

The Office of the Corrections Ombuds (OCO) investigates complaints regarding any Department of Corrections' (DOC) actions or inactions that adversely affect the health, safety, welfare, and rights of incarcerated individuals. RCW 43.06C.040. RCW 43.06C.040(2)(k) directs the ombuds to render a public decision on the merits of each complaint at the conclusion an investigation. All cases opened by the OCO are considered investigations for the purposes of the statute. As of March 15, 2022, the OCO opens a case for every complaint received by this office. The following pages serve as the public decisions required by RCW 43.06C.040(2)(k).

<b>Case Closure Reason</b>	<b>Meaning</b>	<b>Total</b>
<b>Assistance Provided</b>	The OCO achieved full or partial resolution of the person's complaint.	25
<b>Information Provided</b>	The OCO provided self-advocacy information.	42
<b>DOC Resolved</b>	DOC staff resolved the concern prior to OCO action.	29
<b>Administrative Remedies Not Pursued</b>	The incarcerated person did not yet pursue internal resolution per RCW 43.06C.040(2)(b).	106
<b>Substantiated Without Resolution</b>	The OCO verified the concern but was unable to achieve a resolution to the concern.	14
<b>Insufficient Evidence to Substantiate</b>	Insufficient evidence existed to substantiate the concern.	21
<b>No Violation of Policy</b>	The OCO determined that DOC policy was not violated.	36
<b>Unexpected Fatality Review</b>	The incarcerated person died unexpectedly, and the death is under review.	0
<b>Person Left DOC Custody</b>	The incarcerated person left DOC custody prior to OCO action.	2
<b>Person Declined OCO Involvement</b>	The person did not want the OCO to pursue the concern or the OCO received no response to requests for more information.	5
<b>Lacked Jurisdiction</b>	The complaint did not meet OCO's jurisdictional requirements (typically when complaint is not about an incarcerated person or not about a DOC action).	22
<b>Declined</b>	The OCO declined to investigate because the complaint had already been investigated by this office.	0

# Monthly Outcome Report: May 2022

Institution Complaint Summary of Incident	Outcome Summary	Case Closure Reason
<b>Airway Heights Corrections Center</b>		
1. Incarcerated individual reports that DOC told him they needed his bed so he was moved from minimum to medium custody. However, he is minimum custody so he does not know why he was moved and was told that he cannot do anything about it.	The incarcerated individual has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the internal grievance process, administrative or appellate process.	Administrative Remedies Not Pursued
2. Incarcerated Individual reports that he was confronted by a correctional unit supervisor (CUS) gesturing in their direction. The CUS allegedly berated him, saying "What, can't you hear me?" The incarcerated individual is hearing impaired and was not aware that the correctional unit supervisor was trying to get his attention. According to the individual, the CUS told him to go ahead and file a complaint on him.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
3. Incarcerated individual expressed concerns about a potential future infraction after receiving a positive drug test. However, the incarcerated individual stated that the test was faulty, and that policy errors occurred when DOC staff were administering tests to this person and others. An infraction has not yet been issued.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. This incarcerated individual must wait to contact the OCO until an infraction has been issued, adjudicated, and appealed.	Administrative Remedies Not Pursued
4. This person reports being threatened by the custody unit supervisor and counselors, who stated they could make this person stay in prison by issuing a negative email or behavior observation entry (BOE).	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued

5.	The incarcerated person says that their facility is not in compliance with DOC 440.050. They state the policy allows for white or grey T-shirts to be issued. Still, the facility is giving different colors to different units, and they were told that the facility has an exemption to that policy. They state that the facility is also not offering boxer briefs and khaki denim coats according to Attachment 1 either.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
6.	Individual reports that there is construction work being done in or near living unit and that foul smells have not been properly ventilated from the area.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative or appellate process.	Administrative Remedies Not Pursued
7.	Incarcerated individual reports that individuals in his unit and he had two thin, older mattresses that they were using to sleep on. DOC staff came and confiscated the second mattresses. DOC staff did not supply them with new mattresses so they now only have the one thin mattress. Other people have the new mattresses but his unit does not. He wants DOC to provide him and his tier new mattresses or give back the thin older, second mattresses.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
8.	The incarcerated individual says that staff are not leaving a copy of the cell search report per DOC policy before leaving the cell after a search. The individual says that when staff are performing searches they are taking items out of the cell to the officer's station to sort through items which can cause items to get mixed up with other cells and confiscated items are omitted from the report.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
9.	The incarcerated person reports that he weighs more than 200 pounds and works on the Department of Natural Resources (DNR) crew. The person is concerned that his double mattress was taken away and he does not	The incarcerated person has not pursued an internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC	Administrative Remedies Not Pursued

want to file a resolution request due to staff retaliation fears. internal grievance process, administrative, or appellate process.

10.	<p>Incarcerated Individual reports they received an infraction for not following DOC staff directive to go back to his cell, however, they did not refuse to cell in. The video will show staff removed them from the cell. Individual says that they asked for the video in their infraction appeal, but they were told by DOC staff the video was time barred therefore not saved. Individual says it is not fair that staff can grant continuances for themselves but did not grant him a continuance for the video evidence he needed. The infraction would impact person's restoration pathway. The individual wants video to prove that he did not fail to cell in.</p>	<p>The OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.</p>	<p>Administrative Remedies Not Pursued</p>
11.	<p>Person reports that Union Supply is price gouging for TVs.</p>	<p>The incarcerated individual has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.</p>	<p>Administrative Remedies Not Pursued</p>
12.	<p>The incarcerated individual reports that his cell is being destroyed during cell searches and that staff are not doing search reports. He believes this is retaliation because of a sexual misconduct incident he reported. He has tried to grieve, but his grievances have not been responded to and he is told this issue is not grievable.</p>	<p>The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.</p>	<p>Administrative Remedies Not Pursued</p>
13.	<p>The incarcerated person shared concerns regarding DOC staff not responding to two grievances filed about safety concerns.</p>	<p>The OCO communicated directly with DOC staff to alert them of safety concerns. However, the incarcerated person has not pursued the internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process,</p>	<p>Administrative Remedies Not Pursued</p>

administrative, or appellate process.

14.	Family member of an incarcerated individual reports the individual is getting charged with a serious infraction. DOC is reporting that the individual was involved in selling drugs out of his cell when the contraband was his cellmates. The family member reports that the cellmate signed a deal and got placed into a better unit but their loved one was sent to IMU.	The OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.	Administrative Remedies Not Pursued
15.	Incarcerated individual shared concerns regarding legal access being limited due to the outbreak and needing to E-file for a pending case.	The incarcerated person has not pursued an internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
16.	Incarcerated individual was issued an infraction for drugs that was later amended. He was found guilty and given max sanctions. No test was given to confirm drugs. He appealed the infraction today. His biggest concern is the sanctions. He says the officer saw he was within 90 days of his release and took more good conduct time than she did for guys that have five years left.	The incarcerated person has not pursued an internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The individual can contact the OCO once they have a DOC infraction appeal decision.	Administrative Remedies Not Pursued
17.	A family member called regarding the way their loved one is treated by correctional officers at this facility. They say that they are constantly harassed by officers and talked down to.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. We were not able to get ahold of the family member to provide further information.	Administrative Remedies Not Pursued
18.	Incarcerated individual reports that his roommate is dealing with mental health issues and is disruptive. The caller requests a cell move.	The incarcerated person has not pursued an internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC	Administrative Remedies Not Pursued

internal grievance process, administrative, or appellate process.

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19.	Person reported that they received an infraction for indecent activities, however the staff member was of the opposite sex and did not announce themselves while doing a tier check. Person believes that they policy states they do have to announce themselves and push the greenlight before entering the tier.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.	Administrative Remedies Not Pursued
20.	Person reports he was supposed to have scheduled attorney visit and DOC staff told him he needed to pick a different day because he was working but he does not have a job, he had a job interview. He filed grievance because they lied to attorney about him having a job and thinks it is a violation of policy to deny legal access.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
21.	The incarcerated individual is past their release date, and they are looking for the status of their housing voucher. They want to be aware of what is going on with their release date.	The OCO provided assistance. This office reviewed their early release plan and contacted the officer about their approval status. The person was approved and released later that day.	Assistance Provided
22.	Incarcerated individual and other incarcerated individuals who are fed a kosher religious diet are told by DOC staff that they cannot have any milk due to that diet. Incarcerated individual reports they are allowed to have milk with their breakfast cereal. Person reports that DOC staff started not providing kosher diet recipients with milk when COVID-19 protocols began. The individual says only his unit is having this issue; other units are receiving milk with their kosher religious diet.	The OCO provided assistance by contacting DOC to alert staff to this concern. DOC staff were able to ensure that incarcerated individuals who receive kosher diets were given milk with breakfast, including those who are currently in COVID-19 quarantine.	Assistance Provided

23.	Person filed a grievance against staff and was then told that because of that action, he will not be allowed to work. Person believes that staff is retaliating against him.	The OCO provided assistance. The OCO learned that this person was denied employment due to their behavior; however, the OCO requested and DOC agreed to re-evaluate this person for employment.	Assistance Provided
24.	Incarcerated individual reports that they received a GED but because the facility is struggling to verify it, DOC is insisting on enrolling them in a basic skills class. This person had been enlisted in the army, which would have required them to have a GED or high school diploma. Because of this verification issue, they cannot enroll in college or work for Correctional Industries.	The OCO provided assistance. The OCO contacted the DOC and asked if this person's veteran status (DD214) could be used as verification for their GED or high school diploma. The DOC agreed and said that they could use this for their verification purposes.	Assistance Provided
25.	Incarcerated individual states the facility is not taking him seriously. He reports that he learned at his facility review (FRMT) that DOC is planning to place him near someone with whom he has an active keep separate order.	The OCO contacted DOC regarding this safety concern. The OCO requested and DOC agreed to transferring the incarcerated individual to an appropriate facility.	Assistance Provided
26.	Patient has mobility challenges and uses a wheelchair. During quarantine, individuals are only allowed out of their cell for 10 minutes for cleaning. The individual reports needing more time. Custody staff said they would follow an HSR for more time, but the healthcare provider will not provide an HSR and has threatened to put the individual in more restrictive medical housing.	The OCO alerted DOC medical and ADA staff of these concerns. The OCO then confirmed that DOC had issued an HSR for "20 minutes to shower per ADA accommodation" approved after OCO outreach.	Assistance Provided
27.	The incarcerated individual says that officers confiscated his new shoes during a cell search. The individual retrieved his property matrix to show that the shoes belonged to him, but the officers still threw them away.	The OCO provided assistance by contacting the facility and ensuring the individual would be provided with necessary paperwork and information on how to file a tort claim for his confiscated property.	Assistance Provided
28.	An external family member reports that the incarcerated individual has not received his COVID-19 vaccine despite requesting it almost two months ago. DOC medical staff confirmed his request but the individual has yet to receive the vaccine or have an appointment scheduled.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The individual received two doses of the COVID-19 vaccine.	DOC Resolved

29.	Patient reports a concern that the dental care plan they established at another facility will not transfer to AHCC. They were told they would be seen in six months.	The OCO alerted DOC medical and confirmed the patient is scheduled for an upcoming dental appointment.	DOC Resolved
30.	The incarcerated individual reports that his cellmate is experiencing untreated mental health issues. The individual reports that his cellmate is not practicing proper hygiene, is not washing his clothing or bed linens, and is exhibiting unusual behavior towards the individual.	DOC staff resolved this concern prior to the OCO taking action on this complaint. DOC staff responded to the individual's resolution request and assured they are aware of the issue and will address the mental health concerns.	DOC Resolved
31.	This person reported that they are not receiving clean linens. There are new linens in a closet but DOC will not pass them out because they say there are not enough for everyone..	DOC staff resolved this concern prior to the OCO taking action on this complaint. The DOC reported that once the facility was taken off quarantine status, the linen exchange resumed, which means that all incarcerated individuals receive clean linens at least once per week.	DOC Resolved
32.	Incarcerated individual has the correct custody points to transfer to camp, but DOC staff is holding him at a main facility due to some pending infractions. The individual reports that the pending infractions are false and that the infracting DOC officer quit so DOC cannot interview their witness. The infraction investigations are reported to be false by the incarcerated individual and are hindering his access to camp and employment at camp.	OCO provided information regarding how to appeal the infractions once heard. The OCO also provided information found in DOC 300.380 Classification Custody Facility Plan Review related to the delay of DOC performing his custody facility plan meeting. The OCO confirmed that the infractions are still pending DOC investigation.	Information Provided
33.	The incarcerated individual reports needing an alternative drug testing method due to medical issues.	The OCO provided information to the incarcerated individual regarding next steps and who to contact regarding his resolution.	Information Provided
34.	Incarcerated individual reports another incarcerated individual was recently moved into his cell who has significant issues with hygiene and his mental health. The mental health concerns prevent them from taking care of themselves properly and they should not be housed at this facility or in this unit. Incarcerated individual says staff are negligent in caring for their cellmate and it is putting his and others health in the unit at risk. The individual was also not provided	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies not Pursued



cleaning supplies to keep their cell clean.

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35.	Incarcerated person says that they received four 724 infractions for refusing to cell with a male incarcerated individual as they are a transgender individual. The total sanctions from each infraction have cost custody points and loss of monthly or quarterly packages for nearly the remainder of their sentence. Person says they were put in a position to have to choose their safety over getting infringed which they disagree with.	The OCO reviewed the infractions. Because the individual does not have a single cell accommodation on file, the refusal of housing infractions were within policy. The OCO advised the incarcerated individual of DOC policy 420.140 and how to request a screening for a single cell.	Information Provided
36.	This person was placed in quarantine and their belongings were rolled up by other incarcerated individuals. No one inventoried their property, and their cellmate witnessed someone stealing their belongings. They are now missing their glasses and some of their commissary items.	The OCO cannot replace or provide compensation for lost or stolen items. The OCO provided self-advocacy information for filing a tort claim.	Information Provided
37.	Family member of an incarcerated individual reports their loved one has been housed in the Intensive Management Unit (IMU) for an extensive amount of time. Family member reports their loved one is being held in IMU for very insignificant reasons including having a book that was not his and not having his ID during a facility count.	The OCO provided information regarding DOC policy and protocol regarding facility placement and how to appeal a Custody Facility Plan.	Information Provided
38.	Family member of an incarcerated individual reports COVID-19 protocol concerns at AHCC. The family member requests DOC makes an option available for people testing negative for COVID-19 to stay in another area with other incarcerated individuals that are also negative.	The OCO informed this person that this office has been actively monitoring DOC's response to COVID-19, including preventative actions. This office has been gathering COVID-related information from incarcerated individuals and will make additional recommendations to DOC for further improvements where needed and as appropriate.	Information Provided
39.	The incarcerated individual has an L&I claim and was awarded partial disability. He was awarded \$51,000 but should not receive any of it until he is no longer incarcerated per RCW 51.32.040. The DOC received two checks from his claim which were taken by the DOC. The	The OCO provided the incarcerated individual contact information for L&I so that he may file a complaint with them.	Information Provided

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individual reports he should not be receiving any of it and he does not know why the DOC is receiving the checks and cashing them.

40.	Patient reports staff threw away their partial dental plate. They need to have it replaced and are at risk of choking on their food.	The OCO alerted DOC medical and confirmed the patient is on a wait list for a dental appointment. This office provided information to the patient about the option to kite medical about mechanical soft diet HSR in short term and tort claim. Patient does not qualify for dentures under DOC Health Plan but the option to pursue Offender Paid Health Plan is available.	Information Provided
41.	Patient reports multiple medical concerns. He is concerned that the initial eye exam he received was not thorough; he reports being told that he did not qualify under DOC standards for glasses although he has worn glasses for more than 40 years. He kiosked the ADA Coordinator requesting a meeting but she refused and said there is nothing she can do. He is also concerned about the treatment he received when he filed a medical emergency. His blood pressure was checked and he was taken back to his cell and told to take Tylenol for his bad hip. He has requested a stronger pain medication and has been denied. Also expressed need for testing and neurological studies for numbness too. He has seen a physical therapist who recommended better pain management.	The OCO alerted DOC medical and confirmed the patient's pain medication was adjusted via a sick call encounter. He is scheduled for a chronic care follow up and for continued physical therapy. The OCO provided the patient with information regarding following up to request a repeat Snellen exam during one of the every-other-week vision clinics and requesting neurology testing during his next appointment.	Information Provided
42.	The incarcerated individual reports that they have not been receiving responses to their grievances and this has been happening since the beginning of the year.	The OCO provided information regarding this person's grievances dating back to the beginning of the year. The OCO wrote a letter to the person with all grievance Log IDs and included some of the substantiated outcomes. This office also encouraged the person to request help for re-writes by kiting the resolution specialist when needed.	Information Provided
43.	This person wants to view their medical records. DOC is charging them money to receive copies. They are not sure how this process	The OCO contacted the DOC Records Department to gather information for accessing medical records. The OCO then provided	Information Provided

	works and wanted self-advocacy information on how to obtain records from DOC regarding medical files.	this information to patient via letter.	
44.	Incarcerated individual had an infraction hearing and still has not received requested DOC 09-275 form to appeal. Incarcerated individual would also like ombuds request review form sent to them for previous appeal issue.	The OCO provided information regarding the appropriate disciplinary appeal process. The OCO confirmed that the requested appeal form should be available and they can contact this office again if DOC has still not provided the necessary paperwork. Once the incarcerated person's appeal has been processed, if they disagree with the outcome, they may contact the OCO to initiate an investigation.	Information Provided
45.	Incarcerated individual disagrees with the protocol DOC has in place to respond to the COVID-19 outbreak. The individual reports that he tested negative for COVID-19, but his cellmate tested positive. This prompted DOC to place him on 14-day quarantine, even though he is fully vaccinated. This quarantine kept him out of work for a long period of time, and he would like to be compensated for the time he was out of work.	The OCO provided information regarding how to file a tort claim. The OCO provided step-by-step guidance to submit a tort claim for lost wages.	Information Provided
46.	The individual's family member reports that the individual has been held in segregation for over 90 days and was told it is due to quarantine. Family reports that the incarcerated individual has PTSD and other mental health conditions, but his requests for help and medication are disregarded by DOC staff. Family reports that he began experiencing hallucinations and delusions but was only given medication to help him sleep. He is being released soon and his family is concerned that his time spent in segregation will create obstacles upon release.	The OCO provided information to the incarcerated individual regarding his upcoming release. The OCO contacted DOC staff to obtain information about the individual's custody facility plan. After reviewing the plan, it is in accordance with DOC policy.	Information Provided
47.	An external friend reports that unit management is currently utilizing group punishment to enforce rules. Unit management authorized staff to impose lockdowns, use of restraints, and strip searches to address breaches of code of	The OCO was unable to substantiate the concern due to insufficient evidence. The facility has taken necessary safety measures due to non-compliance with social distancing and mask-wearing requirements, as well as	Insufficient Evidence to Substantiate

	conduct rules. The external friend reports that this is official misconduct necessitating investigation under RCW 72.01.060.	additional safety measures to address the increase in emergency medical responses.	
48.	Incarcerated individual states that he is a gang member dropout and DOC is attempting to send him to general population. He states he has put in kites and DOC forwarded them to the investigations unit (IIU) but he still has not heard anything back.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed the individual's custody facility plan and found that he waived his notice of the hearing and did not have any additional comments about his plan. Because he did not make any comments expressing safety concerns during the facility plan, and IIU supported the transfer, there is insufficient evidence to substantiate the concerns.	Insufficient Evidence to Substantiate
49.	Patient reports medical staff did not respond to medical emergencies appropriately.	The OCO was unable to substantiate the concern due to insufficient evidence. DOC grievance review found baseline white blood cell count and stable vitals did not warrant a trip to the ER. DOC reports, during the second emergency incident, a pain increase, increase in white blood cell count, and additional symptoms that warranted a trip to ER. State car transport is used when patients have stable vitals.	Insufficient Evidence to Substantiate
50.	Family reports a loved one was supposed to be released but time was added to his sentence.	The OCO lacks jurisdiction to investigate this complaint because the complaint relates to an action taken by an agency other than the Washington State Department of Corrections. The OCO does not have jurisdiction over sentencing structure.	Lacked Jurisdiction
51.	Incarcerated person is about to release, and they are having trouble locating appropriate housing with their current sex offense level set by the End of Sentence Review Committee. Incarcerated person wants to appeal their level and get it changed to a level that would allow for more housing options.	Per RCW 43.06C.040(2)(e), the OCO lacks jurisdiction to investigate this complaint because the complaint relates to the person's underlying criminal conviction.	Lacked Jurisdiction
52.	Incarcerated individual states that DOC tried to put him in a four-man cell with someone who is a predator and he is a victim. He refused the cell assignment and DOC placed him in IMU for it. He	The OCO was unable to find a violation of DOC policy. The OCO reviewed all documentation related to the proposed move with DOC and found that the move was appropriate as there were no	No Violation of Policy

	then received an infraction for refusing housing (724).	safety concerns and the PREA concern levels were appropriate.	
53.	The incarcerated individual reports that individuals are being given the directive in the unit to monitor the day rooms for compliance with social distancing rules. Violence has manifested because incarcerated people are expected to monitor themselves or the day room gets closed down.	The OCO was unable to identify evidence to substantiate that there was a violation of policy by the DOC. Officers have the discretion to close the day room due to non-compliance with social distancing and proper mask-wearing requirements which is a safety risk to all.	No Violation of Policy
54.	Incarcerated Individual reports that he was discharged from Therapeutic Community (TC) without cause. He was never infraacted before he was removed from the program.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Per policy 420.140 Cell/Room Assignment, staff can make movement decisions based on reasons related to safety and security. While this person was not infraacted, DOC staff determined that there were safety concerns present, which prompted the unit transfer. The OCO spoke with DOC staff who reported that although the original program termination and unit transfer were completed per policy, DOC had begun the process to re-enroll this individual into the chemical dependency program.	No Violation of Policy
55.	Patient reports diabetes medication was not provided to several patients today and he did not receive his medication for neuropathy because DOC did not call normal pill line. He said he will not grieve because that does not help.	The OCO alerted DOC medical. DOC reports that this patient's prescription had been reduced from three to two times daily. DOC did not have a record of missed medication during date of incident.	No Violation of Policy
56.	The incarcerated individual reports that grievances are being assigned duplicative log ID numbers, and they are not letting him file new grievances. Grievances are being denied as Not Accepted and he is told that it is already being investigated. The individual reports that the problem is day room closure and he is trying to grieve different dates that it occurred.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Per DOC policy 550.100 and the Resolution Program Manual, duplicate Resolution Requests about the same concern will not be accepted.	No Violation of Policy
57.	Incarcerated individual's friend or family member contacted the OCO reporting they had multiple concerns about their incarcerated loved one. The outreach did not	The incarcerated individual's loved one did not respond to the OCO's request to provide additional information within 30 days. The OCO encouraged this person to	Person Declined OCO Involvement

	specify a particular concern. The incarcerated individual's loved one asked what information OCO needed to investigate.	contact this office if they would like to request assistance.	
58.	DOC searched this person's cell and he was told that he had spice (synthetic cannabinoids) in his shoe. DOC sent him to the intensive management unit while he was being investigated and they found him guilty after a presumptive positive test result for spice. He was not able to get the substance sent out for second testing and does not feel that the allegations were fair. He reports that he did not have any spice.	This DOC number does not match the name given and the name given could not be located in the DOC system.	Person Left DOC Custody Prior to OCO Action
59.	The incarcerated individual reports they are not being put in chemical dependency programming that is necessary for their release. This programming has been delayed for at least a year.	The OCO was able to substantiate this concern but was not able to achieve a resolution. The OCO was able to verify that the person is supposed to complete the Chemical Dependency program to be found eligible for release. The OCO met with DOC staff and learned they did have this person signed up, but Chemical Dependency had been canceled. There were continuous delays for over a year due to COVID mitigation efforts that impacted each facility resulting in most programming being terminated or interrupted. The complainant transferred to another facility during the OCO's review, and the DOC staff are working to prioritize his enrollment there.	Substantiated Without Resolution
60.	Incarcerated individual reports a DOC staff member posted his confidential information on a public facing window so other incarcerated individuals could see it. The individual filed a resolution request on this situation and was interviewed by the DOC staff person's supervisor, which he reports is a conflict of interest. The individual reports that DOC is not doing enough to investigate the issue and he reports that DOC is trying to have him removed from the champion program.	The OCO was able to substantiate this concern, but was not able to achieve a resolution. The OCO was able to substantiate incarcerated individuals report that their paperwork was taped in a public-facing area. However, the OCO could not verify the contents of the paperwork therefore, could not substantiate a confidentiality violation per DOC 460.020 Health Records Management.	Substantiated Without Resolution

61.	Incarcerated individual has still not received surgery which will delay their ability to work post-release. Incarcerated individual has secured work post-release, has their release date set, and needs to have procedure completed.	The OCO was able to substantiate this concern, but was not able to achieve a resolution. The patient will have to schedule their surgery with outside providers after release.	Substantiated Without Resolution
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### Cedar Creek Corrections Center

62.	The incarcerated individual requested to go to graduated re-entry (GRE) and was denied by the GRE headquarters for electric home monitoring. HQ has still not denied him for possible work release. He wants OCO to review and look into the denial.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b) the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative or appellate process.	Administrative Remedies Not Pursued
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63.	The incarcerated individual has submitted several different addresses and was approved for a housing voucher, but all of their release addresses have been denied. This person is trying to make sure that they release on time.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The DOC reported told that the release plan was in progress. This office later confirmed that the most recent release plan had been approved.	DOC Resolved
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64.	The incarcerated individual reports that DOC will not give them a mail rejection appeal form, and the mailroom denied their check from the IRS. The person does not understand why they denied the check when they have processed other checks from the IRS.	The OCO provided information regarding why the DOC did not accept the check from the IRS. The DOC reported the check was sent to the Blue Bag program and would be sent back to the individual once it was authenticated.	Information Provided
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### Clallam Bay Corrections Center

65.	Person reports that a pipe broke and leaked on the clam shell containers used by the kitchen. Person says that the clam shells were sitting in four inches of water, but staff took the clam shells to the kitchen and are still using them to serve food. Person contacted DOC about this issue and was told that the clam shells were triple bagged so they are still safe to use and that staff will save them for the OCO to inspect.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
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66.	The individual is concerned with the way the facility is conducting its COVID tests. They are worried that	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the	Administrative Remedies Not Pursued
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	<p>staff members who are not required to wear a mask will transfer the virus to them. Currently, the staff is only tested twice a week which leaves the population vulnerable to getting COVID again from staff.</p>	<p>OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.</p>	
67.	<p>The incarcerated individual reports that they are not getting yard on weekends. Other custody levels are getting yard on the weekends or the gym, depending on the weather. DOC reports that the reason for less yard time is because they are short-staffed..</p>	<p>The OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.</p>	<p>Administrative Remedies Not Pursued</p>
68.	<p>Person reports that they have been incarcerated for many years and they want to be transferred to a medium or minimum custody facility however headquarters is not allowing them to move to another facility.</p>	<p>The OCO was able to provide assistance. The OCO discussed the individual's housing assignment with the Superintendent who agreed this person should be moved from close to the medium unit in the facility. He will need to participate in required treatment before he will be transferred to a different facility.</p>	<p>Assistance Provided</p>
69.	<p>The incarcerated person reports that he is trying to address issues through the resolution program but is struggling with rewrites.</p>	<p>The OCO provided assistance by contacting the DOC resolution staff to request that they speak with the individual about his concern. The resolution staff agreed to meet with the incarcerated individual and assist with rewriting the complaints.</p>	<p>Assistance Provided</p>
70.	<p>Family of an incarcerated individual reports their incarcerated loved one has been denied access to the phone due to a disciplinary sanction. The family member reports that he has not has an infraction hearing or been found guilty of anything. Family member reports that this violates multiple DOC policies.</p>	<p>DOC staff resolved this complaint prior to any OCO action. DOC staff reviewed the issue and realized the sanctions were issued prior to an infraction hearing. DOC removed the sanction immediately and the individual received access to the phone.</p>	<p>DOC Resolved</p>
71.	<p>Person reports that they have a colostomy bag and when the gas has a bad odor when released. The individual does not want to be transferred to their new facility on the chain bus because he fears offending other incarcerated</p>	<p>DOC staff resolved this complaint prior to any OCO action. The OCO contacted the Superintendent regarding this concern and learned that DOC staff was already aware of the issue. The person was not infractioned for refusing to transfer</p>	<p>DOC Resolved</p>



individuals with the smell. Person requested accommodations and was initially told he was cleared for medical transport. However, when the chain bus came they tried to put him on it. Person refused and was then told they would be infracted if they refused again. Person says they have almost been assaulted before because of the smell and they are afraid it will happen again.

and staff are working on a plan to transfer him in a van.

72.	Incarcerated person is administrative segregation as a result of an infraction. Person states they should have been moved to level two, but their level has not changed. The individual attempted to send a kite to address their levels but were told they could not progress.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. DOC Policy 320.200 (Administrative Segregation) section I.I.1. sets out certain reasons for which a person can be denied levels while on Administrative Segregation. This incarcerated person's placement reason fit one of the listed policy categories, and thus they were not eligible to obtain levels per policy. This policy information was shared with the incarcerated person.	No Violation of Policy
73.	Individual is concerned that his Early Release Date (ERD) has not been calculated properly and that he is being held past the correct release date.	The person was released from DOC custody prior to the OCO acting on the complaint.	Person Left DOC Custody Prior to OCO Action

**Coyote Ridge Corrections Center**

74.	Family member and incarcerated individual expressed concerns about potential staff misconduct.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
75.	Family member and incarcerated individual expressed concerns about an infraction.	The OCO reviewed the person's infraction history and noted that the infraction was dismissed prior to any OCO action.	DOC Resolved
76.	Family member and incarcerated individual expressed concerns about the individual being housed in a medium unit despite having minimum points.	The OCO was unable to identify evidence to substantiate a violation of policy. OCO's review determined that the incarcerated individual is housed in appropriate housing for his custody points.	No Violation of Policy

77.	A loved one reported that a family member's personal property was damaged and lost during transport to a new facility. His TV was broken and other items were lost. The loved one wants to know why this happened and would like DOC to be held responsible and replace the damaged and missing items.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
78.	Incarcerated individual reports DOC medical says they are sending him out for an MRI but it has not taken place. He has hip and shoulder injuries that remain unresolved. Individual reports not receiving pain medications. He has trialed physical therapy and reports continued symptoms. Patient says medical keeps delaying.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. OCO encouraged the individual to submit a grievance to the Resolution Program. All level 0 concerns regarding a health services issue will be screened by the facility Resolution Specialist and either accepted as a review or sent to the Health Services Manager (HSM1) for review in an attempt at an informal resolution. If unable to informally resolve at Level 0 within the established timeframe, the concern will be accepted and assigned to the HSM1 as a Level 1 review.	Administrative Remedies Not Pursued
79.	An external family member reports that the incarcerated individual has not seen a counselor since for several months because he has been on lockdown for so long. He has one hour a day to shower and get water for his cell. He has not had exercise, human interaction, programming, or meetings with his counselor. The family member expressed concerns about the impact on his mental and physical health.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
80.	Friend called on behalf of incarcerated individual who received an infraction and was placed in administrative segregation.	The incarcerated individual must pursue internal resolution per RCW 43.06C.040(2)(b) before the OCO is able to investigate a case. The incarcerated individual has not had an infraction hearing and has yet to appeal a hearing result.	Administrative Remedies Not Pursued

Administrative remedies have not yet been utilized.

81.	Individual called about a potential serious infraction.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
82.	Individual reports they filed a medical grievance over a month ago and have not received a response from DOC. Patient was seen once but it has been more than a month since then and they have not received a follow up or appointment.	The OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.	Administrative Remedies Not Pursued
83.	The incarcerated individual's family member sent him \$50 and he received an electronic deposit rejection notice. The rejection said that someone cannot deposit money into more than one individual's account but the family member did not send money to anyone besides him. The relative has sent money to him successfully before and after this rejection. He appealed the rejection but was denied.	The OCO provided assistance by working with DOC to have the funds sent to the incarcerated individual from the relative returned to him per DOC policy 200.000.	Assistance Provided
84.	The incarcerated individual was transferred to this facility for medical purposes and paid \$80 to have all of his property shipped there. DOC communicated that he will be transferred again soon and he is upset because he wants to remain at this facility.	The OCO provided assistance. The OCO contacted DOC about this concern. DOC agreed that they could help transport this individual's extra boxes of property since the decision was out of his control. The office wrote this individual a letter explaining the DOC's decision and what the process will be.	Assistance Provided
85.	The incarcerated individual's friend sent him money and the DOC rejected it, then added it to the Incarcerated Individual Betterment Fund.	The OCO provided assistance by contacting the facility about this concern. DOC agreed to return the funds to the sender. The OCO informed the individual of the necessary process to receive funds from someone not listed on their file, per policy DOC 200.000.	Assistance Provided

86.	Incarcerated individual states that his grievances are not being responded to. This grievance involves staff and other incarcerated individuals not wearing masks. He reports that he is forced to eat in the gym without masks, shoulder to shoulder with other people and masks were optional in the gym.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO monitored the grievance for a DOC response but the incarcerated individual requested to withdraw the grievance before a level two response was given.	DOC Resolved
87.	Incarcerated individual requests information about when his visitations will be allowed. He has been on a pathway to regain visitation for about one year.	The OCO provided information regarding DOC 450.300 Visits for Incarcerated Individuals. The OCO provided self-advocacy steps to appeal termination of a visitor as well as instructions to view his current approved visitor list.	Information Provided
88.	The incarcerated individual grieved the conditions of being in lockdown because of COVID-19 in his unit. Individuals on his unit have recovered from COVID-19. He has filed multiple grievances but has not been given an adequate explanation. The individual reports that according to the WAC, quarantine should only last for 10 days and no one can tell him why his unit is still on lockdown. The health officer at this facility says it is for the emergency detention order but he wants to be out of lockdown and receive responses to his grievances.	The OCO provided the incarcerated individual information on writing Resolution Requests to be accepted per the Resolution Program manual and DOC policy 550.100. The OCO also informed the individual that Resolution Requests pertaining to state and federal law, including CDC guidelines, are not accepted as they are outside of the DOC's jurisdiction.	Information Provided
89.	Individual relayed questions about policy changes and requested information about stakeholder involvement in the specific issues they are concerned about.	The OCO provided information regarding changes in DOC legal name change policy and clothing policy and confirmed that Disability Rights Washington (DRW) is in active negotiations on these topics. The OCO also updated the individual's legal name in the case management system and sent copies of updated policies to individual with relevant sections highlighted.	Information Provided
90.	Incarcerated individual reports he was assaulted by one or possibly two incarcerated persons and what was written in the report and in the infraction were false. He reports that the video would provide proof, and he would like the OCO to review this matter. He stated that	The OCO was unable to substantiate a violation of DOC policy. The OCO reviewed the infraction packet and video associated with this concern. The video showed a mutual fight between the individual who contacted the OCO and another	No Violation of Policy

DOC used scars from a previous incident to say he threw closed hand punches.

incarcerated individual. Because of this video evidence, the OCO found there was enough evidence to substantiate the fighting infraction (505). The OCO informed the incarcerated individual that this infraction was not a violation of DOC policy as there is sufficient evidence to substantiate the infraction.

91.	Loved one reports the incarcerated individual is no longer eligible for upcoming home ankle monitoring upon release due to an infraction for the loved one allegedly sending in letters that tested positive for K2/Spice. Loved one believes there is no way the letters contained that.	The OCO was unable to substantiate a violation of DOC policy. The OCO reviewed the infraction packet related to this concern and found that there was evidence to substantiate the introduction of drugs (603) infraction based on the evidence of the incarcerated individual asking for drugs through both JPay and phone messages. The timeline of the messages also correlated to when the letters that tested positive were intercepted at the facility. This investigation did not include examination as to the sender of the letters and was solely for the purpose of reviewing the infraction. As a result, the OCO was unable to determine if said loved one was the sender of the letters. The OCO informed the loved one and incarcerated individual that there was no violation of DOC policy as there was evidence to substantiate the infraction.	No Violation of Policy
92.	Incarcerated individual had property that was lost at Coyote Ridge Corrections Center three years ago. The OCO was unable to assist them in locating their property at that time. The individual still wants their CD Player that was lost. They would like the OCO to contact the facility again and ask for DOC to look for their property until they find it.	The OCO was able to substantiate that the CD player was lost but was not able to achieve a resolution. Based on the OCO's previous review, DOC has admitted that this individual's property was lost. DOC reports a search was conducted for this individual's property when it was reported missing, but DOC was not able to locate the property. The OCO provided information about how to file a tort claim, which may result in monetary compensation for the loss of property.	Substantiated Without Resolution

**Larch Corrections Center**

93.	Incarcerated individual reports a change in leadership in the therapeutic community. The new	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the	Administrative Remedies Not Pursued
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	DOC staff member running the program has implemented morning and night meetings. This was approved by the DOC headquarters health manager so that everyone can safely go to the meetings. Some incarcerated people feel this does not prevent the spread of COVID. They also do not understand why they cannot eat in the dining hall but they can go to these meetings. Recently a person may have tested positive for COVID so they are concerned about going to these larger meetings.	OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	
94.	Incarcerated individual reports that he has two hernias that are growing and causing him problems. He has seen medical and been to the hospital, but was told they are not doing hernia surgery due to the COVID-19 pandemic	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
95.	An external friend of the incarcerated individual reports that the facility is limiting the amount of toilet paper individuals are allowed to use. The friend also reports that staff at the facility are asking incarcerated individuals not to talk to the census when they come to interview incarcerated individuals.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
96.	The person reports the facility is having them do AM/PM meetings and they are required to go into the chow hall with about 50 other individuals. This person feels like their health is at risk because they are being put into a small space with so many other people. They are worried that they will get sick, or contract COVID because of how close they all have to stand together.	OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.	Administrative Remedies Not Pursued
97.	The incarcerated individual is concerned about being targeted by staff and potential obstacles to transfer to Graduated Re-Entry (GRE).	The OCO provided assistance by contacting DOC staff and requested the incarcerated individual's concerns regarding GRE be addressed. This office also completed a confidential phone call with the individual who is set to	Assistance Provided

complete his GRE requirements soon and the OCO confirmed that work is underway on his release plan (ORP).

98.	The incarcerated individual is concerned about his safety due to a previous assault at another facility.	The OCO provided assistance. This office discussed the individual's safety concerns with the correctional unit supervisor. In a follow-up phone call with the incarcerated individual the OCO learned that he is releasing on GRE soon. He reports no concerns around his release.	Assistance Provided
99.	Family reports concerns about the impact their loved one's standing kitchen job is having on his chronic knee pain and medical conditions. Reports loved one was told he needed an MRI and bloodwork. Family is concerned because CO threatened to issue an infraction if he does a work lay-in.	The OCO alerted DOC medical about this concern. This office confirmed that labwork had been completed before transfer. Individual transferred and is no longer assigned to the kitchen at this facility. Medical agreed to follow up on MRI status and connected with receiving facility medical team for continued care.	DOC Resolved

**Mission Creek Corrections Center for Women**

100.	The incarcerated individual reports that their counselor has prejudices against them. They are in the Thinking for a Change program and their counselor continues to find new reasons to not phase them up.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
101.	Incarcerated individual is in the Therapeutic Community program (TC) and is required to walk to the program, but she has a Health Status Report (HSR) requiring her to rest between programming. She wants to be sent back to Washington Corrections Center for Women but has been told by DOC staff that she will not be moved back and is at Mission Creek Corrections Center for Women for TC programming. The individual does not want to be in TC and does not believe she needs treatment.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies not Pursued

**Monroe Correctional Complex**

102.	The incarcerated individual reported concerns about a staff member pulling down her mask and licking her finger before touching his paperwork. She responded by calling him a brat after he asked her to wear her mask appropriately.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
103.	Incarcerated person's loved one called expressing concerns related to incarcerated person's release date.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO provided overview of intake process and RCW if incarcerated person chooses to contact OCO directly.	Administrative Remedies Not Pursued
104.	Incarcerated individual is concerned about his placement in DOC as he has just arrived. Individual is concerned that DOC will send him to a dangerous prison and has had some issues with a DOC corrections officer (CO). He has requested a mental health evaluation from DOC mental health and has not heard back about when DOC staff will assess him.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
105.	Persons reports that DOC was withholding infractions until after they transferred him from one facility to another. He states that infractions were the result of mental health issues that were not addressed at previous facility.	The incarcerated individual has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
106.	Incarcerated individual submitted grievance because there was no access to cleaning supplies in the Special Offender Unit. The individual received a grievance response and spoke with the Custody Unit Supervisor who said cleaning supplies are available in the day room and can be requested. The incarcerated	The incarcerated individual started the internal DOC resolution process for this concern; however at the time the OCO reviewed this concern, the individual had not filed and/or had not received a level II DOC resolution response. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has	Administrative Remedies Not Pursued



individual confirmed that cleaning supplies continue to be unavailable and filed a grievance appeal. reasonably attempted to resolve it through the DOC internal grievance process, administrative or appellate process. The OCO prioritizes work on level II general resolution responses that did not resolve the original complaint.

107.	Incarcerated individual reports that DOC has not been checking his liver every six months as the outside doctor suggested. Person says that DOC has also not given him his special diet for his cirrhosis of the liver and headquarters has declined him a cirrhosis diet stating that the nightly "orange snack" is sufficient. Person also mentions wanting gall bladder stone treatment without removing the gallbladder.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.	Administrative Remedies Not Pursued
108.	The incarcerated person shared concerns about possible safety threats due to a proposed transfer to an alternate facility.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. DOC Headquarters did review the safety concern and could not substantiate a threat to safety. The OCO informed the complainant that their custody facility plan had not been reviewed for the final order, and once it is finalized, they can appeal. Appeals must be submitted on DOC Form 07-037 within 72 hours of being notified about the decision.	Administrative Remedies Not Pursued
109.	The incarcerated individual stated that his ConAir hair clippers were stolen by another incarcerated individual who was his cellmate. He has asked the Custody Unit Supervisor (CUS) and property sergeant for a copy of his property	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC	Administrative Remedies Not Pursued

matrix so that he can fill out a tort claim and receipts but they have not cooperated.

internal grievance process, administrative, or appellate process. This person grieved property for not responding to his kite, not the missing property. He was given further direction by staff about who to reach out to for the items he requested in that grievance.

110.	Incarcerated person reports that he is being targeted by incarcerated individuals of other races.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
111.	Person is writing to the Governor and Ombuds staff regarding the Department of Corrections with concerns relating to the staff at a facility. Concerns are about staff conduct over time.	The individual has not pursued internal resolution of these concerns. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
112.	The incarcerated person relayed concerns regarding access to hygiene and sanitation items.	The incarcerated person has not pursued an internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
113.	Incarcerated person reports that, in the dry cells, incarcerated persons are not allowed to use the bathroom until the whole institution is cleared for count, which take up to 45-50 minutes.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
114.	Incarcerated individual shared concerns about how he is treated by DOC staff, lack of access in various areas, and staff not wearing name tags.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated	Administrative Remedies Not Pursued

		person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	
115.	The person's cellmate had a mental health crisis and threatened to self-harm. Their cellmate also threatened to harm the person reporting and another person. The cellmate was placed in the close observation area (COA) due to engaging in self-harm. The person is still concerned that DOC has not separated them from the cellmate enough. Caller is concerned that the only way to have separation is by DOC sending the cellmate to segregation.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
116.	Incarcerated person reports that proper protection equipment (PPE) policies are discriminatorily applied more harshly to persons of certain races, while not applied harshly to others.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
117.	Person contacted the OCO to raise awareness that TVs bought using Incarcerated Individual Betterment Funds, per memo from Secretary Strange, for the purpose of relieving stress and tension and elevating entertainment and positive mental health during COVID operations are going to now be withheld by the unit sergeants so they can use them as rental TVs instead. Person says they were told by the sergeant that now that COVID rates are not as high they don't need the TVs.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonable attempted to resolve it via the grievance process, administrative action, or appellate process. This individual must wait to contact the OCO until they have filed a grievance related to this a concern and received a response to the level two appeal.	Administrative Remedies Not Pursued
118.	The individual reports that a staff member is causing issues by harassing her husband. The staff member put someone problematic in his cell and removed his previous cellmate. They believe this was purposeful to put him in harm's way. They would like a neutral third party present for all conversations.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. However, due to safety	Administrative Remedies Not Pursued

		concerns expressed, the OCO did contact the facility and spoke to the Superintendent. A staff member was assigned to look into these concerns and follow up with the incarcerated individual and the loved one.	
119.	The incarcerated individual was using the bathroom and two female officers came in unannounced. The officers walked by his cell and started harassing him. The person filed a grievance, but DOC is not processing it.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO verified that DOC is processing the resolution request at this time but the individual has not yet received a response.	Administrative Remedies Not Pursued
120.	Individual was given a 710 infraction and the evidence was entered into OMNI in support of the infraction. Individual states that he has been told there is no evidence entered into his case in OMNI.	The OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.	Administrative Remedies Not Pursued
121.	An incarcerated individual states that a DOC staff member allegedly told other incarcerated individuals about his crimes of conviction. He believes that because his personal information was shared, he was not offered employment.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
122.	The incarcerated person stated that during an altercation his ID badge was lost. Another incarcerated individual took the badge and stole his store package.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
123.	Incarcerated person shared concerns about the way information is used in	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the	Administrative Remedies Not Pursued

	Indeterminate Sentencing Review Board (ISRB) decisions. They feel that DOC creates incidents that adversely impact them.	OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	
124.	A family member called with concerns that the DOC has allegedly not complied with the outside cancer specialist's recommendations for her husband. To mitigate and prevent further evolving medical concerns, the specialist recommended a medical mattress, compression stockings, and other devices yet to be provided.	The OCO provided assistance. The OCO contacted DOC medical to confirm he was issued his compression socks. The medical mattress was denied through the HSR process; however he can ask custody staff for a new mattress.	Assistance Provided
125.	Caller reported he had a seizure and he was infractioned for having a seizure. He filed a grievance on staff a few days later for talking about medical files in public. The infraction was dropped, but today he received another infraction from the staff member for providing false information after filing the grievance. Person reports that this is retaliation from staff for filing a resolution request on him.	The OCO provided assistance. The OCO contacted DOC leadership at the facility and shared concerns regarding the infraction and the indication of retaliation. The infraction has now been removed from the individual's record.	Assistance Provided
126.	The individual should be receiving a therapeutic diet while he takes medication and is not receiving it.	The OCO provided assistance. The OCO spoke with DOC Headquarters regarding this concern and the individual's issues were addressed.	Assistance Provided
127.	A loved one submitted a concern about their son who has a mental illness and is isolated with no ability to watch TV in the confined area he is isolated in. Their son was told there would be plug ins for the TV and there are none. This leaves him with nothing to occupy his mind.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO reviewed this person's housing location and he has left quarantine and returned to his regular unit.	DOC Resolved
128.	Person was not informed of their CT results until he was returned for a repeat scan several months later.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The individual's medical provider met with the patient and discussed his CT results.	DOC Resolved
129.	Family member reports that this individual is having symptoms similar to when he was diagnosed	DOC staff resolved this concern prior to the OCO taking action on this complaint. This patient has received referrals to two outside	DOC Resolved

with a serious illness. This patient is unable to see a medical provider. specialists and has been seen by one specialist at this time; the second specialist appointment is scheduled.

130.	Incarcerated person was infracted following problems with a DOC staff member. Incarcerated person says a certain DOC staff member was inappropriately imposing religious views on incarcerated individuals, including the complainant. Incarcerated person shared concerns to their family member and Classification Unit Supervisor, but soon after, was placed in segregation when that DOC staff member alleged the incarcerated person threatened them.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The incarcerated person appealed the infraction through the appropriate disciplinary appeal process; the infraction was remanded for a new hearing, and the incarcerated person was subsequently found not guilty. The infraction was removed from the incarcerated person's record.	DOC Resolved
131.	The incarcerated person is requesting a confidential call with the consulate.	DOC staff resolved this concern prior to the OCO taking action on this complaint. Prior to COVID-19, the consulate would come to visit to have confidential conversations. The DOC informed us they can now provide privacy for a call. Staff will reach out to the incarcerated person to get the contact information and add the consulate to the do not record registry.	DOC Resolved
132.	Incarcerated individual reports that DOC issued same response to both grievances he filed but they are two separate issues. He is not asking for a Level III appeal, just asking for a response to his grievance. The incarcerated individual reports that Headquarters resolution staff are not providing help to him.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The DOC had made separate level three responses for each resolution request and provided them to the individual.	DOC Resolved
133.	The individual is concerned with the small size of the lunch meals. The small portions are normal, but the problem is not quality, it is quantity. Four small chicken nuggets or fish sticks leave people hungry until the next meal.	The OCO provided information about the OCO reports previously published regarding food concerns as well as DOC literature about what foods are offered. This office explained to the individual that the changes that need to occur are voted on by the legislature. This office provided self-advocacy information regarding contacts for the appropriate legislators to express this concern.	Information Provided
134.	The incarcerated individual reports that their grievance was mistakenly withdrawn. They also report that staff did not correctly follow the	The OCO provided information regarding steps to replace his hair clippers. This office reviewed the records and made brief outreach to	Information Provided

	procedure when he initially filed a complaint about his roommate stealing his hair clippers.	the DOC about this situation. The DOC reported that the clippers had been disposed of. This office provided this information to the individual and recommended they file a tort claim.	
135.	Due to good behavior, the person qualifies for the mental health TV incentive. He has been infraction-free and reports that DOC will not let him grieve the issue.	The OCO provided information regarding why this person is not receiving their TV incentive. The OCO contacted the DOC about this concern. The DOC staff responded with the incarcerated individual's current housing location and said that person is choosing to be there. When someone is housed in this location, they cannot have a TV. The office wrote this person a letter with next steps to receive their good behavior incentive.	Information Provided
136.	Incarcerated individual reports they contracted COVID-19 because there were no ventilators in the COVID-19 isolation tent. Individual reports they tested COVID-19 negative prior to being sent to the COVID-19 isolation tent.	The OCO informed this person that this office has been actively monitoring DOC's response to COVID-19, including preventative actions. This office has been gathering COVID-related information from incarcerated individuals and will make additional recommendations to DOC for further improvements where needed and as appropriate.	Information Provided
137.	Incarcerated person reports they were not awarded Earned Time that they should have received. Incarcerated person states they met all the conditions during the time frame in question, and that the lack of award was due to delay in meeting times that were out of their control.	The OCO provided information regarding the individual's Earned Time eligibility for the period in question. According to the DOC's interpretation of DOC 350.100, an incarcerated person on IMS becomes eligible for Earned Time on the date the local Correctional Program Manager (CPM) refers the incarcerated person's case to headquarters (after requisite programming is completed). In this case, that date was late enough into the month that the individual was not eligible for Earned Time for that month. DOC 350.100 has since been updated, and some individuals may be reviewed for retroactive application of additional Earned Time per the new policy. This information was relayed to the incarcerated person.	Information Provided
138.	Person reports they are in the same position as before a previously	The OCO provided information regarding who the patient should	Information Provided

worked case by this office because the medical meals are still wrong. These are mistakes happening daily. Person also does not have the name of the staff person to contact when medical meals are not met.

contact when there is a mistake with his meals.

139.	The person reports that cleaning supplies need to be provided more than once per week. The Custody Unit Supervisor said that they would work on getting more supplies and extra time for cleaning.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The individual was provided specific information by the OCO about the grievance process.	Information Provided
140.	Incarcerated individual reports that DOC unfairly applies WAC 137.48.020 and is requesting that the WAC be modified to a similar law applied in California. Person says the way the DOC in Washington is applied promotes and or rewards homosexuality.	The OCO found insufficient evidence to substantiate that the way that the DOC applies WAC 137.28.020 has an adverse effect on some incarcerated individuals.	Insufficient Evidence to Substantiate
141.	Incarcerated individual reports that DOC unfairly applies WAC 137.48.020 and is requesting that the WAC be modified to a similar law applied in California. Person says the way the DOC in Washington is applied promotes and or rewards homosexuality.	The OCO found insufficient evidence to substantiate that the way that the DOC applies WAC 137.28.020 has an adverse effect on some incarcerated individuals.	Insufficient Evidence to Substantiate
142.	This person was in segregation for nine days without any cold water to drink. They asked staff to look into it but no one did. They filed a grievance but have not heard anything back.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO contacted the DOC who said they were not aware of the water issue until after the fact. This office also checked on the status of the pending grievance and wrote a letter to the incarcerated individual with an update.	Insufficient Evidence to Substantiate
143.	Individual reports that he has been experiencing concerning mental health symptoms and has not received help.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO review determined that the individual has been seen regularly by mental health providers for individual appointments.	Insufficient Evidence to Substantiate



144.	The incarcerated individual believes he is being discriminated against due to his religion. He reports that a correctional officer came to his cell and harassed and threatened him by beating on the door and saying he was going to come inside. The individual reports that he has been written up for multiple behavior observation entries (BOEs) but has not been given explanations for them. He is extremely concerned for his safety and would like something done to keep him safe.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO's review of the behavior observation entries determined that this incident occurred during count which interfered with count procedures. The individual's cellmate was asleep during this incident, which was the reason for the correctional officer's actions. This office could not substantiate that staff was discriminating against this person due to their religion.	Insufficient Evidence to Substantiate
145.	The person is reporting concerns with a staff member who continuously says threatening statements to them. The person has attempted to address their concerns with multiple other staff members and grievances.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO could not find any evidence to support this person's concerns. This office wrote this person a letter with this information.	Insufficient Evidence to Substantiate
146.	The incarcerated individual reports that his lawyer sent him urgent legal mail via priority express two-day delivery and it was not delivered until five days later.	There was insufficient evidence for the OCO to verify the complainant's concern. The OCO reviewed the resolution investigation conducted by the DOC. The DOC verified the day and times of mail pick up, the manner in which it was delivered to them, and that legal mail is prioritized first for delivery to the incarcerated population. There is insufficient evidence for the OCO to determine if the mail was delayed due to the actions of the DOC or USPS.	Insufficient Evidence to Substantiate
147.	Incarcerated individual reports that his unit has created unit specific rules that he believes are illegal. He reports that getting a "purple tag" as a sign of good behavior is wrong and violating the law because DOC takes the "purple tag" away after receiving a minor infraction or a negative Behavior Observation Entry (BOE).	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative remedies not pursued
148.	RCW 10.93.160 says that law enforcement does not have to cooperate with Immigration and Customs Enforcement (ICE). This person wants to know the status of his ICE hold. They think that their hold should have been terminated last year because of the new RCW.	The OCO lacks jurisdiction to investigate this complaint because the complaint relates to an action taken by an agency other than the Washington State Department of Corrections.	Lacked Jurisdiction

149.	Medical staff will not tell him why he is on a mental health medication. He is having severe side effects. The incarcerated individual reports that the medication is involuntary.	The OCO verified that the incarcerated individual is on an involuntary medication that has been court ordered. The OCO does not have jurisdiction to overturn a court order for involuntary medication.	Lacked Jurisdiction
150.	Person has many concerns about their health and mental health care and concerns relating to how he is treated by staff. Person reports that staff are administering both the pill and the injection and he cannot handle the side effects. The individual reports every time he tries to talk to medical about it, he is told that if he complains they will increase the dosage.	The OCO has verified that the incarcerated individual has a court order for involuntary medication. The OCO does not have jurisdiction to overturn a court order for involuntary medication. This office alerted Health Services leadership about this person's concern.	Lacked Jurisdiction
151.	The incarcerated person reports that he claimed a mental health emergency and felt suicidal. They told the mental health provider that they were having thoughts of self-harm and wanted to be placed in the restraint chair. DOC staff declined that request and instructed him to use the "skills" they have learned to self-regulate. Person believes that DOC staff did not follow policy in denying him the use of the restraint chair.	The OCO was unable to substantiate a violation of policy. This office reviewed DOC 630.550 and other relevant documentation and did not find that incarcerated individuals may request access to restraint chairs. OCO review determined that the DOC is actively reviewing this person's grievance and the accompanying incident report.	No Violation of Policy
152.	The individual is currently in administrative segregation and feels that staff is doing everything they can to provoke and intimidate them. They stated that staff is lying to keep them there.	The OCO reviewed the administrative segregation placement. The individual had refused cell assignment and was moved to administrative segregation. He was released to general population in less than 30 days. The OCO had insufficient evidence to substantiate the DOC staff lied to keep him there. The DOC acted according to DOC 320.200.	No Violation of Policy
153.	Incarcerated person relayed concerns about being restrained and administered involuntary medication in reception.	The OCO substantiated application of restraints and administration of involuntary medication by DOC but did not find a violation of policy. OCO review determined that DOC acted within requirements set forth in DOC 630.540 regarding administration of emergency medications.	No Violation of Policy
154.	Person reports he was threatened by a correctional unit supervisor	The OCO was unable to identify evidence to substantiate there was	No Violation of Policy

	with segregation if he did not comply with the temperature check being performed by custody staff.	a violation of policy by the DOC. Temperature checks are part of the COVID safety precautions and do not need to be done specifically by medical staff.	
155.	Incarcerated person reports that they were placed in administrative segregation for mental health issues and an investigation. Thirty days later, they were given an infraction. The incarcerated person lost good time credit because they were in segregation, waiting for the investigation to be completed. This person feels they should not have lost any good time because placement was due to mental health.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO reviewed the incarcerated person's administrative segregation narrative, which states that he was initially placed due to an investigation (which later resulted in a serious infraction and custody demotion). Mental health concerns were not the primary reason for placement in Administrative Segregation. DOC 350.100 Earned Release Time states that individuals are not eligible to earn Good Conduct Time while in restrictive housing pending an investigation for a serious infraction. The DOC was within policy to deny Good Conduct Time to the incarcerated person.	No Violation of Policy
156.	Incarcerated person was infractioned for contraband found when their cellmate was compelled to move out; they and the cellmate were both infractioned. The incarcerated person appealed, because the contraband did not belong to them, but the infraction was upheld. The person lost points, which is affecting them. The incarcerated person wished to appeal again, because they obtained additional evidence to support their case, but were told by the superintendent that they could not do so.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO reviewed the incarcerated person's disciplinary materials and listened to the disciplinary hearing. The contraband in question was found in a common area shared by both incarcerated persons, and according to Washington Administrative Code (WAC) 137-25-030(2), it can be "constructively attributed (i.e., cell tagged) to all [individuals] assigned responsibility for that area." Per the incarcerated person's concern about not being given a chance to appeal a second time with new evidence, according to DOC 460.000 section IV.1.5., the superintendent's first appeal determination is final. The DOC is not in violation of policy for applying the cell tag or for refusing the incarcerated person another chance to appeal.	No Violation of Policy
157.	Family is concerned that patient is on the inpatient hospital floor and	The incarcerated individual did not respond to the OCO's request to provide additional information and	Person Declined OCO Involvement

will not be able to see a specialist until the end of the month.

permission to investigate. The OCO encouraged this person to contact this office if they would like to request assistance.

158.	A family member reported a relative was being transferred to a new correctional facility, and on the way he will be put into a prison for three days before they take him to the prison where he is supposed to stay. Their understanding of this is that they are picking up other incarcerated individuals. The first spot where they are stopping is where he has safety concerns. The relative has requested help in getting a direct transfer to the facility that he is scheduled to go to, but DOC refuses to do the direct transfer.	The OCO contacted the Department of Corrections and confirmed the individual would stop at this specific facility during the transfer. The OCO reviewed the transfer order and prohibited facility list and confirmed this facility was listed. The Department of Corrections shared with OCO that they are aware of the prohibited placements and will house him in the intensive management unit during the transfer as a safety precaution.	Substantiated Without Resolution
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159.	The individual tried to mail paintings in a manila envelope along with some important documents to their mother but she never received them. They contacted the mailroom about the location of the envelope; a week and a half later, the mailroom responded by saying they never received the envelope.	The OCO was able to substantiate this concern but was not able to achieve a resolution. This office reviewed all documentation and contacted the DOC several times, but no one was able to locate this person's outgoing mail. This office wrote this person a letter with this information.	Substantiated Without Resolution
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### Olympic Corrections Center

160.	The incarcerated individual is attempting to resolve a dispute with a government agency not under the jurisdiction of the Department of Corrections.	The OCO lacks jurisdiction to investigate this complaint because the complaint relates to an action taken by an agency other than the Washington State Department of Corrections. The individual was given the addresses and toll-free telephone numbers to contact the agency directly.	Lacked Jurisdiction
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161.	Family member reports that this person is not able to receive a prescription he had at another facility.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO review determined that the medication the patient is requesting is nonformulary and only ordered under special conditions which this person does not meet.	No Violation of Policy
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### Other

162.	Person states that their Community Corrections Officer and the house manager planted evidence in his	The OCO lacks jurisdiction to investigate this complaint because the complaint relates to an action taken by an agency other than the Washington State Department of	Lacked Jurisdiction
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	room. He was written up for having medications that were prescribed and being let go from a temporary job.	Corrections. These concerns took place while under community custody supervision.	
163.	Individual is on community custody for graduated reentry and has experienced intimidating and racially discriminatory behavior by their Community Custody Officer (CCO). Individual requested to be assigned to another CCO for the remainder of their time on graduated reentry.	The OCO lacks jurisdiction to investigate this complaint because the complaint does not involve a person committed to the physical custody of the DOC.	Lacked Jurisdiction
164.	Individual reports concern from jail.	The OCO lacks jurisdiction to investigate this complaint because the complaint does not involve a person committed to the physical custody of the DOC.	Lacked Jurisdiction
165.	Individual is on community custody and is having issues with their community custody officer.	The OCO lacks jurisdiction to investigate this complaint because the complaint does not involve a person committed to the physical custody of the DOC.	Lacked Jurisdiction
166.	Incarcerated individual requested information for self-advocacy as a person on Community Custody who would like to appeal Community Custody classification.	The OCO lacks jurisdiction to investigate this complaint because the complaint does not involve a person committed to the physical custody of the DOC. The OCO provided information about how to appeal their Community Custody Classification with DOC 07-037 Classification Appeal.	Lacked Jurisdiction
167.	The OCO received complaint from individual currently in jail. This person is asking for sentencing alternatives to jail.	The OCO lacks jurisdiction to investigate this complaint because the complaint does not involve a person committed to the physical custody of the DOC.	Lacked Jurisdiction
168.	The mother of an incarcerated individual called the OCO and expressed concern for her son. Her son is currently being held in jail and experiences significant mental health concerns and allegedly did not get the assistance needed during his previous incarceration. She is concerned that he will not be able to utilize the systems in place for self-advocacy like the resolution program. She would like resources for people with power of attorney for people with significant mental health concerns who are incarcerated.	The OCO lacks jurisdiction to investigate the complaint because the complaint does not involve a person committed to the physical custody of the DOC.	Lacked Jurisdiction

169.	Individual on Community Custody contacted OCO regarding a concern about their assigned Community Corrections Officer.	The OCO lacks jurisdiction to investigate this complaint because the complaint does not involve a person committed to the physical custody of the DOC. The OCO provided information regarding how to self-advocate to address the concern. The OCO provided contact information for the DOC staff person in charge of the DOC Community Custody Division.	Lacked Jurisdiction
170.	A loved one of an incarcerated individual submitted a complaint form on the OCO website about the incarcerated person's medical treatment in another state.	The OCO has determined that it lacks jurisdiction to investigate the concern/complaint. The incarcerated individual is not located in or in the physical custody of the Washington Department of Corrections.	Lacked Jurisdiction
171.	A third party filed a complaint about an incarcerated person's treatment program and participation in the Department of Corrections' Graduated Re-Entry (GRE) program.	The OCO lacks jurisdiction to investigate this complaint because the complaint does not involve a person committed to the physical custody of the DOC.	Lacked Jurisdiction
172.	This person is in a county jail and is requesting that the Office of the Corrections Ombuds investigate the charges they are currently being held on.	The OCO lacks jurisdiction to investigate this complaint because the complaint relates to the person's underlying criminal conviction.	Lacked Jurisdiction

### Stafford Creek Corrections Center

173.	Incarcerated individual reports harassment by DOC staff in the investigations unit at his facility. He was originally given a sanction of 30 days of no contact with an outside named friend. After the 30 days, DOC staff have been continuing to reject all of their correspondence via JPAY and are blocking them from talking on the phone. Once the incarcerated individual appeals all the JPAY messages, DOC overturns the rejections and allows him to have the messages. DOC said that they can block the calls due to a pending investigation, but DOC cannot produce evidence of an investigation occurring.	The OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.	Administrative Remedies Not Pursued
174.	The incarcerated person is only being allowed one to two hours a week of law library time, which is allegedly cut shorter by staff. He has an upcoming case and needs	The incarcerated person has not pursued an internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated	Administrative Remedies Not Pursued

	more hours. His grievances and kites have not been responded to for over a month regarding access.	person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	
175.	Incarcerated person reports they were infractioned for possessing medication that was not theirs. Incarcerated person claims they were not at fault but were still found guilty.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
176.	Person is expressing numerous concerns with the medical department and medical issues that had not been addressed for almost a year. When person was recently seen by medical staff, they feel the care they received was not adequate and fear staff are not appropriately qualified for the job.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
177.	Incarcerated person had a routine custody facility plan review, and they asked to transfer to a different facility but were told that they could not transfer. The person was told that the facility they requested is not taking anyone right now.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. This includes appeals of custody facility plan determinations.	Administrative Remedies Not Pursued
178.	Incarcerated person states that DOC mail room at their facility does not treat correspondence from the population to OCO as legal mail; specifically, incarcerated person reported receiving returned mail that was intended for OCO, which had been opened by the mail room.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
179.	A loved one ordered a book for an incarcerated individual, which was rejected by the mailroom. This person does not understand the reason for the rejection that was stated on the rejection paperwork.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC	Administrative Remedies Not Pursued

internal grievance process, administrative, or appellate process.

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180.	Individual reports that his counselor has refused to make legal copies of a court proceeding the individual is preparing for.	The incarcerated individual has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
181.	Incarcerated person reports that a few months ago staff conducted a cell search and confiscated approximately 70 photos from his cell. Person says that staff have not returned the photos to him and he tried to send a money transfer to send the photos out but it was denied. Person says banking informed him that they cannot be sent out pending an investigation.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.	Administrative Remedies Not Pursued
182.	The family member reports that the incarcerated person needs a CPAP machine but has not been given one.	The OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.	Administrative Remedies Not Pursued
183.	Person states that they are seeking a job with Correctional Industries (CI), however, staff said that the only people allowed to work for CI are those who have already recovered from COVID-19. Person says that they are triple vaccinated and do not want to have to get sick in order to qualify for work.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. OCO provided self-	Administrative Remedies Not Pursued

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		advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.	
184.	This person has grieved multiple staff members at this facility and believes that they are retaliating against him by not letting him do any programming. He was also never paid for the work that he did at the end of last year and the beginning of this year.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
185.	The incarcerated individual was arrested twelve years ago and was in custody the whole time. His time should have started from the day he was arrested but DOC is telling him that he only gets credit for time once he arrives at DOC.	The incarcerated individual has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
186.	Person is a disabled veteran and feels like this concern is coordinated discrimination. Staff have not responded to person's attempts to kite or kiosk including kitchen, Custody Unit Supervisor, ADA, correctional program manager, and other staff. This person fears retaliation.	OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.	Administrative Remedies Not Pursued
187.	The incarcerated person stated he received an x-ray on his right knee and then received a written follow-up saying he has arthritis in his left knee, but that is not the knee the x-ray was performed on. This person also shared a concern regarding still being housed on a top bunk even though his knees hinder access.	The OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.	Administrative Remedies Not Pursued
188.	The incarcerated individual requested document copies for a little more than \$1 in cost, but he	The incarcerated person has not pursued an internal resolution of this concern. Per RCW 43.06C(2)(b),	Administrative Remedies Not Pursued

	was charged over \$6. The DOC confirmed the overcharge and refunded the amount, but he still has not received the document copies.	the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	
189.	This person received a \$10 commissary credit on their banking account. Less than 24 hours later, \$7 was deducted for a TV rental fee. They were under the impression that their credit was for commissary only.	The incarcerated person has not pursued an internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
190.	The incarcerated individual has a medical condition that causes him embarrassment.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative or appellate process.	Administrative Remedies Not Pursued
191.	Person reports that the DOC medical will not do anything about his ankle. Person says that providers know about it and it still hurts. Person says that they will not give him an MRI and an x-ray will not show the damage of the ankle. Person does not understand why he has to buy the Health Status Report (HSR) shoes, when other people get them for free. Person wants DOC to do their job by figuring out the severity of the injury. Person disagrees with care received.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.	Administrative Remedies Not Pursued
192.	This person was moved out of their ADA cell and they still need one. They have kited the sergeant and requested one but the DOC refuses to help.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process,	Administrative Remedies Not Pursued

administrative, or appellate process.

193.	Person reports that they are entitled to six sessions of physical therapy but only went to two sessions. Person was then moved to another unit and they kited medical for a list of exercises they could do in their cell. The response they received was that their physical therapy was closed out.	The incarcerated individual has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
194.	Person reports that their physical safety is in danger in the unit they are in, and staff are not trying to help him or move him at all. Person reports that they were falsely accused of putting a hole in the shower curtain and shortly after found a diaper in his bed. Person mentioned to staff that there were also enduring sexual harassment by certain individuals in that unit and staff made him tell who it was. Those people are still in the unit, and they will find out who told on them.	The OCO provided assistance. The OCO contacted the DOC about this concern. The DOC agreed to review the situation and ultimately separated this person from the individuals he had concerns about. DOC confirmed that there is an ongoing investigation.	Assistance Provided
195.	This person has served his time for his conviction. He was recently re-sentenced and is now serving time for the good conduct time he lost. He said he was never offered a restoration pathway and has only received one infraction.	The OCO was able to provide assistance. The OCO met with the DOC on multiple occasions to discuss a restoration pathway. The DOC agreed to restore 240 days of good time based on the individual's re-sentence and good behavior.	Assistance Provided
196.	The person reports that they are in the Intensive Management Unit (IMU) and staff are not providing them any grievance forms or OCO Review Request forms. They should have them on the cart when they come to bring supplies but they have not had any for over a month.	The OCO provided assistance. The OCO contacted the facility to alert them of this concern. DOC staff were able to verify that these forms are available in the Intensive Management Unit. The OCO wrote a letter to the person letting them know that forms are available for their use via the food cart.	Assistance Provided
197.	Individual is concerned about having a cellmate. He should be able to have a single cell on mainline due to his mental health concerns. This person is currently with a cellmate but he does have stress, anxiety, and anger problems. Mental health does not help him with this and he should not have a cellmate at all.	The OCO provided assistance. This office reviewed the individual's single cell eligibility. He does not meet the criteria to receive a single cell per DOC 420.140. The OCO then contacted the Unit Supervisor at the facility regarding the mental health concerns. The Unit Supervisor submitted a mental health referral based on the concern OCO received.	Assistance Provided

198.	Incarcerated individual reports that he is unable to read and write. He has concerns he would like to address but needs assistance accessing the available processes.	The OCO provided assistance. After the OCO contacted the DOC, staff created a plan to check in with the incarcerated individual regularly to ensure they get the assistance needed.	Assistance Provided
199.	Individual anonymously reports the facility is currently at high tensions. Yesterday DOC shut the facility down for testing, over 100 tests came back positive, and the facility still awaiting other testing results. DOC just announced via memo today they are going to turn a unit into one side positive and other side of unit will be quarantine. This is going against what DOC protocols were previously.	The OCO contacted facility leadership to inquire about the incident reported. The Department of Corrections has changed their COVID protocol since this complaint was received and are allowing individuals to shelter in place. The memo was sent to the incarcerated individuals regarding this change.	DOC Resolved
200.	Incarcerated individual reports that their wedding ceremony was scheduled to occur virtually but was canceled. This person is concerned marriage licenses are not indefinite, and DOC's delays may cause them to have to begin the marriage license process again.	DOC staff resolved this concern prior to the OCO taking action on this complaint. Upon contact by this office, the DOC reported that the marriage ceremony had been canceled but was then rescheduled for a later date.	DOC Resolved
201.	A family member called alleging the incarcerated people are continually moved, causing people to contract COVID and spread it. At this point half the unit is positive and they are being moved. They do not want to be moved as DOC's protocols have not worked and people keep getting sick.	The OCO contacted facility leadership at this facility to inquire about the incident reported. The Department of Corrections has changed their COVID protocol since this complaint was received and are allowing individuals to shelter in place. The emmo was sent to the incarcerated individuals regarding this change.	DOC Resolved
202.	The incarcerated individual reports they were denied notary services for the past three weeks. He has been asking about it and was told it was stopped indefinitely due to the outbreak. He is concerned as no one knows how long the outbreak will last and it is a time-sensitive issue. The grievance coordinator said that the notary should be coming to the unit, but the records department has been saying they have stopped until outbreak is over.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The DOC provided the notary service for the incarcerated individual.	DOC Resolved
203.	The incarcerated individual is approved for the graduated reentry program but was told they cannot go because they do not have the required minimum points. This	DOC staff resolved this concern prior to the OCO taking action on this complaint. The DOC has already started the process for this person to participate in the	DOC Resolved

	person has been told incorrect information by this counselor before.	graduated reentry program track one.	
204.	The incarcerated person reports that staff are not enforcing the rules when other incarcerated individuals are playing music in their cells too loud.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The DOC reported that staff have been giving negative behavior observation entries and continue to make cell changes in order to solve this problem. The OCO wrote a letter to the person describing in detail what DOC is doing to solve this issue.	DOC Resolved
205.	The incarcerated individual reported they got into a physical altercation with another person. They are concerned the person was housed in the same unit and was supposed to be moved but they canceled the chain bus.	DOC staff resolved the complaint prior to any OCO action. The DOC communicated to the OCO that this person was kept in a different housing pod unit until their transfer to another facility. Due to COVID-19 mitigation efforts, transfers were delayed but have since resumed.	DOC Resolved
206.	Person reports staff purposefully pressed the strip search button when the complainant was leaving the kitchen shift. The staff said, "you can't let the trans people walk all over you or direct what you do." Staff then tried to force them into a strip search when it is supposed to be performed by female staff. Staff taunted them by calling the complainant who identifies as trans by calling her "it" throughout the conversation. They procrastinated calling female staff until 20 minutes past the search.	The OCO's review of this complaint verified that DOC is currently investigating the concern of discrimination. If the incarcerated individual is unsatisfied with the outcome, they can contact the OCO to review the investigation.	Information Provided
207.	The incarcerated individual's release must be determined by the Indeterminate Sentence Review Board. The individual does not understand why they are set to release twelve days after their notifier. They also shared concerns regarding the conditions imposed without level changes.	The OCO provided self-advocacy information to the incarcerated person about the Indeterminate Sentence Review Board (ISRB) procedures. Specifically, incarcerated individuals under the ISRB do not release on Fridays or weekends. The OCO also shared information about conditions imposed by the ISRB board without level changes and gave the instructions on filing a Personal Restraint Petition to appeal the decision with the court.	Information Provided
208.	The incarcerated individual reported they did not get access to the yard or recreation for the	The OCO provided information regarding staffing shortages that have contributed to yard and	Information Provided

	duration of the COVID-19 outbreak. The limitation of yard greatly impacted this person's mental health and the mental health of other incarcerated individuals.	recreation schedules statewide. The OCO continues to monitor DOC's response to the COVID-19 outbreaks.	
209.	Incarcerated individual is ADA approved for work boots and medical shoes. He has a custom brace and wears a size shoe that accommodates the brace. According to HSR, shoes recently supplied do not fit; they are four times smaller than the New Balance 1540 he has been receiving since 2018. He needs properly fitting shoes to accommodate the brace.	The OCO provided information to the individual about the necessity of filing a grievance and appealing to level 1 for an issue involving durable medical equipment. The issue must be raised to level 1 or higher for the OCO to be able to offer any further assistance.	Information Provided
210.	The incarcerated individual was interviewed regarding a grievance against another kitchen staff. After that her direct kitchen manager called her discriminatory and derogatory names. This person was upset and crying while serving lunch. They were told to get it together and focus. They received a negative BOE for crying.	The OCO reviewed this person's BOEs and could not locate a BOE for crying. DOC is currently investigating the concern of discrimination. If the incarcerated individual is unsatisfied with the outcome, they can contact OCO to review the investigation.	Information Provided
211.	Person reports DOC did not follow COVID19 protocol during the January outbreak. Staff left COVID positive cellmates in their cells for over 24 hours.	The OCO informed this person that this office has been actively monitoring DOC's response to COVID-19, including preventative actions. This office has been gathering COVID-related information from incarcerated individuals and will make additional recommendations to DOC for further improvements where needed and as appropriate.	Information Provided
212.	Incarcerated individual has a very old mattress, and DOC staff are not doing anything to address the issue.	The OCO explained that, per RCW 43.06C, this office cannot look into an issue unless the incarcerated person has reasonably attempted to resolve it via the grievance process, administrative actions, and/or an appellate process. This office informed the person that they should grieve the concern up to a level two and then contact the OCO again with the level two response if the issue has not been resolved.	Information Provided
213.	The incarcerated person reports that their unit is still on quarantine status after the positive cases have left and they tested negative.	The OCO informed this person that this office has been actively monitoring DOC's response to COVID-19, including preventative	Information Provided

actions. This office has been gathering COVID-related information from incarcerated individuals and will make additional recommendations to DOC for further improvements where needed and as appropriate.

214.	The incarcerated individual has not received a response to the grievance filed about staff misconduct.	The OCO was unable to substantiate the concern due to insufficient evidence. The DOC verified that they were behind on grievance responses and were not able to obtain video footage of this incident. There was no way for the OCO to substantiate this concern.	Insufficient Evidence to Substantiate
215.	The incarcerated individual reports that video grams were sent to him over JPAY and were denied. Their loved one was wearing a tank top, and four pictures were not accepted due to being inappropriate. This person has appealed the rejections, but their appeals were denied.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO contacted the DOC about this concern. The DOC reported that they need the mail rejection number in order to lookup an appeal for mail rejection notices. This office wrote this person a letter with this information and asked them to provide more details about their rejections including the rejection number.	Insufficient Evidence to Substantiate
216.	Incarcerated person received a general infraction and stated their hearing officer was not impartial because the officer was involved in the incident. Incarcerated person asked to have the hearing officer switched, but that request was not granted, and the incarcerated person was subsequently found guilty of the general infraction.	The OCO was unable to substantiate the concern due to insufficient evidence. The incarcerated person received a general infraction, which follows a different disciplinary procedure than serious infractions; namely, that the disciplinary hearing is not recorded. Absent a recording, the OCO does not have substantial evidence to support a claim that the individual's hearing officer was biased, or otherwise acted inappropriately. The OCO typically does not review general infractions due to the lack of information retained.	Insufficient Evidence to Substantiate
217.	Individual reports that their unit is not allowed to shower outside of their cohort day room time, even though the posted schedule states that it is allowed.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed the schedule that the incarcerated individual had. There is a new 2022 schedule posted in the unit that states showering is allowed during cohort times.	Insufficient Evidence to Substantiate

218.	This person has a concern that mental health providers are going through his medical records looking for reasons to do a psychiatric evaluation. They are not transgender, but provider is constantly asking them about it. They are concerned about getting hormone therapy injections.	The OCO was unable to substantiate the concern due to insufficient evidence. There is no evidence to suggest that the Department of Corrections is going to give this person hormone therapy. This office wrote a letter to the person explaining that they have the right to refuse any medical treatment they do not agree with.	Insufficient Evidence to Substantiate
219.	The person wants confirmation from the center for health statistics related to their two children's death. They wrote to the center and received an application that costs \$50 to process for death certificates. This person does not have \$50 to pay for certificates, and they want to know if OCO can help them get confirmation of their deaths without having to pay any money.	The OCO lacks jurisdiction to investigate this complaint because the complaint relates to an action taken by an agency other than the Washington State Department of Corrections.	Lacked Jurisdiction
220.	Incarcerated individual does not understand why he is being required to take a drug and alcohol assessment when it is not required by his judgment and sentence (J&S). The DOC is requiring him to undergo the assessment and programming before he can transfer to camp. His goal is to be at a camp near his children, but he feels he is being coerced into doing the assessment and programming to transfer.	The OCO was unable to identify evidence to substantiate there was a violation of policy. The OCO reviewed this person's records and determined that the DOC is within policy to require that this person undergo the drug and alcohol assessment. This office provided this person with information regarding the treatment referral made by the DOC.	No Violation of Policy
221.	Incarcerated person reports they were told at a classification meeting that their custody score had dropped rapidly, which they believe to be unfounded. Incarcerated person says they were deducted points for escape and detainer when they should not have been; person also claims that they are being deducted points for infractions out of retaliation by DOC staff.	The OCO was unable to identify evidence to substantiate there was a violation of policy by the DOC. Incarcerated person's current custody score does not reflect any erroneous point losses for escape or detainer, and the incarcerated person's continued infraction behavior has been resulting in appropriate point losses within DOC Policy 300.380 Section V.A.2.	No Violation of Policy
222.	Patient reports the transport vehicles are too small causing him to have to sit sideways for extended times.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO spoke with DOC and were informed that this person currently does not qualify for use of the	No Violation of Policy



wheelchair van because of his transportation code. The OCO informed the person that his medical provider can change that code if they believe his condition warrants it. This office recommended the person kite his provider to discuss if this change is possible.

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223.	The incarcerated person was supposed to be transferred to work release today. He has not tested positive for COVID 19. He reported that he has worked hard to get this far and wants the opportunity to promote to his deserved level of custody and confinement. He does not qualify for a housing voucher and needs work release so he can make money while there. This is an equity release issue being impacted by COVID.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. Due to current COVID outbreak, transfers have been delayed. The OCO confirmed the individual is on the list once transfers resume.	No Violation of Policy
224.	Incarcerated person reports that DOC tried to transfer them to a facility that would be unsafe for them. Incarcerated person was then infractioned for refusing to transfer, which they felt was unfair. Further, the incarcerated person's custody level was overridden to maintain them at their current level, which they felt was retaliation for refusing to transfer.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. DOC Serious Violation Guidelines do not allow for overturning an infraction for refusal to transfer due to safety concerns. Further, in the incarcerated person's hearing, the person noted that safety concerns were not their primary reason for refusal. DOC staff were within policy to uphold the infraction, and sanctions were within Sanctioning Guidelines (DOC Policy 460.050). The incarcerated person's custody level was maintained at its current level, which is within the discretion of the Superintendent under DOC Policy 300.380. Those determinations are appealable, but the Superintendent's determination is final.	No Violation of Policy
225.	Incarcerated person received an infraction last year for refusing to program. Incarcerated person learned that the OCO produced a report about similar infractions issued during the COVID-19 pandemic, and as a result of that investigation, a number of incarcerated individuals had similar infractions dropped from their	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The previous OCO investigation involved incarcerated individuals who declined to work specifically because of concerns related to COVID-19 safety. The OCO reviewed the available disciplinary record, and the incarcerated	No Violation of Policy

record. This incarcerated person asked if the OCO could get their infraction dropped or reduced so it does not affect their graduated reentry eligibility.

person did not share any concerns about COVID-19 safety during their initial denial, during their hearing, or on appeal. Absent those concerns, the DOC is within policy to uphold the infraction. The incarcerated person's infraction was over six months ago, which means it should not affect his eligibility at this time for Graduated Reentry per DOC Policy 390.590.

226.	<p>Incarcerated individual was infracted for photocopying legal documents that belonged to another individual and retaining them in his cell. Incarcerated complainant stated that the infraction was based on a policy that did not go into effect until three days after his hearing was held.</p>	<p>The OCO was unable to identify evidence to substantiate there was a violation of policy by the DOC. The policy in question was revised shortly after the individual's hearing, but there was a previous version of that policy which controlled the guilty finding. The OCO requested and reviewed that historic policy alongside all evidence presented against the individual, and the individual's behavior was a violation of the policy even before it was revised. The wording of the controlling policy was sent to the individual for clarity.</p>	<p>No Violation of Policy</p>
227.	<p>The incarcerated individual has been at this facility for five years and has completed all of the programs they can at this location. They requested to go to another facility and were told no because they are not within the 18 months needed for their next program. The person wants to be at this other facility because it puts them closer to their family and they want access to different classes.</p>	<p>The OCO was able to substantiate this concern but was not able to achieve a resolution. The OCO determined that this person needs to appeal classification. Policy 300.380 says an individual can appeal a classification decision but must do so within 72 hours of being notified of the decision. The OCO wrote a letter to this person with this information.</p>	<p>Substantiated Without Resolution</p>
228.	<p>Incarcerated person reports not being offered drug and alcohol treatment.</p>	<p>The OCO verified the complainant's concern, but was unable to achieve a resolution. The DOC communicated to the OCO that the individual's treatment will need to occur in the community, post-release. Due to cohort limitations and other COVID-19 mitigation efforts, programming was delayed. This person does not have enough time in confinement to complete the programming.</p>	<p>Substantiated Without Resolution</p>

229.	The incarcerated individual reports that a friend of his was beaten by gang members because he was convicted of a sex offense.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
230.	The incarcerated individual reports that no one in DOC is allowed to take the mental health medication he is on that assists in mood regulation. The incarcerated person states that the DOC staff are tapering him off his mental health medications with no alternative medicine.	The incarcerated person has not pursued an internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
231.	This person reports legal paperwork was lost during transfer. The incarcerated individual has filed grievance.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative or appellate process.	Administrative Remedies Not Pursued
232.	Family member called saying that person was approved for transfer to another facility due to safety concerns.	The incarcerated individual has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative or appellate process.	Administrative Remedies Not Pursued
233.	Person states DOC did not follow policy when dealing with his infraction appeal.	The incarcerated individual did not file an appeal of an infraction and did not pursue an internal resolution of this concern. Per RCW 43.06C(2)(b) the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative or appellate process.	Administrative Remedies Not Pursued
234.	Incarcerated person reports that they have a Health Status Report for a mechanical soft diet and onion allergy, however onions have	The incarcerated individual must pursue internal resolution per RCW 43.06C.040(2)(b) before the OCO can investigate the case. The individual has not appealed the	Administrative Remedies Not Pursued

	continuously been put in their food and could cause death.	result of the grievance filed to level 1.	
235.	The incarcerated individual reports that they were sprayed with pepper spray and taken to the Intensive Management Unit (IMU) when their glasses fell on the floor. Staff said they would bring them to him in the IMU, but they did not. The person reports that their vision is horrible, and they cannot see without them. The person says they have an old pair in their property at a different facility and have made some attempts to kite property to get them. Staff did arrive cell front to have him fill out a postage transfer to get the old glasses, but it has been three weeks, and they still have not received their glasses.	The OCO provided assistance. This office contacted the DOC; DOC staff was able to locate his property that had been transferred from the other facility. The Intensive Management Unit staff were able to retrieve the old pair of glasses and give them to this person. This office wrote a letter to the individual describing our outreach and confirmed that he received his glasses.	Assistance Provided
236.	The incarcerated individual reports that he was told to kill himself by a staff member.	The OCO provided assistance by following up with DOC management staff regarding the staff member named in this concern. The OCO cannot dictate staff discipline, however the OCO was able to communicate the concern regarding staff behavior.	Assistance Provided
237.	The incarcerated individual told the OCO during a facility check that his marriage application is not a priority for DOC to process because of the large amount of time he has remaining to serve. He says he submitted the marriage application over one year ago but there's still no update.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted the DOC about this concern. The DOC reported that they were already working on this person's marriage application. This office wrote this person a letter with this information.	DOC Resolved
238.	Person reports they have not been seen by medical or mental health providers since being taken into DOC custody.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted the DOC and was informed that the patient had been seen by medical provider and mental health by the time of OCO involvement.	DOC Resolved
239.	Person reports they have multiple medical resolution requests that have gone unanswered.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted health services management and were informed the resolution requests had been answered. The OCO confirmed this by reviewing records of the resolution requests.	DOC Resolved

240.	The incarcerated individual has property at a work release facility and would like their property shipped to them at their current location. DOC is telling them they want his sister to come pick up his property, but that is not an option.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The OCO contacted the DOC, who reported that this person's property is being shipped to the property room of their current facility.	DOC Resolved
241.	Incarcerated person reports he is scheduled for a disciplinary hearing but believes it will not be fair and impartial. Incarcerated person believes that the hearing officer made inappropriate comments about the person during a different hearing with another individual. Incarcerated person also notes that his cell has been searched a number of times in relation to the infraction, which he feels is harassment.	DOC staff resolved this concern prior to the OCO taking action on this complaint. The infraction in question has been removed from the individual's record, and no sanctions were applied. The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC in regard to searches noted by the incarcerated person, because DOC staff were pursuing the searches to find evidence of missing documentation which was central to the infraction in question.	DOC Resolved
242.	The incarcerated individual reports that they never received the books they had ordered.	The OCO provided information to the incarcerated individual that a claim with the United States Postal Service should be made for lost materials sent to an individual through the mail.	Information Provided
243.	Incarcerated individual expressed concern about a urinalysis (UA) related infraction when he had recently had surgery that impacted his ability to urinate. He was unable to get a letter from his medical provider substantiating this concern and was found guilty. Because of the infraction his extended family visits (EFVs) were taken away for three years.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO found the incarcerated individual did not have a medical reason that he would be unable to provide a UA for the most recent infraction the individual had related to a UA test. Additionally, the sanctions were not related to the removal of extended family visits. The OCO advised the individual that this office was unable to substantiate his claims and if he had additional relevant information to provide, the office would review the complaint again.	Insufficient Evidence to Substantiate
244.	Incarcerated person recently received an infraction for an unauthorized marriage. The incarcerated person subsequently requested a transfer to be closer to their spouse, and also to have access to appropriate programming which was not available at their current facility. The incarcerated	The OCO was unable to substantiate the concern due to insufficient evidence of retaliation against the incarcerated person. The OCO reviewed available disciplinary materials for the infraction, as well as the individual's Custody Facility Plan and transfer order. The infraction	Insufficient Evidence to Substantiate

person was approved to transfer, but not to the facility they had asked for. They believe that DOC staff transferred them to a different facility in retaliation against the incarcerated person for their earlier infraction.

was supported by sufficient evidence. The individual's Custody Facility Plan included a reference to the infraction, but the infraction did not significantly affect the incarcerated person's custody score such that their transfer was impacted. The individual requested the transfer, and while they were not transferred to their requested facility due to lack of available space, they were transferred to a different facility at the same custody level and should still have access to programming at that facility.

245.	<p>Incarcerated person says they were found guilty of a number of infractions related to a protest incident. Incarcerated person requested multiple witness statements; however, the hearing officer did not allow all of the statements requested. Incarcerated person also says that they would be easily identifiable on camera if they had participated, but video was not reviewed for their hearing.</p>	<p>The OCO was unable to substantiate the concern due to insufficient evidence. According to the DOC, no video exists of the incarcerated person during the incident that could be reviewed either to affirm or contradict the staff statements used to uphold the individual's infraction. Without that evidence, there is nothing further to substantiate a claim of innocence. The hearing officer did only allow a selected number of the witness statements the incarcerated person requested, according to WAC 137-28-285(1)(f), hearing officers have discretion to include or exclude witnesses if deemed irrelevant, duplicative, or unnecessary. The hearing officer did not violate this policy in using discretion to assess the usefulness of multiple witness statements.</p>	<p>Insufficient Evidence to Substantiate</p>
246.	<p>Person reports they tried to declare a medical emergency for three days and suffered further injury as a result.</p>	<p>The OCO was unable to substantiate the concern due to insufficient evidence. The OCO reviewed extensive medical records and was unable to find evidence of delayed care.</p>	<p>Insufficient Evidence to Substantiate</p>
247.	<p>Incarcerated individual wishes to contest a tort claim denial. The incarcerated person filed a tort claim after DOC staff would not allow them to bring five boxes of property onto the transport bus during a transfer. Incarcerated person then reports that DOC staff</p>	<p>The OCO lacks jurisdiction to investigate this complaint because the complaint relates to an action taken by an agency other than the Washington State Department of Corrections. If the incarcerated person wishes to contest a tort claim denial, they must contact Department of Enterprise Services.</p>	<p>Lacked Jurisdiction</p>

never resolved the issue, which led them to the tort process.

248.	Person reports that DOC is not following current law and is ordering him to serve community custody time on a very old charge which extends beyond the statutory maximum. Person says he is trying to move out of this state as soon as he released and his plans are based on discharge from supervision. DOC is not applying an order signed by a judge correctly and DOC staff agree with him.	The OCO was unable to investigate or provide assistance. The complaint relates to an issue that is not under OCO jurisdiction. The OCO lacks jurisdiction over Community Custody concerns.	Lacked Jurisdiction
249.	Incarcerated person reports they have a consult with a surgeon scheduled in early June, and they are concerned they may miss the consult again because of COVID. The incarcerated person's consult has been rescheduled three times up to this point.	The OCO was able to substantiate this concern, but was not able to achieve a resolution. The OCO investigated the incarcerated person's grievance history and substantiated their claims that they missed the last three scheduled telehealth appointments due to technical issues in their housing unit. The individual has a pending resolution request to address this, and the OCO cannot take action to change the outcome of that process. Additionally, the OCO cannot guarantee an appointment will not be canceled, nor review an action that has not happened yet. This incarcerated person would need to contact the OCO if the appointment is missed, which was communicated to them.	Substantiated Without Resolution

### Washington Corrections Center for Women

250.	The person is in administrative segregation awaiting results of investigation on three infractions. She has filed a grievance about the underlying issue of discrimination and retaliation, that she believes is the result of her being transgender.	The incarcerated person has not pursued an internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The individual can contact the OCO once she receives a DOC infraction appeal decision.	Administrative Remedies Not Pursued
251.	The sister of an incarcerated person called and shared concerns with the OCO regarding the incarcerated person not receiving property,	The incarcerated person has not pursued an internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a	Administrative Remedies Not Pursued

mental health assistance, and the cancelation of mental health appointments.

complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. The OCO verified the incarcerated person does utilize the resolution system in case assistance was required to file a request.

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252.	Person says that her and her roommate were subject to compliance search. During the search staff took all of their property except toilet paper, however, person needed feminine hygiene products so she requested some from staff. Staff would not fulfill her request and repeatedly told her to ask the next staff person. Two hours later the staff gave her soap and tampons. Person requested a grievance form, but staff took her pen and would not give her a pen to write the grievance.	OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.	Administrative Remedies Not Pursued
253.	Insulin dependent diabetic patient feels their quality of life has been severely affected due to lack of DOC having a stable procedure, staff knowledge, proper nutrition, high stress and daily anxiety. Person feels that they are being treated badly because of their medical disability.	The OCO alerted DOC medical and confirmed patient scheduled for follow up. DOC reports low staffing numbers, thus unable to accommodate insulin delivery. Delivery only available through diabetic line. This office provided information to the individual regarding DOC medical diets and how to follow up to discuss these options.	Information Provided
254.	The person wants to go back to their previous unit. They have kited staff requesting that they be moved, and staff told them no.	The OCO was able to provide the individual with information about the forms required for a cell/bed reassignment request and the DOC policy.	Information Provided
255.	Patient reports stomach issues and has called numerous medical emergencies.	The OCO was unable to substantiate the concern due to insufficient evidence. The OCO alerted DOC medical, DOC reports no record of medical emergency recently, medical charts show no documentation of stomach complaints. No record of medical kite or grievance. The OCO attempted to arrange a call with patient but did not receive call or follow up; provided information to	Insufficient Evidence to Substantiate



		patient about how to follow up with medical to schedule an appointment and with OCO if the issue is ongoing.	
256.	Community member reports concern regarding Prison Pet Partnership (PPP) program.	The OCO lacks jurisdiction to investigate the concern. The Prison Pet Partnership is run by a volunteer organization; concern can be reported to the PPP board.	Lacked Jurisdiction
257.	Community member reports concern regarding Prison Pet Partnership program.	The OCO lacks jurisdiction to investigate the concern. The Prison Pet Partnership is run by a volunteer organization; concern can be reported to the PPP board.	Lacked Jurisdiction
258.	Patient reports doctor said they were eligible to have left knee replacement. Individual went to orthopedics and was told they needed to get procedure but the doctor said they were too young. The first surgeon said yes and then the other doctor said no because of her BMI. Patient was fasting almost two months and says that messed up their insides and had bleeding in stool. Individual was told it was the medication. Knee swells up and has severe osteoarthritis in both knees.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO alerted DOC medical, confirmed orthopedic assessments and updated treatment plan. DOC reports the patient does not qualify for the procedure due to age and BMI. DOC shared individual can kite medical about lighter fare medical diet or Durable Medical Equipment HSRs. The OCO also confirmed patient was seen for a follow up after a CT scan to address blood in stool and found diagnosis and symptoms improving after discontinuation of a prescription medication.	No Violation of Policy
259.	Family member reports their mother has vaginal and rectal prolapse. Patient is experiencing high pressure pains in her back, uncontrollable urine leaks, severe cramps, spotting after period, trouble having bowel movements, and feeling like body parts are coming out.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO alerted DOC medical, confirmed patient was seen for surgery consult and doctor did not recommend surgery at that time. Other treatment recommended but patient declined	No Violation of Policy
260.	Incarcerated individual received an infraction for fighting after sticking up for themselves against another incarcerated person who has been bullying and harassing them. For the incarcerated person's hearing, they asked for a witness statement from their roommate, but later felt that the roommate was not truthful. Incarcerated person is afraid for their safety now that they are continually in contact with the	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO reviewed the individual's disciplinary record, and the DOC provided sufficient evidence to substantiate upholding this person's infraction--even independently from the witness statement that the person believes was biased. The incarcerated person also admitted that they willingly entered the altercation to	No Violation of Policy

other incarcerated person that was involved in the fight. stick up for themselves. DOC is within policy to uphold the infraction based on the evidence provided. The DOC did implement a keep separate for the two individuals, in response to this individual's safety concerns.

261.	A loved one reported that the facility is using personal financial information to block JPAY accounts.	The incarcerated individual did not respond to the OCO's request to provide additional information within 30 days. The OCO encouraged this person to contact this office if they would like to request assistance.	Person Declined OCO Involvement
262.	The incarcerated individual reports that in the initial disciplinary hearing, their infractions were reduced; however, their roommate had their infractions dropped completely.	The OCO was able to substantiate this concern but was not able to achieve a resolution. The OCO declined to proceed with an investigation of this complaint because it related to a general infraction. The OCO is not reviewing general infractions at this time per WAC 138-10-040(3)(g).	Substantiated Without Resolution

### Washington State Penitentiary

263.	Incarcerated person reports that they are having issues with a particular staff member. Person says that the staff member previously injured them and does other adverse behaviors such as not picking up their food tray, trash, or house mail.	The incarcerated person has not pursued an internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
264.	Incarcerated individual was at Harborview Medical Center before being transferred to his current facility and he wants access to the medical records created while he was at Harborview but, is not sure how to obtain them.	The OCO provided information regarding how to obtain medical records during the OCO hotline call.	Information Provided
265.	Individual reports DOC staff are interfering with his legal mail.	OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.	Administrative Remedies Not Pursued

266.	Incarcerated individual reports that he was harassed by DOC staff because of his race and medical condition.	OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.	Administrative Remedies Not Pursued
267.	Incarcerated person reports that DOC staff are not allowing them access to the law library because they are at a camp and not in a close custody unit and they have to have a verifiable upcoming court criminal court case.	The incarcerated individual has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b) the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
268.	The incarcerated individual reports that DOC changed vendors from actual music suppliers (Sweet Water and Musicians Friends) to Union Supply group. Union Supply does not provide the instruments and replacements for what they already have. Union Supply supplies three out of their four services to DOC. Whenever they take over they increase prices.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
269.	The incarcerated individual is in segregation pending an investigation for charges of infraction he has not been served with. His paperwork says that he is alleged to be a security threat but nothing else. This person reports that he has not been interviewed or spoken to by any staff as part of a pending investigation.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
270.	Incarcerated individual was taken off a mental health medication after being told he did not fit the criteria to be prescribed the medication while incarcerated.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued

271.	The incarcerated individual reports that DOC cannot charge \$0.20 per page to print medical records based on the declaratory judgment in another county. The DOC can only charge \$0.15 per page and he would like the OCO to review the policy.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
272.	The incarcerated person reported that it takes people several months to receive their property, and he would like to get his chain boxes at a minimum.	The incarcerated person has not pursued an internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
273.	Incarcerated person reports ongoing problems accessing dental care. He was told by DOC staff that they do not offer dental repairs and will only remove the teeth. The individual was told this is related to LWOP, however, he reviewed policy and it does not say anything about care being restricted to teeth having to be removed. The patient sent a kite because one of the teeth that needed a root canal is hurting and DOC is refusing a root canal.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process. OCO encouraged the individual to submit a grievance to the Resolution Program. All level 0 concerns regarding a health services issue will be screened by the facility Resolution Specialist and either accepted as a review or sent to the Health Services Manager (HSM1) for review in an attempt at an informal resolution. If unable to informally resolve at Level 0 within the established timeframe, the concern will be accepted and assigned to the HSM1 as a Level 1 review. If the issue is not resolved, the OCO can then open a concern and the patient can also file a grievance appeal to continue the DOC resolution process.	Administrative Remedies Not Pursued
274.	Incarcerated person reports that folks within their facility have not had big yard for multiple months due to staff shortages.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated	Administrative Remedies Not Pursued

		person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	
275.	The incarcerated individual reports issue with his cable not being fixed.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
276.	Incarcerated individual reports that DOC has provided him with a half inch thick mattress that is giving him severe pain in his back. The individual already has back issues that are being assessed by medical. He reports that the mattress that he currently has is adding to that back pain and making it very difficult to sleep.	The OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.	Administrative Remedies Not Pursued
277.	Incarcerated Individual was not provided with a lower bunk when he was transferred to a new facility. Individual has physical limitations that make it very difficult to use the top bunk and has had Health Status Reports (HSRs) from his DOC medical providers stating that he will not be assigned an upper bunk. The HSR was taken off after he was transferred and not added at the new facility.	OCO provided self-advocacy information related to RCW 43.06C which requires that the incarcerated person has reasonably attempted to resolve a concern through the grievance process, administrative actions, and/or an appellate process or if more than 90 days have passed since filing the grievance before the OCO may investigate the case.	Administrative Remedies Not Pursued
278.	The incarcerated individual reports that the 20-picture policy is not being followed in the Intensive Management Unit.	The incarcerated person has not pursued internal resolution of this concern. Per RCW 43.06C(2)(b), the OCO cannot investigate a complaint until the incarcerated person has reasonably attempted to resolve it through the DOC internal grievance process, administrative, or appellate process.	Administrative Remedies Not Pursued
279.	Incarcerated individual reports his blood pressure is over 200, he has diagnosis for hypertension, and medical ordered weekly blood pressure checks for him. He also reports his heart rate is	The OCO provided information regarding the options resolving the concerns at the DOC facility level such as filing a resolution request or sending a medical kite to discuss his chronic care plan with his	Information Provided

	inconsistent. The individual does not understand the treatment because DOC is not communicating with him about his chronic care plan.	medical providers.	
280.	Incarcerated individual reports he received an infraction for inciting a work stoppage during COVID quarantine but he was COVID positive when he was supposed to attend work.	The OCO provided assistance. The OCO reviewed the infraction packet and related materials for the infraction. The OCO contacted the facility management regarding this infraction, as the individual provided proof that he had a confirmed COVID positive test at the time of the alleged work stoppage. As a result, DOC reversed the infraction and the OCO confirmed there are no infractions related to this event on the individual's record.	Assistance Provided
281.	Patient reports continued concern about not being seen by neurology and continued breakthrough seizures, diagnosed with lesion on optic nerve. Patient expressed concerns about red flags for MS and has not been diagnosed. He said he has severe neurological problems and cannot get pain medication, only over the counter. Patient reports that DOC lied to the OCO during last case when they told the office he was treated.	The OCO alerted DOC medical, confirmed patient scheduled for electromyography, nerve conduction study (EMG/NCS) prior to neurosurgeon referral. DOC reports evaluation for seizures with neurology, MRI of brain, evaluation with neuro-ophthalmology. Recent EMG appointment canceled due to off-site provider office closure, confirmed rescheduled.	DOC Resolved
282.	Person reports he is being put in danger because he was placed in medium custody when he has points for minimum. He was told he has a warrant/detainer but he does not think that is correct.	The OCO has provided the individual with information about DOC policy relating to felony warrants, detainers, and holds issued by the courts. This policy explains housing assignment changes made under DOC 350.750.	Information Provided
283.	An incarcerated person called on behalf of another incarcerated individual because he is being bullied. The caller reports that this person wants to be moved to a camp setting and out of a hostile place. He has been staying in his room and trying to see mental health. The caller stated that the impacted person tried calling the OCO hotline but was not able to get through.	The OCO provided information regarding this person's custody plan. The OCO verified that the incarcerated individual has been promoted to MI2 custody and will be transferred to an appropriate facility after Classifications determines where to send them.	Information Provided
284.	The incarcerated person is requesting assistance contacting a family member. They have also	The OCO provided self-advocacy information to the complainant. Information was provided	Information Provided

	requested the contact information for Adult Protective Services and the Department of Social and Health Services.	regarding contact addresses and numbers for the Department of Social and Health Services and Adult protective services. The OCO cannot provide assistance with contacting a family member.	
285.	Incarcerated person sent in an Ombuds Request Form requesting contact information for the Department of Health, so that he can obtain names of dentists in Walla Walla County.	The OCO provided contact information for the Oral Health Coordinator for Walla Walla County.	Information Provided
286.	Complainant reports he went to the intensive management unit (IMU) for an infraction. When he got to his property some items were missing and he was not given a property log in a timely manner. He then filed a grievance against the officer that packed the property and received another infraction. He believes the officer retaliated against him.	The OCO reviewed the documentation related to the infraction and related grievance. However, the only visible infraction on the individual's record is the one that occurred before the grievance was filed. As a result, there was not enough evidence to substantiate the individual's concern.	Insufficient Evidence to Substantiate
287.	External friend of an incarcerated individual reports that her incarcerated friend has been held in administrative segregation without access to their infraction hearing. The incarcerated individual has been in administrative segregation on quarantine since February and would like to have his hearing so he can be released from segregation.	The OCO found that DOC held the incarcerated individual in compliance with DOC 320.200 Administrative Segregation and in compliance with COVID-19 quarantine protocols. The incarcerated individual was able to access his infraction hearing and was released from segregation after appropriate quarantining.	No Violation of Policy
288.	External friend of an incarcerated individual reports that her incarcerated friend has been held in administrative segregation without access to their infraction hearing. External friend reports that the DOC staff do not care about his wellbeing and tell him that he is being held in administrative segregation due to COVID-19, however the incarcerated individual has seen other incarcerated individuals release from administrative segregation.	The OCO found that DOC held the incarcerated individual in compliance with DOC 320.200 Administrative Segregation and in compliance with COVID-19 quarantine protocols. The incarcerated individual was able to access his infraction hearing and was released from segregation after appropriate quarantining.	No Violation of Policy
289.	Incarcerated individual expressed concerns about an infraction for possessing a cellphone/contraband while working offsite at a fairground. He saw a fair employee drop their phone, so he started yelling to the employee about the	The OCO was unable to identify evidence to substantiate there was a violation of DOC policy. The OCO contacted the facility and discussed the infraction further with facility leadership. There was no evidence that the incarcerated individual	No Violation of Policy

dropped phone. The incarcerated individual then handed the employee the phone.

requested a witness statement from the fair worker whose phone it was, to confirm his story. After the OCO brought this concern to DOC's attention, DOC contacted the fair worker multiple times to see if he would be willing to provide a witness statement but the worker did not respond. Based on the information included in the infraction narrative, there is enough evidence to substantiate the "some evidence" standard that is required of DOC infractions. The OCO advised the incarcerated individual of this finding.

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290.

Incarcerated individual reports that he appealed an infraction for an organized work stoppage and states they were not involved in that as they were out sick and tested positive for COVID two days after the infraction. He reports he was on quarantine during this time and he says no one came to get him for work that day.

The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed the infraction packet and related materials for the infraction. The OCO contacted the facility management regarding this infraction, but were unwilling to modify, lower or overturn it because the individual did not test positive for COVID until two days after the alleged work stoppage as confirmed by a test. Thus, when the incarcerated individual and several others did not attend work in the pantry, this would satisfy the elements of both a 682 for a work stoppage as there were two or more incarcerated individuals who banded together to cease work and a 353 infraction (reduced from a 557 refusing to program) for engaging in disruptive behavior.

No Violation of Policy

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291.

Incarcerated individual reports he received a failure to program infraction . He reports he is not classified for drug offender sentencing alternative (DOSA) but he was assigned DOSA programming. He did not attend said programming and received the infraction.

The OCO was unable to identify evidence to substantiate that there was a violation of policy by DOC. The OCO reviewed the infraction packet and custody facility plan for the incarcerated individual and found that there was a recommendation that the individual needed drug/alcohol use programming. Based on DOC Policy 580.000, if there is any indication the individual needs drug/alcohol programming, DOC can require the individual partake in DOSA programming.

No Violation of Policy



292.	Incarcerated individual states that his unit was locked down for COVID and he received two infractions the following day. He said he was worried about his safety going to work with COVID.	The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed the infraction packet and related materials for the infraction. The OCO contacted the facility management regarding this infraction, but were unwilling to modify, lower or overturn it because there is evidence that the reason the individual was refusing to work was due to not being given a shower. Thus, when the incarcerated individual and several others did not attend work in the pantry, this would satisfy the elements of both a 682 for a work stoppage as there were two or more incarcerated individuals who banded together to cease work and a 353 infraction (reduced from a 557 refusing to program) for engaging in disruptive behavior.	No Violation of Policy
293.	Incarcerated individual states they should be in level three of administrative segregation and should be able to have a TV or radio, but they are not allowed these items.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO contacted the facility to better understand the concern. The individual was demoted from a level three due to a major infraction and is not eligible to have a radio or TV. The OCO advised the individual that he would be eligible for a level consideration in the near future.	No Violation of Policy
294.	Patient reports disagreement with treatment and follow up testing delays regarding stomach issues, dizziness, and vomiting. Reports medical staff have not been helpful and threatened to infract if he files another medical emergency.	The OCO alerted DOC medical, confirmed patient receiving testing and treatment under WA DOC Health Plan. DOC medical reports exam negative and all diagnostics negative except for H. pylori which was treated. Pending additional stool test.	No Violation of Policy
295.	Incarcerated individual states he was infraacted for refusing to work and inciting a stoppage of work when his unit went on lockdown for COVID. Staff asked if he would work handing out meals and person said they would if they were allowed to shower before and after work as they believed it to be unhygienic to handle people's food without being able to be clean first.	The OCO was unable to substantiate a violation of policy by DOC. The OCO reviewed the infraction packet and related materials for the infraction. The OCO contacted the facility management regarding this infraction, but were unwilling to modify, lower or overturn it because the individual admitted to refusing to work due to not being	No Violation of Policy

given a shower. Thus, when the incarcerated individual and several others did not attend work in the pantry, this would satisfy the elements of both a 682 for a work stoppage as there were two or more incarcerated individuals who banded together to cease work and a 353 infraction (reduced from a 557 refusing to program) for engaging in disruptive behavior.

296.	When the incarcerated individual arrived at the prison in 2021, DOC did not give him his jail credits and his Earned Release Date (ERD) has been switched. He is missing 86 days. His ERD should have been at the end of February.	The OCO was unable to identify evidence to substantiate there was a violation of policy by DOC. The OCO examined records and documentation pertaining to the individual's Earned Release Date and found no error in the individual's time calculations.	No Violation of Policy
297.	A loved one contacted the OCO on behalf of their incarcerated family member. This person reports that one of the unit phones works intermittently and has broken repeatedly. Currently, the phone has been broken for approximately two weeks, causing a long line and tension.	The incarcerated individual did not respond to the OCO's request to provide additional information within 30 days. The OCO encouraged this person to contact this office if they would like to request assistance.	Person Declined OCO Involvement
298.	An external family member expressed concerns about the incarcerated individual being placed in the intensive management unit and being issued an infraction without his name on it. The family member wants to know why he's in the IMU and how long he will be there.	The incarcerated individual did not respond to the OCO's request to provide additional information within 30 days. The OCO encouraged this person to contact this office if they would like to request assistance.	Person Declined OCO Involvement
299.	Patient signed up for COVID incentive program in January, wrote medical kites to get on program. It took a long time to get the vaccine because he was in quarantine. Patient received both doses. After he signed up for the program, he got the second dose and filed a grievance about the incentive program. He was told via kite from medical that he would be getting an incentive bag,	The OCO alerted DOC medical, DOC reports their incentive supply is out and there is no information about them being replenished. Substantiated individual signed up for program, received vaccinations after incentive kits were given out, and did not receive items.	Substantiated Without Resolution
300.	The incarcerated individual would like to have their infraction expunged.	The OCO was able to substantiate this concern but was not able to achieve a resolution. This office verified that the DOC was within	Substantiated Without Resolution

policy to issue and uphold this infraction.

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301.	Incarcerated individual has been held in the Intensive Management Unit (IMU) pending an infraction for a long time. The infraction investigation is closed, and he has been served the infraction but not moved back into general population. DOC tells him that he cannot move to the unit he has been assigned because it's on COVID-19 quarantine but, he wants to move anyway because he has already had COVID-19 and is vaccinated.	The OCO verified complainant's concern but was unable to achieve a resolution to the concern as incarcerated individual had left administrative segregation before OCO involvement.	Substantiated Without Resolution
302.	Person believes it to be unfair that their unit is being denied access to post high school education, the computer lab and the ability to get graphing calculators. They believe there should be a rotating schedule with the other units, to allow better access to these things.	The OCO was able to substantiate this concern, but was not able to achieve a resolution. The OCO has substantiated there is limited access to secondary education in the BAR units. The DOC currently does not have a resolution to this issue.	Substantiated Without Resolution

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## Abbreviations & Glossary

**ADA:** Americans with Disabilities Act

**AHCC:** Airway Heights Corrections Center

**ASR:** Accommodation Status Report

**BOE:** Behavioral Observation Entry

**CBCC:** Clallam Bay Corrections Center

**CCCC:** Cedar Creek Corrections Center

**CI:** Correctional Industries

**Closed Case Review:** These reviews may be conducted by the OCO when a complainant whose case was closed requests a review by the supervisor of the original case handler.

**CO:** Correctional Officer

**CRC:** Care Review Committee

**CRCC:** Coyote Ridge Corrections Center

**CUS:** Correctional Unit Supervisor

**DES:** Department of Enterprise Services

**DOSA:** Drug Offender Sentencing Alternative

**EFV:** Extended Family Visit

**ERD:** Earned Release Date

**GRE:** Graduated Reentry

**HCSC:** Headquarters Community Screening Committee

**HSR:** Health Status Report

**IIU or I&I:** DOC's Intelligence and Investigations Unit ("Intelligence & Investigations")

**J&S:** Judgment and Sentence

**MCC:** Monroe Correctional Complex

**MCCCW:** Mission Creek Corrections Center for Women

**OCC:** Olympic Corrections Center

**Pruno:** Alcoholic drink typically made by fermenting fruit and other ingredients.

**PULHES-DXTR codes:** Washington DOC assigns health services codes to every individual incarcerated in its system. These codes, known as PULHES or PULHES-DXTR codes, are meant to note the presence and severity of various health-related factors, such as medication delivery requirements, mobility limitations, developmental disability, and use of mental health services.

**SCCC:** Stafford Creek Corrections Center

**SOTAP:** Sex Offender Treatment and Assessment Program

**SVP:** Sexually Violent Predator

**TC:** Therapeutic Community

**WaONE:** Washington ONE ("Offender Needs Evaluation")

**WCC:** Washington Corrections Center

**WCCW:** Washington Corrections Center for Women

**WSP:** Washington State Penitentiary