

OCO STAKEHOLDER MEETING

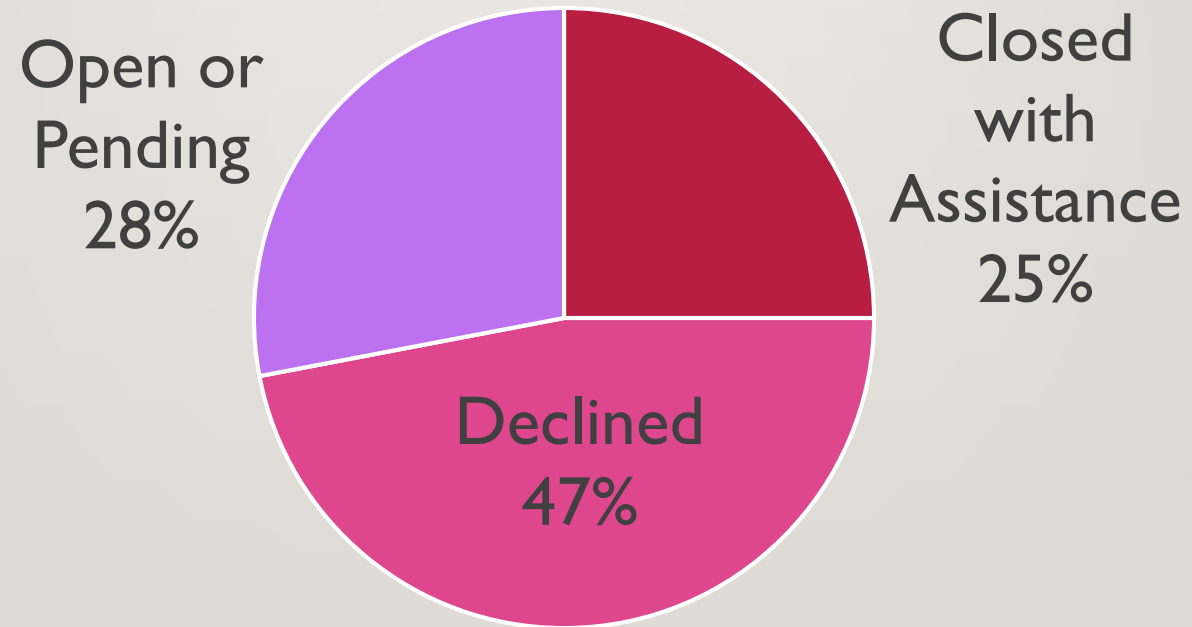
SEPTEMBER 12, 2019

OCO STAFF

- Director
- 4 Assistant Ombuds (Health Care, Western, Eastern, Gender Equity & Vulnerable Pops) and 1 Special Projects Manager
- Early Resolution Manager and 3 Corrections Ombuds Fellows
- Interns and volunteers

STATS

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



STATS

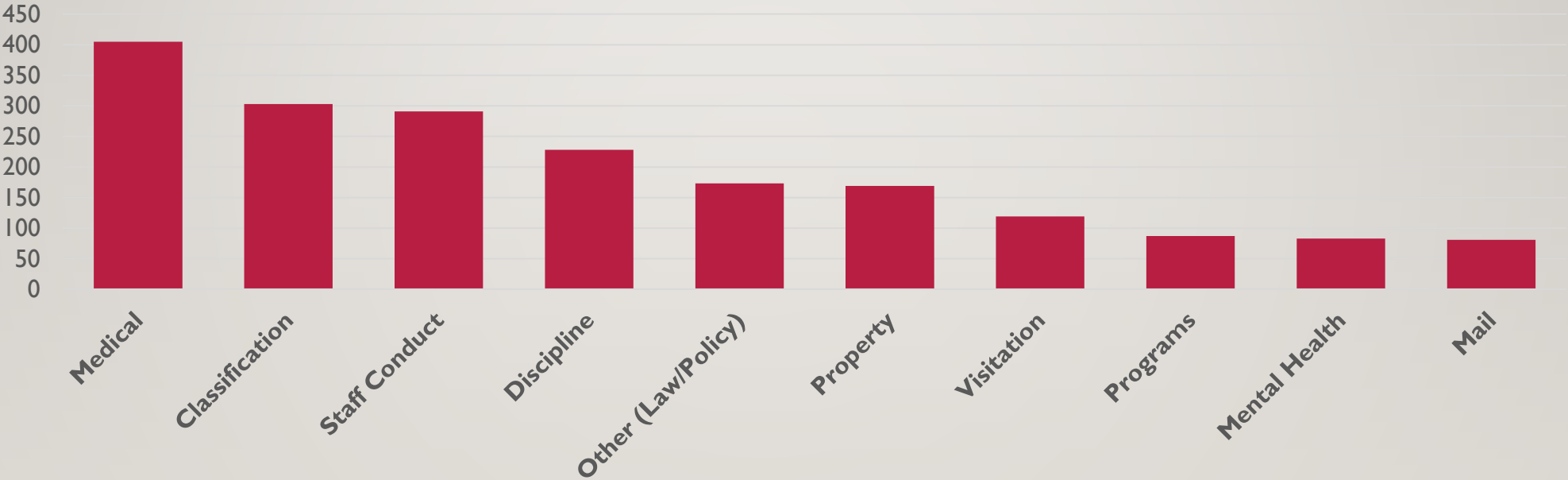
- What does it mean to decline?
 - We did not have jurisdiction due to subject – ex. Recommendation for law or policy change, detainers, ICE, etc.
 - We did not have jurisdiction due to process – most common is that the person did not file a grievance or appeal as required by law
 - When we researched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

STATS

- Examples of assistance provided:
 - Overturned false PREA allegation and infraction
 - Prompted the reconsideration and reinstatement of visitation
 - Prompted medical appointments in numerous cases
 - Ensured incarcerated persons received needed C-PAP machines
 - Prompted DOC to fix or replace partial dentures.
 - Prompted the overturning of a serious infraction and loss of good time.

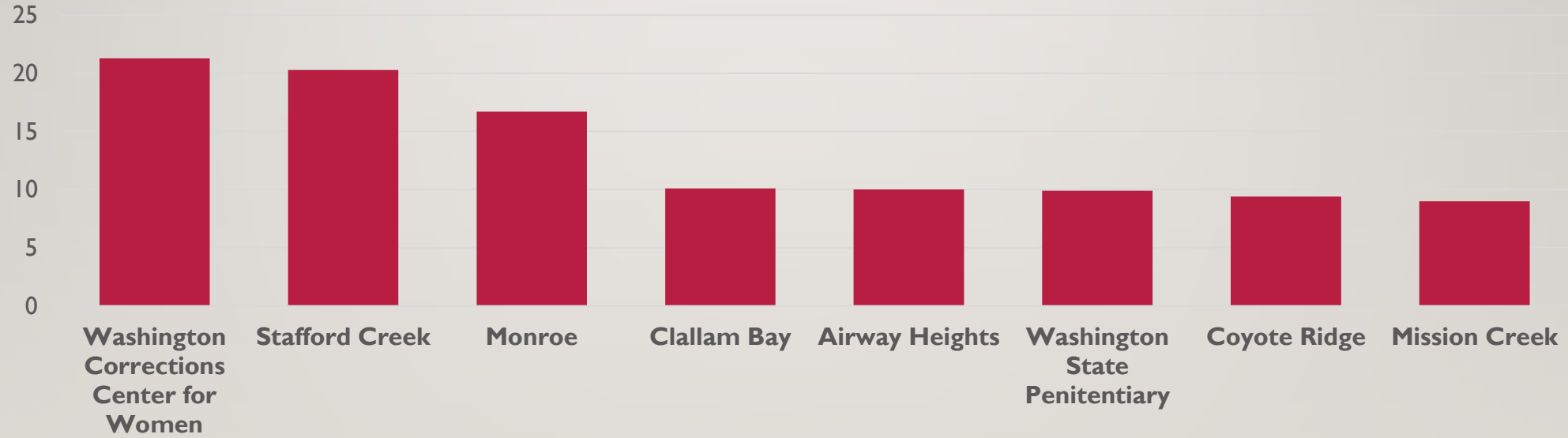
STATS

Complaints by Top Categories



STATS

Top Institutions by Rate of Complaints per 100 Incarcerated Individuals



INVESTIGATIONS

- Recently published investigation reports regarding a work crew incident at AHCC, property loss at WSP and LCC/CRCC, and a systemic issue report on behavioral observation entries. All reports have responses from DOC, including action steps taken in response, and are available on the OCO website.

STRATEGIC PLAN

- Worked collaboratively with community partners to develop a strategic plan with four primary objectives:
 1. Responding to concerns efficiently and taking action to resolve them.
 2. Focus on the outcomes of investigations and increase the impact of our work on the systemic integrations and actions of DOC and the day-to-day lives of the incarcerated.

STRATEGIC PLAN

3. Build awareness and confidence with the incarcerated population in OCO's role as an independent, impartial, and factual complaint resolution service.
4. Build ongoing relationships with community partners to identify and resolve problems to make recommendations to improve the corrections system.

STRATEGIC PRIORITIES

- The strategic planning group also voted on five systemic issues for OCO to conduct a review in 2020. These include:
 1. Property
 2. Disciplinary Sanctions
 3. Mental/behavioral health
 4. Mattresses
 5. Educational opportunities/options/access

MEDICAL

- OCO's number one priority based on the complaints received.
- Established a key list of concerns and recommended action steps. Meeting regularly with DOC Health Services leadership to ensure accountability in following through on the action steps.
- Working to establish a fatality review protocol. Would like to produce a public report on each death, resources allowing.

GRIEVANCE PROCEDURE

- Currently co-chairing a workgroup with DOC Director of Prisons Rob Herzog that involves a cross-section of DOC employees (Superintendents, Grievance Coordinators, HQ, etc) and external stakeholders (OCO, DRW, Co-Chair of Family Council, and a representative of the formerly incarcerated). Top to bottom work includes improving the grievance form itself, evaluating timeframes, etc. Report due December 31, 2019.

TREATMENT OF WOMEN IN DOC

- Finalizing report on the survey that was conducted in June at the female facilities.
- Finalizing report on conditions at Yakima.

FOOD

- Producing an interim status report to document and make transparent the information that OCO has gathered from DOC at this point regarding food services. Next steps are to take the report back to the incarcerated population and family council for additional input and suggestions.

JPAY/GTL

- Currently serving on the telecommunications contract renegotiation committee along with Anna Ivanov who represents family members. We are actively looking for family members of incarcerated people who have a technology or contracting background who would like to be engaged with us in this work.
- Also taking a look at the “Offender Betterment Fund” (OBF)

AMERICANS WITH DISABILITIES ACT (ADA)

- Conducting systemic review of incarcerated individual concerns related to ADA. Currently developing a list of concerns and recommendations, such as reforming how ASRs are handled on appeal, additional training for ADA Coordinators, and... Will publish report, targeting October.

QUESTIONS? FEEDBACK?

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