

# OCO STAKEHOLDER MEETING

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DECEMBER 7, 2019

# OCO STAFF

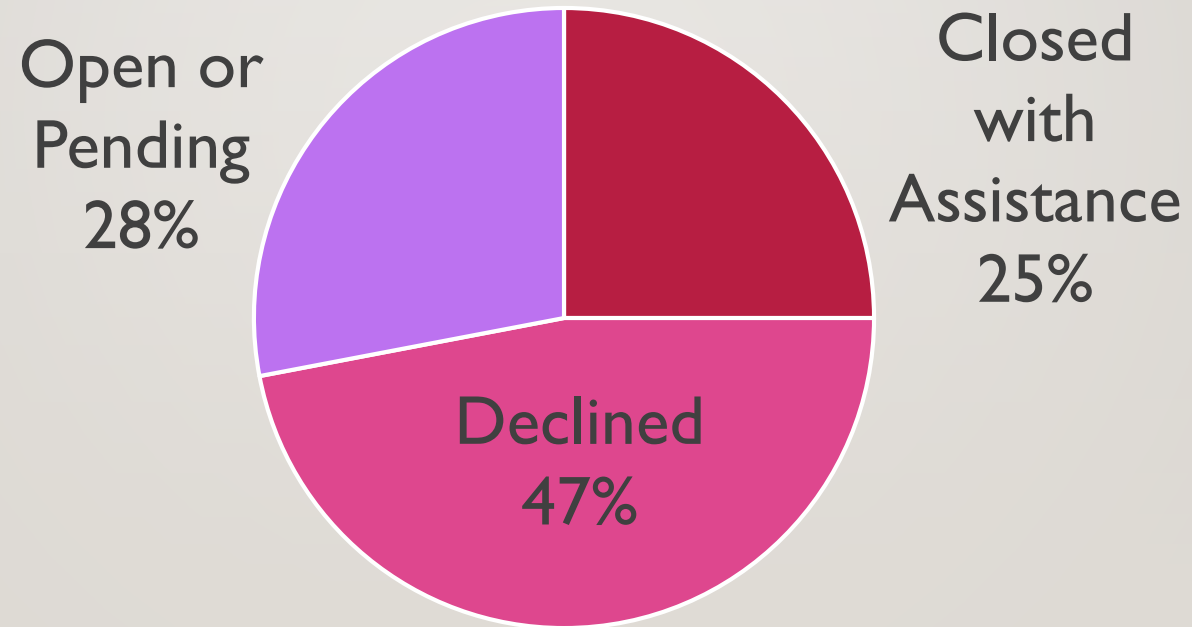
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- Director
- 4 Assistant Ombuds (Health Care, Western, Eastern, Gender Equity & Vulnerable Pops), 1 Special Projects Manager – Mental Health, and 1 Race Equity Project Manager
- Early Resolution Manager and 3.5 Corrections Ombuds Fellows
- Interns and volunteers

# STATS

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- 2,002 total complaints received (8/30/19)



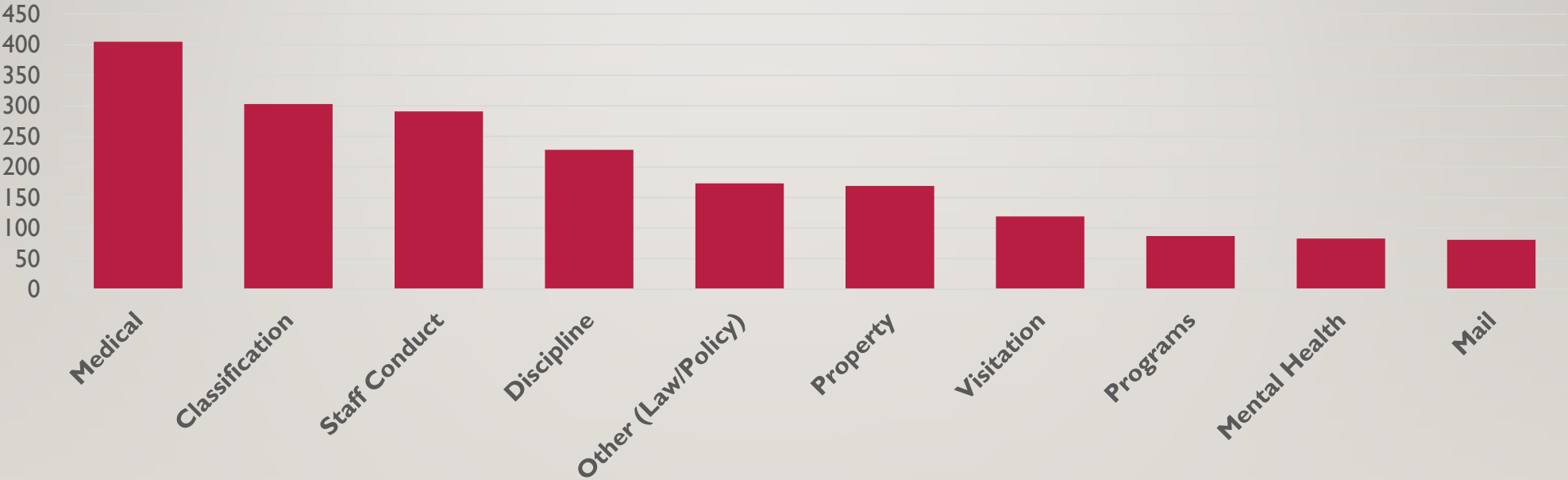
# STATS

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- What does it mean to decline?
  - We did not have jurisdiction due to subject – ex. Recommendation for law or policy change, detainers, ICE, etc.
  - We did not have jurisdiction due to process – most common is that the person did not file a grievance or appeal as required by law
  - When we researched the matter by contacting staff, looking at OMNI, reviewing grievances, etc, we found that DOC was following its policy
    - Even then, we may use the case to prompt systemic change

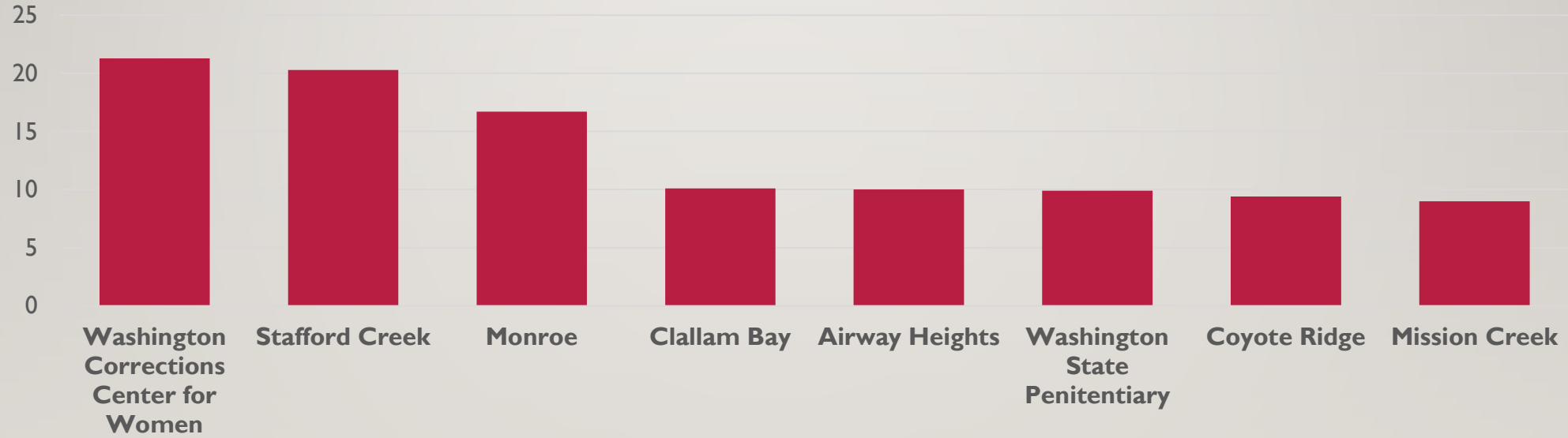
# STATS

## Complaints by Top Categories



# STATS

**Top Institutions by Rate of Complaints per 100 Incarcerated Individuals**



# INVESTIGATIONS

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- Recently published investigation report regarding a medical neglect at WCCW

# ACTIVE SYSTEMIC ISSUES

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1. Health Services
2. OBF (“Offender Betterment Fund”)
3. Mattresses
4. JPAY/GTL contract
5. RTU policy workgroup
6. Food Services
7. Out of State Transfers
8. STG Labels
9. Women’s Survey



# FUTURE SYSTEMIC ISSUES

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1. Property
2. Disciplinary Hearings/Sanctions
3. DOSA
4. Work Release
5. Educational Access/Options
6. Mental Health

# ANNUAL REPORT RECOMMENDATIONS

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1. DOC should re-align itself toward the goal of equipping individuals for a successful reentry and improving public safety through reducing future crimes.
2. Understanding that family connections are a proven positive factor in reducing recidivism, DOC should proactively look to maximize family connections whenever possible and prohibit the complete restriction of family connections, except where there is a clear and present security concern presented.

# ANNUAL REPORT RECOMMENDATIONS

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3. DOC should significantly improve quality of, access to, and oversight of its health services, particularly medical care.
4. DOC should create better access to healthy food, including prioritizing fresh produce, less processed products, and quality protein, through greater utilization of incarcerated workers who can then gain skills for reentry success.

# ANNUAL REPORT RECOMMENDATIONS

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5. DOC should ensure incarcerated individuals with a mental health diagnosis receive special – and different – consideration when involved in the internal DOC disciplinary system.
6. DOC should ensure incarcerated individuals with disabilities have equal access to programs, services, and the grievance program.

# ANNUAL REPORT RECOMMENDATIONS

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7. 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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Office of the Corrections Ombuds

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