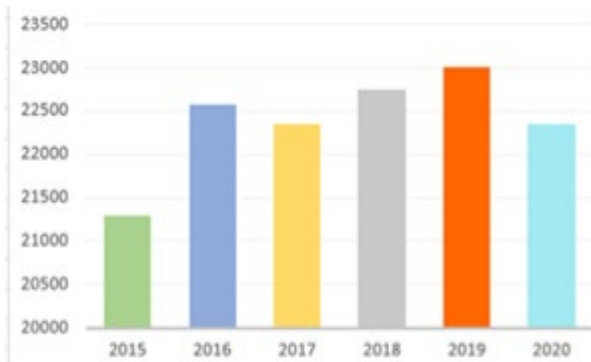


Resolution Program



- Incarcerated/Supervised individuals (I/S I) can file emergency complaints.
- They can either be none-medical or medical (Medical fall under Policy #890.620).
- Emergency complaints involve a potentially serious threat to the life or health of an I/S I's or staff member, relate to severe pain, or involve a potential threat to the operation of a facility, and a resolution request would be delayed if handled through routine channels.
- If the Resolution request meets the criteria of an emergency they are processed immediately.

Resolutions Per Calendar Year



- The Washington State Department of Corrections' Resolution Program is certified by the Federal District Court for Eastern Washington.
- Each prison has a local family council that can communicate with the leadership about Resolution Request issues.
- Being transferred to another prison does not affect the resolution process for the filed request and the incarcerated individuals will receive the response at their new facility.
- Every concern that is determined to meet the program's criteria and filed within the required time frames will receive an attempt at an informal resolution.

About

Purpose

The Resolution program is an internal complaint and appeal system that promotes effective communication between staff and I/S I's in an effort to resolve issues at the lowest level. It is intended to help develop communication skill needed for re-entry to the community and help develop problem solving skills.

Issues Accepted by the Resolution Program for Review

- DOC policies, rules, and procedures
- Application or lack of application of policies, rules, and procedures
- Lack of policies, rules, or procedures that directly affect the living conditions of the offender
- Actions of employees, contract staff, or volunteers over whom the facility or supervising office has jurisdiction
- Actions of other incarcerated individuals
- Any form of sexual assault, sexual abuse and/or employee sexual misconduct
- Retaliation against an incarcerated individual for good faith participation in the grievance program
- Personal safety/Physical plant conditions
- Law firms/Attorneys contracting with DOC to provide legal assistance to inmates under the jurisdiction of the department

Issues Not Accepted by the Resolution Program

- State and Federal law
- Court-ordered pre-sentencing reports
- Community Corrections Officer (CCO) recommendations to a hearings officer and/or the Indeterminate Sentence Review Board
- Special conditions imposed by a CCO in accordance with department policy
- Resolution Specialists infracting an incarcerated individual for submitting a threatening or malicious complain
- An alleged inadequate resolution investigation. This matter can be raised through the resolution mechanism as an appeal to the next level in the process
- An alleged inappropriate resolution response. This matter can be raised through the resolution mechanism as an appeal to the next level in the process
- Issues at a facility to which the incarcerated individual has never been confined or assigned

Numbers at a Glance

For the calendar year 2020, from January to September, 9,836 Resolution Requests were resolved out of 30,745 submitted and in 2019, 8,346 were resolved out of 34,694 submitted. Bringing an average of approximately, 30 % of Resolution Requests submitted being successfully resolved in the I/S I's favor.

Resolutions for 2020 as of November 1, 2020

| | |
|---------------------------------|---------------|
| Compromise | 1,138 |
| Informal Resolution | 7,498 |
| I/S I Favor | 1,200 |
| Total Request Resolved | 9,836 |
| Total Resolution Request | 30,745 |

Resolutions for 2019

| | |
|---------------------------------|---------------|
| Compromise | 1,846 |
| Informal Resolution | 4,898 |
| I/I favor | 1,602 |
| Total Requests resolved | 8,346 |
| Total Resolution Request | 34,694 |

Compromise: a formal resolution request is resolved in the I/S I's favor, but not by using the remedy the I/S I recommends or by implementing only a portion of the suggested remedy.

I/S I Favor: a formal resolution request is resolved in the I/S I's favor using the remedy the I/S I recommends.

Informal resolution: The listed remedy is met, or the I/S I agrees to the resolution.

Here are the other ways Resolutions Requests may be resolved.

Specialist Withdrawal: when the I/S I refuses to sign the formal resolution request or when the I/S I fails to attend a scheduled interview to discuss the complaint, the Resolution Request was filed in error, and other administrative protocols listed in the Offender Resolution Program Manual.

Examples of Concerns Not Accepted: complaints and/or resolution request are not accepted as defined in the Resolution Program Manual. Examples - complaints filed beyond the twenty working days to submit, complaints not written on DOC 5-165, class action complaints, complaints filed on the behalf of another, complaints filed on third party information, etc.

Complaints filed by the I/S I whereby us/them/they/he/she has another administrative forum to address their concerns, complaints filed against court decisions, State and Federal laws, and RCW/WAC, and complaints filed against outside jurisdictions/people.

I/S I Withdrawal: Upon the request of the I/S I the complaint/Resolution Request, and appeal is withdrawn.

State Favor: The Resolution Request is resolved in the State's favor when the issue or condition remains unchanged.

Withdrawn Over the Cap: As indicated by page 26 of the Resolution Program Manual, a I/S I has filing limits (caps); five active Resolution Requests. The I/S I may only submit five new complaints a week; when these filing limits are violated, any new complaints filed are withdrawn due to being over the limit (cap).

Rewrite complaints where the I/I was in the process of rewriting the Resolution request for a reason identified where the request did not meet the criteria.

DOC Policy 550.100 on Resolution Program



The department has an established, structured process for responding to Resolution Requests in order to provide timely responses and/or resolve complaints/issues at the lowest level. The goal of the program is to improve communication between staff and incarcerated individuals to reduce tension and violence at the facilities. The program does this by providing a formal mechanism to address issues through the administrative resolution of complaints. By using this model, it engages the I/S I to use proper problem-solving techniques to work through personal issues and/or work on communication skills to resolve common problems they may face when placed back into the community.

| Action | Timeframe |
|---|--|
| Inmate complaint submitted | Within 20 working days of the date of incident. This timeframe does not apply to complaints against a specific written policy or operational memorandum. |
| Initial complaint response from coordinator | Within 5 working days of the date of receipt to determine whether issue will be accepted or if additional information is required. |
| Inmate returns rewrite or provides additional information if required | Within 5 working days of receipt of Resolution Specialist's response. |
| Initial resolution request response | Within 10 working days of the Resolution Specialist's formally initiating a level I Resolution Request appeal investigation. |
| Offender's appeal to Level II | Within 5 working days of receipt of Level I response. |
| Superintendent/facility supervisor Level II response | Within 20 working days of the Resolution Specialist's formally initiating a level II Resolution investigation. |
| Inmates appeal to Level III | Within 5 working days of receipt of Level II response. |
| Level III response | Within 20 working days of the date the formal appeal is assigned to an investigator by the Resolution Program Office. |