Office of the Corrections ONBUDS

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.

Welcome
• Agenda
• Purpos
Review
OCO Seco
Question
Public Co
Closing

AGENDA	
ΤΟΡΙϹ	TIME
da Review ose of Meeting ew Engagement Guidelines	9-9:10 AM (10 min)
cond Quarter 2024 Presentation	9:10-9:50 AM (40 min)
ns & Answers Session	9:50-10:10 AM (20 min)
comments & Feedback Session	10:10-10:25 AM (15 min)
	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

Quarterly Meetings July 2024

Provide information

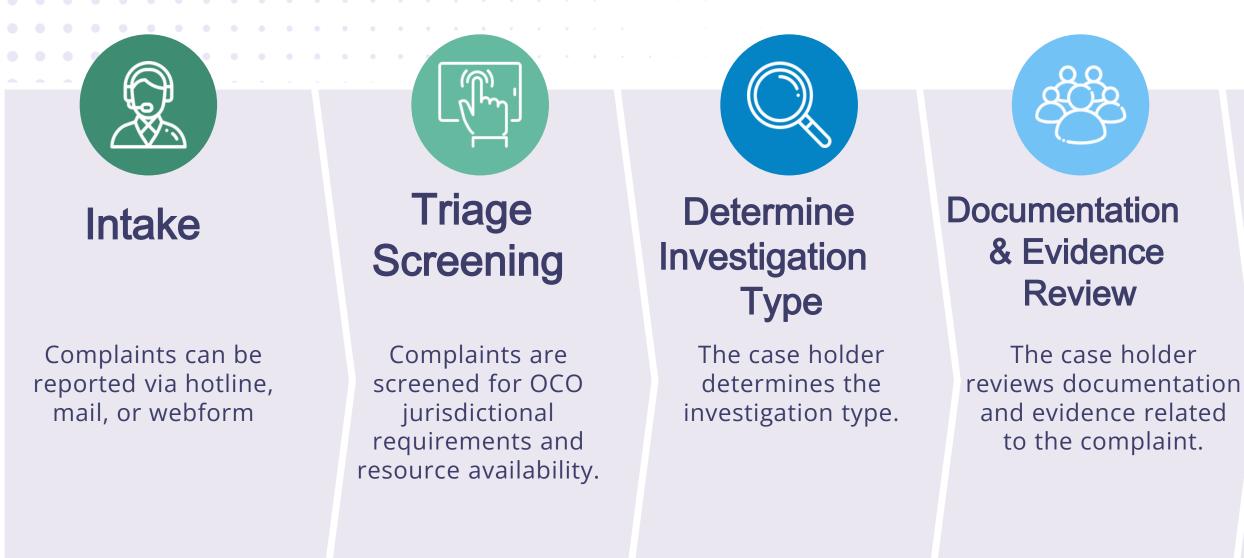
Promote public awareness & understanding

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**



Quarterly Meetings July 2024

Office of the Corrections OMBUDS

Findings & **Negotiation**

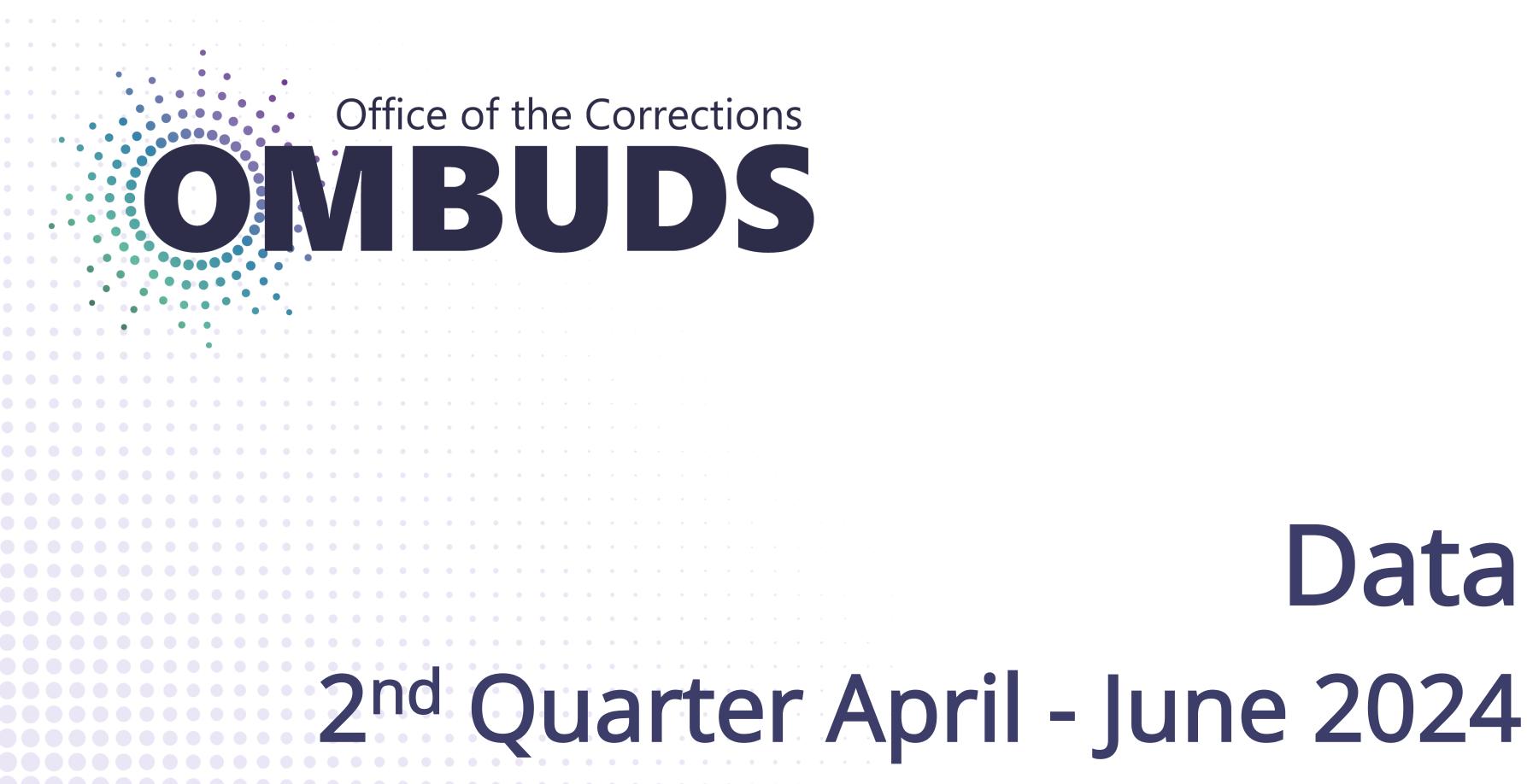
Once documentation and evidence is reviewed, the case holder will contact the DOC to negotiate a possible resolution.



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.

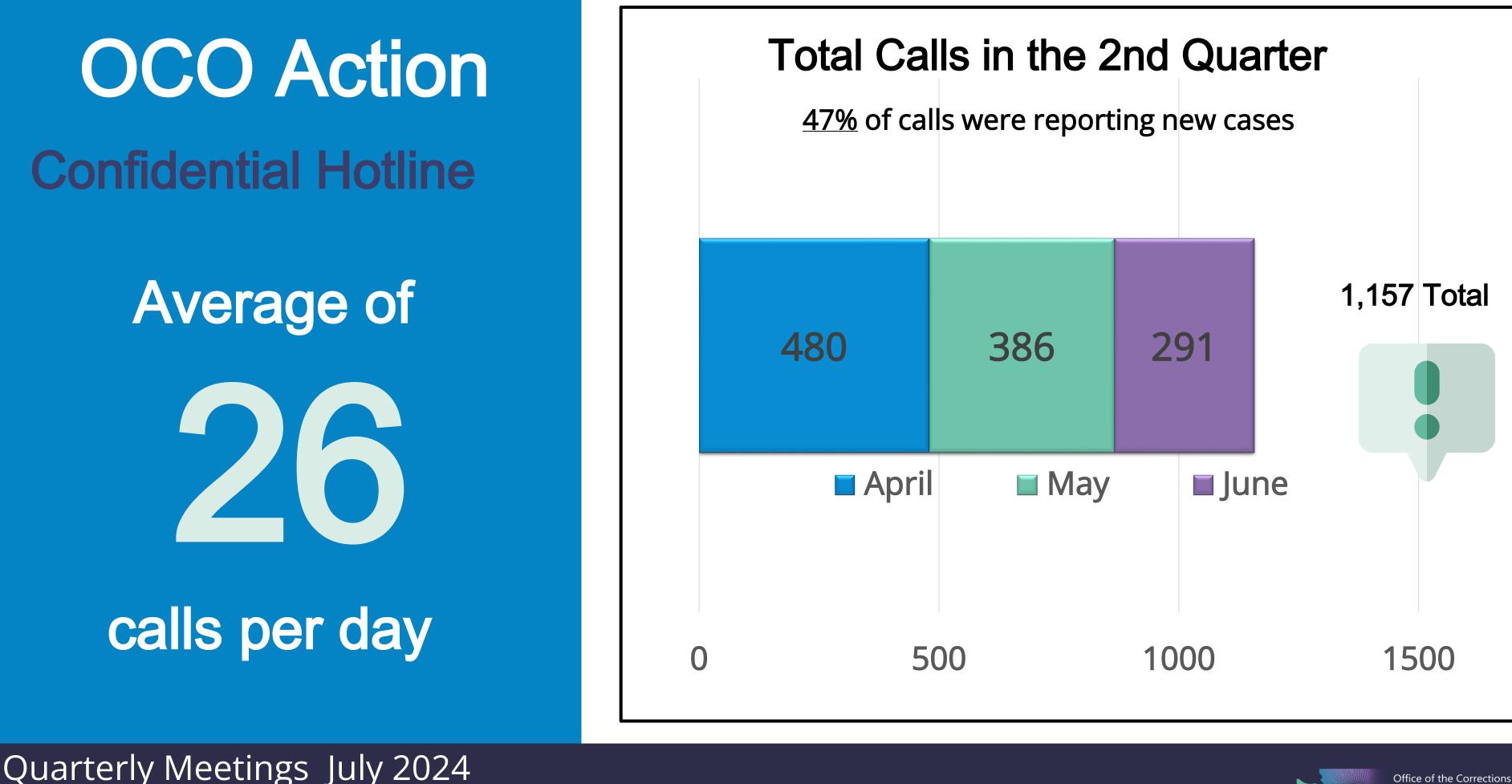




Quarterly Meetings July 2024



Data





OCO Complaints Received in 2 nd Qtr

Top 3 concerns statewide:1. Staff Conduct2. Healthcare3. 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

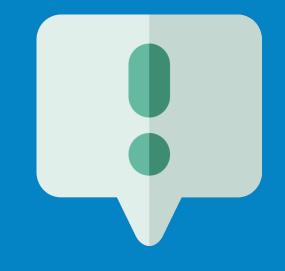
Top concerns:

- 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

OF CASE INVESTIGATIONS





- 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

The deaths reviewed were attributed to

- (3) infection/sepsis
- (1) suicide
- (2) overdose
- (1) cancer
- (2) vascular disease

Quarterly Meetings July 2024

Unexpected Fatality Reviews (UFRs) Q2: April - June 2024

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

 - (UFR# 24-006, 23-025, and 24-002)
 - (UFR# 23-026)
 - (UFR# 23-024 and 23-020)
 - (UFR# 23-023)
 - (UFR# 24-005 and 23-019)



- 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.**
- <u>Major changes</u> in updated DOC Policy #400.110 Critical **Incident Review**

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



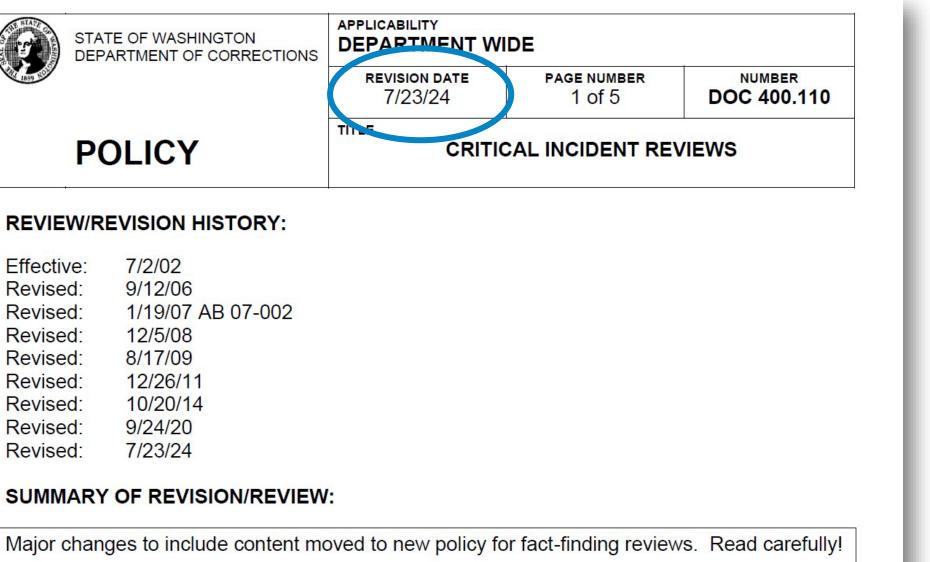
STATE OF WASHINGTON DEPARTMENT OF CORRECTIONS

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:







Quarterly Meetings July 2024



Investigation Examples 2nd Quarter April - June 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.









CASE DETAILS

Per RCW 43.06C.040, all persons reachave "reasonably pursued resolution grievance, administrative, or appellat

To open an investigation into your c incarcerated person involved, which investigation or simply to let them k need your permission/waiver of cor give us permission to contact the ir type your initials in this box

Initi	als: *
Yo	ur First Name *
P	hone
	Provide a telephone number
	Incarcerated Individual First Name *
	Incarcerated Individual
	DOC Number *

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.







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

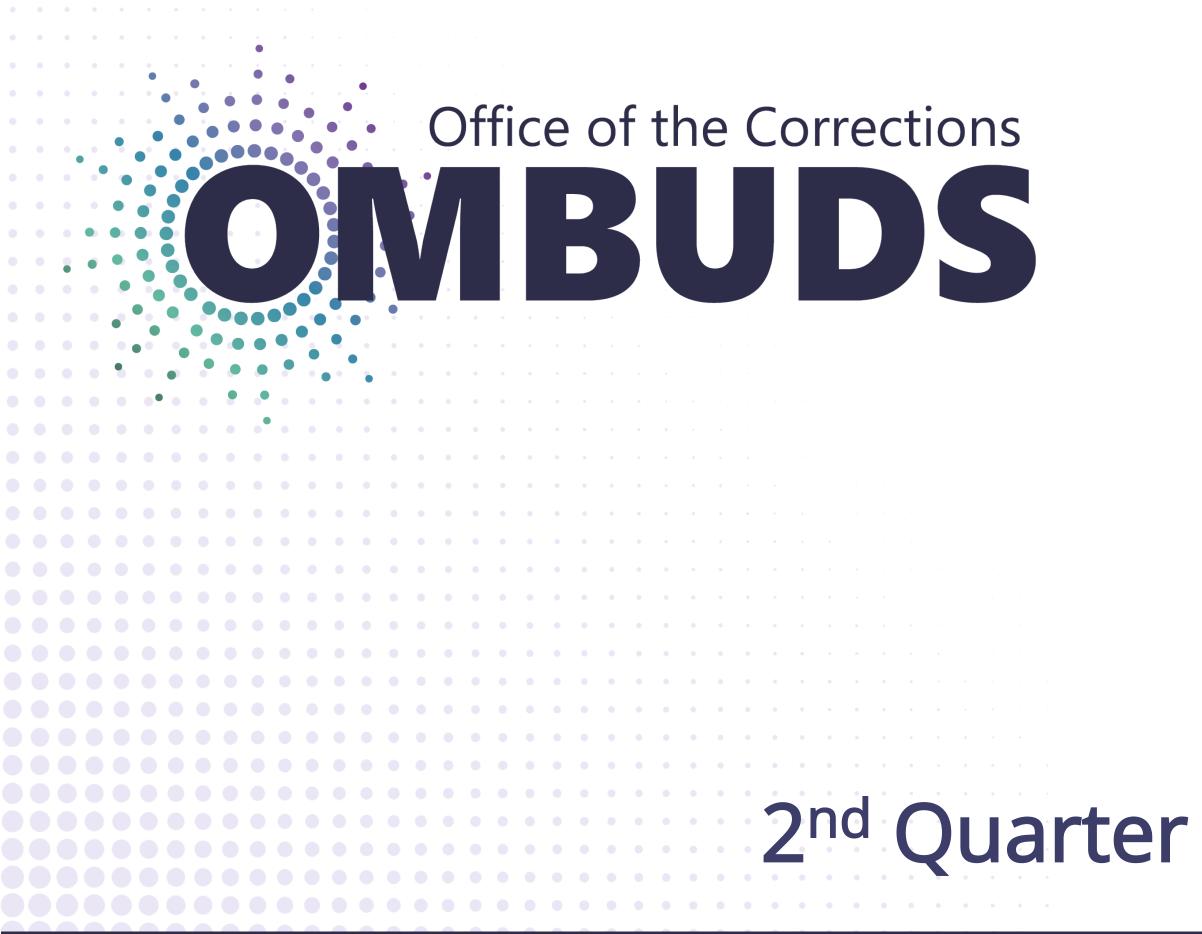
Reported Concerns: A friend or family member reported concerns about their incarcerated loved one's medical care and worsening symptoms.

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.







Quarterly Meetings July 2024



2nd Quarter April - June 2024

Actions

OCO Case Investigation Priority Plan

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

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

Entry (BOE)?

OCO Strategic Planning with Results Washington

Quarterly Meetings July 2024

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.

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

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

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.







June 2024 SOLITARY CONFINEMENT: PART I



OCO Solitary Confinement Report Series

Part I published June 30, 2024

Answers questions posed by the legislature in ESSB 5187

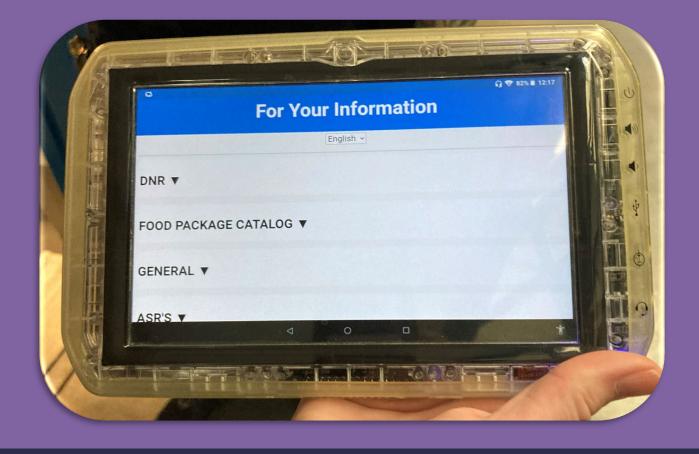
Parts II & III in progress

Part II: Interviews with Incarcerated Individuals

Part III: Looking to the Future



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



Quarterly Meetings July 2024



Monitoring Visits

Prisons

4.4.24 SCCC: OCO staff met with tier reps, WA Way advisory members, cultural groups, and peer mentors to discuss topics for the Quarterly Community Meeting.

4.9.24 AHCC: OCO staff visited the SMU, K-Unit, the CI factory, and the camp. Staff spoke with DOC leadership and individuals housed at

4.10.24 CRCC: OCO staff visited the IMU, and one of the transfer pods, C – Unit, and Sage Unit. Staff met with facility leadership and spoke with incarcerated individuals.

4.11.24 SCCC: OCO staff members met with representatives of various cultural groups to discuss participation in the upcoming quarterly meeting.

4.19.24 SCCC: All OCO staff participated in the OCO's Quarterly Stakeholder meeting held inside a prison. After the meeting staff visited the "Hub" and spoke with individuals working at CI. 4.24.24 MCC: OCO staff met individually with individuals in the Sky River Treatment Center and IMU.

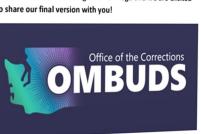
4.29.24 WCCW: OCO observed the dry cell, visited the COA, spoke with residents currently in ad seg, and with DOC staff.

Reentry Centers

4.4.24 Wenatchee Valley: OCO Director met with residents and staff and visited all areas of the new center. 4.5.24 Progress House: OCO staff met with DOC staff to discuss issues raised during the house meeting held in March 2024.

stakeholder groups expressing dissatisfaction with a recent Extraordinary Medical Placement denial. Community members shared their public campaign requesting that the Governor grant this person clemency, because the DOC denied him an EMP. The OCO Director provided assistance by officially requesting the DOC reconsider the EMP denial as the individual has a terminal condition and meets the requirements for EMP approval. DOC agreed to re-review his EMP request and ultimately reversed the denial and approved the EMP.

The OCO has been working on a new logo and we are excited to share our final version with you!





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.



OMBUDS

Shabbat has a long history of providing hope and strength to the Jewish community in times or duress. OCO leadersnip met with Doc leadership multiple times to discuss these issues. Ultimately, the Doc agreed to follow its own policy (Doc 560.200) and support the use of smoke-producing substances including candles for indexe religious assemblies in provide to the second with DOC leadership multiple times to discuss these issues. Utimatery, the DOC agreed to follow its Own policy (DOC 200, 200) and support the use of smoke-producing substances, including candles, for indoor religious ceremonial services in accordance with policy and law The Office of the Corrections Ombuds is proud that our office assisted incarcerated individuals in securing their right to

OCO Assistance Provided The OCO received multiple communications from various

Newsletter

May 2024

Candles Allowed for Religious Ceremonies in Prisons After OCO Review

After receiving complaints from multiple incarcerated individuals from Jewish and Buddhist groups in Washington State prisons regarding the prohibition on the use of candles indoors during religious ceremonies, the OCO successfully negotiated a resolution with DOC to reestablish the use of candles indoors for religious ceremonies, in accordance with DOC policy. DOC Religious Programs Policy 560.200 explicitly states that candles are allowed in correctional institutions for religious ceremonies. In July of 2023, incarcerated individuals in the Twin Rivers Unit (TRU) at Monroe Correctional Complex started calling the

Confidential OCO Hotline to report that the Orthodox Jewish group was no longer allowed to light candles for Shabbat,

of Security was posted in the chapel stating that candles can no longer be used indoors, due to fire hazard.

changing a practice that had been ongoing at TRU for decades. The callers said that an Operational Memo from the DOC Chief

Later that same year, an incarcerated individual from a Buddhist group called from Coyote Ridge Corrections Center saying thet has same year, an incarcence incomposition a booting group canes from or provide the same year of the s

that his religious groups expressed how integral candles were to their religious practice, and the Orthodox Jewish group noted

An OCO Early Resolutions Ombuds (ERO) reviewed multiple resolutions requests filed by incarcerated individuals and DOC's An oco carry kesolutions ombudis (EKOJ reviewed multiple) esolutions requests med of multiple devices the organization of the solution of the responses stating that DOC policy and state law do not specify whether candles are anowed induors, and DOC finanticame it is not safe for candles to be used indoors. Then, the ERO uncovered an email from DOC Headquarters to all religious It is not sare for cancies to be used indoors. Then, the Excipit Covered and email from two freedows will be an interpreted and end of the end coordinators statewide stating that DOC did not authorize the use of open mames for indoor religious ceremonies, and that religious groups would need to use electric candles. Finally, the ERO learned that the DOC intended to change their Religious broaders and the religious control where there exists a state of the term of term of the term of term

The ERO alerted the OCO Director of these issues, and anticipated changes to policy, noting that the use of candles for chabitat has a long history of providing have and through to the invisit company in times of durant. OCO invitantly in times of durant of the invisit have a long history of the second The ERO alerted the OCO Director of these issues, and anticipated changes to policy, noting that the use of canoles for Shabbat has a long history of providing hope and strength to the Jewish community in times of duress. OCO leadership met with DOC leadership multiple times to discuss these issues. Ultimately, the DOC aeroed to follow its two policy (DOC ESO DO

Overview

SPOTLIGHT





OCO Visits New Jersey OCO

- staff



Quarterly Meeting July 2024

• 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

• Spent valuable time together sharing processes, struggles, and best practices in prison oversight agencies

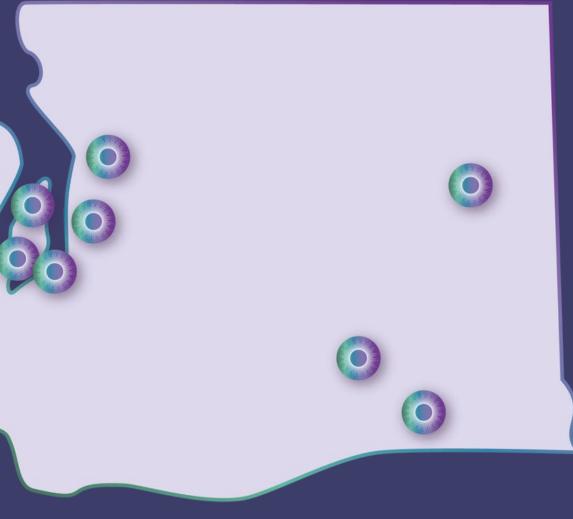


Monitoring Visits April - June 2024 28 Prison & Reentry Centers

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.

Quarterly Meetings July 2024





"The way to right wrongs is to turn the light of truth upon them." Ida B. Wells, 1892



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.





Airway Heights Corrections Center Airway Heights, WA





Tri - Cities Reentry Center Kennewick, WA





Washington State Penitentiary Walla Walla, WA

Quarterly Meetings July 2024



Office of the Corrections ONBUDS

Submit a Complaint



Confidential Hotline: (360) 664-4749



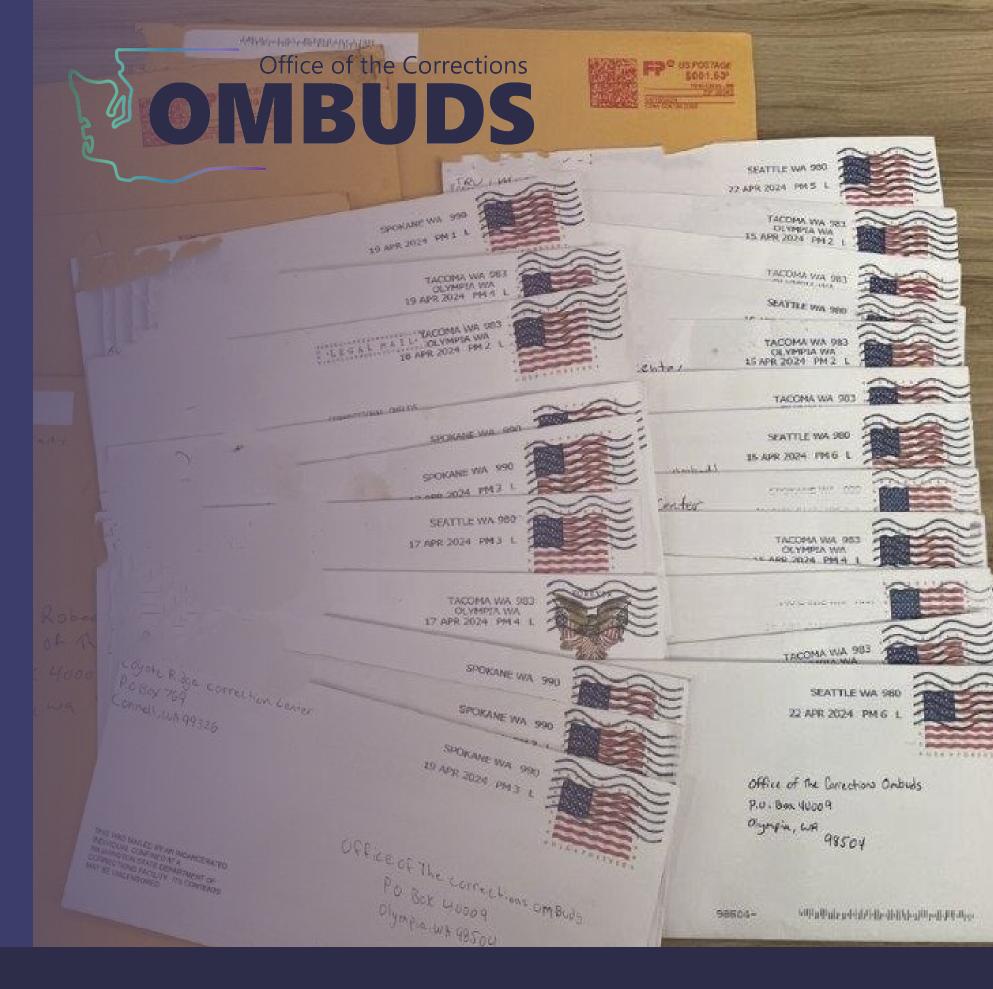
Mailing Address:

PO Box 40009 Olympia, WA 98504



On line:

oco.wa.gov/submit-complaint





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