10-040, which states that the ombuds may decline to investigate any complaint or may close any investigation of any complaint if the alleged violation is a past rather than ongoing issue.	Declined
248.	Person is requesting the OCO confirm that his protected health information was authorized to be released to a non-medical staff member or have the department complete the Need to Know DOC forms and have them added to his medical file so he can review, copy and inspect them.	The OCO declined to re-investigate this concern as this office has already investigated this specific concern twice, and the incarcerated individual provided no additional information in this third complaint.	Declined
249.	Incarcerated individuals report that Correctional Industries (CI) Commissary and the Union Supply company are price gouging. They are offering the same size, however, if families order directly from Union Supply, they are being charged more.	The OCO declined to investigate this complaint as permitted by WAC 138-10-040, which states that the ombuds may decline to investigate any complaint or may close any investigation if the complaint does not allege violation of policy, procedure, or law.	Declined
250.	Incarcerated person suggests that they were released from their AA cause sentence and started serving their AB cause sentence. During the AB sentence person lost 10 days of good time that should have been applied to the AA cause which was closed per a change in policy.	The OCO Director declined to investigate the complaint per WAC 138-10-040(3)(g), as the OCO already investigated this specific concern, and the new complaint provided no additional information to review.	Declined
251.	The incarcerated individual reports while he was homeless, he was hearing voices and was on medication. Then he	The OCO declined to investigate this complaint as permitted by WAC 138-10-040, which states that the ombuds may decline to	Declined

	found out that he does not hear voices; it is people amplifying their voices and projecting holograms. He wants to file a lawsuit regarding this issue.	investigate any complaint or may close any investigation of any complaint if the requested resolution is not within the ombuds' statutory power and authority.	
252.	The incarcerated individual reports that when he and others file a resolution request and want video footage, DOC delays the resolution until the footage is no longer available. The individual says the issue he is having now is that he was awarded damages from a court case, and someone used his name to send a motion to the courts. The individual is requesting that the OCO obtain the video footage and review it to see who sent in the motion from the law library.	The OCO declined to investigate this complaint as permitted by WAC 138-10-040, which states that the ombuds may decline to investigate any complaint or may close any investigation of any complaint if the requested resolution is not within the ombuds' statutory power and authority.	Declined
253.	Person is seeking an attorney to help obtain wages lost due to work injury after a denied Labor & Industries (L&I) claim.	The OCO lacks jurisdiction to investigate this complaint because the complaint relates to an action taken by an agency other than the Washington State Department of Corrections (L&I).	Lacked Jurisdiction
254.	The incarcerated individual reports concerns regarding how the facility is handling quarantine measures. The individual reports that staff are not following the new DOC memorandum.	The incarcerated individual advised the OCO they did not want the OCO to investigate the complaint.	Person Declined OCO Involvement

### **Olympic Corrections Center**

255.	Individual overdosed and received 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. However, OCO staff communicated with DOC staff about this concern to ensure awareness.	Administrative Remedies Not Pursued
256.	External person reports their loved one's mental health information was inappropriately shared with custody staff during a mental health emergency.	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. The OCO did review the resolution request and incident report related to the concern and were not able to find evidence of a HIPPA violation.	Person Declined OCO Involvement

### Other – Jails, Statewide, & Out of State

257.	Person is in on a CCP return and releasing soon. He was told they are making him move to a city far from his county of origin.	The OCO does not have jurisdiction over community custody concerns.	Lacked Jurisdiction
258.	Person reports his rights have been violated. He is currently housed in another state pending a federal case.	The OCO lacks jurisdiction to investigate this complaint because the complaint does not involve a person committed to the physical custody of the DOC.	Lacked Jurisdiction
259.	A family member reports that an incarcerated individual is being held in Skagit County Jail and unable to leave their cell for 24 to 36 hours at a time. The family member reports that this individual has schizophrenia are not receiving medication or counseling.	The OCO lacks jurisdiction to investigate this complaint because the complaint relates to an action taken by an agency other than the Washington State Department of Corrections.	Lacked Jurisdiction
260.	An external person reports she lives in Skagit County and is being targeted by a Community Corrections Supervisor.	The OCO lacks jurisdiction to investigate this complaint because the complaint does not involve a person committed to the physical custody of the DOC.	Lacked Jurisdiction
261.	Person is seeking assistance after being arrested following an incident where he was the victim of the assault. Person claims grievances against the arresting police agency and the District Attorney's office. Additionally, while in jail, the medical staff mixed up his medication and he was not given the proper treatment for diabetes.	The OCO lacks jurisdiction to investigate this complaint because the complaint relates to an action taken by an agency other than the Washington State Department of Corrections.	Lacked Jurisdiction

### Stafford Creek Corrections Center

262.	Person reports requesting to be seen by his provider for back pain after surgery. He says medication is not helping him. Person wants to be seen more consistently by medical to have follow-up and help with pain management. Person says he has tried to be seen multiple times for the last two months and nothing has happened.	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
263.	The incarcerated individual reports a systemic issue in DOC regarding the new Securus tablets. The incarcerated individual states he was given an option to send their old JPay tablets to family with all of their documents and emails on it but were also told by an officer that he would have to pay for it and	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

	that all the information would be wiped from it.		
264.	The incarcerated individual reports that they had extended family visits (EFV) with their wife, and for no reason, they have been denied. He does not understand why he was able to have four EFVs with his wife and now they are not allowed to visit. The OCO gave self-advocacy information and encouraged him to appeal the decision on his visitation.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
265.	Individual states that a corrections officer is spreading gossip about their alleged sexual preferences. The officer has put him in a difficult and dangerous situation.	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
266.	The incarcerated individual reports that the phones not working properly, and the services are not providing access needed to communicate with the court and legal representation.	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
267.	The individual reports that his legal mail is being handled as regular mail. He reports that the mailroom should recognize mail coming from a law office as legal mail because it does have law offices written on the envelope in the return address.	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
268.	Individual is requesting a copy of the TV guide schedule. External loved one reports that the individual is not allowed to have the schedule unless it is posted for everyone. The individual says that the DOC does not allow emails from TVW. The individual was told that Securus needs to allow access, to the schedule that TVW sends out.	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
269.	Patient reports ongoing bowel issues and is concerned about being in IMU because DOC will not approve a single cell. The person expressed that their bowel condition causes odor that	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	Administrative Remedies Not Pursued

	upsets his roommates, and he has been denied a single cell.	the DOC internal grievance process, administrative, or appellate process.	
270.	Incarcerated individual reports that two doctors on the mental health staff are harassing him. The individual also reports that he is being placed on medication he should not be on and placed in housing he should not be in. The individual also reported further harassment from staff on the treatment team.	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
271.	The incarcerated individual reports that DOC policy fails to treat women with equality. The person reports the department has failed to provide a suitable alternative for women as men are allowed to remove their shirts while they are in the yard.	There is not an option at the facility to roll up sleeves or pull up shirts that expose the midriff during recreation activities. Per WAC 138-10-040, the Ombuds may decline to investigate any complaint or may close any investigation of any complaint for several reasons including the complaint does not allege violation of policy, procedure, or law.	Declined
272.	The incarcerated individual reports that they want to move out of the unit as they were moved into a new cell with a roommate they do not want to live with.	The DOC has the authority to move individuals to different cells based on unit needs. Per WAC 138-10-040, the Ombuds may decline to investigate any complaint or may close any investigation of any complaint for several reasons, including if the complaint does not allege violation of policy, procedure, or law.	Declined
273.	Incarcerated individual expressed concerns about several infractions.	The OCO has limited capacity to investigate concerns that are several years old. Per WAC 138-10-040 the Ombuds may decline to investigate any complaint or may close any investigation of any complaint for any of the following reasons: The alleged violation is a past rather than ongoing issue.	Declined
274.	The incarcerated individual reports concerns regarding two general infractions.	General infractions are not recorded, which limits the OCO's ability to review. Per WAC 138-10-040, the Ombuds may decline to investigate any complaint or may close any investigation of any complaint for several reasons including the nature and quality of evidence.	Declined
275.	Incarcerated individual expressed concerns about an individual that is causing disruption on the tier and would like this individual to get the proper help they need.	The OCO has declined to investigate this concern. WAC 138-10-040 permits the ombuds to decline to investigate any complaint or to close any investigation of any complaint if the office lacks jurisdiction. At a minimum, complaints should meet the	Declined

		requirements in RCW 43.06C.040 and be: i. About an incarcerated individual; ii. About an alleged department action; and iii. Made after the incarcerated individual has reasonably pursued resolution of the issue through the internal grievance, administrative, or appellate procedures with the department.	
276.	The incarcerated individual reports that he does need reading glasses. He says when they did his eye test his vision was 20/40 and that should be in his medical record. The individual reports that he does not want CI glasses. He reports that his vision is definitely not 20/20 and he does need glasses.	The OCO has declined to investigate this concern. The OCO has received multiple concerns from this individual regarding this complaint and has sent him multiple letters regarding the issue. The OCO has reviewed the medical records and determined that the DOC is not in violation of the healthcare plan. WAC 138-10-040 permits the ombuds to decline to investigate any complaint or to close any investigation when the complaint does not allege violation of policy, procedure, or law.	Declined
277.	Individual states that they fired their attorney and needs the attorney to stop contacting them and doing things on their behalf. They also need a new attorney to help with legal correspondence because it is against policy for DOC staff to help them.	The OCO lacks jurisdiction to investigate this complaint because the complaint relates to an action taken by an agency other than the Washington State Department of Corrections.	Lacked Jurisdiction
278.	Person provided OCO a copy of a letter addressed to a Legislator, regarding the impacts of solitary confinement, or restrictive housing, on incarcerated individuals.	The incarcerated individual advised the OCO they did not want the OCO to investigate the complaint. Person's letter was documented and received.	Person Declined OCO Involvement
<b>Washington Corrections Center</b>			
279.	Person states he was told he cannot access non emergent dental unless he has been in Intensive Management Unit (IMU) for two years. He will be in IMU until his release in ten months.	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.	Individual reports having issues with a public records request. There was an incident where he was accused of assaulting a staff member and the charges were dropped because it did not happen. He requested the video through a DOC Public Records Request	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

	and was initially told they had the footage and would send it. The incident was not in the footage. He was then told that they could not provide the footage and he would have to appeal the decision.		
281.	External person reports DOC-issued shoes are hurting people's feet.	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 reports issues with the quality of the state shoes. He wants to order his own and is not being afforded the opportunity.	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 incarcerated individual reports problems with the emergency call buttons in the Intensive Management Unit (IMU). He reports that the buttons are too high off the ground and are not labeled as emergency buttons. The individual also reports that the button is too small and does not indicate that a call was sent.	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.	Person reports that they are missing property (a gold necklace) that should have followed him to his current facility. Person has tried to contact the property department at their current facility and has not received a response.	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.	Person was issued a thin mattress and has been complaining of back issues. Person was told all the units at that facility except R1, which is a receiving unit at WCC, have been issued the new mattresses and is seeking assistance to get a new mattress. Person says the OCO mattress report affirms the complaints about the old mattresses compressing.	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

286.	Incarcerated individual reports suspicion that Correctional Officers have shared false details of his conviction with others. Individual reports being asked by multiple people in different scenarios to “show his paperwork” proving he’s not a “sex offender.” The incarcerated individual is concerned about being targeted and wants to change facilities for his own safety.	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
287.	Individual reports having a bad tooth and struggling to get a dental appointment.	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
288.	Incarcerated individual states he is past due for lab draws related to his medication treatment. Individual reports it has been over a year since he received the needed labs, which he believes are supposed to be done every few months.	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 states he was falsely accused by Intelligence and Investigations of organizing multiple assaults in the unit. He states that he was not present for either assault. The individual also states he works seven days a week to avoid unit drama and that he had no reason to organize an assault.	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.	Person in community custody reports that DOC and his Community Corrections Officer did not provide him with services, information, or referrals to community reentry programs. Person reports he lost all his documentation which is preventing him from getting a job. Person reports needing court ordered treatment programs and that his Community Corrections Officer is unable to help waive the fee, because he cannot afford it without a job.	The OCO lacks jurisdiction to investigate this complaint because the complaint does not involve a person committed to the physical custody of the DOC.	Lacked Jurisdiction

291.	The person is concerned they are unlawfully incarcerated beyond their early release date (ERD) and does not believe their unit counselor is working on getting an address approved. The individual reports that the unit counselor did not submit a release plan or address until nearly three weeks past their ERD.	This person was released prior to the OCO taking action on the complaint.	Person Left DOC Custody Prior to OCO Action
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#### **Washington Corrections Center for Women**

292.	The incarcerated individual reports that her counselor is not assisting in planning for Graduated Reentry (GRE). The individual says that she has tried to arrange meetings with the counselor, but she has not seen her in months. The individual also needs assistance from her counselor to ensure she is releasing to her County of Origin.	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.	Individual reports issues accessing law library for a notarization.	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.	Person indicates they are having issues accessing dental care.	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 expressed concerns about extended placement in administrative segregation (ad seg) and it being racial retaliation. Person is being infracted for not programming and also not getting proper medical care.	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.	Individual reports 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

297.	Patient states she has issues with her hands and wrists and should not be cuffed. She was handcuffed by transport officers who would not use the transport strap instead of metal cuffs.	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
298.	Person states that they had a prescription cream. She reports that it was taken away by a DOC doctor and cannot be refilled any longer.	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
299.	Patient reports being refused an MRI during an offsite appointment due to 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
300.	Individual reports being suspended from her job of several years after speaking out about an incident. The individual was not present at the incident but was interviewed by DOC. The person believes she was retaliated against for speaking out because the program director did not want anyone to talk about the incident.	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 reports being suspended from her job after disagreeing with a lie she was instructed to say by her director following an incident where two people were bit by a dog at work. The individual believes she was suspended based on retaliatory behavior from the director of the program.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
302.	The incarcerated individual reports that she has been scheduled to work almost double what she is being paid for. The incarcerated individual reports that two sergeants scheduled her on two different shifts and has been told that she will be infraacted for failure to program if she does not work both shifts. The incarcerated individual	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued

	reports that the staff are using intimidation and threats to get her to work the number of hours. The incarcerated individual feels that this is in retaliation because she has a transgender roommate and supports the transgender community.		
303.	External person reports their loved one has several medical issues that are not being addressed by her provider.	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
304.	The incarcerated individual reports that one of the other incarcerated women are having a sexual relationship with a new transgender individual who just came into their unit.	WAC 138-10-040: At a minimum, complaints reported to the OCO should meet the requirements in RCW 43.06C.040 and be about an incarcerated individual, about an alleged department action; and made after the incarcerated individual has reasonably pursued resolution of the issue through the internal grievance, administrative, or appellate procedures with the department. The OCO has declined to review this request.	Declined
305.	The incarcerated individual reports that she is having issues with the new phone system. She reports that she needs to have money on her phone account to be able to call someone and her father is not able to help her. She says that someone on the outside needs to add money to the account currently.	The OCO lacks jurisdiction to investigate this complaint because the complaint relates to an action taken by an agency other than the Washington State Department of Corrections.	Lacked Jurisdiction
<b>Washington State Penitentiary</b>			
306.	Person reports that he believes the Washington State Penitentiary mailroom staff is obstructing the delivery of his outgoing mail. Person reports that he has called agencies that he wrote letters to and has been informed they never received his mail.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
307.	Individual would like help getting infraction overturned.	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.	The incarcerated individual reports violations of ADA laws as well as other abuse and/or misconduct by staff.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
309.	Incarcerated individual reports multiple events that led to him getting two infractions while trying to contact a counselor. The individual requested the OCO investigate the 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
310.	Person states that they are Jewish, and the kosher menu provided is not palatable and they go to bed hungry. Person states that items listed on the kosher menu are not being served and meals are not fit for consumption. He says DOC is serving non-kosher food items that violate religious beliefs.	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 expressed concerns about a delay in their infraction hearing.	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.	The incarcerated individual reports that he is Jewish and does not have access to a Rabbi.	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.	Person states that he has lost pay wages due to error in his job title. He states he has multiple job titles listed and is concerned because it is affecting his debt.	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.	The incarcerated individual reports the facility does not provide enough cleaning supplies for individuals to maintain clean living spaces.	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	Administrative Remedies Not Pursued

	Subsequently, staff are yelling at certain individuals for not maintaining hygiene but also not caring enough to solve the problem and provide access to cleaning rags.	reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	
315.	Person reports DOC put him on dry cell watch for twelve days during which he had no access to soap or a toothbrush. He was told to sleep on the floor and not allowed to shower or use the restroom or phones. He reports having bowel issues and soiled himself while in the dry cell. DOC policy says that dry cell watch is only three days. The person said they were issued an infraction that was later dismissed. He was not allowed to appeal the classification decision.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO verified that the person was no longer on dry cell watch at the time he filed the complaint.	Administrative Remedies Not Pursued
316.	Incarcerated individual reports that the DOC's life expectancy calculation is not reflective of the Centers for Disease Control's (CDC) life expectancy calculations. The individual's age at the time of their earned release date (ERD) will be beyond the CDC's age of life expectancy but, per DOC's calculations he will still be alive at his ERD. Because of this determination by DOC, the individual does not meet the requirements to deductions funds from his savings account. The individual requests that the DOC update their life expectancy calculations to be reflective of the calculations on the CDC website.	The OCO has reviewed the concern and decided to decline further investigation. Per WAC 138-10-040 The ombuds may decline to investigate any complaint or may close any investigation of any complaint for any of the following reasons: The complaint does not allege violation of policy, procedure, or law. The individual's concern is in compliance with DOC 200.000 Trust Accounts for Incarcerated Individuals.	Declined
317.	Individual believes a HIPPA violation occurred while on Community Custody Supervision.	The OCO lacks jurisdiction to investigate this complaint because the complaint does not involve a person committed to the physical custody of the DOC.	Lacked Jurisdiction
318.	Person does not agree he should be at American Behavioral Health Systems (ABHS).	The OCO lacks jurisdiction to investigate this complaint because the complaint does not involve a person committed to the physical custody of the DOC.	Lacked Jurisdiction
319.	Person called the hotline requesting legal assistance with court of appeals.	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

320.	A loved one of the incarcerated individual reports that racial slurs are being used as bullying towards all individuals in the 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 Involvement
321.	The incarcerated individual reports that he was put in for a chemical dependency evaluation and treatment but there are no drug or alcohol related details in his judgement and sentencing (J&S).	The OCO attempted to get a signed Release of Information (ROI) and Substance Use Disorder (SUD) form 14-172 in order to gather records related to the investigation. The individual signed form 14-172 and refused to sign the ROI. The incarcerated individual did not respond to the OCO's request, and this office provided them with information about the required ROI and how to follow up if they would like OCO involvement.	Person Declined OCO Involvement

## **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

**IU 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