

OFFICE OF THE CORRECTIONS OMBUDS

MEETINGS

APRIL 26TH – INSIDE THE MONROE CORRECTIONAL COMPLEX -TRU
MONROE, WA

APRIL 28TH – HELEN SOMMERS BUILDING & HYBRID
OLYMPIA, WA

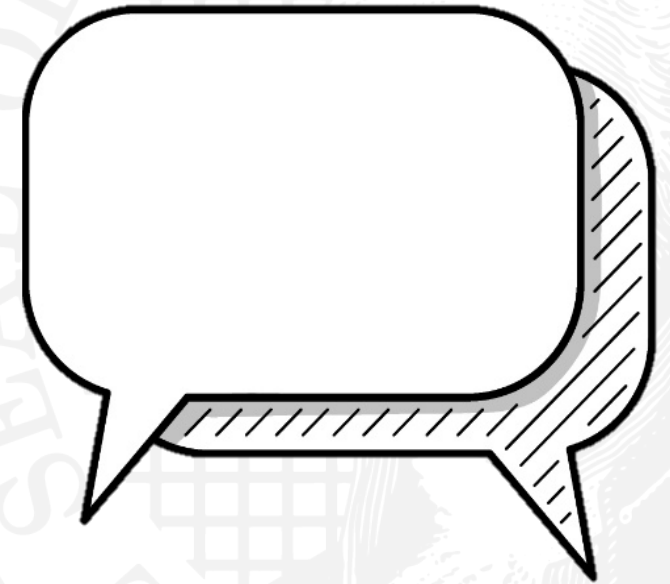
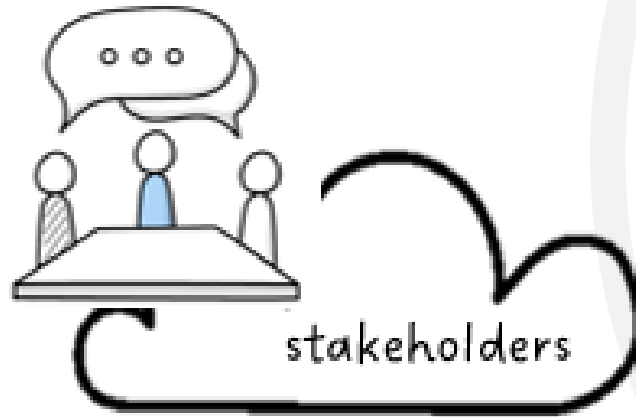


PURPOSE OF THE OCO

- Provide information
- Promote public awareness & understanding
- Ensure compliance with relevant statutes, rules, & policies
- Identify system issues and responses for the governor & the legislature to act upon

WHAT IS AN OMBUDS?

Ombudsman is a Swedish term meaning representative of the people.

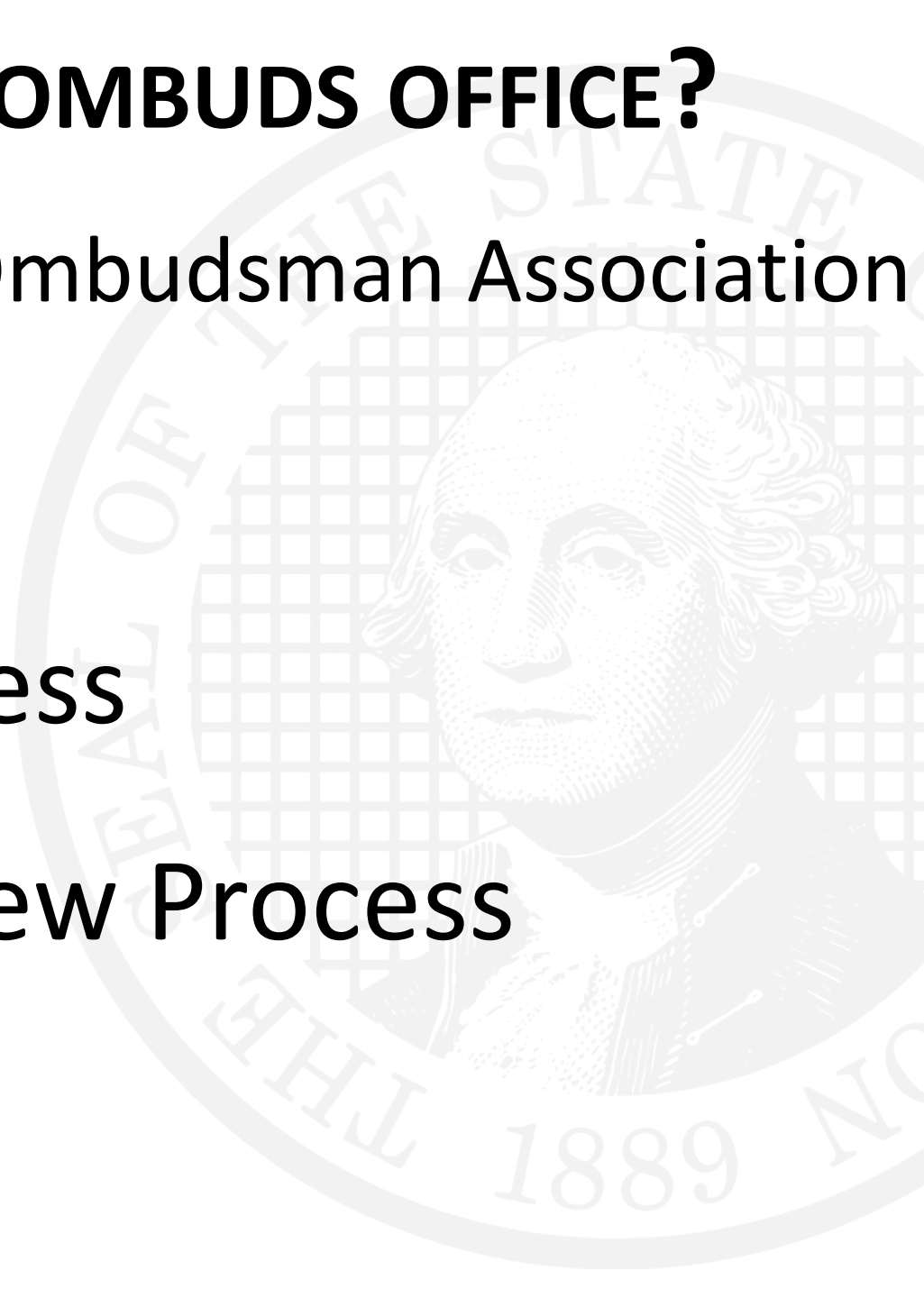


An Ombuds(man) is an “ear to the people”

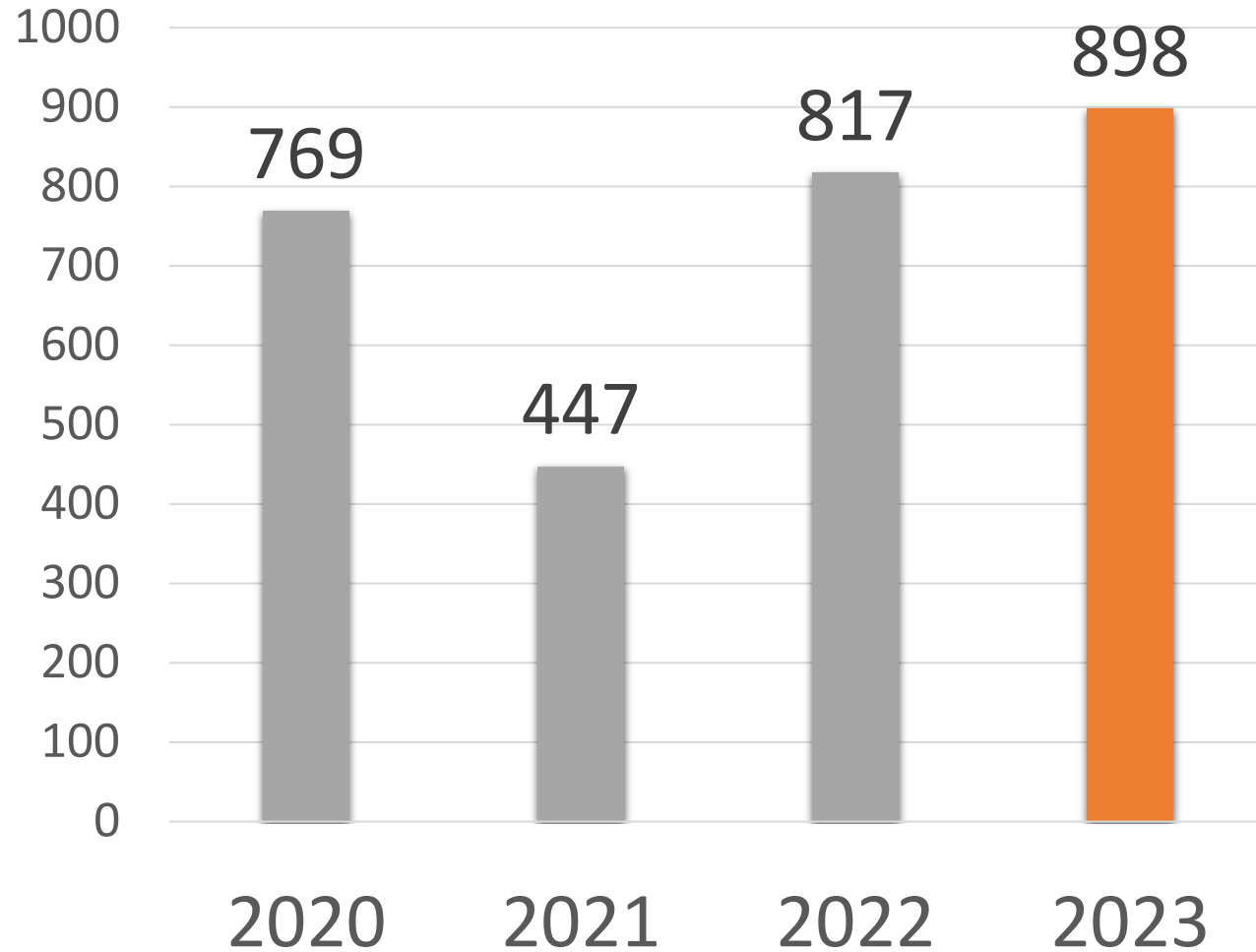
WHAT MAKES AN EFFECTIVE OMBUDS OFFICE?

According to the United States Ombudsman Association

- Independence
- Impartiality and Fairness
- Credibility of the Review Process
- Confidentiality



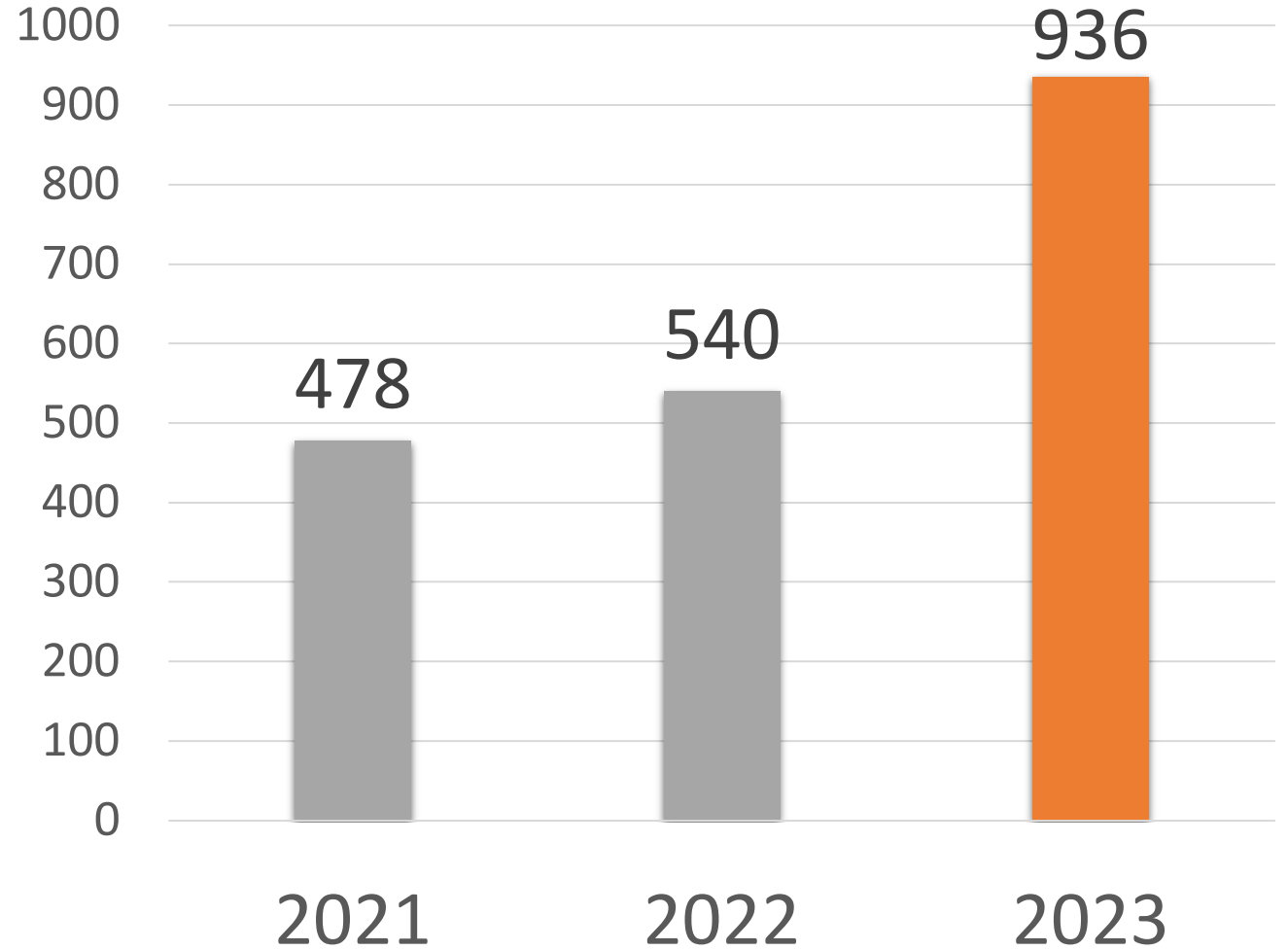
INVESTIGATIONS OPENED IN 1ST QUARTER



10% INCREASE
FROM 2022-2023

INVESTIGATIONS RESOLVED IN 1ST QUARTER

73% INCREASE
FROM 2022-2023



MONTHLY OUTCOME REPORTS

CASE INVESTIGATIONS

- Assistance Provided
- Information Provided
- DOC Resolved
- Insufficient Evidence to Substantiate
- No Violation of Policy
- Substantiated

INTAKE INVESTIGATIONS

- Administrative Remedies Not Pursued
- Declined
- Lacked Jurisdiction
- Person Declined OCO Involvement
- Person Left DOC Custody Prior to OCO Action

UNEXPECTED FATALITY REVIEWS

Reviewed in accordance with RCW 72.09.770, which directs DOC to conduct an unexpected fatality review in any case in which the death of an incarcerated individual is unexpected, or any case identified by the OCO for review.

JAN – MARCH '23 MONTHLY OUTCOME NUMBERS

CASE INVESTIGATIONS: 716

Assistance Provided: 100

Information Provided: 276

DOC Resolved: 75

Insufficient Evidence to Substantiate: 94

No Violation of Policy: 138

Substantiated: 33

INTAKE INVESTIGATIONS: 217

Administrative Remedies Not Pursued: 118

Declined: 63

Lacked Jurisdiction: 19

Person Declined OCO Involvement: 9

Person Left DOC Custody Prior to OCO Action: 5

UNEXPECTED FATALITY REVIEWS: 3

RESOLVED INVESTIGATIONS

936

ASSISTANCE OR INFORMATION PROVIDED IN

52.5%

OF CASE INVESTIGATIONS

PUBLICATION HIGHLIGHTS

Person-Centered Prevention & Management of Infectious Diseases Recommendations

February 15, 2023



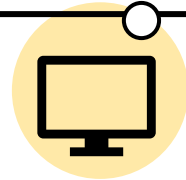
- **DOC health services should establish a system of high quality end-of-life decision support.**
- **Develop hospice and palliative care models.**
- **Develop a framework to expect and enable informed decision-making and enable patient autonomy and choice.**
- **Augment resources and staffing, especially in the alternative care spaces. Reiterate that when patients are housed in alternative care spaces, all documentation (health services and custody) should be immediate. Ensure accessibility of alternative care spaces.**

PHASES OF A REPORTED COMPLAINT



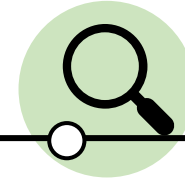
PHASE 1: INTAKE

Complaints can be reported via hotline, mail, or webform.



PHASE 2: TRIAGE SCREENING

Complaints are screened for OCO jurisdictional requirements.



PHASE 3: DETERMINE INVESTIGATION TYPE

The case holder determines the investigation type.



PHASE 4: DOCUMENTATION & EVIDENCE REVIEW

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



PHASE 5: FINDINGS & NEGOTIATION

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

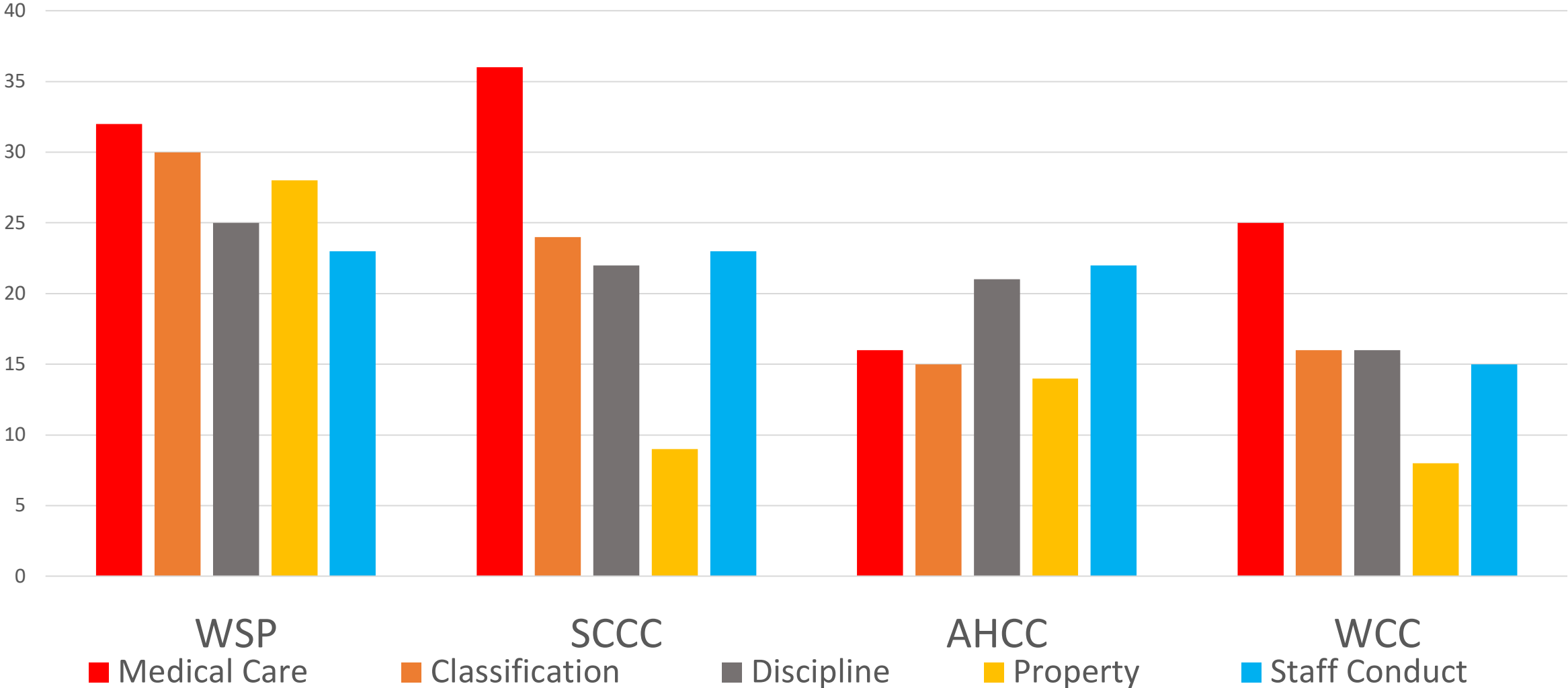


PHASE 6: OUTCOMES & CASE CLOSING

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

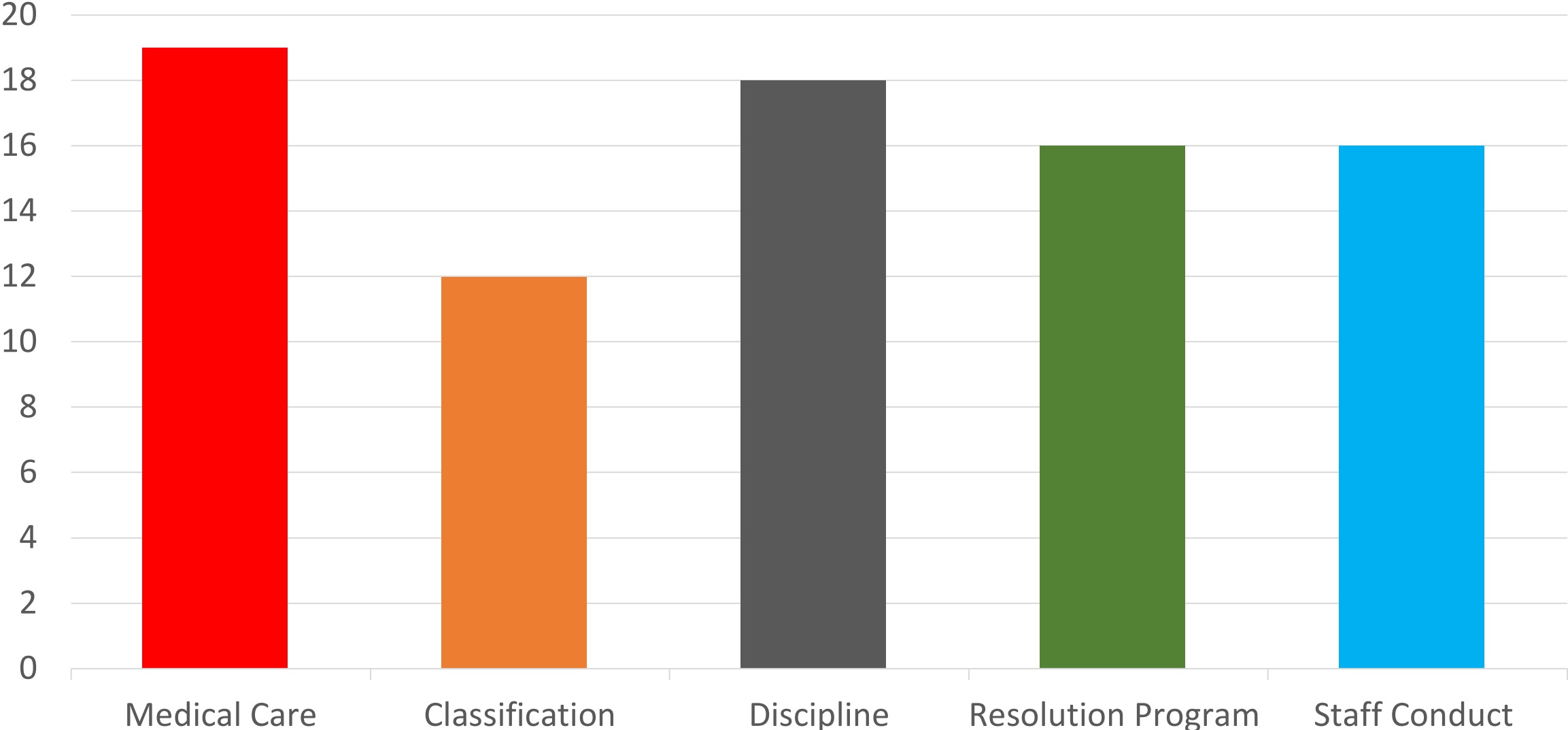
HIGHEST NUMBER OF COMPLAINTS

MEN'S PRISON DIVISION



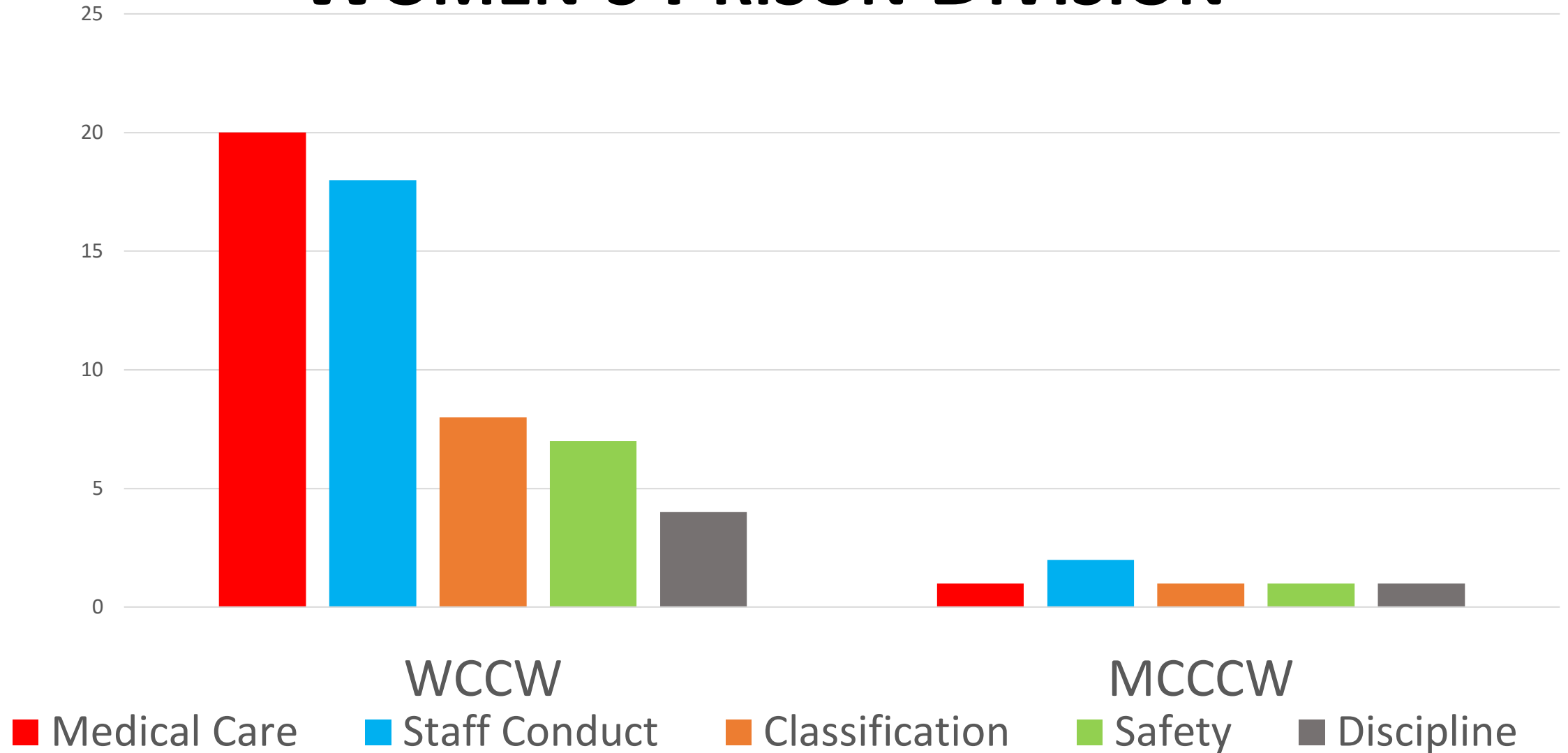
TOP 5 COMPLAINTS

MONROE CORRECTIONAL COMPLEX



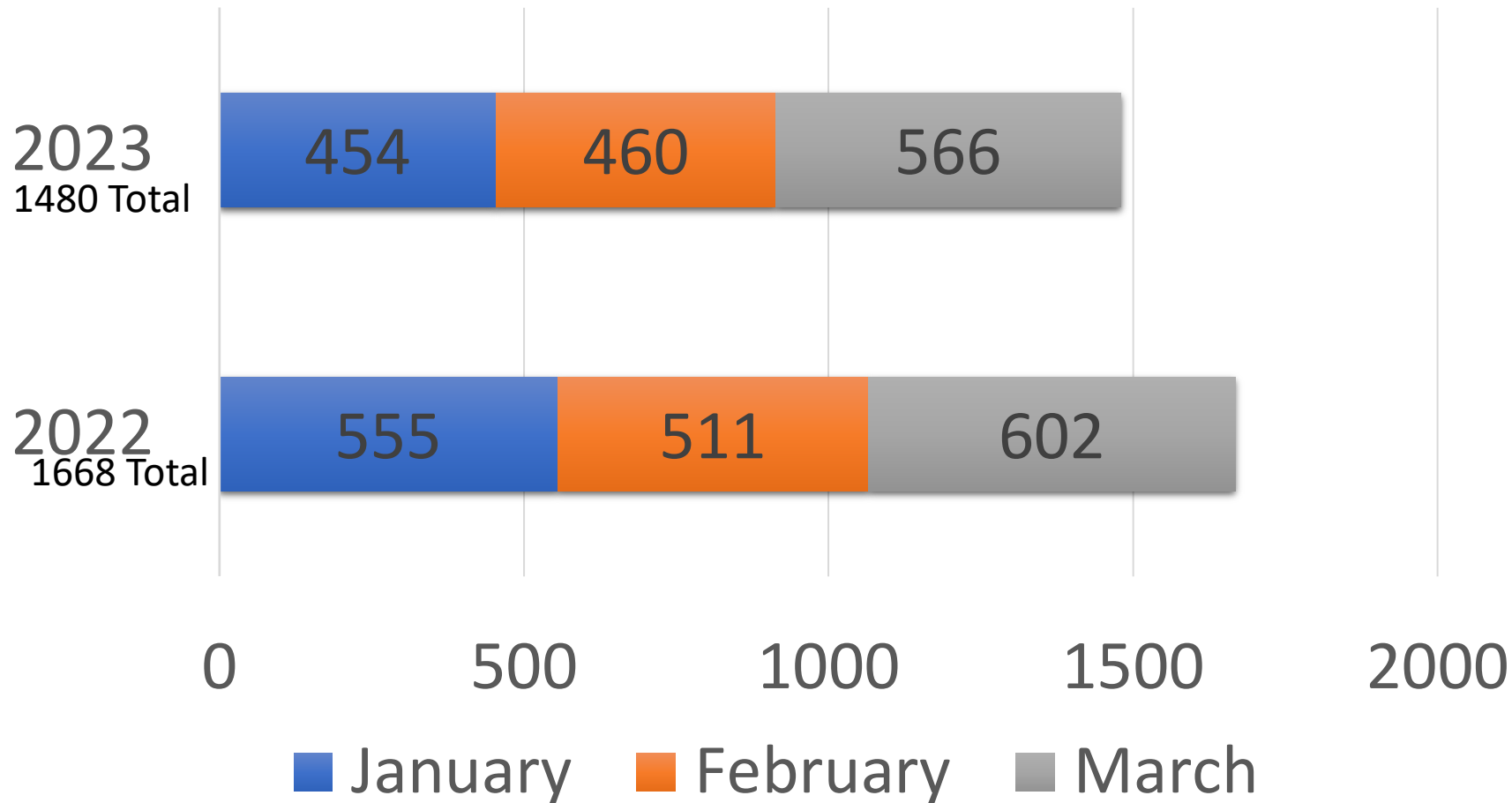
HIGHEST NUMBER OF COMPLAINTS

WOMEN'S PRISON DIVISION



OCO ACTION –CONFIDENTIAL HOTLINE

Total Calls in the 1st Quarter



average of
32
calls per day

OCO ACTION – HEALTH SERVICES

Case Example 1: Vision Care

Reported Concerns: Patient reported ongoing delayed access to recommended for treatment contact lenses while awaiting a specialist appointment. Patient told the OCO that this was the second order of contacts that he had not received.

OCO Actions

- Brought concern to and requested resolution from facility health services staff.
- Substantiated delayed access to previously ordered contacts and requested DOC locate recently ordered contacts or reorder.
- Confirmed and added ophthalmology appointment to OCO tracker.

Negotiated Outcomes

- Patient received contact lenses for interim treatment.
- Patient scheduled for first available appointment with ophthalmology specialist.

OCO ACTION – HEALTH SERVICES

Case Example 2: Insulin Pump Access

Reported Concerns: Patient reported the prison facility will not allow him to use an insulin pump due to safety and security concerns.

OCO Actions

- Brought concern to and requested resolution from facility health services staff.
- Confirmed a referral was placed for an insulin pump.

Negotiated Outcomes

- DOC agreed to submit an order for the insulin pump.
- Item was approved at the facility level and order was sent to HQ purchasing. DOC provided a timeline for when the item should arrive at the facility.

OCO ACTION – CUSTODY

Case Example 1: Mail delay due to lack of DOC Staff action

Reported Concerns: Individual reports that letters sent to him in a language other than English sat in the mailroom for several months awaiting translation for review by mailroom staff. DOC policy states mail requiring translation will be issued to the individual within five business days.

OCO Actions

- Spoke to DOC leadership and requested the issue be addressed.
- Ensured the individual received the mail as soon as possible.

Negotiated Outcome

- DOC agreed to issue the individual their mail and re-train the mailroom staff of the proper protocol for handling mail in another language.

OCO ACTION – CUSTODY

Case Example 2: Denture partial recovered after IMU pack out

Reported Concerns: Individual reports their dental partial (denture) was not returned to them after placement in segregation. The individual reported staff packed his items and did not provide his denture partial.

OCO Actions

- OCO triage used knowledge of past similar case investigations to alert the case holder to review the case immediately to prevent the loss of the partial
- OCO staff made immediate outreach to the facility to intervene prior to the partial being lost or thrown out

Negotiated Outcome

- DOC provided the partial denture directly to the individual

OCO ACTION – TRIAGE

IMU Concerns

Reported Concerns: Person reported that they cannot read or write and do not have access to file kites or their commissary slips.

OCO Actions

- Met in-person with the individual in the IMU visiting room to gather more information.
- Brought the concerns directly to the Superintendent.
- Recommended the DOC review this individual's access needs for current and future concerns.

Negotiated Outcome

- DOC agreed to meet with the individual and assist him with his current concerns and future access.
- Superintendent met with the individual and provided him direct assistance.

OCO ACTION – UNEXPECTED FATALITY REVIEWS

The OCO participated in 6 UFRs in Q1 2023

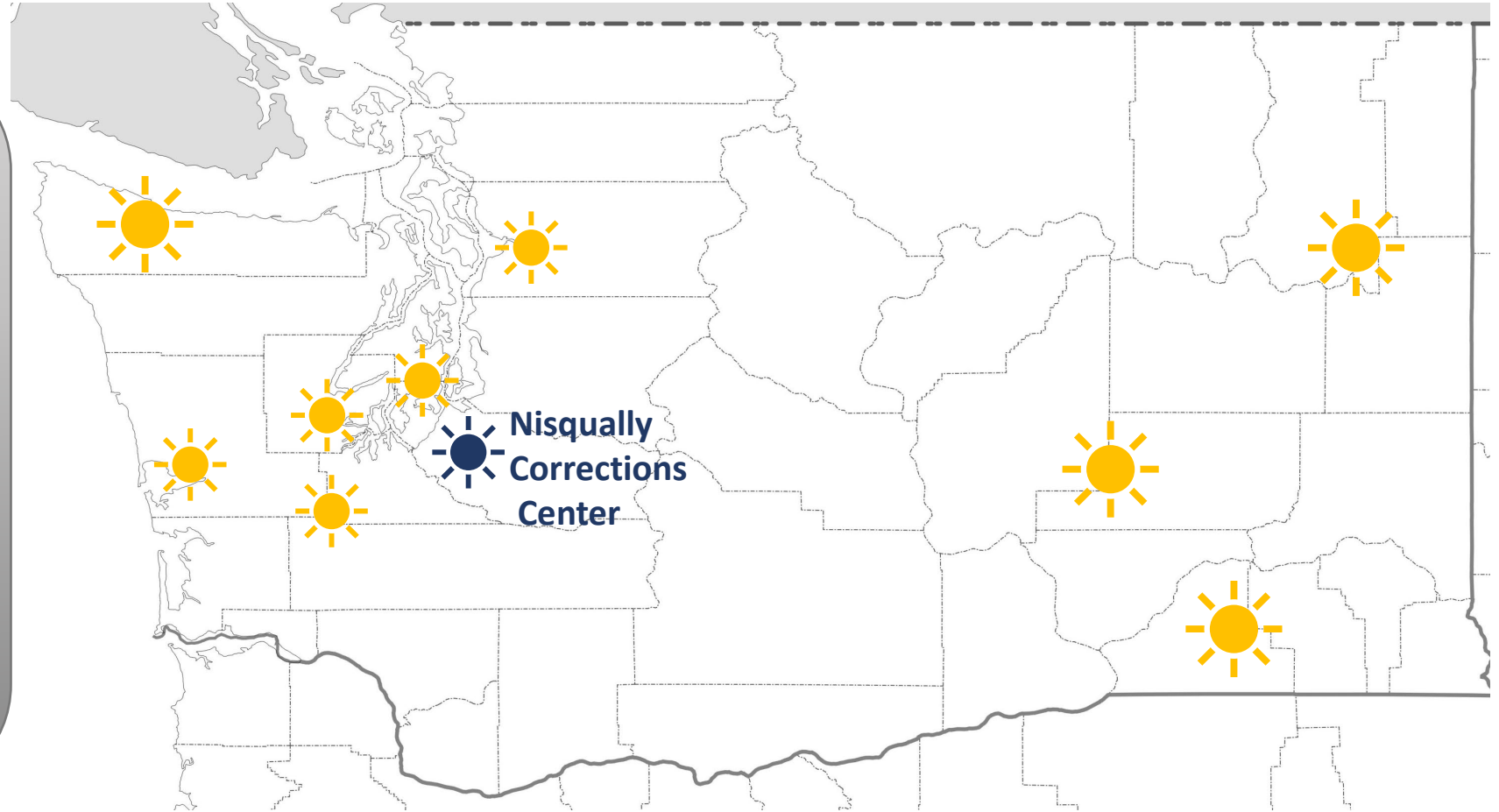
Deaths attributed to accidental overdose (fentanyl), respiratory, sepsis, and death by suicide.

EXAMPLES OF OCO RECOMMENDATIONS

- The male reception facility standard housing model allows for three incarcerated individuals to be housed in each room, two in bunks and one on the floor. **The OCO recommends changing this model. The OCO considers the option of housing someone on the floor unacceptable and suggests that the DOC eliminate this option in its standard housing model.**
- For traumatic events, DOC should ensure follow up support is provided for incarcerated individuals and DOC staff with the appropriate support staff (Critical Incident Stress Management team, Staff Psychologists, and the Mental Health Team).

18

Facility Visits
1st Quarter 2023



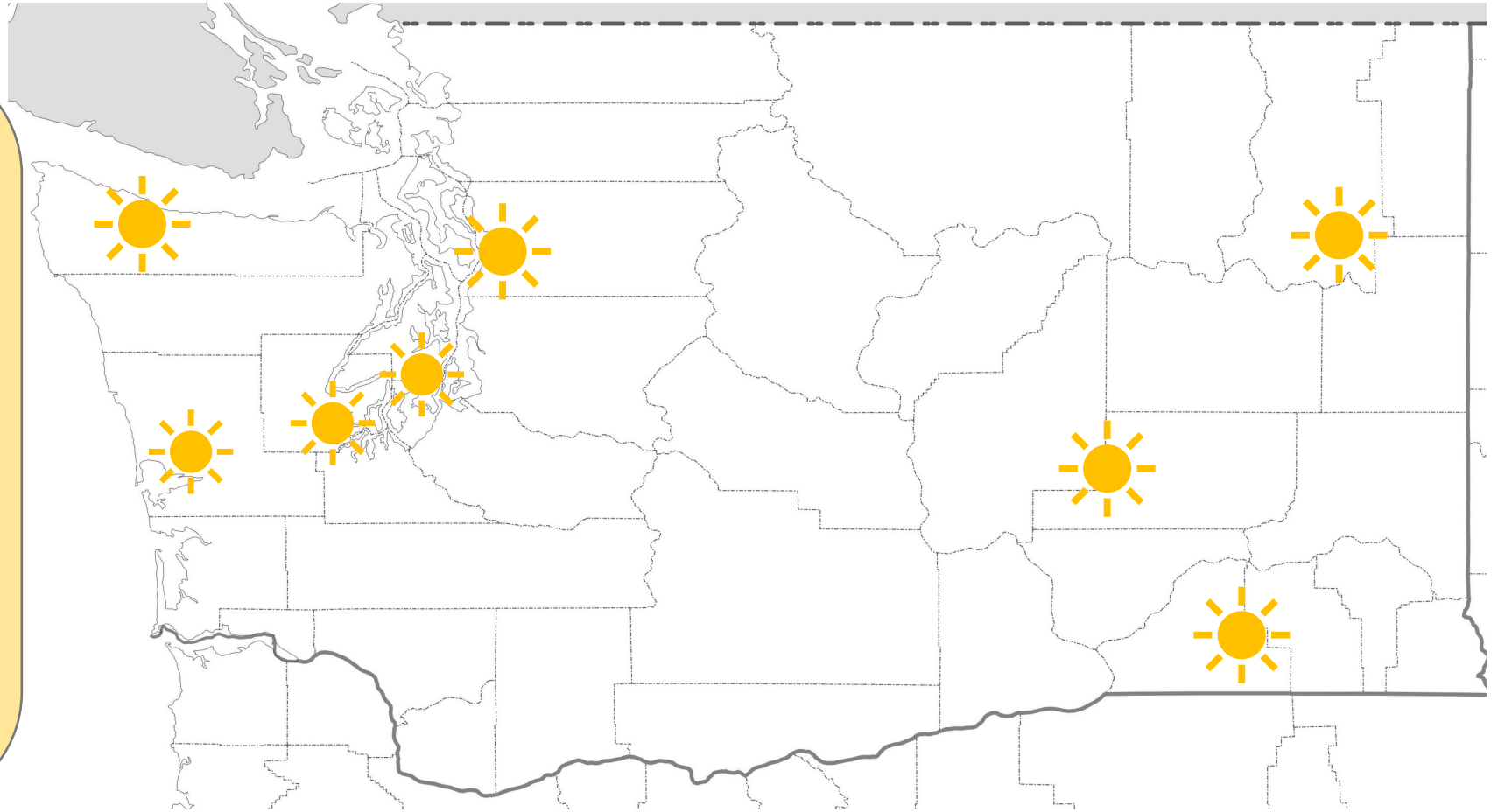
Sunlight is said to be the best of disinfectants.

- Justice Louise Brandeis (1914)

**2nd Quarter 2023
Planned
Facility Visits**

8

**completed visits
in April**



AHCC, CBCC, CRCC, MCC, SCCC, WCC, WCCW, & WSP

2023 OCO QUARTERLY MEETINGS INSIDE PRISONS

January 6th : WCC

April 26th : MCC

July 7th : WSP

October 7th : TBA

OFFICE OF THE CORRECTIONS OMBUDS

Confidential

Hotline: (360) 664-4749

Mail: PO Box 40009
Olympia, WA 98504

Online: www.oco.wa.gov/submit-complaint

