

OFFICE OF THE CORRECTIONS OMBUDS

SENATE HUMAN SERVICES COMMITTEE
JANUARY 12, 2023

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Second Substitute Bill 1889 of the 2018 regular session
signed into law by Gov. Inslee on March 27, 2018

Purpose

- Provide information
- Promote public awareness & understanding
- Ensure compliance with relevant statutes, rules, & policies
- Identify system issues and responses for the governor & the legislature to act upon

What makes an effective ombuds office?

According to the United States Ombudsman Association:

- Independence
- Impartiality and Fairness
- Credibility of the Review Process
- Confidentiality

Budget & Expenditures FY 2022

Category	Allotment	Expenditure
Employee Salaries and Wages	796,492	854,026
Employee Benefits	288,439	290,085
Professional Service Contracts	10,000	0
Goods and Services	146,700	98,510
Travel	60,000	13,635
Capital Outlays	0	82
Interagency Reimbursements	3,334	(99,260)
Total	\$1,304,965	\$1,157,078

13 Full-Time & 2 Part-Time Staff

OCO Actions in Calendar Year 2022

OCO Confidential Hotline

Total Calls Received

5,190

Investigations Opened
via hotline, mail, & webform

3,987

140% INCREASE

from 2021-2022

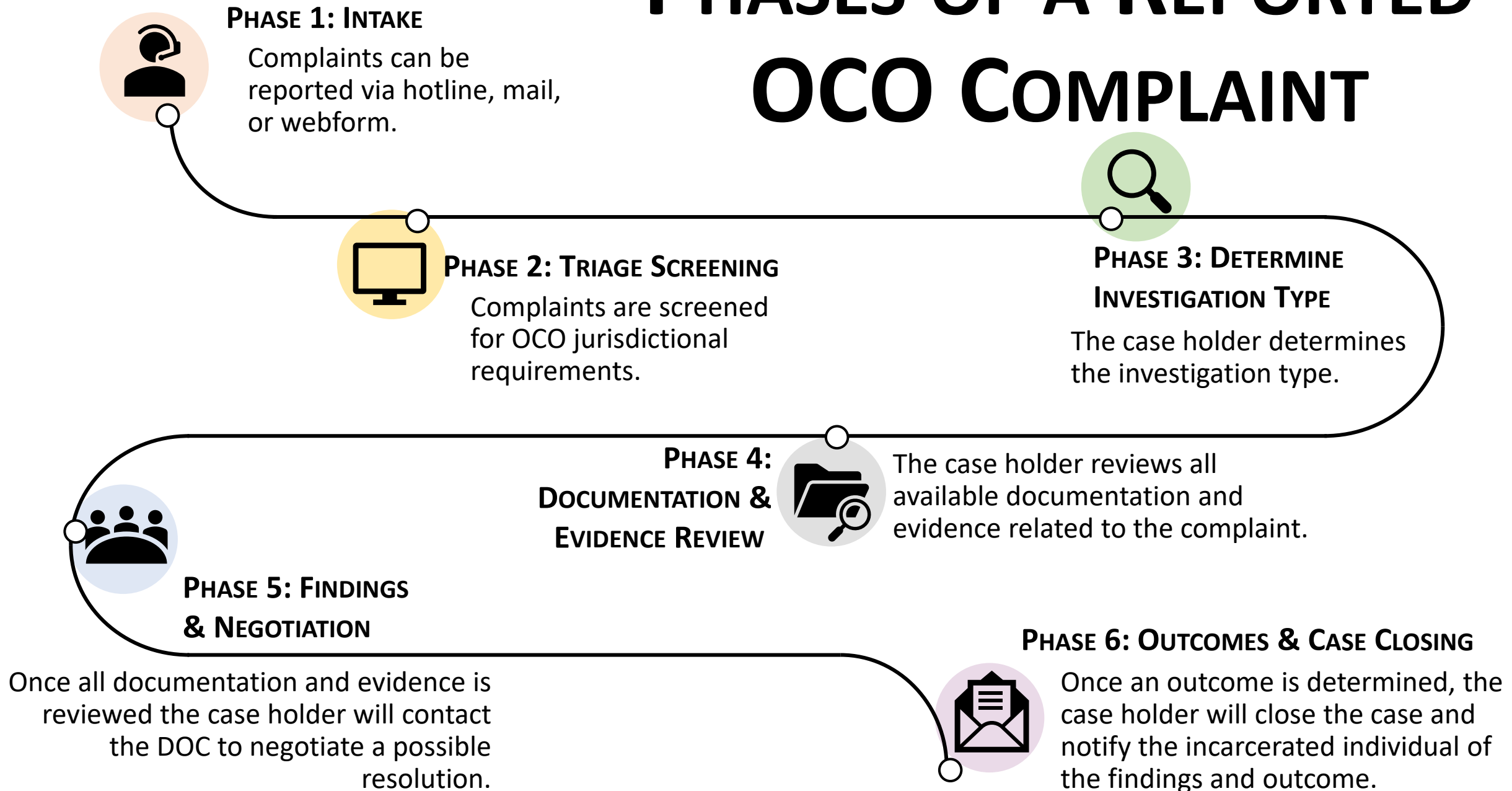
Investigations Resolved

3,780

127% INCREASE

from 2021-2022

PHASES OF A REPORTED OCO COMPLAINT



December 2022 Monthly Outcome Report

INTAKE INVESTIGATIONS: 115

Administrative Remedies Not Pursued - 71
Declined - 20
Lacked Jurisdiction - 14
Person Declined OCO Involvement - 8
Person Left DOC Custody Prior to OCO Action - 2

CASE INVESTIGATIONS: 203

Assistance Provided - 29
Information Provided - 70
DOC Resolved - 18
Insufficient Evidence to Substantiate - 16
No Violation of Policy - 62
Substantiated - 8

UNEXPECTED FATALITY REVIEWS: 3

Resolved Investigations
321

assistance or information
provided in

OVER 48%
of case investigations

OCO Action Highlight (Dec. 2022)

CANCER CARE

Patient reported kidney pain and delayed access to testing/appointments; patient later diagnosed with cancer.

OCO staff:

- Provided self-advocacy information to patient during multiple confidential phone calls
- Tracked appointments
- Monitored & confirmed cancer testing, treatment, and follow ups
- Requested appointment with re-entry nurse to discuss access planning upon release

As a result of OCO involvement, patient received additional testing which resulted in cancer diagnosis and treatment. Patient scheduled with re-entry nurse to create a continuity of care plan for appointments after release.

OCO Action Highlights (Dec. 2022)

SAFETY CONCERNS

External person reported that their loved one was concerned for his safety due to impending transfer. OCO staff identified that the individual was currently housed in a safe harbor facility, alerted DOC, and requested a full review of safety concerns. The DOC canceled the transfer and allowed him to remain at safe harbor facility.

UNEXPECTED FATALITY REVIEW (UFR) RECOMMENDATION

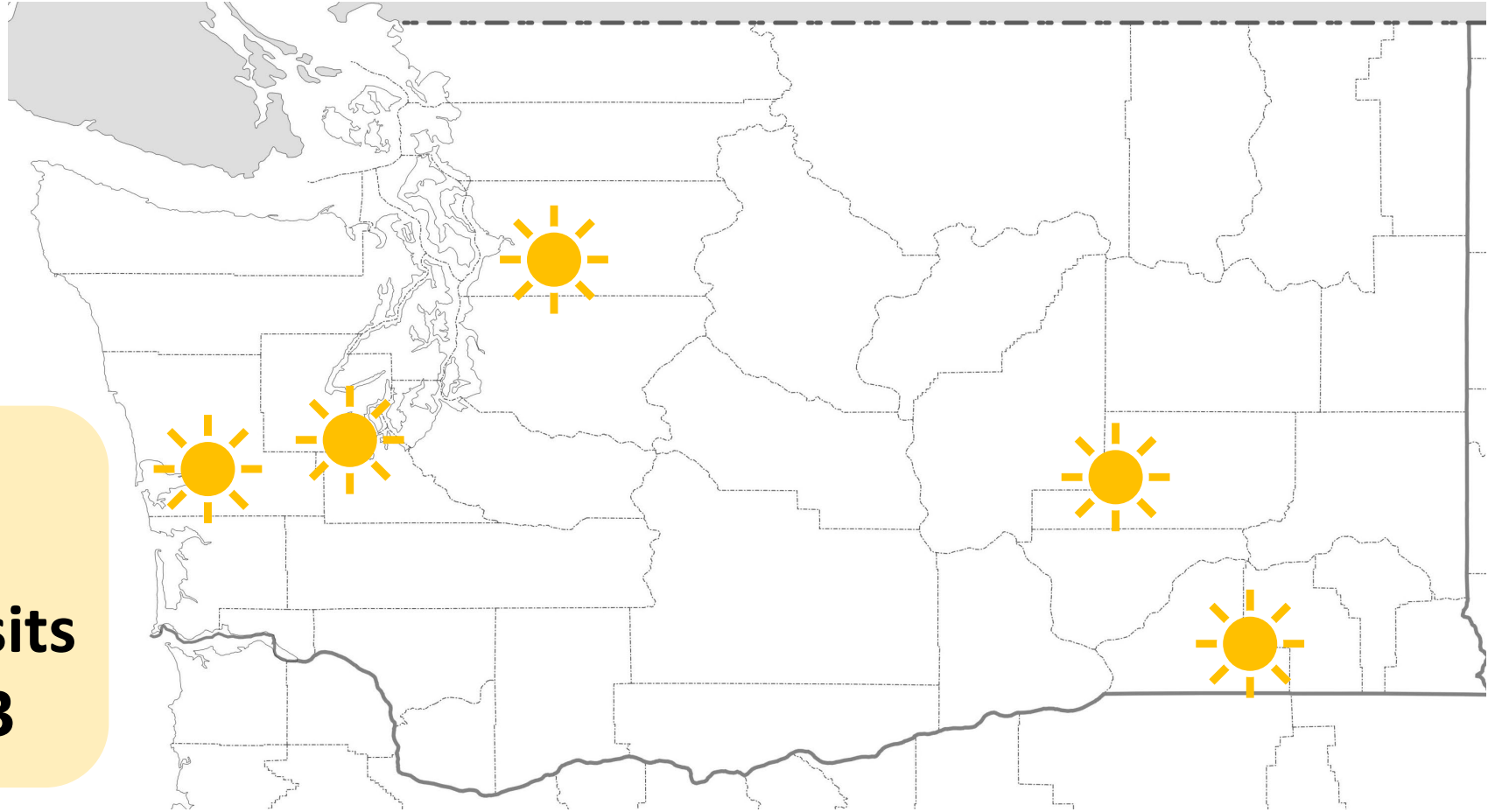
Suicide in Alternative Housing for Medical Isolation. A weekly multidisciplinary team meeting should be conducted to ensure continued placement in alternative housing is appropriate and that the individual's medical, mental health, and safety needs are being met. Team should include representatives from medical, mental health, classification, and custody.

20

**Facility Visits
Oct-Dec 2022**

5

**Facility Visits
Jan 2023**



**Sunlight is said to be the best of disinfectants.
- Justice Louise Brandeis (1914)**

OFFICE OF THE CORRECTIONS OMBUDS

Confidential

Hotline: (360) 664-4749

Mail: PO Box 40009
Olympia, WA 98504

Online: www.oco.wa.gov/submit-complaint

