

OFFICE OF THE CORRECTIONS OMBUDS

VIRTUAL COMMUNITY PUBLIC MEETING

APRIL 26, 2024: ZOOM



OCO VISION

We envision a more humane and transparent Washington Corrections System.

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.

CORE VALUES

INTEGRITY

RESPECT

COLLABORATION

EQUITY

COURAGE

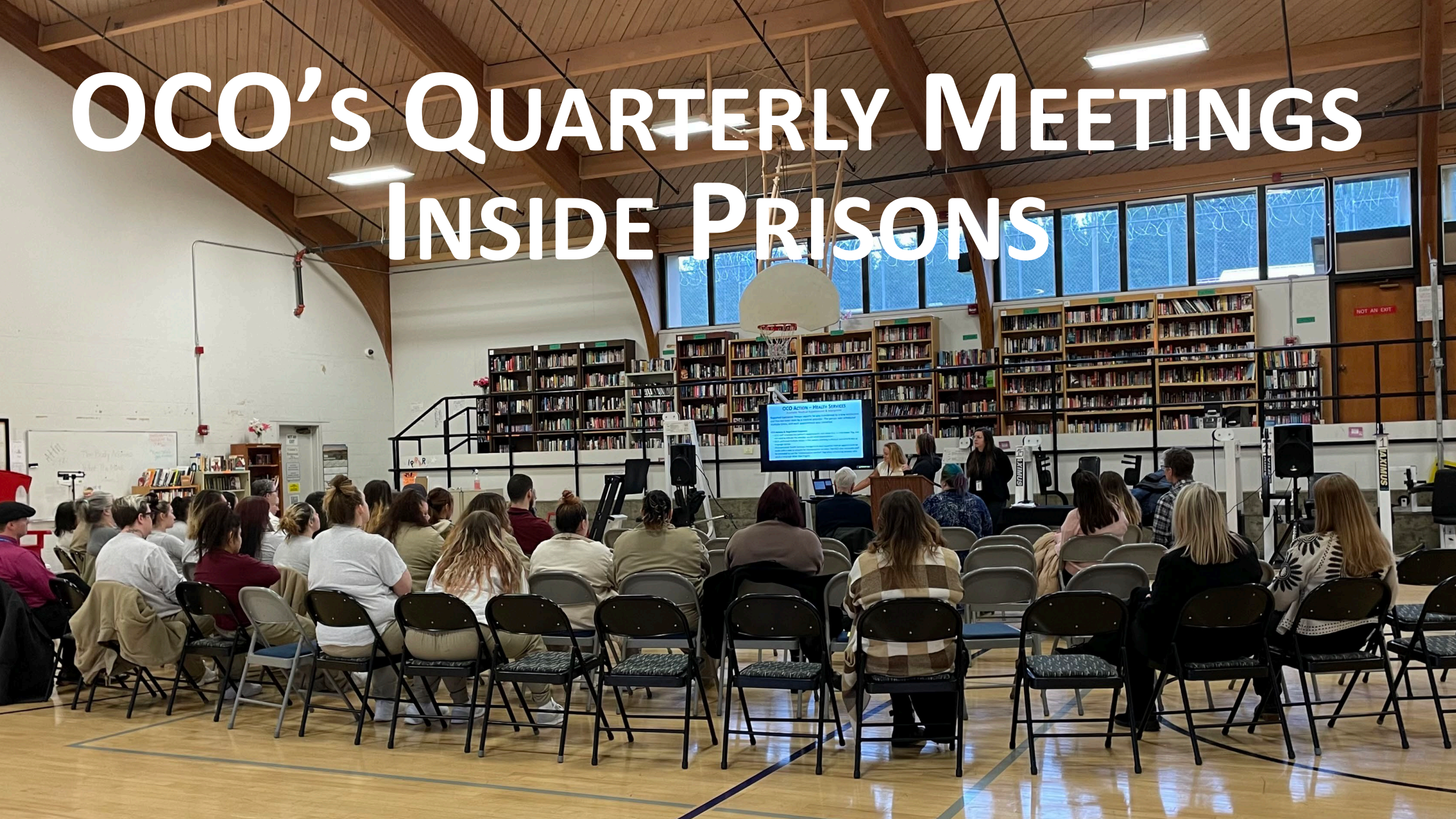
PURPOSE OF THE OCO

- 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

**OCO's
QUARTERLY
MEETINGS
INSIDE
PRISONS**



OCO's QUARTERLY MEETINGS INSIDE PRISONS



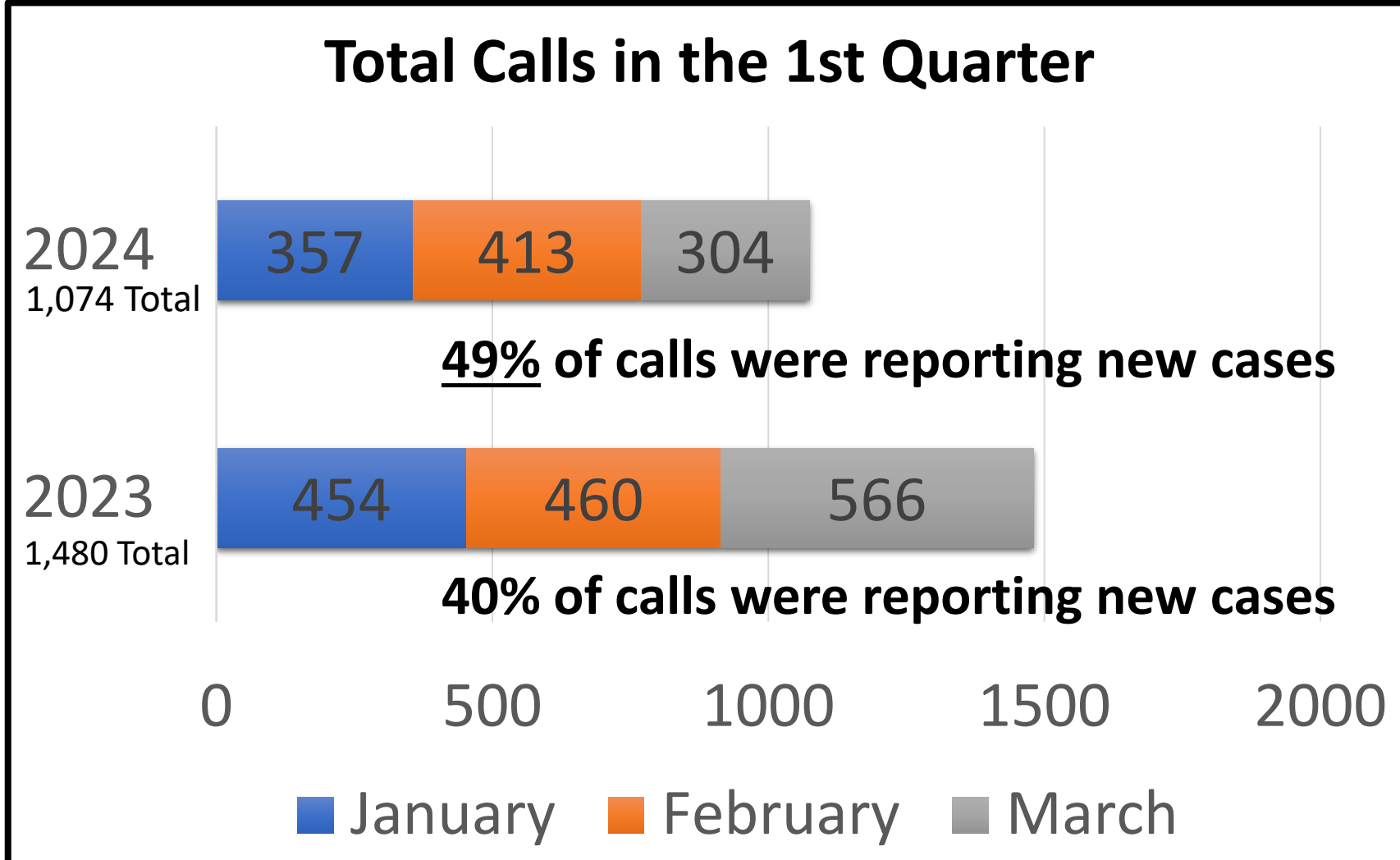


OCO DATA

1st Quarter

January – March 2024

OCO ACTION – CONFIDENTIAL HOTLINE



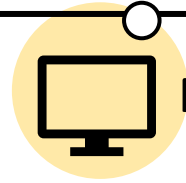
Average of
24
calls per day

PHASES OF A COMPLAINT



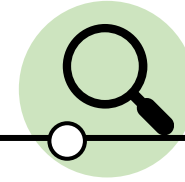
PHASE 1: INTAKE

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



PHASE 2: TRIAGE SCREENING

Complaints are screened for OCO jurisdictional requirements and resource availability.



PHASE 3: DETERMINE INVESTIGATION TYPE

The case holder determines the investigation type.



PHASE 4: DOCUMENTATION & EVIDENCE REVIEW

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



PHASE 5: FINDINGS & NEGOTIATION

Once 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.

OCO COMPLAINTS RECEIVED
Q1 2024
STATEWIDE

Across all DOC facilities: 833

Top 3 concerns:

Staff Conduct, Healthcare, Classification

OCO COMPLAINTS RECEIVED Q1 2024

MEN'S PRISON DIVISION HIGHEST # OF COMPLAINTS

Monroe Correctional Complex : 175

Top 3 concerns: Healthcare, Staff Conduct, Classification

Airway Heights Corrections Center: 135

Top 3 concerns: Staff Conduct, Discipline, Healthcare

Stafford Creek Corrections Center: 125

Top 3 concerns: Healthcare, Staff Conduct, Classification

OCO COMPLAINTS RECEIVED Q1 2024

WOMEN'S PRISON DIVISION

Washington Corrections Center for Women: 48

Top 3 concerns: Staff Conduct, Healthcare, Classification

Mission Creek Corrections Center for Women: 5

Top 3 concerns: Classification, Staff Conduct, Release

MONTHLY OUTCOME REPORT NUMBERS

Q1: JANUARY – MARCH 2024

CASE INVESTIGATIONS: 589

Assistance Provided: 82
Information Provided: 259
DOC Resolved: 82
Insufficient Evidence to Substantiate: 46
No Violation of Policy: 117
Substantiated: 3

INTAKE INVESTIGATIONS: 114

Administrative Remedies Not Pursued: 63
Declined: 16
Lacked Jurisdiction: 14
Person Declined OCO Involvement: 13
Person Released from DOC Prior to OCO Action: 8

UNEXPECTED FATALITY REVIEWS: 7

710

TOTAL RESOLVED INVESTIGATIONS

WITH ASSISTANCE OR
INFORMATION PROVIDED IN

58%

OF CASE INVESTIGATIONS



CASE EXAMPLES

1st Quarter
January – March 2024

OCO ACTION – CUSTODY

Seattle Clemency Project Events Access

Reported Concerns: Person reported the facility added extra requirements to participate in an event hosted by the Seattle Clemency Project that already had requirements to attend. This event shared legal information about applying for clemency.

OCO Actions

- Reviewed the meeting requirements and compared them to the further requirements added by the facility.
- Met with DOC staff and requested that the facility not add on further requirements to attend. The OCO requested that the DOC remove the requirement of 30 days infraction free to attend.

Negotiated Outcomes

- Facility: DOC agreed to remove the extra requirements to attend.
- Statewide: DOC agreed to not add requirements to any of the Seattle Clemency Project Events planned across the state.

OCO ACTION – INFRACTION

Drug Introduction Infraction Dismissed

Reported Concerns: Person reported they received a drug introduction infraction but never received a response from their appeal.

OCO Actions

- OCO Case 1: The OCO saw that there was no appeal in the system and after confirming that DOC never received the appeal, inquired if the individual could resubmit an appeal.
- OCO Case 2: The OCO contacted the individual's new facility and requested the DOC send the appeal directly to the individual's previous facility.
- OCO Case 3: The OCO confirmed the previous facility received the resubmitted appeal and spoke with DOC regarding the merits of the infraction.

Negotiated Outcome

- OCO Case 1: The DOC allowed the individual to resubmit an appeal despite it being past the allowed timeframes outlined in policy.
- OCO Case 2: The DOC directly emailed the resubmitted appeal to the individual's previous facility.
- OCO Case 3: The DOC agreed to dismiss the infraction.

OCO ACTION – TRIAGE

Transfer Halted as the Result of OCO Confidential Hotline Call

Reported Concerns: Individual reported concerns about an upcoming transfer that posed a potential threat to their safety.

OCO Actions

- The OCO contacted DOC staff and inquired about the safety concerns.

Negotiated Outcomes

- DOC staff contacted the individual and verified their safety concerns.
- DOC canceled the transfer.

OCO ACTION – HEALTH SERVICES

Medication Assisted Treatment (MAT) Access

Reported Concerns: Patient reported he was unable to access the MAT program in the timeframe set by the MAT protocol. The person requested to start the MAT induction process.

OCO Actions & Negotiated Outcomes

- The OCO provided assistance by contacting Health Services Management and requesting the MAT protocol be initiated for this patient. The individual was able to begin MAT induction prior to release.
- DOC reported limitations to the number of patients in that facility that could be on the MAT program. OCO staff contacted DOC Health Services leadership to notify them on the limitations being faced by the facility to assist in resourcing expanded access to the program. The OCO is engaged in ongoing discussions with the DOC on expanding access to the MAT program in all facilities.



OCO ACTION

1st Quarter
January – March 2024

UNEXPECTED FATALITY REVIEWS (UFRs)

Seven (7) fatality review meeting reports were published in Q1 2024.

The deaths reviewed were attributed to

- **Cancer (3)**: UFRs23-017, 23-021, 23-022
- **Respiratory (2)**: UFRs23-016 & 23-018
- **Diabetes (1)**: UFR23-015
- **Vascular Disease (1)**: UFR 23-012

- 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

OF THE
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THLY NEWSLETTER

IL 2024

The OCO Newsletter includes updates about projects, reports, ways you can be involved, and a monthly message from OCO's Director.

What's new with the OCO?

National Association for Civilian Oversight of Law Enforcement (NACOLE)

The OCO is a NACOLE Agency Member, and our director is an active member of NACOLE's Jail and Prison Oversight Committee.

NACOLE is a non-profit organization that works to create a community of support for independent, civilian oversight entities that seek to make their local law enforcement agencies, jails, and prisons more transparent, accountable, and responsive to the communities they serve. NACOLE was established in 1995.

The Jail and Prison Oversight Committee works on strategies to increase the number of resources, trainings, and support available to those advocating for or practicing civilian oversight of jails and prisons. The members work to expand the number of jail and prison oversight entities throughout the US.

Individual OCO staff regularly meet with our NACOLE colleagues across the US. We are often working similar complaints and getting comparable data on much of the same concerns. By building robust professional relationships with our corrections

FACILITY VISITS

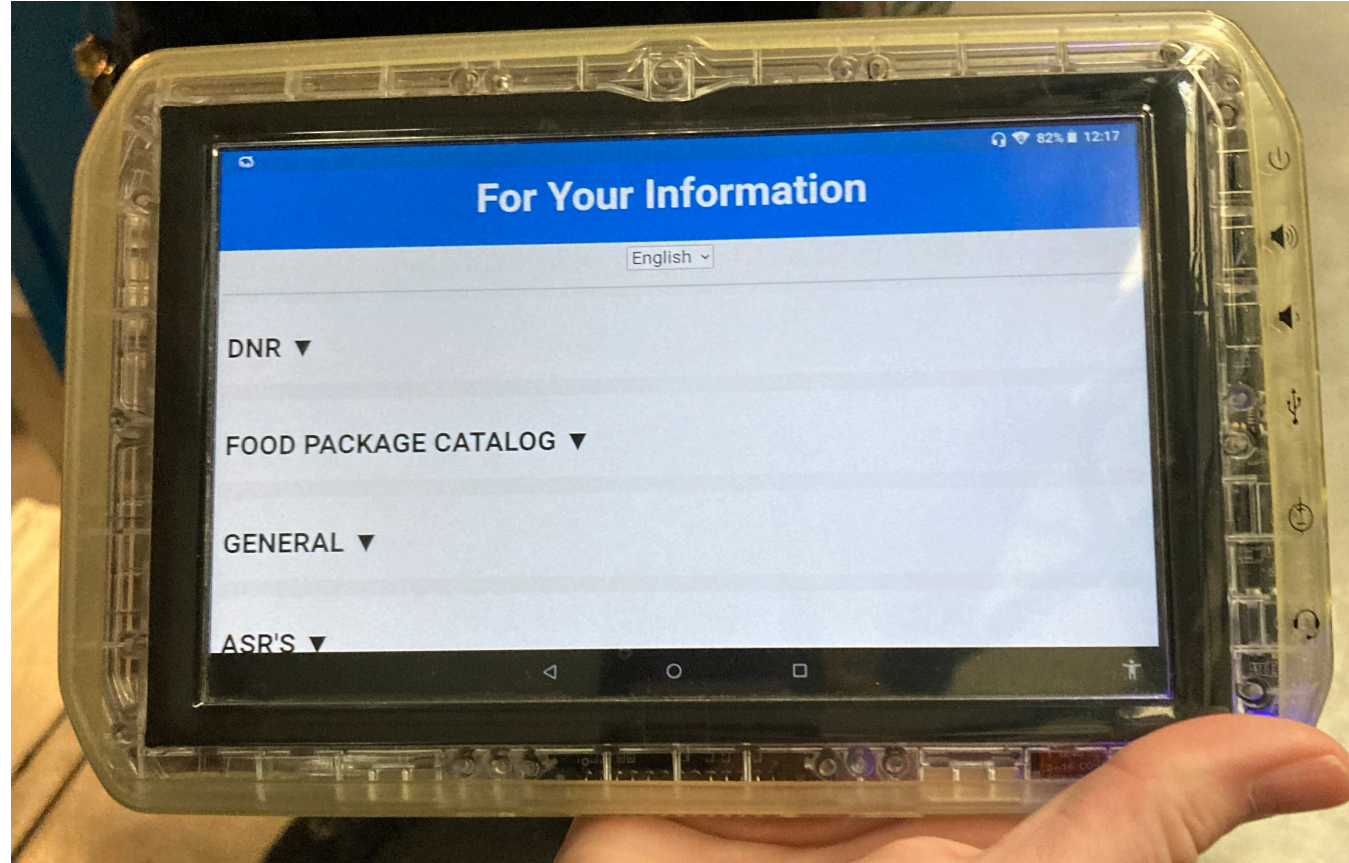
March 5 at CCCC: OCO staff attended a presentation for individuals enrolled in the CPAT program, and met with individuals in their living units.

March 8 at WCC & WCCW: OCO staff and members from the Prison & Jail Innovation Lab met with facility leadership and visited the reception center, receiving units, and IMU. OCO staff provided on-site, self-advocacy information to many while visiting WCCW.

March 8 at MCC: OCO staff attended the RTU workgroup meeting and met individually with people living in the Sky River Treatment Center. OCO also met with facility leadership.

March 12 at SCCC: OCO staff met with incarcerated individuals in their living units and later with DOC staff

OCO REPORTS & PUBLICATIONS



AVAILABLE ON THE FYI APP ON SECURUS TABLETS

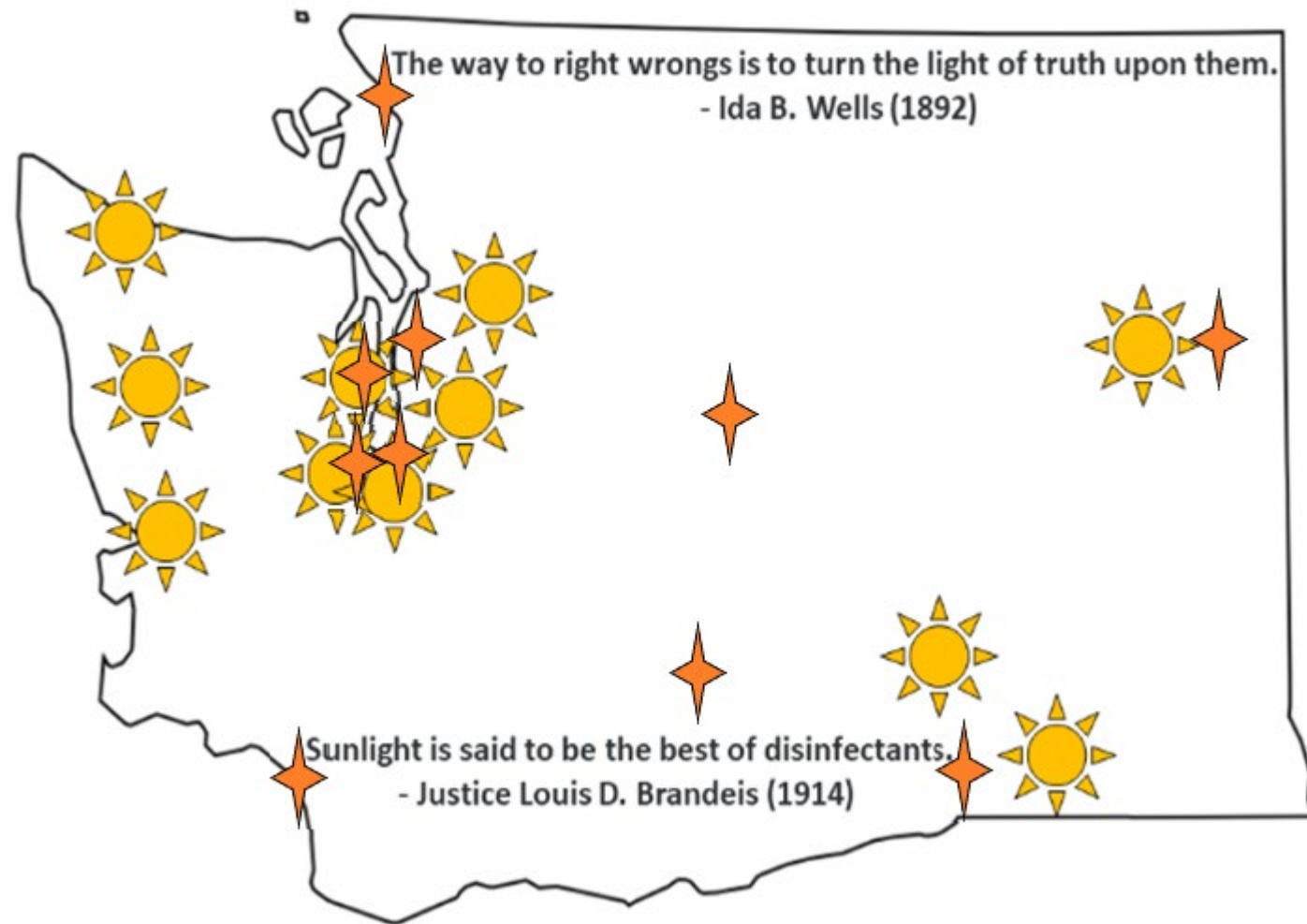


MONITORING VISITS

1st Quarter
January – March 2024

29

Prison/Reentry Center Monitoring Visits Jan. – March 2024



OCO Monitoring Visits: 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.

A close-up photograph of a white electric vehicle (EV) being charged at a charging station. The charging cable is plugged into the car's port. In the background, another white EV is visible, and a blue 'P' parking sign is mounted on a post. The scene is outdoors, likely at a public charging station.

OCO Fleet Vehicles are 100% Electric

As we travel the state each week, we are proud to do our part in supercharging the state's efforts to reduce pollution and keep our air clean. Electric vehicles are just one of the many new and exciting ways that the OCO is committed to doing our part as Washington state leads the fight against climate change and establishing energy independence.



Wenatchee Valley Reentry Center

Wenatchee, WA



Washington Corrections Center for Women

Gig Harbor, WA

Stafford Creek Corrections Center

Aberdeen, WA



BAR Units Washington State Penitentiary

Walla Walla, WA





Washington Corrections Center

Shelton, WA

2024 OCO QUARTERLY MEETINGS INSIDE PRISONS



January : MCCCW

April : SCCC

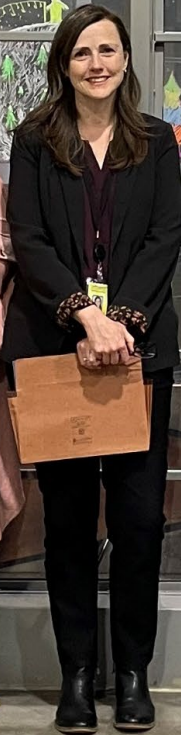
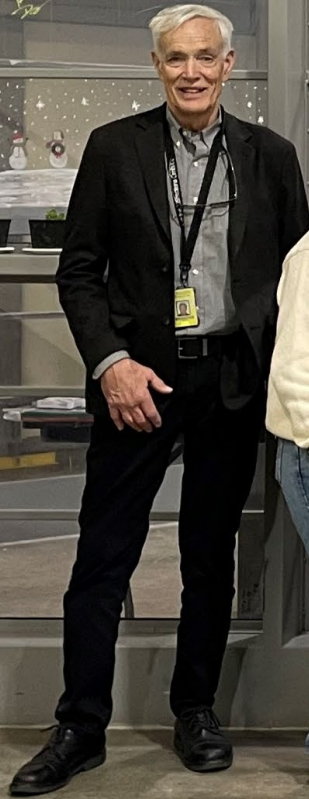
July : AHCC & CRCC*

October : CCCC*

*Subject to change



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WHAT'S NEXT - OCO SUMMER '24

- **Solitary Confinement Report due to the Governor and the Legislature by June 30, 2024**
- **3 OCO Staff will travel to New Jersey for a 4-Day Experiential Learning with the NJ Office of the Corrections Ombudsperson**
- **July 1, 2024: Start standing up the construction-related training and pathways oversight committee. Goal is to improve state registered apprenticeships and apprenticeship preparation programs in WA DOC**
- **All OCO Staff on-site at CRCC & AHCC throughout June & July**
- **Continue Statewide Reentry Center Monitoring Visits**

OFFICE OF THE CORRECTIONS OMBUDS

CONFIDENTIAL

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