

**WAC 138-10-030 Duties.** Office of the corrections ombuds shall:

- (1) Establish priorities for use of the limited resources available to the ombuds;
- (2) Maintain a statewide toll-free telephone number, a collect telephone number, a website, and a mailing address for the receipt of complaints and inquiries;
- (3) Provide information, as appropriate, to incarcerated individuals, family members, representatives of incarcerated individuals, department employees, and others regarding the rights of incarcerated individuals;
- (4) Provide technical assistance to support incarcerated individual participation in self-advocacy;
- (5) Monitor department compliance with applicable federal, state, and local laws, rules, regulations, and policies as related to the health, safety, welfare, and rehabilitation of incarcerated individuals;
- (6) Monitor and participate in legislative and policy developments affecting correctional facilities;
- (7) Establish a statewide uniform reporting system to collect and analyze data related to complaints received by the ombuds regarding the department;
- (8) Establish procedures to receive, investigate, and resolve complaints;
- (9) Establish procedures to gather stakeholder input into the ombuds' activities and priorities, which must include, at a minimum, quarterly public meetings;
- (10) Submit annually to the governor's office, the legislature, and the statewide family council, by November 1st of each year, a report that includes, at a minimum, the following information:
  - (a) The budget and expenditures of the ombuds;
  - (b) The number of complaints received and resolved by the ombuds;
  - (c) A description of significant systemic or individual investigations or outcomes achieved by the ombuds during the prior year;
  - (d) Any outstanding or unresolved concerns or recommendations of the ombuds; and
  - (e) Input and comments from stakeholders, including the statewide family council, regarding the ombuds' activities during the prior year.
- (11) Adopt and comply with rules, policies, and procedures necessary to implement this chapter.

[Statutory Authority: RCW 43.06C.040 (1)(k), and (2)(c), and 43.06C.060(2). WSR 21-18-049, § 138-10-030, filed 8/25/21, effective 9/25/21.]