

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 a case for every complaint received by this office. The following pages serve as the public decisions required by RCW 43.06C.040(2)(k).

Case Closure Reason	Meaning	Total
Assistance Provided	The OCO achieved full or partial resolution of the person's complaint.	43
Information Provided	The OCO provided self-advocacy information.	63
DOC Resolved	DOC staff resolved the concern prior to OCO action.	52
Administrative Remedies Not Pursued	The incarcerated person did not yet pursue internal resolution per RCW 43.06C.040(2)(b).	61
Substantiated Without Resolution	The OCO verified the concern but was unable to achieve a resolution to the concern.	19
Insufficient Evidence to Substantiate	Insufficient evidence existed to substantiate the concern.	33
No Violation of Policy	The OCO determined that DOC policy was not violated.	68
Unexpected Fatality Review	The incarcerated person died unexpectedly, and the death is under review.	0
Person Left DOC Custody	The incarcerated person left DOC custody prior to OCO action.	10
Person Declined OCO Involvement	The person did not want the OCO to pursue the concern or the OCO received no response to requests for more information.	7
Lacked Jurisdiction	The complaint did not meet OCO's jurisdictional requirements (typically when complaint is not about an incarcerated person or not about a DOC action).	16
Declined	The OCO declined to investigate because the complaint had already been investigated by this office.	0

Monthly Outcome Report: July 2022

Complaint Summary		Outcome Summary	Case Closure Reason
Airway Heights Corrections Center			
1.	Incarcerated person reports they filed a grievance regarding an issue with a staff member who made a mistake on their job referral/assignment and is not willing to correct the mistake. Person says they are concerned about retaliation from the staff member for filing the complaint through DOC's Resolution program and wants to create a record pre-emptively.	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
2.	The incarcerated individual reports that he is concerned he will get into trouble because of his roommate's activities. Their cell was searched this morning and the individual reports that his roommate made threats that if he tells staff what the roommate is doing, he will be harmed. The individual has about two months left on his sentence and does not want to be involved.	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
3.	The incarcerated individual reports that the facility has not given him a new blue mattress. However, the individual reports that the facility claims that they have given a new mattress to everyone.	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
4.	Family reports incarcerated loved one was sent to segregation. He was told his mail from 'outside parties' will be restricted for six months; however, he is not receiving mail from anyone. His family has tried to send him mail but he is not getting any letters or books. He is also not allowed to use the phones. Family is concerned about his mental health.	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
5.	Incarcerated individual reports that EMTs came into their unit to assist a man having a heart attack and the EMTs were not wearing masks and the person was on the floor for a long time. The individual also states that staff are not picking up any kites or resolution requests.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued

6.	The incarcerated individual filed for extended family visits, and it was approved by their facility. When the application got to headquarters, it was denied due to a harassment charge from twenty years ago.	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
7.	The incarcerated individual reports that DOC asked them to sign a waiver releasing DOC from all liability in case this person gets sick as a result of less-restrictive housing. The medical staff told this person that he was high risk because of his medical issues, but he says that he has no medical issues and when he asked staff what his medical issues were, they would not tell him. He wants more information about the waiver and what kind of medical treatment they will or will not give him if he gets sick.	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
8.	Incarcerated individual reports issues with staff not assisting with Zoom hearings and court access. Individual also reports delays in access to legal documents which may impact sanctions.	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
9.	Incarcerated individual reports they received a major infraction three to four months ago but was served a week ago. They state it has been more than five business days and has not yet had a hearing. They state infractions are taking a long time and it is happening to other people too.	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 appeal process.	Administrative Remedies Not Pursued
10.	The incarcerated individual feels as though he is being retaliated against when he uses the resolution process. The resolution specialists either ignore or lose the individual's resolution requests.	The OCO provided assistance. This office contacted the Resolution Department to request they assist the individual in writing a resolution request per the Resolution Program Manual. The DOC agreed and the OCO later confirmed that the individual has now had several resolution requests accepted.	Assistance Provided
11.	A loved one called in and asked if the OCO could help an incarcerated individual get back to their regular facility. This individual had been exposed to TB and the facility transferred this person to another facility as a result. He has been at this other facility for over five months without his property or any access to the library. The incarcerated	The OCO provided assistance. The OCO contacted the DOC about this concern. The DOC reported that the individual could come back as soon as they were cleared by medical staff and in the meantime, could request to have their property transferred to the individual's current location. The OCO followed up a couple of weeks later and determined	Assistance Provided

	individual is cleared to go back but has not been transferred yet.	that this person was transferred back to their original facility.	
12.	Incarcerated individual reports that he is not safe in his current unit. The individual was moved to the current unit he is in due to a pending infraction related to possessing contraband. He reports that he has nothing to do with the contraband found and does not agree with the unit move or the infraction DOC issued to him.	The OCO provided assistance. The OCO alerted the DOC of the concerns; DOC staff then worked with the individual to ensure his safety. DOC provided him with options to access safer housing while the infraction is pending.	Assistance Provided
13.	The incarcerated individual reports problems with air circulation in their unit. The individual reports that DOC staff have said that they have put in work orders but do not have an HVAC person to address the issue. The individual says that this has become a more serious problem as the weather gets warmer.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted the facility and was ensured that maintenance had resolved the air circulation problems in the unit of concern.	DOC Resolved
14.	The patient declared a medical emergency and received an x-ray that showed a gallstone. He was sent to the hospital and the doctor recommended his gall bladder be removed right away. He said he is being "slow-walked" by DOC medical.	DOC staff resolved this concern prior to the OCO taking action on this complaint; the OCO confirmed the patient was sent offsite for the procedure.	DOC Resolved
15.	The incarcerated individual was resentenced, and they were supposed to be given good conduct time on the two 60-month enhancements which would be a total of 120 months of good conduct time. The judge revised and amended his judgment and sentence and ordered a change to his early release date. With this new order, he is now past his release date and wants DOC to update his information.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed this person's records and verified that DOC is currently working on a release plan for this individual.	DOC Resolved
16.	Attorney reports transgender individual has been experiencing eight months of increasing discrimination, harassment, and retaliation. Individual has been subjected to consistent pat and cell searches after filing a grievance regarding staff conduct. Since then, she has filed additional grievances and two PREA complaints, which has resulted in increased harassment by DOC staff. Grievances are being ignored or rejected without explanation. Correctional Officers are claiming the individual's complaints are related to mental illness and hallucinations. However, the individual was seen by mental health and there were no findings of mental health issues. The harassment is preventing her from	The OCO scheduled a confidential phone call with the incarcerated person and provided self-advocacy information regarding handling of disciplinary infractions. Individual reports no current concerns or requests for OCO assistance.	Information Provided

leaving her cell. Attorney requested the OCO contact the incarcerated person directly so she can share her concerns.

17.	The incarcerated individual reports that he does not have a new blue mattress, however, the facility is claiming that everyone has received a new mattress. The incarcerated individual asked if he could have one of the stored mattresses and was told that these mattresses are being saved for a possible COVID outbreak.	The OCO provided information regarding the current supply chain issues that have prevented the facility from receiving new mattresses to be issued to the units. The mattresses that were being stored were specifically issued for ICP (Incident Command Post).	Information Provided
18.	Person is requesting assistance from the OCO for their loved one to be allowed to file legal documents relating to a use of force incident with a staff member.	The OCO provided self-advocacy information to the incarcerated individual along with an OCO complaint form.	Information Provided
19.	Incarcerated individual reports that after a fall on the job in the Correctional Industries kitchen he was given health status reports (HSRs) by DOC medical that resulted in him losing his job. He does not understand why they terminated him for that and wants his job back.	The OCO provided information regarding the reason for the employment termination. The current HSRs that the individual has been issued does not allow him to perform the job duties required in the CI kitchen. The OCO provided information about how to work with facility medical staff to safely have the HSRs removed so he can go back to working in the kitchen. The OCO confirmed that if the HSRs are removed he will not have to re-apply for a CI kitchen job; the kitchen will take him back when medical clears him to be able to safely perform the duties required of the job.	Information Provided
20.	Person called the hotline to request information. They saw a memo that the OCO was going to visit AHCC and was wondering if that had occurred or not. If not, he requested to be put on a call out to meet with the OCO Director during the visit. He also asked how many Associate Superintendents there are within DOC and what facilities they are over. Person also asked for the names of the LLOs and Law Librarian for AHCC.	The OCO provided information to the incarcerated individual on how to locate DOC staff information. He can kite his counselor or CUS regarding staff at the facility and he can request a public disclosure from DOC regarding the number of Associate Superintendents. The OCO had already made the visit to AHCC before this individual had made his request for meeting.	Information Provided
21.	Family member of an incarcerated individual is concerned because her incarcerated family member is experiencing mental health issues and keeps getting transferred to different DOC facilities. DOC staff will not provide her any information about his status because he has not signed the proper waiver allowing her to have information about his well-being and whereabouts.	The OCO provided information regarding how to access DOC's online search tool to check on the location of an incarcerated individual.	Information Provided
22.	Incarcerated individual reports concerns about the length of time their unit has been	The OCO provided information regarding DOC's implemented policies to address COVID-	Information Provided

	held on COVID-19 quarantine. The individual reports that the DOC is not following and/or misinterpreting CDC guidelines and the continuous isolations feel like a punitive measure by the unit's staff.	19 conditions within the facilities. The OCO was not able to determine the DOC actions in this case were outside of those implemented policies.	
23.	The incarcerated individual reports being denied for extended family visits (EFVs) after years of trying to apply. The documentation said EFVs were denied due to domestic violence indicators per DOC 590.100. He says the appeal requires specific reasons that address the denial, but he does not understand what specific information they were using to deny the visits. He replied via the kiosk asking for more information but never received a response.	The OCO provided information regarding the types of domestic violence indicators DOC reviews and considers when reviewing EFV applications. This office also provided information about how to file an EFV appeal and what information DOC visitation needs to process an EFV appeal.	Information Provided
24.	Incarcerated individual reports that he was told he is being transferred to a close custody unit at another facility for protective custody purposes, however, he is medium custody and wants to go to camp instead. The individual has been trying to get a job and get into classes and feels frustrated with this situation.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed the individual's Custody Facility Plan and close custody has not been recommended.	Insufficient Evidence to Substantiate
25.	Individual reports an officer continuously harasses, makes fun of, and calls her slurs for being transgender. This person reports that the Correctional Officer is looking her up on Facebook to further bully her.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed related grievances and contacted DOC to confirm specific concerns were sent through the appropriate PREA process. The OCO then requested and followed up with DOC until investigation was completed; DOC concluded the PREA report was unfounded. This office then reviewed the investigation packet and confirmed the investigation was completed according to policy. The OCO scheduled a confidential phone call with the incarcerated person and provided self-advocacy information regarding OCO follow up. Individual reports that the staff member no longer works there; no current concerns or requests for OCO assistance.	Insufficient Evidence to Substantiate
26.	Incarcerated individual reports a DOC staff member brought up his convictions during a resolution request interview instead of discussing the issue. Individual reports the staff member refused to allow him to leave the room and another staff member witnessed the incident. The individual is	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed documentation related to the resolution request investigation and did not find evidence to support that the DOC staff member focused on the individual's convictions during the resolution request interview.	Insufficient Evidence to Substantiate

concerned with the way that the interview was conducted.

27.	A family member reports concerns about an infraction their loved one received for interfering with count. It is reported that when DOC was asked to pull the video footage it was for the wrong time and the hearings officer said that it was too dark to see anything in the video but the individual says all the lights are turned on during count so it cannot be the correct footage.	The OCO was unable to locate the infraction that individual described, it may be that DOC dismissed the infraction prior to the OCO's involvement. As a result, the OCO was unable to investigate this concern.	Insufficient Evidence to Substantiate
28.	Incarcerated individual reports his denial of release to transitional housing. DOC Community Corrections Officer (CCO) reports that the denial is due the transitional housing not being seen as a good fit however, when he spoke with the transitional housing management, they reported it was due to the risk level to re-offend around a certain demographic of people. Reports that DOC staff lied to him.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO finds that the CCO denied the release address per policy requirements for community safety.	Insufficient Evidence to Substantiate
29.	Incarcerated individual is transferring to the Monroe Residential Treatment Unit. They have extensive sexual assault history as a victim in this county and trauma from being at Monroe previously. They feel comfortable at their current facility where their needs are being met.	The OCO contacted the DOC and was told they will transfer this individual based on a mental health assessment and mental health needs. The Residential Treatment Unit can give this individual the specialized mental health treatment that they need. The OCO could not identify a safety concern with the transfer.	Insufficient Evidence to Substantiate
30.	Incarcerated individual transferred between four facilities in a short period of time. He reports that two of his boxes were lost during these three moves. He has filed a resolution request, but the resolution team has not resolved the issue.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO spoke with DOC staff members at each facility, but no facility was able to identify any of his lost items. All facilities have sent all of his property to his current facility. The OCO provided information to the individual about filing a tort claim so that he may be potentially compensated for any lost items.	Insufficient Evidence to Substantiate
31.	The incarcerated individual reports 10 months of issues with Jpay. Last year he bought a new tablet that was defective. He has filed 39 trouble tickets, and the tablet has been replaced but is still not working.	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
32.	Incarcerated individual reports he was terminated from Sex Offender Treatment and Assessment Programs (SOTAP) unjustly. The individual reports he was infraacted for the termination for failure to program. He was willing to program but was terminated so	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO reviewed the termination documentation, related resolution requests and central file entries related to the termination and did not find the individual was	No Violation of Policy

could not attend programming further. The individual reports DOC staff were comparing him to others in the program and he reported that was unfair.

terminated outside of DOC 570.000 Sex offense Treatment and Assessment Programs. Per DOC 570.000, "Individuals may be unsuccessfully discharged from treatment for the following reasons and will be subject to disciplinary action: 6. Lack of progress in treatment, as determined by the SOTAP Program Manager." The individual may re-apply for the program next year.

33.	Person reports that their counselor took five days of good time from him because he had to quit his job when his pain got too bad to work. Person says they attempted to be seen by medical but medical told him they were not seeing patients because of COVID. His counselor said he had not been in contact with medical.	The OCO was not able to substantiate a violation of policy. Per DOC 350.100, individuals cannot accumulate earned time if they are not participating in their assigned programming/employment.	No Violation of Policy
34.	The person has been approved to go to another facility and they are sitting in segregation. They want to know when they are being transferred.	OCO was able to confirm with DOC that this incarcerated individual is approved for transfer, however there is no transfer date set yet. This individual is currently in segregation due to infraction behavior and has refused to be housed with a cell mate.	No Violation of Policy
35.	Incarcerated individual was involved with a PREA investigation and has not received any communication about the investigation.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO confirmed that the PREA investigation is still pending and has been delayed due to the COVID-19 outbreaks at the facility creating a shortage of staff to investigate the PREA related allegations. The individual will receive notification once the investigation is complete.	No Violation of Policy
36.	The incarcerated individual is concerned about DOC medical staff forcing him to sign documentation. He reports that staff took him out of his cell and asked him to sign two forms. The individual says he was tired, and he did not have his glasses on. DOC staff told him that he had to sign the forms, which he did. DOC staff made him take two UAs in three days, and he also does not feel that is fair.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The incarcerated individual filed a resolution request because he was experiencing kidney pain. DOC medical staff then conducted a medical assessment to address his concerns, which is why he was asked to sign forms and given UAs.	No Violation of Policy
37.	The incarcerated individual reports concerns about his release date being moved a month later due to a disciplinary action resulting in receiving a sanction of 30 days loss of good time. The individual does not feel this is an appropriate sanction.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO independent review determined that loss of good conduct time is an appropriate sanction per the Sanctions policy 460.050 which states "that the sanctions imposed will be in accordance with the	No Violation of Policy

guidelines, disciplinary program and be determined based on the circumstances and seriousness of the offense”. This individual received a serious infraction, and the sanctions were following guidelines indicating he could lose 30 days of good time, impacting his release date.

38.	Incarcerated individual was found guilty of a 752 infraction when synthetic cannabinoids (“spice”) was found in their cell, they state they submitted an infraction appeal several months ago but has not heard back from DOC.	The OCO reviewed the infraction and appeal packet and verified that the individual did get an appeal response. There is evidence to substantiate the infraction as paper in the individual’s cell tested positive for synthetic cannabinoids and the individual was the sole occupant of the cell at the time.	No Violation of Policy
39.	The incarcerated individual reports that his GRE has been denied due to termination from work release and being a DOSA revoke. The individual reports that he has been having an ongoing issue with his counselor. He does not believe his counselor is helping him re-enter as all re-entry plans have been despite being previously approved by HQ.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Per DOC 390.590, an individual cannot qualify for GRE due to having been terminated from a partial confinement setting for the current sentence.	No Violation of Policy
40.	The incarcerated individual reports being in a vehicle accident during DOC transport. His leg was injured in the accident. The fire department and ambulance came to check everyone, and the Correctional Officers told them DOC had medical staff that would assess everyone instead. When he arrived at the facility, he was seen by a provider who told him his knee was bruised and gave him a temporary Health Status Report (HSR) for a mobility aid. On a later date, he saw a new healthcare provider that told him there was something else wrong, not just a bruise. The provider ordered x-rays. The following week he was transferred to a different facility and cannot bear any weight on his leg or knee. He has sent three medical kites, but he has not received a response.	The OCO contacted DOC health services and confirmed x-ray provided, injury is several months old and healing. Patient scheduled for follow up and the OCO provided information regarding reaching out via medical kite if more urgent care is needed. The OCO reviewed grievance record and found no medical grievance on file for this concern.	No Violation of Policy
41.	Incarcerated individual reports DOC garnished his stimulus check.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Per RCW 72.09.480(2), DOC does have authority to garnish the stimulus checks for any outstanding state or federal debts.	No Violation of Policy
42.	The person submitted a grievance against the fact that DOC is not following their own grievance policies, and he was told that he cannot file a grievance against the grievance	This individual contacted OCO to confirm that he never filed a complaint with this office.	Person Declined OCO Involvement

coordinator's response. But that is not what he was grieving. He was grieving that they are putting obstacles in front of him so that they do not have to give him a response. Also, he was told that headquarters got one of his grievances, but they actually did not, so the grievance department lied.

43.	The incarcerated individual reports that in the six years he has been in and out of DOC custody, he has never been seen by a mental health provider despite numerous requests. The individual says the one time he was scheduled to be seen, he was in quarantine and not allowed to go to the appointment.	This person was released prior to the OCO taking action on the complaint.	Person Left DOC Custody Prior to OCO Action
44.	The incarcerated individual requested to participate in the Medication-Assisted Treatment (MAT) program, believing to be eligible. The individual says that they attempted to contact medical with the request several times but did not receive a response initially. When he did receive a response, staff threatened to withhold treatment until he releases because he writes too many kites.	This person was released prior to the OCO taking action on the complaint.	Person Left DOC Custody Prior to OCO Action
45.	The incarcerated individual was returned to custody following a DOSA revoke and had concerns about the community custody portion of his sentence and the conditions that were imposed.	This person was released prior to the OCO taking action on the complaint.	Person Left DOC Custody Prior to OCO Action
46.	Incarcerated individual reports they attempted to send legal mail to the court of appeals but, the mail was returned so he tried to mail the documents a second time. After placing the documents in the mail, a second time, the individual was called into a DOC staff's office a few days later and the mail was in the office. DOC staff explained that the mail did not get sent out because it was misplaced. The facility did not send the package out until the court ordered due date for the appeal documents even though the individual attempted to mail it sooner.	The OCO was able to substantiate this concern but was not able to achieve a resolution. DOC staff explained that there was an error in mailing the individual's legal documents. DOC staff made the individual aware of the error as soon as it was discovered. DOC staff then mailed the documents the day the error was found.	Substantiated Without Resolution
47.	The incarcerated individual reports that he was not allowed to attend mandatory programming while others were allowed to work in the facility. The individual does not understand why the incarcerated individuals from all units were allowed to work while he	The OCO was able to substantiate this concern but was not able to achieve a resolution. Per WAC 246-100-040, procedures for isolation and quarantine are at the discretion of the local Health Officer.	Substantiated Without Resolution

was not allowed to continue court ordered programming.

Cedar Creek Corrections Center

48.	The incarcerated individual is past their early release date and is looking for help with their release plan. The individual reports that when they followed up with DOC about their release plan, they were told that their counselor forgot.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted the DOC about this concern. The OCO followed up and determined that the DOC has secured a release plan for this person and the individual has a projected release date. This office wrote this person a letter with this information.	DOC Resolved
49.	The incarcerated person reports an error with his sentencing calculations which has extended his sentence. The incarcerated person states he was removed from the Drug Offender Sentencing Alternative (DOSA) program due to the Blake Decision. He reports that the judge ordered DOC to give him credits for the time he was on that program.	The OCO was unable to substantiate the concern due to insufficient evidence. The DOC provided the OCO with sentence calculations indicating the person is receiving sentencing credits from the entry of incarceration and the credits received while on the Drug Offender Sentencing Alternative (DOSA) program. The OCO provided the incarcerated person with contact information for the DOC Records Department and suggested that the individual forward the calculation concern to that department for further evaluation.	Insufficient Evidence to Substantiate
50.	The incarcerated person stated that he is being placed in Therapeutic Community without a drug conviction. He states this is a punishment as he will lose his job. His positive behavior and lack of failed drug tests should not warrant this. They threatened him with a failure to program if he fought back.	The OCO reviewed his J&S and conviction. While his J&S does not state that he needs treatment, his conviction was determined to be connected to drug use. The DOC has the authority to request a drug and alcohol assessment on an incarcerated individual if there are indicators of substance abuse. The drug and alcohol assessment will then determine if treatment is necessary. Refusal can result in an infraction. The DOC is following policy 580.000 Substance Use Disorder Treatment Services.	No Violation of Policy
51.	The incarcerated individual reports DOC requested urine analysis (UA) of about twenty people in the visitation room and did not wear proper Personal Protective Equipment (PPE). He was not able to provide a UA at that time and was issued an infraction from staff testimony. He reports administrative errors and no notification of appeal response until he asked staff to provide it.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO spoke with the Superintendent regarding this concern and was unable to mediate resolution on this infraction. The individual did not provide a UA and does not have a Health Status Report (HSR) for exceptions to UA requirements.	No Violation of Policy
52.	This incarcerated individual was working in medical and was removed from this position. DOC gave him another job, but he does not	The OCO was able to substantiate this concern but was not able to achieve a resolution. The OCO contacted the DOC about this concern. The DOC reported that this person is not	Substantiated Without Resolution

understand why he was removed from his previous post.

eligible to work at an isolated post because of previous charges and is working on programming options for the incarcerated individual. This office wrote this person a letter with this information.

Clallam Bay Corrections Center

53.	Incarcerated individual reports that he is not getting information from DOC about when he will be transferred to another facility. DOC told the individual he is under investigation but does not have a pending infraction.	DOC staff resolved this concern prior to the OCO taking action on this complaint. DOC served the infraction to the individual soon after calling the OCO. DOC finalized his facility plan shortly after as well. The OCO provided information to the individual about how to access information about pending infractions and custody facility plans.	DOC Resolved
54.	Incarcerated individual reports DOC has not transferred him yet after working with OCO on a transfer issue. He reports that his counselor indicated interest in developing a new custody facility plan which may impact his pending transfer.	The OCO provided information regarding the status of this individual's transfer. The OCO's review determined that the unit he is transferring to does not have adequate bed space to house him. Once bed space becomes available, DOC will transfer him. The OCO found the counselor expressed interest in developing new plan to facilitate movement from the Intensive Management Unit (IMU) to a lower level of custody prior to when the current transfer may move him, as more bed space may be available at other facilities.	Information Provided
55.	External person reported DOC administration and medical staff were not properly wearing masks during a meeting held in the chapel. If incarcerated people are held to a standard of masking, then the DOC staff should too. They also suggest DOC could drop the mask mandate to resolve this.	The OCO contacted the facility to review the incident. The mask mandate in congregate settings is a Proclamation by the Governor, and the Department of Corrections does not have the authority to lift the mask mandate.	Information Provided
56.	Incarcerated individual reported an excessive use of force. He sent a resolution request, and it was not accepted.	The OCO reviewed the use of force packet, video evidence and spoke with the Superintendent regarding the incident that took place. The OCO could not substantiate an excessive use of force or find a violation of the use of force policy. The incarcerated individual refused to cell in or follow directives for over two hours until the Emergency Response Team could secure him in the unit. Resolution Requests are not accepted for use of force incidents per the Resolution Program Manual.	Insufficient Evidence to Substantiate
57.	Incarcerated individual is trying to stay in state where family and aging parents are located. The infractions he was found guilty of	OCO was able to review substantial evidence of Security Threat Activity and due to this the individual can no longer be housed in general population in Washington State. Per DOC	No Violation of Policy

are unfounded and never happened. They were appealed and he was still found guilty.

policy 330.600 DOC can transfer an incarcerated individual between states if the transfer is in the best interest of the state or the welfare of the incarcerated individual. Individuals who have been transferred out of state for safety/security reasons may request to return after 2 years. The requests should be made to the DOC Headquarters Classification Manager.

58.	Incarcerated person reports that the sanctions imposed on a guilty finding following an infraction has negatively impacted their mental health and anxiety to the point they now need medication. Person says restricting communication with their elderly parents constitutes cruel and unusual punishment.	The OCO reviewed this infraction, and the sanctions are mandatory and cannot be dismissed or changed.	No Violation of Policy
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Coyote Ridge Corrections Center

59.	Incarcerated individual states they were resentenced and believes they likely have more credit that would result in their immediate release from custody.	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
60.	The incarcerated individual is trying to see mental health because they are struggling a lot. This person kited mental health and has not received a response. The incarcerated individual asked staff to help them, and staff sent an email requesting that mental health see this person.	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
61.	Incarcerated person reports that they have high mental health needs and the facility/housing assignment they are currently in is neglecting those needs. Person says they are rarely seen by a mental health professional and when they are it is at cell front which lacks privacy when there are other people around. Person has been trying to revise their HSR for a single person cell at the very least.	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
62.	The incarcerated person's family called regarding him receiving infractions for causing a riot and refusing cell or bed placement. They also shared concerns that his phone PIN is blocked, preventing him from being able to call anyone. His mail is being returned to the	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the	Administrative Remedies Not Pursued

	sender as his family is receiving their correspondence back unopened. They state their son was aware he was losing the J Player but not all forms of communication.	DOC internal grievance process, administrative, or appellate process.	
63.	Incarcerated person reports ongoing injuries from an assault that occurred over a year ago. Person is experiencing cognitive complications as well and does not feel that medical is addressing all of the symptoms or holding their assailant accountable.	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
64.	The incarcerated individual reports that DOC staff conducted a cell search, and an officer found a yellow pill. He was given a serious infraction. The individual called medical, and medical said he has a prescription for the medication, but it should be on pill line only. DOC staff did not follow up to see if he has the medication as keep on person. He feels he is being targeted due to his mental disabilities.	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
65.	Friend or family member of an incarcerated individual reports that her loved one does not have access to his medications. The individual has tried to speak with the unit Sergeant about this and has not been able to. The friend or family member reports that her loved one has not been given adequate time out of his cell and was served moldy fruit. Family member requests that her loved one have access to his medications and access to speak with the unit Sergeant. Family member would also like for the correctional officers denying her loved one access to these things be reprimanded.	The OCO provided assistance by contacting management staff at CRCC and requesting that the staff member speak with the individual. Staff spoke with him, and the individual was able to express his concerns. The medication issue has since been resolved and the individual currently has access to his medication and staff in the unit.	Assistance Provided
66.	Family member called and reported that loved one has been experiencing stroke-like symptoms for two weeks. He has sent numerous kites to be seen by medical, but no one is helping him. He was briefly seen by medical following the first incident, but loved one reports he was sent back to his cell.	The OCO provided assistance by contacting DOC and facility leadership to alert them of the concern. The facility then immediately provided medical assistance to the person.	Assistance Provided
67.	The individual was involved in a vehicle accident during DOC transport. He has been trying to get information about the incident as there were medical injuries.	The OCO contacted DOC health services and confirmed points of contact and location of related records. At OCO's request, DOC also agreed to provide this information directly to the individual via kiosk as they had since transferred. The OCO also provided this information to the individual via closing letter.	Assistance Provided

68.	Patient reports ordering Durable Medical Equipment (DME) after an injury and has not received it. Individual says it is affecting his movement and safety, and when he has submitted grievances, they were lost.	The OCO contacted DOC medical, and the DOC reported no record of a durable medical equipment order. The patient is now scheduled with the provider to discuss DME options and next steps.	Assistance Provided
69.	The incarcerated individual originally submitted a grievance regarding his stimulus check but did not receive a response.	The OCO provided assistance. The OCO alerted the DOC about the delay in grievance response regarding this matter. The DOC then processed the resolution request.	Assistance Provided
70.	Person states that the DOC lost their orthotic which was substantiated in a past OCO concern. DOC staff are not working to replace it in a timely manner. Person says they have had to go without the orthotic and boot for over a year and the pain and suffering have been extreme.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted Health Services management and were informed that an appointment with the outside clinic to replace the orthotic device has been scheduled for this month.	DOC Resolved
71.	A loved one reported that this person has spent most of the last month in 23-hour lockdown. There is no reason why this person should be locked down because they have not tested positive for COVID. This person also has property but has not received it yet because the items still need to be engraved with their DOC number.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO determined that this person is in general population and the DOC reported that he has received his engraved property.	DOC Resolved
72.	The individual reports signing up for sick call for abdominal issue and they still have not been seen by medical. Patient says they were told by staff that if they file a medical emergency that will get him seen by medical. Person says that when an issue with his foot came up, he filed the medical emergency and was seen; however, it was on a weekend so medical said they would schedule him for follow up that week. It has now been several weeks, and the person has not been on the call out for medical.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted DOC health services and DOC reports patient was scheduled and seen for foot and abdominal issues.	DOC Resolved
73.	The individual requested to be discharged from mental health caseload and to have mental health hold removed. Individual tapered off medication several months ago and does not need sessions moving forward and would like to move to camp. The person also had a change in providers that was not a good fit.	DOC staff resolved this concern prior to the OCO taking action on this complaint. DOC removed the mental health hold, and the individual was transferred to camp.	DOC Resolved
74.	The patient says that he needs new hearing aids or to have his hearing aids fixed. He was told to see medical, and they said he needs to contact the ADA coordinator. He was then told hearing aids are a personal item and not	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted the facility Patient Care Navigator and were informed the patient has an	DOC Resolved

	managed by ADA and that they will not fix them.	appointment scheduled to have his hearing aids repaired.	
75.	Incarcerated individual reports that he is missing property and DOC has not confirmed if the items are missing or not.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The individual was sent out to court and DOC staff thought that he would transfer back to the facility where he was previously housed. However, DOC sent him to another facility when he returned from court. Once DOC staff realized he was not coming back to the original facility, the staff sent the property to the correct facility. He has received his items.	DOC Resolved
76.	External person reports DOC has accused them of attempting to introduce contraband through the mail. They send mail to their loved one every day.	The OCO reviewed the resolution requests filed by the incarcerated individual. The incarcerated individual is receiving his mail, however most mail is photocopied. This is a process that has been adopted statewide due to an increase in contraband that has been sent through the mail. The OCO will provide the contact information for the Superintendent at the facility to the external reporter.	Information Provided
77.	The incarcerated person reports he was supposed to be released today but DOC calculated his release date incorrectly.	The OCO provided information. The OCO reviewed this person's release plan and did not see any indication of an immediate release date. The OCO provided self-advocacy information to the complainant for the purpose of obtaining a review of their sentencing calculations and resolving their concern. This included directions on what to provide for a thorough review and how to contact the DOC Headquarters Records Department. The OCO also provided step-by-step information on how the DOC performs calculations and included pertinent laws to review, like WAC 137-30-060 concerning release dates and RCW 9.94A.729 concerning earned release time and risk assessments.	Information Provided
78.	The incarcerated individual reports that six months ago, he received a bag of clothes that did not fit. The individual was not put on the callout for three months.	The OCO provided information regarding the process to change clothing per policy DOC 440.050.	Information Provided
79.	The incarcerated individual reports that the facility treats certain parts of the prison differently from one another concerning COVID. The individual reports that this makes no sense and discriminates against people like him who have earned their way out of close custody.	DOC implemented policies to address COVID-19 conditions within the facilities. The OCO was not able to determine the DOC actions in this case were outside of those implemented policies.	Information Provided

80.	The incarcerated individual wants to know when regular visitation is going to resume and when people will be able to participate without a mask. This individual is frustrated that life outside of the facility has gone back to normal, yet he must continue to adhere to COVID-19 related mandates.	The OCO provided information regarding the WA State DOC Screening, Testing, and Infection Control Guideline Version 32, which states "All incarcerated individuals in prison or WR facilities will wear DOC provided surgical mask when out of their cell/room unless instructed otherwise."	Information Provided
81.	The incarcerated individual reports that his TV was broken while moving to another unit for possible COVID quarantine. The officers directed him to put the TV in a laundry bin for transport, and it broke during the process of moving. The individual feels that DOC should be responsible for replacing their TV since they are the ones that required this person to move.	The OCO provided information regarding how to file a tort claim for his damaged property. Individuals who have been harmed or who have suffered a loss as a result of negligent actions by a state employee or agency can submit a tort claim to the Office of Risk Management (ORM). ORM is required by law (RCW Chapter 4.92) to receive these claims.	Information Provided
82.	Individual reports filing a grievance related to endangerment for delayed care after heart monitor was not replaced for months. His grievance interview was scheduled but he did not receive call out. Incarcerated person requested accountability for medical actions and financial compensation.	The OCO's review identified a related grievance investigation. This office does not have authority to provide financial compensation. The OCO provided information related to filing a tort claim. Individuals who have been harmed or who have suffered a loss as a result of negligent actions by a state employee or agency can submit a tort claim to the Office of Risk Management (ORM). ORM is required by law (RCW Chapter 4.92) to receive these claims.	Information Provided
83.	The incarcerated individual reports that his tablet charging cord was lost. He received his property in May and his charger was not with his property. The item was on his property manifest. He filed a Tort Claim in late May.	The OCO provided information regarding how to check on the status of the Tort Claim. Individuals who have been harmed or who have suffered a loss as a result of negligent actions by a state employee or agency can submit a tort claim to the Office of Risk Management (ORM). ORM is required by law (RCW Chapter 4.92) to receive these claims.	Information Provided
84.	Family member expressed concerns about an incarcerated individual's drug alternative sentencing (DOSA) revoke as a result of an infraction. They believe the individual's due process rights were violated as anyone with cognitive, behavioral or mental health disabilities automatically qualify for an interpreter/counsel which the individual was denied. There is also a concern about double jeopardy that took place as a result of the DOSA revoke.	The OCO reviewed the available records for the infraction that included failure to participate or make progress in treatment, failure to refrain from drugs, failure to refrain from criminal acts including infractable behavior, and getting serious infractions that resulted in a demotion of custody levels as reasons for the infraction. Second, based on the information reviewed, an attorney is not guaranteed at an infraction hearing and the individual rejected the hearing officer's offer to screen them for an attorney. Third, the OCO was unable to find evidence to	Insufficient Evidence to Substantiate

substantiate the double jeopardy concern. Despite behaviors that would substantiate at 762 infraction for noncompliance with DOSA, because of the limited records that were available to review, the OCO closed this case as Insufficient Evidence to Substantiate.

85.	A loved one is reporting DOC staff misconduct on behalf of an incarcerated individual. The person says the incarcerated individual is being mistreated by a staff member and other staff has been made aware of the situation, but the behavior of the staff member continues.	The OCO was unable to substantiate the concern due to insufficient evidence. This office wrote a letter to this person requesting more information and asking if they would like the OCO to investigate further. The individual did not respond to the OCO's request, so we closed the concern.	Insufficient Evidence to Substantiate
86.	Patient disagrees with treatment. The individual reports having numerous flare-ups of gastrointestinal (GI) disorders in recent months. He saw an outside clinician who instructed him to notify DOC health services staff if the prescribed medication did not resolve symptoms. When he did this, patient reports that DOC told him he must first have a colonoscopy. He was previously scheduled for one, but he skipped it because he was on medication. He was told he was scheduled for the GI follow up in writing but the appointment he was sent for was a colonoscopy. It took DOC months to get access to medications previously. He is having ongoing symptoms and needs follow up with the specialist, but DOC is not scheduling an outside visit.	The OCO contacted the facility medical team and DOC reports the patient is not attending their colonoscopy appointments; the specialist has asked for test results prior to a follow up.	Insufficient Evidence to Substantiate
87.	A loved one reached out to this office regarding yard time being taken away from a particular unit. This unit seems to lose their yard time more than any of the other units at this facility.	The OCO was unable to substantiate the concern due to insufficient evidence. The person that reached out to this office did not provide enough information to look into this matter.	Insufficient Evidence to Substantiate
88.	The incarcerated individual requests assistance from the OCO to raise the spendable amount for indigent individuals in accordance with rises in costs and inflation.	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 spendable amount for indigent individuals was raised by legislation two years ago. An increase would need to be another legislative change.	Lacked Jurisdiction
89.	The incarcerated individual reports that while in Community Custody, he was given a urinalysis, but the officer threw away his sample and he had to provide another sample. The individual reports that he did not	The OCO lacks jurisdiction to investigate this complaint because the complainant was not in the physical custody of DOC when the incident occurred; he was on Community Custody.	Lacked Jurisdiction

sign the tamper seal on his sample. He did not receive any paperwork regarding a violation. The individual tried to call the ISRB and his CCO but had not received responses. His hearing was postponed without notice and it was not rescheduled within timeframes. He also was unable to speak to his lawyer until two days before the hearing. His lawyer said his drug test was not positive, his ph levels were off.

90.	Incarcerated individual reports he has a custody review score (CRS) of 60 after his infraction, which is still considered minimum custody. DOC is planning to move him from a minimum to medium unit. He is concerned he will be at risk in those units due to his crime. He has been assaulted in a medium unit previously and he is requesting to not be put back in a medium unit.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The individual was reclassified as medium custody by DOC due to documented behavior. Per DOC 300.380 Classification and Custody Facility Plan Review, DOC can deviate from an individual's custody review score (CRS) with an override. DOC had the correct permissions to demote the individual to medium custody. The OCO explained to the individual how to report safety concerns to DOC staff if they arise in the new unit, as none were shared with our office at the time of this investigation.	No Violation of Policy
91.	Family member reports their loved one was attacked by four individuals resulting in an eye injury. He cannot get out of his cell to make phone calls and communicate with the OCO except for late at night due to COVID quarantine.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. This office contacted DOC health services about the concern. Health services staff indicated that the patient was seen by an ophthalmology specialist, ENT specialist, and scheduled for follow ups.	No Violation of Policy
92.	Patient reports being denied access to surgeries. He says he was told his shoulder and knee are not "bad enough" for repair. He was also told neurosurgery wants to wait a year and a half before they will complete back surgery.	The OCO contacted the facility healthcare team and confirmed the patient's treatment meets the DOC Health Plan. DOC reported testing and chronic care appointments from 2021 to present for shoulder and knee issues. Off-site orthopedic surgeon specialist reviewed shoulder x-ray and did not recommend surgery due to chronic nature of the tear. The patient was recently approved for a one year follow up consult with an off-site neurosurgeon. All off-site appointments were presented to the Care Review Committee (CRC), including physical therapy. The CRC approved off-site appointments with a recent exception regarding a total knee replacement.	No Violation of Policy
93.	Incarcerated individual reports that they were infractioned for having a weapon. They state that the tweezers were altered to create a tool for their leather and beadwork crafting.	The OCO reviewed the infraction packet and other related materials and found there is evidence to substantiate the infraction as the individual altered the tweezers in a way that	No Violation of Policy

	<p>Individual reports that the hearings officer agreed with them but did not reduce or dismiss the infraction. They report that this is because he is being targeted by DOC staff. They report that many other people have altered their tweezers to create this tool and feels that the infraction should be dismissed because DOC staff are targeting them. Also, DOC has demoted them to closed custody from minimum, which is not allowed per policy.</p>	<p>they became a dangerous weapon-like item. This item is contraband and cannot be made by the individual himself to do leatherwork.</p>	
94.	<p>Incarcerated individual expressed concern about DOC continuing to issue them serious infractions for 724 refusing cell assignments which results in them losing custody points. They report this problem is because DOC puts indifferent cellmates in with them. Now the problem is that there is no storage space for a two-man cell, and they have grieved this.</p>	<p>There is evidence to substantiate the infraction that was reviewed as the individual refused transfer to a new unit and when warned of an infraction by officers, told them to “go ahead and to take more time.” The concerns the individual raised on appeal were regarding clerical errors that did not impact the integrity or the substance of the infraction and despite name confusion the person was properly identified by DOC number. The OCO was unable to review two other infractions as the individual did not appeal them, as required by RCW 43.06C.</p>	No Violation of Policy
95.	<p>Person reports their grievance was not accepted because the complaint was COVID related. Person says the DOC is fraudulently quarantining incarcerated individuals in exchange for funding. Person says they transferred to a new facility and after being assigned to a non-quarantined unit the staff changed their minds and moved them to a quarantine unit. Once quarantined, incarcerated individuals were not tested and staff did not wear PPE, conduct temperature checks, oxygen checks or ask about symptoms.</p>	<p>The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Per DOC COVID protocols, individuals may be identified for quarantine due to COVID mapping.</p>	No Violation of Policy
96.	<p>The incarcerated individual reports that he is being treated unfairly. His counselors recommended that he go to AHCC and it was approved, but he was sent to CRCC instead. He has programming and treatment needs that require him to be at AHCC. The individual does not understand the reason the plan was changed.</p>	<p>The OCO was unable to identify evidence to substantiate that there was a violation of policy by the DOC. The final custody facility plan was approved per DOC 300.380, and the individual’s programming needs will be re-evaluated closer to his release date.</p>	No Violation of Policy
97.	<p>The individual reports that their newly made top plate dentures do not fit properly. They have been adjusted multiple times and need to be adjusted again. Patient was told by</p>	<p>The OCO was unable to identify evidence to substantiate there was a violation of the DOC Health Plan. The OCO contacted DOC health services and learned that the patient was</p>	No Violation of Policy

	medical that they are on the callout list, but a correctional officer told them they are not on the list. Individual requested to be added to the callout list so they can have their dentures adjusted.	scheduled with dentist, appointment occurred, and dentures have been taken for an adjustment. OCO review also determined that individual's grievance had been closed as informally resolved; the patient can appeal to the next level if they do not receive follow up.	
98.	The incarcerated individual reports that a female staff member made comments about his backside. This person reports that his counselor says this is not a PREA issue, but no one will explain why.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. This office reviewed the PREA policy and the initial PREA complaint that was made by the incarcerated individual. The OCO determined that the DOC's review appears correct; the comment made by staff does not appear to fall within the definitions outlined in DOC 490.800. This office explained this information to the individual via letter.	No Violation of Policy
99.	Incarcerated person states that they are in housed in Administrative Segregation and was on a Level 1 status for 30 days. Person says after the initial 30 days they would be moved up to a Level 2 and would be eligible to order a broader range of commissary items. However, person was infraacted for refusing a cell assignment when asked to move to general population and the Level 1 started over for a total of 60 days. Person says if they refuse a cell assignment again, they would be infraacted, and Level 1 would be extended to 90 days and so on. Person does not want to continuously be punished in segregation with infractions.	The OCO contacted the incarcerated individual's counselor regarding this concern. The incarcerated individual has been unable to level up due to refusing cell assignment in general population. This is within DOC policy for the Restrictive Housing Level System located in policy 320.255. The Correctional Unit Supervisor can determine, based on behavior, if an individual can receive the next level for more privileges. The OCO was able to confirm DOC classifications has recently reviewed his custody facility plan and has approved a transfer to another facility where he will return to general population.	No Violation of Policy
100.	Incarcerated individual reports DOC went beyond their time frames for multiple resolution request investigations and reports the resolution request was backdated to have the resolution request appear on time. This issue has occurred with multiple resolution requests from last year.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO reviewed resolution requests from 2021 and did not find any requests that were outside of time frames without proper extensions. DOC filed extensions to resolution requests when more time was needed, and the extension notices were provided to the individual. The OCO identified multiple incidents which the date the resolution request was received by the resolutions office was four to five days after the resolution was filed.	No Violation of Policy
101.	Incarcerated patient reports that they were told they would be sent to a medical provider for eyeglasses when they were taken into DOC custody two years ago. They sent kites and grieved medical several times in order to get an eye exam. They were told they were	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO contacted DOC health services about this concern. The DOC reports that the optometry appointment was canceled when the individual transferred to another facility for	No Violation of Policy

	supposed to see an optometrist last month, but the appointment has now been moved to June. They have glaucoma and report that vision in one eye is extremely limited. Patient requested to see an eye doctor outside of DOC.	medical needs. The DOC reports that the patient was rescheduled with optometry after transferring back to CRCC. The DOC indicated that previous optometry access had been delayed due to COVID-19 protocols which allowed only urgent and emergent cases as directed by headquarters.	
102.	Incarcerated individual reports low staffing levels at the facility where he is housed. The individual reports that often only the booth officer is watching the living units, making it difficult to access staff when issues arise. He also reports that there are shifts when no booth officer is working. He has concerns about this because if there was an emergency there would be no staff to immediately address it.	The OCO was able to substantiate this concern but was not able to achieve a resolution. The OCO confirmed that the facility has been operating with consistently low staffing levels. DOC is working to hire staff and fill vacant positions.	Substantiated Without Resolution
103.	The incarcerated individual disagrees with the classification appeals decision from the DOC. This person reports that DOC is violating policy because he was excluded from his reviews.	The OCO was able to substantiate this concern but was not able to achieve a resolution. The OCO determined that this person was not present for their classification hearing earlier this year; however, the DOC held another hearing five months later and this person was present for this review. This office wrote this person a letter with this information.	Substantiated Without Resolution
104.	The incarcerated individual reports that he married his wife a few years ago, and the visitation application was approved at the facility level. Since his sentence requires oversight by the Indeterminate Review Sentence Board, Headquarters visitation held a special meeting to review their extended family visitation request. The complainant's application was denied, stating domestic violence as the deciding factor.	The OCO was able to substantiate this concern but was not able to achieve a resolution. The DOC can deny an extended family visitation application for any domestic violence indicator and is written in policy 590.100. This office wrote this person a letter with this information.	Substantiated Without Resolution
105.	The incarcerated individual was advised by DOC staff to request a raise in the dollar amount allowed for indigent commissary orders due to recent inflation. The individual is suggesting the limit be raised to \$45 or \$50 as the prices of goods on the commissary list will be going up again.	The OCO was able to substantiate this concern but was not able to achieve a resolution. The OCO determined that this decision will need to be made by the Secretary of the DOC and taken to legislation. This office wrote this person a letter with this information.	Substantiated Without Resolution
106.	Individual reports that DOC has a statewide suboxone program that says an incarcerated person can start treatment 90 days prior to their release date. This person has been kiting medical for a couple of months now and has not received access to the program. They will	The OCO contacted health services and confirmed the patient was scheduled for an appointment with the nursing reentry coordinator and did not attend. The appointment was rescheduled, the patient attended and was also scheduled with a provider to discuss the MAT Program.	Substantiated Without Resolution

be released soon and want to start treatment prior to release.

107.	Patient reports he had a Health Status Report (HSR) for a bottom bunk for many years. Since transferring to a new facility, the provider will not renew the HSR.	The OCO contacted the facility healthcare team and provider says the patient does not meet the qualifications for a bottom bunk. The provider could not identify a need for bottom bunk that meets qualification requirements.	Substantiated Without Resolution
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Eleanor Chase House - Spokane County

108.	External person reported concerns about staff not assisting loved one with classes and programming.	The OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.	Administrative Remedies Not Pursued
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Helen B. Ratcliff - King County

109.	Person says that serious infractions they received recently could have been reduced to general infractions per policy. This resulted in person losing her graduated reentry (GRE) track.	The OCO lacks jurisdiction to investigate this complaint because the complaint involved an infraction that occurred while in work release. Hearings for infractions received in work release are considered at community standards by community hearings officers and do not follow the Prisons disciplinary policy.	Lacked Jurisdiction
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Larch Corrections Center

110.	The incarcerated individual reports that he received a major infraction and was found guilty. He appealed and it was reduced to a minor infraction. The individual reports that the hearings officer is trying to retaliate against him by saying that he lied during the hearing because he would not admit to something that he did not do. After he did not admit to the major infraction, he was given another major infraction for lying to staff and feels this is retaliation for the other infraction and appeal. He has not had the second major infraction hearing yet, and reports that he will appeal if he is found guilty. He is also concerned that the hearings officers will be biased.	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
111.	Incarcerated individual reports medical issues that impact their ability to provide a urine sample and did not know they needed an HSR for this. One morning they were tested after using the bathroom, tried their best but could	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	Administrative Remedies Not Pursued

	not produce a sample within that time. They were issued a major infraction for refusing a urinalysis.	DOC internal grievance process, administrative, or appellate process.	
112.	Incarcerated individual received an infraction and has appealed it, but DOC did not overturn their infraction. Their concern is that DOC gave them the wrong infraction for the incident. They should not get an infraction for something they were not found guilty of.	The OCO reviewed the infraction and found the infraction that was given was appropriate for the circumstances. The individual did possess an unauthorized drug which is included in the description of a 752 infraction.	No Violation of Policy

Mission Creek Corrections Center for Women

113.	A loved one reported that an incarcerated individual was moved to a different facility for programming needs. The patient is not receiving her medication at the new facility and she has kited medical several times asking for assistance.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
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Monroe Correctional Complex

114.	Loved one expressed concern about potential assault threats that are facing transwomen. They report that using the PREA reporting system has often resulted in further violence against them or in investigations coming back unfounded, particularly when they have reported officers.	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 Remedies Not Pursued
115.	The incarcerated individual reports that the DOC is not providing the appropriate amount of liquid for his CPAP machine. He is only given one gallon per month, but that amount is only enough for about 10 days. He is in need of access to additional distilled water and does not have enough left for his CPAP machine this month.	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 Remedies Not Pursued
116.	The incarcerated individual moved facilities and was taken off their medication. They would like to continue with their previous medication, but the provider has not given them a new prescription.	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
117.	The incarcerated individual reports that his friend sent him a birthday card and the mailroom told him they did not have it. The individual eventually received the card nearly two weeks later. The individual also reports that his legal mail is not being sent out for	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	Administrative Remedies Not Pursued

	several days and he is concerned that DOC staff are going through his mail.	DOC internal grievance process, administrative, or appellate process.	
118.	The incarcerated individual was not served paperwork for a general infraction and then he received sanctions for the infraction months after the incident occurred. This person was then infractioned with a serious infraction for not complying with the sanctions of the previous general infraction.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
119.	Patient reports filing a medical emergency and later calling this office to report she had not been seen by a medical provider. She reports DOC is violating the emergency grievance policy; per policy emergency grievances need to be responded to within one hour. The medical emergency is for chronic pain related to delayed foot surgery and she cannot access over the counter (OTC) pain medications. She reports her knee keeps buckling and staff are not helping or providing care.	Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. OCO encouraged the individual to follow up with the Resolution Program as chronic care appointments are not typically accepted as medical emergencies. All level 0 concerns regarding a health services issue will be screened by the facility Resolution Specialist and either accepted as a review or sent to the Health Services Manager (HSM1) for review in an attempt at an informal resolution. If unable to informally resolve at Level 0 within the established timeframe, the concern will be accepted and assigned to the HSM1 as a Level 1 review. If the issue is not resolved, the OCO can then open a concern and the patient can also file a grievance appeal to continue the DOC resolution process.	Administrative Remedies Not Pursued
120.	The incarcerated individual reports that staff in his unit are not allowing individuals to access bathroom tissue when they need it. They may only get more toilet paper one time a day from the outer dayroom at a specified time, but this creates a hardship for elderly or disabled individuals with health issues.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
121.	The incarcerated individual reports that the wing of the unit he is housed on is not being treated equally to the other wing of the unit. The individual reports that the other wing has more privileges available to the individuals housed there.	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
122.	Patient's partial was destroyed, and he requested another one. DOC stated it would take a year if they did it and told him to pay for it himself, finding an outside doctor would go faster. He did all of that over four months	The OCO contacted DOC health services and confirmed the request is at the Business office for calculating the total trips and cost. Once complete, the packet will be forwarded to the Superintendent for approval and then to the	Assistance Provided

	ago. There is pain in his mouth keeping him from eating meals and it is sore. He wants the dental procedure completed.	HSM/Medical facility provider for a consult to schedule the appointment per policy. OCO cannot expedite this process. The OCO followed up with DOC and staff agreed to schedule patient with dental. Patient did not report pain and exam showed normal findings. The patient questioned why he was there and said he just wanted dentures. The patient received information about the Offender Paid Health Plan (OHP) options. DOC has not received a OHP packet regarding scheduling.	
123.	Individual was arrested for a DOC violation. He had a hearing in May, the violation team gave him 12 days sanction for violating conditions. He was out on a commutation that may be revoked soon because of the violation. He is being held in segregation and does not know why he is still being held. He wants to know if DOC is allowed to hold him in segregation.	The OCO contacted facility leadership to inquire about placement. He was being held in segregation because he was not classified and returned from community custody for violation. DOC was waiting for the revocation of commutation packet from the Governor's Office. The revocation of commutation was sent by the Governor's Office after the OCO contacted DOC. He now has a new early release date and was sent to the receiving facility for classification.	Assistance Provided
124.	The individual has kited medical every week in attempts to be seen for his chronic pain. Patient states that providers have not offered anything to manage the chronic pain or investigated its cause.	The OCO provided assistance by contacting the Patient Care Navigator, Health Services Manager, and the Facility Medical Director to discuss the patient's plan of care. This office was informed the patient has begun a treatment plan and is starting to notice improvements. Further consultation has also been requested by the patient's providers, scheduling of which is delayed by the outside clinic.	Assistance Provided
125.	Patient reports being denied cardiac medication ordered by ER doctor. He suffered an adverse event as a result of not receiving the medication. He states the specialist's recommendations are not being followed and the delay is going to cause issues with his care when he is released. Patient also reports that there has been a delay in diagnostic testing for cancer.	The OCO was able to provide assistance. The OCO requested a review of the patient's care plan and emergency consult report by Facility Medical Director. A specialist consult was then submitted as a result. DOC staff is working with the outside provider to attempt to have a necessary procedure moved up to expedite the oncology evaluation.	Assistance Provided
126.	The incarcerated individual reports that it is extremely hot inside the building, and DOC staff are not doing anything about it. The heater has been running for ten days straight and everyone is hot and sweating. The individual filed an emergency grievance and was told that it was not an emergency. An officer said that a work order is in to fix the	The OCO provided assistance by communicating with DOC staff to ensure the problem with the heater was being addressed and received confirmation that it had been repaired.	Assistance Provided

heater, and the individuals in the unit are hoping it will be fixed soon.

127.	Incarcerated person reports concerns that they will not be able to physically and mentally handle the transportation to and from medical appointments while they are being treated for a medical condition. Person does not think the safety measures taken by DOC, i.e., leg and wrist irons, for an hour drive each way is an ethical practice.	The OCO contacted Health Services and the transportation department to ask if there is another option for restraints. DOC shared that if he was willing to try an alternative option, they could make a change with an HSR. The OCO sent a letter to the incarcerated individual and provided details of the other option and how to request it.	Assistance Provided
128.	Person has been asking to see a specialist since last year. They have been treated for infection but have not been given a prognosis or explanation of current health status.	The OCO provided assistance by contacting Health Services management and requesting that they ask the outside clinic to consider an in-person appointment for this patient. The patient has been seen by the specialist through telehealth and DOC is working to schedule an in-person appointment for the patient. The patient has also been seen by his primary provider and discussed his current health.	Assistance Provided
129.	Person states he had a meeting with a Health Services manager today to discuss a resolution request related to a procedure that needed to be rescheduled. The initial Resolution Request response was erroneous because staff met with the wrong patient about this person's request. During this meeting a statement was made that concerned the patient that he might be transferred because of a staff documentation error.	The OCO provided assistance by contacting the patient care navigator and requesting they review the consult for completion. As a result, his procedure was rescheduled. The OCO also discussed the transfer concern with Health Services to confirm the patient would not be transferred by medical.	Assistance Provided
130.	Individual's toe was assessed by the nursing staff, and he was taken to ER. The ER wanted to amputate toe; however, he declined the surgery. Upon returning to the facility, his dressing changes stopped. When his unit went on quarantine his provider offered to restart the dressings. He said he was not properly assessed by medical while on quarantine and tried to call a medical emergency, which he was infraacted for. His toe has since been amputated.	The OCO reviewed the infraction for declaring a medical emergency and substantiated his toe was amputated. The OCO then contacted the superintendent for a review. After review, the superintendent agreed to overturn the infraction.	Assistance Provided
131.	The incarcerated individual was being transported to the ER and while driving down the road, the hood of the van flew up and hit the windshield from not being properly latched. The driver slammed on the brakes and the incarcerated person said this gave him whip lash and injured his ribs. There was no incident report made about this accident.	The OCO provided assistance by notifying DOC leadership of the incident. It was determined that this accident did occur, and an incident report was not submitted. The DOC will be conducting an investigation into the incident and an incident report will be filed. The OCO cannot assist in litigation or reimbursement for injury. However, the OCO did provide	Assistance Provided

		information on how to file a Tort claim if he sustained an injury during the incident. The OCO provided information on the Tort process.	
132.	The incarcerated person reports DOC is preventing him from going to camp due to his disabilities. Over the past five months, the person has filed several resolution requests that have been returned as not accepted. He wants to go to camp and have equal opportunities as others.	The OCO provided assistance. The OCO contacted DOC to alert staff of this concern and request review. Following this office's request, DOC staff considered and approved camp placement. However, he did not transfer to camp because he is approved to transfer to Graduated Re-Entry (GRE) instead; he will transfer to GRE housing in the very near future.	Assistance Provided
133.	Patient reports retaliation following kites, grievances, and case with Ombuds. The reported retaliation concerns are that the provider changed mental health treatment and the ADA coordinator contacted the counselor for a housing transfer review after the patient submitted a complaint. The patient is requesting mental health access.	The OCO met with the DOC Director of Mental Health to inquire about the incarcerated individual's mental health treatment and the allegations of retaliation from mental health services staff. Mental health services staff confirmed that an inquiry into the possibility of a transfer was made. However, DOC staff stated that the offer was made as an option to provide him with a different mental health provider, and when he raised concerns about a transfer, DOC dismissed the idea. After meeting with the OCO, the DOC Director of Mental Health Services agreed to assign him a new mental health provider for mental health services and confirmed that he would not be transferred for seeking mental health services.	Assistance Provided
134.	Patient states he was supposed to receive an appointment to discuss the results of an MRI, but it has not happened yet. The patient also reports an acute medical issue that has not been fully treated and he needs specialist follow up.	DOC staff resolved this concern prior to OCO involvement. The patient has received follow up appointments for both issues and has had an opportunity to discuss his plan of care with his provider.	DOC Resolved
135.	Incarcerated individual reports concerns regarding trans housing protocol, FMRT classification, recommendation team and process for her placement, which she has contested. She is concerned with the way DOC is handling her trans housing protocol and transfer decisions. Individual reports her transfer is not the best location for her, due to long distance from support system.	The OCO reviewed the housing protocol and transfer. The OCO could not find any safety concerns with the transfer at the time the concern was placed. However, this individual has had a recent change in classification and the transfer has been canceled.	DOC Resolved
136.	The incarcerated individual reports that DOC staff denied his request to change his restoration plan and was told that it is now too late to adjust. This person says he could not complete the required programs due to programming restrictions during COVID. However, he completed other programming	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed this person's custody facility plan and determined that the DOC restored some of his lost good conduct time after the plan went through all levels of staff review.	DOC Resolved

available, a college degree program and remained infraction free.

137.	The incarcerated person reports concerns that the grievance investigator is not thoroughly reviewing his records as evidenced by a misquoted date on the initial response to his grievance. This person is working on replacing lost hearing aids and has been waiting a year to get the new ones.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted the DOC about this concern. The DOC reported that this person recently had an appointment with audiology, and they are working on getting this person replacement hearing aids.	DOC Resolved
138.	Person reports that they were diagnosed with cancer a year ago and it has been over a month without any follow up. Person expressed concerns with the delays in cancer care and concerns regarding past mistakes made by medical staff at the facility.	DOC staff resolved this concern prior to the OCO taking action on this complaint. Patient has received follow up and no further treatment recommendations were made by the specialist.	DOC Resolved
139.	Person reports they were diagnosed with a gastrointestinal disorder. Person states that DOC medical continuously tells him he will be scheduled with a GI specialist, but the appointments never happen. Instead of addressing the medical issue they just give him more medications.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted Health Services and were informed the patient had been seen by a provider and medical equipment and medication changes were given to the patient per specialist recommendation. This office also confirmed that a follow up appointment has been scheduled.	DOC Resolved
140.	Person was diagnosed with cancer and has had multiple telehealth follow-up appointments canceled.	The OCO contacted Health Services and discussed the reasons for the canceled appointments. The OCO also discussed this case with the health services leadership who informed this office that they are working to facilitate an in-person appointment and confirmed that this patient is high priority for scheduling.	DOC Resolved
141.	The incarcerated individual reports that they were demoted to a medium custody level and requested to be housed in a particular facility. They were granted that request but three weeks later they were moved to Administrative Segregation, and the person feels like they are being punished for behavior for which they already served sanctions.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The DOC reported in this person's custody facility plan that this facility no longer met their needs and this person should be transferred. This person's records indicate that they have been transferred and are no longer in administrative segregation.	DOC Resolved
142.	Patient reports he was supposed to have a follow-up with an outside specialist for post-surgical complications and possible cancer treatment. He received conflicting information about his diagnosis and would like it to be clarified by the specialist.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted Health Services management and were informed the patient had received telehealth follow-up and surgery had been scheduled.	DOC Resolved
143.	The incarcerated individual reports that he was approved for twenty eagle feathers	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO	DOC Resolved

	through the eagle feather repository but has not received them.	contacted the DOC about this concern. The DOC reported that they have been in communication with the eagle feather repository and are working to schedule this person's shipment of eagle feathers.	
144.	Incarcerated person reports that they attempted to grieve an error with their mainline diet, but the coordinators responded with incorrect information and would not accept the subsequent appeals stating that the resolution request was a duplicate of a previous one. Person says their resolution requests were also sent back for rewrites. Person believes this is done in an attempt to obstruct the process of handling complaints.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted Health Services and Kitchen management and were informed staff did change the diet when the patient requested. The second health status report had been entered in error and this office confirmed it had been corrected.	DOC Resolved
145.	Patient was evaluated by an outside specialist and returned with medication recommendations. DOC has not provided the medication that was recommended.	DOC staff resolved this concern before OCO involvement. The OCO contacted Health Services management and were informed that the patient has been started on a medication as recommended by cardiology.	DOC Resolved
146.	Incarcerated individual states they have been fighting to get their player back for a year as was directed to cell in and leave the player on the table because of a medical emergency but someone picked it up and took it. When DOC searched the other individual's house, they wrote them up and that person admitted to taking it. The individual states they have grieved, and DOC says they can either send it out or destroy it because it is considered contraband because it was in someone else's cell and is now in the evidence box.	The OCO reviewed the grievance related to this concern, but it was filed nearly a year after the incident occurred. Per the DOC Resolution Program Manual, an individual must submit a grievance for the concern within 20 working days of the incident. Because it is past the timeline to grieve this, the individual was advised that they could submit a tort claim as an alternative option.	Information Provided
147.	The incarcerated individual was suspected of using drugs. When DOC staff approached him, he had a seizure. The DOC staff believed he was on a substance and initiated a use of force. They were so rough with him, his teeth were broken, and his fingers are still numb. He claims he passed his drug test.	The OCO could not find evidence to substantiate excessive use of force. The incident was labeled as a medical emergency and no video evidence was retained by DOC. The only report the OCO could review was an incident report. A medical emergency was called to the cell of two incarcerated individuals that were unresponsive; DOC medical staff arrived two minutes later, and EMS arrived six minutes after that. This individual was then transferred to the ER for a possible drug overdose. The OCO cannot assist in litigation or reimbursement for injury, however the office did provide information on how to file a Tort claim if he sustained an injury during the medical emergency. Individuals who have been harmed or who have suffered a loss	Information Provided

as a result of negligent actions by a state employee or agency can submit a tort claim to the Office of Risk Management (ORM).

148.	Incarcerated individual reports that DOC staff used an excessive use of force on him during an incident where he was being escorted to cell in. He reports that his shoulder was shoved out of place by the staff member.	The OCO reviewed the Use of Force report and met with the Superintendent. The Superintendent indicated that the incident is still under investigation. Once the investigation is complete, the OCO will meet with the Superintendent for review. The OCO cannot assist in litigation or reimbursement for injury, however the office did provide information on how to file a Tort claim if he sustained an injury during the incident. Individuals who have been harmed or who have suffered a loss as a result of negligent actions by a state employee or agency can submit a tort claim to the Office of Risk Management (ORM).	Information Provided
149.	Incarcerated person requested an Americans with Disabilities Act (ADA) cell with accessible shelving and was denied the request for such cell. After he received the denial, the individual was told that his facility would put in a work order to install accessible shelving to his current cell and that has not happened.	The OCO provided information regarding how to request shelving for his cell. The individual was denied an ADA accessible cell but was not denied shelving for his current cell. In cell shelving has not yet been requested by the individual. The OCO explained how to apply for ADA shelving to be approved and how to appeal the decision to headquarters if the request is denied at the facility level.	Information Provided
150.	Incarcerated individual reports that while in transit for a violation hearing they expressed multiple times to staff that her birth certificate states female as gender. Person says they were taken to WCC, then MCC and although they also expressed concerns going to Airway Heights she was sent there anyway.	The OCO contacted the Gender Responsive Administrator to inquire about the housing assignment and birth certificate. DOC said they do not have anything on file stating she was born female, and they did not find WCCW to be suitable housing for her. She recently had a new housing review; however, she will remain at Airway Heights. The OCO sent her the information with the appeal process.	Information Provided
151.	External person reached out to the OCO to express concerns about their loved one being housed in a facility where they have experienced conflict with DOC staff persons. Person is advocating for their loved one to be transferred to a different facility when eligible.	The incarcerated individual can request a facility change at his next review. DOC Policy 300.380 Classification and Custody Facility Plan Review states, "Plan change reviews will occur every six months for individuals within 6 years to their early release date." The OCO provided this information to the external person.	Information Provided
152.	This incarcerated individual feels unsafe housed in a two-man cell and is seeking options for alternative housing including being moved to Washington Corrections Center for Women (WCCW).	The OCO provided information regarding the individual's upcoming housing review. The OCO contacted the Gender Responsive Administrator who confirmed that a transfer to WCCW is not currently approved. This person	Information Provided

will have another housing review in the next couple of months.

153.	Incarcerated individual expressed concerns about a 714 infraction for borrowing/lending an item that was related to the theft of a JPlayer.	The incarcerated individual pled guilty to this infraction and per DOC Policy 460.000(G)(1)(A), an incarcerated individual cannot appeal a finding of guilt when they have pled guilty to the violation, and per RCW 43.06C(2)(b), the OCO requires infractions be appealed before they can be investigated. As a result, the OCO is unable to investigate this infraction concern.	Insufficient Evidence to Substantiate
154.	Incarcerated person reports that he felt threatened by a staff member who was conducting an interview regarding a previous grievance, so he filed an emergency grievance for this incident. Person says that this emergency grievance was not accepted.	The OCO contacted the facility and could not find evidence substantiating the criteria was met for an emergency resolution request or that the incarcerated individual was threatened by staff. Emergency Resolution Requests are only accepted in the following situations: A potentially serious threat to the life or health of an individual or employee/contract staff/volunteer, severe pain being suffered by the individual, or a potential threat to the orderly operation of a facility.	Insufficient Evidence to Substantiate
155.	The person said that DOC failed to provide effective treatment for their chronic condition and refused to provide durable medical equipment needed to adjust their medication as prescribed.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed extensive medical records and found the DOC has offered multiple treatments for the patient's condition, including the requested equipment. The OCO did not identify a violation of the Health Plan.	Insufficient Evidence to Substantiate
156.	The incarcerated individual says that rumors were being spread about him being an informant. Other incarcerated individuals said they wanted him off the unit and paid another individual to file a false Prison Rape Elimination Act (PREA) on him.	The OCO was unable to substantiate the concern due to insufficient evidence. This office reviewed this individual's concern and verified that there is a current PREA investigation regarding them. The OCO could not establish if incarcerated individuals were being paid to file complaints. This office wrote this person a letter with this information.	Insufficient Evidence to Substantiate
157.	The individual reported she was sexually harassed verbally by a staff member via the intercom in her room. . The individual claimed she was suicidal in order to be removed from the unit.	The OCO contacted the facility leadership regarding this concern. Video was pulled for the dates and times listed in the original concern. Unfortunately, DOC does not record the intercom interactions. The OCO could not substantiate based on the evidence available that the staff person named in the complaint was harassing the incarcerated individual. Leadership at the facility contacted the individual's mental health provider for follow up.	Insufficient Evidence to Substantiate

158.	The incarcerated individual was supposed to have been released from county jail, but now he is in the MCC IMU and does not understand why.	The OCO lacks jurisdiction to investigate this complaint because the OCO does not have jurisdiction over community custody decisions.	Lacked Jurisdiction
159.	The incarcerated individual received a general infraction and reports that the appeal officer did not thoroughly research his claims and failed to respond to one of his claims. The individual says he provided evidence showing lack of involvement in violating policy.	The OCO lacks jurisdiction to investigate this complaint because it is about a general infraction and OCO only investigate serious infractions.	Lacked Jurisdiction
160.	The incarcerated individual reports that the DOC has set an overly broad restriction on maps of Washington. He cannot order a concise atlas through National Geographic because a general map of the state can be called escape material. Additionally, the policy only allows the incarcerated individual 30 days to show proof of legal action before the appealed material will be destroyed which is not enough time.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. It is written in DOC 450.100 that incarcerated individuals cannot have mail that contains detailed maps or charts of Washington, Oregon, Idaho, and/or British Columbia, except those received by facility libraries. This office wrote this person a letter with this information.	No Violation of Policy
161.	This person had a CT scan that showed their cancer was spreading. The patient reported that the provider stated that they would not address this medical issue for another six months.	The OCO contacted the Patient Care Navigator who informed this office that appropriate follow-up imaging has already been scheduled and will occur within the specialist's recommended timeframe.	No Violation of Policy
162.	The incarcerated individual reports that he wants to challenge the qualifications of his single cell status. The individual currently has a single cell status per screening eligibility; however, he believes that one of the qualifying factors does not apply to his situation and would like the status to be removed.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Per DOC 400.020, there are current safety and security concerns which require the individual to have a single cell status.	No Violation of Policy
163.	Incarcerated individual states that they have not been given commissary for over a month and feels very targeted in the unit as staff treats them poorly.	The OCO was unable to find a violation of DOC policy. The individual filed two commissary orders but only one can be processed per distribution. The individual was given an option of which they wanted to keep and the other was refunded. This resolved the individual's resolution request.	No Violation of Policy
164.	The incarcerated individual reports that DOC resolution staff have not allowed him to access the appeals process for two separate resolution requests. He says DOC did not adequately review the concerns and treated them as the same request although they are similar concerns occurring on multiple occasions.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO reviewed the individual's two Resolution Requests and found they were about the same concerns occurring on two separate occasions. Page eight of The Resolution Program Manual, under section titled Concerns Not Accepted states, "The following Resolution Requests will not be	No Violation of Policy

accepted...Duplicate Resolution Requests about the same concern. (Once a concern or incident has had a request submitted, and the response provided, the administrative remedy has been exhausted.)” The program asks incarcerated individuals to include other instances of the same issue occurring when appealing the initial concern. The individual filed a new Resolution Request regarding the same concern, which prompted DOC’s decision to deny the resolution request.

165.	This person disagrees with the outcome of a PREA investigation. They report that there was a lot of documentation of clear retaliation, and they feel like it was covered up with the investigation. They also said that the investigation was not done per policy guidelines.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO reviewed the PREA investigation and compared it to the requirements set forth in DOC 480.850. The OCO determined that the DOC did the investigation per policy guidelines.	No Violation of Policy
166.	Individual reports submitting four separate requests to get a COVID booster when they became available at the end of last year. DOC staff responded that the population cannot get the booster shots due to the unit being on outbreak status.	The OCO was unable to identify a violation of policy. It is within protocol to suspend nonemergent medical services while a living unit is on isolation or quarantine status. The individual was given multiple opportunities to receive the immunization, scheduled on the call out and in a walk-up fashion on the unit.	No Violation of Policy
167.	Incarcerated individual was infraacted recently for calling in a Mental Health Emergency.	The OCO reviewed the infraction packet and other related materials and found there was evidence to substantiate the 558 infraction for interfering with staff members as the individual called a false mental health emergency so that they could use JPay for a video visit during the Place Safety Muster which caused staff to miss this as they were responding to the false emergency.	No Violation of Policy
168.	The incarcerated individual shared that he has significant medical concerns and would like to be considered for extraordinary medical placement.	The OCO contacted DOC Health Services to inquire about the extraordinary medical placement. DOC Health Services shared that as of now his health has not deteriorated. They are monitoring his medical condition and will re-review the extraordinary medical placement as his health declines. The medical criteria for placement outlined in DOC policy number 350.270 Extraordinary Medical Placement states the individual must be incapacitated and unable to engage in activities of daily living without assistance, perform gainful employment or participate in criminal behavior.	No Violation of Policy

169.	Incarcerated person reports concerns about pending transfer plan. The new counselor is not being helpful. He feels his life will be in danger if he is sent to the particular facility for which he's been approved. Reports that the decision has not been finalized yet and he wants help getting it changed.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO notified DOC staff of this person's concern; counselor informed OCO staff that the incarcerated person had communicated safety concerns in his current housing placement, so a transfer was necessary. DOC reports that there are no safety concerns with planned transfer, but he may request protective custody at the new facility if necessary.	No Violation of Policy
170.	Patient reports that staff are threatening to take away his durable medical equipment for which he has a health status report (HSR) that expires in a few months. He reports that staff told him the HSR was changed, and they can take it away at any time before then.	The incarcerated individual advised the OCO he did not want the OCO to investigate the complaint further as he no longer requires the equipment.	Person Declined OCO Involvement
171.	Family member expressed concerns about an incarcerated individual being infracted for a positive urinalysis (752) and the excessive sanctions including loss of visitation for three years.	The OCO sent a confidentiality waiver and Ombuds request form to the individual to ensure that they wanted this office to investigate this concern. After the allotted time, the incarcerated individual did not contact this office with a desire for this concern to be investigated. Without the individual's desire for investigation, the case was closed.	Person Declined OCO Involvement
172.	The incarcerated individual reports that the facility they are housed in is abusive and they live in fear. They feel like a staff member targeted them and used their criminal history against them to write up a false infraction. They would like assistance filing charges against the staff member.	This person was released prior to the OCO taking action on the complaint. The OCO found this person is no longer in custody, they did not file a grievance, and they have no infraction history on file.	Person Left DOC Custody Prior to OCO Action
173.	The person reports that they are still being denied access to call their embassy. He reports that the DOC has stated that he is not a dual citizen. This person says they have provided proof but they cannot call out using the prison phones and they will need assistance because they will be releasing soon.	This person was released prior to the DOC responding to the OCO's initial questions regarding the concern.	Person Left DOC Custody Prior to OCO Action
174.	The incarcerated individual is worried about quarantine protocols in his unit. When DOC lets them go out to the yard for an hour, they are mixed with other incarcerated individuals which could potentially expose them to COVID.	The OCO was able to substantiate this concern but was not able to achieve a resolution. The OCO is aware of the cohort schedules that are implemented at the facility and followed up with staff regarding this concern. This office wrote this person a letter with this information.	Substantiated Without Resolution

Olympic Corrections Center

175.	Person says that prior to being transferred to camp they were scheduled to have a comprehensive oral exam completed. However, he was transferred before that appointment happened. When he had the opportunity to go to another facility for dental care he was denied because staff forgot to give him a COVID test. He is requesting help getting a dental appointment or a transfer to a facility where he can receive dental care.	The OCO provided information about how the patient can contact medical to restart the process to request a transfer to a facility that can accommodate his dental needs.	Information Provided
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Other

176.	Incarcerated person is currently housed out of state and is requesting assistance from the OCO to contact Headquarters. The individual wants to file a grievance and pursue resolution regarding a violation of religious activity rights in the receiving state.	The OCO provided assistance. The OCO contacted the DOC and made them aware of the incarcerated individual's current situation.	Assistance Provided
177.	The incarcerated individual is requesting assistance from the OCO to require the Washington State DOC to initiate the Interstate Compact process for supervision. The individual is currently housed out of state and wishes to remain in state after release.	The OCO provided information regarding how to initiate the Interstate Compact process for supervision.	Information Provided
178.	A loved one of an incarcerated individual reports that the visiting room is hot and muggy. This person reports that the heat is still on in the visiting rooms, and it is unbearable.	The OCO provided information about who to contact at the DOC regarding facility visitation conditions.	Information Provided
179.	A loved one requests a meeting with DOC executive management to discuss next steps for DOC opening in person visits that mirror visitation of pre-covid times.	The OCO provided information regarding how this person can contact the DOC headquarters to set up a meeting with executive management regarding visitation.	Information Provided
180.	A community member called to request policy information to share with legislators related to Extraordinary Medical Placement reform.	The OCO provided information regarding the Extraordinary Medical Placement policy number and the RCW pertaining to this issue.	Information Provided
181.	A previously incarcerated individual is requesting information regarding an upcoming policy review for DOC 590.100 and attached recommendations. The individual is also requesting information about the DOC's cable company contract in order to provide advocacy info to an incarcerated person. The individual would also like a phone call with	The OCO provided information and resources to the individual to address his various questions and concerns.	Information Provided

OCO to discuss a potential issue with officers planting drugs in people's mail.

182.	A loved one requests longer and more frequent visitation with her loved one. The current visitation times are not long enough for the trip she would have to take.	The OCO provided information regarding how this person can contact the DOC to request a meeting about their circumstances.	Information Provided
183.	A loved one requested a meeting with DOC executive management to discuss next steps for DOC opening in person visits that mirror visitation during pre-covid times.	The OCO provided information regarding who this person can contact at the DOC headquarters in order to process their request.	Information Provided
184.	A loved one reports that the units continue to be muggy and hot with the AC running. The temperatures have been warm and are only going to get warmer. They are concerned about the living conditions for incarcerated individuals and staff.	The OCO provided information regarding who this person can contact at the DOC about the conditions of their loved one's facility.	Information Provided
185.	The individual reports concerns regarding records, judgment and sentence, and Community Custody staff conduct.	The OCO lacks jurisdiction to investigate this complaint because the complaint does not involve a person committed to the physical custody of the DOC; the OCO does not have jurisdiction over Community Custody. This office provided information regarding DOC 09-308 Board – Supplement to submit information concerning community custody, including alleged violation(s) for the Board to review. (DOC 320.110, Article V1. A. 1. Community Custody Violation/Revocation Hearings.)	Lacked Jurisdiction
186.	The incarcerated individual was taken into DOC custody for a supervision violation under two separate cause numbers. At the hearing, the individual reports that the DOC hearings officer used all prior violations under those cause numbers against him, revoking supervision. However, one of the cause numbers should have been vacated, which should have reduced the prior violations to be considered at the hearing.	The OCO lacks jurisdiction to investigate this complaint because the OCO does not have jurisdiction over community custody.	Lacked Jurisdiction
187.	A loved one reached out to this office regarding their family member who is in a county jail located in another state. They are concerned about the conditions and treatment the incarcerated individual is experiencing.	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
188.	External person reports incarcerated individual was sent to Monroe instead of county jail. She also asked for information regarding his court date and charges.	The DOC number listed on the concern is not valid and the name of the individual does not come up in the DOC system. The OCO does not have jurisdiction over other state or local government agencies.	Lacked Jurisdiction

189.	Loved one expressed concern about an incarcerated individual completing prison time and currently being held in Spokane County Jail.	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
190.	The individual reports that their cell in county jail was extremely cold and if not for an extra blanket, they feel that they might not have survived. Person also reports extreme hunger leading them to make poor decisions during their stay in the 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
191.	The incarcerated individual reports that due process was not followed at their community custody hearing, and they should have been assigned an attorney.	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
192.	The incarcerated person reported they were attacked by a police officer before they were incarcerated, and the attacker has continued using microwave electricity on this individual.	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
Peninsula - Kitsap County			
193.	Person is being impacted by facility COVID quarantine. This is preventing him from working. Person is supposed to release in nine days and needs money for transition.	This person was released prior to the OCO taking action on the complaint. Person has left work release and is now in the Graduated Reentry program.	Person Left DOC Custody Prior to OCO Action
Reynolds - King County			
194.	Incarcerated person says they are being harassed by a certain staff member at this facility. They have written previous grievances about the staff member's inappropriate behavior, but nothing has been done about it.	This person was released prior to the OCO taking action on the complaint.	Person Left DOC Custody Prior to OCO Action
Stafford Creek Corrections Center			
195.	The incarcerated individual reports that he is having trouble accessing medical care. The individual is experiencing chronic pain and was told an MRI would be scheduled; however, he has not had the MRI to date. The individual has attempted to kite medical several times for sick call and has not been added to the callout.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO verified that this individual is scheduled to see a provider and that health services staff checked in on him and determined that his concern was not urgent.	Administrative Remedies Not Pursued
196.	The incarcerated individual reports that two months ago, his left knee began popping and became swollen. The medical provider	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

	reported that the individual has moderate to severe arthritis, and the individual believes that his meniscus is torn again. The provider spoke with the orthopedist about the individual's knee and the orthopedist stated that he does not need an MRI. The individual reports that he needs medical care for his knee.	complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	
197.	The incarcerated person reports that the bulk of their property and pack out form are missing after transferring facilities. This person believes this is retaliation from staff in response to grievances that they filed.	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
198.	This person got married last year and his wife sent in her original birth certificate, ID, and all documents needed for their marriage packet. Their counselor put these documents in a drawer and then quit because he did not want to get the vaccine. The person saw DOC cleaning out the old counselor's files and asked about his wife's documents and was brushed off by staff. He has reached out to property and the mailroom, and no one has any information regarding this issue.	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
199.	Patient reports chronic care appointment has been canceled and rescheduled several times due to quarantine. He is releasing soon and needs to be able to speak with a provider about medication. He is concerned he will be released with only a 30-day supply of medication and due to COVID community appointment delays, wondering if he can have a two-month supply so he does not run out before being able to see a doctor in the community.	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
200.	Patient received x-rays when he arrived at his current facility that showed something concerning. He was told by DOC medical that the outside hospital read someone else's x-ray and that he did not have anything concerning on his imaging. He states he has not had any follow up since.	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
201.	The incarcerated individual reports staff misconduct. This staff member was antagonizing the person up to denying him food delivery. This person grieved the staff members conduct, and then was transferred	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	Administrative Remedies Not Pursued

	to a different facility. He feels he was transferred out of an effort to cover for the staff member's misconduct.	DOC internal grievance process, administrative, or appellate process.	
202.	Incarcerated person reports DOC discontinued phone and mail communication between them and their son after I&I conducted an investigation rather suddenly. Person states their J&S prohibits in person contact without prior approval and a chaperone while on community custody but does not prohibit phone and mail communication while in confinement and DOC is misapplying the condition.	OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.	Administrative Remedies Not Pursued
203.	The incarcerated individual was given an infraction and found guilty. This person reports that the infraction summary contains information that is not true. They also reported their PREA investigation is not being handled anonymously, and he has been infringed in 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
204.	Incarcerated individual states they filed a medical emergency regarding a vertigo episode where they threw up and was taken to medical but not much was done. The individual states they were taken back to medical a few days later but there was a shift movement, and they could not see a provider. They feel DOC failed to give them medical services.	RCW 43.06C requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process before the OCO may investigate the case.	Administrative Remedies Not Pursued
205.	Incarcerated person says that friends and family deposited money on their spendable account, but it did not show up on the account statement. When the person inquired about this to DOC staff, they found out I&I had placed them on a financial watch list. Person has since been removed from the list, but the money is still not being accepted by the facility and they are having trouble getting an answer.	OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.	Administrative Remedies Not Pursued
206.	The incarcerated person shared concerns about the lack of DOC response to his high-risk status. The person has requested medication for five months that the CDC recommended (in-person to the breakout unit) that he take as a preventive measure.	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
207.	Person reports incarcerated individuals have not gotten yard because of COVID outbreaks	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

	and DOC staff say it is due to staffing shortages.	complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	
208.	Incarcerated individual states that there is something wrong with the air system as there is a very bad smell from the air blowing vent and it is right below their bed. They state DOC is not helping them with this concern.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process.	Administrative Remedies Not Pursued
209.	The incarcerated individual reports concerns about the lack of treatment for his medical issues. The individual was eventually seen by a provider who offered treatment, but the provider did not follow through with a prescription for the necessary medication to alleviate his symptoms.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
210.	The incarcerated individual reports that his counselor is choosing who to create classification plans with. The individual reports that his STG affiliation is hindering him from getting help from his counselor to get an FMRT or facility plan review.	The OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.	Administrative Remedies Not Pursued
211.	Multiple incarcerated individuals have reported excessive infractions in the Veteran's Pod.	Upon receipt of these concerns, the OCO communicated directly with SCCC leadership about the matter, toured the Veteran's Unit, and independently reviewed infraction data. After speaking with unit staff and the incarcerated population, the OCO requested SCCC leadership investigate this allegation. SCCC leadership agreed to open an investigation to include an audit of the infractions. The OCO and the DOC substantiated that the individuals in the Veteran's Unit were served infractions after the COVID-19 outbreak rather than immediately following an alleged incident, as required in DOC 460.000. Because of the substantiated policy and procedure violations, SCCC Leadership agreed to dismiss eleven infractions for this individual.	Assistance Provided
212.	Incarcerated individual reports he has been resentenced five times on his current conviction. He states DOC keeps changing his ERD and has not given him appropriate good time credits to release and DOC will not give him his sentencing calculation sheet.	The OCO worked on a previous concern for this incarcerated individual for the same issue and it resulted in his ERD changing from 2022 to 2023. Upon receipt of his second concern the OCO checked his records and verified after the OCO closed the case his ERD changed again	Assistance Provided

extending his ERD by two months. The OCO contacted DOC and met with the DOC HQ Records Department to attempt to resolve his issue. This office verified that DOC records had completed an audit on his calculations, and he now has a PRD set and will release in three weeks.

213.	Family member reports the patient sustained a severe injury during work. He has sent several kites requesting to be seen and treated, not just told to take aspirin. He has been told multiple times to send another kite and they will get him in. That was almost two months ago, and he has yet to be seen.	The OCO provided assistance by contacting Health Services management to request an appointment for the patient, which DOC agreed to provide. The patient continued to experience delays in scheduling the next steps of treatment due to COVID affecting the availability of the therapist. The OCO was able to verify the patient has started treatment.	Assistance Provided
214.	The incarcerated individual reports that people who attacked him in the past are housed at his current facility. He states he cannot recognize them as they have transformed their appearance and names.	The OCO provided assistance. The OCO alerted DOC staff of this concern. The DOC subsequently submitted a referral for mental health services. The OCO determined that the individuals who had assaulted the complainant have a different custody and movement schedule, which prevents contact.	Assistance Provided
215.	Multiple incarcerated individuals have reported excessive infractions in the Veteran's Pod.	Upon receipt of these concerns, the OCO communicated directly with SCCC leadership about the matter, toured the Veteran's Unit, and independently reviewed infraction data. After speaking with unit staff and the incarcerated population, the OCO requested SCCC leadership investigate this allegation. SCCC leadership agreed to open an investigation to include an audit of the infractions. The OCO and the DOC substantiated that the individuals in the Veteran's Unit were served infractions after the COVID-19 outbreak rather than immediately following an alleged incident, as required in DOC 460.000. Because of the substantiated policy and procedure violations, SCCC Leadership agreed to dismiss two infractions for this individual.	Assistance Provided
216.	This patient wants their teeth cleaned. They submitted a grievance about this concern nine months ago. To this day they still have not had their teeth cleaned. Their grievance should be at level two, but they are not sure because no one will tell them.	The OCO provided assistance by contacting the Health Services manager who requested dental staff see the patient. The OCO also provided information to the patient about how to access medical care at his facility in the future.	Assistance Provided
217.	Person reports he is starting to lose vision in his eye. He is experiencing pain in the eye as well. He has had an appointment with	The OCO provided assistance. This office notified DOC about this concern. Health Services then agreed to set up an appointment	Assistance Provided

optometry and was given treatment, but it is not proving effective for his pain.

with the optometrist as soon as possible. Health Services also stated that medical would assess the patient to determine the urgency of the updated issue.

218.	Incarcerated individual states they were infractioned for being out of bounds while in their own cell because someone else was in their doorway after they had hit their head and the other individual was making sure they were okay. The individual also expressed concerns about a dismissed infraction that was used to substantiate four minor infractions into a major infraction.	The OCO reviewed the infraction and appeal packet and did not find there was enough evidence to substantiate the infraction. As a result, the OCO reached out to the DOC facility upper management, and they were willing to dismiss this infraction. The OCO was unable to locate any record of either infraction that pertained to the situation regarding four minor infractions into a major infraction, as a result, they may have both been dismissed by DOC prior to OCO involvement.	Assistance Provided
219.	Multiple incarcerated individuals have reported excessive infractions in the Veteran's Pod.	Upon receipt of these concerns, the OCO communicated directly with SCCC leadership about the matter, toured the Veteran's Unit, and independently reviewed infraction data. After speaking with unit staff and the incarcerated population, the OCO requested SCCC leadership investigate this allegation. SCCC leadership agreed to open an investigation to include an audit of the infractions. The OCO and the DOC substantiated that the individuals in the Veteran's Unit were served infractions after the COVID-19 outbreak rather than immediately following an alleged incident, as required in DOC 460.000. Because of the substantiated policy and procedure violations, SCCC Leadership agreed to dismiss six infractions for this individual.	Assistance Provided
220.	Person states the facility has had problems regulating mealtimes during the COVID outbreak. He was turned away from the kitchen because mainline was not announced overhead in the unit.	The OCO provided assistance by contacting health services and unit management to alert them of the concern and request their attention to the matter. DOC staff monitored to confirm the person did not continue to have issues.	Assistance Provided
221.	Multiple incarcerated individuals have reported excessive infractions in the Veteran's Pod.	Upon receipt of these concerns, the OCO communicated directly with SCCC leadership about the matter, toured the Veteran's Unit, and independently reviewed infraction data. After speaking with unit staff and the incarcerated population, the OCO requested SCCC leadership investigate this allegation. SCCC leadership agreed to open an investigation to include an audit of the infractions. The OCO and the DOC	Assistance Provided

		substantiated that the individuals in the Veteran's Pod were served infractions after the COVID-19 outbreak rather than immediately following an alleged incident, as required in DOC 460.000. Because of the substantiated policy and procedure violations, SCCC Leadership agreed to dismiss two infractions for this individual.	
222.	Multiple incarcerated individuals have reported excessive infractions in the Veteran's Pod.	Upon receipt of these concerns, the OCO communicated directly with SCCC leadership about the matter, toured the Veteran's Unit, and independently reviewed infraction data. After speaking with unit staff and the incarcerated population, the OCO requested SCCC leadership investigate this allegation. SCCC leadership agreed to open an investigation to include an audit of the infractions. The OCO and the DOC substantiated that the individuals in the Veteran's Pod were served infractions after the COVID-19 outbreak rather than immediately following an alleged incident, as required in DOC 460.000. Because of the substantiated policy and procedure violations, SCCC Leadership agreed to dismiss two infractions for this individual.	Assistance Provided
223.	Multiple incarcerated individuals have reported excessive infractions in the Veteran's Pod.	Upon receipt of these concerns, the OCO communicated directly with SCCC leadership about the matter, toured the Veteran's Unit, and independently reviewed infraction data. After speaking with unit staff and the incarcerated population, the OCO requested SCCC leadership investigate this allegation. SCCC leadership agreed to open an investigation to include an audit of the infractions. The OCO and the DOC substantiated that the individuals in the Veteran's Pod were served infractions after the COVID-19 outbreak rather than immediately following an alleged incident, as required in DOC 460.000. Because of the substantiated policy and procedure violations, SCCC Leadership agreed to dismiss two infractions for this individual.	Assistance Provided
224.	Patient states they are a high-risk individual who requires urgent follow-up for treatment related to diagnostic findings. Further evaluation has been cancelled due to COVID outbreak.	The OCO provided assistance by contacting Health Services management to alert staff and requested the appointment be rescheduled as soon as possible. Health Services agreed and then rescheduled the appointment once the	Assistance Provided

		outbreak ended. The OCO was informed all movements the day of the original appointment had been cancelled due to COVID.	
225.	This person has a chronic disabling disease and has an HSR for ice. They requested ice but the medical staff gave it to him with soap in it and told him not to drink it. He is supposed to get the ice so he can put it in water and drink it at nighttime to cool down. This has never happened before, and he filed a grievance against this staff member.	The OCO contacted facility leadership to inquire about the concern. Facility leadership notified Health Services that placing soap in the ice bags in Restrictive Housing is no longer a practice. Nursing staff in the unit were also notified.	Assistance Provided
226.	Incarcerated individual reports that he is having issues with his classification counselor. His Earned Release Date (ERD) is coming up and his counselor has not been present in the unit to help him with release planning. The individual wants to have some contact with his counselor to get more information about his release planning.	The OCO provided assistance by speaking with DOC staff to alert them of the concern. The DOC staff member confirmed that the individual's counselor has not been able to access the unit due to quarantining protocols. However, he can reach his counselor at any time via kiosk message. Counselors in the unit have open door time and he is welcome to speak with them about his release planning as well. The staff member this office spoke with also provided the individual with pertinent forms needed to continue his release planning.	Assistance Provided
227.	Individual is COVID recovered and says DOC is planning to move COVID positive people in with him. Some individuals have refused to move, and officers are in the unit now responding to that event. Right before he got sick, he was supposed to be in quarantine, but all units went to the same Passover line, spreading COVID. He says there is a steady stream of people from other units being moved into the area he is in and continuing the spread. There were no positives in the area this week and they are concerned DOC is going to move positive people in.	DOC staff resolved this concern prior to the OCO taking action on this complaint. SCCC is on outbreak status and the facility has directed individuals to shelter in place.	DOC Resolved
228.	Incarcerated individual expressed concern about resolution staff at DOC not allowing them to file resolution requests and sending back rewrites.	This concern was resolved by DOC prior to OCO involvement. DOC met with the individual and addressed this concern with him.	DOC Resolved
229.	The incarcerated individual says that the appeal they submitted in response to being denied Extended Family Visits was denied and the response they received in the denial letter did not pertain to them or their conviction. This person says they were screened for a program they are not eligible for and was found not amenable to, however they do	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted the DOC about this concern. The DOC reported that they were working on an approval for this person's extended family visits. The OCO verified that the extended family visits for this person were approved	DOC Resolved

	participate in other programming. They are confused as to what they are supposed to be doing that they are not already doing.	recently. This office wrote this person a letter with this information.	
230.	Family reports the facility issued a memo reporting 150 COVID positive cases today. DOC staff are making one unit quarantine and getting ready to move other people again. The complainant is concerned that DOC has not learned from the last two outbreaks and thinks they should shelter in place.	DOC staff resolved this concern prior to the OCO taking action on this complaint. SCCC is on outbreak status and the facility has directed individuals to shelter in place.	DOC Resolved
231.	The patient reports chronic pain that is not being treated. The patient was sent to a neurosurgeon for consult. Although surgery was not recommended, he did not receive a treatment plan or pain management. He only received one physical therapy appointment three years ago and was originally transferred for physical therapy access.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted Health Services and were informed the patient had begun a treatment plan for the chronic pain.	DOC Resolved
232.	Patient had surgery last year, surgeon recommended physical therapy. Due to COVID-19 he was not able to go to physical therapy (PT) appointments. After the outbreaks, he was not able to get all six PT visits and when he requested the DOC staff stated that he should already know the exercises and does not need the appointments, he wants to go to his last four allotted PT appointments.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The patient's consult was resubmitted by his primary care provider. The OCO will continue to track this case for completion of the appointment.	DOC Resolved
233.	Patient states medical did not renew his health status reports for a wheelchair and a pusher.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted Health Services management who informed this office that the health status reports had been renewed.	DOC Resolved
234.	The incarcerated individual filed a grievance to have medical co-pays refunded to their account and DOC agreed to do so. However, it has been over a month and the funds have not been refunded yet. DOC has not followed through with the agreed-upon resolution.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted the DOC about this concern. The DOC reported that they credited the incarcerated individual's account on the date that coincided with the resolution request regarding this issue. The DOC provided evidence of this transaction and a detailed explanation of disbursement between sub-accounts.	DOC Resolved
235.	Person says they were supposed to have an MRI as requested by the surgeon. Person says it has been over a month now and when they kited previously it took medical three weeks to respond that he has been scheduled. Person filled out paperwork to be escorted to	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted Health Services management and was informed the MRI had already been scheduled. The OCO followed up with the DOC to confirm completion of the appointment.	DOC Resolved

the appointment, but it now has been over a week.

236.	Person is requesting assistance in getting treatment for mental health issues. Person has apprehensions about living with another person in their cell and is always fearful of their safety and security. Person also wants to continue therapy as they did previously.	The OCO contacted the DOC Director of Mental Health to share this individual's concern. Prior to OCO involvement, mental health staff at the facility held a lengthy meeting with the individual going over his record and completing his mental health update. He is now stable and is engaged with his mental health provider.	DOC Resolved
237.	Patient says that for the past five months they have repeatedly requested an appointment with medical to address a treatment plan for their chronic condition. Patient is currently working a physically strenuous job which causes excessive fatigue, joint pain and swelling. The response from the initial grievance states that patient has been seen by medical however, patient claims this is false.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed extensive medical records and could not identify a delay in care. Consults for specialist evaluation were submitted in an appropriate time and scheduled soon after the patient arrived at his current facility.	DOC Resolved
238.	Anonymous person called to report incidents where another incarcerated individual fell in the bathroom and DOC staff did not provide him assistance or call medical.	The OCO contacted the person for which the complaint was filed, provided information including a complaint form and how to follow up if the concern has not been resolved through administrative remedies. Awaiting consent from individual if issues have not been addressed and he is interested in OCO assistance.	Information Provided
239.	Patient reports the DOC Gender Dysphoria Care Review Committee (GD-CRC) approved gender affirming surgery. When she asked her provider about scheduling the surgery, she was told she does not have priority. She is concerned that she will need another CRC review if the appointment is not scheduled in time. Patient requested surgery consult be scheduled.	The OCO contacted health services. DOC reports the patient's paperwork has been submitted to the offsite specialist and DOC is awaiting consult approval and scheduling. Once a consult is approved, it does not expire, and the individual should not have to go through the CRC process again. The OCO provided information regarding the CRC and consult scheduling process.	Information Provided
240.	The incarcerated individual called to ask for self-advocacy advice regarding an upcoming major infraction hearing.	The OCO provided information regarding filing an infraction appeal and following up with the OCO once the incarcerated individual has received a response from the DOC. This office wrote this person a letter verifying that the OCO gave them the information they requested over the phone.	Information Provided
241.	Person says that the population at their facility received a facility-wide bulletin from the acting Superintendent that people who have tested positive for COVID are allowed to remain in the unit. Person is reporting that the problem is that they are still using the	Due to the COVID outbreak, incarcerated individuals at SCCC have the option to shelter in place if they sign a waiver. The OCO provided information for requesting to be moved if he is interested in that option. Unit conditions will need to go through the normal	Information Provided

	same bathrooms, coming out for the delivery of commissary and going to main line with everyone else and that does not make sense. Person says they filed a Resolution, and the response contradicted the bulletin.	Resolution process, requiring a level II DOC response for the OCO to open an investigation.	
242.	The incarcerated individual is requesting assistance removing a keep separate order that should have never been placed.	The OCO provided information regarding how to remove a keep separate order. An incarcerated individual must reach out to their counselor, who contacts the counselor of the other individual that this person is separated from. If both individuals agree to have the keep separate removed, then the counselors complete their form and send it to the CPM for approval. This office wrote this person a letter with this information.	Information Provided
243.	The incarcerated individual reports that his mother is in hospice care and his furlough request was denied. The individual reports that his family members have also contacted the DOC regarding his furlough request.	The OCO provided information regarding the reasons the incarcerated individual's furlough request was denied. The individual's request was denied due to a previous no contact order with a family member who lives at his mother's residence and his conviction history which could present safety and security concerns.	Information Provided
244.	The incarcerated individual requested an address from the OCO. They have filed a grievance about this issue, but they report that DOC would not give them the address or the paperwork that they want.	The OCO provided information regarding the address this person was requesting. This office could not review this person's grievances, so the OCO provided the information they were requesting.	Information Provided
245.	Person reports that they have a history of being prescribed psyllium flakes for a medical issue and it has worked in the past. They are trying to continue that treatment however medical staff are treating him as if it is a different medical issue and the medications, they are giving him are not working. Person has also been passed over to medical staff that they have not previously seen and does not feel like they are trying to treat the actual condition. The individual asked if he is able to order the psyllium and pay out of pocket.	The OCO provided information regarding ordering psyllium flakes; patients under DOC supervision cannot order psyllium through the Offender Paid Health Plan. This office reviewed the DOC grievance responses and see that DOC does admit to the prescription being unavailable at times and providing alternative medication options. Grievance was closed as supplies became available again, noted the last prescription refill date was 2019, and that the provider would be contacted about updating the prescription to psyllium, instead of the Polyethylene Glycol alternative, now that it is available again. The OCO also provided information about requesting prescription refills and renewals through DOC.	Information Provided
246.	Patient reports she was approved for surgery by the DOC Gender Dysphoria Care Review Committee (GD-CRC). When she met with a provider, she was told her surgery was not a priority. She is concerned that the time limit on the CRC approval will cause her to need	The OCO contacted health services. DOC reports the patient's paperwork has been submitted to the offsite specialist; the consult has been approved and is pending scheduling. Once a consult is approved, it does not expire, and the individual should not have to go	Information Provided

another review if the consult is not scheduled in time.

through the CRC process again. DOC currently contracts with limited providers for certain gender affirming surgeries and for some individuals the first available appointment is 3-6 months out. The OCO provided information regarding the CRC and consult scheduling process. DOC invited OCO to follow up regularly if the OCO would like a status update on the offsite review and scheduling since there is a list of patients experiencing long wait times.

247.	The patient has multiple medical concerns and reports that nothing is being done by DOC. He believes he is being denied medical attention due to retaliatorily refusals because of grievances, racial, and religious discrimination.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed extensive medical records and was unable to identify a denial of care for this patient. DOC medical has made many attempts to evaluate and treat the patient, with many of the appointments declined by the patient.	Insufficient Evidence to Substantiate
248.	Person reports they are seeing soot coming through vents in their cell and are having difficulty breathing. When they requested resolution, their request was sent for rewrite multiple times.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO contacted Health Services management who contacted Maintenance. Maintenance sent an engineer to inspect this person's cell and the surrounding cells and found no evidence of soot or debris coming from the vents.	Insufficient Evidence to Substantiate
249.	The incarcerated individual's loved ones are seeking assistance with their son's case. They report that their son was wrongfully convicted and despite many attempts to present the evidence they have collected proving his innocence, they are finding it difficult to get any agencies willing to respond or to help their son.	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
250.	The incarcerated individual received a bulletin which states that COVID-19 positive individuals can self-quarantine in their cells. He filed a resolution request opposing this as he feels this is unsafe.	The OCO was unable to substantiate a violation of policy. The DOC implemented policies to address COVID-19 conditions within the facilities. The OCO was not able to determine the DOC actions in this case were outside of those implemented policies.	Lacked Jurisdiction
251.	Individual was released following Indeterminate Sentencing Review Board (ISRB) decision but later returned to prison on a violation. He is concerned he will not be eligible for camp.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Person was assessed and placed in long term minimum custody.	No Violation of Policy
252.	Incarcerated person is releasing soon and requested that DOC accommodate them with provisions upon their release. Person said the requested provisions were denied.	The OCO cannot assist with the desire for additional provisions upon release. Per DOC 210.025, an individual can be provided with \$40 of gate money and an in-state bus pass when released.	No Violation of Policy

253.	Incarcerated individual reports being falsely infracted for a 728 and 606 when sticky notes tested positive for illegal substances. The individual also expressed concerns about a CUS, not a hearings officer holding the hearing and being refused witnesses. The person also says their extended family visits (EFVs) were retracted for a year as required via policy.	The OCO reviewed the infraction and appeal packet and found there is evidence to substantiate both infractions. First, the 606 for possession of homemade smoking device was substantiated by photos of a toilet paper roll with a hole for smoking that was found in the individual's property, and the 752 for a positive test for anabolic steroids from post it notes was substantiated by photo evidence of the test with the item found in the person's property and the positive reading of drug test. Second, per DOC policy 460.000(II)(B)(1)(a) a hearings officer must have the rank of a lieutenant, CUS or CC2 so a CUS can do infraction hearings. Third, there was no evidence that the person's extended family visits were taken away as a sanction at all.	No Violation of Policy
254.	The incarcerated person reports DOC staff denied him access to a less restrictive work area for vocational training that requires a higher level of clearance by DOC staff. The person believes this is due to his association with the Indeterminate Sentence Review Board (ISRB).	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Per DOC 700.000 Work Programs in Prison, "[a]ll incarcerated individuals are expected to participate in authorized work, education, and/or other programs ordered by the sentencing court/parole authority or required by statute. Failure to participate in programs may result in administrative action." Because this person is not currently amenable for court ordered behavioral programming, he is not eligible to work in the less restrictive area.	No Violation of Policy
255.	The incarcerated individual reports that his release date has passed, and he is still in prison. He would like help getting released or information about why he is past his release date.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO reviewed the release planning documentation and finds the individual's release plan was processed per policy and the individual was able to release on his Earned Release Date (ERD).	No Violation of Policy
256.	The incarcerated individual reports issues with the new mail policy. The individual says staff can now make copies of any mail, which could lead to issues. The individual says that mail is special to incarcerated individuals and they want the original letters, not copies. The individual reports that this part of the policy is too vague.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Per policy revision of DOC 450.100, incarcerated individuals may receive a photocopy of the correspondence in lieu of the originals, to maintain safety and security of the facilities.	No Violation of Policy
257.	The incarcerated individual reports he was not COVID-19 tested after being moved. He also shared concerns regarding lack of	The OCO was unable to identify evidence to substantiate a violation of policy by the DOC. The OCO spoke with DOC staff about the concerns the individual expressed were	No Violation of Policy

communication from DOC, cleaning supplies, and access to showers late at night.

occurring in his unit. DOC explained individuals housed in this unit have weekly testing, and if an incarcerated person did not receive a test, it was due to medical direction. The DOC stated that the COVID 19 response team and DOC staff working in the unit have spoken with the unit multiple times and have offered the population access to “open door hours” to answer questions or address concerns. Incarcerated individuals in the unit have access to cleaning supplies; replenished when requested. Shower availability is limited to the graveyard shift due to limited staffing and to keep individuals separated.

258.	The incarcerated individual received an infraction for possessing and making alcohol and states DOC did not follow policy when they searched this person and gave them their hearing notice. The individual also says the review that was done by DOC was incorrect and the boxes marked did not match the notes made.	The OCO reviewed the infraction and appeal packet and found no violation of policy. The individual was given a search report and the infraction was continued according to policy. There was evidence to substantiate the 752 infraction for a positive drug test when the fruit mash that was found in the individual’s cell tested positive for alcohol. The 655 infraction for making alcohol was substantiated when pruno was found in the individual’s cell and the individual claimed possession of it to two DOC staff members.	No Violation of Policy
259.	Patient reports that DOC dental staff pulled two teeth that held brackets behind them for his partial on his lower jaw. He is now unable to wear his partial. The denturist in charge of partials has reported that the current partial will not be able to be modified and he needs to get a new one made. The DOC will not approve a new partial to be made.	The OCO contacted Health Services management and were informed that the request for a new partial was denied by the Care Review Committee (CRC). The CRC has its own appeal process.	No Violation of Policy
260.	Incarcerated individual expressed concerns about two infractions. The first infraction was for refusing housing when the person refused to go into the gym to quarantine with other COVID positive individuals as the person says they were negative. The second infraction was for refusing to disperse when DOC says they became loud and argumentative over seeing a provider but the person says DOC staff lied about this.	The OCO reviewed the infraction and appeal packet for both infractions and found there was evidence to substantiate both. For the first, there was a positive COVID test result which would require the person to move to the gym and refusing this move would result in a 724 infraction for refusing housing. For the second, there is staff member statements that show the individual became argumentative and refused to leave the medical area until they saw a provider, this behavior substantiates a 509 infraction for refusing to disperse.	No Violation of Policy
261.	External person reached out via email to report concerns about a medical hold being	The OCO reviewed the custody facility plan and reached out to facility leadership. The Facility	No Violation of Policy

	removed and potential transfer of their loved one to a facility that cannot meet his medical needs.	Medical Director reviewed the medical needs of the individual at the time his new custody facility plan was created. They did not find a medical reason to cancel a transfer to another facility. His classification has now changed and based on his custody points DOC is within DOC 300.380 to transfer him to a facility that provides close custody.	
262.	Incarcerated individual reports that he has four teeth that are causing him extreme pain and are cracking often in his mouth. The dentist has said that the teeth are not bad just exposed at the roots and therefore will not pull them. Incarcerated individual would also like to see another dentist.	The OCO contacted DOC Health Services management and were informed that the dentist assessed the patient's condition and deemed extraction not necessary at this time.	No Violation of Policy
263.	The incarcerated person says that the Indeterminate Sentence Review Board (ISRB) continues to deny them release even though the person has completed everything that was required of them. The person notes that there are other programs required by the ISRB that they do not believe are appropriate for them.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO's review determined that the individual declined some of the programming assigned by the Indeterminate Sentence Review Board (ISRB). ISRB sentencing falls under RCW 9.95.011(2), which means the board sets minimum sentence terms. For the individual to be considered for release, they must be found releasable by demonstrating responsivity to programming participation. The release denial and programming recommendations were not a violation of policy.	No Violation of Policy
264.	Incarcerated person reports that visitation with their two daughters was denied on the basis of person's crime, however, the person says they do not have any stipulations or conditions that explicitly prevent them from contacting their children or minors in general. They received a major infraction for having contact with their children.	The OCO reviewed the individual's Judgment and Sentence, the infraction and appeal packet and found no violation of DOC Policy. There is evidence to substantiate the infractions as the individual violated numerous video visit conduct rules that went against their Judgment and Sentence.	No Violation of Policy
265.	The incarcerated person is concerned that the new OCO hotline hours have been changed by DOC. This person also states he is trying to report racial disparities through the resolution system, and they are not being accepted.	The OCO was unable to identify evidence to substantiate a violation of DOC's policy. The OCO provided information to the incarcerated person that included the office's new hotline hours and confirmed the changes were made by the OCO. The OCO reviewed the resolution request regarding the disparities and found that the individual refused to work with resolution program staff to meet the rewrite requirements of the resolution program. The individual would need to accept assistance for a full review of their concerns.	No Violation of Policy

266.	Incarcerated person stated they have been trying to review their medical records, but DOC has not been responsive to their request.	The individual contacted OCO to inform this office that he was able to view his records and asked for his case to be closed.	Person Declined OCO Involvement
267.	An individual called in about another person. The other person has mental health needs and was told by the therapist at the facility that they are not putting them back on their medication. They were taken off their medication and have not been put back on their medication. They have a confirmed mental health disorder and are on disability for it. Psychiatrist told person if they file another emergency medical kite that they will be disciplined for it.	The OCO attempted to contact the individual experiencing this concern, however the individual did not respond to the OCO.	Person Declined OCO Involvement
268.	The individual reports difficulty making contact with medical. Person has not received follow up care since diagnostics related to facility outbreak.	Person will be out to court for an extended amount of time. Provided information about contacting this office when he returns to the DOC.	Person Left DOC Custody Prior to OCO Action
269.	Incarcerated individual reports that DOC medical staff did not provide him with antibiotics that were prescribed by a DOC provider. Patient transferred and never received the medications. Resolution process took over a year.	The OCO was able to substantiate this concern but was not able to achieve a resolution. The OCO contacted Health Services management who substantiated the concerns about the resolution program timeline and medication. DOC has made recent changes to staffing and processes to mitigate future issues of this nature.	Substantiated Without Resolution
270.	The incarcerated person reports their property was confiscated by the Intelligence and Investigation Unit almost a year ago, and it has not been returned. The person did not receive an infraction, no contraband was found, and the person pursued administrative remedies that did not resolve the matter. The individual is requesting OCO assist in having their property returned.	The OCO was able to substantiate this concern but was not able to achieve a resolution. The OCO spoke with the DOC Investigations team; due to safety and security concerns revealed by the investigation last year, the DOC is unwilling to return the property to the incarcerated person.	Substantiated Without Resolution
271.	The incarcerated individual is trying to get married, but they do not have a birth certificate because they are an immigrant. They have provided a copy of their expired state ID, green card, and visa, but DOC will not approve their marriage.	The OCO was able to substantiate this concern but was not able to achieve a resolution. The OCO contacted the DOC about this concern. The DOC reported that an incarcerated individual must have a birth certificate or current green card to be approved for a marriage license while in DOC custody as per policy 590.200.	Substantiated Without Resolution

Washington Corrections Center

272.	External person reported their loved one is in segregation waiting to be approved and transferred to a different facility. He has not	The OCO could not find any resolution requests on file for this incarcerated individual. Per RCW 43.06C(2)(b), the OCO cannot investigate a	Administrative Remedies Not Pursued
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	leveled up and he was given broken headphones.	complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	
273.	Person says they received four major infractions while on the GRE program and the same officer that infringed him was conducting the hearings. Person says they do not believe they received a fair hearing, and they would not get a fair appeal process.	The incarcerated person has not pursued internal resolution of this concern; there is no record of any appeal for these infractions. 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
274.	The incarcerated individual reports that he received two infractions for refusing housing/cell assignment. The individual told the officers that he felt unsafe in the tier due to a previous assault and was told that he would be infringed for refusing his cell assignment. He does not feel he should be infringed for trying to communicate a safety concern. The individual told staff that he did not want to refuse cell assignment, but he could not be on that tier due to safety reasons.	The OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.	Administrative Remedies Not Pursued
275.	Person reports two legal issues: DOC staff gave him legal mail that had already been opened not in his presence and DOC staff are not letting him access his legal documents or legal books. Person says he is not asking for anything that contains his criminal history, he understands the security issue but is asking for the handwritten motions he drafted personally. Because he has not been able to access these materials it is negatively impacting his current court proceedings and violating his right to access the courts.	The OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.	Administrative Remedies Not Pursued
276.	External person reported concerns regarding an incarcerated individual's classification. The individual has a cognitive disability and complainant is concerned about his safety and the implications of being classified as close custody.	The OCO contacted the classifications department to discuss this concern and future placement. DOC Classifications agreed WSP was not a good placement and did not plan on sending him there. The DOC was able to place him at Stafford Creek in a special unit for his disability. DOC classifications contacted the family member to discuss the placement.	Assistance Provided
277.	Person reports they received hormone therapy in the community and have not received it since they have been incarcerated.	The OCO contacted the facility medical team and substantiated a delay in Hormone Replacement Therapy (HRT) access due to staffing uncertainty of protocol, specifically whether HRT is reviewed at the facility or by	Assistance Provided

the Gender Dysphoria Care Review Committee (GD-CRC). DOC medical providers can refer cases to the CRC or review for HRT at the facility level. After initial outreach, the OCO confirmed the patient was added to the next GD-CRC review and was approved for HRT. DOC informed this office that the patient should be able to access the first dose in about a week when the prescription arrives.

278.	Incarcerated individual reports they have two active court cases and need access to their legal mail and the law library. The individual reports they are only allowed to read their legal mail in the legal library with the legal librarian, who is only occasionally present. The individual reports they have not gotten much time in the law library and the active court cases are time sensitive.	DOC staff resolved this concern prior to the OCO taking action on this complaint. DOC staff found that there was a staffing error that created a backlog of E-filing documents at this facility. The E-filing documents are referred to as legal mail in the complaint, which is why the individual requires assistance from the law librarian to access it. DOC resolved the issue and gave the individual access to his active court documents. DOC also explained to the individual that kiting the Law Librarian prior to his law library call-out is the most effective way to ensure he will have access to the assistance required. The individual has also been transferred to a more permanent facility and now has more meaningful access to law library.	DOC Resolved
279.	Incarcerated individuals reported they were in medical quarantine and did not receive the COVID incentives that had been approved.	The OCO contacted DOC Headquarters and the superintendent to inquire about the incentive. The OCO was able to confirm the individuals received the incentive.	DOC Resolved
280.	Incarcerated person reports filing five resolution requests at WCC that have gone unanswered on appeal and are overdue. The person feels he is being silenced for complaining against medical at WCC. Patient called the hotline to report need for medical attention.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted DOC health services and confirmed the patient received medical appointments since transferring facilities. The OCO reviewed all active grievances at WCC for the individual and found three open level II grievances pending DOC response. However, they were not past due date. The other grievances have been closed as "Offender Favored" with appointment scheduled or "State Favored" per DOC 650.020.	DOC Resolved
281.	Incarcerated person reported two incidents where they were assaulted in the facility. The most recent incident was a sexual assault and the previous one was a physical assault involving hate speech. Person is deeply concerned that nothing will happen to the individuals who committed these assaults. Person says they were moved into isolation	The OCO contacted facility leadership regarding this concern. This individual was moved to a different unit and a PREA investigation was opened prior to OCO involvement. The DOC confirmed the individual will not be moved back to the unit where the incident allegedly occurred. The OCO verified that DOC is following the PREA policy.	DOC Resolved

but the individuals who assaulted them are still in the general population, and they do not feel safe returning.

282.	Person says they have not been able to file a PREA complaint. They have attempted multiples times and DOC is not being responsive.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO review founded that the person was able to file a PREA complaint.	DOC Resolved
283.	The incarcerated individual reports that an officer alleged that he assaulted her and disobeyed a directive. He went to the IMU. He went to his hearing and all infractions were dismissed after they reviewed the camera footage and found that the incident did not occur, and that she had filed false reports. The incident happened in the kitchen and one of the officer's friends works in the kitchen. He is worried that the retaliation will impact his request for clemency. He would like to be transferred to work in another industry. The individual said that the response to his resolution request indicated that his concern may have merit and that, because an administrative investigation was being conducted on the allegation outside of the resolution program, the resolution request had been administratively withdrawn.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed available records and contacted DOC staff. The individual's counselor reported that they are currently working on a new job placement for this individual.	DOC Resolved
284.	Individual was at work and went to speak with his boss about another incarcerated individual and employment issues. During the conversation, she said that "n- words" are not allowed to say the "n-word" in the area where she is the supervisor. He was shocked and walked out. He is worried about retaliation.	The OCO contacted the facility leadership immediately upon receipt of this concern. The resolution request the incarcerated individual had filed had been pulled by DOC leadership prior to OCO involvement and is currently under investigation.	Information Provided
285.	The patient reports that he has been dealing with skin issues for a while. His requested treatment was submitted for review by the care review committee (CRC), and it was denied. He appealed the decision from the CRC, but he has not received a response. He submitted the appeal more than a month ago.	The OCO contacted Health Services management who stated they would send the patient a copy of the care review committee (CRC) appeal decision. The OCO provided information to the patient about CRC decisions and self-advocacy information.	Information Provided
286.	Incarcerated person states that letters sent to the Assistant Deputy Director to obtain visit and correspondence approval have not been responded to. Person is seeking incarcerated individual-to-incarcerated individual communication in the step process to marry at a later time.	The OCO contacted the Deputy Director to ask if he had received a letter. He stated he had not. The OCO will advise the incarcerated individual to resend the information.	Information Provided

287.	The family member of an incarcerated individual reports that the door used by DOC staff for meal delivery often closes rapidly, resulting in bodily injury to other individuals. The family member reports an incident of an incarcerated individual receiving injuries on their hand and another incident where an incarcerated person's chest and back were injured as a result of this practice. The family member reports that her loved one and other individuals have been threatened by staff with an infraction for reporting the issue and/or seeking medical care for the injuries caused.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO does not have enough information about the individuals harmed or where the allegations of harm occurred. The OCO provided the family member with additional information about the work of the OCO and what details are needed to investigate a concern.	Insufficient Evidence to Substantiate
288.	Incarcerated individual expressed concerns that their unit counselor has not completed the reentry plan within the initial 45 days of entering the department and the counselor is requesting additional meetings with them to continue working on the reentry plan.	The OCO was unable to find evidence that substantiated this individual's concern. The OCO's review noted that the individual had requested to release to an address that would not be accepted by DOC.	Insufficient Evidence to Substantiate
289.	Incarcerated individuals reported last night that an individual was taken outside of the unit by staff and a use of force was used on him, even though he was handcuffed and not resisting.	OCO requested video of the incident reported. The OCO confirmed the individual was at yard when the incident occurred and not taken out of the unit. After review of the video evidence and incident report, the OCO could not substantiate an excessive use of force or that DOC violated its use of force policy.	Insufficient Evidence to Substantiate
290.	The incarcerated individual reports that DOC is denying him Extended Family Visits (EFVs) because of a domestic violence charge with another person from many years ago. The individual would like OCO to review DOC's decision because he feels that many other people with domestic violence charges have been able to use the EFV program.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. This office determined that the DOC is within policy to deny an extended family visitation application if the incarcerated individual has previous domestic violence charges.	No Violation of Policy
291.	Individual was placed in restrictive housing when she arrived at WCC. Now she's in a unit with no other trans women. She reports having problems with other incarcerated individuals in the community bathrooms. An incarcerated individual is demeaning her every time she is around her.	The OCO contacted facility leadership and the PREA Coordinator at WCC. The individual had been housed in restrictive housing while her housing review was completed. This individual is now housed appropriately. The individual has filed multiple PREA complaints, and the DOC staff has been investigating the concerns and offering mental health treatment. The individual she has named as demeaning is not housed close to her and they do not share a common area.	No Violation of Policy
292.	The incarcerated person had a previous case with the OCO where the infraction was thrown out, everything was reinstated except	The OCO reviewed all evidence in regard to the introduction of contraband and the correspondence between the individual, his	No Violation of Policy

visits with his wife. They got video visits back but were not given information on what happens next in the plan to get to contact visits and EFV.

wife, and the DOC visitation department. While the infraction was overturned due to a procedural error, the evidence still substantiated the attempt to introduce contraband. Due to safety and security, his wife was terminated from visits by the previous Assistant Secretary. Recently in 2022, DOC has approved them for video visits only. DOC is following policy 450.300.

293.	Patient's medication was discontinued after it was determined to elevate the risk of exacerbation of a cardiac condition. The patient has known about this condition and accepts the risks for the benefit the medication provides. He would like to be put back on the medication.	Person released to community before a resolution could be made.	Person Left DOC Custody Prior to OCO Action
294.	The incarcerated individual has a case from another state, and it is unclear if that state is aware his cases run concurrently. This person is past their earned release date and should have been released by now because the out-of-state warrant was dropped.	The OCO was able to substantiate this concern but was not able to achieve a resolution. The OCO determined that this person has two warrants out of state and is waiting for transportation to take him there.	Substantiated Without Resolution

Washington Corrections Center for Women

295.	The incarcerated individual reports that when she came into prison, she had a warrant. She told records and signed the warrant with them. She then got an override to a minimum-security unit where she was in TC (therapeutic community) program. She was demoted and pulled out of TC for the same detainer that records overrode to put her in minimum security.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
296.	The incarcerated person reported that her release date had changed by a month, and they now have 30 days to approve the address. She does not know why she has a notification hold.	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. Notifications occur when community must be notified. Person has now been released.	Administrative Remedies Not Pursued
297.	The incarcerated individual reports being treated unfairly and refused proper clothing and healthcare while in segregation. They have been unable to call OCO because of the time they are out of their cell.	The OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have	Administrative Remedies Not Pursued

passed since filing the grievance before the OCO may investigate the case.

298.	Person reported that they were accused of making pruno and possessing a tool. Person says they were infracted but they have numerous concerns about how the hearing was conducted and how they were treated. This situation has negatively impacted their eligibility for the GRE program. Person further reports that the hearings officer read confidential information from their mental health journal.	The OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process. the OCO encouraged the individual to follow up with the OCO once her infraction appeal is reviewed by DOC.	Administrative Remedies Not Pursued
299.	The incarcerated individual reports that they were denied phone access to their attorney two days in a row. The first day they had calls scheduled, but they were taken out of the facility for medical reasons. On the second day a staff member told them they could not have 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
300.	The incarcerated person was moved to receiving more than five days ago and is unsure why. They have missed visits with their child and have not been able to attend school due to this placement. They also report ongoing mental health struggles.	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 was able to confirm that this individual has been able to access mental health providers while waiting in receiving for a close custody bed to become available.	Administrative Remedies Not Pursued
301.	Patient has a food allergy to certain herbs; she had a Health Status Report (HSR) but it was only for 15 days. She has kited food services about whether they can accommodate the allergy. The medical provider says that DOC only recognizes certain allergies for medical diet HSRs; allergy to herbs is not on the list. She is confused because she had the HSR for two weeks.	The OCO substantiated that the patient was issued an HSR that was not renewed, and that DOC's medical diets do not cover her specific allergies. The OCO requested that DOC address this concern. DOC provided the patient with a list of food items/meals that may contain these herbs so that she may self-select, provided HSRs for supplemental snacks, and scheduled the patient for allergy testing and follow up.	Assistance Provided
302.	Incarcerated patient's family reports that they have been on the list for dental care since 2018. Patient reports trying to get a cavity filling and mouth guard.	The OCO contacted the facility healthcare team to request dental follow up with the patient. As a result, DOC scheduled the patient with dental and addressed remaining concerns at the appointment.	Assistance Provided
303.	Individual is in receiving at WCCW and is set for release. The facility is under quarantine and the counselor is not meeting with her. She needs to have a release address approved otherwise she risks being released with no	The OCO contacted facility leadership regarding the incarcerated individual's release plan. The OCO verified she does have a release plan and DOC was working on it prior to OCO involvement.	DOC Resolved

housing. Requesting immediate assistance from the counselor to get her release address set.

304.	The incarcerated individual had vertigo last year due to multiple ear surgeries. Recently she was dizzy and fell off her top bunk. She spent a night in the intensive patient unit and was given vertigo medication. DOC will not allow her to have a bottom bunk, which she needs because she feels dizzy almost daily.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted the DOC about this concern. The DOC reported that this person has received a health status report for a lower bunk.	DOC Resolved
305.	A loved one of the incarcerated individual reports that individuals who are quarantined in the gym do not have access to water. The loved one says that several women were given one bottle of water in the beginning of the quarantine but do not have access to a water source to refill the bottles. The person reports that this has been going on for multiple days now.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted Incident Command at the facility and was informed that incarcerated individuals in quarantine can now access the filtered water station located in the main hallway.	DOC Resolved
306.	Incarcerated person reports that she had an argument with a friend, which has resulted in other individuals kiting about it. She reports that DOC has overreacted and moved complainant away from her support system. She is not able to grieve. She feels discriminated against because similar personal issues with cisgender individuals are handled at a lower level.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO noted in this person's electronic file that she has been moved back to her original unit.	DOC Resolved
307.	Incarcerated person requested to be promoted to the next phase in Therapeutic Community (TC) to be eligible for the graduated reentry (GRE) track. Persons says she completed the work and attempted to phase up two weeks before they were locked down with COVID.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO verified with DOC staff that there was no longer a hold in the person's file. Person is in minimum custody.	DOC Resolved
308.	A loved one of the incarcerated individual is concerned that the DOC or WCCW has put obstacles in the way of incarcerated individuals reporting to the OCO. This would be a violation of law that states that an incarcerated individual cannot be denied access to "courts, counsel, and public officials."	The OCO provided information regarding the closure of the hotline and reasoning for the closure, and informed the loved one that the OCO is still processing mail.	Information Provided
309.	The incarcerated individual reports an error in sentencing. She says DOC did not correct the release date when the courts amended the sentencing for her case.	The OCO provided self-advocacy information to the complainant for the purpose of obtaining a review of the sentencing calculations. The information included what details should be provided to DOC Headquarters Records Department to ensure a	Information Provided

		thorough review of the calculation. The OCO provided information on how the DOC performs calculations and included pertinent legal authorities to review, such as WAC 137-30-060 concerning release dates and RCW 9.94A.729 concerning earned release time and risk assessments.	
310.	Outside complainant reported that they had received an email from an incarcerated person stating that staff is harassing, discriminating, and filing PREA complaints against her.	The OCO was unable to identify evidence to substantiate this complaint. The OCO's review did not reveal any related allegation made against this individual. This office contacted the incarcerated individual to ensure she is aware that she may contact this office directly to provide additional information if appropriate.	Insufficient Evidence to Substantiate
311.	Individual is in DOC custody on an interstate compact. She has been told that she will be sent back to her home state and does not want to go because of her ADA issue.	The OCO contacted DOC Classifications and confirmed that she is doing well, and they do not plan on transferring her. The OCO could not find evidence to substantiate she will transfer back to her home state.	Insufficient Evidence to Substantiate
312.	The individual reported that several friends have tested positive for COVID and are very sick in isolation. Complainant stated that her friend cannot breathe, and she reports there are other people with the same issue. They declare medical emergencies and are ignored and feel they do not get the proper care.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO contacted DOC and they reported that the individual is not in quarantine or isolation. As of the date of outreach, there are no current isolation patients reporting symptoms. A nurse is assigned to the unit to be available for medical emergencies and there have been no recently reported emergencies or grievances. There are updated COVID protocols in place for providing medical care while in isolation and quarantine. The incarcerated individuals can contact the OCO with more details if they file medical emergencies or grievances and the issues are not resolved through that process.	Insufficient Evidence to Substantiate
313.	Patient was given the incorrect medication and fell in her cell due to side effects. Medical will not see her for this and are lumping it in with the chronic conditions. She is requesting that medical evaluate her for this new injury.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed medical records and contacted Health Services management to discuss the concerns. The OCO was unable to substantiate a denial of care. It was noted that the patient was seen by a provider several times after the injury and had been offered pain medications which she had declined.	Insufficient Evidence to Substantiate
314.	The incarcerated individual reports that the facility is not able to maintain program procedures such as movement to the kitchen for meals. This person reports that the issues with understaffing are contributing to the	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO contacted the DOC about this concern. The DOC reported that there was a normal operation at this facility on the date of this	Insufficient Evidence to Substantiate

	problems the facility is experiencing with this concern.	concern. The OCO provided this information to the individual.	
315.	The incarcerated individual is in the therapeutic community program but because of numerous COVID outbreaks, the person reports that the timing for their program has been derailed. This person is at phase three and wants to phase up to level four but there is a new class requirement that was just added. They are concerned about how they are going to get into the class and phase up during COVID. Once they are in phase four, they are eligible for work release.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO contacted the DOC about this concern. The DOC reported that there is no new class requirement for phase three and this person is very close to moving up to phase four. The DOC confirmed that when this person moves up to phase four, they will be eligible for work release. The OCO was unable to substantiate that COVID has caused delays for this person.	Insufficient Evidence to Substantiate
316.	Incarcerated individual expressed concern about receiving an infraction for tattoo paraphernalia and one for possessing razor blades. The individual states the razor blades are used for self-harm, and they should not be inflected for a mental health concern.	The OCO reviewed the infraction and appeal packet as well as the hearing audio and found there was evidence to substantiate both infractions. The possession of the razor blades themselves are an unauthorized tool which is separate from the intent to use it in a self-harming manner. The possession of the items is an infractable behavior.	No Violation of Policy
317.	Person states they are being targeted by their counselor because of her previous relationship with another incarcerated person. Person states that their counselor has negatively impacted her schooling.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. After filing complaint with the OCO the person received infractions that are impeding restoration pathway of good conduct time. Person has received a new counselor due to change in housing unit.	No Violation of Policy
318.	A friend reports ongoing harassment of an incarcerated loved one by DOC staff due to the individual's friendship with someone who is transgender. They report that DOC staff and other incarcerated people sexually harass the individual and DOC does not take action when it is reported. This inaction resulted in a physical altercation between the incarcerated individual and another incarcerated person in the facility. She was pepper sprayed (OC) and not given the opportunity to clean the residue, resulting in skin burns. DOC later reopened a closed Prison Rape Elimination Act (PREA) investigation against the incarcerated individual.	The incarcerated individual did not respond to the OCO's request for permission to review the concern as it was submitted by another person. The OCO encouraged the individual to contact this office directly if she would like to request assistance.	Person Declined OCO Involvement
Washington State Penitentiary			
319.	The incarcerated individual reports that he has been trying to get a new assault charge. His counselor got the investigative intelligence unit not to file charges for 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	Administrative Remedies Not Pursued

	of mental illness. He feels he needs more help than this mental health facility can offer.	reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	
320.	Incarcerated individual has had an extended stay in segregation due to COVID. They feel they are being harassed, ignored, and discriminated against.	The OCO asked that the individual first file a resolution request prior to OCO involvement. The OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.	Administrative Remedies Not Pursued
321.	The incarcerated individual reports that the federal government is trying to take him out of the cell and hurt him in order to get information from him.	The OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case. The OCO also contacted DOC mental health staff at the facility who are aware of the individual's concerns and confirmed they are addressing his needs.	Administrative Remedies Not Pursued
322.	The incarcerated individual was issued an infraction for a positive urinalysis (UA) test. He was on the Medication-Assisted Treatment program before transferring to another facility. He was given a Sublocade shot at the new facility, which is causing positive UAs. He is afraid this will impact his DOSA. He was found guilty of his first infraction. He did not appeal the first infraction; he just told the hearings officers what they wanted to hear and tried to keep his DOSA. He also requested off site testing for another UA. He tried contacting staff through kites to request an appeal form and has not received a response. He said he did not want to appeal at the infraction hearing but changed his mind. He also requested medical information via kite related to medications which may be causing positive UAs.	The OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.	Administrative Remedies Not Pursued
323.	The incarcerated individual reports that he had photos rejected because the women in the photos were wearing leggings. He feels this is unfair and does not understand why they were rejected.	The OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an	Administrative Remedies Not Pursued

appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.

324.	Patient reports ongoing symptoms following an incident about a year ago. He says he is receiving medications, testing, and appointments; however, he has not received surgery.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. OCO encouraged the individual to submit a grievance to the Resolution Program. All level 0 concerns regarding a health services issue will be screened by the facility Resolution Specialist and either accepted as a review or sent to the Health Services Manager (HSM1) for review in an attempt at an informal resolution. If unable to informally resolve at Level 0 within the established timeframe, the concern will be accepted and assigned to the HSM1 as a Level 1 review. If his issue is not resolved, the OCO can then open a concern and the patient can also file a grievance appeal to continue the DOC resolution process.	Administrative Remedies Not Pursued
325.	The person reports that he has a chronic illness which has not been treated properly. He also stated that staff threw away his dentures. He reports he had filed one grievance before, but it went missing.	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 could not substantiate that a grievance had been submitted and lost. A separate case has been opened to address the loss of the patient's dentures.	Administrative Remedies Not Pursued
326.	Person reports that the cable has been out for over ten days, and they do not understand why the facility maintenance crew would be dispatched to fix the problem, not the cable company itself if the population is paying \$0.50 a month for the service.	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
327.	Incarcerated person says they filed a resolution request related to yard time and when they received a response, they attempted to appeal the resolution request response but forgot to add the resolution number. When the individual got the appeal back, the resolution department had given	The OCO provided assistance. The OCO communicated with DOC staff and was able to confirm that DOC staff understand the requests of the individual. The resolution request was appealed and is being reviewed at the level requested by the incarcerated individual.	Assistance Provided

him a new resolution request number instead of appealing the previous resolution request. Individual asks that the OCO help ensure that the resolution request he wanted to appeal is being reviewed as an appeal.

328.	Patient reports sending multiple medical kites requesting biopsy results but has not gotten a response.	The OCO provided assistance. This office contacted DOC medical; DOC reported there is no record of biopsy. The provider scheduled an appointment to discuss with patient after OCO outreach. Medical staff continued searching for any biopsy records and found the results incorrectly filed. The provider reviewed and the patient was then scheduled to discuss biopsy findings and cause of delay.	Assistance Provided
329.	Patient reports medications were approved indefinitely in 2021. When he came back from court, the provider discontinued multiple mental health medications. He filed a grievance on this and just got the response back three months later. These medications are really important to his mental health, and he needs to get back on them.	The OCO contacted the facility medical team and substantiated medication had been discontinued at previous facility. The person was transferred and recently received an updated assessment. A DOC provider met with the patient the day after initial OCO outreach; medication resumed, and person scheduled for a follow up.	DOC Resolved
330.	Incarcerated person reported concerns about their safety to staff and requested to be transferred to protective custody. Staff informed them it was not possible to be moved to protective custody, so they refused their housing assignment and were subsequently infraacted.	The OCO confirmed the status of this infraction with DOC and the infraction was dismissed. DOC staff resolved this concern prior to the OCO taking action on this complaint.	DOC Resolved
331.	Individual reports that DOC is refusing to allow him to have antiseptic mouthwash and is refusing to repair his teeth. The issues with his teeth are impeding his ability to chew and are causing him daily pain.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The patient was seen by dental and has chosen to hold off on treatment in lieu of other priorities. The patient can kite dental when he is ready to receive treatment.	DOC Resolved
332.	Patient reports that he has been throwing up for months and medical is not providing treatment after he has reached out.	The OCO contacted the facility medial team; the patient was seen by a DOC provider and concerns were addressed at the appointment. The patient was seen the day after initial OCO outreach.	DOC Resolved
333.	Patient reports he has broken orthopedic hardware. He wants to have them taken out. He was supposed to receive physical therapy and pain treatment. He has not received either.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The patient was followed up on by an orthopedic surgeon and the recommendation will be scheduled closer to the target date. The patient has been given exercises by the medical provider and a consult for orthopedic support to mitigate pain until the hardware can be removed.	DOC Resolved

334.	The incarcerated individual reports that he has been in the IMU for a few months and wants to transfer to the BAR units. He was given a COVID test and was scheduled to go to another facility yesterday. DOC staff said the chain bus was cancelled because they were waiting on COVID test results. The individual reports that other people have been able to transfer out without waiting for the COVID test results, so he wants to know why he wasn't transferred.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The incarcerated individual was transferred to the other facility the following week.	DOC Resolved
335.	Patient reports for the last six weeks he has been denied prescribed medication. He reports grievance resolution coordinator is neglecting to process level III and level II grievances. He is experiencing night sweating, difficulty breathing, and overheating and has requested an ADA single cell; however, medical provider refuses to approve a Health Status Report. He has received Cobalamin injections and have been helpful; that grievance has been resolved after 10 years of fighting for it.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The patient was scheduled for an appointment with his provider to address the medication concerns. The prescription is on backorder and medical discussed alternatives. DOC followed up after the appointment, and confirmed the patient is getting the prescription through packets instead of bulk now. Patient has been reviewed by medical for single cell and does not qualify; health services shared this concern with ADA staff in case that process is more suited to the individual's placement needs. The OCO provided information regarding the ADA contacts for following up on the single cell concern. The OCO also contacted the facility grievance coordinator to ask that any delayed grievances be processed, and DOC could not identify any active grievances pending Superintendent or HQ review.	DOC Resolved
336.	External person reported that incarcerated individual was set to transfer several months ago. They believe DOC is retaliating against him and sabotaging his chances at Graduated Reentry. There have been multiple chain bus transports and every time he has been stopped from transferring. When he inquired about it, staff stated that they were unsure why the transfer did not occur and he was on the list.	The OCO contacted DOC Classifications to inquire about his transfer and why it has been delayed. Unfortunately, COVID -19 outbreaks at facilities have continued to impact and delay transfers within Washington. The OCO was able to confirm that his transfer has been finalized and he is scheduled to move. Once he arrives at the new facility, he will have the ability to speak with his counselor about his re-entry plan.	Information Provided
337.	External person t reported concerns about their incarcerated loved one being held in segregation and that their transfer has been canceled multiple times.	The OCO contacted DOC Classifications and confirmed his transfer has been finalized and is scheduled. This office provided information to the external person regarding the status of the pending transfer.	Information Provided
338.	The incarcerated individual reports that their property was damaged when it was packed up. Before this person went to the	The OCO provided information regarding how this person can file a tort claim. This office	Information Provided

	segregation their keyboard was in good condition, and now they are requesting help to file a tort claim.	wrote this person a letter with the steps to file a tort claim for damaged property.	
339.	Individual reports concerns about being denied access to the Medication Assisted Treatment (MAT/ Suboxone) program. DOC staff told him they do not offer it but he has witnessed people in his units getting it daily. He asked for the shots instead and was also told DOC does not offer that. Individual grieved the concern, and it was not accepted with reasoning “the suboxone program is currently suspended” but he knows people in the program currently.	The OCO contacted DOC medical and confirmed the patient is scheduled for a follow up to discuss his requests. WSP is currently offering Vivitrol and is pending Sublocade certification. Patient is on the interest list should it become available. An appointment to discuss MAT/Suboxone Program options was canceled, rescheduled twice, and not attended by the patient. The OCO provided information regarding the MAT/Suboxone Program process, COVID impacts, contacts, and self-advocacy information.	Information Provided
340.	The incarcerated individual has not been allowed visitation with their family for almost two years. At the recommendation of OCO, they allowed a year to pass before they tried to get visitation again, but they were denied. They have grieved the issue, reached out to the Internal Investigations Unit, and kited the superintendent but no one is helping them.	The OCO provided information regarding the visitation appeal process. The OCO contacted the DOC; DOC reported that the incarcerated individual’s family member can choose to appeal the visitation denial. That does not guarantee visitation but is the first step in the process when a visitor is denied.	Information Provided
341.	Incarcerated individual has active court case transcripts and documentation in their property, and they need them to help prepare for their upcoming case. Individual has requested that the DOC property officer get the transcripts out of their property, but no one has helped them or responded to their resolution request.	The OCO provided information regarding how to request active court documents while housed in the Intensive Management Unit (IMU). The OCO confirmed that the DOC resolution department also provided him with similar information.	Information Provided
342.	The incarcerated individual owes back child support. He paid it off one year ago and the DOC keeps taking his money. The individual has grieved this and was told by the DOC that DSHS says the case is no longer enforceable. The trust account system was supposed to update in December when his money was taken. The individual tried to grieve again and was told that the grievance wasn’t accepted.	The OCO provided information regarding the incarcerated individual’s outstanding balance with DSHS and ensured a Support Enforcement Officer would send the individual a summary of his updated debt calculation and payment history.	Information Provided
343.	Person requests the OCO conduct a systemic investigation of DOC 440.000(VIII) regarding electronic hold and its application. Person says the policy is unclear on the process, a transfer of funds and postage transfer are to be completed either upon purchase or receipt of the item, however, the ambiguity begins with the process after a transfer or destruction/donation of the item.	The OCO explained to the individual that this office is not reviewing this particular policy for suggested revisions at this time.	Information Provided

344.	The incarcerated individual reported that his counselor changed his release date and now he has another two and a half months added to his release date. This person is requesting to have his records corrected and reviewed.	The OCO was able to substantiate this concern but was not able to achieve a resolution. This office reviewed the Cause Credit Recalculation for this individual and determined that the DOC has not made an error in the new release date calculations. This office provided this information by letter.	Information Provided
345.	A loved one called in with concerns about an incarcerated individual's safety. The loved one explained that the individual has been labeled as an informant and recently went from camp to the intensive management unit by choice. They are now being transferred to a different facility because of the safety concern at their present facility. They do not want to go to the new facility because there is no education, and another incarcerated individual also wants to hurt them at that facility.	The OCO provided information regarding the types of education programs that are at the new facility and how to file a request a separation order that will keep them separate from specific incarcerated individuals.	Information Provided
346.	Incarcerated individual is currently housed in the Intensive Management Unit (IMU) and reports that he does not have access to resolution request forms and/or OCO review request forms. He reports that he is concerned that DOC has blocked him from contacting his attorney. The individual is concerned that the federal government will come and take him out of the IMU and into federal custody.	The OCO provided information regarding how to access resolution request forms and other DOC materials. This office contacted IMU staff and confirmed that all individuals housed in IMU have access to resolution request forms. This office was unable to identify any evidence to substantiate the individual's concern about legal phone calls being blocked. The OCO does not find any reason that the federal government will take this individual into custody.	Information Provided
347.	The incarcerated individual says that he is being sent to camp but does not do well in camp due to his law library needs. The individual has safety concerns at several facilities and he would like to be sent to a facility where he is able to use the law library.	The OCO provided information regarding policy DOC 590.500 and how the incarcerated individual can access the law library.	Information Provided
348.	Incarcerated individual reports that officers conducted a cell search and found contraband on the individual's side of the cell, as well as methamphetamine in on their bunk. The individual told the officers that the contraband and drugs were their own and the cellmates had nothing to do with it. The officers took the individual and two cell mates for a urinalysis test and only the individual tested positive. They were all infracted for the individual's contraband. At the hearing, the individual stated that all contraband in the cell was their own, but still all three were	The individual was advised that because the OCO do not have a confidentiality waiver on file from the cellmates, the OCO is unable to disclose the status of their infractions. The OCO recommended he have the cellmates contact the office directly so that the OCO can further investigate this concern. The OCO also reminded the individual that in order for this office to investigate an infraction, it must be appealed first.	Information Provided

infracted despite the individual saying only they were responsible for it and the only one that tested positive for methamphetamine. The individual is concerned about the others receiving infractions as well, particularly one individual who is on DOSA which will likely be revoked. The individual does not want their cellmates infracted for something they were solely responsible for.

349.	Incarcerated individual reports that DOC lost his property, specifically books, when he was moved to a different unit. The person has filed a grievance and tort claim and is requesting assistance moving the tort claim process forward in order to receive compensation for the missing books.	The OCO provided information regarding how to contact the Department of Enterprise Services (DES) to communicate with them about his tort claim. The OCO can confirm that DOC has reported the books are lost. The OCO does not have jurisdiction over the decisions of DES.	Information Provided
350.	Incarcerated individual reports he is being held past his Earned Release Date (ERD). He reports that his counselor is not assisting him in getting a release plan prepared. DOC is obligated to provide a 35-day law enforcement notification before this person releases therefore he wants to have a plan approved soon so he can release as close to his ERD as possible.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO confirmed that the individual's counselor was preparing release plans in compliance with policy. The Community Corrections Office in the county where the individual has the most support denied him release due to victim concerns. The individual now has an approved plan and will release soon, even though he is not releasing to the place with the most support.	Insufficient Evidence to Substantiate
351.	The incarcerated individual reports that staff who screen and approve individuals for the Graduated Reentry Program are not submitting all individuals who are eligible for screening. This person says that they were denied because they need to be in Phase 4 of the Therapeutic Community (TC) program, and they are currently waiting for community parenting alternative (CPA) program approval. This person reports that they have a family situation that they need to be engaged in, and they do not feel that the DOC is taking their situation into serious consideration.	The OCO was unable to substantiate the concern due to insufficient evidence. This office determined that this individual is in phase four of the TC program and will have the opportunity to engage in the CPA program once they have completed their treatment program.	Insufficient Evidence to Substantiate
352.	The incarcerated individual has reported to officers in his unit that two individuals at the facility are bullying him, threatening bodily harm, trying to get him to do sexual favors and selling drugs. He filed a grievance, and the staff shared the information with one of the individuals he filed a grievance about.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO alerted DOC staff to this concern and the DOC provided substantial evidence to suggest that this statement was a fabrication in an attempt to be moved to a different facility.	Insufficient Evidence to Substantiate

353.	The incarcerated individual reports that he received a used television from Union Supply and DOC staff are refusing to give him the warranty or replace the television.	The OCO was unable to substantiate the concern due to insufficient evidence. The incarcerated individual did not contact the property room or Union Supply in order for them to substantiate the claim that the individual received a used television.	Insufficient Evidence to Substantiate
354.	The incarcerated individual expressed concern about the reason why exposed buttocks and breasts are considered sexually explicit, which result in his mail being rejected. He does not believe WAC 137-48-020 defines sexually explicit materials properly.	The OCO informed the individual that this office raised a similar concern regarding the vagueness of the definition of "sexually explicit materials." The DOC agreed to convene a workgroup to review the definition.	Information Provided
355.	Family member reports use of force that resulted in injury and the individual being taken to the hospital.	The use of force concern was separated into a different case investigation; this case relates only to medical care for the related injury. The OCO contacted DOC health services and they report the patient was assessed, an x-ray was ordered, and he was transported to the Emergency Room following the use of force. Patient has received follow up care including orthopedics.	No Violation of Policy
356.	Patient reports DOC refused to conduct a psychological evaluation. He reports having an outside diagnosis of schizophrenia. He states there were issues that were caused due to his exasperated mental health and DOC is refusing to give him medication. DOC put him in Intensive Management and are requiring him to strip search each time he leaves his cell which he feels is harassment.	The OCO alerted DOC health services about these concerns and the OCO was informed the individual does have an assigned mental health therapist with regular appointments. The OCO substantiated the discontinuation of mental health medication by DOC related to patient refusal. DOC has also scheduled a Multidisciplinary Team meeting to develop a care approach for the patient, which may include addressing medications. Strip searches apply to all incarcerated individuals housed in the Intensive Management Units and are conducted at random.	No Violation of Policy
357.	The incarcerated individual reports that he was quarantined for 55 days. The individual is requesting incentive compensation for not being able to work although he tested negative for COVID-19 during the entire quarantine. The individual reports that in 2020 the DOC paid workers an incentive gratuity, thus setting precedence that if an incarcerated person cannot work or program for reasons not within their control such as quarantine, they should still be compensated.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. There were previous state and federal emergency funds which became available for a designated timeframes to cover some gratuities; however, these gratuities were an exception authorized by DOC. Per DOC 710.400, workers will only be compensated for hours worked or in training.	No Violation of Policy
358.	The incarcerated individual has an extensive history and has concerns about sharing a cell with another person. He has been	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The DOC assessed this person's need for	No Violation of Policy

	incarcerated for a long time and is being told he does not qualify for a single man cell anymore.	a single man cell and denied it because he does not meet the requirements.	
359.	Patient reports they are in pain and medical is not helping them. The person has been told several times that they would see a specialist, but the appointments are continually canceled. They can hardly get out of bed, and they are experiencing gastrointestinal upset because they are in so much pain.	The OCO was unable to substantiate a violation of policy. This person's pain was discussed during an appointment with the patient's provider and pain medication was ordered. Additionally, x-rays were scheduled as well as a follow up appointment, however, DOC indicates the patient did not attend those four appointments. The patient may kite medical to re-engage with their testing and treatment planning. The OCO confirmed the patient was seen for a procedure follow up and is scheduled with his provider for additional follow up.	No Violation of Policy
360.	Patient reports stomach issues that have been on-going for two years. They have tried the medications that were given to them, and the problem has not improved. They have kited medical to be seen and were told they would see a provider soon, but nothing has happened.	The OCO could not identify evidence to substantiate a violation of policy by DOC. The OCO contacted health services; DOC reports that the patient received an appointment and has an active treatment plan including follow up labs.	No Violation of Policy
361.	Person is diagnosed with hypertension and DOC ordered weekly blood pressure checks, starting a couple weeks ago. Patient says he does not understand the treatment plan. He says his heartrate is inconsistent and no one has communicated with him about his chronic care. Person reports that medical staff have been altering his records, indicating that his pulse and blood pressure are high. Person is struggling to receive the proper care.	The OCO could not identify evidence to substantiate a violation of policy; the patient's treatment meets the DOC Health Plan. The OCO contacted the facility medical team and confirmed patient's current treatment plan is to be seen twice monthly for blood pressure checks and continued monitoring for hypertension. DOC provided records showing past several months of blood pressure checks, including a period of time showing weekly blood pressure checks.	No Violation of Policy
362.	External family member and their loved one have been denied extended family visits (EFVs). DOC has not been forthcoming as to the specific reasons for this denial.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO reviewed DOC 590.100 Extended Family Visits section III 10 and 11 which states that people with domestic violence indicators will not be allowed access to EFVs. The OCO asked DOC if it possible to share more details of the indicators that would be a reason for denial; DOC replied that that information is not provided to people that have been denied EFVs.	No Violation of Policy
363.	Incarcerated individual reports that they were housed in a cell while under quarantine that did not have working lights for eight days and was skipped over for showers. Person also	The OCO reviewed the infraction and appeal packet and found there was evidence to substantiate the 600 infraction as the individual kicked his cell door until it became	No Violation of Policy

	says the staff played high pitched noises and this combination did not allow them to sleep so they kicked their door in the middle of the night. This led to an infraction, but person says this was an accumulation of mental health issues and the conditions they were experiencing.	unsecure which would satisfy the element of “deliberately damaging/disabling a locking system/security device.”	
364.	The patient followed up on a previous OCO case. DOC had agreed to schedule neurology specialist consult but patient says he never received the appointment. He has also received documents pursuant to a DOC public disclosure request that detail potential stage 1 kidney disease discovered during a previous examination by medical staff.	The OCO alerted DOC Facility Medical Director, confirmed lab work was completed and within normal limits, two Rubicon neurologist assessments were completed, and a multidisciplinary team found no medical indication for additional testing. Monthly primary provider follow up is planned.	No Violation of Policy
365.	Incarcerated person reports they were assaulted by a staff member, and they filed a resolution request for DOC to investigate the incident. Person says the resolution coordinator took the word of the staff member who denied the incident and did not fully investigate the concern stating there was no medical evidence.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO finds that DOC resolutions staff conducted the resolution request investigation per DOC 550.100 Resolution Program and the Resolution Program Manual.	No Violation of Policy
366.	Loved one expressed concern about an incarcerated individual receiving four different infractions based on kites that were sent. The loved one does not believe kites are enough evidence to infract and would like the concern investigated further.	The OCO sent a confidentiality waiver and Ombuds request form to the individual to ensure that they wanted this office to investigate this concern. After the allotted time, the incarcerated individual did not contact this office with a desire for this concern to be investigated. Without the individual’s desire for investigation, the case was closed.	Person Declined OCO Involvement
367.	The incarcerated individual reports that he has been housed in segregation for six months and has been finished with the program he was required to complete for over a month. He would like to be moved out of segregation and transferred to the approved facility now that he is eligible to do so.	The person was released prior to the OCO taking action on the complaint,	Person Left DOC Custody Prior to OCO Action
368.	Incarcerated individual reports that his unit is not getting access to yard. He reports that other units get out to yard every day while their unit has gone to yard three times in the past 60 days.	The OCO was able to substantiate this concern but was not able to achieve a resolution. DOC staff explained to the OCO that access to yard is cut when there are not enough DOC staff to facilitate yard due to staff shortages.	Substantiated Without Resolution
369.	The incarcerated individual is grieving that the facility does not provide exercise equipment to condition large muscle groups preventing muscle deterioration and meeting	The OCO was able to substantiate this concern but was not able to achieve a resolution. The OCO contacted the DOC about this concern. The DOC reported that this is a safety and	Substantiated Without Resolution

	psychological needs. The person says without the ability to perform this exercise and relieve stress from living in confined spaces it is causing chronic back pain, psychological disturbances, and a sense of hopelessness.	security issue because of the various ways incarcerated individuals can use this equipment.	
370.	Incarcerated person reports a systemic concern about the implementation of a DOC 420.110, Escorted Leaves and Furloughs. Person says that the policy does not explain the furlough process for those held in total confinement. Person says they qualified for a furlough two years ago, but their classification counselor said they did not have the correct form to process the request.	The OCO was able to substantiate this concern, but was not able to achieve a resolution. The OCO reviewed DOC 420.110 Escorted Leaves and Furloughs and RCW 72.66. The OCO was able to substantiate that there are not specific instructions outlined in DOC 420.110 about how individuals in total confinement can apply for a furlough and RCW 72.66 does allow all incarcerated individuals the right to request a furlough, to be approved by the Secretary of Prisons.	Substantiated Without Resolution
371.	Person shared concerns about the grievance program denying resolutions to issues that incarcerated people care about. Person says that incarcerated people fear retaliation for speaking up. He shared a grievance example related to DOC staffing, loss of recreation time, and mental health impacts during COVID and said DOC rejected the grievance citing vaccination mandates and lack of jurisdiction.	The OCO was able to substantiate this concern, but was not able to achieve a resolution. DOC is experiencing issues related to low staffing numbers, which impacts recreation and programming.	Substantiated Without Resolution
372.	The incarcerated individual reports that his unit has not been having yard regularly. The individual says they should have big yard five times a week and small yard every day. The individual was told the reason this is not happening is because there is not enough staff. However, the individual reports that the staff who are there are sitting in the office watching movies.	The OCO was able to substantiate a portion of this concern, but was not able to achieve a resolution. Facility staff acknowledge that there have been recreation closures due to limited staffing, however, per DOC 420.155, the facility may limit movement due to emergency staffing protocols.	Substantiated Without Resolution

Abbreviations & Glossary

ADA: Americans with Disabilities Act

AHCC: Airway Heights Corrections Center

ASR: Accommodation Status Report

BOE: Behavioral Observation Entry

CBCC: Clallam Bay Corrections Center

CCCC: Cedar Creek Corrections Center

CI: Correctional Industries

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

CO: Correctional Officer

CRC: Care Review Committee

CRCC: Coyote Ridge Corrections Center

CUS: Correctional Unit Supervisor

DES: Department of Enterprise Services

DOSA: Drug Offender Sentencing Alternative

EFV: Extended Family Visit

ERD: Earned Release Date

GRE: Graduated Reentry

HCSC: Headquarters Community Screening Committee

HSR: Health Status Report

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

J&S: Judgment and Sentence

MCC: Monroe Correctional Complex

MCCCW: Mission Creek Corrections Center for Women

OCC: Olympic Corrections Center

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

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

SCCC: Stafford Creek Corrections Center

SOTAP: Sex Offender Treatment and Assessment Program

SVP: Sexually Violent Predator

TC: Therapeutic Community

WaONE: Washington ONE ("Offender Needs Evaluation")

WCC: Washington Corrections Center

WCCW: Washington Corrections Center for Women

WSP: Washington State Penitentiary