



STATEWIDE FAMILY COUNCIL MEETING MINUTES

Date/Time/Location: July 21, 2018 10:00 – 3:00 Correctional Industries, Tumwater, WA

MEETING ATTENDEES

Department Co-chair: Scott Russell
Department Secretary: Steve Sinclair - unavailable

Family Co-Chair: Loretta Rafay, MCC - Absent

Family secretary: Yoshikovasha Garcia, AHCC

State Council Representatives:

Melody Simle, CCCC - FAMILY CO-CHAIR FOR THIS MEETING
Loretta Rafay, MCC - Absent
Dora Williams, AHCC
Laurie Dawson, WCCW - Absent
Patti Tilford, WCC
Suzanne Cook, WSP
Barbara Kaelberer, MCCW
Verna Westman, SCCC
Portia Hinton, CRCC
Carol Foss, CBCC
Denise Jackson, LCC
Julie Winkler, OCC

Family Participants:

Jim Jackson - LCC
Byron Coates –TRU
Susan Cooksey - SCCC
Felix D'Allesandro - WSR
Carol Welch - WSR
Miriam Fry – SCCC
Michelle Foxx – MCC
Kehaulani Walker – CRCC
Lethaniel Ray – WCCW
Wendy Dubinsky – WSP
Dean Dubinsky – WSP
Margaret Cook - SCCC
Joanne Pfeifer – WSR
Carra Morgan – CRCC
Joanne Todd - CRCC

DOC guests:

Sarah Sytsma, Education Administrator

Mark Kucza, Advance Corrections Project Director
 John Campbell, Administrator, Classification
 Keith Deflitch, Security Specialist
 Michael Eby, Family Services Unit

AGENDA		
Topic	Discussion/Key Points	Next Steps/Family Comments
Announcements	Melody Simle & Scott Russell welcomed all attendees.	
Education and Laptops – Sarah Sytsma Sarah.sytsma@doc.wa.gov	<p>Goal is to create a system for computers hooked to server but not connected to the internet. (Pro: have connection to staff, faster kites and can keep record of sent messages, Con: restricted to only data uploaded)</p> <p>Laptop project currently on hold (were going to be loaned to residents but system was compromised because Jpay was hacked internally through a usb port) due to issues. State board for computer and technical colleges purchased them. Currently being used in the classroom.</p> <p>UBB - University Behind Bars - FEPPS and BPC - Teachers want use of laptops but currently don't have access. Problem is that their funding doesn't align with the definition of the program.</p> <p>Unfortunately there were individuals who bypassed the firewalls within JPAY and accessed internet, so issues have to be addressed - currently using resources to make sure it is secure.</p> <p>Anything with a usb port that connects to internet is a security risk, WIFI can be more easily regulated and controlled but still has potential issues that are currently being addressed.</p> <p>Vets being denied a 4 year degree due to it not being classified as programing, especially since it is already being funded by GI BILL. Problem with programing is that many times people are being denied programing because the time they have to serve. VA doesn't recognize any of these programs offered by WA DOC, we need to be in compliance.</p> <p>CPM (Correctional Program Manager) at TRU (Twin Rivers Unit) is doing great.</p> <p>Edmonds Community College is denying people education proctoring even though there is a contract, this needs to be resolved especially if they have a 2/4 year programs and contracts with WA DOC.</p> <p>Families are willing to pay for classes.</p> <p>Can we private pay? Families are willing to pay for residents schooling, currently the main options for correspondence courses through community college are the following:</p> <p><u>Print based correspondence:</u></p>	

Ohio university --> used books, often given for free, best choice available, books need to be sent to facility to be checked or will be denied, **best option for residents**
Adams State University → new books often can cost more than the course itself
Colorado State →

In order to do this residents need to talk to counselors

- have money in education account, families can also pay the university directly to avoid fees from LFO's being deducted.
- college needs to be accredited
- usually college proctoring can be an issue

Goal is to have an educational advisor to help with people going for their GED, 2/4 yr degree or vocational.

Who wrote the education policy? When is it going to be reviewed? (Now)
Can we send in family input? Why are there inconsistencies from one facility to the next?

Volunteer programs? Effort to balance vocation, education and work programing.

Education is currently denied to lifers... Education and programing has changed their lives, it is frustrating because going for higher level classes is becoming more challenging.

When you exhaust programing at OCC options are correspondence, or transfer but everything starts with the counselor. Get the processes started, families can pay the college directly too.

Open discussion

Family member: When interviewing residents for WA One, we are noticing a limited focus on Education, or certification “we want counselors and personnel to be an advocate for Education too.”

DOC Member Sarah Sytsma: When you implement new software, one of the challenges is the migration of data of OBTS to OMNI system, lots of stuff still not showing up,

Family Member: We are noticing counselors are not excited about inmate accomplishments in Education. We want them to be recognized to promote positive reinforcement that has been mentioned in the data WA DOC presented the last time we met.

DOC Member Sarah Sytsma: Each facility has its own educational dept. Each community college has a dean or director and support staff and faculty at the facility. Located on the premises. Until all data has been mitigated it is difficult to see all accomplishments if the system is not pulling the info needed to celebrate accomplishments.

Classification Counselors – Mark Kucza and John Campbell

Links to Classification Counselor job specifications:

- [Classification Counselor 1](#)
- [Classification Counselor 2](#)
- [Classification Counselor 3](#)

SEE ATTACHMENT 1, 2 AND 3 AT THE END OF THE DOCUMENT

Counselors should not be managing therapy.

[DOC Policy 300.380](#)

SEE ATTACHMENT 4 AT THE END OF THE DOCUMENT

Open Discussion

Family Member: Personally not having a not so positive experience working with their counselor. How is the relationship supposed to work if we have an unempathetic, disconnected counselor? How are counselors trained to better serve? How do you make someone empathetic? How do these counselors get into these positions? How do they prepare them for ISRB meetings? Referrals? Programing? Counselor's name is a monomer? Often CO's become counselors and the mindset stays with them. Majority of Counselors are CO's, if they are the guide the counselors need to switch their mind.

DOC Member Mark Kucza: we have people who have bad experiences, others are really good.

Family Member: We can't keep the ones we have. This year we had 5-7 counselors, just this year!

DOC Member Mark Kucza: A good counselor is an advocate, open communicators, invested in people success, we are moving the expectations and they are encouraged to connect, in the past they were moved to becoming a counselor, (Peter principle, promoted to your position of least effectiveness) , now it's being changed to merit based. Completing goals and objectives to determine promotion. Need a 4 year degree, but having common sense, difficult to go from black and white to being able to use discretion.

Family Member: What is the process to grieve or put into process if they are not being effective?

[DOC Policy 550.100 Offender Grievance](#)

SEE ATTACHMENT 5 AT THE END OF THIS DOCUMENT

DOC Member Mark Kucza: currently counselor 2's report to counselor 3's... or sit down with supervisor
Grievance process level 1(reception levels at Shelton) level 2() Level 3()
(Specifications regard
fall under CUS (Correctional Unit Supervisor), CPM (Correctional program manager)

Family Member: how are counselors being evaluated?

DOC Member Mark Kucza: a PDP, soft skills for example communication, managing people and being effective, how to forge professional and responsible communication, things they need to focus on to improve, set expectations, new expectations. What are the nature and type of grievances, number of grievances, or any frivolous grievances.

Family Member: What do you mean by frivolous? Why would you think your residents would have a frivolous grievance? What is happening with the anonymous survey from incarcerated individual?

DOC Member Mark Kucza: We are not focusing on bringing an anonymous survey because we feel our CO's would feel attacked and we need make sure we show them we stand behind them.

Family Member: Currently grievances do not have a carbon copy given to incarcerated so if they do bring it up again they have no record that any complaint was ever put in. Is there a way they can submit a grievance and get a confirmation email that it was sent if they need it later?

DOC Member Mark Kucza: Supervisors have tools to monitor the staff and the systems, some counselors sit in the room and some counselors are open to the incarcerated residents. Counselors are managed locally by the Superintendent.

Employees have 1 goal and 2 objectives, the main focus is on their personal need with training on diversity, equity, and respect being the emphasis.

Family member: Is there any set time line for something to happen? example request for education, EFV visits...

DOC Member John Campbell:

FRMT - facility risk management team are all done at the facility, when grievances are filled and they get to a level 3 grievance we can catch any issues or discrepancies.

FRMT's require the following: The incarcerated resident (or a signature waived), counselor, CUS, someone from custody. (closed, medium, and minimum) on the panel to give a proper FRMT

There have been instances where the notifying CO signed for the incarcerated, or the resident did not understand the process, one issue is that the notification and waiver are on the same paper.

- If they waive, they are not asked to show up for their FRMT

Everyone reports to the superintendent and as a group we set statewide classification.

Commonly they will waive if they have a lot of time still on their sentence, if they aren't looking to move locations, if there is no change in education, work or vocation status.

Family Member: Can families be involved in the FRMT process?

DOC Member John Campbell: No.

Family Member: In the insurance industry forgery is an automatic loss of a job, how come they are just being strongly encouraged to fix? This needs to be upheld at the highest of industry standards, and CO's need to be held accountable not just encouraged to fix their problem but have some specific ramifications for this serious issue. In addition, I'm hearing from my spouse that often notices are given in only english and the person is not receiving translation is there a shortage of translators?

DOC Member John Campbell: This is the first I've heard of shortages of interpreters. Policy states they have a right to an interpreter.

SEE ATTACHMENT 6 AT THE END OF THIS DOCUMENT

They need to be given 48 hr notice for an upcoming FRMT.

Family Member: What if they have a FRMT occurs without the incarcerated without the waiver being signed?

DOC Member John Campbell: FRMT is required for a transfer, time frame depends on the location, beds in West WA tend to stay full, but if they behave and program they can move over to the west side.

2 types of reviews

* regular FRMT - they will stay

* MDT any time DOC transfers or promotes for job screening we need this completed (Multi-Disciplinary Team). Info from instructors, CO's and anyone who has come in contact with the individual, especially in light of the [Jayme Biendl tragedy](#) of 2011

6 people total at DOC are responsible for 43,661 transfers this year alone the biggest issue is bed space and separatees (people who can't be together)

We have contracts that have to be fulfilled, ex. firefighter crews we want guys with 2 1/2 or 3 yrs left to move them to the west.

Family member: How much consideration is given to the families and the needs?

DOC Member John Campbell: Upon the 1st review, we try to place them where they want to go but upon moving you west they will not be moved again. If there is a waiting list you will not wait for a specific location you will simply be put where there is room.

DNR (Department of Natural Resources) - camp has 1800 beds, 300 are for Firefighters, they are enticed by an increase in gratuity. In addition there are community service crews, it costs 1/4 million to train a crew. In order to start a women's crew we need to fill all the beds to show there is in fact a need for women to be able to do the same type of work.

Policy says the counselor needs feedback from medical/mental health if they have been seen to make a proper decision to see if someone qualifies for this line of work.

Lunch

**WiFi Update –
Keith Deflitch**

DOC Member Keith Deflitch:

There have been issues if you haven't updated the browsers or clear the cache

Family Member: Our issue is that we cannot get in at all, or just says it is loading. I've paid for 11 video visits of those 0 were successful and I wasn't refunded because the error they determined was due to facility hardware issue, if DOC is going to require visits to qualify for EFV but system is not being updated, how can this be a requirement for an EFV if the system is not stable, supported and updated?

Are we going to be involved for RFP? (Timeline originally said it is supposed to be done at end of year but most likely end of next year)

CRCC is still having a lot of problems

DOC Member Keith Deflitch: Jpay now has 2 technicians for the state of WA but one is also new and getting trained.

If there are issues call helpdesk in Florida for Jpay.

Family member: All it does it credit it me to another video visit, I don't want credit for another video visit, I want my money back or put in another portion of my jpay, example stamps, money to my loved one or to their media account

Mail room is taking 10-11 days

DOC Member Keith Deflitch: It should take about 5 days, if the system flags it for specific words, or if there is a current investigation those emails all need to be searched.

Family member: My loved one is at WCC but WiFi has yet to be hooked up

DOC Member Keith Deflitch: 6 out of 12 have been hooked up. We are meeting on Tuesday hopefully in a week all will be turned on.

Stafford, Coyote, AHCC, Monroe, CLallam Bay, Mission Creek

WSP didn't pass the inspection for wireless system so they are behind.

Family Member: DOC is not taking ownership on the WSP issues but is referring it to JPay and saying they are not responsible for issues and that we don't have to use the system.

RFP (Request for Proposal) is courses being downloaded available through JPAY? - I need clarification on this I'm not sure what it means...

Family Member: Jpay withdrawing LFO's without checking whats owed.

Can Tablets go home with residents when they are done serving their time? What happens if a resident dies? What happens to the account? If there was any money on the account do we get that back? My family never received the jplayer in our loved ones effects, where did it go?

DOC Member Keith Deflitch: Tablets can go home with residents. If it didn't go home it was because it wasn't in their cell. Once received Jpay will need them to be sent to them to be unlocked. After 30 days it will lock because it needs to have access to the KIOSK to stay activated.

In regards to the current GTL/JPAY renewal we are focusing on a phone/electronics contract and we are looking for enhanced version

Attorneys and DOC are the only ones in the meeting.

	<p><u>Family Members:</u> We want nothing to do from JPAY, they have been inconsistent, they do not have the support they promised and videos are a complete fail, if we are going to create a contract we need/want to be involved in the selection process.</p> <p>For example there is no option to buy new battery currently Jpay is forcing us to buy a new device.</p> <p>WE WANT TO BE INVOLVED IN THE CHOICE OF THE RFP for phone/electronic devices.</p> <p>Let's go down the computer route and invest in something that will be a great communication device, education tool, and work well in conjunction with the kiosk</p> <p>Currently if a new device is ordered they won't preload because they don't have the manpower so residents are needing to download device content to a new device and it takes 100's hours</p> <p><u>DOC Member Keith Deflitch:</u> The Department was successful in regarding auditing the custody model Feb. 2019 now we are auditing the non-custody model . It hasn't been auditing since the 80's.</p> <p>Auditing the staffing model with the help of a consultant to determine what our needs are to present more info to legislature and to get rid of positions that are not needed</p>	
<p>Wrap-Up</p>	<p><u>Family member:</u> Graduated reentry: keeps getting pushed back... in regards to reentry no idea when it will start... We want some set dates.</p> <p>WA apple seed created to help formerly incarcerated individuals in Washington navigate the systems and challenges they will encounter when they return from prison by providing clear, practical information and advice. Available to read online for free or buy for \$15 on Amazon</p> <p>We are concerned with the pace, we want hard dates for roll out. Will this be passed out in regards to policy change?</p> <p><u>DOC Member:</u> all policy changes should be passed out to all residents 30 days prior.</p> <p>Facilitator - Jan Dwyer, facilitator for this group, \$350 per hour from the agency, contract length 1 year not coming out of OBF not coming out of Family council funds</p> <p>Address the issue of incentives:</p> <p>For counselors: Correctional officers: Incarcerated individuals:</p>	

	<p><u>Family Member:</u> We get no response from counselors, the only response is coming from headquarters,</p> <p><u>DOC Member:</u> Every other month is a superintendent meeting.</p> <p><u>Family Member:</u> We are concerned about issues of retaliation if complaints are voiced.</p> <p>Why is the cost of tv rental going up?</p> <p><u>DOC Member:</u> You would need to talk to local business advisor in Grays Harbor.</p> <p>External Ombudsman narrow down to 5 (1 is sticking out!!) :) We are hoping she gets hired soon!!! Coming in from another State. She looks promising because she wants a system of inclusivity, outreach to staff and residents and create focus groups.</p> <p>Expected hire date is not named, but sent forward to the governor's office</p>	
<p>Facility Updates</p>	<p><i>Families were asked to submit facility updates by email, since these eat up too much time at SFC meetings. Here are the updates that were submitted. These were not read out loud or discussed at the SFC meeting, but are included here in keeping with past practice:</i></p> <p>AHCC: Vending machines - changing from keys to cards. Visiting/ EFV The associates went through the the trailers and found they needed lots of work. Will do monthly deep cleaning and follow up with weekly cleanings. With the cleaning one efv might be Have purchased new beds , bedding, appliance, and utensils. Kids are will be more kid appealing. A mural will be painted on the wall, play rugs and some updates some toys. Jennifer Pace/ re-entry conference - Talked about the upcoming summer insitution re-entry Confernce looking for volunteers will reduce cost for volunteers.</p> <p>LCC: Plan for vendor rep (Evergreen) to attend council meeting now that weather cooperating. Cover for visiting gate pending budget approval. New program of leather working in process of being added in future. Suggestion boxes in place. Feedback is slow at present, still a work in progress.</p> <p>OCC: Most of the discussion concerned the food and coffee available (actually not available) in the visiting room. We are hoping to invite the vendor for our ne t meeting.</p> <p>Also discussed were lamps, phone issues, jPay issues, EFV facilities and times</p>	

	<p>available for gym for the men. We elected a family co-chair (our first in years!) and agreed to use the facility rep as our secretary.</p>	
<p>Additional Business and Future Agenda Items</p>	<p>Agenda Items for September 15, 2018 meeting:</p> <ul style="list-style-type: none"> • Elections for Family Co-Chair and Secretary • Veterans benefits for the incarcerated, Vet reps being told they are no longer vet reps? Jim Harms. Updates from Byron on American Legion Post 13. • Quick update on food issues – Loretta • Washington Appleseed – Christopher Poulos/Angeline Thomas • Graduated Reentry – Danielle Armbruster/Mark Kucza • External Omsbudman • Access to services and benefits for incarcerated individuals – Anmarie Aylward • State Board for Community and Technical Colleges – Patricia Love • Classification – John Campbell <p>Future Agenda Items Beyond September</p> <p><i>NONE DISCUSSED</i></p> <p style="text-align: center;">Thanks to everyone for participating! Next Meeting Date: September 15, 2018</p>	

State of Washington Class Specification

CLASSIFICATION COUNSELOR 1 - TEAMSTERS

354E

Salary Range: 42

Category: Social Services

Definition

Under general supervision in an adult corrections institution, facility, or unit

1. Provides counseling, treatment and custody to a caseload of offenders;

OR

2. Performs pre-parole counseling, resident program planning and other counseling services.

Typical Work

Applies case management techniques in offender interactions; provides one-on-one counseling, addressing offender behaviors related to case management plan; facilitates offender workshops and classes that address work ethics, cognitive behavior, and relapse prevention;

Counsels and advises residents to assist them in improving their personal outlook, adjust to basic living problems, and social behavior;

Participates in case staffing to develop and revise case management plans; provides on-the-job instruction; guides and mentors offenders in the development of pro-social attitudes and behavior in a team environment; provides program development and redesign input;

Attends weekly sessions discusses and makes recommendation to committee regarding resident's progress and program;

Interviews residents to obtain and compile personal data and social background; contacts friends, relatives, teachers, public, and private agencies to secure information on the resident's background, personal history, and social adaptability;

Attends and participates in or conducts group therapy sessions; screens mail and visiting applications; prepares admission summaries;

Serves legal papers regarding court actions, divorce, separations, consents for adoption and other legal actions;

Directs the general movement of offenders at or away from the institution, facility or unit; maintains order and discipline; reports rule infractions; keeps records of offender movement and activities; observes offenders and reports unusual or significant behavior; makes recommendations in carrying out programs; performs counseling tasks on an assignment or caseload basis; Assists in detecting the use, possession and/or introduction of controlled substances, alcohol, and all other illegal items and/or contraband; assists in the enforcement of laws regarding the use, possession and/or introduction of such illegal items; searches offenders and quarters for contraband; patrols and inspects assigned areas; maintains control of keys, takes counts of offenders; observes and notes all activity on or off premises; operates communication equipment;

Acts as a liaison with various community maintenance staff on off-site projects; provides clarification of off-site procedures, addressing custody/security issues and negotiation of appropriate task/assignment completion;

Performs other work as required.

Distinguishing Characteristics

This is an entry-level class. Counseling duties and/or caseloads may be pre-screened as incumbents in these positions typically perform the less difficult assignments. Some positions may work independently in field locations without availability of immediate supervisory assistance. Emphasis for this level is to expand and develop counseling and treatment skills.

Knowledge and Abilities

Knowledge of: fundamentals, basic concepts and principles of the social sciences with particular reference to individual and group behavior, motivation and social disorganization; concepts of the criminal justice system; community resources; interviewing techniques.

Ability to: gain the confidence and cooperation of socially maladjusted persons; establish a working relationship with the offender and staff; appraise behavior accurately, clearly, and objectively, and adopt a workable course of action; speak and write effectively.

Legal Requirement(s)

There may be instances where individual positions must have additional licenses or certification. It is the employer's responsibility to ensure the appropriate licenses/certifications are obtained for each position.

Desirable Qualifications

A Bachelor's degree involving major study in sociology, psychology, social work, criminology, or a closely related field.

OR

Satisfactory completion of two years of college in sociology, psychology, social work, criminology, or closely related field and two years of experience in adult corrections, juvenile corrections, rehabilitation, or social casework.

Counseling and/or custody experience in adult or juvenile corrections will substitute year-for year for the required education.

Note: Corrections experience means that the focus of the work is dealing directly with offenders a majority of the time.

Class Specification History

New class consolidates (formerly 39120 Correctional Counselor 1; 39620 Classification Counselor 1)

Adopted May 11, 2007; Effective July 1 2007.

(07/17/2009) Revised desirable qualifications; added Note section.

Took 0.152005 seconds (total_time) to process web service

State of Washington Class Specification

CLASSIFICATION COUNSELOR 2 - TEAMSTERS

354G

Salary Range: 47

Category: Social Services

Definition

Under limited supervision in an adult corrections institution

1. Provides both counseling and custody treatment services in the management of a caseload of adult criminal offenders;

OR

2. Performs pre-parole counseling, resident program planning and other counseling services.

Distinguishing Characteristics

This is a journey-level class. Incumbents perform varied, semi-intensive counseling under minimum supervision. This level of counseling is characterized by full programming responsibilities, scheduled and pre-planned sessions, development of periodic and final case reports, consultations provided to other comparable or higher-level staff regarding specific cases, and presentations before the Washington State Board of Prison Terms and Parole. Types of custody functions at this level include area searches, frisks, routine hall supervision, escapee apprehensions, resident transports, and participation on disciplinary committees.

Typical Work

Maintains and coordinates contact with employers and/or school personnel to evaluate a resident's progress;

Attends classification committee sessions, discusses and makes recommendation regarding resident's progress and program;

Counsels with and advises residents to assist them in improving their personal outlook, adjustment to basic living problems and social behavior;

Prepares reports, making recommendation regarding resident treatment, training, progress, and/or revocation; recommends resident placement in treatment programs; aids residents in located

employment;

Participates in staff meetings; provides input to program policies, rules, and regulations; appears with resident at Parole Board hearings and makes recommendations;

Interviews residents to obtain and compile personal data and social background; contacts friends, relatives, teachers, and public and private agencies to secure information on the resident's background, personal history, and social adaptability;

Participates in meetings such as disciplinary, fair hearing, disposition, progress and planning and makes appropriate recommendations;

Processes furlough and/or work/training release applications, making recommendations; conducts investigations for furlough and/or work/training release status;

Serves legal papers on residents regarding court actions, divorce, separations, consents for adoption and other legal actions;

Monitors resident's progress in individual treatment plan and graduated responsibility program and recommends adjustments as necessary;

Approves and/or recommends approval of resident financial transactions; May be responsible for the supervision of student interns or volunteers;

Performs other work as required.

Knowledge and Abilities

Knowledge of: principles and practices of casework, community resources, individual and group behavior, criminal justice system, and objectives of correctional programs; interviewing techniques;

Ability to: learn and apply laws, rules, regulations, and policies of the Washington State criminal justice system; use authority constructively; gain and maintain confidence and cooperation of residents, staff members, and other agencies; analyze situations for effective solutions; write and speak effectively;

Legal Requirement(s)

There may be instances where individual positions must have additional licenses or certification. It is the employer's responsibility to ensure the appropriate licenses/certifications are obtained for each position.

Desirable Qualifications

One year as a Classification Counselor 1 in Washington State service

OR

A Bachelor's degree involving major study in sociology, psychology, social work, criminology, or closely related field

AND

One year of experience in adult or juvenile corrections, rehabilitation, or social casework

Additional qualifying experience will substitute year-for-year for up to two years of the required education.

A Master's degree in one of the above fields of education will substitute for the year of required experience.

Note: Corrections experience means that the focus of the work is dealing directly with offenders a majority of the time.

Class Specification History

New class consolidates (formerly 39140 Classification Counselor 2; 39130 Corrections Counselor 2)
Adopted May 11, 2007; Effective July 1 2007.

(07/17/2009) Revised desirable qualifications; added Note section.

Took 0.115457 seconds (total_time) to process web service

State of Washington Class Specification

CLASSIFICATION COUNSELOR 3 - TEAMSTERS

354I

Salary Range: 49

Category: Social Services

Definition

In an adult corrections institution,

1. Provides both counseling and custody services and serves as the principal assistant to a correctional unit supervisor in a living unit; or serves as the admissions counselor for the Diagnostic Center at the Purdy Treatment Center; or administers and coordinates the total work/training release program at Indian Ridge Treatment Center or Cedar Creek Corrections Center;

OR

2. Performs pre-parole counseling, resident program planning and other counseling services.

Distinguishing Characteristics

Positions designated as the principal assistant to a Correctional Unit Supervisor are responsible for:

1. Managing an assigned caseload;
2. Assisting in training and directing lower-level staff;
3. Assisting in the review of work performed by lower-level staff; and
4. Assisting with assigned administrative responsibilities.

Other positions handle the more difficult cases in areas such as drug addiction, assault, sex offenses, and psychopathic behavior. Some positions may supervise lower-level counselors and/or have assigned shift supervisor responsibilities.

Typical Work

Provides individual and/or group counseling surveillance and guidance; monitors resident movement with facility or community; enforces rules and regulations;

Counsels with and advises residents to assist them in improving their personal outlook, adjustment to basic living problems and social behavior;

Prepares written reports and makes recommendations regarding resident treatment, training, progress and/or revocation;

Conducts regular inspections of facility offices, dining hall, sleeping quarters, recreation areas, and facility grounds for contraband, cleanliness, and safety;

Interviews residents to obtain and compile personal data and social background; contacts, friends, relatives, teachers, and public and private agencies to secure information on the resident's background, personal history, and social adaptability;

Assumes responsibility for monitoring and approving resident financial transactions; keeps financial ledgers concerning resident accounts; acts as administrator-designee in disbursing resident funds;

Attends weekly classification committee sessions, discusses and makes recommendation to the committee regarding resident's progress and program;

Attends and participates in or conducts group therapy sessions; screens mail and visiting applications; prepares admission summaries;

Makes recommendations for assignment of cases; maintains and orders supplies; keeps attendance; manages forms and records; supervises and recruits volunteers, student interns and sponsors;

Acts as a liaison with other agencies for assigned caseload;

Makes recommendations regarding policies, rules, training, and treatment; as designee assumes duties of supervisor, chairing such hearings and committees as classification, disposition, review, reclassification, fact finding, and disciplinary;

Assists in coordinating transportation;

May supervise lower-level counselors;

Performs other work as required.

Knowledge and Abilities

Knowledge of: criminal justice system and community corrections; individual and group behavior; community resources; interviewing techniques; fundamental, basic concepts and principles of the social sciences;

Ability to: use authority constructively; supervise and train others; establish effective working relationships; appraise person and situations accurately and adopt appropriate courses of action; write and speak effectively; work independently with a minimum of supervision; work in situations requiring tact; courage and good judgment; interact effectively with and understand residents.

Legal Requirement(s)

There may be instances where individual positions must have additional licenses or certification. It is the employer's responsibility to ensure the appropriate licenses/certifications are obtained for each position.

Desirable Qualifications

One year as a Classification Counselor 2 in Washington State service

OR

A Bachelor's degree involving major study in sociology, psychology, social work, criminology, or closely allied field

AND

Two years of experience in adult or juvenile corrections, rehabilitation, or social casework

Additional qualifying experience will substitute year-for-year for up to two years of the required education.

A Master's degree in one of the above fields of education will substitute for one year of the required experience.

Note: Corrections experience means that the focus of the work is dealing directly with offenders a majority of the time.

Class Specification History

New class consolidates: (formerly 39140 Correctional Counselor 3; 39660 Classification Counselor 3)
Adopted May 11, 2007; Effective July 1 2007.
(07/17/2009) Revised desirable qualifications; added Note section.

Took 0.525481 seconds (total_time) to process web service



STATE OF WASHINGTON
DEPARTMENT OF CORRECTIONS

POLICY

APPLICABILITY
PRISON/WORK RELEASE
OFFENDER/SPANISH MANUALS

REVISION DATE
3/7/18

PAGE NUMBER
1 of 18

NUMBER
DOC 300.380

TITLE
**CLASSIFICATION AND CUSTODY FACILITY PLAN
REVIEW**

REVIEW/REVISION HISTORY:

Effective: 7/1/89	Revised: 1/9/07 AB 07-001
Revised: 6/1/90	Revised: 10/4/07 AB 07-025
Revised: 1/19/93	Revised: 11/1/07 AB 07-031
Revised: 8/16/93	Revised: 2/4/08
Revised: 11/1/95	Revised: 8/4/08
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Revised: 5/8/02	Revised: 4/14/14
Revised: 12/24/04	Revised: 3/7/18
Revised: 11/26/06	

SUMMARY OF REVISION/REVIEW:

Major changes. Read carefully!

APPROVED:

Signature on file

STEPHEN SINCLAIR, Secretary
Department of Corrections

2/28/18

Date Signed

 <p>STATE OF WASHINGTON DEPARTMENT OF CORRECTIONS</p> <p>POLICY</p>	APPLICABILITY PRISON/WORK RELEASE OFFENDER/SPANISH MANUALS		
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REFERENCES:

DOC 100.100 is hereby incorporated into this policy; [RCW 9.94A](#); [RCW 10.95.170](#); [RCW 71.24](#); [RCW 72.09](#); [ACA 4-4295](#); [ACA 4-4296](#); [ACA 4-4297](#); [ACA 4-4300](#); [ACA 4-4301](#); [ACA 4-4302](#); [ACA 4-4303](#); [ACA 4-4444](#); [ACA 5A-02](#); [ACA 5A-03](#); [ACA 5A-04](#); [ACA 5A-05](#); [DOC 300.500 Work Release Screening](#); [DOC 310.150 Reception, Initial Classification, and Custody Facility Plan](#); [DOC 320.250 Maximum \(MAX\) Custody Placement/Transfer/Release](#); [DOC 320.105 Hearings for Pre-Sentencing Reform Act \(SRA\) Offenders](#); [DOC 320.400 Risk and Needs Assessment Process](#); [DOC 330.600 Prisons Compact](#); [DOC 350.100 Earned Release Time](#); [DOC 350.270 Extraordinary Medical Placement](#); [DOC 350.300 Mutual Re-Entry Program](#); [DOC 490.820 Prison Rape Elimination Act \(PREA\) Risk Assessments and Assignments](#); [DOC 610.110 Transfer of Offenders for Health Reasons](#); [DOC 630.500 Mental Health Services](#); [Mental Health Transfer Procedure](#)

POLICY:

- I. [4-4444] Classification is the management tool used to assign offenders to the least restrictive custody designation that addresses programming and other needs, while providing for the safety of personnel, the community, and offenders.
- II. [4-4444] The classification process provides for graduated release through a systematic decrease in supervision and corresponding increase in offender responsibility and reentry into the community. The process is designed to encourage offender participation in work, education, treatment, and other evidence-based programs.

DIRECTIVE:

- I. General Requirements
 - A. Initial classification, including scoring factors for Initial Custody Designation (ICD), will be conducted per DOC 310.150 Reception, Initial Classification, and Custody Facility Plan.
 - B. Classification reviews will determine custody designation, program needs and expectations, facility placement, and are documented in the Custody Facility Plan (CFP) in the electronic file.
 1. Reviews will be considered timely if completed within 30 days before or after the Next Review Date (NRD).
 2. Offender Release Plans and family need issues will be considered when determining facility placement.

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- C. Classification committees and reviews will include multidisciplinary participation from health services/mental health, work programs, intelligence and investigations, and other employees/contract staff involved in the offender's supervision/treatment when required by law or indicated in this policy.
- D. The Classification and Case Management Administrator/designee will chair Headquarters Classification Unit reviews (e.g., Headquarters Community Screening Committee (HCSC) Skill Building Unit, Washington State Penitentiary - Baker, Adams, Rainier (WSP-BAR) units) and be responsible for making final decisions.
- E. For classification purposes, convictions for any offense classified as attempted, conspiracy, or solicitation will be treated the same as a conviction for the offense itself.
 - 1. A copy of the conviction criminal history record can be purchased from the Washington State Patrol by completing [Washington State Patrol Request for Conviction Criminal History Record](#).
- F. The ICD will not be promoted for a period of 6 months for offenders within 5 years of their Earned Release Date (ERD), or for a period of 12 months for offenders with 5 years or more to their ERD, calculated from the Department time start.
 - 1. Custody will be promoted if the closure of a detainer, changes in an offender's health needs, or new criminal conviction information reveals the offender is eligible for a Level 2 facility or Work Release.
- G. Case managers will complete a Single Cell Screening in the electronic file if s/he becomes aware one has not been completed or the offender has committed murder, aggravated assault, or documented rape of another individual who was assigned to his/her cell/room/dorm.
- H. Offenders may be referred for Maximum (MAX) custody assignment per DOC 320.250 Maximum Custody Placement/Transfer/Release, regardless of custody level.
 - 1. Offenders sentenced to the death penalty will be housed in MAX custody in the Intensive Management Unit (IMU) at WSP or Washington Corrections Center for Women (WCCW).
 - a. Custody will not be promoted without Secretary approval and will not be less restrictive than Close.

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- I. An offender may request to review his/her progress or program status from the assigned case manager, who will determine if further action is necessary. [4-4303]

- II. Incoming Screening Committee
 - A. Prisons that receive transfer manifests and Prisons that receive transfers from out-of-state will establish an incoming screening committee to review and evaluate incoming offenders, except routine transfers in Reception Diagnostic Centers (RDCs), MAX custody, and between IMUs.
 1. At a minimum, committee membership will be multidisciplinary and include the following or their designees:
 - a. Correctional Program Manager (CPM),
 - b. Captain or Chief Security Officer,
 - c. Health Services Manager,
 - d. Mental Health therapist, and
 - e. Intelligence and Investigations employee.

 - B. Committee members will review each offender on the transfer manifest before s/he arrives at the receiving facility. The screening will include, at a minimum:
 1. Work programming,
 2. Needs evaluation information, and
 3. Safety/security concerns that may impact housing or programming,
 4. History of predatory violence and/or predatory sexual offenses,
 5. History of medical and/or mental health conditions that affect housing or programming or require immediate referral for medical/mental health services, and
 6. Prison Rape Elimination Assessment (PREA) information per DOC 490.820 Prison Rape Elimination Act (PREA) Risk Assessments and Assignments.

 - C. Reviews will be documented on the Incoming Transport/Job Screening Checklist in the electronic file.
 1. Before the offender's scheduled arrival date, the receiving facility will complete the Classification Review, STG/Protection/Threat Concerns, Medical Concerns, and Mental Health Concerns sections.
 2. Within 30 days after the offender's arrival, the receiving facility will complete the Work/Volunteer and Summary sections.

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3. Transfers from MAX custody to general population at the same facility will have the Incoming Transport/Job Screening Checklist completed within 3 days of transfer.

D. The CPM, Captain, Chief Security Officer, or higher rank will finalize the Incoming Transport/Job Screening Checklist.

III. Facility Risk Management Team (FRMT)

A. Classification reviews will be initiated by the case manager through an FRMT to address custody designation and transfers (i.e., targets), program expectations, offender needs, and facility placement recommendations. Offender privileges (e.g., visiting, Extended Family Visits, recreation, escorted leave) may also be addressed.

1. A multidisciplinary FRMT must review all work program referrals, custody promotions, and any FRMT activities for offenders housed in mental health Residential Treatment Units.

2. FRMT members may use the [Facility Risk Management \(FRMT\) Multidisciplinary Team \(MDT\) Job Aid](#) in their reviews.

B. Participating team members will be documented in the Disciplines section of the CFP. The FRMT will include, at a minimum:

1. The offender, unless s/he waives participation,

2. The assigned case manager,

3. The Correctional Unit Supervisor (CUS)/Community Corrections Supervisor (CCS), and

4. A custody/security representative, for classification reviews conducted in Prisons.

C. An FRMT is only considered multidisciplinary when one or more of the following disciplines are included as members when relevant to the offender:

1. Current or proposed work program supervisor for decisions-related to work programs.

2. Medical professional for offenders with a specific medical related PULHESDXT "P" code of 4 or higher.

3. Mental health therapist/designee, for offenders with a PULHESDXT "S" code of 3 or higher and/or "H" code of 4.

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4. ADA Coordinator for offenders with a PULHESDXT “L” or “X” code of 3 or higher or an “E” code of 2 or higher.
 5. Other program area supervisors who have direct supervision of the offender’s activities and knowledge of the offender’s behavior.
 6. Additional mental health and/or other employees/contract staff may be included to provide general input about areas of potential risk based on history for offenders with a documented history of predatory violence or predatory sexual offending.
- D. DOC 05-794 Classification Hearing Notice/Appearance Waiver will be provided to the offender at least 48 hours before the review, unless prevented by security or other substantial reasons. [4-4302] [5A-04]
1. The offender will be encouraged to attend the meeting.
 - a. If the offender declines to participate, the case manager will document the reason in the Recommendations section of the CFP.
- E. Any concerns regarding work programs, treatment, education, evidence-based programs, or other activities presented after reviewing the offender’s PREA Risk Assessment will be documented in the Summary/Statement field in the Classification Review section of the Incoming Transport/Job Screening Checklist, including any applicable mitigation strategies.
- F. Decisions and/or recommendations will be documented in the Recommendations section of the CFP.
- IV. Custody Facility Plans [4-4295] [4-4297] [5A-03]
- A. In addition to classification reviews, CFPs may be used for purposes identified in the [Custody Facility Plan Job Aid](#) and should be completed within 30 days from the date initiated, unless submitted to the Headquarters Classification Unit for approval (e.g., Mutual Reentry Plan, International Treaty Transfer).
1. Recommendations for custody promotions must be submitted as a Plan Change Review.
 - a. If an administrative segregation override is used, a Plan Change Review must be completed within 30 days of release from segregation.

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2. Custody will only be demoted one level at a time (e.g., Medium demotes to Close), unless an override is approved.
 3. If an offender is not targeted for custody promotion, the CFP will include an explanation.
 4. All changes in custody or transfer recommendations must be approved by the CCS/Superintendent or designee at the CPM level or higher rank.
- B. During each classification review, the case manager will:
1. Update earned release time and establish good conduct time restoration plans per DOC 350.100 Earned Release Time.
 2. Assess compliance with the Drug Offender Sentencing Alternative (DOSA) program for DOSA offenders.
 3. Update/enter programming points. Offenders housed in RDCs will not lose programming points. Points will not be awarded during a given month:
 - a. Before the Department time start.
 - b. For any month earned time was not received.
 - c. If found guilty for a 557, 745, or 810 infraction.
 - d. If placed in segregation for 20 days or more in the same month for misconduct or unverifiable protection concerns.
 - e. If out to court for 20 days or more in the same month.
 - 1) The offender will be eligible for programming points once returned from court.
 4. Correct any Custody Review Score (CRS) errors from previous CFPs.
- C. Plan Change Reviews
1. Plan Change reviews will be used to document an offender's compliance with the current CFP and conducted: [4-4296] [4-4300]
 - a. Annually on the anniversary of the Department time start for offenders sentenced to Life Without Parole (LWOP).
 - b. Annually on the anniversary of the ERD for offenders 5 years or more to their ERD.

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- c. Every 6 months, or as targeted in a previous CFP, for offenders within 5 years of their ERD. [5A-05]
 - d. 4 months before the ERD for Prison DOSA offenders.
 - e. Anytime an unscheduled custody or facility placement change is indicated or recommended.
2. DOC 13-457 Intellectual Disability Review will be completed for Prison offenders identified as intellectually disabled by the Department of Social and Health Services' Developmental Disabilities Administration.
 3. Within 12 months of the ERD, the case manager will refer to the [Custody Facility Plan Job Aid](#) for guidance to complete a Reentry Plan in conjunction with the Plan Change Review.

V. Custody Level Designation and Eligibility [4-4296]

A. Custody level designation will be based on the CRS. Deviations from the CRS require an override. A CRS will be calculated based on:

1. Current custody level placement points assigned as follows:
 - a. 0 points - MAX
 - b. 2 points - Close
 - c. 5 points - Medium
 - d. 10 points - Minimum (i.e., MI3, MI2, MI1)
 - e. 15 points - MI1 currently housed in a Work Release
2. Infraction behavior,
 - a. Offenders may receive a loss of up to 20 points and may lose points if they have received a guilty verdict for an infraction as follows:
 - 1) Category A infractions will result in a loss of 20 points for a period of 24 months.
 - 2) A 633 and/or 704 infraction will result in a loss of 15 points for a period of 12 months. All other category B infractions will result in a loss of 10 points for a period of 6 months.
 - 3) Category C or D infractions will result in a loss of 5 points for a period of 6 months.

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- a. Once promoted, a Plan Change Review is required any time an offender is found guilty of a serious infraction.
 2. Out-of-State Boarders may not be assigned to a less restrictive custody than Medium without written approval from the sending state through the Classification and Case Management Administrator/designee.
- D. Minimum Custody: CRS 56 and above
1. Minimum Custody MI3
 - a. MI3 custody will be assigned to offenders who score Minimum and:
 - 1) Have more than 4 years to their ERD.
 - 2) Have less than 4 years to their ERD, and whose medical, dental, and/or mental health needs exceed the resources available at a stand-alone minimum security Prison or Work Release.
 - 3) Are under Indeterminate Sentence Review Board (Board) jurisdiction with a life maximum term and have not yet been found conditionally eligible for parole/release.
 - 4) Have less than 4 years to their ERD and any of the following felony warrants documented in the electronic file:
 - a) In-state County Detainer that has been formally filed
 - b) Detainer from out-of-state within extradition limits and has been formally filed
 - c) ICE detainer
 - d) Federal detainer
 - e) Pending felony detainer copy
 - f) Juvenile detainer
 - 5) Have less than 4 years to their ERD and have been referred for civil commitment as a result of the End of Sentence Review Committee process.
 - b. LWOP offenders will not be assigned MI3 unless recommended by a multidisciplinary FRMT and approved by the Headquarters Classification Unit and the Assistant Secretary for Reentry and Correctional Industries/designee.



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- 1) Once promoted, a Plan Change Review is required any time an offender is found guilty of a serious infraction.
- c. Board offenders with a life maximum term will be assigned MI3 if they score Minimum custody and have not yet been found conditionally eligible for parole/release.
2. Minimum Custody MI2
 - a. MI2 custody will be assigned to offenders who score Minimum and:
 - 1) Have 4 years or less to their ERD.
 - 2) Are under Board jurisdiction and are:
 - a) Within 4 years of their statutory Maximum Expiration Date or have been found conditionally eligible for parole/release,
 - b) Recommended by the multidisciplinary FRMT, and
 - c) Approved by the HCSC.
 - b. Regardless of sentence structure, offenders may be referred for early placement at a Level 2 facility using a Long Term Minimum override for medical purposes if the following are met:
 - 1) A written summary supporting the medical need for Long Term Minimum placement,
 - 2) Multidisciplinary FRMT recommendation, and
 - 3) Approval from the:
 - a) HCSC,
 - b) Assistant Secretary for Reentry and Correctional Industries/designee, and
 - c) Assistant Secretary for Health Services/ designee.
 - c. Offenders committed for Murder 1 may only be assigned MI2 through an approved mutual reentry plan per DOC 350.300 Mutual Re-Entry Program, or a Long Term Minimum override approved by the HCSC and Assistant Secretary for Reentry and Correctional Industries/designee.
 - 1) Notification detainers will not prohibit MI2 assignment.
3. Minimum Custody MI1

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- a. MI1 custody will be assigned to offenders who score Minimum and:
 - 1) Are within 6 months of release,
 - 2) Meet the admission criteria per DOC 300.500 Work Release Screening,
 - 3) Have served any mandatory minimum term of confinement per RCW 9.94A.533 or RCW 9.94A.540,
 - 4) If currently committed for Murder 1, have a mutual reentry plan per DOC 350.300 Mutual Re-Entry Program, and
 - 5) Be approved through the Mental Health Transfer Procedure for a PULHESDXT “S” code of 3 or higher.

4. Offenders with a current or prior offense listed below may only be assigned MI2 or MI1 by the HCSC:
 - a. Murder 1 and 2
 - b. Assault 1
 - c. Assault of a Child 1 and 2
 - d. Homicide by Abuse
 - e. Kidnapping 1 and 2
 - f. Manslaughter 1 and 2
 - g. Rape 1 and 2
 - h. Attempt/Criminal Solicitation of Rape 1 and 2
 - i. Rape of a Child 1 and 2
 - j. Child Molestation 1 and 2
 - k. Indecent Liberties with Forcible Compulsion
 - l. Incest
 - m. Assault 2 with Sexual Motivation
 - n. Arson 1

5. Offenders scoring Minimum custody who are within 4 years of their ERD and were previously referred for civil commitment as a Sexually Violent Predator may only be assigned MI1/MI2 by the HCSC.

6. Offenders who committed other sexually motivated offenses will be referred to the HCSC for Minimum custody assignment if, after review of the criminal descriptions or plea bargain agreement, the multidisciplinary FRMT or the Headquarters Classification Unit requests higher review.

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- A. Placement of offenders will be consistent with Department needs and:
1. Address safety and security issues, including facility prohibitions and offender separations.
 2. Meet requirements of the offender's custody level designation and health service's needs.
 3. Comply with DOC 610.110 Transfer of Offenders for Health Reasons.
 - a. Headquarters will not transfer an offender to a facility where s/he has medical or mental health conflicts unless both the sending and receiving facilities have reviewed and approved the offender as appropriate, and documented in the CFP.
 - b. Offenders with a PULHESDXT "S" code of 3 or higher transferring to general population from one facility to general population at another will be conducted as follows:
 - 1) The assigned case manager will contact the Headquarters Classification Unit to confirm eligibility and identify a receiving facility, then notify the offender's mental health therapist.
 - 2) The Mental Health therapist will notify the mental health therapist at the receiving facility using DOC 13-465 Mental Health Transfer Screening.
 - 3) When all signatures have been obtained, the case manager will document the transfer request by updating the CFP.
 - c. Offenders transferring to/from a mental health Residential Treatment Unit will be transferred per DOC 630.500 Mental Health Services.
 - d. Transfers into/between segregation or an IMU do not require completion of DOC 13-465 Mental Health Transfer Screening or Mental Health Transfer Procedure.
- B. The following will be considered when making facility placement recommendations and decisions:
1. Programming to address risk/needs, crime-related and other disruptive behaviors, and court-ordered treatment requirements, [5A-02]

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- a. Offenders currently in substance use disorder treatment should not transfer until s/he has completed their current level of care.
2. The offender's sentence and time left to serve, and
 3. Input/recommendations from Special Investigative Services.
- C. Transfers will be approved by the Headquarters Classification Unit and are final.
 1. The receiving facility's Superintendent/CCS/designee may contact the Headquarters Classification Unit if there are concerns based on new information or a belief that an error has been made.
 - a. The Classification and Case Management Administrator/designee will resolve the dispute or refer the case to the HCSC.
- D. Offenders will not be transferred to a same custody level facility within 12 months of arrival at the current location except:
 1. For safety, security, and protection reasons,
 2. Significant medical, mental health, and/or program needs on a case-by-case basis, or
 3. Transfers from WCCW to Mission Creek Corrections Center for Women (MCCCW).
- E. Offenders within 60 days of release will not be transferred or targeted for transfer except:
 1. For RDC offenders,
 2. For custody demotion, and
 3. For safety, security, and protection reasons,
 4. For significant medical, mental health, and/or program needs,
 5. Within the facility/complex, and
 6. Approved by the sending and receiving facility to assist in reentry/transition of high risk offenders, including Work Release placement for offenders without community resources once released,
- F. Other than transfers to Work Release, offenders who refuse a facility transfer will be issued a 745 infraction and given other transfer opportunities until the CRS no longer allows placement at the intended custody level.
 1. Overrides will only be used to maintain an offender's custody level for those refusing Work Release placement.

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G. Transfer orders for offenders classified as Minimum custody and who have been approved for Work Release may be completed before the Work Release eligibility date to allow appropriate victim/witness notification.

1. The bed date may not be more than 180 days before the ERD.
2. Upon notification of a finalized transfer order, the case manager will update the CFP to reflect MI1 before the callout date, provided the offender remains eligible.

VII. HCSC Review, Overrides, and Holds

A. All referrals to the HCSC must be submitted as a Plan Change Review, including recommendations from the multidisciplinary FRMT.

B. HCSC review is required when:

1. A recommendation is submitted to the Board to conduct a disciplinary or .100 Hearing per DOC 320.105 Hearings for Pre-Sentencing Reform Act (SRA) Offenders.
2. A Prisons Compact transfer is requested per DOC 330.600 Prisons Compact.
3. A Mutual Reentry Plan request is submitted per DOC 350.300 Mutual Re-Entry Program.
4. Custody recommendations are submitted requesting a HCSC Community Risk (HCR) override for public safety and/or notoriety of the offense.
5. An Extraordinary Medical Placement is requested per DOC 350.270 Extraordinary Medical Placement.
6. Directed by the Headquarters Classification Unit.
7. DOC 02-249 Request for Denial of Work Release Placement is submitted and has not been addressed per DOC 300.500 Work Release Screening.
8. The HCSC previously assigned a more restrictive custody during the current period of confinement than what is being requested.
9. The HCSC previously prohibited placement at a stand-alone minimum security facility or Work Release.

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- a. Prohibition based on the prior/current period of confinement remains applicable until closed by the HCSC.
10. An HCSC Mental Health (HMH) override is requested to assign a more restrictive custody based on the offender's needs for mental health services.
- C. Offenders assigned a HCSC Pending (HPD) override at an RDC will have their classification referred to the HCSC at the next scheduled classification review.
- D. Overrides [4A-06]
 1. Overrides may be requested when documented behavior, medical, dental, mental health, program needs, or detainers indicate it is appropriate to:
 - a. Assign a custody level other than what is indicated by the CRS, or
 - b. Promote/demote custody.
 2. The current CFP will be updated to document the override request(s).
 3. Authorized override codes and approving authority for each are identified in Override Reasons/Decisions for Custody Assignments (Attachment 1).
- E. Holds
 1. A hold may be placed in the electronic file when an offender is temporarily ineligible for transfer and must include a "Hold Until" date that should not exceed 90 days.
 2. The case manager will monitor facility holds and recommend extending or closing holds as appropriate.
 3. The CPM will monitor facility holds and ensure they are reviewed and extended or closed, as appropriate, and in a timely manner.
 4. Holds placed by Health Services may only be closed by appropriate health services employees/contract staff related to the hold.
 5. The following will be considered when placing a program hold:
 - a. If the program is intended to address a moderate or high need identified as the result of the risk and needs assessment per DOC 320.400 Risk and Needs Assessment Process, and the Risk Level Classification (RLC) is higher than Lower Felony Risk (L),

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- b. Time remaining to ERD,
 - 1) Offenders within 6 months of an eligibility date for MI2/MI1 custody should not be placed into vocational/work programs that require him/her to remain at the current facility.
 - 2) Second Chance Education/Pell Grant holds entered by the Educational Services Administrator will be honored.
- c. Availability of the program at other facilities,
- d. Whether the program is open entry/open exit, and/or
- e. Priority based on referrals.

VIII. Appeals [4-4296]

- A. Offenders may appeal to the:
 - 1. [4-4301] Superintendent/CCS at the facility where the decision was made for classification decisions made at the facility.
 - a. The Superintendent/CCS decision is final.
 - 2. Classification and Case Management Administrator/designee for Headquarters Classification Unit decisions.
 - 3. Secretary/designee for Prisons Compact transfer decisions.
 - 4. Assistant Secretary for Prisons/designee for MAX Custody Committee decisions.
 - 5. Assistant Secretary for Reentry and Correctional Industries/designee for HCSC custody decisions.
- B. Appeals must be submitted using DOC 07-037 Classification Appeal within 72 hours of being notified of the decision.
 - 1. Facility placement decisions cannot be appealed.

DEFINITIONS:

Words/terms appearing in this policy may be defined in the glossary section of the Policy Manual.

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ATTACHMENTS:

[Override Reasons/Decisions for Custody Assignments \(Attachment 1\)](#)

DOC FORMS:

[DOC 02-249 Request for Denial of Work Release Placement](#)

[DOC 05-794 Classification Hearing Notice/Appearance Waiver](#)

[DOC 07-037 Classification Appeal](#)

[DOC 13-457 Intellectual Disability Review](#)

[DOC 13-465 Mental Health Transfer Screening](#)



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1/3/18

PAGE NUMBER
1 of 5

NUMBER
DOC 550.100

POLICY

TITLE
OFFENDER GRIEVANCE PROGRAM

REVIEW/REVISION HISTORY:

Effective: 3/10/83 DOC 700.100	Revised: 9/22/06 AB 06-010
Revised: 9/1/85	Revised: 3/15/07
Revised: 4/15/89 DOC 550.100	Revised: 3/4/09
Revised: 12/15/89	Revised: 3/1/12
Revised: 12/15/93	Revised: 3/18/13
Revised: 10/28/99	Revised: 1/3/18
Revised: 3/1/05	

SUMMARY OF REVISION/REVIEW:

Policy Statement II., and Directive III.A. - Removed unnecessary language
 Added Policy Statement IV. that disabled offenders may request accommodation per DOC 690.400 Offenders with Disabilities
 Directive I.A., I.B., I.C.1., II.A. & B., II.D.3., IV.A.1., IV.B., and V.B. - Adjusted language for clarification
 I.C., III.A., and IV.A.2. - Removed unnecessary language
 Added II.C.1. that Grievance Coordinators will be familiar with and follow expectations listed in the Offender Grievance Manual
 II.C.2., III.A.1., IV.A., and IV.A.1.a. - Added language for clarification
 Added II.D.1. that the Grievance Program Manager will be familiar with and follow expectations listed in the Offender Grievance Manual
 Added V.A. that documents pertaining to grievances will be maintained as confidential and only disclosed on a need to know basis

APPROVED:

Signature on file

STEPHEN SINCLAIR, Secretary
Department of Corrections

12/11/17

Date Signed

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REFERENCES:

DOC 100.100 is hereby incorporated into this policy; [RCW 9A.44.160](#); [WAC 137-08](#); [ACA 4-4284](#); [ACA 4-4394](#); [ACA 4C-01](#); [ACA 6B-03](#); [DOC 310.000 Orientation for Offenders](#); [DOC 490.800 Prison Rape Elimination Act \(PREA\) Prevention and Reporting](#); [DOC 690.400 Offenders with Disabilities](#); [Offender Grievance Program Handout](#); [Offender Grievance Program Manual](#)

POLICY:

- I. The Department seeks to reduce tension and provide a stable correctional environment by providing a formal mechanism to address conflict through the administrative resolution of complaints.
- II. The Department has established a structured process for responding to offender grievances to provide efficient and timely resolution of a large portion of complaints at the lowest level.
- III. Grievances alleging sexual misconduct will be forwarded to the PREA Coordinator per DOC 490.800 Prison Rape Elimination Act (PREA) Prevention and Reporting and will not be reviewed through the grievance process.
- IV. Disabled offenders in need of assistance may request accommodation per DOC 690.400 Offenders with Disabilities.

DIRECTIVE:

- I. General Requirements
 - A. Guidelines regarding the grievance process will be provided during the orientation process per DOC 310.000 Orientation for Offenders, and Community Corrections Officers (CCOs) will provide the Offender Grievance Program Handout during initial intake.
 - B. The grievance process will not be used as a disciplinary procedure.
 - C. The Offender Grievance Program Manual provides detailed instructions for use of the process and procedural decisions, including definitions of what is and is not grievable, as well as the process for filing complaints and appealing responses.
 1. In Prisons, the Offender Grievance Program Manual will be maintained in the library and law library, if applicable.

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2. In Work Releases, the Offender Grievance Program Manual will be kept in an area accessible to offenders.
3. In Field Offices, the Offender Grievance Program Manual will be available for review in the lobby, upon request.

II. General Responsibilities

- A. An informal resolution should be attempted before filing a complaint. Offenders are expected to participate in the resolution of their individual grievances.
- B. Each facility will designate an employee as the Grievance Coordinator who, while in the performance of his/her grievance duties, will be directly responsible to the Superintendent/Community Corrections Supervisor (CCS).
 1. The Superintendent/CCS may delegate direct day-to-day supervision of a Grievance Coordinator to his/her immediate subordinate. The designee will not hinder the Grievance Coordinator's access to the Superintendent/CCS regarding grievance matters.
- C. The Grievance Coordinator will:
 1. Be familiar with and follow expectations listed in the Offender Grievance Manual,
 2. Ensure grievances are picked up at least twice a week as posted on the grievance box,
 3. Promote informal resolution of complaints, when appropriate,
 4. Complete appropriate grievance forms,
 5. Ensure the offender is interviewed at least once prior to Level III,
 6. Ensure responses are completed within established timeframes, and
 7. Provide orientation to employees/contract staff and offenders.
- D. [6B-03] The Grievance Program Manager will:
 1. Be familiar with and follow expectations listed in the Offender Grievance Manual,
 2. Evaluate grievance procedures to ensure they are efficient and effective, and
 3. Analyze the quality and nature of offender grievances and document results in an annual report.

III. Grievable Items

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- A. [4-4284] [4-4394] [4C-01] [6B-03] An offender may grieve his/her place of confinement or conditions of supervision when it relates to:
1. Policies/operational memorandums and/or their application.
 2. Lack of policies, rules, or procedures that directly affect his/her living conditions.
 3. Actions of employees, contract staff, or volunteers over whom the facility or supervising office has jurisdiction, including retaliation against the offender for his/her good faith participation in the grievance program.
 4. Actions of other offenders.
- B. Only incidents, policies, or practices that affect the offender personally and over which the Department has jurisdiction, including health-related issues, are grievable. [4-4394] [4C-01]
- C. The following items are not grievable:
1. State and federal law, including Washington Administrative Code (WAC).
 2. Court decisions.
 3. Indeterminate Sentence Review Board (Board) decisions.
 4. Court-ordered Pre-Sentence Investigation (PSI) reports.
 5. Community Corrections Officer (CCO) recommendations/testimony to a Department Hearing Officer, court, and/or the Board.
 6. Special conditions imposed by a CCO per Department policy.
 7. Any Department-approved procedure that has a formal appeal process.

IV. Grievance Program Process [4-4284] [6B-03]

- A. DOC 05-165 Offender Complaint will be used to file a complaint and submitted as follows:
1. In Prison and Work Release, the complaint will be submitted to the Grievance Coordinator.
 - a. DOC 05-165 Offender Complaint is available in the living units, other designated locations, or may be obtained from employees.

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2. Offenders on community supervision will complete the form(s) at the local Field Office and forward to the Grievance Program Manager.
- B. The grievance process contains an appeal system that allows an offender to request review at a higher level, by an employee not assigned to the facility/ office, if s/he is not satisfied with a response. The offender is entitled to a final review by an employee not assigned to the facility or office.
- C. The following forms may also be used in the grievance process:
1. DOC 05-166 Level I - Initial Grievance,
 2. DOC 05-168 Appeal to Level II,
 3. DOC 05-169 Appeal to Level III,
 4. DOC 05-170 Employee Conduct Grievance,
 5. DOC 05-171 Notification of Time Extension,
 6. DOC 05-311 Grievance Investigator Report, and
 7. DOC 20-303 Notification of Employee Conduct/Reprisal Grievance.
- V. Confidentiality
- A. Documents pertaining to grievances will be maintained as confidential and only disclosed on a need to know basis.
 - B. Grievance documents, records, reports, and other information will be subject to public disclosure provisions per WAC 137-08.

DEFINITIONS:

Words/terms appearing in this policy may be defined in the glossary section of the Policy Manual.

ATTACHMENTS:

None

DOC FORMS:

- [DOC 05-165 Offender Complaint](#)
- [DOC 05-166 Level I - Initial Grievance](#)
- [DOC 05-168 Appeal to Level II](#)
- [DOC 05-169 Appeal to Level III](#)
- [DOC 05-170 Employee Conduct Grievance](#)
- [DOC 05-171 Notification of Time Extension](#)
- [DOC 05-311 Grievance Investigator Report](#)
- [DOC 20-303 Notification of Employee Conduct/Reprisal Grievance](#)



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APPLICABILITY
**PRISON/WORK RELEASE/FIELD
OFFENDER/SPANISH MANUALS**

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POLICY

TITLE
**LANGUAGE SERVICES FOR LIMITED ENGLISH
PROFICIENT (LEP) OFFENDERS**

REVIEW/REVISION HISTORY:

- Effective: 1/11/99
- Revised: 5/17/00
- Revised: 11/24/04
- Revised: 1/24/07
- Reviewed: 7/18/08
- Revised: 6/21/09
- Revised: 1/24/11
- Revised: 11/1/11
- Revised: 9/10/12
- Revised: 1/14/13

SUMMARY OF REVISION/REVIEW:

II.B.8. - Adjusted language for clarification
Removed attachment and added as form

APPROVED:

Signature on file

BERNARD WARNER, Secretary
Department of Corrections

12/24/12

Date signed

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REFERENCES:

DOC 100.100 is hereby incorporated into this policy; [WAC 137-28](#); [WAC 137-32](#); [ACA 4-4288](#); [ACA 4-4344](#); [DOC 450.100 Mail for Offenders](#); [DOC 500.000 Education and Vocational Programs for Offenders](#); [DOC 820.450 Dual Language Staffing, Certification, and Compensation](#); Statewide Offender Orientation Handbook

POLICY:

- I. The Department will provide interpretation (i.e., oral) and translation (i.e., written) services through Department and/or contract services at all Department facilities and Field Offices. The Department will also provide guidelines for interpretation and translation services for Limited English Proficiency (LEP) offenders under Department jurisdiction.

DIRECTIVE:

- I. Access to Language Services for Offenders
 - A. [4-4288] [4-4344] All offenders are informed about how to access services, including Health Services and the grievance system. This information is communicated orally and in the Statewide Offender Orientation Handbook, and is conveyed in a language that is clearly understood by offenders.
 - B. Offenders may request Department/contract language services via:
 1. Verbal communication with a Department employee, and/or
 2. Written communication to a Department employee using DOC 21-473 Offender's Kite or,
 3. DOC 05-818 Interpreter Request/Refusal for disciplinary or Indeterminate Sentence Review Board (ISRB) hearings.
 - C. Employees will review the Personal Characteristics - Languages section in the offender's electronic file to determine if the offender requires interpreter services. Employees may request interpretation/translation services when they become aware that a language barrier exists.
 1. Because an offender's English proficiency may vary with the situation, employees are encouraged to use DOC 05-824 Questions to Determine English Proficiency when there is doubt about the offender's ability to understand, speak, or read English. After assessing the offender's proficiency, employees will update the Personal Characteristics - Languages section in the offender's electronic file.

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2. Services will only be provided through Department certified interpreters/ translators and/or available state contracted vendors listed under [Translation/Interpretation](#) on InsideDOC. LEP Coordinators will document all services on DOC 16-340 Limited English Proficiency (LEP) Coordinator Monthly Report. [4-4288] [4-4344]
 - a. Employees will not use Internet and/or machine translations (e.g., Babelfish, Google Translate).
 - D. Assistance for writing an appeal to the Superintendent/Community Corrections Supervisor (CCS) will be provided to illiterate non-English speaking offenders to the extent it is provided to English speaking offenders.
 - E. Within available resources, Prisons will provide the opportunity for non-English speaking offenders to attend English as a Second Language (ESL) courses per DOC 500.000 Education and Vocational Programs for Offenders.
 - F. Offender orientation in Prisons and Work Releases will be provided to non-English speaking offenders by Department certified employees or through a Headquarters approved orientation video. [4-4288] [4-4344]
 - G. In Prisons, Department certified employees may interpret for general infraction hearings. Only contract interpreters will interpret for serious infraction hearings.
 1. Department certified employees providing interpretation services for general infraction hearings will sign DOC 17-086 Department Interpreter Authorization for General Infraction Hearings.
 - H. Indeterminate Sentence Review Board (ISRB) Hearings
 1. The Counselor will notify the ISRB using DOC 05-818 Interpreter Request/ Refusal when an interpreter is needed for an upcoming, in-person ISRB hearing.
 2. The ISRB will:
 - a. Submit the official request for a court certified interpreter,
 - b. Notify the applicable LEP Coordinator of the request, and
 - c. Notify applicable Records contacts with interpreter information required for clearance purposes.
- II. Interpretation/Translation
- A. In Prisons, offenders may request interpretation/translation services from other offenders for unit concerns and other general purposes. The offender requesting

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services must complete DOC 05-666 Offender to Offender Interpretation/ Translation Request to confirm that s/he understands and agrees that the Department is not responsible for the content and not liable for any error.

- B. Offenders may request an interpreter for oral communications or a translator for written communications, as appropriate, for the following. Offenders are not authorized to use interpretation/translation services from other offenders, family members, or friends for these purposes:
1. Disciplinary/violation hearings
 - a. Infraction reports.
 - 1) Offenders will be provided with an oral interpretation of the charges no less than 24 hours in advance of the disciplinary hearing.
 - b. Hearing Officer's decision.
 - c. Notice of appeal rights and the decision regarding the appeal.
 2. Classification review or intake process
 - a. Notice of classification review.
 - b. Reports of classification decisions.
 - c. Notice of appeal rights, the appeal by the offender, and the decision regarding the appeal.
 3. Administrative Segregation
 - a. Written notice of the reason for the offender's initial placement in segregation.
 - b. Hearing Officer's written recommendations regarding the offender's continued placement in or release from Administrative Segregation and the Superintendent's written decision.
 - c. Written notice of all classification meetings for an offender in segregation.
 - d. Notice of appeal rights, the appeal by the offender, and the decision regarding the appeal.
 4. Assessment interviews, and any interview in which the offender's crime of conviction might be discussed

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5. Facility orientations
 6. Grievances
 - a. Grievances translated into English for Department review.
 - b. Department responses translated into the offender's language.
 - c. Notice of appeal rights, the appeal by the offender, and the decision regarding the appeal.
 7. Polygraph tests, using available contracted interpreters only
 8. Understanding Department policies related to the Prison Rape Elimination Act (PREA) and reporting and/or participating in the investigation of incidents of sexual misconduct.
 9. Medical, using certified medical interpreters/translators when available
 - a. Medical will use a certified contracted medical interpreter. If one is unavailable, or in a medical emergency, a Department interpreter may be used.
 - b. Department certified interpreters/translators may translate medical notes.
 10. Other formal hearings/meetings conducted by the facility
- C. Each facility/office will schedule interpreters from the approved vendor list posted on InsideDOC.
 - D. DOC 05-093 Disciplinary Hearing Notice/Appearance Waiver will be used to document translation requests and services for disciplinary, classification, and Administrative Segregation formal hearings/reviews and reports.
 - E. In Prisons, offender mail that is not in English will be handled per DOC 450.100 Mail for Offenders.
 - F. In Work Releases, offender mail that is not in English will be translated by an employee or contract staff or sent for translation per the available contract at the discretion of the CCS.

III. Translation of Legal Documents

- A. In Prisons, if a non-English speaking offender requests translation of legal documents, employees will identify only the title or nature of the notice by completing DOC 09-065 Notice of Significant Legal Document.

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B. Employees must not translate the content of any legal documents.

IV. Denial of Interpretation/Translation Services

A. The Superintendent/Work Release Program Administrator/Field Administrator can deny interpretation/translation services to offenders who demonstrate a pattern of abuse of the materials, services, and/or programs. Before an offender can be refused access to interpretation/translation services, the following conditions must be met:

1. An employee must document the abuse and submit it to the Superintendent/Work Release Program Administrator/Field Administrator.
2. The Superintendent/Work Release Program Administrator/Field Administrator must authorize, in writing, denial of interpretation/translation services. The denial must include parameters and specifications (e.g., timeframe, content, source) to ensure the abuse issue is addressed, but adequate legal access is maintained. A copy of the denial will be scanned into the offender's electronic imaging file.
3. The Superintendent/Work Release Program Administrator/Field Administrator will notify the appropriate LEP Coordinator.
4. The offender will be notified, in writing, that his/her access to translation services has been denied.
5. In the event the offender is transferred to another facility, the receiving Superintendent will review the denial from the previous facility and continue, modify, or discontinue the restriction.

V. List of Documents Translated into Spanish

A. The Department will make certain documents, policies, forms, and handouts available in Spanish as outlined in Attachment 1.

DEFINITIONS:

Words/terms appearing in this policy may be defined in the glossary section of the Policy Manual.

ATTACHMENTS:

[Documents Available in Spanish \(Attachment 1\)](#)

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DOC FORMS:

[DOC 05-093 Disciplinary Hearing Notice/Appearance Waiver](#)

[DOC 05-666 Offender to Offender Interpretation/Translation Request](#)

[DOC 05-818 Interpreter Request/Refusal](#)

[DOC 05-824 Questions to Determine English Proficiency](#)

[DOC 09-065 Notice of Significant Legal Document](#)

[DOC 16-340 Limited English Proficiency \(LEP\) Coordinator Monthly Report](#)

[DOC 17-086 Department Interpreter Authorization for General Infraction Hearings](#)

[DOC 21-473 Offender's Kite](#)