



# Quarterly Meetings

October 23, 2024 | CCCC

October 25, 2024 | VIRTUAL

# Public Meeting

## 3:30 - 5pm

The OCO is committed to creating and maintaining respectful and courteous conversations at our public meetings. We expect all participants to refrain from engaging in hostile, intimidating, and offensive activities or behaviors that may amount to discrimination, harassment, sexual harassment, or bullying.

The OCO provides opportunities to submit written questions and comments prior to the Q&A Session, and for remote public questions and comments. During the live questions and comments, individual community members may speak for up to two (2) minutes.

AGENDA	
TOPIC	TIME
<b>Welcome</b> <ul style="list-style-type: none"><li>• Welcome</li><li>• Purpose of Meeting</li><li>• Review of Agenda</li></ul>	<b>3:30-3:40 PM (10 min)</b>
<b>OCO Third Quarter 2024 Presentation</b>	<b>3:40-4:20 PM (40 min)</b>
<b>Questions &amp; Answers Session</b> <ul style="list-style-type: none"><li>• Community agreements</li><li>• Pre-submitted questions</li><li>• Live public comments &amp; questions</li></ul>	<b>4:20-4:50 PM (30 min)</b>
<b>Closing</b>	<b>4:50-5:00 PM (10 min)</b>

# OCO VISION

**We envision a more humane and transparent Washington corrections system.**

# OCO MISSION

**We provide opportunities for people impacted by incarceration to raise issues and resolve conflicts. We work to reduce harm in the Washington corrections system by negotiating outcomes, recommending positive change, and reporting individual and systemic concerns.**

# OCO CORE VALUES

**INTEGRITY   RESPECT   COLLABORATION   EQUITY   COURAGE**

# Our Purpose

**Provide information**

**Promote public awareness & understanding**

**Ensure compliance with relevant statutes,  
rules, and policies**

**Identify system issues and responses for the  
governor and the legislature to act upon**

# Phases of a Complaint

## 6-Phase Process



### Intake

Complaints can be reported via hotline, mail, or webform



### Triage Screening

Complaints are screened for OCO jurisdictional requirements and resource availability.



### Determine Investigation Type

The case holder determines the investigation type.



### Documentation & Evidence Review

The case holder reviews documentation and evidence related to the complaint.



### Findings & Negotiation

Once documentation and evidence is reviewed, the case holder will contact the DOC to negotiate a possible resolution.



### Outcomes & Case Closing

Once an outcome is determined, the case holder will close the case and notify the incarcerated individual by mail of the findings and outcome.

Office of the Corrections

**OMBUDS**

**Data**

**3rd Quarter July - September 2024**

Quarterly Meetings October 2024



# OCO Action

Confidential Hotline

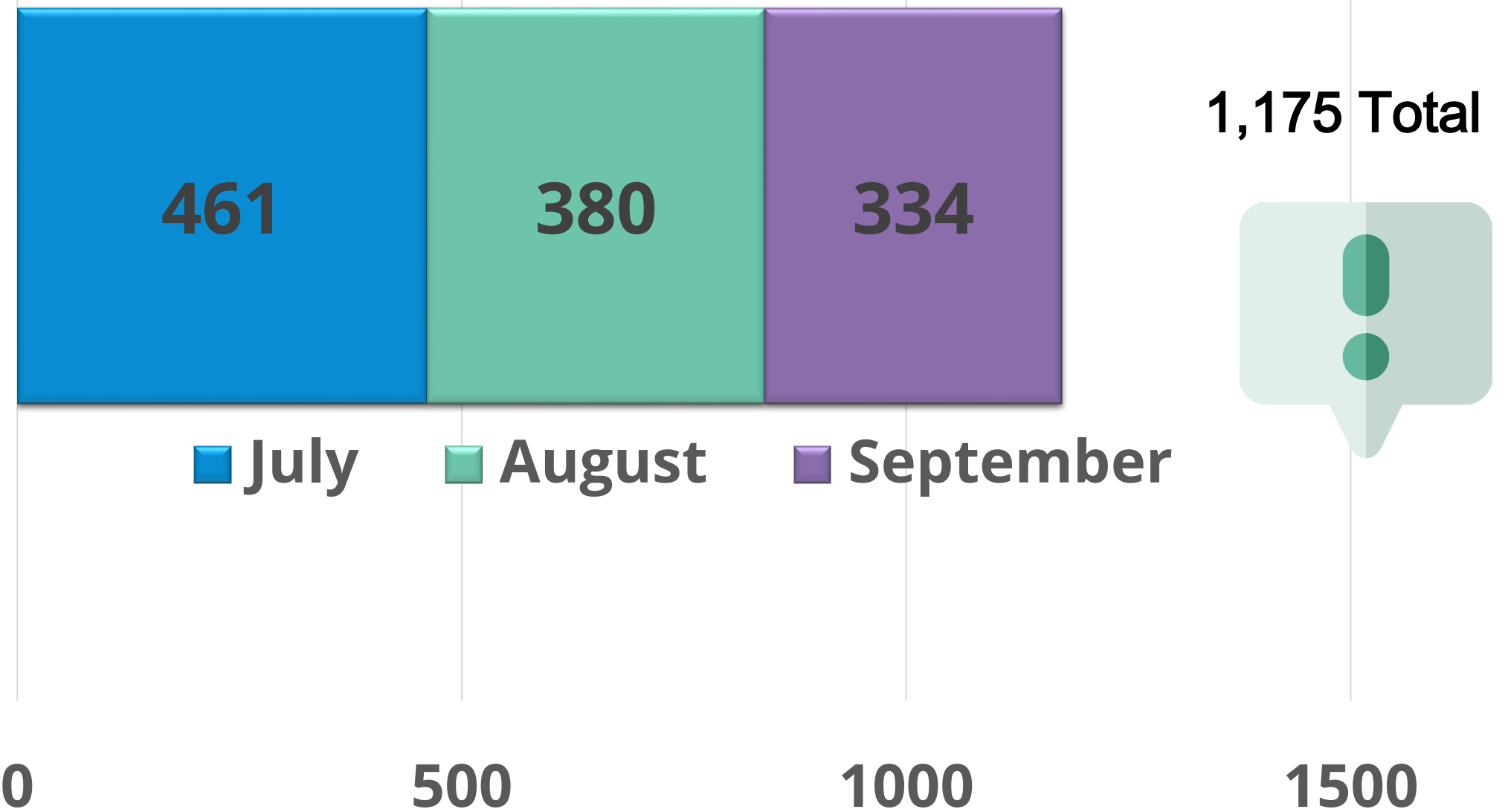
Average of

# 26

calls per day

## Total Calls in the 3rd Quarter

47% of calls were reporting new cases



# 869

## OCO Complaints Received in 3<sup>rd</sup> Qtr

### Top 3 concerns statewide:

1. Staff Conduct – Priority 5
2. Healthcare – Priority 1
3. Discipline – Priority 6





## Men's Prison Division

Highest Number of Received  
OCO Complaints in 3rd Quarter



### **Airway Heights Corrections Center: 137**

#### **Top concerns with OCO Priority:**

1. Staff Conduct – Priority 5
2. Healthcare – Priority 1
3. Discipline – Priority 6

### **Monroe Correctional Complex: 134**

#### **Top concerns with OCO Priority:**

1. Classification – Priority 3
2. Healthcare – Priority 1
3. Staff Conduct – Priority 5

### **Washington State Penitentiary: 107**

#### **Top concerns with OCO Priority:**

1. Classification – Priority 3
2. Staff Conduct – Priority 5
3. Healthcare – Priority 1

# Women's Prison Division

Complaints received in  
3rd Quarter 2024



## Washington Corrections Center for Women: 91

### Top concerns:

1. Healthcare – Priority 1
2. Staff Conduct – Priority 5
3. Solitary Confinement – Priority 2

## Mission Creek Corrections Center for Women: 4

### Top concerns:

1. Healthcare – Priority 1
2. Release – ERD – Priority 3 and Priority 5
3. Programs – Priority 3
4. Staff Conduct – Priority 5

**CASE INVESTIGATIONS: 457**

Assistance Provided: 71  
Information Provided: 212  
DOC Resolved: 73  
Insufficient Evidence to Substantiate: 36  
No Violation of Policy: 65  
Substantiated: 0

**INTAKE INVESTIGATIONS: 371**

Administrative Remedies Not Pursued: 1  
Declined: 5  
Lacked Jurisdiction: 24  
Person Declined OCO Involvement: 73  
Person Released from DOC Prior to OCO Action: 25  
Technical Assistance Provided: 243

**UNEXPECTED FATALITY REVIEWS: 7**

**Total Investigations Completed: 835**

# Monthly Outcome Reports

July - Sept 2024

Assistance, Technical Assistance,  
or Information Provided in

# 63%

OF INVESTIGATIONS COMPLETED

- UFR Committee Members are representatives from: OCO, DOH, HCA, and DOC
- OCO can request reviews of deaths not identified by the DOC as “unexpected”
- UFR Committee Members review incident reports, medical records, video, and other relevant documentation
- UFR Committee meets to discuss findings, questions, and recommendations

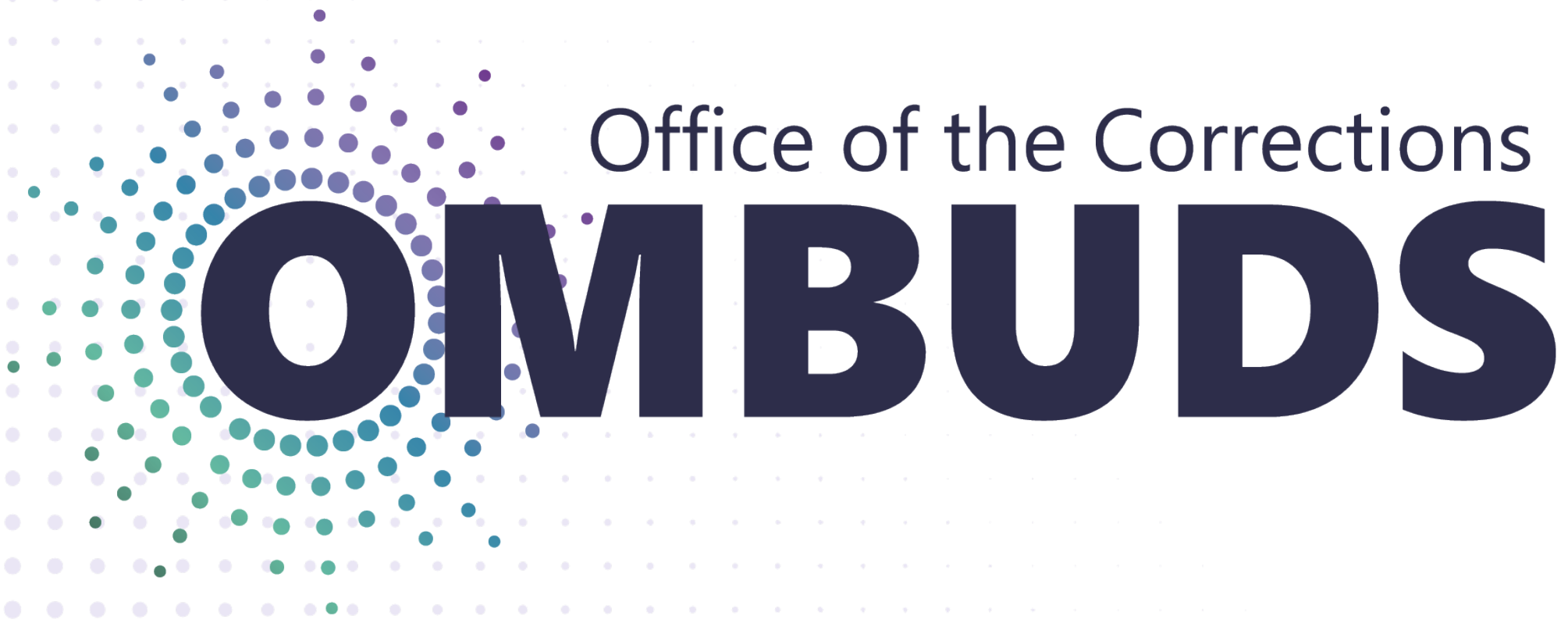
# Unexpected Fatality Reviews (UFRs)

Q3: July - September 2024

Six (6) fatality review meeting reports were published in Q3 2024.

The deaths reviewed were attributed to

- (2) infection/sepsis (UFR# 24-001 and 24-008)
- (1) homicide (UFR# 24-007)
- (1) overdose (UFR# 24-003)
- (1) vascular disease (UFR# 24-004)
- (1) end stage liver disease (UFR# 24-009)



# Investigation Examples

## 3rd Quarter July - September 2024

Quarterly Meetings October 2024





# OCO Helps: Case Example 1

## Reentry Center Access

**Reported Concerns:** An incarcerated person reported concerns about being able to transfer to a reentry center.

**OCO Actions:** The OCO reviewed the information related to this concern and spoke with DOC staff about the concern. After OCO made outreach about the persons barriers to a reentry center the OCO requested more information about how the barriers work. DOC reviewed the person's situation at this office's request and found an issue with how they were applying transfer rules to people with conviction enhancements, which was delaying the transfer.

**Negotiated Outcomes:** DOC reported that they will now assist others in transferring to reentry centers when they are eligible without having to wait until a certain timeframe. The person that reported this concern will be transferred to a reentry center soon as a direct result of OCO involvement.

# OCO Helps: Case Example 2

## Soap Access

### CASE DETAILS

Per RCW 43.06C.040, all persons receive a grievance procedure. If a person has a grievance, they must first exhaust the grievance process before they can file a complaint with the Ombudsman. This process includes filing a grievance, administrative, or appellate grievance.

To open an investigation into your case, you must complete an investigation or simply to let them know you need your permission/waiver of confidentiality. We need your permission to contact the incarcerated individual. Please type your initials in this box.

Initials: \*

Your First Name \*

Phone

Provide a telephone number

Incarcerated Individual First Name \*

DOC Number \*

**Reported Concerns:** Incarcerated individual relayed concerns regarding the communal bathrooms not having handwashing soap.

**OCO Actions:** The OCO contacted DOC regarding this issue who stated that the usual soap that is provided is on backorder and individuals will have to use the hand soap that is available for purchase in the interim. The OCO requested that DOC find an alternative solution due to health/hygiene concerns. DOC stated that alternatives from the warehouse were also delayed. The OCO elevated this concern to facility leadership and requested that the facility purchase soap elsewhere. The facility agreed and provided soap to all the units that day.

**Negotiated Outcomes:** After OCO outreach, DOC provided alternative hand soap options.



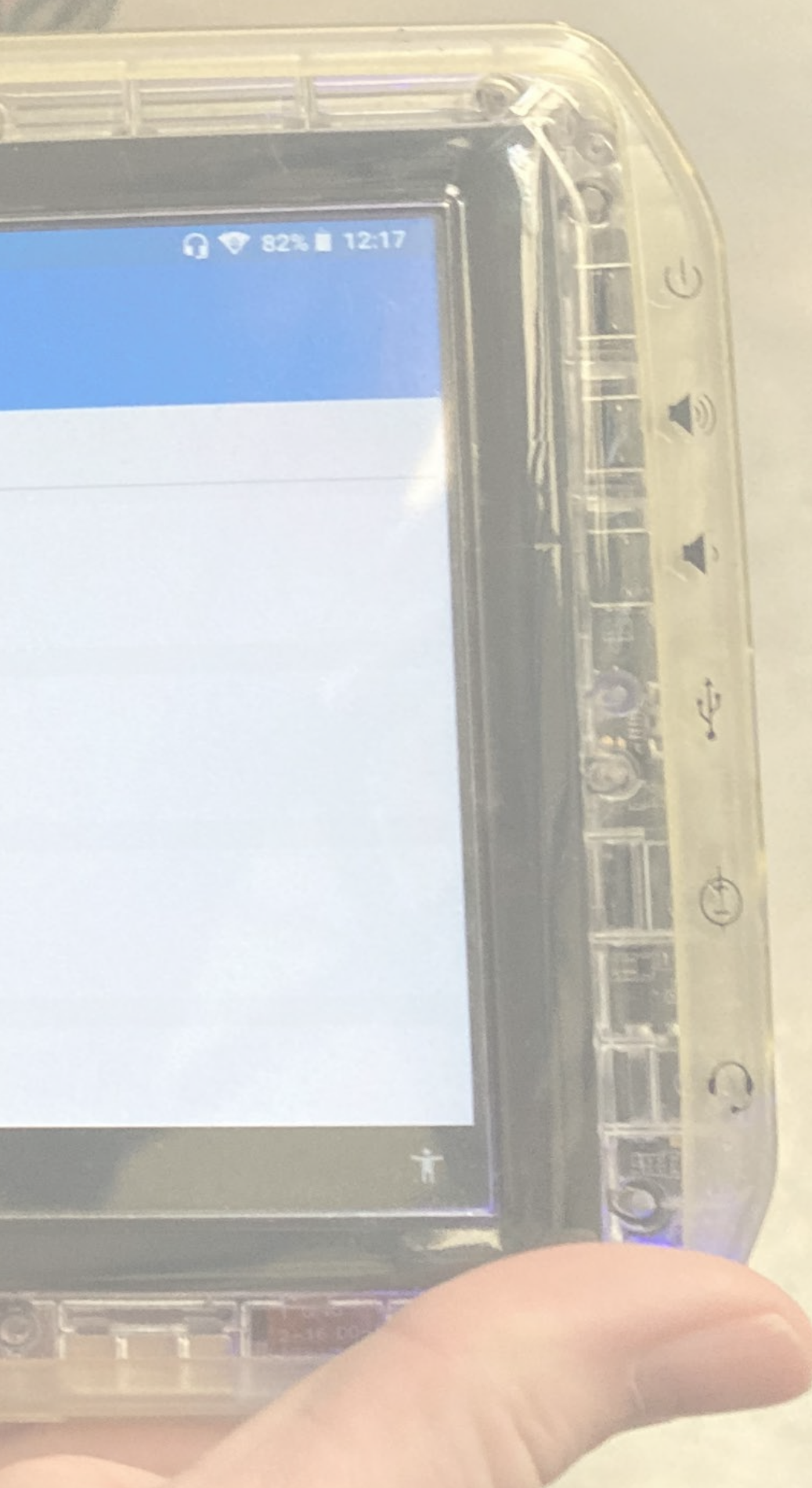
# OCO Helps: Case Example 3

## Health Services

**Reported Concerns:** Incarcerated person reports that he could not move forward with his treatment while housed in receiving. The person states his resolution request was not handled as a medical request and that he had not had a medical appointment since arriving. The person requested to be transferred to receive medical care.

**OCO Actions:** The OCO provided assistance by contacting DOC resolutions staff and requesting the resolution be reopened.

**Negotiated Outcomes:** After OCO outreach, DOC agreed to overturn the resolution decision. The patient was transferred through the regular classification process. OCO staff reviewed the patient appointments and noted that several appointments had been scheduled since the person arrived at their new facility.



# OCO Helps: Case Example 4

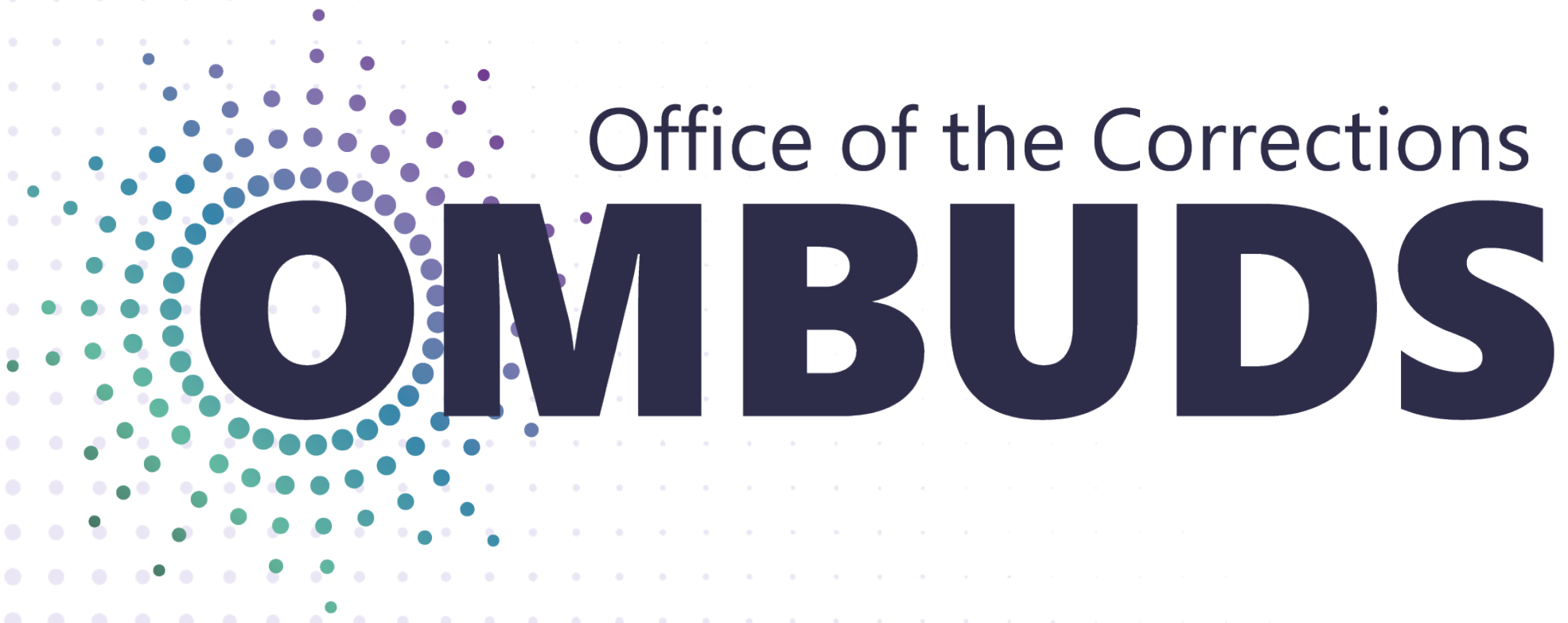
## Health Services

**Reported Concerns:** Person reported that the treatments he has received from Health Services are not working, and that Health Services are refusing his request to see a specialist.

**OCO Actions:** The OCO reviewed DOC records and reached out to DOC staff and substantiated that there was a delay in care and that his request for a specialist was never reviewed by the Care Review Committee (CRC). The OCO found that the consult was submitted at CRC request and denied by the Facility Medical Director (FMD), who has authority over clinical decisions that are elevated to the CRC per the WA DOC Health Plan.

**Negotiated Outcomes:** After OCO outreach, this individual was approved for seeing the specialist, and this office verified that an appointment with the specialist was scheduled. This office shared if incarcerated individuals are denied CRC review by the FMD, they can file a Health Services resolutions request and request CRC review.

Office of the Corrections



# Actions

## 3rd Quarter July - September 2024

Quarterly Meetings October 2024

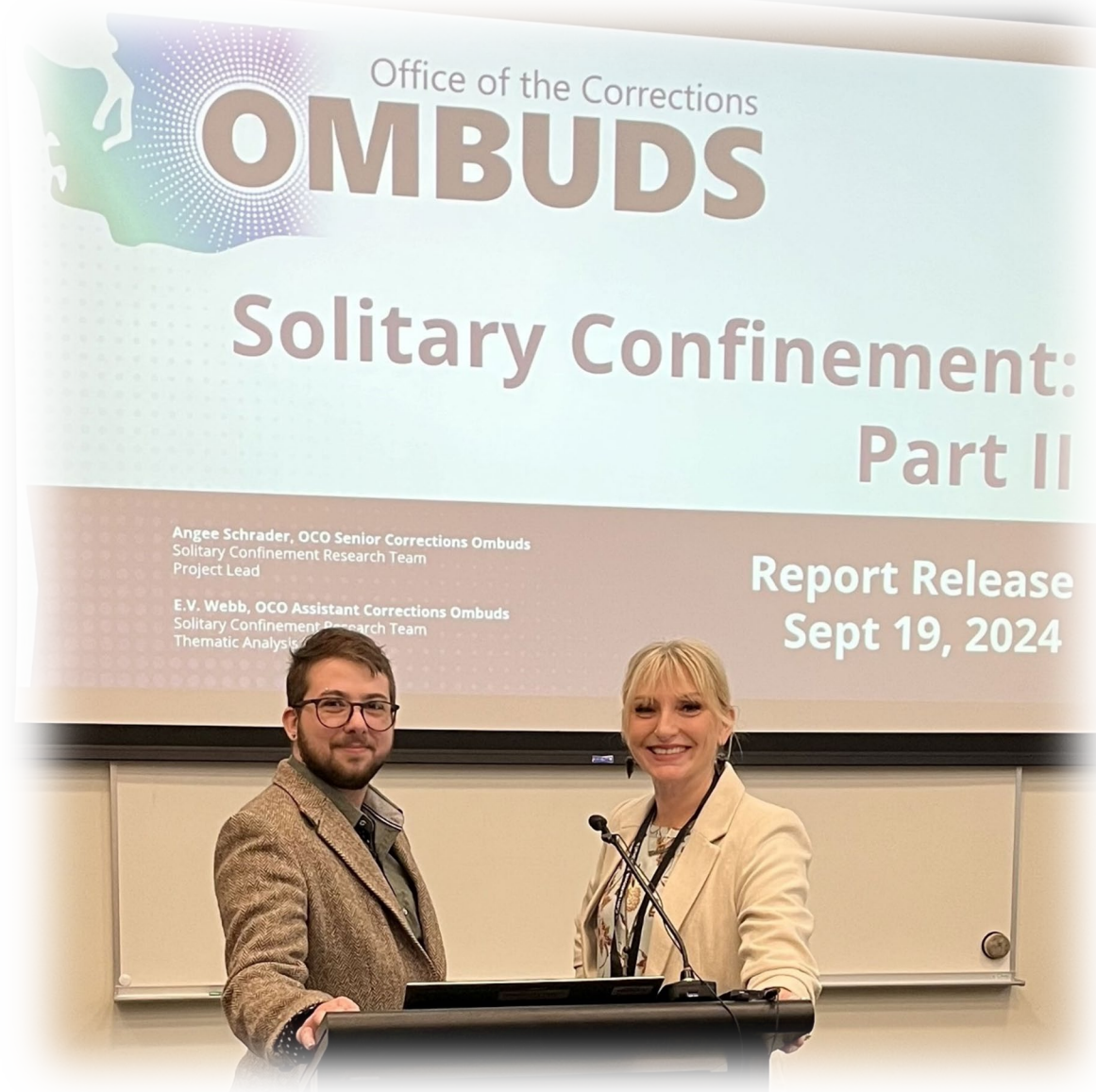


September 2024

## SOLITARY CONFINEMENT: PART II



# OCO Solitary Confinement Report Series



**Part I published June 30,  
2024**

Answers questions posed by the legislature  
in ESSB 5187

**Part II published  
September 19, 2024**

Interviews with Incarcerated Individuals

**Part III: Looking to the Future –  
in progress**

Quarterly Meetings October 2024





## Urgent Care at Stafford Creek Corrections Center

E.V. Webb, M.E.S.

Assistant Corrections Ombuds – Investigations

The Office of the Corrections Ombuds supported a collective effort by tier reps, patients, and DOC healthcare staff to make improvements in healthcare services for incarcerated individuals at Stafford Creek Corrections Center. The OCO fostered meaningful spaces where they came together to share their concerns and discuss creative and thoughtful ways to create a system that better responds to emergent health care needs. Now, the SCCC Urgent Care Pilot Model has expanded to Coyote Ridge Corrections Center. The OCO encourages the expansion of Urgent Care, in place of Sick Call, to all prison facilities.

### Summary

Stafford Creek Corrections Center (SCCC) Tier Representatives invited the OCO to attend a tier rep meeting to hear more about patient concerns at the facility. The tier reps requested OCO's assistance in inviting Health Services leadership to the table to discuss their twelve-point list of concerns gathered from patients as well as their ideas for solutions. As a result of these meetings, DOC at Stafford Creek established an Urgent Care process for patients to address appointment access and medical emergencies. Feedback from the patient population and health services staff has been overwhelmingly positive: several people have mentioned improved appointment timing, quality of care, and healthcare staff caseloads.

### Background

In July of 2023, the OCO joined SCCC tier reps at their general meeting. Tier reps shared a twelve-point list of concerns from patients at the facility along with ideas for solutions. The OCO continued to track progress with the tier reps and DOC Health Services.

In October 2023 and February 2024, the OCO, tier reps, and DOC Health Services met to review progress on medical access concerns. By May 2024, SCCC transitioned to offering Urgent Care instead of Sick Call. As of September 2024, DOC has extended the Urgent Care model to CRCC.

As of September 2024, the OCO has received positive feedback from patients, healthcare, and custody staff regarding the implementation of Urgent Care at SCCC. After four months of operation, OCO staff engaged with tier representatives to gather additional feedback. Patients have expressed that the availability of urgent care has led to reduced delays in receiving emergent care appointments, resulting in an enhanced quality of care experience.

Patients now have access to urgent care services from 7 am to 8 pm every day, including weekends, with medical movements scheduled every 30 minutes. This new system has replaced the previous sick call model, where patients had to request appointments through kites and wait to be added to sick call lists, a process that often led to longer waiting times for medical attention. Instead of staff spending extensive time triaging written kites from patients about their symptoms and concerns, staff are able to assess the person based on

September 2024



# OCO Spotlight: Urgent Care at Stafford Creek

- Stafford Creek Corrections Center (SCCC) Tier Representatives invited the OCO to attend a tier rep meeting to hear more about patient concerns at the facility.
- The tier reps requested OCO's assistance in inviting Health Services leadership to the table to discuss their twelve-point list of concerns gathered from patients as well as their ideas for solutions.
- As a result of these meetings, DOC at Stafford Creek established an Urgent Care process for patients to address appointment access and medical emergencies.
- Feedback from the patient population and health services staff has been overwhelmingly positive: several people have mentioned improved appointment timing, quality of care, and healthcare staff caseloads.



# Monitoring Visits July- September 2024

# 31

## Prison & Reentry Centers

Monitoring: The practice of routinely inspecting all correctional institutions to assess and report on the facility conditions and treatment of people who are incarcerated. All facilities are inspected, not just those with known problems. Monitoring is critical for ensuring the safety of all people inside. It is a proactive process meant to provide early identification of concerns about conditions and ill-treatment.



“The way to right wrongs is to turn the light of truth upon them.”

Ida B. Wells, 1892

Quarterly Meetings October 2024



# OCO Quarterly Meetings in WA State Prisons

- Minimum of two facility visits prior to meeting to discuss facility concerns with the population
- Office of the Family Children's Ombuds (OFCO) present and are available as a resource for quarterly meeting attendees
- OCO has presented at 10 out of 11 DOC prison facilities in WA state



Quarterly Meetings October 2024



# Open Hours Pilot WCC & WCCW

The OCO has begun working to implement “**Open Hours**” after hearing from incarcerated and community members the desire for OCO staff to be present in facilities more often.

**Open Hours will be dedicated days when OCO staff will be available in the units.** Individuals will be able to come and ask questions and get information directly from OCO staff. These sessions will be focused on providing information rather than conducting individual case intake, which is primarily done via mail and hotline.

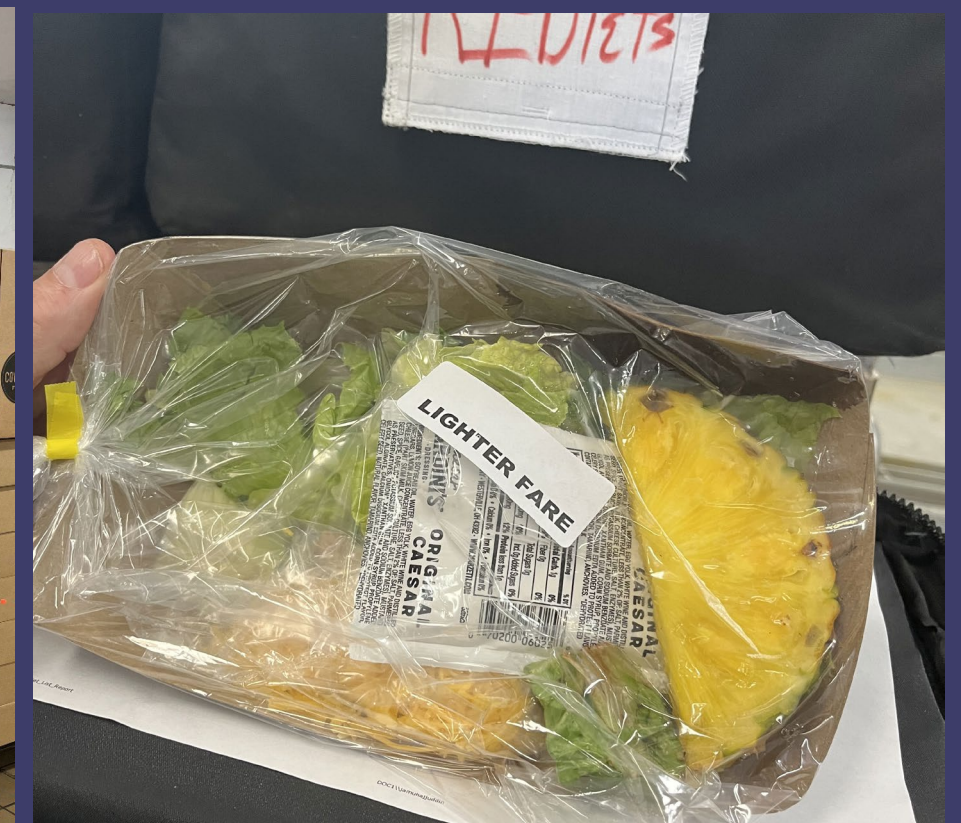


Quarterly Meetings October 2024



# Visit with Correctional Association of New York (CANY)

- OCO hosted our colleague from CANY
- Discussed food and cook/chill methods
- Toured WA state kitchens
- Comparisons between WA and NY Corrections
- Continued collaboration with CANY about food and our work





# Rainbow Alliance and Inclusion Network (RAIN) Award Winner

For the second consecutive year, the OCO was awarded with the RAIN Outstanding Agency Award in recognition of the OCO's "exceptional commitment to creating inclusive and supportive environments for queer joy and safety within the LGBTQIA+ community."

RAIN is a business resource group (BRG). BRG's are an employee-led initiative that aims to promote diversity, inclusion, and belonging in the workplace.



# Submit a Complaint



Confidential Hotline:  
(360) 664-4749



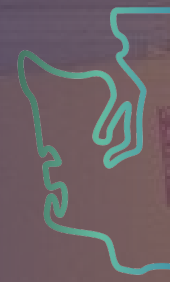
Mailing Address:

PO Box 40009  
Olympia, WA 98504

SUBMIT

Online:

[oco.wa.gov/submit-complaint](https://oco.wa.gov/submit-complaint)



Office of the Corrections

# OMBUDS



Quarterly Meetings October 2024



# Public Meeting

## 3:30 – 5 pm

The OCO is committed to creating and maintaining respectful and courteous conversations at our public meetings. We expect all participants to refrain from engaging in hostile, intimidating, and offensive activities or behaviors that may amount to discrimination, harassment, sexual harassment, or bullying.

The OCO provides opportunities to submit written questions and comments prior to the Q&A Session, and for remote public questions and comments. During the live questions and comments, individual community members may speak for up to two (2) minutes.

AGENDA	
TOPIC	TIME
<b>Welcome</b> <ul style="list-style-type: none"><li>• Welcome</li><li>• Purpose of Meeting</li><li>• Review of Agenda</li></ul>	<b>3:30-3:45 PM</b> <b>(15 min)</b>
<b>OCO Third Quarter 2024 Presentation</b>	<b>3:45-4:25 PM</b> <b>(40 min)</b>
<b>Questions &amp; Answers Session</b> <ul style="list-style-type: none"><li>• Community agreements</li><li>• Pre-submitted questions</li><li>• Live public comments &amp; questions</li></ul>	<b>4:25-4:55 PM</b> <b>(30 min)</b>
<b>Closing</b>	<b>4:55-5 PM</b> <b>(5 min)</b>