Office of the Corrections Ombuds

Public Community Meeting

July 6, 2023: Hybrid – Walla Walla Community College & Virtual
July 7, 2023: Washington State Penitentiary

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

April-June 2023
Monthly Outcome Numbers

Case Investigations: 630

Assistance Provided: 93
Information Provided: 251
DOC Resolved: 70
Insufficient Evidence to Substantiate: 64
No Violation of Policy: 137
Substantiated: 15

Intake Investigations: 231

Administrative Remedies Not Pursued: 149
Declined: 29
Lacked Jurisdiction: 26
Person Declined OCO Involvement: 23
Person Left DOC Custody Prior to OCO Action: 4

Unexpected Fatality Reviews: 3*

RESOLVED INVESTIGATIONS

864

ASSISTANCE OR INFORMATION PROVIDED IN OVER

55%

OF CASE INVESTIGATIONS

*As of 7/1/23, the OCO opens a complaint for every fatality referred to the UFR Committee, regardless of the referral source.

Highest Number of OCO Complaints

Men's Prison Division

Washington State Penitentiary had the highest number of OCO complaints (168) this quarter, which is 31% of all complaints from the Men's Prison Division.

Top 3 concerns: Medical, Classification, & Discipline

Highest Number of OCO Complaints

Men's Prison Division

Monroe - TRU: 143 OCO Complaints

Top 3 concerns: Medical, Staff Conduct, & Classification

Stafford Creek: 136 OCO Complaints

Top 3 concerns: Medical, Staff Conduct, & Visitation

Airway Heights: 122 OCO Complaints

Top 3 concerns: Property, Staff Conduct, & Discipline

Washington Corrections Center: 99 OCO Complaints

Top 3 concerns: Classification, Staff Conduct, & Discipline

OCO Complaints

Women's Prison Division

Washington Corrections Center for Women had 48 OCO complaints

Top 3 concerns: Staff Conduct, Medical, & Safety

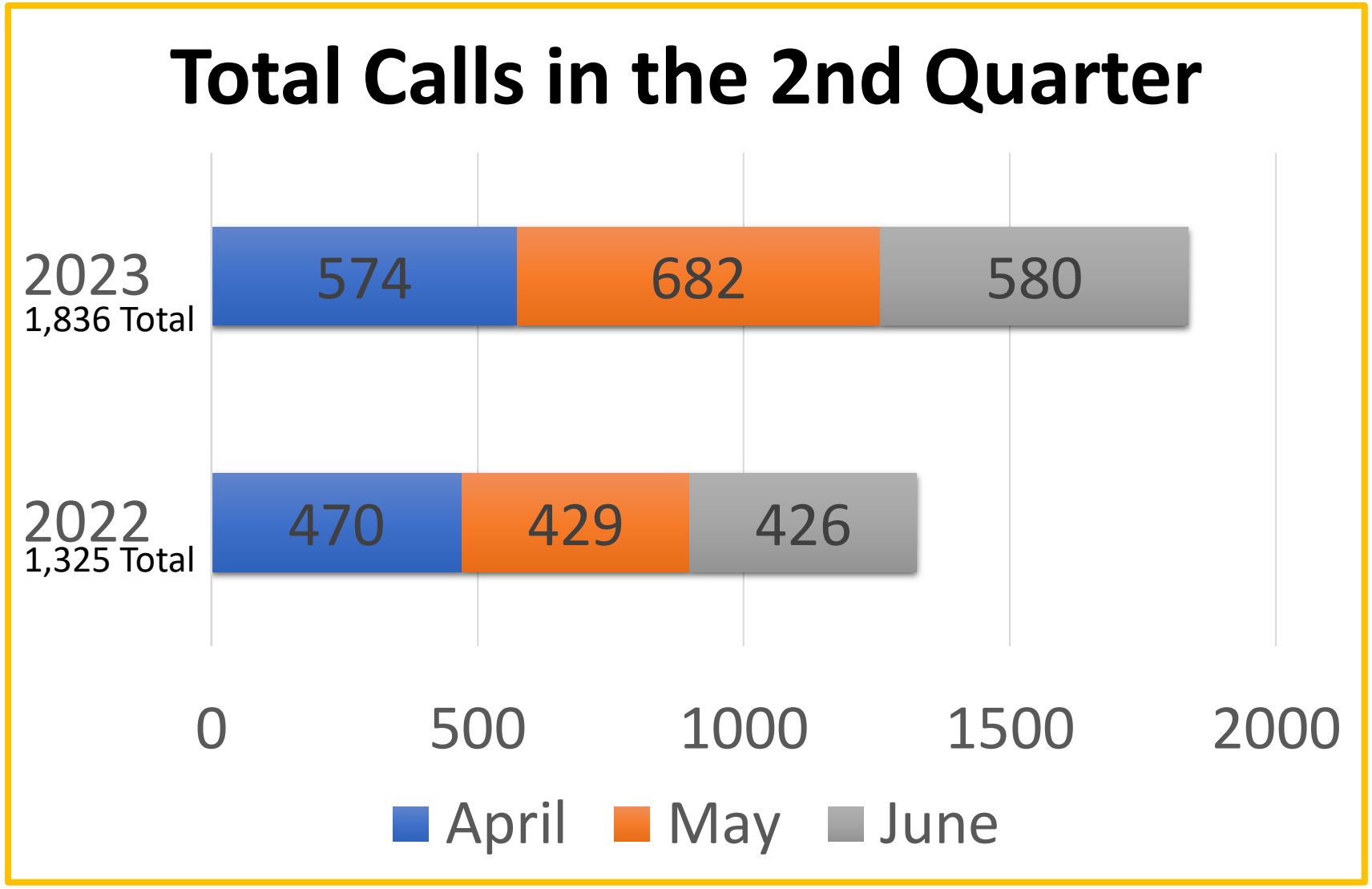
Mission Creek Corrections Center for Women had a **total of 3 concerns** regarding Staff Conduct

OCO Complaints

Reentry Centers

The OCO received a **total of 2 concerns** from **Reynolds and Progress House Reentry Centers** regarding Staff Conduct.

OCO Action – Confidential Hotline



Average of

59

calls per day

OCO Action – Health Services

Case Example 1: Cancer Care Delay

Reported Concerns: Patient reported DOC did not follow surgeon's pre-operation medication orders and cancer care appointment was cancelled.

OCO Actions

- Brought concern to and requested resolution from facility and headquarters health services staff.
- Substantiated pre-op orders were not provided to pill line and patient was given blood thinner within 24 hours of procedure, causing surgery to be cancelled.

Negotiated Outcomes

- DOC agreed to reschedule patient for first available appointment and follow surgeon's pre-op orders.
- Patient received surgery the following week.

OCO Action – Health Services

Case Example 2: HRT Access

Reported Concerns: Transgender patient reported requesting access to Hormone Replacement Therapy (HRT) at multiple facilities for several years; however, they had not received treatment.

OCO Actions

- Brought concern to and requested resolution from facility and headquarters health services staff.
- Found the Care Review Committee (CRC) denial did not specify which criteria the patient did not initially meet or what actions were needed to meet the criteria.

Negotiated Outcomes

- Patient was assessed and approved for and began HRT treatment.

OCO Action – Custody

Case Example 1: Restoration of Good Conduct Time

Reported Concerns: Person reported DOC had not updated their Custody Facility Plan for more than two years, preventing him from having a good conduct time restoration plan finalized. He requested OCO assist in finalizing the plan to restore nearly three years of GCT.

OCO Actions

- Substantiated the person had not had his custody facility plan updated for more than two years and requested DOC finalize the plan.
- Provided oversight by continuing to communicate with DOC staff the ensure DOC 300.380 was followed and that the GCT was restored.

Negotiated Outcomes

- DOC agreed to finalize the GCT restoration plan.
- The OCO confirmed DOC restored the person's GCT which was nearly three years of time taken off their earned release date.

OCO Action – Custody

Case Example 2: Accessible Cell

Reported Concerns: Person reported they were moved to a cell that was not compatible with their mobility needs.

OCO Actions

- The OCO verified the person recently transferred cells.
- The OCO requested that DOC move the person to an appropriate cell.

Negotiated Outcome

- The DOC agreed to immediately move the person to a cell that met their requirements for in-cell mobility. The DOC also documented the accessibility needs for the person in their central file to prevent this from reoccurring in the future.

OCO Action – Triage

Mental Health and Safety Concerns

Reported Concerns: External person reported that their loved one had developmental and mental health issues that the DOC had not reviewed. They were worried for his safety.

OCO Actions

- Contacted mental health and requested a mental health assessment.
- Asked for a housing review.
- Recommended the DOC review this individual's access needs for current and future concerns.

Negotiated Outcomes

- DOC agreed to meet with the individual for a mental health assessment.
- DOC assigned a mental health provider.
- DOC moved the individual to a different housing unit.

OCO Action – Unexpected Fatality Reviews

The OCO participated in the fatality reviews conducted for the six UFR reports published in Q2 2023.

Deaths reviewed in Q2 reports were attributed to heart disease, pneumonia/COVID-19, fentanyl overdoses, and deaths by suicide.

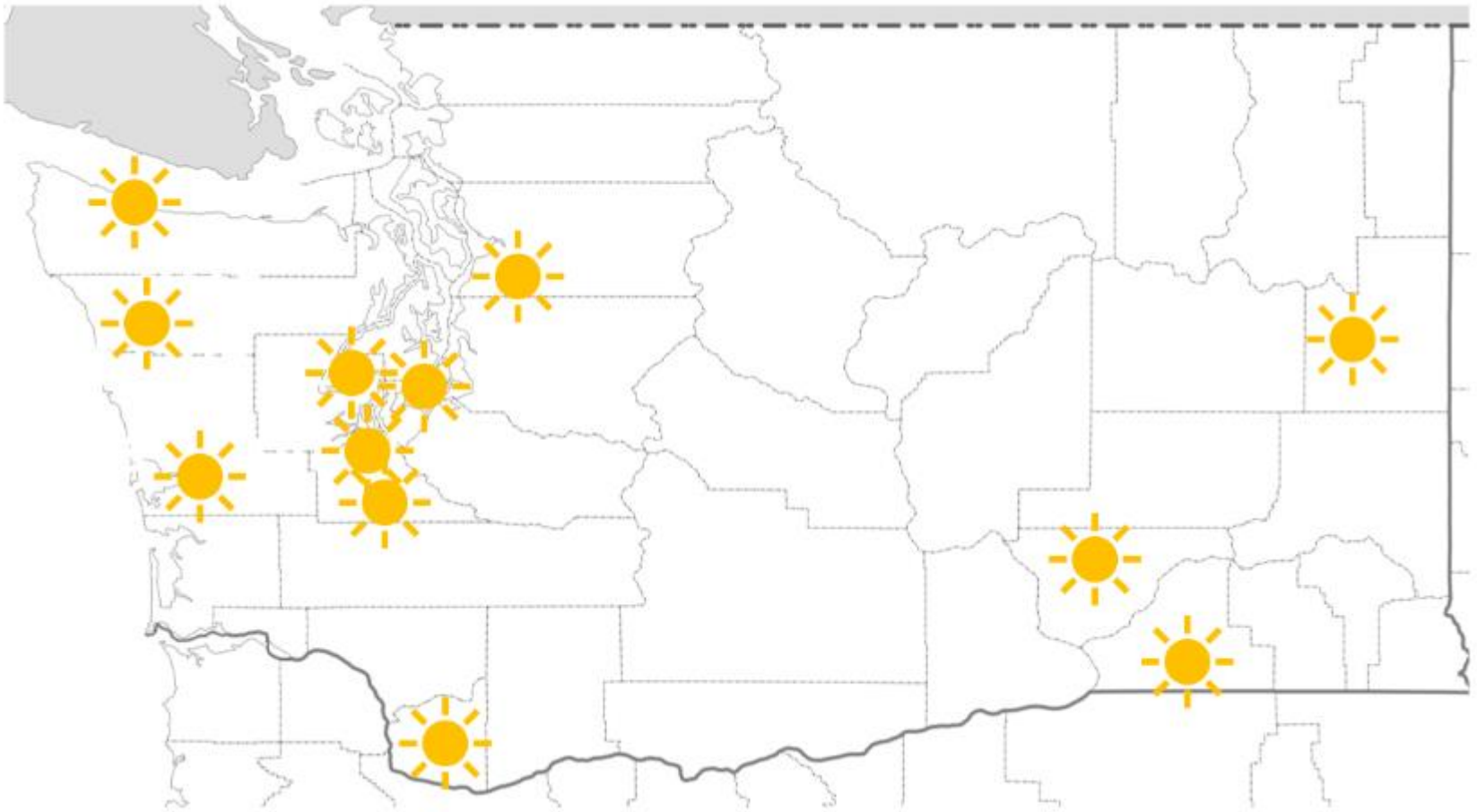
Examples of OCO Recommendations

- **The OCO recommended** DOC explore the possibility of not using overtime in close observation areas and reducing the number of cells that appear on the supplemental video monitors (ensuring that each image is larger).
- **The OCO recommended** DOC explore a modification of the policy that governs death bed visits with the goals of increasing the number of people allowed in the facility to be present when someone dies and to better support incarcerated individuals with end-of-life care.

26

Facility Visits

April – June 2023



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