

**UNEXPECTED FATALITY REVIEWS: 0**

**CASE INVESTIGATIONS: 249**

- Assistance Provided - 43
- Information Provided - 90
- DOC Resolved – 37
- Insufficient Evidence to Substantiate - 26
- No Violation of Policy - 48
- Substantiated - 5

**INTAKE INVESTIGATIONS: 63**

- Administrative Remedies Not Pursued - 33
- Declined - 10
- Lacked Jurisdiction - 9
- Person Declined OCO Involvement - 10
- Person Left DOC Custody Prior to OCO Action - 1

Resolved Investigations: **312**

Assistance or Information Provided in  
**OVER 53%**  
of Case Investigations

# OCO CASEWORK HIGHLIGHTS

## May 2023 MOR Report

### Assistance Provided

1. Person reported that he cannot reach his attorney from Securus phones or the legal phones. The OCO reached out to the Custody Unit Supervisor, Intelligence and Investigations, and the Securus Liaison and determined that there was no issue with the phones from Washington State Penitentiary. The OCO also contacted this individual's public defense office and determined that they can accept calls from DOC facilities. The OCO provided this individual's attorneys with the steps they need to take to get on the approved attorney call list. The OCO also informed the individual about contacting his attorneys through the mail or Securus messaging.

### Assistance Provided

2. External person states their loved one is not receiving needed follow-up from DOC medical. The external person also reported he has received imaging but has not discussed the results with a provider. The OCO assisted by contacting Health Services management and requesting his provider review his file for any needed referrals or follow-ups. The OCO monitored the patient's care and confirmed the necessary procedure was completed. The OCO confirmed a delay in follow-up appointments and notified the Health Services Administrators.

### Assistance Provided

3. External person reports that their loved one had special needs and mental health issues that the DOC has not reviewed. He is currently experiencing bullying in his unit and is worried for his safety. The OCO contacted DOC mental health and asked for a mental health assessment and a review of housing. He was then given a mental health assessment, assigned a mental health provider, moved to a different housing unit, and enrolled in programming.

## MONTHLY OUTCOME REPORT May 2023

COMPLAINT SUMMARY	OUTCOME SUMMARY	CASE CLOSURE REASON
<b>CASE INVESTIGATIONS</b>		
<b>Airway Heights Corrections Center</b>		
1. External person reported that their loved one had special needs and mental health issues that the DOC has not reviewed. He is currently experiencing bullying in his unit and is worried for his safety.	The OCO contacted DOC mental health and asked for a mental health assessment and a review of housing. He was then given a mental health assessment, assigned a mental health provider, moved to a different housing unit, and enrolled in programming.	Assistance Provided
2. Incarcerated individual reports receiving a Health Status Report (HSR) for an ADA cell through medical and reports being told he is on a waiting list for an ADA cell. After speaking with DOC staff, he was told the HSR will be rescinded. Person also reports wheelchairs do not fit at tables and the person is having difficulty accessing an ADA accessible job.	The OCO contacted the facility medical team and ADA Coordinators. DOC reports the individual is currently in an ADA cell as a courtesy placement and provider reports the patient does not meet criteria for ADA cell HSR. At the time of review, the patient did not have an HSR for ADA cell. This office confirmed the patient is scheduled for an upcoming orthopedic consult and wheelchair HSR is written for out of cell use only. The OCO provided assistance and DOC agreed to review ADA access items, such as grab bars, through the DOC HQ Accommodation Review Committee (ARC). The individual can appeal ARC decisions and work with the facility to find accessible job placement or request an HSR for work accommodations through medical. HSRs are issued based on medically indicated conditions.	Assistance Provided
3. The OCO previously reviewed this concern and was contacted again by the individual after the investigation outcome did not occur. In June, DOC came around and asked people to sign quarantine waivers. DOC told him he was high risk, and that they needed him to sign the waiver, or he would go to N unit during outbreaks. The individual asked why he was determined to be high risk and medical could not provide a direct answer. The individual added a note on the form requesting information regarding why he is high risk.	The OCO contacted health services and substantiated a DOC grievance response was lost in the mail. DOC reports sending the attachment of the prior response to the individual. The clinician who made the documentation in June no longer works for DOC and the health record did not identify a reason for a high-risk identification. DOC scheduled the patient with their primary care provider to address the issue and answer any remaining questions. The OCO also contacted the Health Service Administrators (HSAs) about delayed AHCC medical grievance	Assistance Provided

	The individual signed the waiver but also asked that he receive medical treatment in his current housing until clarified. The individual met with his doctor and the doctor said he is not high risk. Person filed a grievance, but he has not received a response and it has been three months.	responses and substantiated general delays in health service grievances at AHCC due to a vacancy in the position. DOC is actively recruiting two health service grievance coordinator positions at this time. The OCO reviewed and tracked the scheduled appointment for completion upon reactivation of the case.	
4.	Person reports their counselor has refused to conduct another classification review and he is eligible.	The OCO contacted DOC Classifications who agreed he is eligible for a classification review. The DOC HQ has since reached out to the facility. He will receive a classification review in the upcoming weeks.	Assistance Provided
5.	Person reported that his Securus tablet is malfunctioning, and the help ticket app is not working. Person has kited the Securus liaison but has not gotten help. Person reported he tried to call a Securus hotline, but the number was blocked.	The OCO provided assistance. The OCO reached out the Securus liaison, who confirmed that issue is widespread at the facility, and that DOC is actively trying to get Securus to fix the help ticket function. The Securus liaison, at the OCO's request, put this individual on the callout to speak with a Securus representative about his issues with his tablet.	Assistance Provided
6.	Individual reports he was assaulted, and the DOC did not refer it to law enforcement.	The OCO contacted the facility about this concern. After I&I met with this individual, his complaint was reported to Airway Heights Police Department. The police department has the authority to decide if they will investigate the incident.	Assistance Provided
7.	The new Securus tablets are not working properly for individuals who are from out of state.	The OCO contacted the DOC regarding this concern. It was a statewide Securus issue that has now been resolved.	DOC Resolved
8.	Person reports they were under investigation for a PREA and was never notified of case outcome.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO was able to verify through correspondence with DOC corrections specialist the individual was notified of the investigation outcome.	DOC Resolved
9.	Person reports they were revoked on old violations and feels this is past statute of limitations.	DOC resolved this issue prior to the OCO taking action on this complaint. The individual has been released.	DOC Resolved
10.	Person reports not receiving medical attention after a work-related injury, delays in filing L&I paperwork, and access to testing and treatment for injuries. Person also expressed a need for specialized footwear to use during work while injury heals.	DOC scheduled the patient for testing, treatment, and Durable Medical Equipment (DME) prior to OCO outreach. The OCO also confirmed the L&I paperwork was completed. The individual can work with medical and custody staff if pain continues, and work accommodation is needed. At the time of	DOC Resolved

		testing, custom footwear was not medically indicated. The patient can report changes or ongoing symptoms to medical for follow up.	
11.	External person reports their loved one cannot access necessary eyeglasses or contacts. The incarcerated person was told via kite that staff could not help since he was in segregation. The individual has transferred facilities since then.	The OCO provided information regarding access to optical. Patients can be seen by optical or medical while in segregation. The OCO confirmed the individual is scheduled for an upcoming appointment with optical. This office also provided information about how to contact the OCO directly if the issue is not resolved at the upcoming appointment.	Information Provided
12.	Person reports they were denied an ADA accommodation.	The OCO provided information regarding the individual's ADA accommodation request. The OCO suggested the individual reapply for the accommodation with the assistance of the recreation director who made the recommendation.	Information Provided
13.	Incarcerated individual expressed concerns about how Passover meals were conducted.	The OCO spoke to DOC about this concern. DOC stated that as there are so many individuals at the facility who observe Passover, all the individuals who celebrated Passover ate in the lunchroom first, and then the non-Passover people ate second, so no non-Kosher meals were involved when the individuals who observe Passover were eating. DOC also stated that there is no policy that allows people to bring back food to cells and that it is correct that the individuals who observe Passover are similarly not allowed to bring food back to their cells.	Information Provided
14.	The incarcerated individual reports that he received multiple infractions, has had issues appealing infractions, and experienced harassment from DOC staff. The individual also reports that he is being retaliated against for filing resolution requests.	The OCO provided information regarding the infraction process and the reason for the delays. This office spoke with leadership at the facility and discussed staff shortages causing delays in processing infractions and appeals. However, timeframes and delays in infractions are non-jurisdictional per WAC 137.28.400. The OCO informed the individual that he may reach out to this office after receiving the appeal response to a serious infraction if he would like this office to investigate the infraction. This office also reviewed the individual's resolution requests and provided tips for writing a resolution process per the Resolution Program Manual, including writing a suggested remedy that addresses the concern.	Information Provided

<p>15. Person reported wanting DOC to state that they are not following their own property policy, in that they are not mailing the old JPay tablets that were purchased by incarcerated individuals to their loved ones, and instead sent them to Securus.</p>	<p>The OCO provided information. The OCO has verified with DOC Headquarters that Securus has begun to send the refurbished JP5 players to families, and that they are planning on completing this process by late 2023. The OCO continues to monitor the transition from JPay to Securus.</p>	<p>Information Provided</p>
<p>16. Person reports issues with what is considered cosmetic in the dental plan. Feels medical dental procedures that cause mental or physical discomfort should be treated.</p>	<p>The OCO provided information regarding what is covered in the dental plan. Dental procedures deemed cosmetic, such as dental implants, are not covered by the healthcare plan. If the individual would like dental implants, they can kite the health services manager to enroll in the paid healthcare plan to cover the procedure.</p>	<p>Information Provided</p>
<p>17. Person reported that AHCC does not follow policy on using the Facility Risk Management Team to assign jobs, and that instead the facility has a job coordinator. Person expressed concerns that the jobs are assigned based on favoritism and racial discrimination. Person also stated that he grieved that he could not get a job in the kitchen due to a Health Status Report. Person reported that people who have just arrived at the facility are getting jobs before him, and that many other people are waiting for jobs.</p>	<p>The OCO spoke with both Correctional Program Managers (CPM) and the job coordinator, who clarified the hiring process. They explained that a Multi-Disciplinary Team does the Incoming Job Transport Screening checklist, a statewide process, and looks at appropriate job assignments. Individuals then meet with their classification counselor, who makes referrals for the jobs they qualify for. They explained that the job coordinator pulls data from the list of referrals, which is organized by date. They explained that the process is designed to have multiple layers of oversight to remove bias. The CPM said that he spoke with this individual and said that he turned down a job because he wanted a specific job that turned him down because of his HSR. The CPM described a pathway this individual can take to change the language of the HSR so that he can get hired. DOC 700.000 Work Programs in Prisons states "III. Work programs are privileges and may be restricted based on risk, behavior, and/or other factors reviewed by multidisciplinary screening committees or Facility Risk Management Teams (FRMTs) per RCW 72.09 and DOC 300.380 Classification and Custody Facility Plan Review," and 700.000 III. B. 1. states "Individuals will be referred for work programs based on local procedures and/or classification reviews per 300.380." The OCO verified that this process is within DOC policy</p>	<p>Information Provided</p>

		and provided this detailed information to the individual.	
18.	Person reports they tried to access two policies that were restricted. Person feels DOC should not restrict policies if they are relevant to the incarcerated population.	The OCO provided information regarding the policies they tried to access. DOC restricts employee policies for safety and security reasons. The policies the individual tried to access were not directly relevant to the incarcerated population.	Information Provided
19.	Incarcerated individual expressed concerns about being impacted by the facility's gas training incident.	The OCO verified that DOC investigated the matter and informed the individual that DOC is waiving medical co-pays to address ongoing medical concerns related to this incident.	Information Provided
20.	Person reported that his old JPay tablet was supposed to be sent to his family, but that it has not been sent yet. Person also stated that his new mattress hasn't been issued yet.	The OCO provided information regarding the mattresses and JPay tablets. The OCO has been following the distribution of new mattress and shared that there have been delays due to supply chain issues. The OCO has verified with DOC Headquarters that Securus has begun to send the refurbished JPay tablets to families, and that they are planning on completing this process by late 2023. The OCO continues to monitor the transition from JPay to Securus.	Information Provided
21.	Incarcerated individual expressed concerns about why they were moved from a particular unit.	The OCO contacted DOC about this concern and then the OCO provided the individual with the information as to why they were moved units.	Information Provided
22.	Incarcerated individual expressed concerns about not being screened for GRE.	Because of the individual's ERD, the OCO informed the individual that they are on the targeted list for GRE but will not be screened for several months.	Information Provided
23.	Person reports their earned release date is approaching and has not secured transitional housing.	The OCO provided information regarding the individual's release plan. The individual's release plan has not been finalized and is still being built. The OCO suggested the individual continue to work with their counselor to secure housing before release.	Information Provided
24.	Incarcerated individual expressed concerns about the way the Passover meals were handled.	The OCO spoke to DOC about this concern. DOC stated that as there are so many individuals at the facility who observe Passover, all the individuals who celebrated Passover ate in the lunchroom first, and then the non-Passover people ate second, so no non-Kosher meals were involved when the individuals who observe Passover were eating. DOC also stated that there is no policy	Information Provided

		that allows people to bring back food to cells and that it is correct that the individuals who observe Passover are similarly not allowed to bring food back to their cells.	
25.	Person reports they had a health status report (HSR) for years and it has recently been rescinded.	The OCO provided information regarding the individual's health status report. DOC informed the individual the health status report was no longer medically necessary. The individual is advised to kite medical for appointment if they have any allergic reactions so it can be documented, and to follow all conservative treatments DOC medical has suggested.	Information Provided
26.	The incarcerated individual reports that he placed an order through Union Supply. The individual reports they received confirmation that the order was shipped but never received the items he ordered.	The OCO provided information regarding how the individual may contact Union Supply, as well as information regarding filing a tort claim if his property has been lost.	Information Provided
27.	A loved one reports that an incarcerated individual was infractioned for possessing a medical cream that corrections officers said tested positive for an unauthorized substance.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed DOC records and could not find evidence that this individual was infractioned for this incident. The OCO provided this individual with information about filing a resolution request about this incident or an appeal if he receives an infraction.	Insufficient Evidence to Substantiate
28.	Incarcerated individual expressed concerns about an incident that occurred involving staff misconduct.	The OCO reached out to two DOC staff persons including the witness the incarcerated individual listed. Neither had any information regarding the alleged staff misconduct.	Insufficient Evidence to Substantiate
29.	Person reported that three books he ordered were rejected and that he submitted an appeal for each one. Person was told he could not appeal the rejections because the books were being reviewed by DOC Headquarters. Person says this violates state law that allows for rejected mail to be appealed.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed WAC 137-48-050 which states "[i]f an individual's incoming mail is restricted, written notification will be provided to the individual and sender by the mailroom staff. This notification shall contain the specific reason for this action." The OCO requested records of the Publication Review Committee rejection from DOC and spoke with DOC Headquarters regarding this rejection. The OCO found that the individual was given notice of the rejection from the Review Committee and found that he did not file an appeal of this decision. DOC Headquarters told the OCO that the facility was correct in saying the issue could not	Insufficient Evidence to Substantiate



appealed while the books were being reviewed by the Committee, and the OCO verified that he did have an opportunity to appeal the Committee's decision after receiving the rejection but chose to send the books to a friend instead. DOC 450.100 Mail for Individuals in Prison Section XI.H.5. states that "[t]he individual or Mailroom Sergeant may appeal the committee's decision within 10 business days." The OCO could not find evidence that this individual appealed the committee's decision and could not substantiate that he was told he could not appeal the decision from Headquarters.

30. Patient states that he recently had a joint replacement surgery and was only given medication for pain management for a few days after the surgery. The patient states that the last time he had a similar surgery he was on narcotic pain medication for 90 days and believes he should have received the same order for this recovery period.	The OCO was unable to substantiate there was a violation of policy by DOC. The OCO compared the medication administration records to the medication orders and found the orders were transcribed as written by the provider. Each order for narcotic medication is determined by the ordering provider's clinical judgment and must follow the DOC Opioid Management Protocol. Per DOC 600.000, clinical decisions are the sole province of the responsible health care practitioner and are not countermanded by non-clinicians.	No Violation of Policy
31. Incarcerated individual expressed concerns about infraction sanctions they received.	The OCO reviewed the sanctions and found no violation of DOC 460.050.	No Violation of Policy
32. Person reported calling correctional officers names, and that a sergeant wrote a negative behavioral observation entry (BOE) about the incident. Person said he intended to appeal the BOE but was sent to segregation.	The OCO was unable to identify evidence to substantiate a violation of policy by DOC. The OCO reviewed the BOE and found it was objective and factual per DOC 300.010, and that the individual admitted to calling officers names and then argued about it. DOC 300.010 states that "negative behavior is undesirable behavior that doesn't necessarily rise to the level of a violation."	No Violation of Policy
33. Contact states he was at work release and was given an infraction. Says they gave him a 603 but there is a less serious infraction that he could have been charged with 'cheeking' his medications instead.	The OCO reviewed infraction and appeal narrative and found there is evidence to substantiate the infraction.	No Violation of Policy
34. Person reports safety concerns with an upcoming transfer.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Per DOC 300.380 VI. Facility Assignment	No Violation of Policy

		and Transfer, determining facility placement will be consistent with Department needs and will address safety and security issues, including separation and facility prohibitions.	
35.	The individual reports concerns trying to resolve issues through the Resolution Program. He reports that he was told he has five active resolution requests and that new ones will not be accepted, but he says this is not true.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Per page 8 of the Resolution Program Manual, individuals may have five active Resolution Requests at one time. These include active reviews, rewrites, appeals, and new concerns. Medical concerns can be accepted over this limit with approval by the Resolution Program Manager.	No Violation of Policy
36.	Person reported that DOC is violating policy by delaying his start date for a behavior program until he has less than 12 months to his Earned Released Date (ERD). Person expressed concern that this will delay his hearing with the Indeterminate Sentence Review Board (ISRB) and add time to his sentence.	The OCO was able to substantiate this concern but was not able to achieve a resolution. DOC 570.000 I. B. states, "[t]o be eligible for treatment, qualified individual should have at least 24 months to the earned release date (ERD) to complete treatment requirements. Individuals with less than 12 months to the ERD will not be considered." The OCO reviewed DOC and ISRB records and found that this individual was accepted into the program, but that he would be held past his ERD. The OCO met with the Operations Manager for the program who cited multiple factors relating to COVID-19's impact on DOC that created a waitlist for this program of over a thousand people, including smaller group sizes, increased time to transfer individuals to different facilities, and staff shortages. The Operations Manager stated that they have tried to get a budget increase to increase the program's capacity but have not been successful. This program acknowledged that the delays in getting into the program may cause the ISRB to hold people past their ERD.	Substantiated
37.	Person reported being on the waitlist for a behavior program, and that if he did not get into the program, he would be held past his Earned Release Date (ERD), and if he refused the program, the Indeterminate Sentence Review Board (ISRB) would hold it against him. Person wants to get into the program in time for his Earned Release Date or be allowed to take the program in the community.	The OCO was able to substantiate this concern but was not able to achieve a resolution. DOC 570.000 I. B. states, "[t]o be eligible for treatment, qualified individual should have at least 24 months to the earned release date (ERD) to complete treatment requirements. Individuals with less than 12 months to the ERD will not be considered." The OCO reviewed DOC and ISRB records and found that this individual was accepted into	Substantiated

the program, but that he would be held past his ERD. The OCO met with the Operations Manager for the program who cited multiple factors relating to COVID-19's impact on DOC that created a waitlist for this program of over a thousand people, including smaller group sizes, increased time to transfer individuals to different facilities, and staff shortages. The Operations Manager stated that they have tried to get a budget increase to increase the program's capacity but have not been successful. This program acknowledged that the delays in getting into the program may cause the ISRB to hold people past their ERD.

<p>38. Person said that a behavior program is enrolling individuals with less than 12 months until their Earned Release Date (ERD), and that because he enrolled in this program he will be held past his ERD.</p>	<p>The OCO was able to substantiate this concern but was not able to achieve a resolution. DOC 570.000 I. B. states, "[t]o be eligible for treatment, qualified individual should have at least 24 months to the earned release date (ERD) to complete treatment requirements. Individuals with less than 12 months to the ERD will not be considered." The OCO reviewed DOC and ISRB records and found that this individual was accepted into the program, but that he would be held past his ERD. The OCO met with the Operations Manager for the program who cited multiple factors relating to COVID-19's impact on DOC that created a waitlist for this program of over a thousand people, including smaller group sizes, increased time to transfer individuals to different facilities, and staff shortages. The Operations Manager stated that they have tried to get a budget increase to increase the program's capacity but have not been successful. This program acknowledged that the delays in getting into the program may cause the ISRB to hold people past their ERD.</p>	<p>Substantiated</p>
--	--	----------------------

**Airway Heights Corrections Center - Camp**

<p>39. Incarcerated individual expressed concerns about not being able to get an HSR for an extra hour to provide a UA to help with their frequent 607 infractions for being unable to provide a urine sample in one hour.</p>	<p>The OCO informed the individual that as they do not have a diagnosis that would prevent them from being able to urinate at all, this would not prevent them from supplying a specimen within the normal one-hour time frame and would not be eligible for an HSR.</p>	<p>Information Provided</p>
--	--	-----------------------------

40.	Incarcerated individual expressed concerns about not being able to be MI2.	The OCO reviewed this concern and per DOC 300.380, an individual with a first-degree murder conviction is only allowed to be MI2 if a mutual reentry plan is created in accordance with DOC 350.300. Because of concerns regarding this individual, DOC did not complete a mutual reentry plan as the individual was ineligible for this.	No Violation of Policy
-----	--	---	------------------------

### Cedar Creek Corrections Center

41.	A loved one reported a concern regarding an incarcerated individual who was revoked from Graduated Reentry (GRE) and told he needed to participate in a treatment program. The loved one reported that the individual inquired about more information in the program, and he eventually was infraacted for refusing to program.	The OCO provided information about filing a resolution request or appeal about this series of events. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Information Provided
42.	A loved one reported a concern with an incarcerated individual's release date and that granted time served in county jail is not being counted. The loved one and the incarcerated individual have been trying to resolve the issue with DOC and the county jail.	The OCO provided information. The court will need to send amended certified paperwork to DOC reflecting the credit changes. This individual will need to reach out to their attorney. The OCO lacks jurisdiction over the courts.	Information Provided
43.	A loved one reported that an incarcerated individual was denied Graduated Re-entry (GRE) and work release due to an out of state warrant.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. DOC Graduated Reentry 390.590 II A. states that individuals will not be eligible to participate in Graduated Reentry if they have a felony warrant. The OCO verified in DOC records that this individual does have an out of state felony warrant.	No Violation of Policy
44.	Incarcerated individual expressed concerns about an infraction they received regarding a positive urinary analysis (UA).	The OCO reviewed the infraction and appeal narrative and found the individual declined to send the UA to the lab for further confirmation regarding their concerns, as such, the "some evidence" standard DOC operates on is met by the infraction narrative.	No Violation of Policy

### Clallam Bay Corrections Center

45.	Incarcerated individual reported that he was verbally attacked by a staff member who threatened him. He was then sprayed with OC by the staff member.	The OCO reviewed the documentation regarding this incident and the Use of Force video. After the review, the OCO brought concerns about the incident to the facility leadership, who had already opened their own investigation into the actions of staff.	Assistance Provided
-----	---	--	---------------------

		After multiple conversations, the DOC agreed to dismiss some of the infractions. The individual has since been released from DOC custody.	
46.	Loved one expressed concern about an incarcerated individual being investigated for an infraction.	The individual notified the OCO that the case can be closed as DOC resolved the concern.	DOC Resolved
47.	Person reports safety concerns with being transferred to a new facility.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO was able to verify the individual is being transferred to the facility they requested.	DOC Resolved
48.	Person reports DOC wants the incarcerated individual to verify a piece of property they have receipt for, due to serial numbers not matching what is in database.	DOC staff resolved this concern prior to the OCO taking action on this complaint. DOC has placed the individual's items with the rest of their property.	DOC Resolved
49.	Person reported that he has been at Clallam Bay Corrections Center for a month and has not been issued a Securus tablet yet.	The OCO provided information. Clallam Bay Corrections Center is aware of this issue and has been waiting for a shipment of tablets from Securus. There is no current estimated time of arrival for the tablets. The OCO is continuing to monitor the transition from JPay to Securus.	Information Provided
50.	The individual reports that the facility is not providing resolution request forms with carbon copies and says it is just a single piece of paper for the individual to turn in so there is no copy for their records.	This office provided information regarding what the individual may do if the facility runs out of the correct resolution request forms. The individual moved facilities after this concern was reported, however, this office verified with DOC staff that the correct resolution request forms are available at both facilities. Individuals may speak to unit staff and/or kite the Resolution Program to ensure that the proper forms are accessible to all individuals.	Information Provided
51.	A loved one reported that an incarcerated individual's tablet was taken away due to an infraction and that she is now unable to reach him.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. DOC 450.060 Disciplinary Sanctions II. A. states that loss of privileges sanctions include, but are not limited to loss of mobile electronic device or other electronic media, and personal property, which may be limited.	No Violation of Policy
52.	A loved one reports that since the facility switched to Securus, an incarcerated individual's apps, games, pictures, and music are getting removed from his tablet for 30 days for every major infraction. The loved one states that the individual	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. DOC 450.060 Disciplinary Sanctions II. A. . states that loss of privileges sanctions include, but are not limited to loss of mobile electronic device or other electronic media,	No Violation of Policy

appealed and grieved this sanction, but both were denied.

and personal property, which may be limited. Per DOC policy, DOC can revoke electronic media or tablets as a sanction for an infraction and has had that ability before the transition to Securus.

53.	Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the documents related to the infraction and found the individual's behavior meets the "some evidence" standard used by DOC to uphold infraction findings.	No Violation of Policy
54.	Incarcerated individual expressed concerns about being in medium custody.	The OCO reviewed the individual's custody plan and found no violation of DOC Policy 300.380(V) as per the number of points the individual has, they are at the correct custody level.	No Violation of Policy
55.	Person reported that he is in the Intensive Management Unit (IMU) and is being denied promotion to level two. Person said he is being kept at level one, which means he cannot order food or coffee, have a radio, or receive his tablet.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO reviewed DOC records and saw that this individual was infraacted for refusing housing, and that DOC Headquarters placed an override to keep him at Maximum Custody level one due to safety and security concerns. DOC Restrictive Housing 320.255 states that promotions and demotions to different program management levels/steps will not be automatic and will be based on infraction history. The OCO reached out to his counselor, who confirmed this individual was considered for level two after agreeing to be transferred but is being kept at level one pending approval from Headquarters.	No Violation of Policy
56.	Person reported being given a urinalysis (UA) test and was infraacted for not being able to provide a sample. Person reported that there is documented trauma that impacts him being able to complete a UA. Person is currently working with their mental health counselor to get documentation for a Health Status Report to provide an alternative method instead of a UA.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO found that this individual appealed the infraction and that his guilty finding was upheld. The OCO could not find a violation of DOC 460.000 Disciplinary Process for Prisons. The OCO encourages this individual to continue working with mental health to get an HSR.	No Violation of Policy

**Coyote Ridge Corrections Center**

57.	External person reports their loved one is not receiving medical care. Patient reports a 2022 medical emergency that resulted in hospitalization and diagnosis of multiple sclerosis (MS). After returning to the	The OCO contacted health services about the medical emergency and current access to medication and treatment. This office substantiated delayed access to recommended medication. DOC reports the	Assistance Provided
-----	---	---	---------------------

	facility and meeting with an MS specialist, the doctor faxed recommendations and prescriptions but the patient never received the medications or MS treatment.	pharmacy voided the prescription for an unknown reason. After outreach to DOC health services, the OCO confirmed the patient has now received the prescribed medication.	
58.	The individual reports issues with the Resolution Program. He says that he is not getting responses and that he has not been able to appeal his resolution requests to the next level.	The OCO provided assistance. This office reviewed the individual's resolution requests and saw that several were not accepted, or rewrites were requested. The OCO requested that someone from the Resolution Program at the individual's facility work with him on how to write a resolution request and review what concerns are accepted or not accepted. DOC staff confirmed that they will meet and work with the individual on this matter.	Assistance Provided
59.	Person reported that he has not received a Securus tablet since returning to DOC custody months ago. Person said that he hasn't been able to use email or any of his purchased media.	The OCO provided assistance. The OCO reached out to the Securus liaison at his facility who stated that there was a shortage of tablet accessories that delayed distribution. The OCO ensured that this individual was put on the distribution list and confirmed that he received a tablet.	Assistance Provided
60.	External person reports that DOC has inaccurate juvenile records that are being accessed and utilized by staff.	The external reporter also notified DOC Executive Leadership regarding this concern. HQ Classification and Records staff researched this individual's criminal history and updated the records.	Information Provided
61.	Patient reports that he went to sick call with ear pain and was not given antibiotics. The patient also states he has been charged four dollars every time he was seen for this issue. The patient reports that this might be related to an assault months ago when he was hit in the face and started having problems with his ears and nose. The patient is requesting to see an outside ear nose and throat (ENT) specialist.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted Health Services Management and were informed that the patient's provider had consulted with ENT and neurology outside of DOC. Both specialists determined that not much could be done by their specialty but recommended further imaging that is scheduled in the near future. The OCO provided information to the patient regarding the DOC copay policy.	DOC Resolved
62.	Person reported that he still has not received his tablet. Person reported that the facility said they are waiting for parts.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reached out to the Securus liaison at the facility and verified that this person has received a tablet.	DOC Resolved
63.	The individual reports that count lights are being left on all night. He reports that they should be turned off when count clears, but staff is not turning them off. The individual feels as though DOC staff are	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed the level I resolution request response which informed the individual that some unit staff may have been unclear on the	DOC Resolved

retaliating against him for filing resolution requests about this issue and are trying to aggravate him.

difference between the force lights and the count lights. The unit sergeant has directed unit staff on the proper use of count lights and the procedure has been corrected. This office encouraged the individual to file a level II resolution request and to contact the OCO again if the issue has not been resolved.

64.	Patient reports issues with access to a properly fitted wheelchair.	DOC reports the patient was scheduled for an appointment and received a fitted wheelchair prior to OCO action.	DOC Resolved
65.	Person reported that his time served in county jail is not getting counted towards his good time, and that he recently had a court hearing where a judge granted him an amended bail order. Person reported that the records department at his facility said that the bail order does not change the amount of time he will have to serve.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed DOC records and found that DOC received the amended bail order and adjusted this individual's Earned Release Date (ERD) to reflect the good time served in county jail.	DOC Resolved
66.	External individual reports an incarcerated individual did not receive their legal mail after an attorney sent it to the facility.	The OCO provided information to the individual about the findings of the OCO investigation. The OCO verified that the mail never reached the facility mailroom. The OCO recommended that the individual work with their attorney's office to ensure the address is correct. The OCO shared other ways to get in contact with their attorney and options the individual has for communication.	Information Provided
67.	Person reports they need assistance with legal resources.	The OCO provided information regarding where the individual is able to access legal resources. The OCO suggest the individual access the legal library to find attorneys to help with his case. The legal library has resources including a list of Washington Bar Association attorneys with their area of practice, as well as a list of contract attorneys.	Information Provided
68.	Person reports they need a nightguard due to grinding their teeth while sleeping. Person states DOC wants to pull his teeth and give him dentures, but person wants dental implants.	The OCO was able to verify DOC informally resolved this complaint. The individual was scheduled for a new dental appointment. The OCO advised the individual to reschedule their impression appointment for their nightguard fitting. The OCO informed the individual they are able to kite medical regarding dental appointments. The individual also has the right to appeal the resolution request to a level 1 if the issue has not been resolved. The individual was informed the DOC healthcare plan does not	Information Provided



		cover dental implants and they can kite the Health Services Manager to enroll in the patient paid health plan and pay out of pocket for implants.	
69.	Patient reports delayed access to hernia surgery.	The OCO confirmed the patient was previously approved and scheduled for a hernia surgery consult. After additional consults and testing, the patient's diagnosis was updated. DOC approved the surgery, however, surgeons responded that surgery was not medically indicated based on the diagnosis. Surgeons shared that they typically do not provide surgery for this condition unless it is coupled with complications as surgery can increase the likelihood of hernias. DOC reports corrective surgery for diastasis recti is typically not covered by insurance and is considered cosmetic. The patient can follow up with medical to report new or worsening symptoms or to discuss pain management. Surgery is not medically indicated at this time. If the patient would still like to pursue surgical intervention, they can go through Patient Paid Health Care outlined in DOC 600.020 or a community provider upon release.	Information Provided
70.	Incarcerated individual expressed concerns about an infraction they received.	The OCO was unable to verify the information the individual provided as to why they should not have been infractioned.	Insufficient Evidence to Substantiate
71.	Incarcerated individual expressed concerns that they were fired from their job for a false allegation.	The OCO was unable to find evidence to substantiate the individual's recollection of the events. The OCO reviewed the termination notice as well as records that indicate an officer observed the individual engaging in a fireable offense.	Insufficient Evidence to Substantiate
72.	The individual reports that a sergeant moved him from his unit due to him being LGBT. The individual reports that the sergeant is discriminating against LGBT individuals and moving them from the unit. He fears retaliation if he files a resolution request regarding the sergeant's conduct.	The OCO was unable to substantiate the concern due to insufficient evidence. This office spoke with DOC staff and reviewed documentation regarding the reason the individual was moved from the unit. The OCO found that there was a documented reason for the move, which was not related to discrimination or retaliation. The OCO also verified the sergeant was not involved in deciding the individual's move.	Insufficient Evidence to Substantiate
73.	Incarcerated individual states their medical provider told them they need a lay-in and should not be attending classes.	The OCO reached out to the healthcare team at DOC who provided the OCO with records showing the individual's provider did not	Insufficient Evidence to Substantiate

		advise the individual that they needed a lay-in or should not be attending classes.	
74.	Person reports he and his visitor were threatened with suspension of visitation during a visit.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed the available documentation and DOC staff warned the individual to adhere to visiting room rules during their visit and they did not comply to directives given. The visiting room staff do not have the authority to suspend visits. However, repeated violation of the behavior warranted notes being made in the individual file.	Insufficient Evidence to Substantiate
75.	Person reports incarcerated individuals should have access to in-person visits with their children if the children are not victims of their crimes.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. DOC is adhering to policy 450.300 Visits for Incarcerated Individuals IV 1. (a) Eligibility when an application is submitted: a. For a minor(s) to visit an individual who has a current or prior adjudicated offense against a minor (e.g., sexual/violent offense against a minor). b. For a minor and escorting adult, where the adult has other children that have been victimized by the individual they want to visit.	No Violation of Policy
76.	Patient reports being charged a co-pay for mental health follow-up appointments. The patient believes the new scanning system in medical incorrectly charged him.	The OCO was unable to substantiate there was a violation of policy by DOC. Per DOC 600.025 patients will be charged a copay for all visits unless initiated by staff. When follow up is requested by kite, this prompts a copay to be charged. The check-in system at the facility does not impact this process.	No Violation of Policy
77.	Incarcerated individual expressed concerns about not receiving their legal mail and having it returned to the sender.	The OCO contacted the mailroom and verified that the individual was placed on the callout three times to pick up their mail, but they failed to do so, as a result, the mail was returned to the sender in accordance with DOC Policy 450.100(VII)(C)(1)(d)	No Violation of Policy
78.	Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the infraction and appeal narrative and found the infraction was substantiated based on DOC's "some evidence" standard.	No Violation of Policy
79.	The incarcerated individual reports that he came back from Graduated Re-Entry (GRE) and was on the Medicated Assistance Program (MAT). The individual had exactly six months of time to serve and was sent to WCC and then to CRCC. The individual was asked about tapering while at CRCC	The OCO was unable to substantiate there was a violation of policy by DOC. Person arrived just days outside of the timeframe set by Medicated Assistance Program (MAT) protocol to stay on the program until release. He was tapered per protocol, shortly after taper he will meet the induction date	No Violation of Policy

and says he did not realize he was being tapered. The individual reports someone at WCC gave the orders to taper him but the CRCC medical staff told him they would not have done that. The individual reports he has filed a resolution request and requested a medical appointment and has not heard back from DOC.

timelines and needs to contact the medical corrections specialist to start the induction process. He will not be able to start until eight weeks prior to release, per protocol. OCO staff also brought the issue to the OCO policy team to discuss the rigidity of the taper protocol.

**Larch Corrections Center**

80. Loved one expressed concern about an incarcerated individual's custody facility plan that was implemented when they were not at that facility or given notice to be able to attend.	The OCO spoke with DOC several times about this concern and verified that because of circumstances outside of the DOC's control, the facility plan had to be done at the individual's prior facility, and because of the individual's behavior, they were not allowed to return to that facility.	Insufficient Evidence to Substantiate
---	---	---------------------------------------

**Monroe Correctional Complex**

81. Incarcerated individual expressed concerns about an infraction they received related to an outgoing JPAY message. The individual reports the infraction was given without receiving a warning first.	The OCO provided assistance. The OCO spoke with DOC staff and requested they review the infraction. The OCO recommended that the infraction be reduced to a general infraction. DOC agreed to reduce the infraction to a lesser serious infraction.	Assistance Provided
82. Incarcerated person reports their transgender housing protocol/review has not been completed and it has been several months.	The OCO elevated this concern to headquarters and was later able to confirm the housing review was completed. This office then requested the records and reviewed the outcome of the housing protocol in addition to the most recent Custody Facility Plan (CFP).	Assistance Provided
83. Patient reports that he needs care for a cardiac issue. The patient believes he is supposed to get an MRI and medication but has not received any medical attention. The patient has received an EKG and x-ray but has not been diagnosed with anything specific. The patient has filed medical emergency grievances for severe pain and feels DOC is not taking it seriously.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO verified the requested specialist appointment is scheduled. The OCO reviewed the patient's medical chart and noted that the consult was placed after preliminary testing was declined by the patient, causing a delay in DOCs ability to schedule a consult. The OCO was not able to find evidence of a denial or delay of care by DOC.	DOC Resolved
84. Incarcerated individual reports safety concerns and staff harming him while he is being escorted. The individual requests DOC video records of all escorts of him.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO verified DOC agreed to video record the individual's escorts and have begun recording the individual's recent escorts.	DOC Resolved
85. Patient states he was injured before being moved to WA DOC. The patient reported	DOC staff resolved this concern prior to the OCO taking action on this complaint. The	Information Provided

the pain from the injury and was told he had arthritis. When he was moved to another facility, he reported the pain again and was given diagnostic testing that revealed a need for surgical intervention. The patient is requesting treatment for the injury, and for the responsible parties to be held accountable for the delay.

OCO contacted Health Services management at the patient's assigned facility and was informed that his provider submitted the needed consult request the same day the patient arrived at the facility. A discussion about follow-up for healthcare concerns reported while in the violator units that are covered by DOC's medical team is ongoing with Health Services leadership. The OCO provided the patient with tort claim information.

86.	Person reported that he uses a wheelchair and is no longer in an ADA cell. Person said he wrote to his provider, kited medical, and filed grievances.	The OCO provided information. The OCO reached out to the Custody Unit Supervisor who stated that this individual was moved due to disruptive behavior, which the OCO verified by reviewing Behavioral Observation Entries and infractions. The Custody Unit Supervisor stated that he spoke with this individual's healthcare provider, and he clarified that this individual is able to walk in his cell and only needs the wheelchair for long distances. The OCO shared with the individual that he should work with his healthcare provider to request a change in the language of his Health Status Report if he believes that is needed.	Information Provided
87.	Incarcerated individual reports he is on a kosher diet but is not receiving the correct meals.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO verified that this individual is on the kosher diet and was not able to locate evidence to substantiate the individual received incorrect meals.	Insufficient Evidence to Substantiate

**Monroe Correctional Complex - SOU**

88.	A loved one reports that an incarcerated individual was given a replacement Securus tablet that had a broken headphone jack.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reached out to the facility, and they verified that this individual received another replacement tablet.	DOC Resolved
89.	Person reports their incarcerated loved one was denied attendance at his hearing due to being at a visit.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO was able to confirm DOC rescheduled the classification hearing and the individual was present.	DOC Resolved
90.	Person reports DOC is refusing to give them copies of their legal motions and documents.	DOC staff resolved this concern prior to the OCO taking action on this complaint. OCO staff were informed in a hotline call from the	DOC Resolved

		individual, DOC provided them with their documents.	
91.	Person reported being sent to the Special Offenders Unit (SOU) after attempting suicide in a county jail. Person reported that DOC staff gave him hard plastic items multiple times which he used to hurt himself and says that DOC is facilitating self-harm by giving him these items.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reached out to the Custody Unit Supervisor, who verified that staff and mental health have created a safety plan with this individual to prevent self-harm, and that this individual was given sporks and flex pens due to miscommunication, and that after that event this individual was taken to a higher level of care. The OCO substantiated that these incidents did occur due to miscommunication. The Custody Unit Supervisor shared with the OCO their plan to keep this individual safe going forward, and that all staff have been made aware of what items this individual is not allowed to have.	DOC Resolved
92.	Person reported that tablets have not yet been issued to individuals in the Special Offenders Unit (SOU).	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted the facility superintendent who said that tablets have been issued and that there is wi-fi in the gym and the yard, but they do not have wi-fi in A, B, C, and D units.	DOC Resolved
93.	Person reports they were transferred and was told he did not have enough money to have his property shipped.	DOC resolved this issue prior to the OCO taking action on this concern. DOC staff confirmed the individual's property was shipped to their new facility.	DOC Resolved
94.	The incarcerated individual reports that he is being deprived of his meals because he would not wear a mask when directed by an officer.	The OCO provided information regarding the individual's concern about wearing masks and being deprived of meals. This office reviewed this concern and confirmed that shortly after it was reported, the mask mandate was lifted from the individual's facility. The OCO spoke with DOC staff who reported that they were not made aware of this concern but confirmed the individual has been seen going to mainline recently. This office encouraged the individual to speak with DOC staff and file a resolution request should he have concerns of this nature in the future.	Information Provided
95.	Person requested the specific DOC policy that states how long video tape evidence related to a court case appeal must be kept.	The OCO provided information. The OCO reviewed DOC policy and reached out to the Information Governance Director who stated that most DOC surveillance video only exists for 30 days but would be retained for the	Information Provided

appropriate retention period per the State Government Records Retention Schedule if the video is part of an investigation or litigation. The OCO reviewed the State Government General Records Retention Schedule Version 6.2, which states on page 1, "Public records must not be destroyed if they are subject to ongoing or reasonably anticipated litigation." Section 2.8 Security on page 64 states that records documenting security incidents and investigations must be retained for six years after the matter has been resolved.

96. Person reports his facility has not received the new tablets. Person also reports that other individuals transferring into the unit are able to use tablets they already have.	The OCO was able to provide information regarding tablet distribution. The OCO was able to verify the individual was issued a tablet via the DOC database.	Information Provided
97. Person reports that DOC staff put him in danger of an infraction because of his medical condition by not providing an escort back to his cell. Person's medical condition leaves him vulnerable to harassment by other incarcerated people which can trigger an episode and put him at risk for physical violence. Person states the stress of not having an escort worsens his symptoms when in a crowd or other inmates. Person has Health Status Report (HSR) paperwork to verify this ADA accommodation.	The OCO reviewed and could not identify any recent infractions related to this concern. DOC has alternative directives in place while Accommodation Status Report (ASR) paperwork is being processed at the facility and sent to the HQ Accommodation Review Committee (ARC) for review. The OCO contacted the ADA Coordinator and substantiated a delay in completing the ASR paperwork. In the meantime, unit staff have been provided a copy of the active HSR and directives for maintaining safety for the individual. Kiosk and escort access accommodations are being processed through the Accommodation Review Committee and the individual can appeal the outcome if they disagree.	Information Provided

**Monroe Correctional Complex - TRU**

98. Person reported that his facility is having two staff appreciation days next month and that individuals would be on lockdown all day and only allowed out for meals, with no access to gym, yard, or the dayroom.	The OCO provided assistance. The OCO reached out to the associate superintendent, who said there was an error in the memo that went out about the restricted movement times. A new memo was issued that stated less restricted movement and more yard time than was in the initial memo.	Assistance Provided
99. The individual reports that he had surgery on his foot in October, and DOC refuses to give him pain management medication. The individual reports continuous pain, and his feet have gotten worse. Medical	The OCO contacted Health Services management and were informed that the patient had surgery scheduled for this issue and that his medical provider was aware of his updated pain concerns. The OCO tracked	Assistance Provided

reports that he does not wear his boot; he reports that he is in his boot all day long. The individual reports he got up in the middle of the night, didn't wear his boot and now medical claims he doesn't wear it.

the procedure for completion and follow up with DOC after it was completed to verify that the patient had been offered pain medication following the surgery. The type, dosage, and duration of medication orders are a clinical decision. Per DOC 600.000, clinical decisions are the sole province of the responsible health care practitioner and are not countermanded by non-clinicians. If a patient disagrees with the medication order this must be discussed with the ordering medical provider. Patients may ask their provider to present pain management requests to the Care Review Committee (CRC).

100. The incarcerated individual reports that he filed a resolution request regarding staff misconduct and was informed that an administrative investigation is being conducted. The resolution request response said that the individual would receive information on the outcome of the investigation, but he reports that he never did.	The OCO provided assistance. This office contacted the DOC Headquarters Resolution Department who identified that an error was made with the statement that an outcome of the investigation would be provided. The outcome of an administrative investigation is generally not shared with the individual who raised the concerns, however, due to the error, the individual was provided with the outcome of the investigation.	Assistance Provided
101. The individual reports that he is trying to contact the End of Sentence Review committee regarding his sex offender level. He wants to know if he is able to have his level changed.	The OCO provided assistance. This office contacted the individual's counselor who then spoke with the individual and provided the information he requested. This office also provided information regarding RCW 4.24.550 6-d, which provides a mechanism for an individual to petition the law enforcement agency for a change should the person disagree with the level once set. The specific process differs between law enforcement agencies. This office encouraged the individual to enquire about the petition process when he meets the registration detective in his area upon release.	Assistance Provided
102. Person reported issues with the process of getting married at the facility. Person stated that he has had all of his documents ready for months but have been stuck with the chapel and does not know when his wedding will happen.	The OCO reached out to the Corrections Manager for Family, Volunteer, Religious and Cultural programs at DOC Headquarters. She confirmed that this individual's marriage packet was approved by the superintendent three months ago but has been delayed due to the retirement of the longtime religious coordinator and the onboarding of a new	Assistance Provided

	religious coordinator, as well as other logistical challenges, but that there is now a tentative wedding date for the summer. The OCO requested that she share this information with the individual, which she did.	
103. Person reports concerns with needing accommodation for an upcoming hearing.	The OCO provided assistance by contacting the correctional unit supervisor (CUS) in regard to the individual's need for accommodation. The OCO was able to verify through email correspondence the individual will receive assistance until a plan is finalized for them.	Assistance Provided
104. Person is not being allowed to begin medication assisted treatment (MAT) programming and the facility is saying they do not have the infrastructure for it.	The OCO provided assistance and DOC scheduled the individual for an appointment to discuss options including vivitrol, which the patient declined. Per their preference, the patient will be connected with community clinics for accessing suboxone upon release. The OCO confirmed the individual has an SUD assessment on file. The OCO substantiated limitations of pre-release MAT inductions. Not all facilities currently have the infrastructure for pre-release inductions and individuals are referred to community clinics when releasing from facilities with limited MAT programming. Pre-release MAT induction is currently available at WCCW, WSP, CRCC, CBCC; limited availability at AHCC and SCCC. Pre-release inductions are not currently available at MCC and WCC, with active plans for addressing availability at MCC and no timeline for WCC.	Assistance Provided
105. Person reports they would like to be housed with another cellmate. Person reports they were denied a courtesy move.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO was able to verify the individual was moved to another cell.	DOC Resolved
106. Incarcerated individual expressed concerns about an infraction they received that has impacted their release date due to consideration by the ISRB.	The OCO reviewed the incarcerated individual's disciplinary history and found no record of the infraction, indicating that DOC has dismissed the infraction. The OCO then contacted DOC to confirm that a Monahan hearing had occurred and the ISRB reconsidered the release since the infraction had been dismissed. The individual's release date has now been appropriately adjusted.	Information Provided
107. Person reported that OCO reports are not available on the tablets, other than one	The OCO provided information. The OCO is aware of this issue and is currently working	Information Provided



	report from 2022. Person requested that an email go out to all incarcerated individuals once all of the reports have been uploaded.	with DOC to make OCO reports available on the tablets.	
108.	Person reported that a loved one is trying to get approved for visits. Person said that he was told it would take 30 business days to get approved and that it has been longer than that. Person wants to know if it says the process takes 30 business days in the policy.	The OCO provided information regarding the visitation application and DOC policy. DOC 450. 300 B. states, "Applications should be processed within 30 business days of receipt but may be delayed due to a high volume of applications or when an application requires further review from the Visit Multi-Disciplinary Team (VMDT), or other additional review. 1. To ensure timelines are met, inquiries regarding the status of a visit application will only receive a response when the application has been in process for more than 8 weeks." The OCO reviewed DOC records and found that DOC responded to the loved one's application within the timeframe.	Information Provided
109.	Person requested that the OCO investigate a new policy that stated all incarcerated individuals could be in the Medication Assisted Treatment (MAT) program to help them stay away from doing drugs. Person said he heard from DOC Headquarters that this was true, but the facility will not place him on the MAT program.	The OCO provided information. The OCO reviewed DOC policy and could not find a policy that allowed all incarcerated individuals to access the Medication Assisted Treatment (MAT) program. The OCO reached out to the director of the MAT program, who stated that this individual is not eligible for the MAT program because his Earned Release Date (ERD) is too far away, and that people only are eligible for MAT when they are closer to release.	Information Provided
110.	Person reported that the mailroom is being extreme about what they are deeming sexually explicit. Person reported that pictures from a loved one have been rejected and that she's not getting any mail rejection notices. Person wants support in fighting against the extreme application of this policy and said he will file a resolution request regarding the policy.	The OCO provided information. The OCO reviewed 450.100 Mail for Incarcerated Individuals and confirmed that this policy states that individuals and the sender of rejected messages will receive a rejection notice. The OCO met with this individual and then talked about this case with DOC Headquarters. DOC stated that this individual and a loved one may not have received the rejection notices or rejection numbers due to a Securus issue and errors with JPay messages. The OCO reviewed the rejected pictures with DOC and found that some of them did meet the criteria for sexually explicit material per WAC 137-48-020, and that one picture's rejection was overturned and allowed to be sent to the individual. The OCO has been involved in ongoing	Information Provided

discussions with DOC regarding changing the interpretation of this WAC. DOC shared that this change is pending and is close to being finalized, and that most of this individual's rejected pictures would be allowed in the new interpretation of the WAC. DOC stated that when the change to the WAC takes effect, they will also address the issues with Securus and the rejection numbers.

111. Person reports they are being threatened and would like a 'keep separate' order put in place.	The OCO provided information regarding wanting a keep separate. The individual will need to kite their correctional unit supervisor and make them aware of the situation. DOC will review the information to determine if a keep separate is needed.	Information Provided
112. Person reported that he was told his old JPay tablet would be sent to his family after it was taken by DOC, but that his family has not received it. Person also expressed concern about whether photographs and information would still be on the tablet. Person also said that he was told Securus tablet must be returned to DOC when an individual releases from custody.	The OCO provided information. The OCO reached out to the DOC Headquarters and to the Securus liaisons at multiple facilities, who confirmed that the process has begun to start shipping the old JPay tablet from Securus' facility in Texas, where they are being refurbished and wiped of their data before being sent to the families of incarcerated individuals. The OCO verified that Securus' deadline to distribute the tablets to the families is in late 2023. The OCO also confirmed that the new tablets are the property of Securus and must be returned to Securus upon release. The OCO has been monitoring the transition from JPay to Securus.	Information Provided
113. Incarcerated individual reports concerns about people with disabilities signing up for a special recreation and being told they will be infraacted if they decide to not attend. The individual clarifies that this is not a mandatory call out.	DOC has made the mobility gym a call out program to ensure that only the individuals that qualify for mobility gym are there. This ensures gym access for those with mobility issues. The OCO provided information regarding how to be taken off the call out for the special recreation for that day. DOC staff explained that individuals can be excused from the mobility gym call out by kiosk messaging the recreation staff member and the Correctional Program Manager (CPM) as soon as they are aware they will not make the callout. If someone received an infraction or negative Behavior Observation Entry (BOE) they would review records to verify the individual attempted to excuse themselves from the callout. The OCO shared	Information Provided

		with the individual the best staff the contact and how to be excused from the call out and information about how to get back on the call out if removed.	
114.	Person reports safety concerns in their current unit and would like to be moved.	The OCO provided information regarding how to report safety concerns. The individual will need to give names to the Internal Investigation Unit in order to establish there is a concern.	Information Provided
115.	Person reports issues with tier rep election. Individual is requesting to meet with OCO staff to discuss tier rep issue and staff conduct concerns.	The OCO provided information regarding how the individuals concerns can be heard during public meeting. The individual was advised to relay their concerns to current tier representatives or contact the OCO directly with concerns to be addressed at the public meeting.	Information Provided
116.	Person reports there are issues with the lock on his door and believes staff are allowing their items to be stolen.	The OCO provided information regarding the individual's lock. The individual was advised to address the issue with DOC unit staff in order to get the lock fixed. If an informal request to have the lock fixed is not successful, the individual is advised to file a resolution request regarding the issue.	Information Provided
117.	The individual reports concerns about his sentence calculation after a Community Custody Prison (CCP) return. The individual does not believe he is eligible for good time because of the CCP return.	The OCO provided information regarding the individual's sentence calculation. To determine the amount of time served on a CCP return, the period of time between release and the initial Max date is calculated. From that number of days, the DOC subtracts the number of days the individual was compliant in the community (after release in lieu of earned released time). This will determine how many days to serve on a CCP return. This office encouraged the individual to contact DOC records should he wish for complete information regarding his sentence calculation.	Information Provided
118.	Individual is close to their release date and reports being denied access to medication assisted treatment (MAT) program. His DOC resolution request was substantiated, and staff told him they do not have infrastructure to start him on the program at his current facility.	The OCO contacted DOC and confirmed the individual is on the MAT team list for follow up in June. The individual has an SUD assessment on file. According to DOC MOUD protocol, individuals are contacted 90-120 days prior to release. The OCO substantiated not all DOC facilities currently have the infrastructure for pre-release inductions and individuals are referred to community clinics when releasing from facilities with limited MAT programming induction. Pre-release	Information Provided

MAT induction is currently available at WCCW, WSP, CRCC, CBCC; limited availability at AHCC and SCCC. Pre-release inductions are not currently available at MCC and WCC, with active plans for addressing availability at MCC and no timeline for WCC.

119.	Incarcerated individual expressed concerns about not being allowed to work in correctional industries.	The OCO spoke to DOC about this concern and provided the individual with information to contact their counselor if they want to work in correctional industries.	Information Provided
120.	Person reports they would like to go to camp. Person states they have no security concerns if they were transferred.	The OCO was unable to substantiate the concern due to insufficient evidence. The individual's custody facility plan is currently under review and due to recent infraction behavior, the individual does not currently have the correct custody point to be transferred to camp.	Insufficient Evidence to Substantiate
121.	Incarcerated individual expressed concerns about not being able to move back into their prior cell.	The OCO reached out to DOC about this concern, and found the individual did complete form 21-595 but by the time the request was processed, the requested cell assignment was no longer available.	No Violation of Policy
122.	Loved one expressed concern about an incarcerated individual's infraction they received.	The OCO contacted DOC to discuss this infraction concern. The OCO was able to identify evidence to substantiate the infraction.	No Violation of Policy
123.	Incarcerated person reports her keep on person (KOP) medications were removed today after being refilled yesterday. The individual has not taken her evening medicines and does not want to have to do pill line. The individual believes DOC staff are trying to provoke her into a reaction.	The OCO was unable to substantiate there was a violation of policy by DOC. The OCO contacted Health Services management to confirm the reason that the patient's medications were changed to pill line administration. The patient's medications were ordered by the provider to be changed to pill line due to reported safety concerns.	No Violation of Policy

**Monroe Correctional Complex - WSR**

124.	Individual was granted release and has medical issues. His address was denied, and he has not received a new release plan.	The OCO contacted the facility and DOC re-entry regarding this concern. The sponsor had changed their mind on providing housing and the process had to start over. Community Corrections is aware of the need to get a new address approved as soon as possible. This individual is now set for release at the end of the month.	Assistance Provided
125.	During an in-person visit to the infirmary, a patient reported they are set to release soon but have not received follow up from the re-entry nurse. They also had access to	The OCO contacted health services and DOC agreed to schedule the patient with the re-entry nurse. This office confirmed the re-entry appointment occurred and the patient	Assistance Provided

a therapy ball prior to being moved to the infirmary but have not been allowed access to their property since the transfer.

also now has access to their therapy ball and other packed-out property.

<b>Olympic Corrections Center</b>			
126.	The individual reports that he has been waiting for a response regarding his application to Graduated Reentry (GRE). The individual reports that the OCO sent him a letter indicating that he was denied GRE, but the DOC never told him this information.	The OCO provided assistance. This office verified that the individual's counselor spoke with him after the OCO contacted the counselor. The counselor agreed to share more information regarding the individual's GRE denial and at that time, it was confirmed that the individual had received information regarding GRE denial from the DOC.	Assistance Provided
127.	Individual reports he is being targeted with UAs. He is a graveyard kitchen worker, and he wants to move to a different shift.	The OCO contacted the facility and reviewed UA testing procedures. He has had multiple tests. Three of the tests were administrative and only two were for cause. The CUS and counselor agreed to meet with him to discuss a possible job change.	Information Provided
128.	Incarcerated individual expressed concerns about denial of work release.	The OCO reviewed the denial and found no violation of DOC 390.590.	Information Provided
129.	Person reports their substance use disorder assessment was overridden from a 1 to a level requiring treatment that he says he does not need.	The OCO was unable to identify evidence to substantiate the concern. The OCO requested assessment records and there is no evidence of an SUD assessment override in the individual's assessment history.	Insufficient Evidence to Substantiate
130.	Person was directed to call the OCO hotline, however, they are not formerly or currently incarcerated and were looking for the general Ombudsman for community healthcare issue.	The OCO provided the individual with information about Washington State Ombuds offices that may be more relevant to their concern.	Information Provided
131.	Individual reports he was terminated for a fight that happened at a re-entry center he was not involved in, and his graduated re-entry was canceled.	The OCO contacted DOC Re-entry and GRE to follow up on this concern. He will not return to the re-entry center; however, DOC did agree to rescreen for GRE. This office verified his review is now in process. The incident at the reentry center is still under investigation.	Assistance Provided
132.	External person reports her loved one is being poisoned and DOC refuses to conduct toxicology testing of the air and water. She also reports her loved one was attacked with glass and in other ways by other incarcerated people and DOC is refusing to provide any testing or treatment. Other incarcerated people are poisoning him through substances in the water, through the vent system, which has caused him burning in his mouth,	The OCO contacted the facility health services team for a meeting to review the patient's current treatment, care, and reported concerns. The OCO confirmed access to medical appointments, testing, treatment, placement in the infirmary, COA, and ER visits. Individual was cleared as medically stable. Separately, postnasal drip was identified, and a prescription ordered. DOC reports communicating with the family after multiple contacts. Patient has been	Insufficient Evidence to Substantiate

shortness of breath, dizziness, cement in his nose and lungs which he had to cough out in order to even breathe.

assessed and medical and mental health plan for continued monitoring. The OCO then followed up with custody staff about any incidents of other incarcerated individuals poisoning the individual and was unable to identify evidence to substantiate this concern. The OCO attempted to get a signed ROI from the patient, but he declined.

**Stafford Creek Corrections Center**

133. External person reports their incarcerated loved one is not receiving testing or treatment for ongoing stomach issues.	The OCO scheduled a free, confidential phone call with the patient and updated the case based on the patient's concerns and requested resolutions. This office contacted the facility health services team for more information on the patient's testing and treatment. The OCO confirmed the patient received a recent GI specialist appointment and additional testing was ordered. DOC reports lab draws completed and the patient is scheduled for the first available CT appointment, which was submitted as urgent. Once the CT is complete, the patient will be scheduled for follow up to review the results and discuss next steps. A treatment plan will be created/updated based on the test results. The patient is also scheduled for follow up with the GI specialist. The OCO provided the patient with this information and more details about how to follow up if he has ongoing or future medical concerns. This office added the case to the OCO's appointment tracker in order to confirm testing is completed within recommended timeline and that GI follow up appointment occurs. After reviewing the office's appointment tracker, the OCO contacted health services again about a cancelled appointment and requested rescheduling.	Assistance Provided
134. External person reports that their loved one needs to be in the Veteran's Unit.	The OCO provided the external person with the Veteran's Unit application process. The individual has now applied and was approved.	Assistance Provided
135. Person reports the facility is failing to comply with DOC policy by refusing to provide transgender women with fitted support bras and are conflating the sports bra with the fitted support bra.	The OCO provided assistance by contacting the facility and elevating the concern to the DOC Trans Settlement Administrator and headquarters leadership. DOC agreed to investigate the concern across the state and confirmed the individual has now received	Assistance Provided

		the appropriate undergarments. This case was delayed due to delayed DOC responses.	
136.	Incarcerated individual reports a need for ADA accommodations that are not being met. The person is unable to read or write and was denied an access assistant and has not been able to access their ADA cassette radio.	The OCO contacted DOC to request access to their ADA device. After OCO outreach, DOC reports they attempted to provide an alternative as the radio is not allowed in an IMU setting, however, the individual declined. In the meantime, staff are available to assist as requested. The OCO also attempted a phone call with the individual which the person declined.	Assistance Provided
137.	Patient reports he has a heart condition that DOC is not treating. The patient reports he was supposed to go out for a cardiac consult, but that has not happened.	The OCO provided assistance by contacting the Health Services manager at the patient's new facility upon arrival to ensure the outside cardiology appointments were rescheduled promptly.	Assistance Provided
138.	Patient reports that he was previously scheduled for a surgery that had been cancelled for cardiac concerns. The surgery is scheduled with the cardiologist, but this has been rescheduled due to facility issues. The patient does not know when the appointment will occur or if he will be cleared in time to have the surgery before he releases.	The OCO provided assistance. The OCO tracked the patient's outside consult for completion and contacted Health Services Management to have the provider review the patient chart to see if his surgery could be scheduled. The patient was not cleared for surgery until the cardiac consult follow up. The OCO also contacted the Health Services Administrators when it was determined that the patient would not be able to get the surgery before release to identify areas of improvement that may have gotten this surgery scheduled earlier. The OCO confirmed that the patient would be seen by the reentry nurse prior to release to discuss next steps for his care.	Assistance Provided
139.	Person reported multiple issues with his Securus tablet, including not being able to access the help ticket function, the legal library app, and missing money from his account.	The OCO provided assistance. The OCO contacted the Securus liaison and informed her of the situation, and that he could not file a help ticket. DOC staff and Securus staff then spoke to this individual, identified, and verified the problems with his tablet and the help ticket app. This individual confirmed that Securus wrote his name down and said they would investigate the issues with his tablet.	Assistance Provided
140.	Patient reports his prior medical concern has not been resolved. He states that the problem is delayed appointments and care. The patient was scheduled for a nerve block, but the appointment was canceled and has not been rescheduled. He also mentioned that his pain	The OCO contacted health services about the patient's appointment scheduling and medical access. This office substantiated an appointment cancellation at the end of 2022 and confirmed the patient was later scheduled for the first nerve block. The OCO added this case to the office's appointment	Assistance Provided

management ends before another appointment is scheduled.

tracker and confirmed the rescheduled appointment occurred. The patient was supposed to be scheduled for a second nerve block and when the office was unable to confirm the appointment was scheduled, reached back out to DOC health services to request scheduling follow up. DOC reports the patient was added to an additional provider's caseload and scheduling support assigned to his case since there were multiple pending consults. The patient has been scheduled for multiple follow ups and DOC is tracking the remaining consults.

<p>141. Patient reports he needs a wheelchair health status report (HSR) and a wheelchair accessible cell. The patient states he also needs a lift added to his shower shoes. The patient says medical is blocking his appointments for dental work and he cannot eat.</p>	<p>The OCO provided assistance by contacting the facility's Health Services manager upon the patient's transfer to a new facility. The OCO was able to inform management of the patient's current health concerns to ensure his outside appointments were rescheduled. The patient's provider stated that the request for a lift to be added to a shower shoe was not necessary as the shower shoes are only worn for a short time and would not have a significant impact. The patient can wear his custom medical shoes any other time. The OCO verified the patient has an active HSR for a wheelchair prior to OCO outreach. The patient's dental concern was addressed in separate case.</p>	<p>Assistance Provided</p>
<p>142. External person reports canceled appointments and medical emergency related to knee pain. The patient and family's requested resolution was vitamins and access to appointments.</p>	<p>The OCO substantiated a knee pain appointment was canceled due to provider illness. Patient declared medical emergency and was seen by a provider, medical noted as not acute and signed patient up for sick call. The OCO was able to provide assistance and DOC saw the patient after OCO outreach. A new x-ray was ordered and medical updated the patient's treatment plan. This office confirmed the x-ray was completed. Another appointment was scheduled but then canceled and the OCO confirmed this appointment was rescheduled and added the case to the office's appointment tracker. The OCO substantiated SCCC medical staffing shortages and illness that impacted scheduling and appointment access in early 2023.</p>	<p>Assistance Provided</p>



143. Person reports they were denied access to Veteran Representatives.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The individual received a resolution request response from DOC that informed him they do not have jurisdiction over volunteers. The resolution response also shared information about how volunteers can continue to come into the prison.	DOC Resolved
144. Person reported that he was charged a co-pay for ongoing health care, and that he is not supposed to be charged for ongoing health treatment. Person filed a resolution request asking for a refund.	DOC staff resolved this concern in response to resolution request filed and resolved prior to the OCO taking action on this complaint. This person reached out to the OCO and informed this office that the co-pay has been refunded.	DOC Resolved
145. Person reported that a corrections officer remained the in room when he was talking to his health provider, and that the corrections officer stated he was under orders to be in the room while he talked with his medical provider. Person said that typically the corrections officer will wait outside the room until the appointment is finished. Person feels his confidentiality was violated and requested Health Insurance Portability and Accountability Act (HIPAA) complaint information.	DOC staff resolved this concern prior to the OCO taking action on this complaint. This individual reached out to the OCO and informed this office that this issue has been resolved by DOC and requested that we close the case. The OCO still provided information about filing a HIPAA complaint.	DOC Resolved
146. The individual reports that the Resolution Program has been outside of timeframes for responses for two of his resolution requests. The individual also reports concerns regarding the DOC not conducting proper investigations and interviews for resolution requests.	The OCO provided information regarding interviews of individuals for their resolution requests and timeframes of processing resolution requests. Per page 8 of the Resolution Program Manual, "the Resolution Specialist is strongly encouraged to interview the individual at the time of the Level I review" per page 14, "Resolution Specialist will be strongly encouraged to conduct the required in-person interview during the Level I review prior to promoting the concern to a Level II. Resolution Specialists can mandate interviews at any or every level for Level 0–II reviews." The OCO found that the individual was interviewed by DOC staff investigating the resolution request which is not always the Resolution Specialist. The entire resolution process is generally completed in 90 days, from initiating level I to level III, however, it may take longer in some cases due to rewrites, mail delays, extensions, or complicated reviews. Individuals may send a	Information Provided

		kite to the Resolution Specialist if they wish to enquire about the status of a resolution request.	
147.	Person reported being denied religious undergarments that are required for the Church of Jesus Christ of Latter-Day Saints (LDS).	The OCO provided information. The OCO reached out to the religious coordinator at the facility and the chaplain at DOC Headquarters regarding the LDS religious undergarments. The Director of Correctional Services told the OCO they discussed this issue with their LDS representative from their Religious Advisory Committee, who stated that it is recommended that the LDS religious undergarments not be worn while an individual is incarcerated. Based on this recommendation, DOC denied the request for religious undergarments. The OCO confirmed that this information was communicated to this individual and his wife.	Information Provided
148.	Person reports attending a cardiology appointment, but lab work was not completed because DOC did not send the relevant medical records to the specialist.	The OCO contacted health services and confirmed bloodwork complete, and results sent to cardiology. Cardiology specialist recommended six month follow up. This office confirmed DOC sent the records that were specifically requested by the offsite provider. Information about DOC's record sharing process was shared with the individual. Unless requested by the specialist, DOC would not send a patient's full medical record for an appointment off site. The OCO also confirmed the patient was scheduled and received follow up appointments with DOC medical.	Information Provided
149.	External person reported that incarcerated individual requires a lower bunk due to safety and health factors. Incarcerated individual stated that staff at SCCC told him his HSR will not be honored. External person fears death or serious injury associated with HSR not being honored.	The OCO discussed this concern with Health Services leadership at Stafford Creek and were told that the facility will honor all current HSRs until the patient is seen and evaluated by a local provider. In addition, SCCC has a significantly large population of patients requiring lower bunks and may have stricter evaluation process for lower bunks than other facilities. The OCO recommended to the patient and the family that the individual be prepared to advocate for himself to retain the HSR when he meets in person with the local providers.	Information Provided
150.	Person states DOC staff put a check in an envelope with his release materials and person was told to wait to open it. Person	The OCO provided information during the intake of this complaint. The individual was	Information Provided

	reports when they opened the envelope the check was not there.	given information on how to contact DOC regarding this issue.	
151.	Patient reports that he has been struggling to receive care for an injured joint for nearly a year. He was under the impression that he would be scheduled for an MRI, but that has not occurred. The date for him to speak to a provider has been pushed back multiple times and when he filed a resolution request, he was told that he has not requested the resolution through the proper channels. The patient states he has kited medical every month for 10 months. He is requesting a brace and an MRI.	The OCO provided information to the patient regarding his care. The OCO tracked multiple appointments for completion and contacted Health services management in two separate facilities to confirm a decision on the patient's request. The patient has since been given the requested equipment; the imaging request has not been recommended by a medical provider at this time.	Information Provided
152.	External person reported that incarcerated individual requires a lower bunk due to safety and health factors. Incarcerated individual stated that staff at SCCC told him his HSR will not be honored. External person fears death or serious injury associated with HSR not being honored.	The OCO discussed this concern with Health Services leadership at Stafford Creek and were told that the facility will honor his current HSRs until the patient is seen and evaluated by a local provider. In addition, SCCC has a significantly large population of patients requiring lower bunks and may have stricter evaluation process for lower bunks than other facilities. The OCO recommended to the patient and the family that the individual be prepared to advocate for himself to retain the HSR when he meets in person with the local providers.	Information Provided
153.	Incarcerated individual reports experiencing ongoing symptoms after a use of force.	The OCO provided the individual with information about how to work with DOC medical to have their symptoms addressed as this office verified that the individual had not shared the ongoing symptoms. The OCO also reviewed the use of force investigation including video evidence and found this to be in compliance with the DOC restricted policy.	Information Provided
154.	Person reports they have received apples, but they are supposed to be on a mechanical soft diet.	The OCO was able to provide information regarding foods the individual is supposed to receive. The OCO was able to verify through the food services manager that the individual does not have apples listed on his diet plan.	Information Provided
155.	Person reports DOC made an error and did not apply money order to his banking account.	The OCO provided information regarding the individual's money order. The individual received a resolution request response related to this issue. DOC advised the individual to contact the person who sent the money order.	Information Provided

156. Person reports that every time H-2 is last in pill line, a Custody Officer deliberately walks across the breezeway and locks up the chow line. He says because of this, he has missed meals and there were several days where he did not get hot meals.	The OCO contacted the facility and substantiated the individual missed hot meals and received meal boats on several dates. Custody staff were contacted related to the staff conduct concern. The OCO provided the individual with self-advocacy information: patients are expected to go to mainline first, then pill line. If patients choose to go to pill line first, they risk not making it to mainline before it closes.	Information Provided
157. Person reports concerns with their mental health treatment.	The OCO provided information regarding the individual's treatment. The OCO has reviewed this concern and cannot change the diagnosis given by the psychiatrist. In an earlier case for the same complainant, the OCO contacted the DOC Director of Mental Health and discussed concerns about the facility psychiatrist's change in diagnosis and communication with patients.	Information Provided
158. Individual reported that a nurse tried to look at his shoulder in the shower.	The OCO did not find evidence to substantiate a nurse tried to look at this individual in the shower. This individual regularly refuses to see medical and mental health.	Insufficient Evidence to Substantiate
159. Person reported that he filed a resolution request about a situation but that it was not accepted. Person said he is trying to grieve the policy regarding an infraction but is not trying to appeal the infraction itself through a resolution request.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed this individual's resolution request and found that he appealed the initial rejection on the grounds that he was grieving the policy, which is allowed per the Resolution Program Manual, and that the Resolutions department requested a rewrite to clarify his request. The OCO verified that his concern was eventually accepted by the Resolutions Program, but he did not file a rewrite and that the resolution was closed.	Insufficient Evidence to Substantiate
160. Incarcerated individual reports their mental health provider told him she would submit a recommendation to have him rehoused into the mental health unit at SCCC and then eventually moved to another mental health treatment program. He later talked to his councilor and his councilor said that the recommendation was never sent over. Person is asking the OCO for help getting out of the current unit he is in as he is	The OCO contacted health services and learned that mental health staff had not recommended him for mental health related housing and do not have a confirmed diagnosis on file. The individual can continue to report concerns to mental health and request review of placement.	Insufficient Evidence to Substantiate

experiencing mental health related symptoms.

---

161. Person reported that he and his wife are being denied extended family visits (EFV) due to false allegations and retaliation. Person and his wife stated that the superintendent said they would review the EFV denial in January but are now saying it will be reviewed in October.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO reviewed the EFV denial, which stated that all avenues for appeal have been exhausted, and DOC records which showed a history of domestic violence charges against women family members and an infraction involving a woman corrections officer. DOC 590.100 III. A states "10. An individual with any documented history/indicator of domestic violence will be excluded from EFV privileges with the following: a. the victim of the documented domestic violence, and b. Persons with a like relationship to the individual as a victim (e.g., individuals who assaulted a spouse/state registered domestic partner, intimate partner) will be precluded from visits with a spouse or state registered domestic partner. 11. An applicated with any documented history/indicator of domestic violence against any person of a like relationship to the individual may be excluded from participating in an EFV."	No Violation of Policy
162. Person reports their incarcerated loved one is going to be transferred to another facility as a form of retaliation.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. DOC is adhering to policy 300.380 VI Facility assignment and Transfer. A. Determining facility placement will be consistent with department needs and: (1) Address safety and security issues, including separation and facility prohibitions. Due to this policy and reviewing the person's custody and facility plan, the OCO was unable to substantiate that the move was ordered due to retaliation.	No Violation of Policy
163. Patient reports that the psychiatrist took away his medication although the prescription had multiple refills remaining. The patient states he has not been seen by medical at SCCC yet. He states that he gets his medication, but no one will see him for a one-on-one visit. The medical doctor refuses to refill his medications, saying "no more until he sees the doctor." The medication that the doctor is refusing to	The OCO was unable to substantiate there was a violation of policy by DOC. The OCO contacted Health Services management and were informed the patient's medications were made accessible at pill line only due to concerns of medication compliance. This change is supported by DOC 600.00; clinical decisions are the sole province of the responsible health care practitioner and are not countermanded by non-clinicians.	No Violation of Policy

	refill is a sleep medication that the person has been on for many years. The patient has sent kites to be seen by the doctor but has been unable to get an appointment. He is being told that he will be on the call out for an appointment, but it has not happened.	Potential conflicts between clinical decisions and administrative/security needs will be resolved jointly by the Superintendent/designee, Health Authority, and Facility Medical Director (FMD) and/or appropriate clinician. The OCO also confirmed the dates of the last encounters the patient had with their psychiatrist and therapist.	
164.	Incarcerated individual expressed concerns about a work release denial.	The OCO reached out to DOC about the concern and per DOC policy 300.380 and 310.150, an incarcerated individual who was in a more restrictive custody levels will not be promoted for a period of six months if they have less than six years. The individual does not meet this requirement and is thus ineligible for work release.	No Violation of Policy
165.	Person reports funds were returned to his trust account instead of being sent to an outside family member, because their counselor did not file receipt paperwork to send the funds out.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. DOC informed the individual in the level III resolution response of RCW 72.09.480(2), which states that when an incarcerated person receives any funds in addition to his or her wages or gratuities, except settlements or awards resulting from legal action, the additional funds shall be subject to certain deductions and priorities established in chapter 72.11 RCW, including twenty percent for payment of legal financial obligations for all incarcerated persons who have legal financial obligations owing in any Washington state superior court.	No Violation of Policy
166.	Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the infraction materials and found the individual's behaviors met the elements of the infraction.	No Violation of Policy
167.	Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the infraction and appeal narrative and found the individual's actions met the "some evidence" standard used by DOC to uphold findings.	No Violation of Policy
168.	Incarcerated individual reports he is being denied placement at camp due to refusing behavior programming many years ago. Reports DOC is not offering him the program he refused many years ago.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Per DOC 300.380 Classification and Custody Facility Plan Review, "the following will be considered when making facility placement recommendations and decisions: 1. Programming to address risk/needs, crime-related and other disruptive behaviors, and court ordered treatment requirements" and, "individuals who committed other sexually	No Violation of Policy

motivated offenses may be referred to the HCSC for minimum custody assignment if, after review of the criminal descriptions or pleas bargain agreement, the multidisciplinary FRMT or Headquarters Classification Unit requests higher review." The OCO verified that because of the amount of time the individual is serving, there is not adequate time required to screen and enroll him in the program.

169. Person reports outside friends sent them money orders and DOC will not allow the individual to keep the funds.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Per DOC 200.000 II Deposits E. Family, friends, and/or other persons may only deposit to more than one individual's trust account or to any other account maintained by an approved vendor (e.g., media account) with Superintendent/designee prior approval. The OCO advised the individual to have their loved ones write to the superintendent to request approval to send funds to multiple people.	No Violation of Policy
170. Patient reports DOC will not increase his mental health medication and transfer him back to MCC-SOU.	The OCO contacted health services and DOC reports attempting to increase the prescription, however, the patient declined. The individual was recommended for three month follow up to assess medication. The OCO was unable to identify evidence to substantiate a violation of the DOC Health Plan and could not impact change related to facility transfer.	No Violation of Policy
171. A loved one reports that the JPay tablet she purchased for an incarcerated individual was confiscated by DOC when the new tablets were distributed during the transition for JPay to Securus. She reported that the new tablet is not working and has not been replaced.	The OCO was able to substantiate this concern but was not able to achieve a resolution. The OCO continues to monitor the transition from JPay to Securus and verified that the old JPay tablets were confiscated from individuals. The OCO reached out to the DOC Securus liaison at the facility, who said that they received a shipment of tablets that had not been programmed and were not usable, and that they are still working to distribute tablets to individuals who have not received one yet. The Securus liaison said that they do not have a timeline for when they will receive enough tablets to replace them for individuals whose tablets have broken. This office confirmed that DOC is tracking that numerous individuals' tablets	Substantiated

	have been breaking and will replace those tablets as they become available.		
172.	Person reported that the new Securus tablets are breaking in his unit and that staff do not know what to do to help them. Person reported that there are over 20 people in his unit whose tablets have broken, which limits their ability to contact their families. Person said that they have all been submitting help tickets with Securus, but no progress is being made.	The OCO was able to substantiate this concern but was not able to achieve a resolution. The OCO reached out to the DOC Securus representative at the facility, who said that they received a shipment of tablets that had not been programmed and were not usable, and that they are still working to distribute tablets to individuals who have not received one yet. The Securus liaison said that they do not have a timeline for when they will receive enough tablets to replace them for individuals whose tablets have broken. This office confirmed that DOC is tracking that numerous individuals' tablets have been breaking and will replace those tablets as they become available.	Substantiated
<b>Washington Corrections Center</b>			
173.	Patient reports WCC and HQ discontinued their Care Review Committee (CRC)-approved wipes. The person said they have had a Health Status Report (HSR) for over five years. The patient later called the OCO hotline to report they will be releasing from prison soon and wants the OCO to be aware of this issue for systemic action.	The OCO elevated the HSR concern to the Health Service Administrators and Headquarters Health Services leadership. This office substantiated DOC discontinuation of disposable cleaning wipes across the state. DOC reports they discontinued the use of disposable cleaning wipes in 2022 due to plumbing issues caused by patients flushing the wipes. The OCO and DOC discussed options for resolution when patients have medical conditions that require wipes. The patient can request their HSR be reviewed by the Care Review Committee and some circumstances would be approved, however, others may be declined depending on medical need. DOC will now provide a peri bottle and several washcloths in situations where the person's medical and accessibility needs do not require the use of disposable cleaning wipes. After discussions, DOC agreed to provide additional washcloths to patients with this HSR and to reconsider special circumstances through the CRC instead of blanket denials.	Assistance Provided
174.	Person reports the outside weight deck at their facility is locked.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO confirmed with the facility that the outside weight deck is open.	DOC Resolved



175.	Person reports they are past their earned release date and would like to be released to their county of choice, not county of origin.	DOC staff resolved this concern prior to the OCO taking action on this complaint. Per a review of the DOC database the OCO was able to verify the individual has a release plan for a county other than the county of origin.	DOC Resolved
176.	Person is challenging their time calculation of their sentence after being revoked from community custody.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO was able to verify DOC provided the individual with a breakdown of his time calculation in the resolution request response. The individual was informed the time from their earned release date to the maximum release date is still time owed on their sentence after being returned from community custody.	DOC Resolved
177.	Outside person reports their incarcerated loved one is not safe in their current unit.	DOC took action on the complaint prior to the OCO taking action. The individual was moved to another unit after the family member contacted DOC.	DOC Resolved
178.	Patient reports he lost two fillings and is in pain. The patient filed medical emergency resolution requests, and nothing has been done yet. The patient was also told by DOC that lost fillings are not a medical emergency.	The OCO contacted Health Services management and were informed the patient was seen by dental staff and his issue was treated and follow up had occurred.	DOC Resolved
179.	Person reported that his Earned Release Date (ERD) was over a month ago, but he is still in prison. Person wants a release date.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed DOC records and found that this individual now has a planned release date.	DOC Resolved
180.	External person reports patient has not received treatment for an injury and was then transferred to a new facility; reports that he had injuries due to a fall because of treatment he did not receive from the time of him having pain in his hands and knees. When this occurred, treatment was not given and as a result he fell from climbing onto the top bunk; his back was also injured from the fall.	The OCO contacted the facility and elevated the concern to headquarters health services leadership. This office confirmed the patient was scheduled and seen for physical therapy (PT) related concerns and treatment plan updated. Access to specialized physical therapy has been limited due to provider availability and limitations of community clinics. DOC is finalizing a new contract and seeking physical therapy provider options. The OCO provided this information directly to the patient and their rights to file a tort claim with the DES Office of Risk Management.	Information Provided
181.	External person reports her loved one has been housed in segregation for years with no pathway out. He recently had a hunger strike to protest his conditions. He wants	The OCO contacted DOC Classifications to inquire about placement. He recently had a new Custody Facility Plan created with a goal to transfer to Close Custody in six months. DOC Classifications met with this individual	Information Provided

<p>to transfer from the facility he is housed in.</p>	<p>and talked with him about the plan. He has now been transferred to a new facility. This individual has been on the out of state transfer list and the OCO has had numerous conversations with the DOC regarding his placement.</p>	<p>Information Provided</p>
<p>182. External individual reports an incarcerated individual has not gotten official documents they require since arriving at the facility. The external individual requests assistance in ensuring their incarcerated loved one gets this document.</p>	<p>The OCO provided information about what documents are allowed to be with someone while they are in receiving at WCC. The OCO confirmed with DOC staff the individual received a kiosk message explaining the decision on the document to while at WCC. This office also verified staff recall speaking with the individual about the outcome. The individual will be able to access the official document once transferred to a living unit. For safety reasons, many legal documents are not allowed to be stored in the WCC receiving unit cells.</p>	<p>Information Provided</p>
<p>183. Patient reports medical emergencies related to seizures. He reports DOC impacted his access to medications he was on when he entered DOC custody and delayed access to a health status report (HSR) for lower bunk. The person also mentioned DOC had taken his neck brace even though he has an active HSR. Person requested legal support and help getting his neck brace back.</p>	<p>The OCO substantiated two days of upper bunk, no record of kites to request services until after seizures and medical emergencies occurred. This office confirmed an active HSR for lower bunk, medication updates, and active treatment plan including recent appointments. The HSR for neck brace expired and DOC medical reports it was no longer medically indicated and not for long-term use. This office provided the individual with information about OCO jurisdiction as the individual was requesting updates on his tort claim; he was redirected to the Department of Enterprise Services (DES) Office of Risk Management. Patient followed up with new concerns about access to physical therapy, however, there are no DOC resolution requests on file for this issue and OCO provided information about next steps.</p>	<p>Information Provided</p>
<p>184. Incarcerated person reports the mental health medication provider is not seeing them as often as they are supposed to for medication management. The individual's medication has run out and the provider refuses to see them.</p>	<p>The OCO contacted health services and confirmed the patient was seen for medication assessment and prescription was renewed. Health services indicated the patient is recommended annual follow up and has been seen more often in the last six months. The medication is prescribed for short term use, not long term, and prescription will not be renewed automatically at the 30-day period. DOC</p>	<p>Information Provided</p>

	identified that the prescription is not indicated, however, has been renewed for 30-day periods multiple times. This information was provided to the patient.		
185.	Incarcerated individual requests information about DOCs obligation to act on negotiated outcomes agreed upon as a result of OCO reports.	The OCO provided information about the specific report the individual requested. The OCO also shared with the individual that timelines are often set in the negotiated outcome.	Information Provided
186.	The incarcerated individual reports concerns regarding the current Covid-19 protocols for events at the facility. The individual reports that the rules at the facility are stricter than the CDC recommendations.	The OCO provided information regarding WA DOC's Covid-19 Indoor Events Guidelines. The facility must follow these guidelines based on current Covid-19 conditions, which changes depending on the current county Covid-19 community levels and the facility is required to follow this status as directed by DOC HQ. The OCO spoke with DOC staff who report they try to provide opportunities for events as the county status allows.	Information Provided
187.	Person reports their earned release date is approaching and DOC has not started their release planning.	The OCO provided information regarding the status of the individual's release planning. Per correspondence with the individual's counselor, the OCO was able to verify that their release planning has been initiated.	Information Provided
188.	Person reported that he was revoked from community custody and is on a Community Custody Prison Return (CCP return), and that almost a year's worth of good time was taken from him. Person kited DOC and they said new policies/laws allow DOC to run all other active cause numbers consecutively. Person challenged the legality of the retroactivity of this new policy.	The OCO provided information. The OCO reviewed a resolution request from last year with the same concerns, stating that DOC was abusing its authority by applying DOC 310.100 and 460.140 to cause numbers that were not in effect at the time of his conviction or release. The resolution response provided him with RCW 9.94A.663, which states that if a person was under community custody supervision, they may be sanctioned by being transferred to a more restrictive confinement status to serve up to the remaining portion of the sentence. They also provided language about CCP returns dating back to 2007 from HB 6157. They also provided a printout of his CCP Return Calculator. The OCO verified that DOC's resolution response adequately addressed this individual's concern. The OCO reviewed DOC 310.100 and 460.140 and could not verify that they impacted his CCP return.	Information Provided
189.	The individual reports several concerns while at their previous facility. The individual reports that they could not	The OCO provided information regarding how the individual can file resolution requests about concerns at another facility. Individuals	Information Provided

	access resolution request forms at the facility and wants to know they can file resolution requests since they were transferred to another facility.	can fill out a resolution request form as usual and write the facility where the incident occurred rather than their current facility.	
190.	Person reports they submitted an address for release. Person states their kiosk message went from approved to in review and they do not know what changed.	The OCO provided information regarding the status of the release address the individual submitted. The OCO suggest the individual work with their counselor to secure a new address for release.	Information Provided
191.	The incarcerated individual reports he was assaulted by a DOC staff member while attempting to go to pill line. The person reports that staff opened his door for pill line, and he started to go but turned around to grab the mail he forgot to take with him. This triggered the staff person to respond aggressively by placing their hands on this person's chest and shoving him backward in an attempt to stop him from going.	The OCO was unable to substantiate the concern due to insufficient evidence. This office requested a copy of the investigation from the DOC. The report found inconsistencies with the individual's initial statement compared to his interview and found no video evidence to support that he was assaulted by staff.	Insufficient Evidence to Substantiate
192.	Person reports they would like to be released to another county. DOC is trying to release them to county of first felony conviction.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Per DOC 350.200, if the individual cannot provide an address the case manager will directly assist the individual in locating appropriate housing. The individual did not provide a verifiable release plan for review and had no community support outside the county of origin.	No Violation of Policy
193.	Person reported that he has gone on hunger strike due to being housed in administrative segregation long term without being infractioned.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO reviewed DOC records and found that this individual was placed in administrative segregation due to a security override because of this individual's affiliation with a Security Threat Group. The OCO verified that this administrative segregation placement was in accordance with DOC Classification and Custody Facility Plan Review 300.380.	No Violation of Policy
194.	A loved one reports that an incarcerated individual has been in administrative segregation for over 6 weeks. The individual has had an infraction hearing and the Intelligence and Investigations Unit has not come to see him. The loved one reports that no one has explained to the individual why he is still in segregation.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO reviewed DOC records and found that his administrative segregation has been extended multiple times due to security concerns and the nature of his infraction, and that DOC is waiting to transfer him to a different facility. DOC Administrative	No Violation of Policy

Segregation 320.200 states, "An individual may be assigned to Ad Seg when the individual...Is pending transfer or is in transit to a more secure facility."

<b>Washington Corrections Center for Women</b>			
195.	Incarcerated individual expressed concerns about a delayed response to an infraction appeal.	DOC responded to the individual's appeal before the OCO became involved.	DOC Resolved
196.	Incarcerated individual expressed concerns about receiving an infraction after reporting a PREA incident they witnessed.	The OCO reviewed the infraction and contacted DOC about the pending infraction appeal. DOC dismissed the infraction as a result of the appeal.	DOC Resolved
197.	Person reports health issues are preventing them from performing some aspects of their job and reports they were infractioned for not performing job duties.	The OCO provided information regarding health service reports. The individual can kite medical to set up an appointment to discuss health service report options with medical provider. The infraction the individual received was a minor and the OCO cannot investigate minor infractions. The individual can appeal the infraction to have it removed.	Information Provided
198.	Patient reports trouble accessing appropriate medical care and asked for an attorney.	The OCO provided the individual with information regarding OCO's jurisdiction and WA State legal resources. The OCO also contacted DOC health services to request information about the patient's access to care and treatment plan. This office shared relevant information and next steps with the patient.	Information Provided
199.	Person reported that another incarcerated individual was placed in the Intensive Management Unit (IMU). Person reports that this individual is being discriminated against, disciplined, put in administrative segregation, and regularly misgendered.	The OCO provided information. The incident that caused this individual to be placed in the IMU is being actively investigated by DOC, and this investigation is still pending.	Information Provided
200.	Person reported issues with her time calculation when being revoked from Drug Offender Sentencing Alternative (DOSA) and that she is being made to do more time than she was sentenced.	The OCO provided information. The OCO verified that this individual kited Records, who explained the time calculation to her. If this individual thinks this calculation is incorrect, she will have to file a resolution request regarding her sentence structure. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Information Provided
201.	The individual reports that she was terminated from the Community	The OCO was unable to substantiate there was a violation of policy by DOC. This office	No Violation of Policy

Parenting Alternative (CPA) program and has not received consistent information regarding why she was returned.

contacted DOC staff in charge of CPA programs who confirmed that the individual was not terminated from the program, but rather the housing and treatment which were conditions of CPA. Per DOC 390.585, Community Parenting Alternative, an individual may be reclassified at any time to total confinement if the individual fails to maintain placement requirements. The OCO contacted staff in charge of CPA who were able to verify that the individual was terminated due to not meeting the standards of the treatment facility which is why she was returned and unable to complete CPA. This office confirmed that the individual received some inconsistent information about the reason she was returned, however, this office verified that she has since been given accurate information.

202. Person reports DOC is deducting funds from his paycheck and request more information about deductions.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The business office at the facility supplied the individual with information pertaining to the account deductions. The OCO suggested if the individual needs further clarification to make an appointment with their counselor or request to be seen by the business office to discuss their account information.	DOC Resolved
---	---	--------------

**Washington State Penitentiary**

203. External reporter states their loved one is not receiving needed follow up from DOC medical. The external reporter states he has received imaging but has not discussed the results with a provider. The OCO contacted the patient and was informed his resolution was treatment for a potential hernia.	The OCO provided assistance by contacting Health Services management and requesting his provider review his file for any needed referrals or follow ups. The OCO monitored the patient's care and confirmed the necessary procedure was completed. The OCO confirmed a delay in follow up appointments and notified the Health Services Administrators.	Assistance Provided
204. Incarcerated individual expressed concerns about protocol not being followed for an infraction in which a UA was not sent to the lab at their request.	The OCO reached out to DOC about this concern and DOC dismissed the infraction as a result.	Assistance Provided
205. Incarcerated individual reports he was denied Graduated Re-Entry (GRE) due to a lack of programming. The individual reports that he has completed many	The OCO provided assistance. The OCO spoke with DOC staff who shared the reason for the denial. This office found no evidence to support the GRE denial was discriminatory in	Assistance Provided

<p>programs and reports the GRE denial is discriminatory due to his religious beliefs.</p>	<p>nature. However, the OCO verified that the individual had not been told what programming the Headquarters Community Screening Committee (HCSC) required to approve the individual for GRE. The OCO spoke with DOC staff who agreed to meet with the individual and explain the reason for the GRE denial.</p>	
<p>206. Person reported that he cannot reach his attorney from Securus phones or from the legal phones.</p>	<p>The OCO provided assistance. The OCO reached out to the Custody Unit Supervisor, Intelligence and Investigations, and the Securus Liaison and determined that there was no issue with the phones from Washington State Penitentiary. The OCO also contacted this individual's public defense office and determined that they can accept calls from DOC facilities. The OCO provided this individual's attorneys with the steps they need to take to get on the approved attorney call list. The OCO also informed the individual about contacting his attorneys through the mail or Securus messaging.</p>	<p>Assistance Provided</p>
<p>207. Patient reports DOC did not follow surgeon's pre-operation medication orders and cancer care appointment was cancelled.</p>	<p>The OCO provided assistance. This office substantiated pre-op orders were not provided to pill line and patient was given blood thinner within 24 hours of procedure, causing surgery to be cancelled. The OCO elevated this concern to the facility and headquarters health services leadership and requested resolution. The patient was rescheduled for first available appointment, blood thinners were stopped, and the patient received the surgery.</p>	<p>Assistance Provided</p>
<p>208. Incarcerated individual expressed concerns about a delayed response to their infraction appeal.</p>	<p>The OCO reached out to DOC who stated they did not receive the individual's appeal but after OCO reaching out, DOC is willing to accept a new appeal despite it being past the timeframes.</p>	<p>Assistance Provided</p>
<p>209. Person reports having a medical issue and another issue and requested a translator for the OCO to complete the intake because he does not speak much English.</p>	<p>The OCO provided assistance. The OCO scheduled a translated phone call with this individual and completed the intake for two separate concerns.</p>	<p>Assistance Provided</p>
<p>210. Person reports they have a Health Status Report (HSR) for a medical mattress and DOC staff are refusing to give him one.</p>	<p>The OCO provided assistance by contacting the correctional unit manager and health services manager to inquire about the medical mattress. DOC staff issued the individual a mattress after contact was made by the OCO. The individual was advised to</p>	<p>Assistance Provided</p>

	kite medical to extend his health status report for the mattress since there was a delay in receiving one.		
211.	Incarcerated individual reports he has not received his property since arriving at his current facility. The individual is releasing soon and wants to make sure he can have his property. After OCO made first outreach, the individual called back and reported he had property at another facility and was unsure of how to retrieve it from the other facility.	The OCO provided assistance. The OCO reached out to property room staff who confirmed that the individual's property was in long term storage at the facility. The OCO requested DOC staff share this information with the individual and they agreed to explain where his property is located and how he will be able to have the items at the time of release. The OCO verified that the individual does have property at another facility and shared with him how to access the property after release.	Assistance Provided
212.	Person reports not receiving a mental health assessment or appointments since 2021 when he was told he was a priority for a mental health evaluation.	DOC resolved this concern prior to OCO outreach. The OCO contacted health services and confirmed the patient recently received a mental health evaluation and appointments.	DOC Resolved
213.	Person reports they were transferred and wants to ensure all his property is sent to new facility.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO was able to verify through correspondence with the property unit at the previous facility that the individual's property has been shipped to their current facility.	DOC Resolved
214.	Person reported multiple issues with the new Securus tablets and a lack of communication or avenues to correct them. Person said he was told his old tablet would be sent to someone in the community, but that has not happened yet. Person also reported that his new Securus tablet stopped working and that no one has responded to his kites or help tickets. Person said there is not a clear process to resolve issues with the Securus tablets.	The OCO provided information regarding Securus tablets and the transition from JPay to Securus. The OCO reached out to the Securus Liaison at the facility and confirmed that this individual received a replacement tablet prior to OCO outreach. The OCO has reached out to the DOC Securus liaisons at multiple facilities, who have confirmed that the tablets are currently at Securus' facility in Texas to be refurbished and wiped of their data before being sent to the families of incarcerated individuals. The OCO verified that Securus' deadline to distribute the tablets to the families is in late 2023. The OCO has been continuously monitoring the transition from JPay to Securus.	Information Provided
215.	Person reported that his Securus tablet and other property was lost when he was transferred and that he was told by staff that they do not issue replacement tablets.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reached out to the Securus liaison, who confirmed that this individual was issued a replacement tablet, and showed the OCO his property matrix, which verified that he received his other missing property.	DOC Resolved



216. Incarcerated individual expressed concerns about extended placement in IMU.	The individual was moved out of IMU by DOC before the OCO was involved in this case.	DOC Resolved
217. Person reported concerns with his community custody upon release and said he received a letter from DOC that stated his community custody would run concurrently due to House Bill 2394. Person also expressed concerns about a letter he received from DOC Headquarters about his restrictive housing.	The OCO reviewed both letters he received from DOC and provided information about kiting the Records Department at DOC Headquarters asking them to review the issue. The OCO also provided information about his restrictive housing.	Information Provided
218. Person reported wanting to be transferred to Washington Corrections Center for Women because they are transgender and reported not getting any help with starting that process. Person reported issues at their current facility and expressed concern that their medical and mental health treatment are being neglected.	The OCO provided information regarding applicable policy. DOC 490.700 Transgender, Intersex, and/or Non-Binary Housing and Supervision states that employees/contract staff/volunteers that become aware that an individual identifies as transgender, intersex, or non-binary will report the information confidentially to the Superintendent/Community Corrections Supervisor (CCS). DOC 490.700 also states that each prison and reentry center will have an MDT Review Committee. The committee will: 1. Ensure all individuals under Department supervision have equal access to programs and services. 2. Convene within 10 days if an individual discloses transgender, intersex, and/or non-binary identity at any time during incarceration. 3. Review housing and programming assignments and make recommendations. 4. Ensure local management decisions are properly executed in a timely manner. DOC 490.700 states that housing and programming will be reviewed at RDC intake and prior to any transfer by the facility MDT of all individuals who identify as transgender, intersex, or non-binary. Reviews will be documented on DOC 02-384 Housing Protocol for Transgender, Intersex, and Non-binary Individuals and scanned into the designated restricted section of the individual's electronic imaging file. Additionally, the Local Facility Risk Management Team (FRMT) processes will be suspended until the housing review has been approved. The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot	Information Provided

		investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	
219.	Person reports DOC provided confidential information to a known external person in a public disclosure request. Person reports DOC failed to redact information and requested OCO assistance obtaining an attorney and financial compensation.	The OCO was able to provide the individual with information regarding how to file a tort claim. The individual was advised to utilize the legal library at their facility for list of contract attorneys.	Information Provided
220.	Person reports the OCO did not investigate their previous concern. Person reports they appealed their infraction, but case was closed administrative remedies not pursued.	The OCO provided information regarding the individuals case closure reason. The OCO is unable to investigate a concern until all administrative remedies have been pursued by the incarcerated individual. The OCO was unable to investigate the individual's infraction until the appeal hearing was complete. The OCO was able to verify the infraction from the individual's original concern was no longer showing in the DOC database after their appeal.	Information Provided
221.	Person reported that he is in administrative segregation and does not want to move to general population.	The OCO provided information about next steps he can take to not go to general population at that facility.	Information Provided
222.	Person reports their current facility is behind schedule processing individuals' property and commissary. Person states Washington State Penitentiary (WSP) property room disposes of incarcerated individual's property/commissary after 90 days and this is the only facility practicing this protocol.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO was able to verify through communication with the property room sergeant that the individual had not placed a commissary order since last year. This office was also able to verify that WSP does not hold food items in long term storage, however the staff do not throw away incarcerated individuals' property after 90 days.	Information Provided
223.	Person reports they are attempting to access graduated re-entry.	The OCO provided information regarding graduated reentry. The OCO was able to verify through DOC database the individual is being screened for graduated reentry.	Information Provided
224.	Person reports being sprayed with OC and extracted via use of force during a mental health emergency and self-harm incident. Person is concerned the extraction team made the self-harm injury worse. Person requested the incident be investigated, substantiated, and requested self-advocacy information.	The OCO requested and reviewed video evidence, incident reports, and medical records. The OCO substantiated a use of force, cell extraction, and OC was deployed during a self-harm incident. The OCO could not identify evidence to substantiate a violation of DOC Use of Force (Restricted) policy. The OCO provided the individual with self-advocacy information including filing a	Information Provided

		tort claim through Department of Enterprise Services (DES) Office of Risk Management.	
225.	Person reports DOC staff has restricted contact between him and an outside individual.	The OCO provided information regarding their visit denial. Per DOC 450.300 III. A. (2) Providing false/misleading information or failure to list all previous criminal history on visit application may result in denial of visit privileges.	Information Provided
226.	Person stated that he received a letter from the OCO regarding a previous case verifying with DOC Headquarters that he has been screened for Graduated Reentry (GRE). Person stated he spoke with his counselor and custody unit supervisor about it and they are saying the decision is up DOC Headquarters'. Person is requesting more information about the process.	The OCO provided information about Graduated Reentry and contacting the GRE Coordinator. This individual will receive more information at his upcoming Custody Facility Plan meeting. The OCO could not find a violation of DOC 390.590 Graduated Reentry by DOC.	Information Provided
227.	External individual reports concerns about the lunch service and reports incarcerated individuals were not issued a tray to carry their items.	The OCO provided information about the lunch service they reported concerns about. The OCO spoke with DOC staff about this concern and staff explained that trays are available to take if an incarcerated individual wants. The OCO verified that trays were available during the reported lunch service upon request. On this date the lunch service is grab and go and DOC makes the trays optional. If an incarcerated individual needs a tray any staff passing out food or food service staff can get them a tray.	Information Provided
228.	Incarcerated individual expressed concerns about not being allowed to have a property item despite showing the proper receipt for it.	The OCO contacted the DOC regarding the property. The individual cannot have it despite having a receipt, because the item number is scratched out so it is impossible to tell who it belongs to. As a result, the individual will need to file a tort claim.	Information Provided
229.	Person followed up on previously closed OCO case to report a need for medication to be renewed, access to psyllium, and knee replacement. Person requested the OCO advocate for him to be released on extraordinary medical placement (EMP).	The OCO reviewed the closed case about this concern and found that DOC reported the injection was not medically indicated. The original closing summary was reiterated to the patient. The OCO provided information about how to follow up about psyllium access and knee replacement and that this office cannot impact change related to the individual's release. This office also reviewed related grievances in OMNI and could not identify any related medical resolution requests in 2023. The individual was	Information Provided

	encouraged to utilize the DOC resolution process prior to contacting the OCO for assistance.		
230.	<p>External person reports their loved one is being poisoned and targeted by other incarcerated people and DOC will not move him to safety or test the air/water. The person also mentioned their loved one is not receiving proper medical care.</p>	<p>The OCO contacted the facility health services team for a meeting to review the patient's current treatment, care, and reported concerns. The OCO confirmed access to medical appointments, testing, treatment, placement in the infirmary, COA, and ER visits. Individual was cleared as medically stable. Separately, postnasal drip was identified, and a prescription ordered. DOC reports communicating with the family after multiple contacts. Patient has been assessed and medical and mental health plan for continued monitoring. The OCO then followed up with custody staff about any incidents of other incarcerated individuals poisoning the individual and was unable to identify evidence to substantiate this concern. The OCO attempted to get a signed ROI from the patient, but he declined.</p>	<p>Insufficient Evidence to Substantiate</p>
231.	<p>Patient reports concerns about access to medical care for a potential blood clot in leg.</p>	<p>The OCO contacted DOC health services and confirmed the patient had been seen by medical for leg concerns and could not identify evidence to substantiate a blood clot based on medical assessments. Patient had been seen by medical after transferring facilities but had not mentioned leg issues at those appointments. The OCO provided information about access to sick call and reporting new or ongoing symptoms.</p>	<p>Insufficient Evidence to Substantiate</p>
232.	<p>The incarcerated individual reports after an investigation were substantiated naming him as a victim of a PREA he has been experiencing retaliation from DOC staff. The individual reports a lack of access to the resolution program, phone numbers being blocked from his IPIN, infractions that are later being dismissed and his classification. The individual requests OCO assist him in receiving the correct custody level, to be transferred and for DOC to follow their own policies.</p>	<p>The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed the individual's classification and found that although he did have medium custody points DOC headquarters overrode the medium classification due to security concerns. This office also verified that resolution requests are being responded to and a phone number was blocked due to an ongoing investigation. The OCO verified the individual's transfer was related to security concerns previously mentioned. To substantiate retaliation, the OCO must be able to prove that a negative action from a DOC staff member is not only linked close in time to an incarcerated individual's protected</p>	<p>Insufficient Evidence to Substantiate</p>

		action but there must be evidence of a clear relationship between the two acts.	
233.	Incarcerated individual reports inappropriate activity occurring in the areas of the unit that are not shown on the security cameras.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO spoke with DOC staff and verified that the allegations were addressed and that no evidence exists to prove the allegations.	Insufficient Evidence to Substantiate
234.	Incarcerated individual expressed safety concerns at their current facility.	The OCO reviewed the individual's most recent custody facility plan in which DOC did not find any validated protection concerns.	Insufficient Evidence to Substantiate
235.	Incarcerated individual expressed concerns about a PREA issue.	The OCO was unable to locate any information in the individual's record related to the reported concern.	Insufficient Evidence to Substantiate
236.	Incarcerated individual reports retaliation after DOC substantiated an investigation.	The OCO reviewed the investigation and the incidents occurring after and spoke with DOC staff about the concerns presented. The OCO was unable to locate evidence to prove that disciplinary action from DOC staff members meet the definition of retaliation. The OCO was unable to substantiate the concern due to insufficient evidence.	Insufficient Evidence to Substantiate
237.	An individual reported that another individual is being treated poorly by staff in the COA.	The OCO contacted the facility and asked for a review of video footage from the day reported. After the review, the OCO could not substantiate staff misconduct.	Insufficient Evidence to Substantiate
238.	Incarcerated individual expressed concerns about placement in IMU.	The OCO was unable to find evidence that shows the individual was placed in IMU due to retaliatory reasons. The OCO reviewed the custody facility plan which shows the individual is in IMU due to two infractions.	Insufficient Evidence to Substantiate
239.	A loved one reports that an incarcerated individual has been in administrative segregation for a month with no information provided to him.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO reviewed DOC records and found that his individual is in administrative segregation pending an investigation. DOC 320.200 Administrative Segregation states that an individual may be assigned to Ad Seg when the individual is pending investigation for behavior that represents a significant threat.	No Violation of Policy
240.	The incarcerated individual reports that his Custody Facility Plan (CFP) gives him medium points, but DOC has him sent to close custody. The individual reports that he sent an appeal letter, and it was sent back to him with writing on it, but no one wrote their name or date, just that the	The OCO was unable to substantiate there was a violation of policy by DOC. Regarding the infraction appeal, per DOC 460.140 an appeal panel determines procedural, jurisdictional, finding of guilt, or sanctioning errors. There is no mention of administrative/spelling errors being grounds	No Violation of Policy

decision stands. The individual reports other DOC staff wrote in his CFP that he should go to medium, and he has earned his medium points and has been in the IMU since 2021. The individual reports he received an 896 infraction with his name spelled wrong, which is grounds for dismissal. The individual says he soon will have 600 level infraction that will fall off and he will automatically get 10 more points which provides him camp level custody points, yet DOC wants to send him to close custody. The individual also reports he has an active separation order.

for dismissal. The person received a custody level override for institution security due to infraction behavior. The requested facility is not available due to his current custody level. The OCO verified that his medical needs, keep separate orders, and prohibited placements were considered in his custody facility plan. The transfer was made in accordance with DOC 300.380 Classification and Custody Facility Plan Review.

241. Person reported that he received an infraction, but was found not guilty, and has still been in the Intensive Management Unit (IMU) for months.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO reviewed DOC records and saw that DOC has ongoing safety and security concerns regarding this individual. DOC 320.250 Maximum Custody Placement/Transfer/Release states that there are established guidelines for demotion to, transfer between, and release from Maximum (MAX) custody for incarcerated individuals who pose a significant risk to the safety and security of employees, contract staff, volunteers, or other individuals.	No Violation of Policy
242. Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the infraction and appeal packet for the infraction. DOC uses a "some evidence" standard based on US Supreme Court ruling holding that it is only required that there be "some evidence to support the findings made in the [prison] disciplinary hearing." (Superintendent, Massachusetts Corr. Inst. Walpole v. Hill). Thus, to substantiate an infraction, DOC only needs to show there is "some evidence" of the infraction behavior which includes just a staff's statement or recollection of the events, as was stated in this infraction narrative.	No Violation of Policy
243. Incarcerated individual expressed concerns about not receiving their full job pay as well as concerns about LFO deductions.	The OCO was unable to investigate the concern regarding the full job pay as the individual did not grieve this concern. The OCO reviewed the level 1, 2 and 3 grievance responses regarding the LFO deductions and find the individual was provided with a thorough explanation of the deductions and	No Violation of Policy

		could not find a violation of DOC 200.000 Attachment 3.	
244.	Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the documents related to the infraction and found no violation of DOC 460.500 as the individual's actions met the elements of the infractions.	No Violation of Policy
245.	Person reports counselors did not do their job when he was previously released.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. DOC staff adhered to DOC 300.380 Transition and Release IV. A. which states that case managers will meet with individuals to initiate release planning using DOC 02-187 Individual Reentry Plan and DOC 20-414 Intake Questionnaire. It goes on to state that attempts to develop release addresses and secure funding/resources to support an individual's release plan will be documented in the electronic file. The OCO verified the individual did not require a release address when he previously released.	No Violation of Policy
246.	Incarcerated individual expressed concerns about two infractions they received.	The OCO reviewed the infraction and appeal narrative for both infractions and found the individual's behavior met the element of all the infractions upheld.	No Violation of Policy
247.	Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the infraction and appeal narrative and found the infraction is substantiated based on the infraction summary and the video summary. Per WAC 137-28, an attempt is treated the same as a full completion of an infractable behavior.	No Violation of Policy
248.	Person reports they have been blocked from contacting an outside loved one.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Per DOC 450.300 Attachment 1 #6, former DOC employees, contract staff, and volunteers who are not immediate family may request visiting privileges after one year has elapsed from the last date of employment/work/volunteering for the DOC. The OCO informed the individual how to appeal the no contact provisions put in place by DOC.	No Violation of Policy
249.	Person reports they have issues with facility assignment. Person states they have security concerns at certain facilities.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Per DOC 300.380 VI. A., determining facility placement will be consistent with DOC needs and will address safety and security issues, including separation and facility prohibitions.	No Violation of Policy

**INTAKE INVESTIGATIONS****Airway Heights Corrections Center**

250. Person reports he filed a grievance regarding his missing property. Person was told to do a rewrite and it was not accepted.	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 did investigate this concern. The individual is advised to file a tort claim for any property that was not returned.	Administrative Remedies Not Pursued
251. Person reported wanting DOC to contract with the mail order company Walkenhorst and stated that DOCs in several other states contract with this company.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
252. Person reports they were infracted for not going into their cell and giving roommate privacy while they used the restroom.	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 individual did not appeal the infraction.	Administrative Remedies Not Pursued
253. Person reports half the phones in the unit do not work properly. Person also reports issues with their tablet and the ice machine in the unit.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO contacted staff in the unit and proper steps are being taken to investigate the phone outages in the unit.	Administrative Remedies Not Pursued
254. Person reported multiple concerns, including not being given a job, money being taken out of his account, issues with his sentence and with the grievance 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



255. Person reports their therapy aide and wheelchair pusher need to be accessible and live in the same unit.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
256. Person reports they have suffered negligence, prejudice, and defamation of character at the hands of DOC. This treatment from DOC has resulted in undue prison confinement, pain, suffering and emotional trauma. The person is requesting help with litigation.	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 requested resolution is not within the ombuds statutory power and authority. The OCO cannot assist with litigation.	Declined
257. Person reports they were terminated from graduated reentry.	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 nature and quality of evidence. The individual did not appeal the infraction and is currently scheduled for release.	Declined
258. External individual reports an incarcerated individual has not been afforded their good conduct time (GCT) after they completed all the requirements of their good conduct time restoration pathway. The external individual requests the OCO investigate and recommend DOC provide the incarcerated individual with their good conduct time from the restoration plan.	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
259. Patient reports being prescribed opiate medication for pain after requesting non-opiate pain management options. The person attempted a grievance appeal and was told he was outside of timelines. He has attempted medical emergencies.	The incarcerated individual called via hotline to withdraw the complaint.	Person Declined OCO Involvement
260. The incarcerated individual reports that he has a documented disability and should not be forced to work while he is incarcerated.	This person was released prior to the OCO taking action on the complaint.	Person Left DOC Custody Prior to OCO Action
<b>Clallam Bay Corrections Center</b>		
261. Outside loved one reports during visiting they were harassed by visiting room staff.	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: Lack jurisdiction over the complaint. At a minimum, complaints should meet the requirements in	Declined

RCW 43.06C.040 and be: About an incarcerated individual.

262. Outside person reports they have not had contact with their incarcerated loved since they were placed in administrative segregation.	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
---	--	---------------------------------

**Coyote Ridge Corrections Center**

263. Person reports they received a 90-day disposition for their broken property.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
---	--	-------------------------------------

264. Incarcerated individual expressed concerns about an infraction they received.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
--	--	-------------------------------------

265. Person reported getting an infraction for covering his window.	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. Person reported issues with his release plan, conditions from the court, and his judgment and sentencing.	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
--	--	---------------------

267. The incarcerated individual reports he was wrongfully convicted and wants someone to review his case.	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
--	--	---------------------

268. Person reports that DOC keeps feeding him onions despite having an allergy to them.	The incarcerated individual advised the OCO they did not want the OCO to investigate the complaint.	Person Declined OCO Involvement
--	---	---------------------------------

**Larch Corrections Center**

269. Person reports issues with their time calculation	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through	Administrative Remedies Not Pursued
--	--	-------------------------------------

the DOC internal grievance process, administrative, or appellate process.

<b>Monroe Correctional Complex</b>		
270. Person reports DOC is restricting contact with their incarcerated loved one.	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
<b>Monroe Correctional Complex - CAMP</b>		
271. Incarcerated individual expressed concerns about an infraction they received.	The OCO reviewed the infraction narrative and found the individual pled guilty to the infraction.	Declined
<b>Monroe Correctional Complex - SOU</b>		
272. A loved one reports that an incarcerated individual's cell was searched multiple times in a two-week period, and that his legal notes were confiscated.	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
273. Person reports they requested video footage from December as evidence and was not shown the correct video. Person would like staff fired.	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 requested resolution is not within the ombuds statutory power and authority.	Declined
274. Person reports being infraacted for harassment. The person requests the OCO assist in prosecuting the DOC staff involved in the harassment.	The OCO lacks jurisdiction to investigate this complaint. Per WAC 138-10-040, the requested resolution is not within the ombuds' statutory power and authority. The OCO does not have authority to prosecute DOC staff and the evidence available does not support the claims of harassment.	Lacked Jurisdiction
<b>Monroe Correctional Complex - TRU</b>		
275. Person reports DOC staff are giving them negative behavior observation entries and infractions based on false information.	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 individual was advised to appeal behavior observation entries and/or infractions before the OCO is able to investigate.	Administrative Remedies Not Pursued
276. Person reported that he is trying to get in contact with mental health and get a	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a	Administrative Remedies Not Pursued

	sooner appointment than the one he has scheduled.	complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	
277.	Person reports issues with the conduct of DOC law library 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
278.	Person reported that the yard is a gravel track that has not been kept up by maintenance and is difficult for individuals with wheelchairs or walkers.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
279.	Person reported being sexually assaulted in 2015 in DOC custody and stated that no investigation occurred. Person is no longer in DOC custody.	The OCO has declined to review this concern. The OCO is required to establish priorities based on the limited resources available to the office. This incident occurred in 2015 and the individual is no longer under the custody of DOC. As WAC 138-10-040(3)(a)(f), states, "the ombuds may decline to investigate any complaint or may close any investigation of any complaint for any of the following reasons: (a) Lack jurisdiction over the complaint At a minimum, complaints should meet the requirements in RCW 43.06C.040 and be: (i) About an incarcerated individual; (f) the alleged violation is a past rather than ongoing issue.	Declined
280.	Person reports they applied for graduated reentry and have not received a response from DOC.	Per WAC 138-10-040, this office may close an investigation of a complaint for any of the reasons: complaint does not allege violation of policy, procedure, or law. The individual is advised to contact their counselor for more information on the approval process for graduated reentry.	Declined
<b>Olympic Corrections Center</b>			
281.	Person reported that when she was revoked and arrested by DOC, her wallet and purse were supposed to be in DOC possession. Person reported that her phone is in DOC possession, but that DOC	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through	Administrative Remedies Not Pursued

	says they do not know where her other possessions are.	the DOC internal grievance process, administrative, or appellate process.	
282.	A loved one reports a discrepancy between DOC and a county court regarding community supervision for an individual who is now incarcerated.	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. The OCO also lacks jurisdiction over community custody and supervision concerns.	Lacked Jurisdiction
283.	A loved one reported concern with a cause number for an individual that is now incarcerated, stating a discrepancy between what is written in the case and what he plead to in court.	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
284.	Outside person reports their incarcerated loved ones right to a speedy trial was violated.	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
285.	A loved one reported that an individual was unlawfully detained at a county jail.	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
<b>Other – Community Custody, Jails, Statewide, Out of State</b>			
286.	Person reports their video visit was terminated and they did not receive a warning.	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. Denial/suspension/termination of video visits has its own appeal process; the individual is encouraged to appeal the decision.	Administrative Remedies Not Pursued
287.	Person reports they do not have access to appropriate clothing for weather conditions.	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.	Person reports phones in the yard are not working properly. Person states the phone took money but did not allow them to make the call.	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. Person reports they need assistance cutting their toenails.	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 reports they received a negative behavior observation entry as a form of staff retaliation.	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
291. Person reports they were transferred and have not received their property.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued

#### **Stafford Creek Corrections Center**

292. Individual reported he has safety concerns and refused his housing. He is worried that he will be returned to general population.	The individual contacted the OCO after he filed the complaint and stated his issue is being resolved. The OCO followed up and verified that the DOC is reviewing the safety concern.	Person Declined OCO Involvement
--	--	---------------------------------

#### **Washington Corrections Center**

293. Person reports they were terminated from their work position and was not given a reason.	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 individual was advised in their grievance response to follow the proper appeals process for this issue.	Administrative Remedies Not Pursued
294. Person reported that since arriving to the facility, he is locked down 23 hours a day, sometimes more. Person reported that this makes it hard for him to get a phone to contact loved ones, and says he is denied every possible way to get a phone.	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. External contact states DOC staff are targeting incarcerated individual with unfounded and excessive infractions.	The OCO declined this case due to insufficient evidence. Per WAC 138-10-040, this office may close an investigation of a complaint when the nature and quality of evidence would be insufficient to substantiate the allegation.	Declined
296. Person reports that his ERD is incorrect because DOC is not calculating the start of his sentence correctly.	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. The OCO has confirmed that DOC has explained his sentence structure to him and conducted an audit. If this individual thinks he is supposed to receive more jail credit, he will need to contact the court. The OCO has no jurisdiction over the courts.	Lacked Jurisdiction
297. Outside person reports their incarcerated loved one was moved from their unit after threats were made towards them.	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

### **Washington Corrections Center for Women**

298. Person reports they were removed from their incarcerated loved one's visiting list with no explanation.	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 incarcerated individual has not filed a complaint regarding this issue. The individual was informed the loved one can reapply for visits after 90 days per DOC 450.300. The person was advised to submit a resolution request and to contact the OCO once they have received a level II response from DOC, if they would like the OCO to investigate this concern.	Administrative Remedies Not Pursued
299. Person received an infraction for not providing a urinalysis sample. They are currently appealing the infraction.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO is unable to investigate this matter until after the appeal hearing is complete.	Administrative Remedies Not Pursued

## Washington State Penitentiary

300. Person reports their incarcerated loved one was transferred and has not received their property boxes.	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. Person reports they did not receive all the documents requested in a 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
302. Person reported not receiving all his property when transferring to a different facility. He stated that he thinks the issue is that his chain boxes were not properly inventoried.	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
303. Incarcerated individual reports DOC is charging a fee to have a thorough investigation through a protected investigative process.	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. Person reports laundry machines need repairs, so their unit has been without access for two weeks.	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
305. Incarcerated individual expressed concerns about an infraction they received.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
306. Patient reports he has been trying to receive treatment for an old injury. He has received a medication that is not effective. DOC did an x-ray but did not find 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	Administrative Remedies Not Pursued



	issue. He is requesting a second medical opinion and that DOC acquire his community medical records that show the incident that may be causing the pain.	reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	
307.	Person reports staff lost pictures of a family member.	Per WAC 138-10-040, this office may close an investigation when the complainant has not alleged a violation of policy, procedure, or law or for other reasons the ombuds deems relevant to the complaint including, but not limited to, the priority and weight given to these and other relevant factors.	Declined
308.	Person reports the OCO closed a case they had open. Person states they did not pursue administrative remedies for fear of retaliation.	Per WAC 138-10-040, this office may decline to investigate any complaint or may close any investigation of any complaint for any of the following reasons: Lack jurisdiction over the complaint. At a minimum, complaints 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.	Declined
309.	External person reports DOC staff used a dental product incorrectly, causing their loved one unnecessary pain following dental appointments.	The OCO contacted the patient via mail and requested more information about the dental concern. There were no related DOC resolution requests on file for the concern and the patient never followed up with this office. The case was closed, and the person was sent information about how to contact the OCO if future concerns arise or if they would like a review of the dental issue.	Person Declined OCO Involvement
310.	The incarcerated individual reports that they are not being allowed their property while in special housing.	The incarcerated individual advised the OCO that they did not want the OCO to investigate the complaint.	Person Declined OCO Involvement
311.	Incarcerated individual requests assistance from OCO in clarifying a DOC investigation.	The incarcerated individual advised the OCO they did not want the OCO to investigate the complaint.	Person Declined OCO Involvement
312.	Person reports they did not have proper representation at a revoke hearing, due to attorney not being competent. Person would like a new hearing with a new attorney.	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

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

<b>Case Closure Reason</b>	<b>Meaning</b>
<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.
<b>Assistance Provided</b>	The OCO achieved full or partial resolution of the person's complaint.
<b>Information Provided</b>	The OCO provided self-advocacy information.
<b>DOC Resolved</b>	DOC staff resolved the concern prior to OCO action.
<b>Insufficient Evidence to Substantiate</b>	Insufficient evidence existed to substantiate the concern.
<b>No Violation of Policy</b>	The OCO determined that DOC policy was not violated.
<b>Substantiated</b>	The OCO verified the concern but was unable to achieve a resolution to the concern.
<b>Administrative Remedies Not Pursued</b>	The incarcerated person did not yet pursue internal resolution per RCW 43.06C.040(2)(b).
<b>Declined</b>	The OCO declined to investigate the complaint per WAC 138-10-040(3).
<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).
<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.
<b>Person Left DOC Custody</b>	The incarcerated person left DOC custody prior to OCO action.

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

## Abbreviations & Glossary

**ADA:** Americans with Disabilities Act

**AHCC:** Airway Heights Corrections Center

**ASR:** Accommodation Status Report

**BOE:** Behavioral Observation Entry

**CBCC:** Clallam Bay Corrections Center

**CCCC:** Cedar Creek Corrections Center

**CI:** Correctional Industries

**Closed Case Review:** These reviews may be conducted by the OCO when a complainant whose case was closed requests a review by the supervisor of the original case handler.

**CO:** Correctional Officer

**CRC:** Care Review Committee

**CRCC:** Coyote Ridge Corrections Center

**CUS:** Correctional Unit Supervisor

**DES:** Department of Enterprise Services

**DOSA:** Drug Offender Sentencing Alternative

**EFV:** Extended Family Visit

**ERD:** Earned Release Date

**GRE:** Graduated Reentry

**HCSC:** Headquarters Community Screening Committee

**HSR:** Health Status Report

**IIU or I&I:** DOC's Intelligence and Investigations Unit ("Intelligence & Investigations")

**J&S:** Judgment and Sentence

**MCC:** Monroe Correctional Complex

**MCCCW:** Mission Creek Corrections Center for Women

**OCC:** Olympic Corrections Center

**Pruno:** Alcoholic drink typically made by fermenting fruit and other ingredients.

**PULHES-DXTR codes:** Washington DOC assigns health services codes to every individual incarcerated in its system. These codes, known as PULHES or PULHES-DXTR codes, are meant to note the presence and severity of various health-related factors, such as medication delivery requirements, mobility limitations, developmental disability, and use of mental health services.

**SCCC:** Stafford Creek Corrections Center

**SOTAP:** Sex Offender Treatment and Assessment Program

**SVP:** Sexually Violent Predator

**TC:** Therapeutic Community

**WaONE:** Washington ONE ("Offender Needs Evaluation")

**WCC:** Washington Corrections Center

**WCCW:** Washington Corrections Center for Women

**WSP:** Washington State Penitentiary