



Practice Update

Requesting records from DOC

<http://www.watsa.org/>

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Quick take on the issue...

The Washington Department of Corrections (DOC) has recently changed the way it shares information with treatment providers, including SOTPs. While in the past this information had been routinely shared with SOTPs working with CCOs, some providers are now having difficulty obtaining treatment records and offense information from DOC. The new DOC policy requires that treatment providers seek information through its Public Disclosure Unit (PDU). WATSA members have reported this process can take 60 days or more.

TIPS:

- PDU requests can be submitted to DOC either via email address listed below or by going through their online portal.
- To request via email, contact the PDU at docpdu@DOC1.WA.GOV and provide details of what documents you are seeking.
- To request records via the Online Request Portal, go to: [https://washingtondoc.govqa.us/WEBAPP/_rs/\(S\(qdkpaohujhxontdrl30ul4dt\)\)/login.aspx](https://washingtondoc.govqa.us/WEBAPP/_rs/(S(qdkpaohujhxontdrl30ul4dt))/login.aspx). This requires you to establish an account with the DOC.
- You may **need to know the DOC Number** of the individual for whom you are seeking information

Details

The DOC reports that going through the portal and establishing an account is the “most expeditious way to get the documents” because documents will be provided in the requestor’s online DOC account once the request is fulfilled. Providers report that the response time from DOC has been variable. Our DOC-WATSA Board liaisons have asked for help from DOC. They report having the following information in the request can help speed things up:

1. Identify the specific document(s) being requested.
2. State who you are, specifically that you are a provider.
3. The purpose of the request; this is especially important if there is a court ordered evaluation or anything with a definite timeline.
 - a. Date that the document is needed by; deadline on the court order, etc.
4. Provide the release of information AND if there are to be NO mandatory redactions. Have that specifically stated on the release because that will make the process even quicker.

The WATSA Board and individual members have been in touch with DOC administration and line staff to express concern about the delay in obtaining records. We will continue to bring problems getting records to the attention of DOC and encourage members to share any concerns about the process with the board via email at contact@watsa.org.

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