

The following is a summarized list of questions and answers from the audience of the IIBF Live Event Public Meeting on April 28, 2022. To the extent possible, they have been grouped by the category for relative response on the Budget to Actual Financial report.

Question Category:	Answer:
EFV/Visiting Enhancement Information	
<p>Are there family members involved in developing the lists of standardized equipment and supplies for EFV?</p>	<p>We created a standardized survey with families and incarcerated individuals. The big piece of the survey is to be able to provide suggestions and feedback to us and local facilities. In addition, we are working with Hands On Children’s Museum for them to provide us feedback for child family areas at both EFV and Visiting. We will do another assessment in six months after EFV’s are up and going again so we can continue to hear from families.</p> <p>We were also able to lower the cost of EFV fees. We heard concerns from the statewide family councils about the increase from \$10 to \$15. During the research process we realized that we should not have been allowing families to pay for this cost instead the incarcerated individuals should contribute. The cost is now \$5.00 and must be paid from the individual’s trust account.</p>
<p>Will there be any expansion of units available for EFV?</p>	<p>Any expansion of EFV is a capital project cost so it is not associated with IIBF. Any added EFV units may necessitate additional staffing, so consideration has to be given for operational budget funding as well. For those of you who have concerns about EFV scheduling difficulties please work with your local administration so they can start the assessment for the possibilities of expansion.</p>
<p>Can someone tell me if our loved ones were asked about what things, and in order of importance they though were most important. Not just EFV, I am asking about every IIBF use of monies and which families were consulted.</p>	<p>The survey we sent out also went to incarcerated individuals, so they could provide us with feedback and allowed them to prioritize choices, they also provided us with input of use of IIBF funds. We are planning to conduct the survey twice a year in the future. The plan also includes to run the survey at institutional kiosks, we are building the program at the kiosk to collect and calculate the information and data.</p>
<p>Can we create an avenue for donations such as to EFV fees? People would like to help but don’t know how.</p>	<p>We appreciate that. The only difficulty with that until the law changes, is the statute requires the incarcerated individuals to pay the fees. The IIBF budget team will brainstorm and consider your suggestions. DOC has a policy that explains how to make the donations.</p>

DOC Vendor Information	
With the contract with DOC vendors, is the agency getting commission from the Union Supply?	<p>No. Union Supply orders run through Correctional Industries. No commissions come back to IIBF. The Union Supply contract is available at the DOC public website on the bottom of Commissary page.</p> <p>Here are the links: Commissary (Store) Washington State Department of Corrections https://www.doc.wa.gov/corrections/incarceration/docs/k10161-master-usg-contract.pdf</p>
TV/Cable Services	
Have you heard complaints about the quality of TV/Cable services?	We have not heard any recent complaints regarding this. Part of our survey to the incarcerated individuals is the quality of tv/cable system. This is something we will follow up with the population to make sure we are getting the information from them.
IIBF Comfort Items and Credits Provided To Incarcerated Individuals	
How do individuals who were in IMU at the time IIBF funds were given to every individual for phone, spendable and JPay get those credits? The example is from AHCC	If there were individuals that stayed in certain housing areas that did not receive credits, there was a six-week period after the credits were applied in which to notify their counselor that a credit was missed, and that notification period ended 3/18/22. Credits were given to eligible individuals that reported issues within the notification period.
IIBF And Other Related Reports	
Where will these meeting documents be posted so people on the phone can see the numbers?	The IIBF public meeting reports are posted at DOC public website IIBF webpage under Publications. https://www.doc.wa.gov/corrections/services/betterment-fund.htm
IIBF quarterly reports for the last five years?	There are quarterly IIBF budget to actual reports available for certain periods since the IIBF webpage was setup. You can certainly request the timeframe prior to that. We don't know if we have five years of reports available but certainly can provide you numbers of quarters. You can send your request to the IIBF questions inbox at: dociibfquestions@doc1.wa.gov

	<p>Here is the link for the available IIBF quarterly budget to actual report: https://www.doc.wa.gov/corrections/services/betterment-fund.htm</p>
<p>I had requested last five years of those reports mentioned during not the last IIBF quarterly report but the quarter before and have yet to receive that information. Can you give me a timeframe of when that will be provided? It was for last five years of JPay. When the 2021 report is submitted?</p>	<p>The revisions to RCW 72.09, specifically RCW 72.09.765 became effective in April 2020 and the first report for 2020 is available on the DOC public website at https://doc.wa.gov/information/records/publications.htm#reports under the section titled “Special Reports Required by Law.” The department is working on providing the report and will post to the website once it’s available and approved for publishing.</p>
<p>2020 report to governor and legislation annual reports show a total of \$9,643,690.91 revenue that does not reflect the IIBF revenue for the same year.</p>	<p>The \$9M revenue figure listed in the 2020 report to the Governor and Legislature is not directly comparable to the commissions shown in IIBF financial statements. First and foremost, the \$9M is inclusive of <i>all</i> revenue earned by GTL for all products and services provided under the contract. This includes all JPay services and payment services provided to place funds on incarcerated individual’s accounts. IIBF receives only a small portion of JPay commissions. Phone calls generate the vast majority of IIBF commissions but are limited to only certain classes of calls placed, thus not all phone revenue earned by GTL results in a commission to IIBF. Of those commissionable phone revenue sources, up to October 2021, the commission earned was 56%. An FCC ruling significantly lowered the commission rate on intrastate calls that could not be positively identified as physically initiating within the geographic borders of WA state, thus effectively lowering the commissions on that class of calls to 2 cents per minute.</p>
<p>When the contract for telecommunication and electronic media services for inmate at state corrections facilities annual report to the legislature will be filed for year of 2021?</p>	<p>The department is working on providing the report and will post to the website once it’s available and approved for publishing.</p>