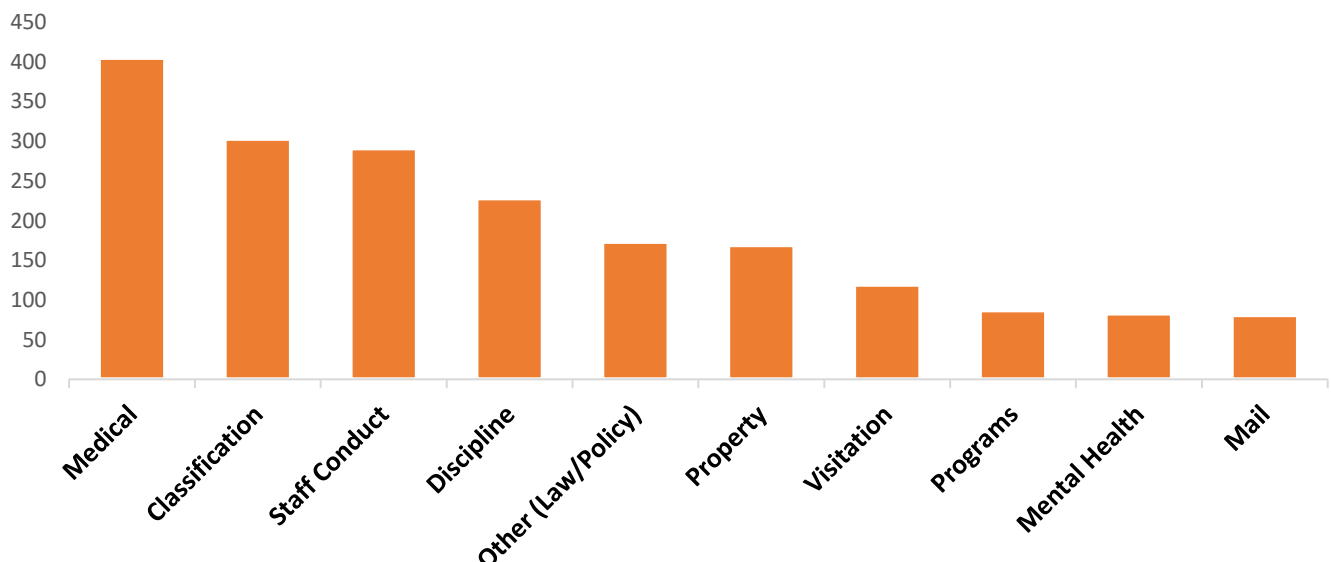


# OFFICE OF THE CORRECTIONS OMBUDS

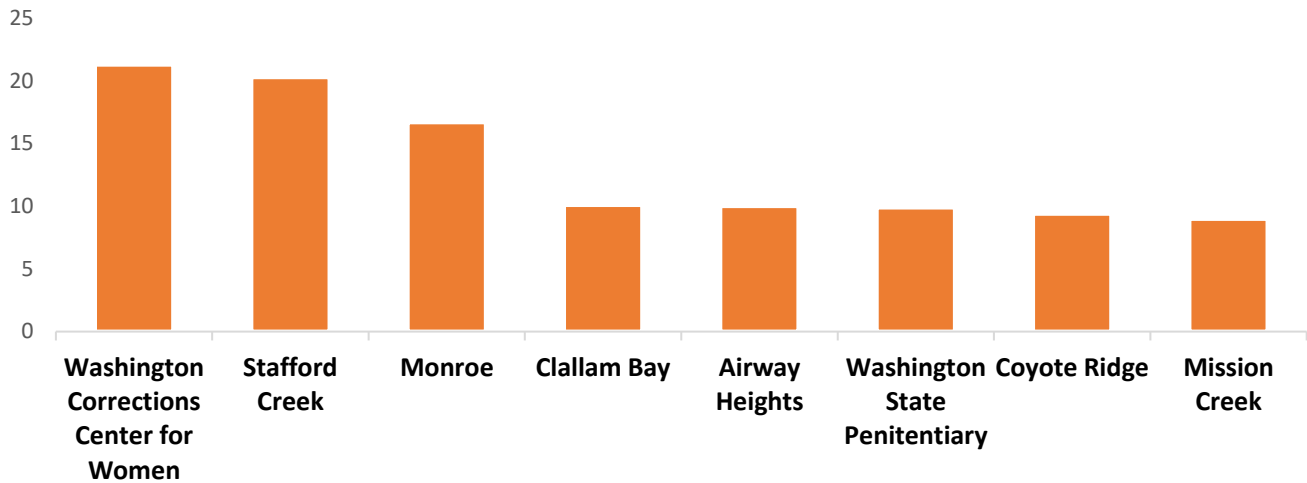
AUGUST 30, 2019

- 2,002 total complaints received.
- Medical, Classification (including security classification and institutional/housing unit placement), and Staff Conduct were the top categories of complaint.
- Monroe CC was the top institution from which OCO received complaints, followed closely by Stafford Creek CC. However, Washington Corrections Center for Women had the highest rate of complaints per 100 incarcerated individuals.
- Of the total complaints, 25% were closed with at least some assistance provided to the complainant, 47% were declined (for lack of jurisdiction, DOC was found to be following policy, or DOC had already resolved the issue) and 28% are open or pending.
- Nine investigations are open, involving allegations of poor medical care, retaliation, and use of force. Investigations have been closed and reports produced on property, behavioral observation entries, and a work crew incident.

**Complaints by Top Categories**



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



### Examples of OCO Work

- In numerous cases in which an individual alleged that they had not been scheduled for a follow-up medical appointment, OCO's intervention resulted in the person receiving that appointment.
- OCO worked to identify and promote systemic change across multiple areas, including medical services, the grievance procedure, property, and food services.
- OCO identified in two separate cases that an individual on the mental health caseload was not afforded adequate due process, with the result being that the person received a new hearing.
- OCO was able to assist an individual in being released after his release plan was denied multiple times.
- OCO assisted multiple individuals who were improperly transferred to Yakima Jail.
- OCO assisted multiple individuals in their infraction hearings with a result of either reconsideration of evidence, a new hearing, or an overturning of the complaint.
- OCO assisted multiple individuals in reconsideration of their property-related complaints.

### OCO STAFF

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