

The Statewide Resolution Program

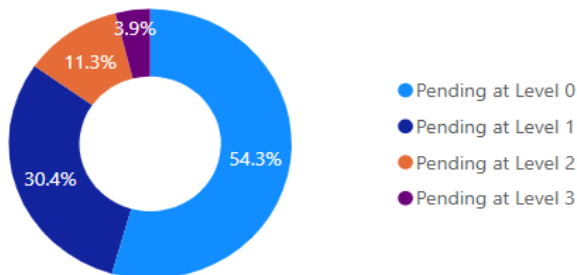


FACT SHEET

The Washington State Department of Corrections Statewide Resolution Program is certified by the Federal District Court for the Eastern Division. All I/I's have access to the Statewide Resolution Program Manual, which provides guidance and instruction for justice-involved individuals and staff on program usage and can offer beneficial opportunities to address concerns proactively.

- Incarcerated individuals (I/I's) can file emergency complaints for both health services and custody concerns. These submissions require a response to be provided within 1 hour. For all health service emergencies, the individual is also required to be seen by a licensed health service provider within 1 hour. This falls under Policies 550.100 & 890.620.
- Emergency complaints involve a potentially serious threat to the life or health of an I/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.

Resolution breakdown 2024



- 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

About

Purpose

The Resolution Program is an internal complaint and appeal system that promotes effective communication between staff and I/I's in an effort to resolve issues at the lowest level. It is intended to help develop communication skills needed for their 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 of policies, rules, and procedures or the 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
- Retaliation against an incarcerated individual for good faith participation in the Resolution 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

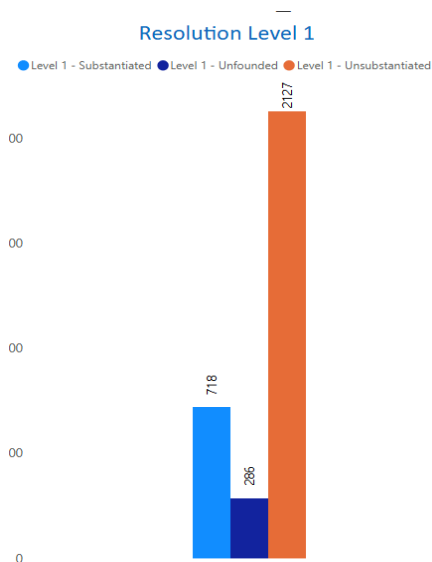
- State and Federal law
- Court-ordered pre-sentencing reports
- Community Corrections Officer (CCO) recommendations to a hearings officer and/or the Indeterminate Sentence Review Board (ISRB)
- Special conditions imposed by a CCO in accordance with court orders
- Resolution Specialist's request for a rewrite.
- An alleged inadequate Resolution Review. 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 process as an appeal to the next level in the review process
- Issues at a facility to which the incarcerated individual has never been confined or assigned
- Speculation or hearsay on events that have not yet occurred.
- OCO complaint forms.

Numbers at a Glance

There was a total of 24,062 Resolution Requests submitted

On average, approximately 30 % of Resolution Requests submitted are successfully resolved in the I/I's favor.

2024 Resolution outcomes for Level 1 Reviews-



Informal Resolution: When a requested remedy by the individual is satisfied, or the I/I agree to the actions or inactions in the response provided. An attempt is always made to provide information to ensure the needs of the individual are met if the Resolution Program is not the correct avenue.

Acceptable Concerns: DOC policies, incidents, or practices that personally affect an I/I. This includes actions of employees, contract staff, and volunteers, under the Department's jurisdiction. All civil rights violations and personal safety issues.

Examples of Concerns Not Accepted: complaints and/or Resolution Requests are not accepted as defined in the Statewide Resolution Program Manual. Examples - complaints filed beyond the 30 working days to submit, complaints not written on DOC 5-165, class action complaints, complaints filed on behalf of another individual, complaints filed on hearsay or 3rd party information, etc. State and Federal laws, RCW/WAC, and complaints filed against outside the agency's jurisdiction.

Rewrites: 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.

Resolution Specialist Withdrawal: when the I/I fail to attend a scheduled interview to discuss the complaint, the Resolution Request was filed in error, and other administrative protocols listed in the Statewide Resolution Program Manual.

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

Over the limit of 5: As indicated by page 9 of the Resolution Program Manual, an I/I has filing limits of five active Resolution Requests at any one time. This can be adjusted for Transgender and/or Health Service complaints. In all other cases, the I/I may only submit five new complaints per week. When these filing limits are violated, any new complaints filed are withdrawn due to exceeding the limit. All increases over the limit of 5 are reviewed and approved by HQ.

DOC Policy 550.100- The Statewide 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 possible. 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 process to address issues through the careful review of complaints. By using this model, it engages the I/I's 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 reentering back into the community.

Action	Timeframe
Complaint submitted	Within 30 days of the date of the incident. This timeframe does not apply to complaints against a specific written policy or operational memorandum.
Initial complaint response from the Resolution Specialist	Within 10 working days of the date of receipt, to determine whether the issue will be accepted or if additional information is required.
Returns rewrite or provide additional information if required	Within 10 working days of receipt of the Resolution Specialist's response.
Initial Resolution Request response	Within 15 working days of the Resolution Specialist's formally initiating a level I Resolution Request appeal review.
Appeal to Level II	Receipt of Level I response.
Superintendent/facility supervisor Level II response	Within 15 working days of the Resolution Specialist's formally initiating a level II Resolution investigation.
Appeal to Level III	Receipt of Level II response.
Level III response	Within 15 working days of the date, the formal appeal is assigned to a review by the HQ Resolution Program.