



Office of the Corrections

OMBUDS

Quarterly Meetings

July 18 & 19, 2024 | CRCC & AHCC

July 26, 2024 | VIRTUAL

Public Meeting

9 -10:30am

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 comment during the Public Comments & Feedback Session. During the Public Comments & Feedback Session, individual community members may speak for up to two (2) minutes.

AGENDA	
TOPIC	TIME
Welcome <ul style="list-style-type: none">• Agenda Review• Purpose of Meeting• Review Engagement Guidelines	9-9:10 AM (10 min)
OCO Second Quarter 2024 Presentation	9:10-9:50 AM (40 min)
Questions & Answers Session	9:50-10:10 AM (20 min)
Public Comments & Feedback Session	10:10-10:25 AM (15 min)
Closing	10:25-10:30 AM (5 min)

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.



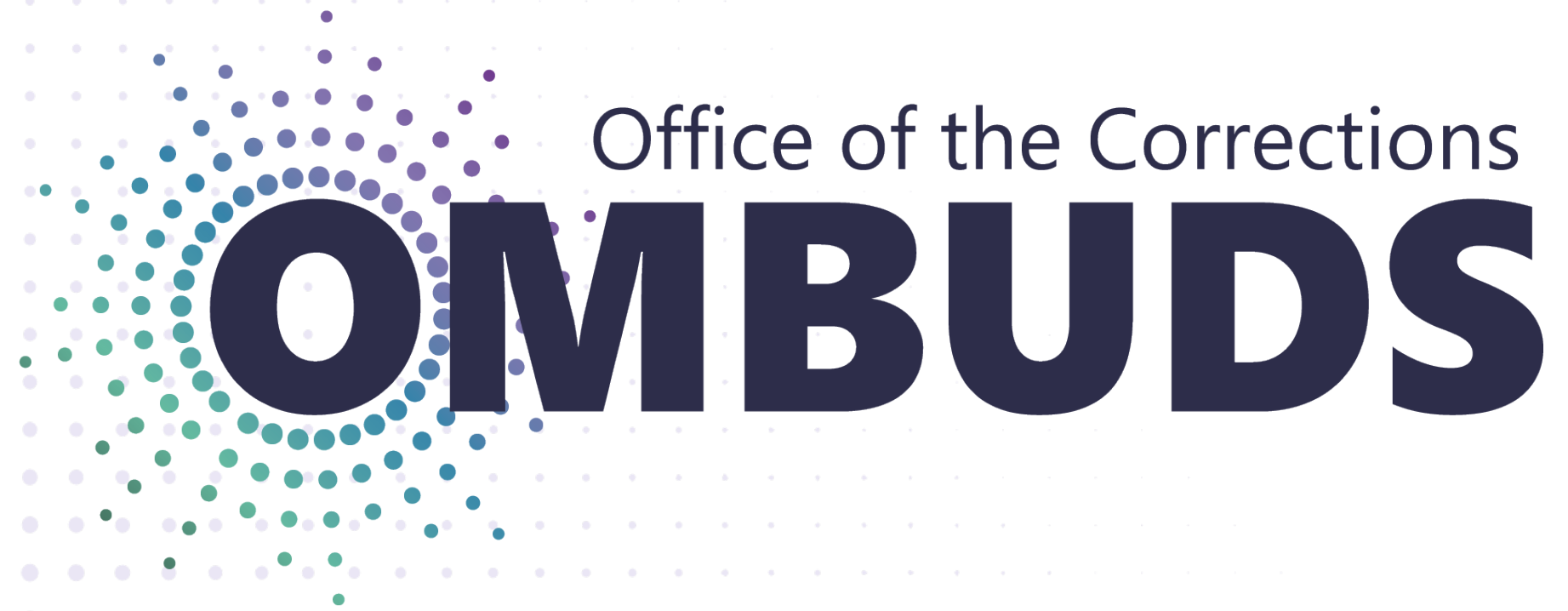
Findings & Negotiation

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.



Data

2nd Quarter April - June 2024

Quarterly Meetings July 2024



OCO Action

Confidential Hotline

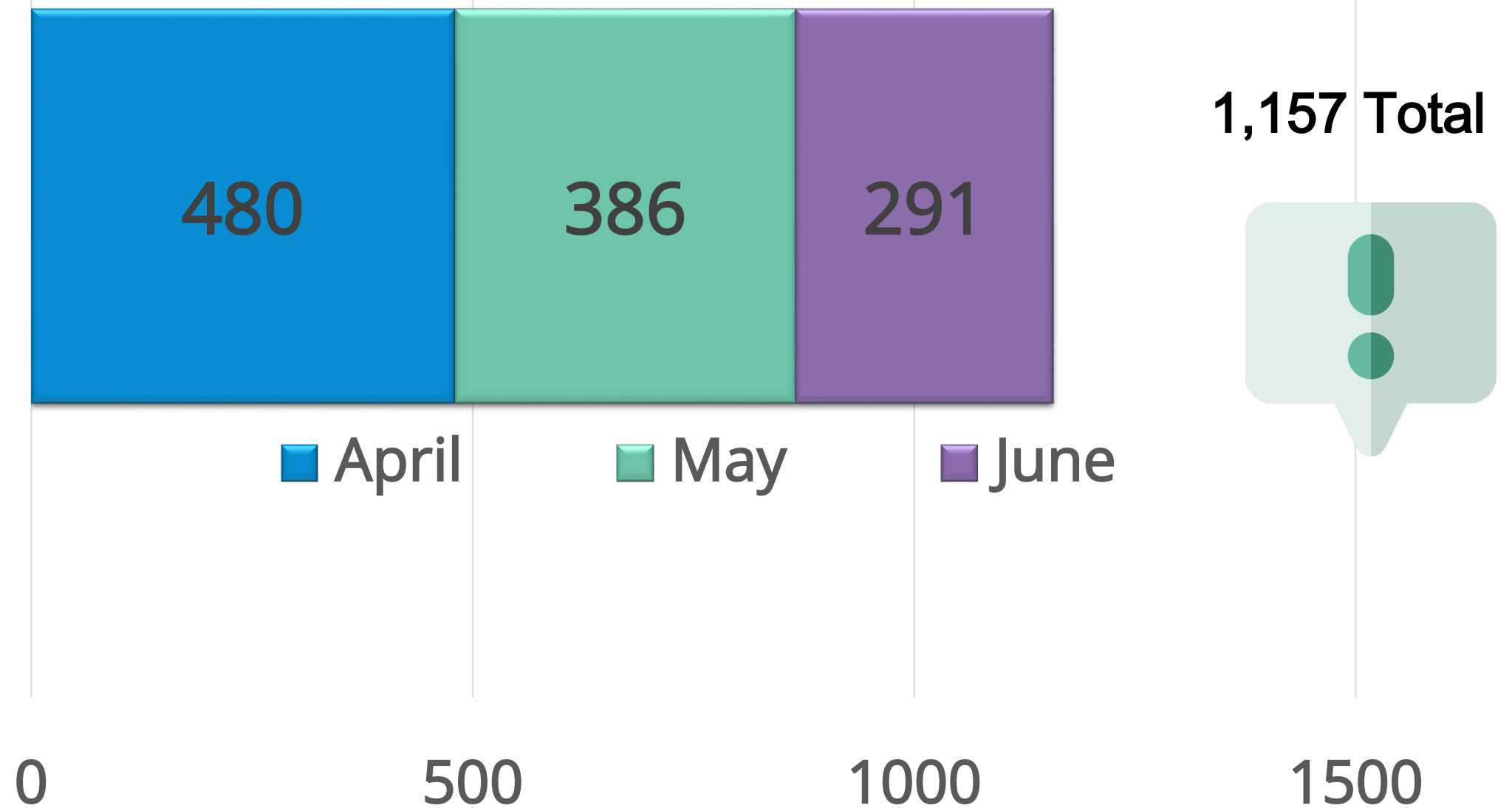
Average of

26

calls per day

Total Calls in the 2nd Quarter

47% of calls were reporting new cases



844

OCO Complaints Received in 2nd Qtr

Top 3 concerns statewide:

1. Staff Conduct
2. Healthcare
3. Discipline



Men's Prison Division

Highest Number of Received
OCO Complaints in 2nd Qtr



Monroe Correctional Complex: 167

Top concerns:

1. Classification
2. Healthcare
3. Staff Conduct

Washington State Penitentiary: 141

Top concerns:

1. Classification
2. Staff Conduct
3. Healthcare

Airway Heights Corrections Center: 140

Top concerns:

1. Staff Conduct
2. Healthcare
3. Discipline

Women's Prison Division

Number of Received
OCO Complaints in 2nd Qtr



Washington Corrections Center for Women: 24

Top concerns:

1. Staff Conduct
2. Healthcare
3. Classification

Mission Creek Corrections Center for Women: 5

Top concerns:

1. Staff Conduct
2. Programs
3. Discipline

CASE INVESTIGATIONS: 560

Assistance Provided: 77
Information Provided: 204
DOC Resolved: 91
Insufficient Evidence to Substantiate: 45
No Violation of Policy: 142
Substantiated: 1

INTAKE INVESTIGATIONS: 91

Administrative Remedies Not Pursued: 56
Declined: 2
Lacked Jurisdiction: 3
Person Declined OCO Involvement: 17
Person Released from DOC Prior to OCO Action: 13

UNEXPECTED FATALITY REVIEWS: 9

Monthly Outcome Report

April - June 2024

ASSISTANCE OR INFORMATION
PROVIDED IN

50%

OF CASE INVESTIGATIONS

Quarterly Meetings July 2024

- 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)

Q2: April - June 2024

Nine (9) fatality review meeting reports were published in Q2 2024.


The deaths reviewed were attributed to

- (3) infection/sepsis (UFR# 24-006, 23-025, and 24-002)
- (1) suicide (UFR# 23-026)
- (2) overdose (UFR# 23-024 and 23-020)
- (1) cancer (UFR# 23-023)
- (2) vascular disease (UFR# 24-005 and 23-019)

Quarterly Meetings July 2024

- CIR policy influences timeline and process of agency reviews
- OCO consistently called out missing root cause analyses.
- OCO consistently expressed concerns about inconsistent CIR timelines.
- Major changes in updated DOC Policy #400.110 Critical Incident Review

OCO Recommendations Lead to Major Changes in DOC's Critical Incident Review Policy

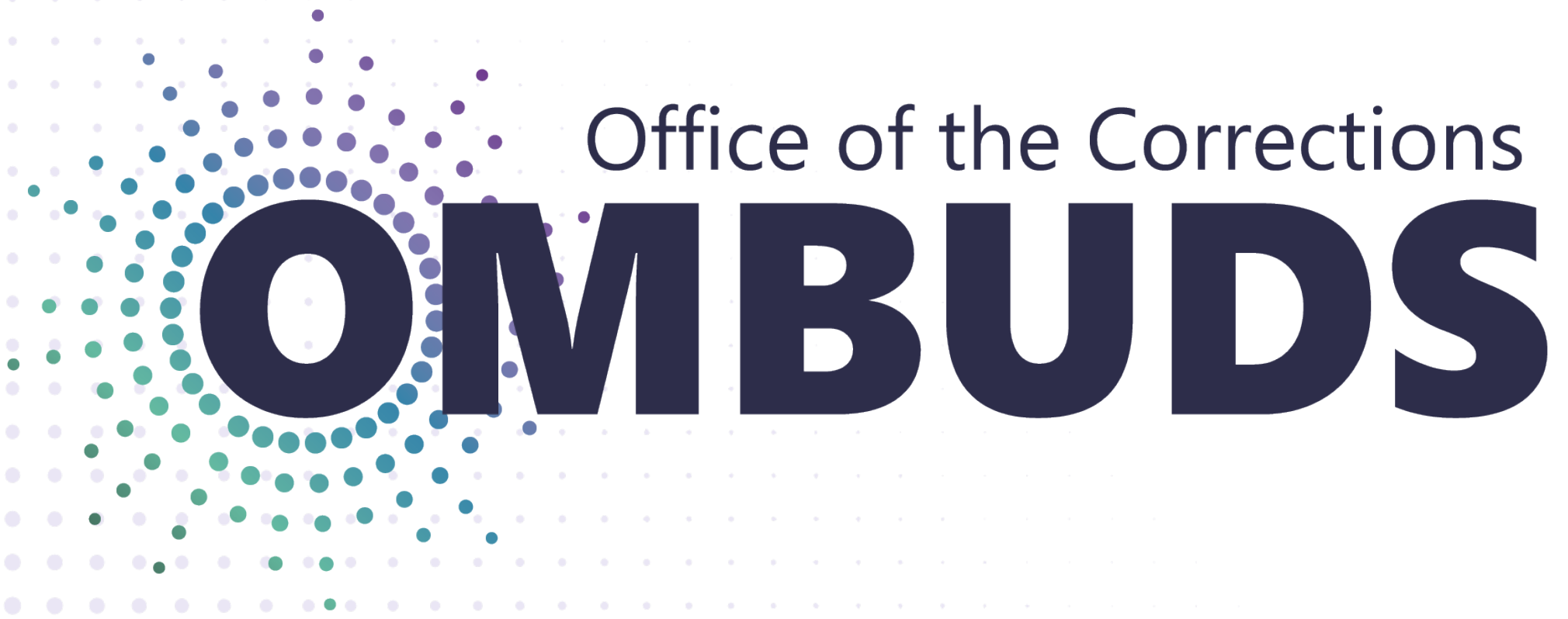
 STATE OF WASHINGTON DEPARTMENT OF CORRECTIONS	APPLICABILITY DEPARTMENT WIDE		
	REVISION DATE 7/23/24	PAGE NUMBER 1 of 5	NUMBER DOC 400.110
	TITLE CRITICAL INCIDENT REVIEWS		
POLICY			

REVIEW/REVISION HISTORY:

Effective: 7/2/02
 Revised: 9/12/06
 Revised: 1/19/07 AB 07-002
 Revised: 12/5/08
 Revised: 8/17/09
 Revised: 12/26/11
 Revised: 10/20/14
 Revised: 9/24/20
 Revised: 7/23/24

SUMMARY OF REVISION/REVIEW:

Major changes to include content moved to new policy for fact-finding reviews. Read carefully!



Investigation Examples

2nd Quarter April - June 2024

Quarterly Meetings July 2024

OCO Helps: Case Example 1

Behavior Observation Entry

Reported Concerns: OCO learned that an incarcerated individual received a negative behavior observation entry (BOE) and an infraction for refusing a housing assignment.

OCO Actions: We reviewed DOC records and reached out to facility leadership and requested that the BOE be removed. We also inquired about the infraction and requested the infraction be removed.

Negotiated Outcomes: DOC facility leadership were willing to remove the BOE. DOC also re-reviewed the infraction and disagreed with the decision to dismiss the infraction due to the DOC's use of the "some" evidence standard.

OCO Helps: Case Example 2

Use of Force

Reported Concerns : Incarcerated individual expressed several concerns regarding a use of force they experienced.

OCO Actions : The OCO reviewed the materials related to the use of force and had concerns about the fact the individual was left in their cell for multiple days without the ability to shower off the OC spray.

Negotiated Outcomes : The OCO raised these concerns with DOC and DOC directed the Unit CUS to provide individuals with a shower the next day regardless of a no movement day.

CASE DETAILS

Per RCW 43.06C.040, all persons released from custody must have "reasonably pursued resolution of their grievance, administrative, or appellate."

To open an investigation into your concern, we need your permission/waiver of confidentiality. Please give us permission to contact the incarcerated person involved, which may require an investigation or simply to let them know you are interested. Type your initials in this box

Initials: *

Your First Name *

Phone

Provide a telephone number

Incarcerated Individual First Name *

DOC Number *

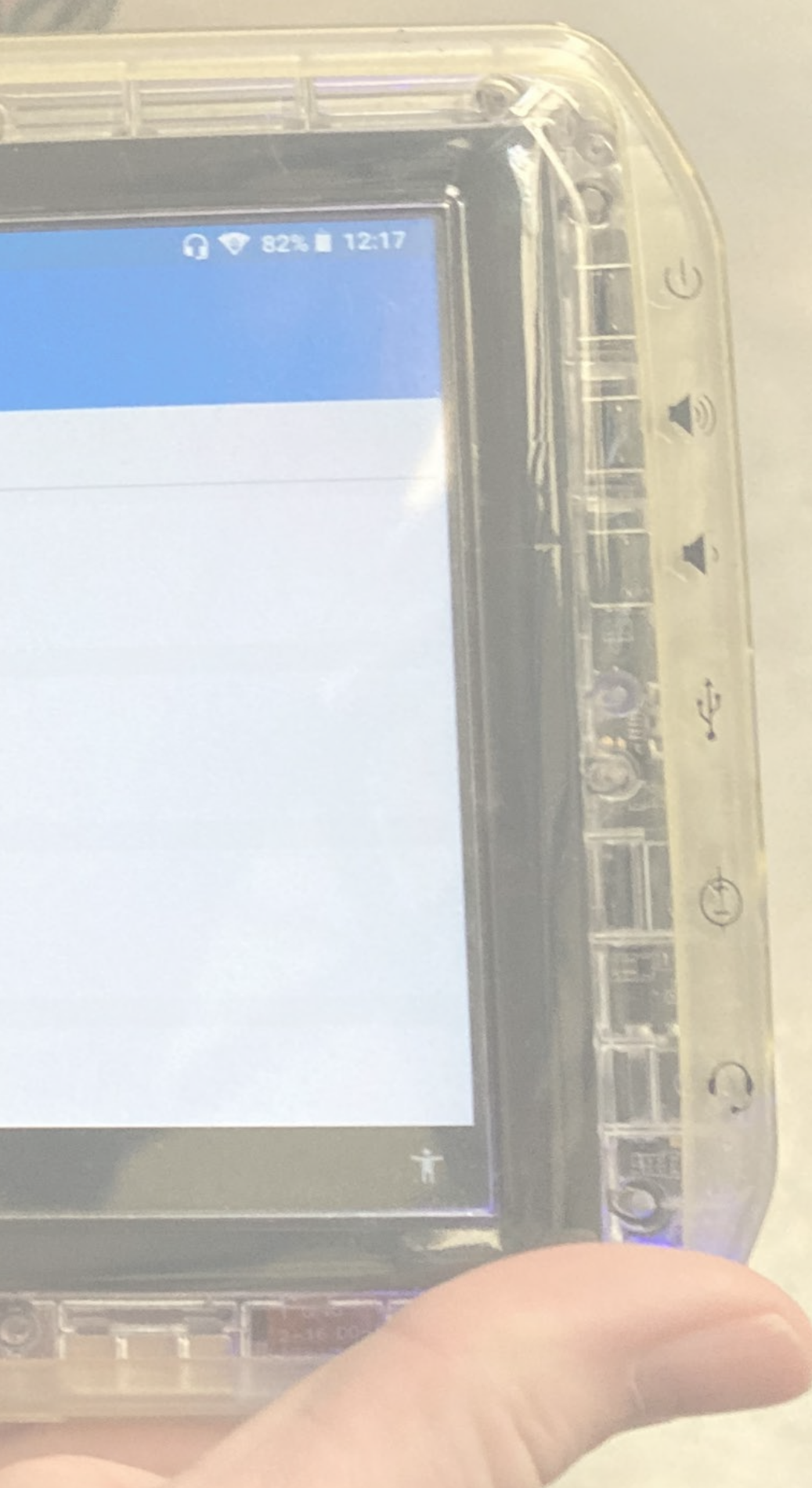
OCO Helps: Case Example 3

Health Services

Reported Concerns: Patient reported a food allergy that DOC is unable to accommodate. The person said he was instructed to self-select food. The person requested to be placed on a specialized medical diet for his allergies.

OCO Actions: OCO staff contacted DOC Health Services staff to request the patient be scheduled with the DOC dietician. OCO staff noted that the patient's dietary needs conflict with the medical diets currently available.

Negotiated Outcomes: DOC staff agreed to schedule the patient with the provider with authority to make the requested referral to the dietician. Currently, DOC is only accommodating one special diet request at a time. The OCO has noted a pattern of this limitation impacting multiple individuals statewide and is in ongoing discussions with Health Services leadership to address this concern.



OCO Helps: Case Example 4

Health Services

Reported Concerns: A friend or family member reported concerns about their incarcerated loved one's medical care and worsening symptoms.

OCO Actions: The OCO provided assistance by contacting the patient directly and elevating the concerns through DOC Health Services leadership. This case was added to the office's appointment tracker.

Negotiated Outcomes: The patient was then seen by a provider and prescribed antibiotic treatment. The patient followed up to report improvements in his symptoms.

Office of the Corrections



Actions

2nd Quarter April - June 2024

Quarterly Meetings July 2024

OCO Strategic Planning with Results Washington

Quarterly Meetings July 2024

OCO Case Investigation Priority Plan

The Office of the Corrections Ombuds is committed to investigating complaints within our six strategic priorities. This change will increase opportunities for positive resolutions and allow for faster response times.

1. Healthcare

Are you having difficulty accessing healthcare while incarcerated and you have tried to resolve the issue by filing a resolution request (grievance) with the resolution program staff?

2. Solitary Confinement

Are you currently in solitary confinement, administrative segregation, or restrictive housing and need help?

3. Level 3 Resolutions or Appealable Issues

Have you filed a resolution request (grievance) and received a Level 3 response from the DOC, or have you exhausted the appropriate appeals process for an issue, and still need help?

4. Use of Force

Have you experienced an unfair or unjust Use of Force and want the OCO to review the incident?

5. DOC Staff Conduct

Are you experiencing retaliation, unfair treatment, or have any other concern about the behavior of a DOC employee and you have filed a grievance and received a Level 2 response from the DOC?

6. Serious Infractions & Negative BOEs

Do you believe that the DOC unfairly upheld your serious infraction appeal? Or did the DOC deny your request to review a negative Behavior Observation Entry (BOE)?

Call Us

(360) 664-4749

Confidential Hotline Hours

- Mon: 1:00-3:00 pm
- Tue: 1:00-3:00 pm; 5:30-8:00 pm
- Wed: 5:30-8:00 pm
- Thurs: 1:00-3:00 pm



Write to Us

Office of the Corrections Ombuds
P.O. Box 40009
Olympia, WA 98504



Correspondence with the OCO is confidential and is not monitored by the DOC. RCW 43.06C.060

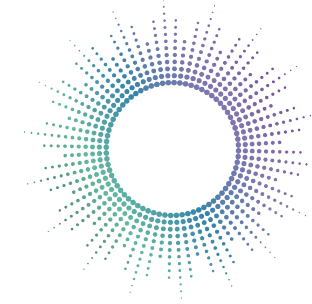
Throughout the summer and fall of 2023, the OCO staff worked with Results Washington to develop a comprehensive three-year strategic plan. After a robust and collaborative process that included feedback from incarcerated people and their families, we identified six investigation priorities.

Each of the six investigation priorities includes the internal DOC grievance, administrative, or appellate procedures that someone needs to have reasonably pursued per RCW 43.06C.

OCO Solitary Confinement Report Series

Part I published June 30, 2024

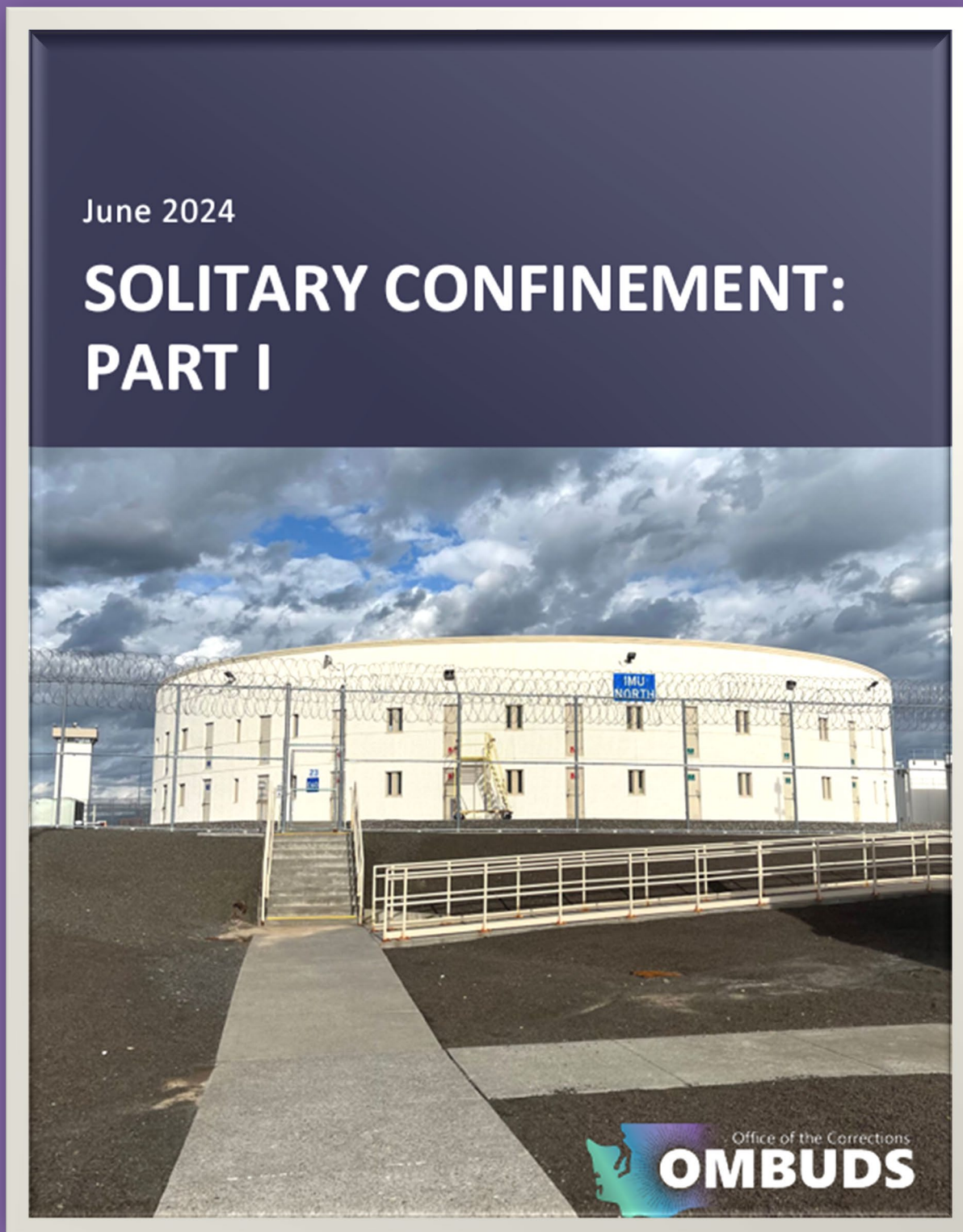
Answers questions posed by the legislature in ESSB 5187



Parts II & III in progress

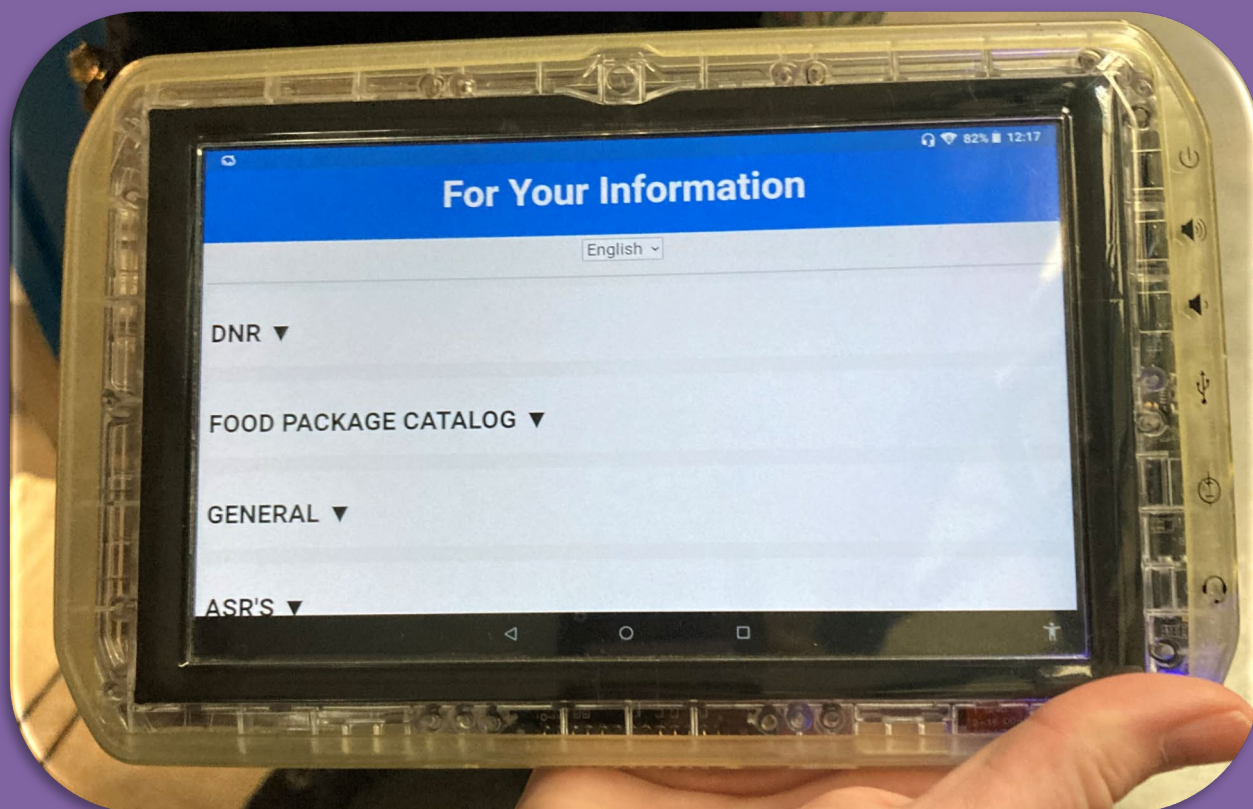
Part II: Interviews with Incarcerated Individuals

Part III: Looking to the Future

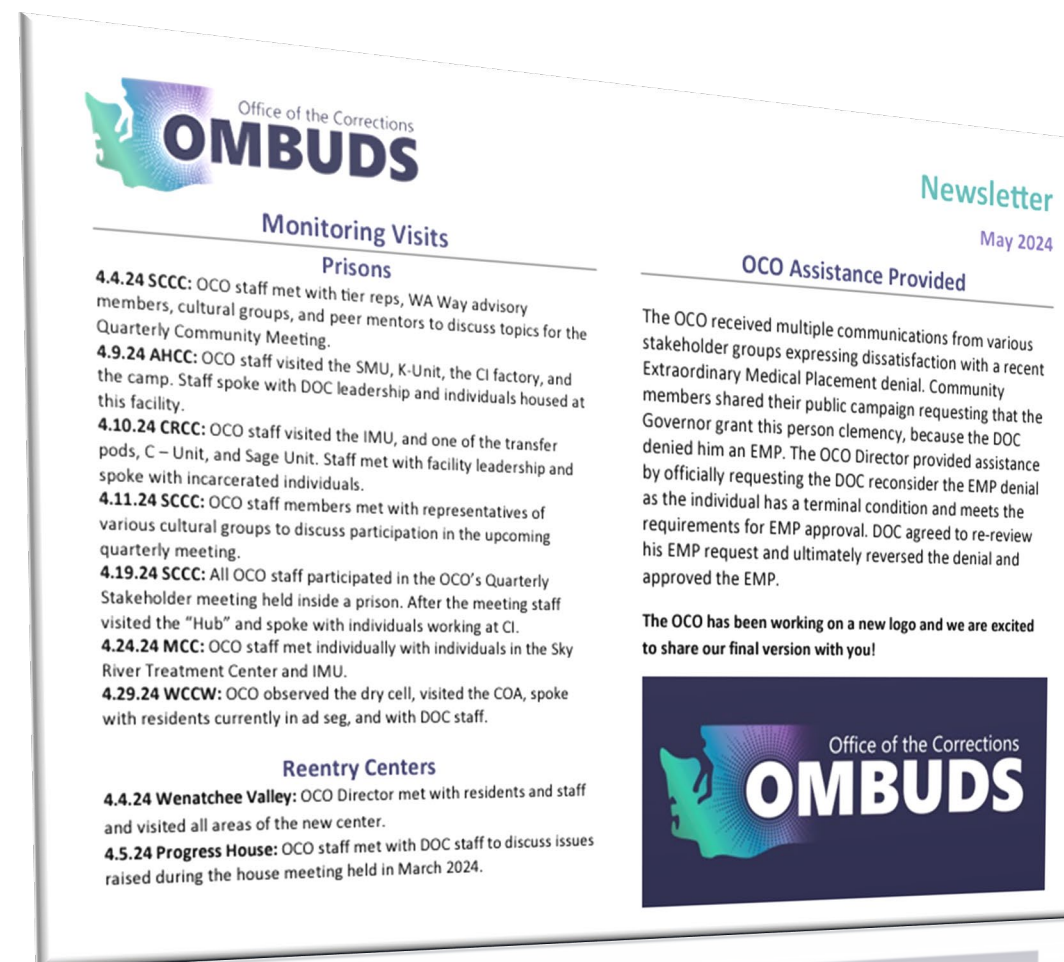


Quarterly Meetings July 2024

All OCO reports & publications are available on the FYI app via SecurUs tablets.



Quarterly Meetings July 2024



Publications on the FYI App include the **OCO Newsletter** which shares updates about projects, reports, ways you can be involved, and a monthly message from the OCO Director.



OCO Visits New Jersey OCO

- 3 OCO staff members went to NJ OCO to exchange information about corrections ombuds work
- Completed a monitoring visit to NJ Prison with NJ Ombuds staff
- Spent valuable time together sharing processes, struggles, and best practices in prison oversight agencies

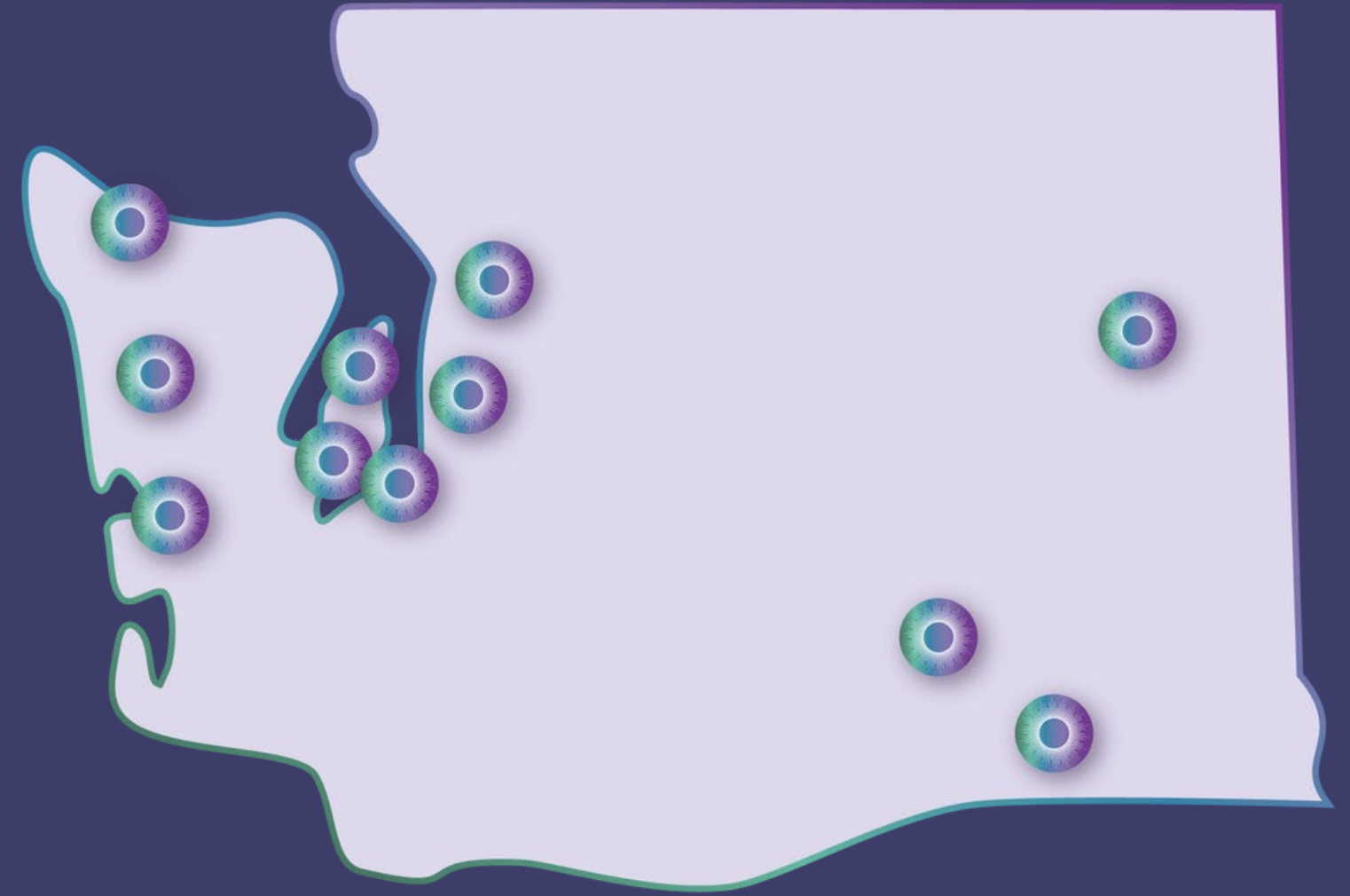


Monitoring Visits April - June 2024

28

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 July 2024

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.



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Airway Heights Corrections Center Airway Heights, WA



Quarterly Meetings July 2024

Tri-Cities Reentry Center

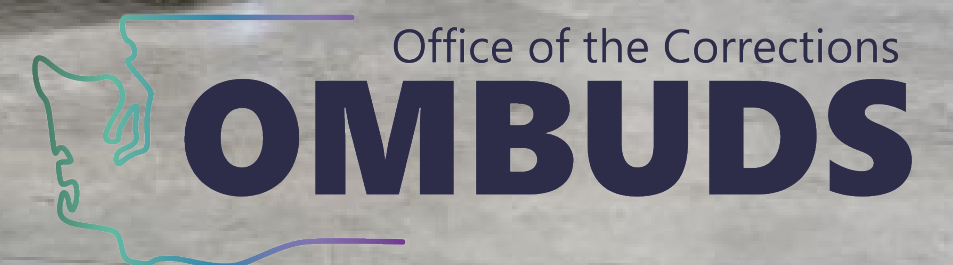
Kennewick, WA



Office of the Corrections
OMBUDS

Quarterly Meetings July 2024

Washington State Penitentiary Walla Walla, WA



Quarterly Meetings July 2024



Submit a Complaint



Confidential Hotline:
(360) 664-4749



Mailing Address:

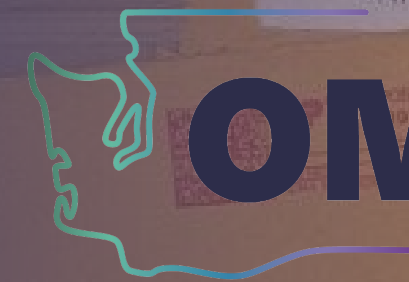
PO Box 40009
Olympia, WA 98504

SUBMIT

Online:

oco.wa.gov/submit-complaint

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