

OCO STAKEHOLDER MEETING

MARCH 20, 2019



INTRODUCTIONS

- Angee Schrader, Community Relations Manager
- Riley Hewko, Assistant Ombuds – Gender Equity & Vulnerable Populations

OCO STAFF

- Director
- 4 Assistant Ombuds (Health Care, Western, Eastern, Gender Equity & Vulnerable Pops)
- Intake/Early Resolution – Community Relations Manager, Dispute Resolution Specialist, and two Early Resolution Officers
- Melody
- Interns and volunteers

OCO PROGRESS

- Fully staffed
- First quarterly report
- First investigative report (more of a policy report)
- Hotline operational at all facilities
- Completed tours of all prisons
- Continuing to develop processes – joint investigation, policy work, etc

OCO PRIORITIES: RCW 43.06C.005

- Assist in strengthening procedures and practices that lessen the possibility of actions occurring within DOC that may adversely impact the health, safety, welfare, and rehabilitation of incarcerated individuals
- Reduce the exposure of DOC to litigation

OCO PRIORITIES: RCW 43.06C.020

- Providing information to inmates and their families;
- Promoting public awareness and understanding of the rights and responsibilities of inmates;
- Identifying system issues and responses for the Governor and the Legislature to act upon; and
- Ensuring compliance with relevant statutes, rules, and policies pertaining to corrections facilities, services, and treatment of DOC inmates

OCO SYSTEMIC ISSUE WORK

- UA policy – ensuring confirmation test and delayed THC testing
- Food issues – surveyed every inmate at WSP, met with CRCC inmates prior to food strike, working with CI
- JPAY/GTL – sent out survey to family members, will provide feedback to DOC, interested legislators
- Out of state transfer inmates – sent out survey to gather information, will work with DRW and DOC to develop solutions

OCO SYSTEMIC ISSUE WORK

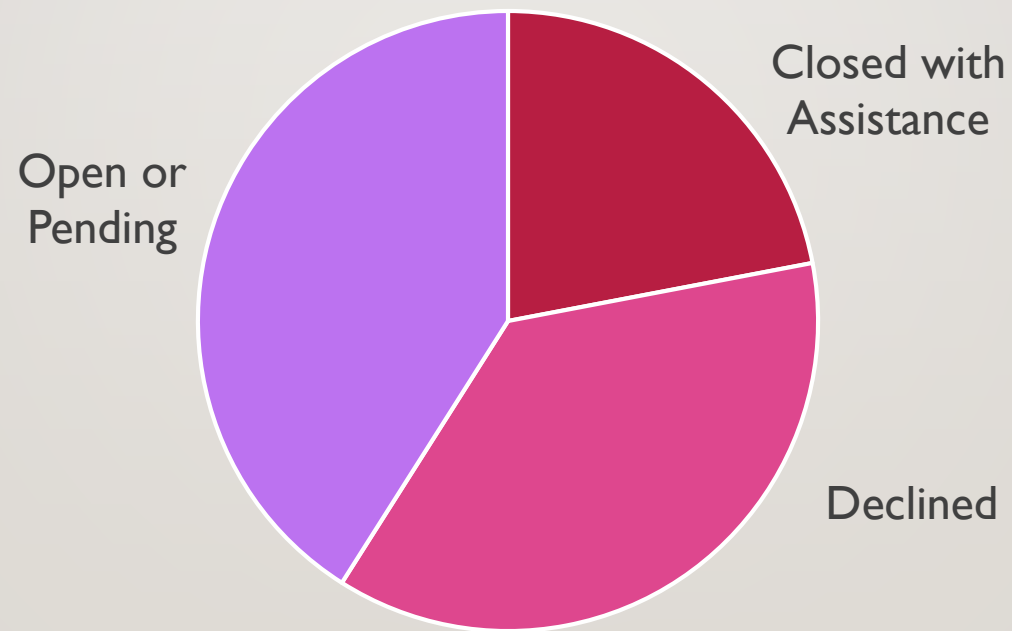
- Women and transgender issues – created a position to specifically focus on these issues and produce policy reports
- Inmate grievance procedure – working with DOC to identify issues and improve the quality of responses to resolve issues at the lowest level
- Visitation – allowing more than one inmate per visitor and looking at restrictions
- Restrictive housing policies

OCO SYSTEMIC ISSUE WORK

- Evaluating the list of inmates who are past their ERDs
- Security classification that is 30 years old and not gender responsive
- Enabling input from inmates, family members, and stakeholders into DOC policy through notification

STATS

- 563 total complaints received (703 as of 3/20/19).



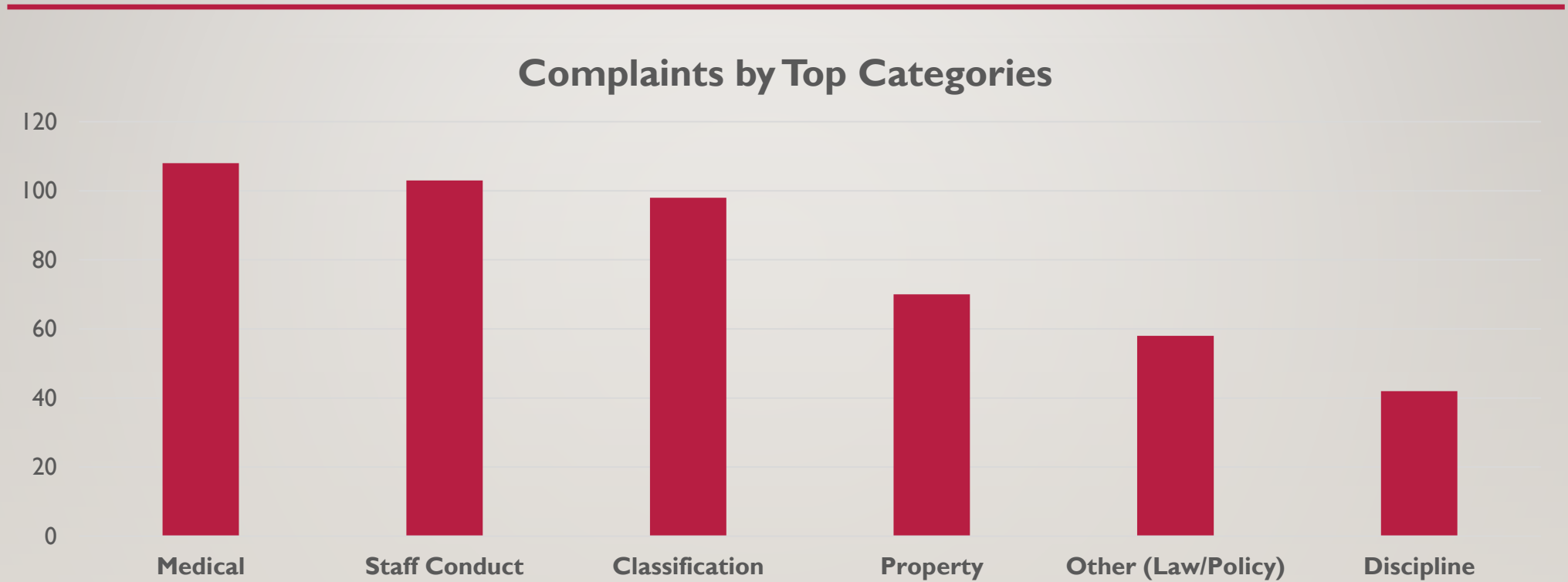
STATS

- Examples of assistance provided:
 - Approval of an electrical training program
 - Access to the library for an inmate with a disability
 - Replacement glasses for an inmate
 - Stopping property destruction until an inmate had the chance to review it
 - Applying a missing 100 days to an inmate's sentence
 - Ensuring an inmate could keep his religious medallion

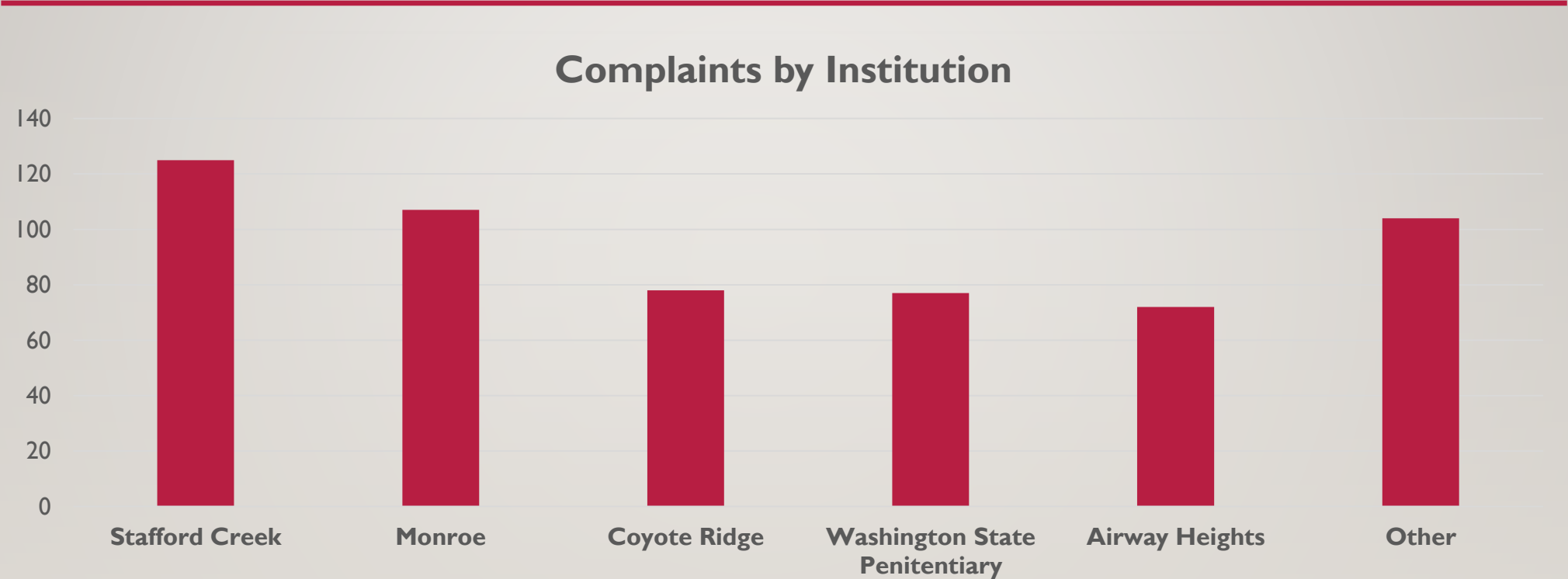
STATS

- 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



STATS



INVESTIGATIONS

- Currently have six formal investigations open
- When do we open an investigation?
 1. Resolution is not otherwise possible
 2. DOC is not following policy/procedure/law
 3. The subject is of a critical nature (ex. health, safety, high \$ property loss)
 4. There is a systemic issue that needs to be addressed

INVESTIGATIONS: PROCESS

- Significant fact-finding generally occurs in order to make the determination of whether to open an investigation – review all available documents, talk to staff, review policy, etc.
- If PREA/Use of Force, will wait for DOC to complete its investigation and then review for thoroughness/policy/procedure. Will attempt to work with Superintendents to address concerns themselves.
- If resolution is not possible and it meets the criteria, open investigation

INVESTIGATIONS: PROCESS

- Consider what are the issues to be addressed and whether it would be best handled jointly with DOC.
- Generally will then engage in on-site interviews (in some cases, such as property loss, only documents will be necessary).
- Draft a report with recommendations and meet with DOC to discuss and develop solutions
- Issue a final report

QUESTIONS? FEEDBACK?

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