

OCO STAKEHOLDER MEETING

MARCH 25, 2021

REPORTS PUBLISHED DEC 23 – MAR 23

- 3 COVID monitoring site visit reports (AHCC, WCC, MCC)
- Follow-up Memo with Recommendations re COVID-19
- WCCW Suboxone Termination
- 2 Investigative Reports on Emergency Restraints (AHCC and CBCC)
- Personal Property Loss Systemic Report
- 2 Investigative Reports on SCCC Use of Force on Black Men

MONTHLY OUTCOME REPORTS

- Starting Sept 1, 2020, all cases opened by OCO are considered “investigations” for the purposes of the RCW, which require a public report with a decision on each complaint. The public report is being fulfilled through our monthly outcome reports that provide an anonymous synopsis of every case closed in the prior month – currently have reports out for September and October available on the OCO website. These reports are the best indication of the majority of work in our office.

COMPLAINT TOPICS | 12/23-3/23

Top Ten Case Factors

Category	Number of Cases
Medical Care	92
Classification	63
COVID-19	63
Not specified	56
Supervision/Staff Conduct	48
Inmate Discipline	40
Mail/Packages	31
Safety	26
Mental Health Care	19
Programs	19

TOP 10 INSTITUTIONS | 2/23-3/23

Top Ten DOC Institutions

Institution of Incidents	Number of Cases
Monroe Correctional Complex	91
Washington Corrections Center	79
Airway Heights Corrections Center	61
Stafford Creek Corrections Center	59
Washington State Penitentiary	53
Coyote Ridge Corrections Center	43
Washington Corrections Center for Women	31
Clallam Bay Corrections Center	15
Not specified	10

OCO HOTLINE STATS: FEBRUARY

Date	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg ACD Time	Avg ACW Time	Aban Calls	Max Delay	Flow In	Flow Out	Extn Out Calls	Avg Extn Out Time	Dequeued Calls	Avg Time to Dequeue	% ACD	% Ans Calls
Totals	3:07	3:22	579	8:16	:44	360	43:48	10	99	0		0		68.42	55.78
2/1/2021	:59	2:44	41	7:36	:06	7	10:38	1	3	0		0		53.04	80.39
2/2/2021	1:11	2:20	38	7:18	:20	20	9:51	1	5	0		0		53.86	60.32
2/3/2021	3:45	4:51	32	7:38	:00	13	27:18	2	9	0		0		72.63	59.26
2/4/2021	6:00	4:44	32	10:47	:00	29	39:06	0	8	0		0		73.16	46.38
2/5/2021			0			0	:00	0	0	0		0			
2/8/2021	1:05	1:45	58	6:35	6:12	16	7:43	2	9	0		0		77.56	69.88
2/9/2021	1:37	2:57	44	6:17	:23	15	14:43	1	5	0		0		58.99	68.75
2/10/2021	3:13	4:21	22	11:34	:00	15	23:18	2	5	0		0		69.83	52.38
2/11/2021	4:51	3:44	32	11:47	:04	32	36:19	0	5	0		0		73.89	46.38
2/12/2021			0			0	:00	0	0	0		0			
2/15/2021			0			0	:00	0	0	0		0			
2/16/2021	3:13	2:57	51	8:40	:00	38	26:03	1	8	0		0		77.89	52.58
2/17/2021	4:01	3:05	37	8:21	:33	33	29:37	0	9	0		0		80.18	46.84
2/18/2021	5:07	3:58	33	9:11	:00	18	43:48	0	4	0		0		60.64	60.00
2/19/2021			0			0	:00	0	0	0		0			
2/22/2021	2:19	1:49	43	7:02	:00	26	17:25	0	6	0		0		66.96	57.33
2/23/2021	2:28	1:41	36	6:47	:00	20	16:24	0	6	0		0		51.05	58.06
2/24/2021	7:24	5:35	32	10:56	:07	44	35:01	0	9	0		0		77.24	37.65
2/25/2021	2:51	2:21	48	7:37	:00	34	14:35	0	8	0		0		75.33	53.33
2/26/2021			0			0	:00	0	0	0		0			

OCO STAFF CHANGES

- OCO recognizes that it has increasing needs in early resolution/intake
 - Permanent re-hire of Domenica Campbell, currently ERO for MCC, WCC, and CRCC
 - Temporary hire of Zak Kinneman to assist with medical intake
 - Temporary hire of intern Jacie Kuniyoshi to assist with mail intake (also shifted Stella's duties to include mail intake)
 - Utilizing Work-Ex (exiting military) program and MPA students for additional support on hotline/intake

OCO INVESTIGATIVE WORK – RACE EQUITY

- Key outcomes from investigative report on retaliation against Black men at Reynolds WR:
 - OCO investigation identified that a group of mostly Black men were targeted by staff for return to prison following a protest by one of the men's family members.
 - OCO identified key issues related to camera/evidence retention and false statements in staff reports.
 - DOC agreed that termination from WR should be a last resort and lower level sanctions considered first; has implemented workgroup to analyze both WACs and policies related to partial confinement, including WR.
 - Greater DOC emphasis on retaliation and that it is prohibited.

OCO INVESTIGATIVE WORK – RACE EQUITY

- Key outcomes from investigative reports on use of force on Black men at SCCC:
 - Additional DOC administrative investigation into staff conduct
 - Agreement to establish appropriate timeframe to review use of force incidents
 - Agreement for additional focus on de-escalation tactics and supervisor involvement prior to use of force
 - DOC is already working on a strategic plan related to race equity, diversity, and inclusion – in discussion, OCO specifically emphasized that any use of force trainings should separately include implicit bias training
 - OCO identified key issues related to camera/evidence retention and false statements in staff reports

OCO ANTIRACISM STRATEGIC PLAN

- Full plan available at <https://oco.wa.gov/complaints-investigations/antiracism-strategic-plan>
- Selected key commitments:
 - Incorporate race equity lens to all future systemic reports.
 - Engage in both internal and external trainings related to race equity, implicit bias.
 - Create space to directly hear from incarcerated individuals regarding racial bias in the Washington DOC system.
 - Publish an annual report on allegations of racial bias that are received by OCO, with recommendations for improvement and follow up.

OCO SYSTEMIC WORK – RACE EQUITY

- Q Turner, OCO Race Equity Specialist, has been meeting with incarcerated individuals at LCC, MCCCW, and CCCC to discuss the impact of race in DOC. Will be meeting with individuals at SCCC, CBCC, and CRCC in the next few months, with plans to visit all facilities over the next year.
- Also meeting with additional stakeholders (ex. Family members, Governor's office, DOC staff, etc)
- Analyzing complaints made to OCO related to race discrimination
- Producing systemic report by Juneteenth, with plans for co-chartered workgroup

ADDITIONAL FYI

- OCO is required to publish WACs related to confidentiality and investigations. A draft of the proposed WACs can be found on OCO's main webpage under What's New along with public hearing information. Public hearing will be held on Thursday, April 29, at 4:30 pm. Please submit any written comments prior to April 22 to Joanna.carns@gov.wa.gov
- Next week's Thursday public call will focus on HSRs; OCO with the help of an MPA intern will be conducting a systemic review.
- OCO previously announced that 2021 systemic work included TC and a follow-up women's survey; due to COVID, these are likely to be postponed.

QUESTIONS? FEEDBACK?

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