

OCO STAKEHOLDER MEETING

MAY 22, 2019

OCO STAFF

- Director
- 4 Assistant Ombuds (Health Care, Western, Eastern, Gender Equity & Vulnerable Pops)
- Community Relations Manager and two Corrections Ombuds Fellows
- Interns and volunteers

TREATMENT OF WOMEN IN DOC

- Conducting a survey of every person in WCCW, MCCW, and Yakima regarding conditions of confinement. Responses will be compiled, analyzed, and discussed in a report that will be given to the Governor, Legislature, and the public.
- Making regular trips to the female facilities and family council
- Reporting on issues at Yakima

GRIEVANCE PROCEDURE

- Have had several meetings with DOC to highlight issues of concern, utilizing OCO investigations to prompt focus on improving the quality of DOC investigations.
- DOC held a training with all Superintendents and Grievance Coordinators that seemed fruitful
- Working with DOC to create workgroup and recommending structural changes in OCO annual report

DEATHS

- Mortality Review Process
 - DOC has developed a process to review every mortality in DOC, which is positive.
 - They currently have a plan but it is an internal review only with referrals for investigation only for “extreme departures”
- Improved accountability/review of medical grievances

FOOD

- Held multiple meetings with WSP and CI staff
- Conducted survey of every incarcerated person at WSP regarding the quality of the food
- Facilitated meetings to get more locally grown produce into the menu, particularly from prison gardens
- Working to develop solutions for WSP, but it is challenging

SAFETY FOR WORK CREW MEMBERS

- Based on an investigation, OCO working with DOC to revise current policy to ensure that work crew members know what to do if ordered to handle biohazardous material for which they are not equipped.
- Also recommending changes to the protocol once an accident/injury is reported.

OUT OF STATE TRANSFER INMATES

- WA holding more than 20 incarcerated persons in solitary confinement pending an out of state transfer that may never come.
- Surveyed the 20 persons to develop solutions to improve quality of life and also researched other states. As a result, DOC has reduced the number of persons on the waitlist and is evaluating a better living placement for those it absolutely cannot keep in state.

PROPERTY

- Currently working on an investigation report that will highlight the issue of property pack-outs when individuals are transferred between units (i.e. to IMU) or between facilities.
- Worked with DOC to collect each institution's property pack out procedures to develop consistent policy/protocol.
- Improved procedures and documentation = accountability

URINALYSES

- Previously worked with DOC to revise the policy to allow for confirmation tests of positive results; now monitoring for implementation.
- Working on feedback on draft policy

BOES

- Based on several complaints related to not receiving notice of BOEs, not being able to change them if inaccurate, and others
- DOC has agreed to require notification of incarcerated persons to ensure a meaningful opportunity to appeal
- OCO evaluating efficacy of current appeal process and recommending changes where needed

JPAY/GTL

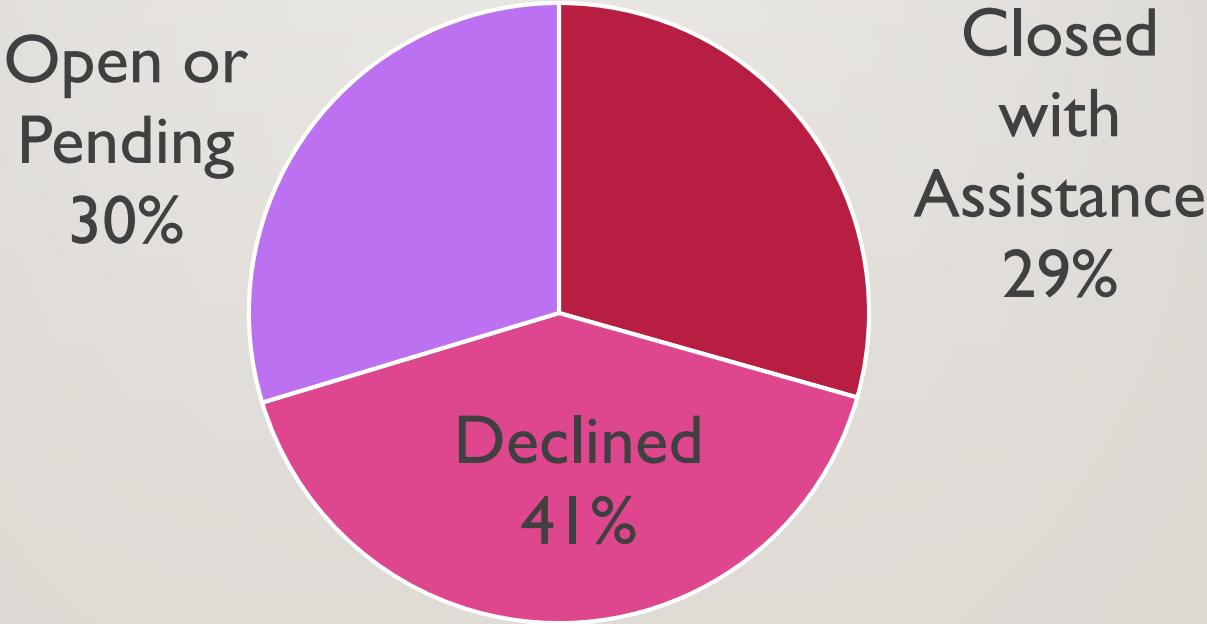
- Conducted survey of family members of incarcerated persons and shared the findings with legislators and DOC.
- Have been following the RFP process and plan to participate.

CHEMICAL DEPENDENCY/THERAPEUTIC COMM

- Visiting all Therapeutic Communities (TCs) and meeting with the tier reps.
- OCO has received allegations regarding incarcerated individuals being reassessed at higher levels for placement in TC, pulled from programs or kept from programs due to TC even after individual has completed the program.

STATS

- 1,105 total complaints received (5/9/19)



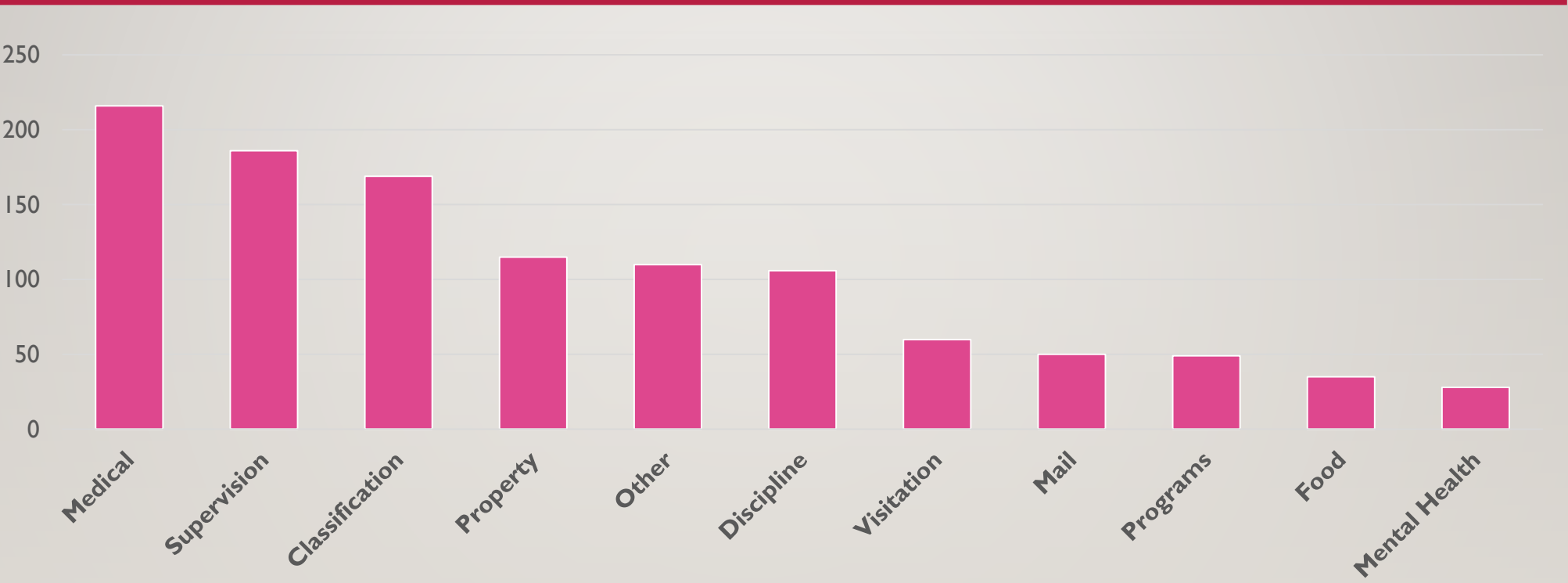
STATS

- 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 policy/RCW
 - Even then, we may use the case to prompt systemic change

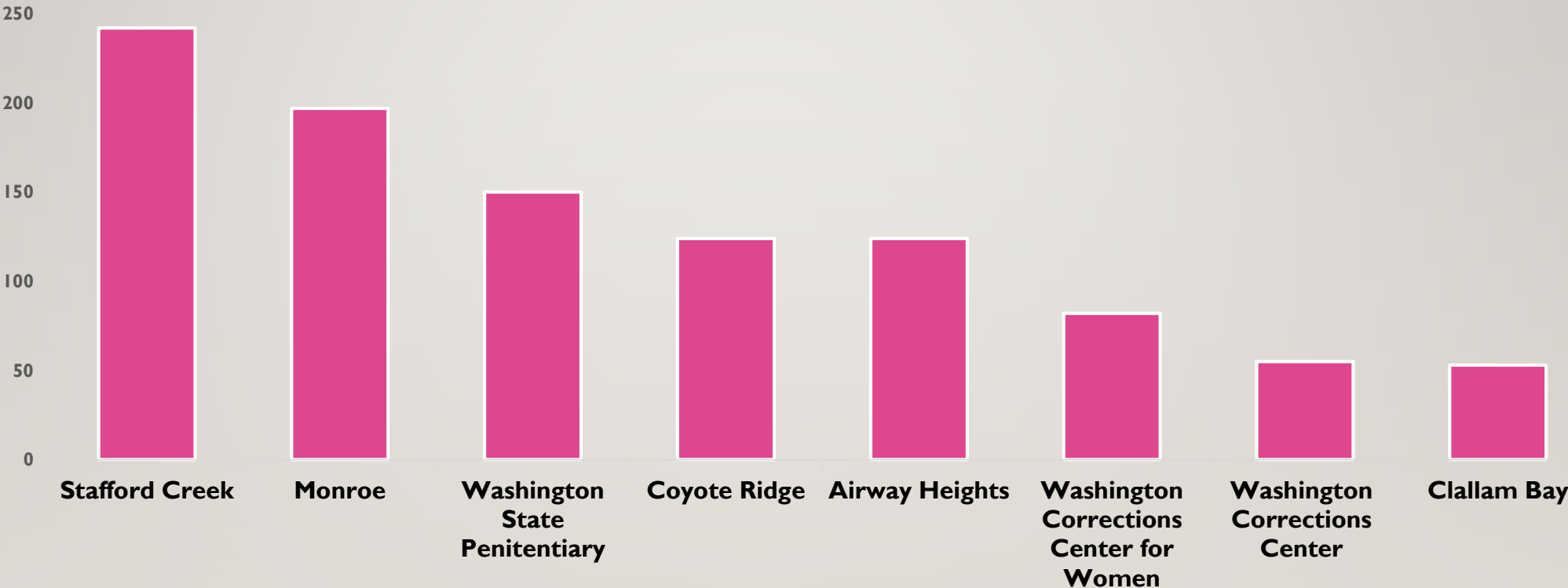
OCO ASSISTANCE

- OCO staff opportunity to share where we made a difference

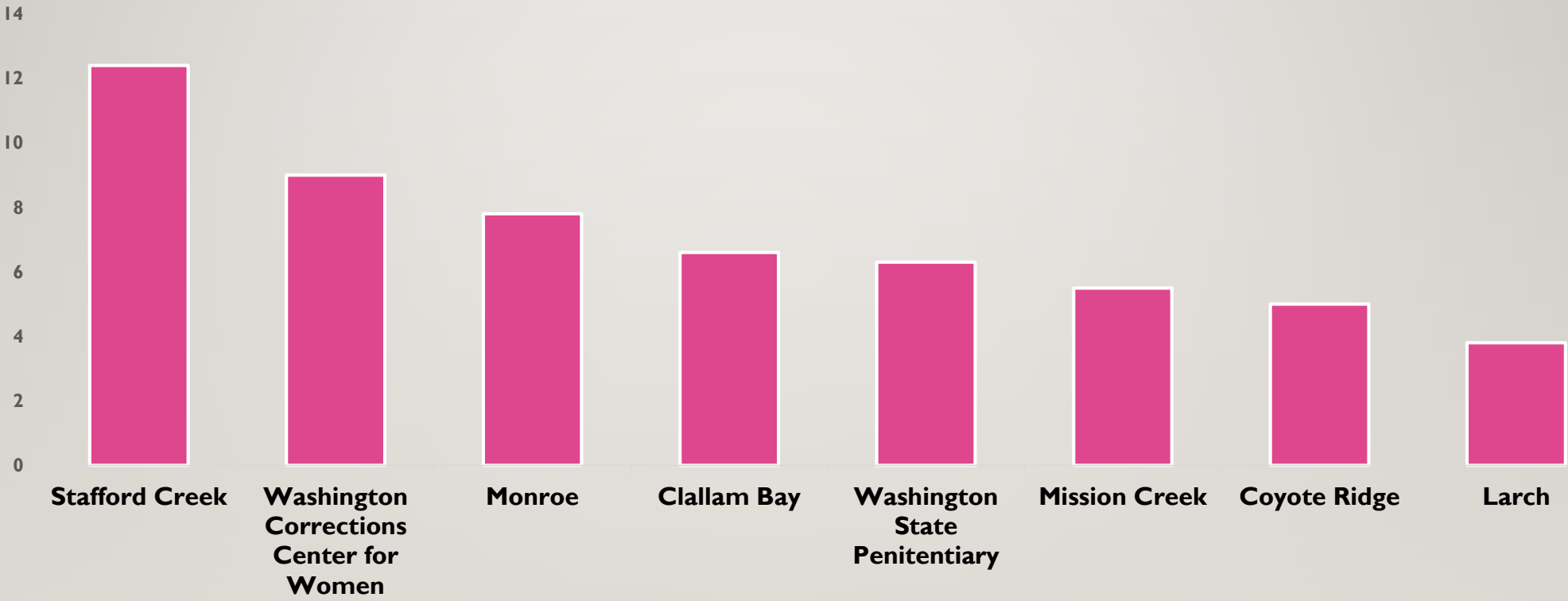
STATS – COMPLAINTS BY TOP CATEGORIES



STATS – COMPLAINTS BY TOP INSTITUTIONS



STATS – COMPLAINT RATE BY TOP INSTITUTIONS



INVESTIGATIONS

- Currently have one closed and six open investigations
- 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

QUESTIONS? FEEDBACK?

Office of Corrections Ombuds

P.O. Box 43113

Olympia, WA 98504

(360) 664-4749