

# OCO STAKEHOLDER MEETING

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OCTOBER 1, 2020

# OCO ANNUAL REPORT 2020

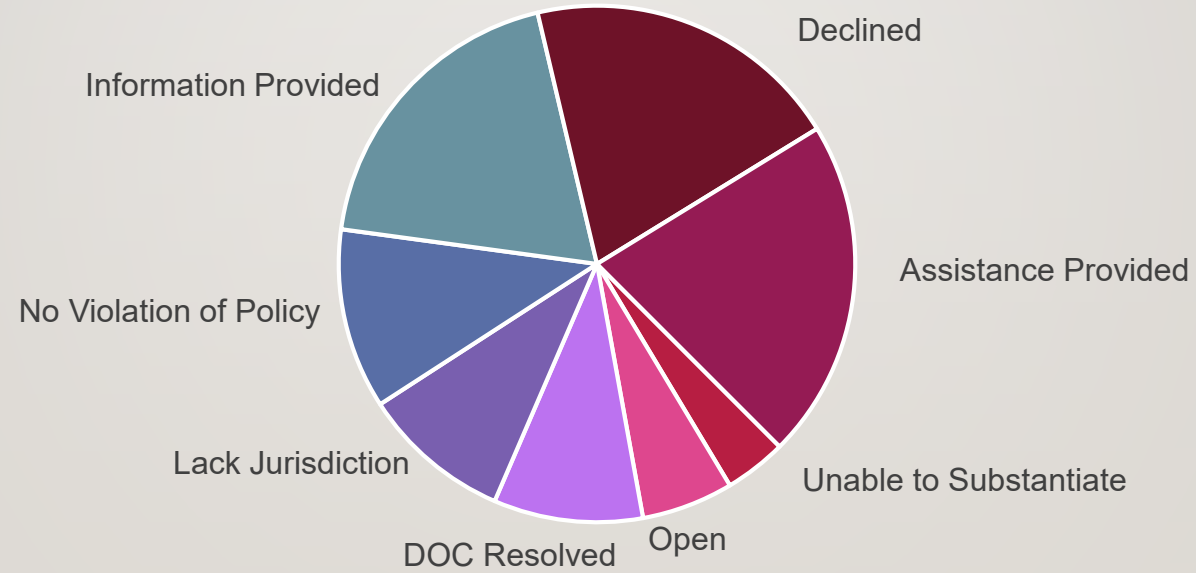
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- Must be published by November 1
- Reviews OCO actions in FY 2020 (July 1, 2019-June 30, 2020)
- In FY 2020, OCO opened **2,983** cases, representing complaints from or regarding **1,982 incarcerated individuals**. In comparison with OCO's sister Ombuds agencies situated in the Governor's office, the Office of the Education Ombuds handled 617 cases in FY 2020, and in a calendar year, the Office of Family and Children Ombuds generally receives slightly under 1,000 cases.

# OCO FY 2020 COMPLAINTS – CASE STATUS

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**Current Case Status for Cases Opened in FY 2020 (as of 9/29/20)**

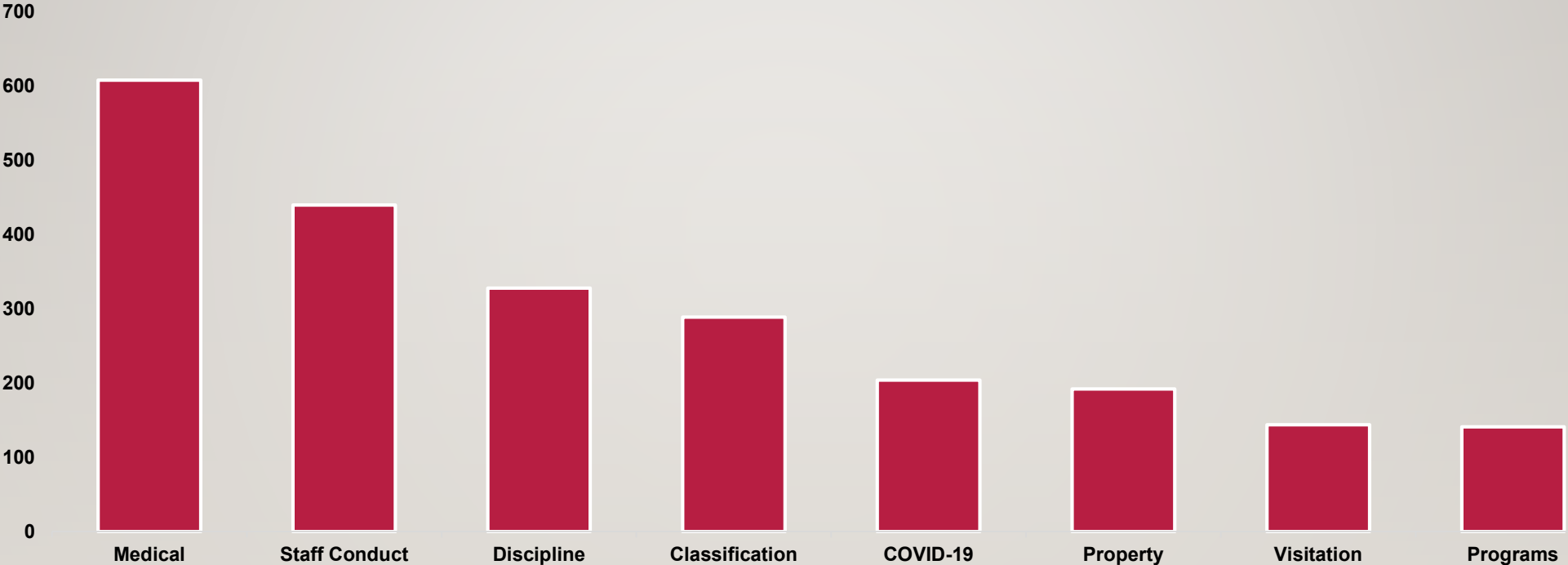


# CASE CLOSURE STATUS EXPLANATIONS

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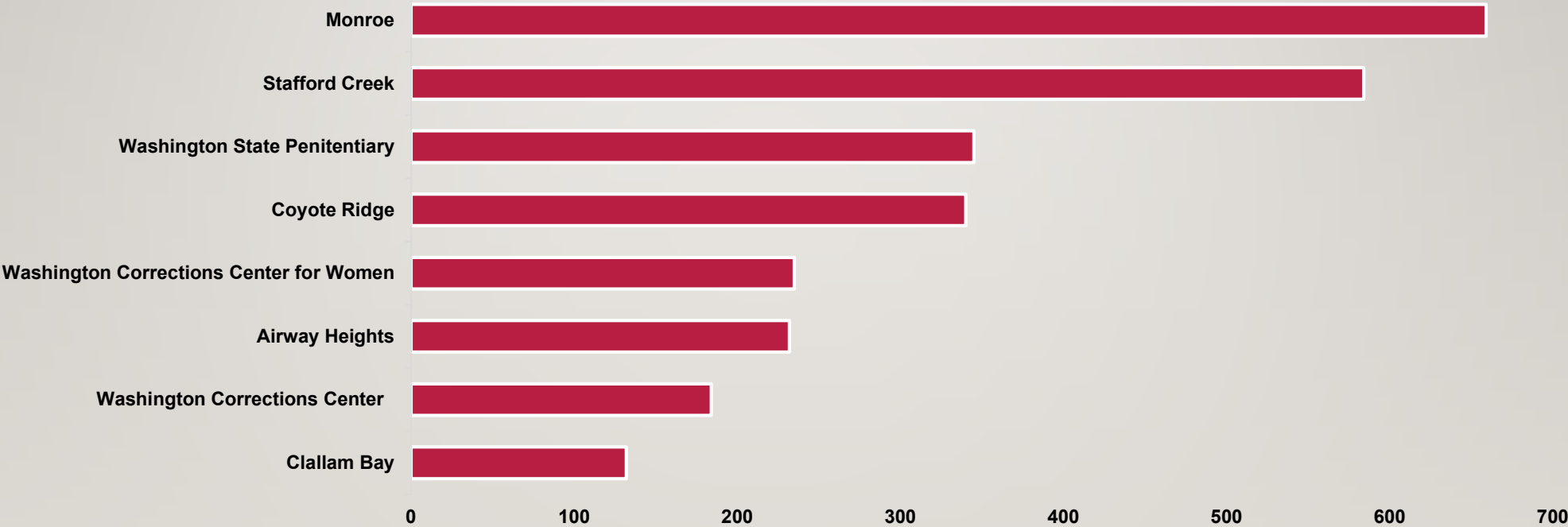
<b>Case Status</b>	<b>Explanation</b>
<b>Assistance Provided</b>	OCO, through outreach to DOC staff, was able to achieve full or partial resolution of the person's complaint.
<b>Declined</b>	Status from OCO's old database that is no longer used in favor of one of the more descriptive labels. Cases in this category could have been closed for any of the rationales given in the other labels.
<b>DOC Resolved</b>	Case resolved by action of DOC staff prior to OCO involvement.
<b>Information Provided</b>	OCO provides self-advocacy information
<b>Lack Jurisdiction</b>	Complaint does not meet OCO's jurisdictional requirements (not about an incarcerated individual, not about a DOC action, or person did not reasonably pursue grievance/appellate procedure)
<b>No Violation of Policy</b>	After reviewing all relevant documents and DOC policy, OCO staff determine that DOC policy was not violated.
<b>Open</b>	Case is still active in OCO's caseload
<b>Unable to Substantiate</b>	Insufficient evidence exists to support the complainant's allegation.

# OCO FY 2020 COMPLAINTS – TOP CONCERNS



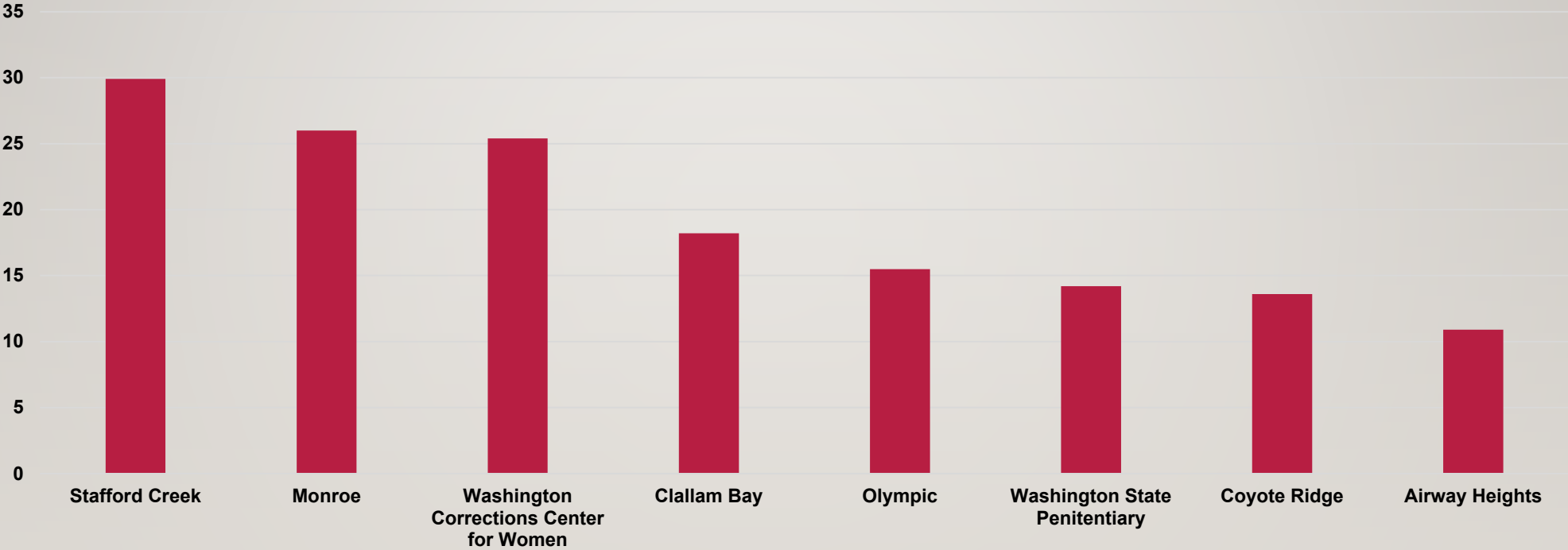
# OCO FY 2020 COMPLAINTS – TOP PRISONS

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# OCO FY 2020 COMPLAINTS – TOP PRISONS BY RATE OF COMPLAINTS PER 100 I/I

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# INDIVIDUAL CASE EXAMPLES – FY 2020

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Institution	Concern	Outcome
AHCC	Family of the incarcerated person had paid off his child support debt. DOC was still taking payment out of his spendable account and the family could not resolve through contacts to DOC.	DOC refunded money taken.
CCCC	Complainant was denied both work release and GRE due to undefined “community concerns.”	DOC approved him for work release.
CRCC	Complainant’s urinalysis positive for benzos and spice. A few weeks later he was tested again and it came back clean. DOC refused to overturn the first infraction saying that the second one didn’t prove he was clean for the first one. OCO reached out to Headquarters and requested all information and further review.	DOC overturned infraction.
CRCC	Complainant has IBS; HSR for a specialized diet was removed, causing a flair up in symptoms.	DOC renewed HSR for specialized diet.



# INDIVIDUAL CASE EXAMPLES – FY 2020

Institution	Concern	Outcome
MCC	Complainant reported many issues with a lack of medical care. His toe was amputated and he fractured his foot twice because he had not received any physical therapy. He also lost an eye, was told the surgery went well, but months later is now blind.	OCO ensured he was scheduled for podiatrist, ophthalmologist, and referral for vascular surgery scheduled. His ADA needs were better documented.
MCC	Complainant reported being transported to an off-site appointment on his side in the back of a Charger with no seatbelt, which was causing him pain, in addition to delays in his cancer care treatment.	OCO confirmed that follow up appointments are occurring. DOC issued an HSR for ADA transport.
MCC	Complainant reported bleeding, extreme swelling and sinus conditions that were not being fully treated over the span of about a year.	DOC scheduled him for pre-op, surgery, post-op, and a follow-up appointment.
MCC	Complainant reported that their medical appointment had been canceled and never rescheduled. Upon follow-up, OCO learned that the PA had been out sick on one day, and none of the appointments originally scheduled for that day had been rescheduled.	DOC rescheduled all of the patients to be seen by medical staff.

# OCO SYSTEMIC WORK – FY 2020

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- Health Services improvements
- Grievance procedure improvements
- ADA/disability concerns improvements
- Summons notifications and court hearings
- Expanded COVID-19 testing
- Corrective action based on OCO monitoring visits
- IIBF
- Policy process
- Visitation pathway for persons previously barred

# RECOMMENDATIONS

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1. **DOC should continue working towards creating a rehabilitative environment that reduces trauma for incarcerated persons.**
2. **DOC should implement the recommendations OCO previously published in its report analyzing the five suicides that occurred in 2019.**
3. **DOC should implement the recommendations OCO published in its COVID-19 workgroup report.**

# RECOMMENDATIONS

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4. **DOC should implement the recommendations OCO previously published in its 2019 annual report related to health services.**
5. **DOC should ensure incarcerated individuals with a diagnosed mental health condition receive specialized consideration when involved in the internal DOC disciplinary system.**
6. **DOC should apply a trauma-informed and gender-responsive lens to programs, services, staff training, and conditions of confinement, particularly for women and LGBTQI individuals across facilities.**

# QUESTIONS? FEEDBACK?

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