

OFFICE OF
CORRECTIONS
OMBUDS

QUARTERLY MEETING
MARCH 24, 2022

Director Updates

Staffing

- Director
- Medical

Process Changes

- Hotline
- Acknowledgement Letters
- Triage
- Reports
 - Monthly
 - Systemic

COVID-19



Received the complaints



Tracked complaints by facility and concern type



Investigated individual complaints



Used data to focus resources on facility visits and DOC discussions

COVID-19 Complaints Received by Type of Concern

Live Data by Concern 3/23/2022	
Concern	Total
Quarantine/isolation conditions of confinement	293
Staff not following PPE and social distancing guidelines	73
Other	72
Testing issues – including providing results/how results are shared/etc.	30
Food	23
Incarcerated individual not following PPE and social distancing guidelines	21
Vaccination	17
Visits – including video visits	11
Mishandling of personal property related to COVID	8
Delayed JPay messages	2
Total to Date	550

COVID-19 Complaints Received by Facility

Live Data By Facility 3/23/2022	
Facility	Total
AHCC	85
CCCC	44
CBCC	39
CRCC	41
LCC	3
MCC-TRU	47
MCC-WRSU	20
MCC-SOU	10
MCC-IMU	21
MCC-MSU	5
MCCCW	10
OCC	9
SCCC	117
WCC	33
WCCW	24
WSP	36
Ahtanum View	0
Bellingham WR	1
Bishop WR	3
Brownstone WR	0
Eleanor Chase WR	0
Longview WR	0
Olympia WR	0
Peninsula WR	1
Progress House WR	1
Reynolds WR	0
Tri-Cities WR	0
Total to Date	550

Facilities with the
highest number of
COVID-19 complaints:

Stafford Creek (117)
Monroe (103)
Airway Heights (85)

Facility Visits Prioritized by Rate of Complaint

Live Data By Facility 1/21/2022	
Facility	Total
AHCC	29
CCCC	37
CBCC	17
CRCC	16
LCC	0
MCC-TRU	18
MCC-WRSU	3
MCC-SOU	5
MCC-IMU	8
MCC-MSU	3
MCCCW	8
OCC	5
SCCC	59
WCC	11
WCCW	12
WSP	3
Ahtanum View	0
Bellingham WR	0
Bishop WR	3
Brownstone WR	0
Eleanor Chase WR	0
Longview WR	0
Olympia WR	0
Peninsula WR	0
Progress House WR	1
Reynolds WR	0
Tri-Cities WR	0
Total to Date	238

Facilities with most complaints:

- SCCC
- MCC
- CCCC
- AHCC

OCO Visits:

- SCCC – 1/19
- MCC – 12/15; 1/06
- CCCC – 1/14
- AHCC – 1/11

23 OCO Facility Visits

AHCC	1/11, 1/27, 3/08
BISHOP	2/09
CCCC	1/14
CRCC	1/30, 2/10
LCC	2/03
MCC	12/15, 1/06, 2/09
MCCCW	2/02, 2/23
PROGRESS	3/02
SCCC	1/19, 2/10
WCC	1/26, 2/19
WCCW	12/16, 2/16, 3/08
WSP	2/01, 2/02

OCO Actions

Visits to observe conditions and requesting actions or review by DOC

Immediate outreach to facility leadership regarding issues such as food, lack of access to outdoors/yard, heat, and other concerns with follow-up visits to check status

Continued work on issues such as release, property, medical visits, and other concerns for specific incarcerated individuals

OCO Team Update

Eastern

Western

Women's
Facilities &
Work Releases

Questions? Feedback?

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