

OFFICE OF THE CORRECTIONS OMBUDS

Monthly Outcome Report: January 2021

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). Per RCW 43.06C.040(2)(k), at the conclusion of an investigation of a complaint, the ombuds must render a public decision on the merits of each complaint.

Starting September 1, 2020, all cases open at the time and all cases opened since by OCO are considered "investigations" for the purposes of the statute. The following pages serve as the "public decision" required by RCW 43.06C.040(2)(k). Although an individual case report with recommendations for systemic reform is not being produced for the cases herein, the cases will still inform and may be included in a future systemic issue report.

In providing an anonymous summary of each complaint, OCO staff have worked to limit as much identifying information as possible while still providing a substantive explanation of the concern so as to protect the complainant's confidentiality while also providing transparency into the office's work.

Note: The following case summaries also include OCO's closed case reviews, in which a complainant whose case was closed requests a review by the supervisor. These are marked in the summaries as such. OCO is still evaluating how to best portray these cases.

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

Case Status	Explanation
Assistance Provided	OCO, through outreach to DOC staff, was able to achieve full or partial resolution of the person's complaint.
DOC Resolved	Case resolved by action of DOC staff prior to OCO action.
Lack Jurisdiction	Complaint does not meet OCO's jurisdictional requirements (not about an incarcerated individual, not about a DOC action, or person did not reasonably pursue grievance/appellate procedure)
No Violation of Policy	After reviewing all relevant documents and DOC policy, OCO staff determine that DOC policy was not violated.
Unable to Substantiate	Insufficient evidence exists to support the complainant's allegation.
Information Provided	OCO provides self-advocacy information.
Substantiated	OCO substantiates the concern/allegation and it is neither resolved by DOC nor can OCO assist with impacting change.
Decline/Other	Some other reason exists for the closure of the case, generally release.

Monthly Outcome Report

January 2021

Institution of Incident	Complaint/Concern	Outcome Summary	Status Reason
Ahtanum View - Yakima County			
1.	Caller states that she was exposed to COVID-19 by a staff member who appeared symptomatic while at work. She's now in quarantine and hasn't been able to leave the quarantine room since they took her to quarantine. She hasn't worked, she's got limited family contact and her laundry was lost so she doesn't have clean clothes. Before she began quarantine, DOC staff told her that she could choose her own provider if she needs to be tested. When this happened though, she was not able to choose her own provider and has had to wait 6 days to be tested by DOC. She thinks that this situation was handled very poorly.	She was quarantined due to exposure to COVID-19 positive staff member. They are able to use the phone once a day and staff is taking their laundry and washing it.	No Violation of Policy
Airway Heights Corrections Center			
2.	Complainant says the records department is putting warrants in the OMNI file when there are none. In 2020 he motioned the courts on a case that was dismissed in 2018 for telephonic hearing about an unresolved issue. A staff member in the records department heard that he had a telephonic hearing so he put in his OMNI file that he had a warrant. But the courts never had a warrant for him in the year 2020.	Reviewed DOC actions; appears that the warrant was sent in and DOC processed it per protocol; warrant was then dismissed by the county.	No Violation of Policy
3.	Anonymous complaint from individual in M Unit at AHCC that a use of force was initiated because someone refused movement. According to complainant, "he was smacked around with a shield and them [DOC] moving him is what made him become Covid-19 positive in the first place. This was an assault because when he turned to cuff up they kicked and assaulted him. He was then tied up and carried out like a sack of potatoes."	Requested hearing packet and video/photographic evidence. Wrote to impacted individual to inquire if he wants to open a complaint. If yes, will reopen case.	Information Provided
4.	Complainant made a PREA allegation that an unnamed incarcerated individual approached her and asked if she wanted to "grab this" referring to his erect penis. She also reported that he has approached her on "numerous occasions for sexual liaisons." She has reported some of the instances and staff do nothing about it and PREA does not work when she does file. Complainant states that "if PREA worked and accused perpetrators were removed from all possible retaliations... PREA might work. However, the way the allegations are investigated are erroneous and puts the victim on blast to peers and places them at risk of physical assault	Reviewed DOC's PREA packet. Cases are unsubstantiated because complainant refused to participate in DOC investigation. Added to LGBTQIA+ systemic review, as requested by complainant.	Investigation Unsubstantiated or Unfounded

thereafter! Which is why I have requested housing review to be placed at a women's prison."

5.	Complaint about AHCC response to COVID-19 outbreak. Family member concerned that incarcerated individual is now placed in Ad Seg. Concerns are 1) he was on cell confinement for 30 days with an additional two weeks for COVID quarantine, now in Ad Seg and still on isolation; 2) one shower per week, zero time out of their cell, and clean clothes are not available daily; 3) food is being served FROZEN; 4) voiced concerns to DOC but "they have done nothing to address and fix these issues, they insist on spewing policy, that is ultimately being breached by their staff. They have a blatant disregard for basic human necessities."	Elevated concern to the facility; emailed external complainant with information related to DOC's response to COVID-19 and contact information for the facility and Local Family Council.	Information Provided
6.	Complainant says work history submitted to the court contained a false and misleading statement. The same person who sent this statement to the court is also stalking him without authority starting in January in an attempt to overthrow and undermine another case.	Allegations of stalking and misconduct are unsubstantiated. It was not clear what document was fraudulent, I requested more information about the document.	Investigation Unsubstantiated or Unfounded
7.	Complaint via hotline voicemail, PREA allegation that cellmate sexually assaulted complainant.	As mandatory reporters, elevated PREA allegation to HQ. During DOC investigation complainant stated that he did not leave voicemail. OCO confirmed that complainant will not be infraacted for a false PREA claim.	Unable to Substantiate
8.	Complainant wants to be moved from K-Unit so that he can work at his CI job. He states that he is healthy and does not need to be in a protected unit.	DOC within policy to house incarcerated individual in K-Unit. As of December 2020, K Unit is no longer in protected status and Superintendent reports that individuals will be allowed to safely return to work once outbreak is mitigated.	Assistance Provided
9.	Complainant was placed in segregation for 43 days with no way to medicate his eye. When the eye clinic came to check on his eye after 45 days it was infected. He was transferred to WSP and within 12 hours was put in segregation again where he was released after 30 days. As a result of failing to medicate, he can barely see in that eye. He was admitted to a hospital and now has cataracts, but they refuse to operate on his eye.	Last grievance was dated 2016. Spoke with complainant via hotline and he is being provided treatment for up to date medical concerns/provided next steps.	Lack Jurisdiction
10.	Originally, complainant was approved for right inguinal hernia repair as well as removal and replacement of the umbilical hernia mesh. The day of the surgery, he informed the surgeon that his left side had begun causing problems since the previous consultation with him and the surgeon said he would look at it. He was told that he had both inguinal hernias repaired by the surgeon, but later told by a facility nurse that only the left inguinal was	Confirmed through medical records that patient received bilateral hernia surgery. DOC agreed to schedule ultrasound for post-surgery pain, likely related to a build-up of fluid.	Assistance Provided

done and the surgeon had written that the right inguinal hernia was insignificant (even though that was the one originally approved for surgery). He is still having pain and difficulty with his right hernia.

11.	Complainant is disabled and requires the use of catheters. DOC staff recently came by and said that he would only be given three per day, which he says is inhumane and will require him to utilize ones out of the trash that he cleans.	DOC relayed that they are providing six catheters daily and also provided education on washing, rinsing and reusing if needed.	DOC Resolved
12.	Complainant is disabled with Parkinson's and his medications are supposed to be provided on time. He kited for refill last week. He has been without his major medications for two days now. He is in a great deal of pain.	Patient called the OCO hotline and shared that this issue was resolved; he now has his medications.	DOC Resolved
13.	Complainant is in an ADA cell that has no hot water for him to wash hands during COVID outbreak.	Contacted CPM and a work order was submitted.	Assistance Provided
14.	Concern is that family member's cellmate is sick and the individual from K Unit attempted to report the illness. Reportedly, staff told person to return to his cell and the sick cellmate remains in the cell. The family member is very concerned about his health as he has existing, non- COVID, health concerns.	Elevated concern to the facility; emailed external complainant with information related to DOC's response to COVID-19 and contact information for the facility and Local Family Council.	Information Provided
15.	Individual had three infractions. While in Brownstone he was found to have \$6.60 in his pocket - being part of the rapid reentry program he was given a check for \$75.00 upon release. He was also accused of starting two riots, which he appealed in August. His family and he are wondering why he is still incarcerated.	Individual was released by the time we reviewed the case. Responded via email to the complainant.	Declined
16.	Complainant says that he is currently housed in a unit that was deemed Covid free, but now those who have recovered from having Covid are being moved into this unit. He says that this is a blatant disregard to his health and is unacceptable. He also says that because they are under quarantine, they are only allowed out of their cells for 15 minutes to shower and clean the cells. He says that being forced to be stuck in the cell is affecting his mental health and overall well-being.	Informed complainant that OCO continues to monitor DOC's COVID response following CDC recommended guidelines and will uplift this concern to the facility.	Information Provided
17.	Caller states that DOC staff are lying about him in his Behavior Observation Entries (BOEs). He also is concerned that he cannot include a letter when sending out finished hobby products.	The BOE in question needs to be appealed with the CPM. I explained how to do that. Explained that DOC does not allow letters longer than one page to be included with sending out hobby craft items.	Information Provided

18.	<p>Complainant reports having had stage 4 Hodgkin's Lymphoma throughout spine (now in remission), however, it has left significant damage and he is suffering constant pains and partial paralysis. His symptoms include neck and mid-back pain that affects his left arm, loss of feeling in left hand fingers, lower back pain, and pain attacks. He is being denied pain management care. He feels the medications he is receiving are not adequate for his medical needs.</p> <p>Due to DOC's slow response to complainant's repeated requests for care, he suffered greatly until chemo treatment was given at stage 4. Chemo should have been started months earlier and due to policy, procedures and practices prevented him from being diagnosed and healed sooner, the resulting damage wouldn't be as painful. He is not getting adequate treatment and medications. Requested pain management plan, physical therapy and chiropractic care, in addition to OHP policy updates for diagnostics of seriously and persistently ill inmates.</p>	<p>DOC is providing pain medications, PT, and offering diagnostics which complainant declined. Previous case closure was handled appropriately.</p>	<p>Investigation Unsubstantiated or Unfounded</p>
19.	<p>Caller reports that during temperature check DOC staff were verbally telling incarcerated people their COVID-19 results. They were not receiving paper results and others were in ear shot when they were telling people their test results.</p>	<p>Notified DOC staff and Assistant Ombuds of the Eastern Prisons.</p>	<p>Assistance Provided</p>
Bishop Lewis - King County			
20.	<p>Complainant states he was removed from the DOH hotel where he had been placed in isolation after testing positive for COVID-19, having gotten it from Bishop Lewis. Reported being told he was removed for not complying with COVID-19 isolation protocols while in the public, but reports he stayed at the hotel and followed all the rules. The only time he left the room was when the front desk called and told them it was his turn to go outside and when that happened he went outside alone. They brought them to MCC-IMU ad-seg while the investigation of the incident was pending. When the investigation was done, he were terminated from work release for non-compliance.</p>	<p>He was returned to work release. OCO will be reviewing the forthcoming critical incident report produced by DOC.</p>	<p>Assistance Provided</p>
21.	<p>Complainant stated that he and six other people were targeted with an infraction of 814 while in quarantine during the Covid outbreak at Bishop Lewis. There was never a hearing or infraction given but people were demoted through an emergency FRMT. No Bishop Lewis staff were present because of furloughs and quarantines, so instead Reynolds work release staff participated. The whole group was sent back to prison. Most of these individuals already had jobs in the community, including complainant who had been working and preparing to start the Unloop tech program.</p>	<p>Complainant was released from custody. He did not receive an infraction and DOC is doing a full review of the incident.</p>	<p>Assistance Provided</p>

Cedar Creek Corrections Center

22.	Complainant was supposed to leave for GRE and is now being required to complete a 12-week Substance Use Disorder Program.	Complainant has been moved to Work Release and has applied for GRE.	DOC Resolved
23.	Complainant reports that the Department of Natural Resources, which contracts inmates from Cedar Creek Corrections Center, transports 10 inmates shoulder-to-shoulder without proper ventilation. Most of the incarcerated individuals don't wear their masks. DNR also doesn't provide hand sanitizer. Correctional Industries Transportation vehicles also have no social distancing on the buses or vans.	Substantiate that multiple people are transported in van. Communicated with both CCCC Superintendent and the DOC Deputy Director regarding concerns.	Investigation Substantiated
24.	Complainant is past his ERD. DOC had told him he did not have an approved address. He has a warrant, so they aren't giving him a voucher. City cannot pick him up and he doesn't have a release address. He had the opportunity to go to another placement, but DOC didn't approve it due to a misdemeanor warrant. CCCC told him they will keep him until his max time which is in eight months. He lost his home while he was incarcerated. He doesn't think a misdemeanor warrant can keep him in prison and wonders if this is a violation of policy.	Complainant was held after ERD due to warrant status and inability to get a voucher for housing due to those warrants. His counselor helped later secure housing that helped address the warrant. Released in January.	No Violation of Policy
25.	Complainant states he is a CI worker and, due to Covid, CI is only taking 15 inmates to work. A memo was released in July stating that those who work for CI can volunteer to work in the kitchen and receive normal CI pay. Complainant volunteered. Then CPM said he'd need a kitchen release for CTAP class, although complainant is a volunteer worker from CI, not a kitchen worker. The Food Manager wouldn't release him.	Our office reached out and DOC facilitated the necessary actions needed to address his concerns.	DOC Resolved

Clallam Bay Corrections Center

26.	Complainant has not been receiving mental health services and would like to transfer to SOU or Western State in order to receive enhanced treatment.	Closed Case Review. OCO found that he is being regularly seen by mental health staff and lifted up his concerns. OCO cannot mandate RTU placement or specific services.	No Violation of Policy
27.	DOC falsified evidence when looking into an alleged staff assault. Further, this same evidence was used in an outside prosecution and it came to a mistrial.	Reviewed infraction packet. There was sufficient evidence regarding staff assault; outside court cases held to different evidentiary standard. No evidence/unclear how staff falsified evidence.	No Violation of Policy

Coyote Ridge Corrections Center

28.	Incarcerated person was told by DOC staff that if he pled guilty to a 502 infraction, he would only lose 20 points. He ended up being demoted to maximum custody and transferred to WSP. He would not have pled guilty if he knew this would happen.	DOC is currently following DOC policy 320.250 which states that the MAX custody committee will determine max custody placement based on numerous factors including prior behavior.	No Violation of Policy
29.	Complainant states that DOC staff is punishing him for using the grievance procedure. States that he was moved from minimum to medium where there are people serving life and want to assault those with sex offenses and that DOC lied about fixing the bathroom access issues at CRCC. The complainant later communicated that he had been moved back to minimum custody and that OCO needed to focus on fixing issues from the top down, specifically within the grievance program as he states that it is corrupt.	Explained what systemic issues we are currently addressing and reviewed to ensure that he was moved back to minimum.	Information Provided
30.	Appeal of AO case closure for complaint related to allegation of being discriminated against by former staff of Veterans Project. Complainant received an honorable discharge from military service. Previous case closed based on AO's evaluation that CRCC followed policy in unit transfer and there is no evidence of direction retaliation (which does not necessarily mean that retaliation did not happen). Appeal requested OCO meet with or speak with complainant, which was not done before initial case closure.	Original AO work upheld. Met with complainant in person and discussed initial complaint and appeal. Reviewed case file and found no clear evidence of retaliation or violation of Veteran Project procedures.	Unable to Substantiate
31.	Complainant says he grieved the problem of staff not following COVID-19 protocols, like not wearing a mask. The grievance has gone to level 2 with an answer due and he hasn't gotten a response on how they are going to enforce the policy on staff, with 11-25 staff members not wearing face coverings or social distancing, including staff in medical.	Uplifted concerns to the Eastern Assistant Ombuds and the facility staff.	Assistance Provided
32.	Complainant filed emergency grievance regarding not having access to insulin or insulin supplies, unable to take insulin since April 7th. He is on quarantine and the medical staff come to them. The nurse told him it is not her job to check his records and look for his insulin.	Confirmed that medication was delivered April 8th. Since then there is a record of refills, but irregular due to complainant's noncompliance with insulin regimen. Encouraged to comply with treatment or discuss with provider.	Investigation Unsubstantiated or Unfounded
33.	Complainant reports he has access to religious material from the RAC and religious services and audio books from the state library but without a CD player can't listen to the material.	Explained that because Union Supply no longer sells CD players, there currently is no process for incarcerated individuals to buy a CD player. Recommended reaching out to the ADA coordinator if he is having accessibility issues.	Information Provided
34.	Complainant says due to COVID-19 his unit was limiting day room activity by only allowing one tier out at a time (upper or lower). However, during	Reviewed documentation and confirmed that DOC did speak with the CO in	DOC Resolved

mainline they could all go together. Upon returning from mainline a few of the incarcerated individuals from the lower tier were struggling to return to their houses. The officer in the control booth said over the intercom "if the lower tier doesn't cell in, the day rooms will be closed." The day room was closed and complainant asked after 20 minutes when they would be allowed back out and the officer said the day room was closed for the lower tier, but not the upper tier since they weren't forced to cell in.

question. I recommended that complainant reach out to us again if this happens in the future.

35.	Complainant reports that since the day he entered prison he has only been provided law library access for approximately five hours total. He has had this problem at both WCC and CRCC. He grieved this and the grievance was extended twice and not responded to.	This person has since been released prior to OCO getting involved. Unable to confirm if he received legal access. Legal access has been an ongoing issue during the COVID-19 pandemic.	Investigation Substantiated
36.	Complainant was placed in segregation. Hearing held and found not guilty. Eight days later, he was told he was being moved to H tier where COVID patients were, because minimum units were being tested. Then he was told he was not leaving because one of his three test results was positive for COVID. He had all three of his results in his paperwork, so he showed them. Then they said that his cellie had tested positive and he needed to be tested twice more, which he was. When he finally got out, found out that cellie never tested positive. Feels that he was discriminated and retaliated against due to his race and faith. His grievance was rejected as non-grievable because segregation placement is appealable.	Checked in with staff and was told that he was held pending negative COVID-19 tests and staff shortages. Confirmed that he is out of IMU now.	Investigation Substantiated
37.	Complainant says he turned in his appeal and got a receipt. Two months later he went looking for a response and the Hearing Department said they never got it. He grieved that and was told he should have contacted them sooner.	Do not have additional info regarding the appeal, but in reviewing the infraction report, he admitted to the drug use and he did refuse the UA, so unclear what his appeal would be based on.	Unable to Substantiate
38.	Complainant says that staff entered his cell due to him having a medical emergency. While trying to place him on a back board, he was kicking and struck the nurse in the face with his foot and when staff moved him from his bunk he vomited on the nurse's scrubs, shoes, and face. Received an infraction.	Complainant admits to the actions, which meet the infraction elements. OCO agrees that medical emergency should be taken into consideration but will need to address as a systemic issue.	No Violation of Policy
39.	Complainant is currently two days past his ERD. He was supposed to be released to location in Tacoma but they have not moved two people out that they should have, so there's currently no open bed space for him.	OCO does not have jurisdiction over halfway house; however, called and left message for manager to uplift his situation.	Lack Jurisdiction
40.	Complainant says he was double sanctioned and ultimately fired from his job in correctional industries kitchen due to unsubstantiated claims of threatening behavior. However, he did not receive an infraction or get an	Explained that DOC is in compliance with DOC policy 700.000. A person does not	No Violation of Policy

FMRT hearing. The incident report was incomplete, didn't describe his actions in detail, and didn't name the other incarcerated individual. There was also no witness. He was suspended and upon returning to work he was told he was unable to work. The day after returning to work, his counselor told him he was terminated.

need to be infracted for the alleged incident to be terminated for it.

41.

Caller states that he has not been getting access to law library/their resources. He has active *pro se* cases and needs access to the law library to meet deadlines, etc. Complainant was previously in violator unit at MCC where he did not have any legal access. As a result, he was found guilty in his revocation hearing.

Reporter is getting the maximum allowable time in the law library. He also has priority access to the law library.

No Violation of Policy

42.

Complainant says DOC grievance procedure is flawed because departments are investigating themselves. Investigation got details from complainant, but the investigator is the brother-in-law of the person he is complaining about, so the investigator doesn't find fault.

Explained systemic issues being investigated OCO. Asked that he report to us when he observes future conflicts of interest in the grievance process so that we can address the issue as it occurs.

Information Provided

43.

Reporter states that according to policy 590.500 the Law Library must contain up-to-date case materials. DOC staff told him that it is updated quarterly. The last update was version 48 3.12.2020. He wants to note that this has also happened a year prior when he was housed at AHCC so it is not just an issue at his current facility, but multiple facilities.

Appears that DOC is complaint with current legal access policy, updating information as much as possible. Recommended he disclose the caselaw he is looking for from the court that heard the case.

No Violation of Policy

Larch Corrections Center

44.

He was originally diagnosed with sciatica while at WSP; sent to Larch for programs not offered in Walla Walla. States that while at Larch, he did not receive adequate treatment. He was then diagnosed with DJD and sciatica; symptoms so severe that he could not walk. Given ibuprofen, acetaminophen, and a few other trial medications that did not help his symptoms. Symptoms were so severe that he required a wheelchair for ambulation, but Larch did not have any accessible showers so he had difficulty performing that particular ADL. He was since transferred to SCCC, but says that he has been there for 3.5 to 4 months but has only seen a provider once; was again given ibuprofen but no other treatment options. He still requires a cane for ambulation due to the sciatica. Requested PT and better pain management plan.

Facility currently prioritizing COVID response due to outbreak. Facility medical director agreed to review chart, follow up with patient via kite, and return to patient's concerns once chronic care appointments resume at the facility.

Assistance Provided

45.

Complainant is concerned about her son. Reported that son is concerned that inmate rights are being violated, in that social distancing is being violated, thus increasing danger of spreading Covid which is already in the facility. They are now putting inmates in the top bunks, too close for social distancing. He believes they'll not be allowed phone calls. He spoke quickly

Complainant's son is no longer at AHCC and is on EHM. Informed the person of our internal COVID-19 response protocol.

Information Provided

to tell me this, then the phone call got cut off on their end. Complainant is concerned that DOC is not following Covid restrictions, thus violating inmate rights and endangering lives.

Mission Creek Corrections Center for Women

46.	Complainant is concerned about another incarcerated individual being placed in the same unit as her following an assault. She was assaulted by another person on April 2, 2020. Both people were infracted for fighting although complainant claims she did not fight back and should not have been infracted for the assault. She appealed the decision, but the infraction was upheld stating that due process was followed. Complainant has discussed these concerns with staff multiple times.	Complainant's hearing has been remanded. She is now comfortable in her housing and feels safe.	Assistance Provided
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Monroe Correctional Complex

47.	Complainant is trying to have concerns with black mold on the walls of cells and brown tap water be investigated. He also states the air vent doesn't work.	Assistant Ombuds will elevate to the Superintendent for review. Will reevaluate if more complaints come in.	Declined
48.	Complainant says he has not been a part of any WA One assessment and has not been told when his review is taking place. Reports that CUS/staff are aware of these activities and condoning the behavior.	Complainant was present at last two assessments discussing WA One and Release Plan, last one completed a month early to restore last 10 days Good Conduct time lost. WA One completed every six months; next one in February or March 2021.	No Violation of Policy
49.	Complainant has three health concerns: 1) cataracts - almost completely blind in left eye and right eye is getting worse. Clinic exam occurred and doctor informed him they would probably complete surgery on the left but not sure about the right. No follow up has occurred since that appointment. He was told the procedure was delayed due to COVID-19. 2) When he goes off-site for chemo treatment, the staff have informed him that they don't always get the proper lab work from DOC medical (re: blood cell counts, etc.), as needed for the appointment. 3) He has difficulty hearing - no hearing in right ear, left is getting worse. He had a hearing test but hasn't had any follow up. Masks make it difficult to read lips, so he is struggling more than usual.	Cataract surgery approved and sent to scheduler; will occur after daily radiation treatments complete. Off-site fax number discontinued; info updated with DOC. Audiology consult authorized as well as hearing clinic evaluation.	Information Provided
50.	Complainant called on behalf of all kitchen workers in TRU to relay concerns. An officer wasn't wearing her mask. Then roughly three days later they quarantined 95% of the kitchen population. Concern is that no one had COVID in the kitchen and yet they quarantined everyone. Never have they come and provided any information to them. They're hearing	Obtained additional information regarding situation from facility administration; confirmed that staff were tested per the serial testing process and	Information Provided

	that no one had COVID and they feel that everyone got wrapped up. All unclear. Another concern is that they're not going to compensate workers for the two weeks. The two-week quarantine was done yesterday and they still have them on lockdown.	individuals were placed on quarantine per Health Services protocols.	
51.	Complainant says that Monroe mailroom is processing JPay messages two weeks late, which is beyond the appropriate timeframes.	DOC confirmed that MCC has now caught up with processing JPay messages through January 1, 2021. DOC facilities have seven business days in which to process these communications.	DOC Resolved
52.	Complainant's concern is with the grievance program. He is challenging DOC's policy to exempt WACs from being grievable issues. He wants OCO to investigate this - why a DOC policy is grievable but WACs are not able to be challenged. This is a DOC policy that exempts WACs from being challenged through the grievance process.	There currently is no process for DOC to take policy/WAC input from the population. They expressed interest in wanting to facilitate that change. OCO will monitor for future changes.	Investigation Substantiated
53.	Complainant was mistreated by DOC staff through repeated harassment, intimidation, and mental abuse that occurred consistently during his employment in the kitchen. He grieved to a level 2 and received a response, however, still received 3 negative BOEs in one day, was sent back to his unit from work, ordered to clean up the staff's mess which was humiliating and embarrassing.	Reviewed all documents and investigation findings. There was a staff corrective action for moving the trash with their foot. The BOE was substantiated and another incarcerated person completed his duties.	Unable to Substantiate
54.	Interpretation of ISRB ruling by complainant is the Board is requiring him to take SOTAP. Also states he believes that his SO level was inaccurately determined and states he has proof of this inaccurate information.	OCO cannot change ISRB decisions. Sent copy of Personal Restraint Petition (PRP) in the event he chooses to file with the Court of Appeals. Recommended he seek legal counsel as we cannot provide legal advice.	Lack Jurisdiction
55.	Complainant alleges not receiving adequate care for multiple medical conditions.	No evidence of alleged diagnosis. Specialty diet needs approval by dietician; dietician requested food-symptom log but complainant refused. Does not qualify for medical mattress per DOC protocol.	Investigation Unsubstantiated or Unfounded
56.	He has an abnormal gait and uses a wheelchair and/or walking sticks. When he wears his current shower shoes, they slip off causing him to trip and fall. He needs appropriate footwear for showering. Grievance response says that he was scheduled for a medical consult for other footwear but that appointment hadn't occurred by the time he reached out to OCO (and physical therapy recently told him the consult was approved).	Outside specialist appointment scheduled, including evaluation for specialized shower shoes.	DOC Resolved

57.	DOC added an STG label to complainant's OMNI file after she wore a face mask that said "feminist as f**k" with an A on it. DOC labeled her with Anarchist STG. She does not have group gang affiliations and did not know that symbol was part of an STG label. This is adding an additional target to her back as a trans woman who has already been dealing with targeting and harassment at the facility. She expressed that the A was associated with a political framework, not a gang. This is not in the handbook, but the label was decided by I&I.	Sent letter to complainant telling her to appeal via letter to Assistant Secretary of Prisons; if no change, we will reopen case and further investigate.	Lack Jurisdiction
58.	Complainant is a trans woman who continues to be misgendered by DOC staff and harassed via intrusive "bra checks." In frustration, she turned in her female clothing and removed her shirt in a public space. She says that she was following DOC Monroe clothing policy guidelines for males because DOC has not documented her as female and there is no female clothing policy for men's prisons. DOC infringed her for indecent exposure.	DOC has insufficient policies to address conduct of trans women in male prisons; will uplift through systemic report. DOC HQ already reviewed and declined to overturn infraction, though.	Investigation Substantiated
59.	Complainant says either the mailroom or I&I has placed a "silent-restriction" on his JPay email account, with incoming and outgoing emails. When he confronted the mailroom sergeant and wrote I&I they either denied it or failed to respond. He has been singled out and required all of his emails to be inspected.	Provided information for addressing further JPay issues by contacting JPay himself.	Information Provided
60.	Complainant is calling on behalf of person he assists as an aide. This person received a hearing aid a few months ago. He is older and needs a lot of help. He was infringed with four minors that resulted in a major violation for not wearing his hearing aid when he comes out of his cell. This person is needing more assistance from the ADA coordinator in mediation. The officers have also threatened to infract the aide and the rest of his cellmates.	DOC confirmed that a new staff member had infringed this person for failing to wear his hearing aid, but that is not the practice of the unit and has not happened since then. Individual in question has difficulty following directives but does need to wear hearing aid for safety reasons. Individual was not infringed four times and did not receive a major.	DOC Resolved
61.	Complainant supposed to have an evaluation done for mental health two months ago. He grieved them and they said it wasn't their fault, it was the counselor's fault. He is currently in IMU and they're saying that he can't get radio or anything. He is supposed to transfer but cannot due to COVID. Complainant says that he's having suicidal thoughts, but states that all staff do is take all your clothes with a smock and a short blanket and he does not believe that they want to assist him.	Contacted DOC and they said they would send mental health staff to check on him and provide any necessary services. Individual no longer in IMU.	Assistance Provided
62.	Complainant needs glasses. Says that he has been waiting a long time for an appointment. He filed a grievance, which was closed out at Level 0 stating that he was seen in November, but he says that did not happen.	Informed on how to appeal grievance to Level 1. Also sent email to CI Optical and MCC HSM to notify them that he needs	Information Provided

		appointment. Will reopen if he still needs assistance after Level 1 grievance.	
63.	Infraction complaint. At the hearing, complainant was told that there was photo evidence of a drug/tobacco drop off site, but the hearing officer refused to show him the photos. He also asked if there was a positive test, but that question was ignored. There is no proof he was conspiring or that any money was being transferred. After he read the write up it says all of the information was given by a confidential informant.	Reviewed infraction packet and reached out to Associate Superintendent. Appears to meet low bar of "some evidence" per US Supreme Court evidentiary standard.	No Violation of Policy
64.	In May, complainant received an MRI at an outside hospital, and on that trip, female officer asked him to get undressed while he was naked and alone with that officer. He reported to PREA that the officer stripped him out because he didn't want it to turn into him getting in trouble for being naked in the room with a female officer. The situation was investigated as PREA. For three months, DOC staff asked if he was experiencing retaliation, he reported no retaliation. Five months later, the investigation was completed and he subsequently received an infraction. DOC infringed him for "lying" on a PREA - major infraction with 30 days loss of good conduct time.	Two officers state that they were both present and that complainant was not naked. No camera footage available and no other evidence to contradict officers' statements.	Unable to Substantiate
65.	Complainant co-run a nonprofit that has a JPay account to communicate with WA DOC inmates. She has a separate personal JPay account for her husband only. She used personal JPay account and personal debit card to put \$20 on husband's spendable account. Then the nonprofit gifted \$15 in postage to a different WA DOC inmate; completely unrelated to husband. Personal JPay account has since been frozen for 90 days. She is continually ignored by DOC staff when she tries to get information on why or what has happened.	Directed her to contact Assistant Secretary - Prisons to explain nonprofit and receive approval to place money on both husband's and other individuals' accounts via the nonprofit. Systemic issue/policy change needed.	Information Provided
66.	DOC is refusing to list complainant as gender non-conforming and told her that her identity is a trans woman. DOC threatened to interfere with medical treatment (HRT) as a form of punishment. DOC lists her as male in OMNI despite having an updated birth certificate. Would like DOC to acknowledge updated birth certificate in OMNI and to be able to self-determine her gender identity. Also requested a way to hold DOC staff accountable.	Identified incorrect info in letter from HQ, contacted HQ, HQ updated letter and sent to complainant. Following OMNI gender concern for systemic trans report. DOC following 490.700 regarding trans and gender non-conforming housing.	Assistance Provided
67.	Ongoing harassment after OCO initially worked case. DOC had agreed to use the WCCW dress code manual for trans women in men's prisons, but specific staff there have then refused to follow it. Inconsistent clothing and other expectations for trans women, lack of policy, staff getting away with harassment. COs have been writing up negative BOEs for her whenever she puts a barrette in her hair, saying that she is allowed to have it in her	Complainant turned in alt garments to prevent harassment. OCO facilitated meeting with complainant, superintendents, and administrative staff. Addressing trans population concerns	Assistance Provided

possession but not in her hair. Aggressive bra checks and harassment and targeting of transgender prisoners. Staff is gratuitously misgendering her, especially in paperwork (490.700 violation). She expressed that it would be helpful if staff was more open to starting a dialogue with her about her situation, so that she feels she could have a voice.

with superintendents at monthly meetings.

68.

Complainant alleges institutional suppression of evidence. MCC-TRU mailroom has history of suppressing mail that exposes staff misconduct.

The case was withdrawn during the conference call to address other concerns with our office. OCO continues to address issues related to mail via systemic report.

Declined

69.

Complainant states that CI kitchen discontinued issuing peanut butter at mainline services in May 2020. His daily protein intake needs are higher than someone who is shorter and lighter weight. CI informed him that the reason for cutting out peanut butter is because the caloric intake was greater than the basic mainline. Complainant would prefer caloric intake reduced by removing processed rice or frozen vegetables as he has high blood glucose caused by too many carbohydrates.

DOC reached resolution with this incarcerated person that met his needs.

DOC Resolved

70.

Complainant says they called OCO in early January about moving to TRU to get peace from an officer that has been harassing him.

Complainant provided very little information. OCO requested clarifying information and gave next steps so that we can fully review this concern.

Information Provided

71.

Complainant received BOE for using his knee to open the chow hall door, intending to prevent/decrease the spread of COVID-19. At the time of the incident there was no hand sanitizer or gloves available to prisoners.

There is no way at this time to substantiate if that action took place in the way the guard or the incarcerated person explained it.

Unable to Substantiate

72.

Complainant writes that incarcerated individual is being tortured and sexually assaulted daily.

Conducted outreach to facility, medical, and mental health. Unable to substantiate any allegations of abuse.

Unable to Substantiate

Peninsula - Kitsap County

73.

There have been ongoing complaints about the lack of heating in the building. Individuals were told it was being worked on but it's been a month since the inquiry and the problem still persists. Inmates are cold every night, sleeping in frigid conditions and then have to go to work for 8 hours just to warm up. Not sure what can be done but something needs to be looked into.

They are working on fixing the heaters and in the meantime they have brought in portable heaters.

Information Provided

Stafford Creek Corrections Center

74.	Officer wrote a negative BOE and did not notify complainant until the unit counselor made him aware of it 30 days later. Complainant appealed the BOE due to staff not following policy, however, the CPM upheld the BOE citing DOC Policy 300.010 section E - the behavior log must be factual. Complainant isn't appealing the factual component of the BOE, only that notification was not sent out within 48 hours per policy 300.010 section F.	Confirmed notification occurred a week later, but this does not warrant the dismissal of a negative BOE which the incarcerated person agrees happened.	Investigation Substantiated
75.	DOC wrongfully taking money from complainant's account for a store debt. Person has been released.	Reviewed account records and charges appear to be valid. Cannot substantiate that DOC is illegally taking money from his account.	Unable to Substantiate
76.	The complainant was placed in segregation after confidential information was leaked. He doesn't think that it's fair that he lost his job and connection to his family due to others' negligence. Since being in IMU, he has not been allowed access to yard or phones like he should be. He has utilized the grievance program and received no resolution.	Complainant sat in IMU for five months. OCO raised his issue several times, including up to Secretary Sinclair, but was not able to get him released and COVID protocol resulted in IMU placement at the new facility.	Investigation Substantiated
77.	DOC lost complainant's glasses. He filed tort. Wants to be compensated \$165 for lost glasses.	Tort claim denied by DES. Reviewed evidence but it is not sufficient to impact reimbursement.	Unable to Substantiate
78.	Complainant has repeatedly applied for gender affirming surgery, has been screened, but process stopped without explanation. She was told by DOC staff that she is "too masculine to qualify and will not be approved." She is also being denied mental health care. Previously, OCO was told the process for gender affirming surgery was moving forward. She was told a new policy regarding gender affirming surgery was approved in October. When she kited about this and submitted another request for gender affirming surgery, she was told that the policy has not changed and that medical has rejected the proposed policy changes. She was told they will not be presenting her case to the GD-CRC. Part of the concern is that she has been going through a repetitive process of being reassigned therapists and having to begin the Gender Dysphoria diagnosis and history process for eight years.	DOC agreed to submit and approve referral for consult in community. However, DOC stated that this would not happen for 3-6 months due to the focus on COVID outbreaks. New trans healthcare protocols are pending.	Assistance Provided
79.	Complainant states he had a severe nosebleed that lasted a long time and alerted staff of the issue. Complainant then tried to call a medical emergency and staff did not respond to/refused to file the emergency grievance.	Grievance withdrawn; informally resolved.	Lack Jurisdiction
80.	Complainant used to work in the kitchen but was getting teased by inmates. CUS and Counselor let her quit, but they are now putting a stipulation in place that says she cannot seek additional employment.	DOC confirmed that complainant is now working.	DOC Resolved

Counselor told her they want her to focus on GED and that she can't have another job. She is indigent and needs paid work.

81.	Complainant is being held beyond her release date because her address is being denied	Person has been released from prison and is on community supervision doing well.	DOC Resolved
82.	Complainant says he reported a sexual assault that occurred in his cell. When he reported this incident, the accused person was taken to segregation for the investigation. Once the investigation concluded it came back unsubstantiated. Accused person was released from segregation and now complainant has to see this person. Wants this person moved to another facility.	Verified that complainant and accused are housed separately in facility. OCO has no jurisdiction over placement.	Lack Jurisdiction
83.	Complainant says he is writing in regards to his 752 infraction. He says he didn't feel like the hearings officer was listening to him and that he didn't respond to what he was saying. Complainant asked that we look at the picture of the urinalysis cup. He also says he was served the infraction but didn't have his hearing until 17 days later and was in IMU the whole time. Says he received a copy of a continuous form that wasn't signed by the hearings officer.	Reviewed infraction packets and photo of UA cup. Appears to be in line with infraction elements and positive based on photo. Procedural issue will not result in DOC overturning infraction.	No Violation of Policy
84.	Complainant has had three release plans denied and is a month past his Earned Release Date (ERD). His assigned counselor was never available. Another counselor got his release plan approved across the board until it was denied because DOC stated that he hadn't looked hard enough for housing options in his county of origin.	Confirmed that complainant did have to submit several plans and this did seem like a barrier to release that should be addressed. He was released with a voucher and housing.	Investigation Partially Substantiated
85.	Complainant has a housing voucher and is now past his Earned Release Date. States that his counselor is not helping him get housed.	Reviewed chronos entries and verified that counselor did assist with release and finding addresses. This was rejected several times. DOC should re-consider process for out of county acceptations	Investigation Partially Substantiated
86.	Concerned that son is experiencing increased symptoms of mental health condition and needs mental health services, including medication that he had been on previously.	Confirmed that individual has access to mental health services. Sent ROI and invited them to contact our office with any additional concerns. Provided DRW referral info.	Information Provided
87.	Complainant is supposed to receive a free video visit every two weeks but only gets them every other week because the system will not allow more than two visits to be scheduled. Unfortunately, visits are about a week out so must schedule every two weeks because they don't get a free visit every week because they have the two visits from a week out on the list. No one	OCO does not have jurisdiction over JPay. Called and sent an email with more information and other steps to take to resolve concerns.	Information Provided

else seems to have this issue at this institution. Complainant has called JPay and they said it was on the institution's end and that complainant would need to submit a ticket. Did so but have not received a response. Complainant's loved one spoke to his counselor and they have also emailed the superintendent with no response or results. Also wondering why it is taking 2-3 days to get short emails. Feels they are being targeted. Email delayed and visits are not being given and no one can respond to their complaints. One of visits was cancelled without a reason. JPay once again said it was the fault of the facility.

88.	Complainant had worked at DOC but quit due to a sexual harassment complaint that DOC had decided didn't warrant an investigation. Complainant decided to correspond with an inmate, after they quit their DOC job. DOC opened up a PREA case on complainant that has been going on for months. Complainant still is able to correspond with this inmate, so is it really PREA or retaliation? Incarcerated individual involved is getting unwarranted sanctions. DOC is targeting him and drowning him in sanctions.	Reached out to incarcerated person to get approval to work on this case per our jurisdictional limitations. Next steps provided to address concern.	Information Provided
89.	Complainant was moved to different unit and he is pretty sure it is because of another incarcerated individual reporting him for something that was never investigated. He has asked staff why he was moved and was not given a reason. DOC moved him without justification.	Complainant was provided documentation from the investigation/review of his movement by his counselor. We have no jurisdiction over placement.	DOC Resolved
90.	When person moved from WSP to SCCC they made him get rid of several essential oils that were part of curio. WSP allowed him to have all of these items. SCCC is interpreting the policy differently and has taken away these items. He would like to be able to handle and keep his property.	Provided information regarding possible actions for recourse, including filing tort claim.	Information Provided
91.	DOC staff not wearing masks per COVID-19 protocols.	After review of CDC, DOH and DOC policies, unable to find a violation of policy if the staff is not wearing a mask while alone in their office. Sent concern to superintendent for awareness.	No Violation of Policy
92.	Complainant states different nurses and secretaries are intercepting medical kites specifically designated for his Physician's Assistant. DOC Policy 610.650 does not give nurses or clerical help authorization to read medical kites addressed to a PA. State and federal law prohibit disclosure of any medical information without the specific written consent of the person to whom the medical information pertains.	There is no violation of policy for other medical staff to receive medical kites. However, elevated medical concerns to staff.	No Violation of Policy
93.	Complainant says there is not enough access to law libraries. In 2015 DOC cut the amount of access in half when they moved the law library into a	DOC will consider getting legal materials on the JPlayers in the future. OCO is	Investigation Substantiated

room that is one-third of the original size. Since COVID-19 they have cut that space in half down to 10 people at a time, which is only 1.3% of the population.

recommending DOC explore other options in the interim.

94.	Complainant was transferred from SCCC to MCC-TRU during the summer. He had a TV and another box being shipped to him from SCCC, which he still has not received.	Provided information regarding next actions steps to take, specifically filing a tort claim to request compensation if lost and grieve if it's still in the facility.	Information Provided
95.	Complainant states his legal mail has continuously been rejected for various reasons.	DOC resolved his concern via the grievance process before our office could review the concern.	DOC Resolved
96.	Sergeant told incarcerated individual that he was not allowed to have "BLM" on his face mask. This person had designed a filigreed mask with indistinct BLM letters. He was later called to the sergeant's office where the head counselor, CUS and sergeant had gathered. They proceeded to tell him that the mask violated policy, some people are offended by it, and that they were taking it away. Individual filed a grievance but feels grievance coordinator is refusing to process the grievance.	DOC took individual's mask even though BLM masks are not a violation of policy, riot symbol, or a protest piece. The memo was updated by DOC to reflect their stance.	Investigation Substantiated
97.	Complainant says that CO wrote a BOE in August has an incorrect statement of conclusion: "During a follow-up conversation with staff he readily admitted it was some sort of mild protest of sort."	BOE statement was not a conclusion, just a restating of the conversation that occurred. OCO cannot further impact change. No violation to policy 300.010.	No Violation of Policy
98.	Complainant was infracted in 2014 for allegedly contacting a person he was prohibited from contacting per his J&S. Wants the infraction removed from his record.	Spoke with complainant and conducted outreach to DOC. DOC will not overturn the infraction.	Unable to Substantiate
Washington Corrections Center			
99.	Complainant says his treatment has been inhumane during his lockdown in receiving at WCC.	Complainant relocated to CRCC Minimum Custody. Case closed with information pending hearing to the contrary that move resolved concerns.	Information Provided
100.	Complainant states that, because of his reputation, headquarters will put him in max custody for anything. He was originally being considered for minimum custody in August but it sat for a month. He got into an argument with staff and has been demoted to max custody, IMU at WSP.	Appeal to Assistant Secretary - Prisons upheld decision of Max Custody Committee. Once Behavior and Programming Plan is completed, he can be reconsidered for lower custody level.	No Violation of Policy
101.	Complainant was removed from Cedar Hall and placed in WCC Reception and Diagnostic Center without documentation regarding the reason. He	Some concerns were not in violation of policy and others could not be	Information Provided

	was not able to appeal the decision because he did not have information as to why it occurred. After contacting the superintendent to ask why, complainant was told that removal was due to an interaction with another inmate observed by staff. Complainant was told staff were not permitted to discuss the investigation and due process took place when the Facility Risk Management completed a new Custody Facility Plan.	substantiated. Provided actions of recourse for the concerns with processes.	
102.	Complainant says OCO provided a response to his suspension/termination from WCC C1 kitchen. Since then he has compiled additional information that proves how he was discriminated against by treating him differently.	Reviewed current/prior documentation; unable to substantiate additional claims of disparate treatment by CI. Description of alleged behavior by other incarcerated individuals, in comparison to claimant's, is circumstantial.	No Violation of Policy
103.	Individual was placed on Administrative Segregation initially pending investigation of false claim by other incarcerated individuals of a plan to attack CO with a razor. The infraction was dismissed because the informants were deemed unreliable/not credible, there were no staff witnesses, and no supporting evidence. Prohibited facility placement issued. MDT approved transfer to Safe Harbor Unit as medium custody subjected to less property, less job opportunities, less out of cell recreation, etc. Violation of DOC policies and due process.	Confirmed with complainant that he was doing well upon initial transfer to Safe Harbor placement. Requested follow up confirmation from complainant that facility move had resolved his concerns but did not receive reply.	Declined
104.	Complainant says that he received news that his father is dying and submitted kites asking to be able to contact his father once a day. DOC said facility cannot make any special accommodations right now.	Individual's father passed away. He was provided grief counseling; not demonstrating behavior that poses a danger to himself or others.	Declined
105.	Nephew is reportedly very sick and alleges DOC is not doing anything for him. He is in the gym. He's reportedly having seizures again. Says that he almost can't breathe. Wonders why DOC hasn't taken him to the hospital. His ERD is approaching and the classification counselor can't classify him in order to release him because he's in the gym.	Confirmed that DOC staff immediately elevated this concern to nursing staff who checked on this man's medical wellbeing.	Declined
106.	Complainant's husband is experiencing delays in medication due to staff not announcing medication distribution in the morning and only flicking the lights on and off. Her husband was not woken up and did not receive his medication. The on-duty guards need to shout when medical is there to hand out medications so that inmates don't miss a dose.	Grievance was closed as informally resolved and patient is no longer at WCC where issue was reported. Provided information on next steps if husband is still not receiving proper notification and medications.	No Violation of Policy
107.	Complainant works in CI Kitchen at WCC. The issue is that the carts go into the quarantine area and are coming into the kitchen and not being sanitized properly. The quarantine areas should be receiving food in	CI provided daily tier status sheet that informs them of units on isolation/quarantine status; those are reportedly provided clamshells and carts	No Violation of Policy

	clamshells but they're not. All of the units are supposed to be on clamshells.	are sanitized. All others receive reusable trays that are washed.	
108.	Person is having ongoing problems occur because the staff will not acknowledge his hearing impairment. There was one appointment made but he never got to see the audiologist and nothing further has been done. Person is aware that their wife contacted us.	Provided info contacting Deaf Services Coordinator if appropriate. No grievance on file; provided information on next steps to pursue before OCO could initiate review.	Information Provided
109.	Person had a seizure and then the following week felt like he was having a heart attack. He has still not had a follow up.	Medical care is appropriate. Encouraged patient to kite provider for more information regarding treatment plan, or to reinstate a medication that he previously refused.	Investigation Unsubstantiated or Unfounded
110.	Complainant relayed PREA concern regarding being seduced and assaulted by another incarcerated individual. Says he has reported his case to several officials. Accuses an RN of interfering with the PREA case. Now has quad-level seperatee status with accused, but absolutely no investigation has occurred.	DOC investigation extensive, including notification of local law enforcement. Cannot substantiate staff misconduct due to lack of evidence.	Unable to Substantiate
111.	Family member states incarcerated loved one was sent to clean cells previously occupied by COVID positive individuals without being given appropriate PPE.	Did not receive confidentiality waiver from complainant or incarcerated individual. Grievance now going through appropriate DOC channels (Medical and IIU). If incarcerated individual does not get satisfactory answer, invited him to contact OCO.	Information Provided
112.	On-going issue. Guards not wearing department ID. Filed grievance on one guard and believed that the issue had been fixed. However, she is now noticing a majority of IMU staff on first, second, and third shifts do not wear their identification.	This concern was withdrawn as it was addressed onsite during an OCO visit.	Declined
113.	Complainant says that the way DOC is handling the pandemic is unacceptable and unjustifiable. He says that he has not been able to clean his cell in over a month. Reports that the conditions he has been living in are inhumane and he has been stripped of his privileges.	Provided information to complainant that OCO is monitoring DOC's COVID response to CDC guidelines and will uplift his concern to the facility.	Information Provided
114.	Complainant tested positive for Covid and was put into isolation but then moved a few days later into the packed gym with 100+ others who'd also tested positive for Covid. He says he was forced to sleep on a cot that caused a hernia. He filed a medical emergency about the hernia. Says that DOC did not keep him safe and that he could have died from the virus.	Provided information to complainant that OCO is monitoring DOC's COVID response to CDC guidelines and will uplift his concern to the facility.	Information Provided

115.	Complainant says that he and others are being treated inhumanely. He says that he has been living on the floor for four weeks next to the toilet. Complainant also says that his mental health medication has been stopped three times since he has been in the unit.	Provided information to complainant that OCO is monitoring DOC's COVID response to CDC guidelines and will uplift his concern to the facility.	Information Provided
116.	Complainant says that he has type 2 diabetes and asthma and is concerned that Covid could potentially kill him. He is concerned for his safety and believes that the sentence he received was too harsh.	Provided information to complainant that OCO is monitoring DOC's COVID response to CDC guidelines and will uplift his concern to the facility.	Information Provided
117.	Complainant says that a staff member did not quarantine for 14 days even though she was exposed to over 70 individuals who tested positive for Covid. Complainant says that the staff member returned after three days because the facility was short staffed. He says that facility is overcrowded and two-man cells are holding three people. Complainant also says that he is not allowed to contact his family or his attorney about his pending felony case.	Provided information to complainant that OCO is monitoring DOC's COVID response to CDC guidelines and will uplift his concern to the facility.	Information Provided
118.	Complainant says that he has been sleeping on the floor on a thin mattress and when he asked for an extra one he was told no. He also says that there are open beds but the facility has not moved him to one. Complainant says that when it is shower time everyone showers at the same time which breaks quarantine protocol.	Provided information to complainant that OCO is monitoring DOC's COVID response to CDC guidelines and will uplift his concern to the facility.	Information Provided
119.	Complainant says that he was placed in cell meant for two people, but three people currently occupy the cell. He says that he was stripped of his privileges even though he has never received an infraction. Complainant says that he is only allowed out of his cell for five minutes to shower.	Provided information to complainant that OCO is monitoring DOC's COVID response to CDC guidelines and will uplift his concern to the facility.	Information Provided
120.	Complainant says that he was recently transferred to WCC and was housed with other individuals who tested positive for Covid. He believes that he also has Covid and that this exposure constitutes cruel and unusual punishment.	Provided information to complainant that OCO is monitoring DOC's COVID response to CDC guidelines and will uplift his concern to the facility.	Information Provided
121.	Complainant says that he is concerned for the safety and wellbeing of himself and others regarding their exposure to Covid. He also says that he has been on lockdown for the past month and has not been allowed to go outside into the yard. Says that three people are living in two men cells.	Provided information to complainant that OCO is monitoring DOC's COVID response to CDC guidelines and will uplift his concern to the facility.	Information Provided
122.	Complainant says that since he arrived at WCC two-man cells have been full with three people in them, with one person sleeping on the floor. He says that this a health concern because people have to sleep next to the toilets. Complainant says that this is not sanitary, comfortable, or acceptable.	Provided information to complainant that OCO is monitoring DOC's COVID response to CDC guidelines and will uplift his concern to the facility.	Information Provided

123.	Complainant says that he tested negative for Covid and is at risk because he has asthma. He says that the staff wanted to move him into a different cell with other individuals who told him that they were positive for Covid. He did not want to move into the cell with someone with Covid and staff told him that this was not a grievable matter.	Provided information to complainant that OCO is monitoring DOC's COVID response to CDC guidelines and will uplift his concern to the facility.	Information Provided
124.	Complainant says that since November he has been in quarantine and only gets five-minute phone calls and showers every other day. He says that individuals are being forced to live in two-man cells with more than two people. Says that living conditions are inhumane and they are not allowed any outdoor time. Complainant says that he will begin a hunger strike soon.	Provided information to complainant that OCO continues to monitor DOC's COVID response following CDC recommended guidelines. Followed up with DOC staff regarding complainant 's statement on hunger strike to ensure his safety.	Information Provided
125.	Complainant says that he has skin cancer on his forehead and it presents itself as an open wound above his right eye. He says that it bleeds at night when it rubs against his pillow and it has not been healing. Says that he was supposed to have surgery in November but has been postponed because of the pandemic.	Secured appointment for procedure within the next month.	Assistance Provided
126.	Complainant states that since arrival at WCC in August, he has been denied access to the law library and ability to receive material from the law library. Complainant has grieved concern and did not agree with the grievance coordinator's response and appealed.	Confirmed that complainant was granted access six times since his arrival. He is, however, correct about the decline in access. DOC is currently systemically addressing that concern.	Investigation Partially Substantiated
Washington Corrections Center for Women			
127.	Complainant says her husband and she were granted "offender to offender" correspondence at the end of May. In early June that was rescinded stating DOC does not recognize their marriage because they got married while they were in jail. They are told one of the reasons their marriage isn't recognized is because of policy 590.200, which states marriage between two incarcerated individuals confined in department facilities is prohibited. She sent a kite to the superintendent requesting an appeal and was told she can't appeal this. She wrote a letter to the DOC HQ and got a reply via kiosk that said they were upholding the decision.	The marriage certificate sent in was not certified. DOC is following policy 590.200.	No Violation of Policy
128.	Complainant received two serious infractions were handled improperly. First, she received a 752 (failed urinalysis), DOC took 50 days to provide her a hearing, and she provided DOC with a doctor's noted stating that her Celexa can cause a false positive for suboxone. Second, she received a 603 (introduction of contraband) because someone that she doesn't know at all sent her a card with drugs in it. DOC took her JPay message the wrong way and utilized it as evidence to infract her for this.	DOC did not break a policy or procedure. The guilty finding was based on evidence found by DOC (positive urinalysis and drugs sent into the prison).	No Violation of Policy

129.	Complainant was removed from the DOSA program because of infractions received before being accepted into the program. Later received another infraction which was dismissed before going to the disciplinary hearing. Complainant went to hearing, but the hearing officers had already made up their minds and terminated and revoked DOSA before the hearing took place. There was no screening conducted to see if complainant qualified for counsel.	DOC followed the DOSA agreement and Therapeutic Community requirements. OCO is conducting a systemic review of TC.	No Violation of Policy
130.	Caller filed a PREA after an incident that occurred in the bathroom. The PREA investigation was unfounded. Now she is being told that she'll be moving into the same area as the person involved in the PREA investigation where they will be sharing a bathroom area. The caller has requested a keep separate and has been denied.	Alerted DOC. She is no longer sharing a hallway with the reported person.	Assistance Provided
131.	Complainant is being bullied by other incarcerated individuals and put herself in COA. She is being called a sex offender even though she is not a sex offender. She says there is nowhere for her to go and she needs mental health help.	Complainant is not in the same tier as the person who bullied her. She has been advised to talk to her CUS if problems occur. Currently, she is not eligible to move custody levels.	Information Provided
132.	Complainant says information about an override placed last year was not communicated to her. She is deaf and blind and was not given any accommodations to ensure effective communication between herself and classification staff. This had led her to not knowing about the override until six months later and being past the 72-hour timeline to appeal the override with HQ.	The resolution coordinator and ADA coordinator met with her regarding accommodations. Per policy 300.500 she still cannot be approved for GRE because of mandatory programming needs.	DOC Resolved
Washington State Penitentiary			
133.	The conditions of the WSP yard are dangerous and caused him to fall and injure his leg. The grass was long and there were a lot of puddles, causing a slip hazard. Also, there is a sidewalk that is not flush with the rest of the concrete on the yard and that is a trip hazard as it is not properly marked.	Prior to OCO outreach, DOC had already addressed one maintenance issue and had active work orders out to have the other issues completed.	DOC Resolved
134.	Complainant says he has sent kiosk messages complaining about pay, which staff have disagreed with saying he has been payed accordingly. From April-June he has not received full compensation. He resigned in the middle of June and did not receive his last paycheck. He filed a grievance and he was told it was unsubstantiated because he worked no hours.	Explained that the DOC memo regarding COVID-19 gratuity states that the maximum allowable earnings cap was raised from \$55 to \$70; this does not mean that folks are automatically paid the maximum amount.	No Violation of Policy
135.	Closed Case Appeal: Complainant is having chest pains due to a possible bullet that is in his chest. He stated that he's worked with DOC to resolve this matter and they stated that they couldn't find the bullet in x-rays.	Closed case review. Prior case closure handled appropriately. No evidence to	Unable to Substantiate

	States that he doesn't remember when he got the wound. The wound became apparent to him after a fight he was in with a staff at WCC. Complainant would like medical care to address the pains that he thinks are from the bullet in his chest and/or figure out what's going on to cause these pains.	support medical condition being alleged, based on numerous diagnostic studies.	
136.	Allegation of PREA complaint. Complainant claims that DOC did not follow up on a PREA incident that he reported. He was standing in his window in HSB E Tier and the incarcerated individual in the cell across from him started sexually harassing him while standing naked and masturbating. Several COs were in the area witnessed the incident. He told one of the COs that he wanted to report the incident as PREA and the CO completed and turned in the paperwork for him. Later, he received a document from facility PREA unit saying that the incident was unsubstantiated and "nothing would be done about it."	Reviewed DOC investigation and spoke with HQ PREA Unit. Per PREA, sexual harassment must be repeated or serious. This doesn't meet threshold of serious as it happened in E Tier behind locked cell doors.	Investigation Unsubstantiated or Unfounded
137.	Complainant states that he has experienced significant mental health events and does not feel he has received appropriate treatment from custody staff. Has tried to grieve the lack of appropriate treatment; however, DOC has not processed his grievances.	Spoke with complainant and reviewed grievances, hearings, video and photographic evidence which shows that he received emergency medical care and has since transferred to a different facility. May include concern in systemic mental health review.	Unable to Substantiate
138.	During rec time in MSU at WSP, it's so cold that the COs don't want to stay outside, they want to sit in the gym where it's warm. They close the gate and lock it. No bathroom or running water, no COs, no one out there. Someone could have a heart attack. The COs reportedly tell people to go to the bathroom in the corner.	We reached out to facility staff and addressed the concern in person at our last monitoring visit to WSP. Facility staff addressed this issue and have staffed the yard.	Assistance Provided
139.	Received three serious infractions. During cell search, officer found hidden package that appeared to be another incarcerated individual's legal documents that the complainant had in an envelope ready to mail to his mother. Also found was a picture involving nudity. Complainant feels that there is insufficient evidence to meet the infraction elements.	After communication with DOC, DOC willing to reduce one of the infractions but not the others due to evidence of picture with sexual nudity.	Partial Assistance Provided
140.	Complainant wants his J&S to be corrected to read simply "vehicular assault by operating or driving a vehicle in a reckless manner and caused substantial bodily harm" and not while under the influence. He says that WSP Records changed his J&S.	The issue is with OMNI; DOC HQ says that it is on the to-do list for IT, but cannot say when it will happen.	Investigation Substantiated
141.	A publicly disclosed video of use of force was rejected per DOC policy 450.100 by mailroom. Complainant alleges that the "mailroom staff exposed video to WSP staff and deliberated an assault and I was assaulted because of the view of this video." The complainant has grieved staff	After thorough investigation, no clear evidence of staff retaliation. Mail was rejected per DOC policy 450.100.	Unable to Substantiate

misconduct and abuse of authority.

142.	External complaint requesting assistance with releasing incarcerated individual from IMU. Complaint alleges “inhuman treatment” and “beyond inhumane to leave a person in the hole for over eight months for “posing a threat.”	Per DOC 320.250, appeals for MAX go to Dep. Director. Provided information about self-advocacy options in policies 300.380, 310.150, and 320.250.	Information Provided
143.	Complainant has not received proper cancer care. Primary concern is pain management, per most recent conversation with staff.	Case was included in OCO report on delayed cancer diagnosis and management.	Investigation Substantiated
144.	Complainant broke a tooth yesterday and wants to see dental. It takes weeks or months to get into dental. Can't eat on that side. Drinking results in pain. Been given Ibuprofen, but it doesn't do anything. Feels like someone's putting a needle in there.	Complainant has not yet used grievance procedure, but sent email to WSP HSM to lift up concern and hopefully he will receive earliest possible assistance.	Information Provided
145.	Allegation of inadequate medical care. He is experiencing on-going issues because DOC has not provided physical therapy after his neck surgery. He was supposed to have further diagnostic tests (ultrasound for hernia and x-ray for neck), but these have not occurred. He states he has at least two surgically repairable issues that are not being treated.	Alerted DOC. Confirmed that x-ray and updated treatment plan have been provided and hernia surgery scheduled.	Assistance Provided
146.	Complainant currently refusing to leave solitary confinement because he wants a single man cell. In an effort to get him to leave, DOC HQ has mandated that he cannot receive a radio or TV. He is staring at the walls and it is harming his mental health.	Talked with DOC HQ and they are willing to discuss with mental health to incorporate into an individual behavior management plan (IBMP) and tie radio/TV to prosocial behavior, programming, etc.	Assistance Provided
147.	Complainant states he was recently infractioned with five major infractions. During the hearing he brought up procedural errors that violated his due process rights - denied a witness and not given the search report. He appealed the infractions but did not receive an answer to the appeal.	Reviewed all infraction packets. Witness was denied because it would have been duplicative and would not have changed the outcome. No search report because cellmate handed tattoo equipment to the officer (no search).	No Violation of Policy
148.	Person is experiencing pain in his lungs and abdominal area. He received a scan where they discovered fibrosis on his liver. He is in pain every day and no real relief is happening.	Receiving medications for treatment of current condition. Diagnostics have been negative; no evidence to support need for outside consult.	Investigation Unsubstantiated or Unfounded
149.	Complainant states that he's being held in IMU pending transfer due to safety concerns. States that he doesn't feel safe at this facility and wants to be moved as soon as possible.	Reached out to facility to ask about transfer. The transfers are largely limited due to maintaining compliance with CDC guidelines for preventing COVID-19 spread.	Assistance Provided

150.	Complainant states that the WSP mailroom keeps opening his legal mail without him being there. The legal mail is from the Thurston County Prosecutor's office which is an office of the court.	Appears that the envelope was not clearly recognizable as legal mail. Explained that the mail needs to be recognizable as legal mail to be processed as such.	No Violation of Policy
151.	Complainant reports that DOC staff are not complying with CDC guidelines and are joking about people that are COVID-19 positive. Also reports that the grievance staff are not properly looking into the COVID concerns and are just placing stickers on the response section.	Reached out to facility staff to ensure that the report of inappropriate staff behavior was addressed. The grievance coordinator does use printed labels to answer grievances.	Assistance Provided
152.	Complainant says that he has grieved missing property, but he was informed that while he was at work his cell door was opened. This was witnessed by another incarcerated person who gave their permission to give their name. This is also happening to other people in single cells. He has continued to grieve this issue as well.	Reached out to facility staff who addressed the issue with unit staff and also created a pathway for reporting this issue so it can be addressed if it occurs again.	Assistance Provided