

## **Agenda**

- 1:30 p.m. Opening, Introductions, and Agenda Review
- 1:40 p.m. OCO Staff Presentation (1<sup>st</sup> Quarter: July, August, and September 2022)
- Investigations/Complaints
    - Monthly Outcome Reports (MOR)
    - Case Factor Trends
    - Facility Trends /Emerging Issues
  - Internal Focus Areas
    - Facility Visits
    - Increase Assistance Provided
    - Decrease Time to Resolution
    - Pro-Equity Anti-Racism (PEAR) Team
- 2:10 p.m. OCO Investigation Priorities
- RCW 43.06C.040: (1) The ombuds shall: (a) Establish priorities for use of the limited resources available to the ombuds . . . (i) Establish procedures to gather stakeholder input into the ombuds' activities and priorities, which must include at a minimum quarterly public meetings
- 2:25 p.m. In-person Stakeholders Questions/Comments
- 2:45 p.m. Virtual Stakeholders Questions/Comments
- Start with Pre-submitted Questions/Comments ([click here to provide](#))
- 3:00 p.m. Closing

### **Important Information to Know:**

- This is a quarterly public meeting of the OCO and is intended to provide information about the activities of the OCO in the previous fiscal quarter, gather stakeholder input into the OCO's activities and priorities, and to guide staff preparation related to the work of the OCO.
- Times are estimates only. We reserve the right to alter the order of the agenda.
- To request this document in an alternate format or a different language, please contact Heather Hamilton, OCO Office Manager, at (360) 790-4533 or by email [heather.hamilton@gov.wa.gov](mailto:heather.hamilton@gov.wa.gov).