



FAMILY/ COUNCIL MEETING MINUTES

Location: AHCC Teams

Date: 2/28/24 Time: 2:00-3:30 PM

Teleconference details: +1 564-999-2000,,313225107#

Meeting Attendees

Department/facility co-chair: Kay Heinrich

Family co-chair: Vacant

Facility/council secretary: Taylor Jordan

Family secretary: Vacant

Members present: Ellen Hargrove, Sandy Hickey, Leslie Gatherer, Lisa Masiello, Valerie Smith, and Michelle Groves

Non-council member attendees: **DOC/AHCC/OCO Staff present: SS Nichole Montalvo, ASO Frank Rivera, RC Claudell “Tommy” Whitman, SGT. Andrew Camacho, AA4 Maeleen Zehm, CPPC Kate Pavao, Empire Vending Rep. Dave Steinbach and OCO Caitlin Robertson**

Agenda

Topic	Discussion/Key Points	Next Steps
<p>Secretary Report and Action Items</p>	<p>Update on the covering for MSU?</p> <ul style="list-style-type: none"> • <i>Per Facility Plant Manager Parker: The funding for the cover has been requested on the facility-ready list but has not been approved.</i> <p>Status of neon light for MSU.</p> <ul style="list-style-type: none"> • <i>Per Facility Manager Parker: This has been ordered and will be installed once it's onsite.</i> <ul style="list-style-type: none"> ○ <i>UPDATE: The sign has be hung up in the window of the MSU visiting room.</i> 	
<p>SFC Report</p>	<p>Facility Updates</p> <ul style="list-style-type: none"> • <i>Monroe Tier Reps in person at LFC meetings.</i> • <i>WCC: Hybrid LFC meetings; 3 in person, 2 on teams</i> <p>Secretary Strange</p> <ul style="list-style-type: none"> • <i>Jeannie Darnelle retired. Melissa Andrewjeski is the new Women's Division Assistant Secretary</i> • <i>Bills for legislature</i> • <i>President Biden’s Plan, Re-entry 2030: focuses on jobs, access to healthcare, safe place to live. Washington was the second state to sign on to this program.</i> <p>Presentations</p> <ul style="list-style-type: none"> • <i>Dietary requirements for I/I</i> • <i>Policy review process</i> • <i>Family programs for 2024</i> 	

<p>Tier Rep Minutes Summary</p>	<p>Main Tier Rep meetings were held on 12/21/23 and 1/18/24</p> <ul style="list-style-type: none"> • Diets during Ramadan and Passover • Religious bead orders • Veteran’s Services • There has been a discussion about uploading menus onto the tablets <p>MSU Tier Rep Meetings were held on 12/8/23 and 1/25/24</p> <ul style="list-style-type: none"> • RAC renovations • Reentry Life Skills and Business courses will be offered at MSU • Closure of the dayroom for video visits • Microwaves being returned to the tiers • Game nights • Walk-in the library 	
<p>DOC Updates/ Announcements</p>	<p>Allowing cell mates to pack out for I/I.</p> <ul style="list-style-type: none"> • Per DOC Policy 440.000 Personal Property in Prisons: Employees will handle property with care to avoid damage, destruction, or misrouting. Incarcerated individuals will not conduct an inventory of another individual's property (e.g. pack up) <p>LFC brochure & information on TV screen</p> <ul style="list-style-type: none"> • Per AA3 Jordan: The brochure has been made and was sent to SFC Rep Ellen Hargrove for suggestions. The TV has been ordered and will be updated with current events and LFC information once it is in visiting. <ul style="list-style-type: none"> ○ Per LFC Member: Will there be a new TV in MSU? <ul style="list-style-type: none"> ▪ Per AA3 Jordan: MSU already has tv but I will put the same slideshow on that TV <p>Update on the dog program</p> <ul style="list-style-type: none"> • Per ASP Heinrich: The contract has gone through the initial approval, but it is still being processed by HQ. We have another meeting tomorrow (2/29/24) with maintenance to get the room finished up and find all the materials needed to get this program going. <ul style="list-style-type: none"> ○ UPDATE: The contract is approved and the renovation of the dog room is almost complete. The trainers have been onsite to help with making sure things are ready for the program to get started. <p>Hangers are not allowed, how can clothing be stored? Can hooks or additional shelving be installed?</p> <ul style="list-style-type: none"> • Per CPM Duenich: There are still many I/I’s with hangers If they are on the I/Is matrix, we have been “grandfathering” them in. If they are not on the I/Is matrix, they are put in the hot trash. For the ones that don’t have them, they hang their clothes over the rod. <p>When will body scanners be at AHCC?</p> <ul style="list-style-type: none"> • Per ASP Heinrich: This is a pilot program and we do not know when it will be coming to AHCC. 	

	<p>Status of Amend training.</p> <ul style="list-style-type: none"> • <i>Per Training Manager Jordan: 427 custody and non-custody staff have received this training so far which is more than 50% of our employees. In addition, we are outperforming the major facilities statewide.</i> <ul style="list-style-type: none"> ○ <i>Per ASP Heinrich: Amend and Washington One was here on 2/27/24 and they facilitated a 2-hour training for the current CORE class, and they went on a tour of the facility. The full facility training will be completed in 2025.</i> <p>Can recycling cans be put in visiting?</p> <ul style="list-style-type: none"> • <i>Per Facility Manager Parker: AHCC has not resumed full recycling yet.</i> <p>The next local family council meeting will be a hybrid of teams and in person. Visitors who plan on coming in person need to notify AA3 Jordan before coming onsite.</p> <ul style="list-style-type: none"> • <i>Per LFC Member: Will members get priority for visiting like we used to pre-COVID?</i> <ul style="list-style-type: none"> ○ <i>UPDATE: The first in-person LFC meeting will be on 4/27/24 from 10:30 am to 12:00 pm. If you plan to attend the meeting in person, please inform AA3 Jordan beforehand. This meeting will still be offered via Microsoft Teams as well. Attendees at the in-person session will receive priority for visiting on 4/27/24 but only if they RSVP to ensure all safety and security measures are met and those who do not RSVP by 4/22/24 will not be able to attend visits that day.</i> <p>AA3 Jordan has been sending out emails to new visitors inviting them to participate in the LFC and since the last meeting 18 new people have been added to the LFC.</p> <p>We are preparing for upcoming cultural events and practice has started for both the Hispanic Heritage Event and Juneteenth.</p> <p>The regalia room has been moved from Recreation to the religious activities center to make room for a cardio room. A cultural events room was also established in Recreation.</p>	
<p>Family Friendly Events</p>	<p>On approximately April 1st a call will go out for proposals to request funds for Family Friendly Efforts. All requests will be due approximately April 24th. An email went out to LFC members on 2/1/24 requesting that proposals for family-friendly activities for the 2024-2025 fiscal year be submitted.</p> <ul style="list-style-type: none"> • <i>Below are suggestions for events from the LFC members</i> <ul style="list-style-type: none"> ○ <i>Water balloon fight outside</i> ○ <i>Lawn bowling</i> ○ <i>BBQ</i> <p>CPPC is facilitating the celebrating women event on 3/7/24 at MSU and on 3/21/24 in the Main.</p>	

The Blue Door Theater is partnering with AHCC to facilitate Improve Adventures

The pride group started last week (2/23/24) and it is an open discussion of LGBTQI+ community issues.

Narcotics Anonymous has 6-8 new volunteers and getting it started in the Main and at MSU in the next month.

Yoga at MSU starting soon.

Do people have to be visitors in good standing to participate in family-friendly events?

- *Per CPPC Pavao: Yes, visitors must be on the incarcerated approved visitors list and be in good standing. The incarcerated individuals must remain free from a guilty finding for the following infractions and timeframes before the deadline for sign-up.*
 - *Category A for one year or as determined appropriate for the safety of visitors/participants.*
 - *Category B1 for 90 days*
 - *Category B2 for 60 days*
 - *All other serious infractions for 30 days*
 - *Participation must not conflict with the individual's judgment and sentence requirements or any known court orders.*

What is the difference between pop-up events and planned events? Are the finances given for both at the same time?

- *Per CPPC Pavao: Each facility is required to provide 2 Family Friendly Adult events and 2 Family Friendly Children events per fiscal year. These events are preplanned before the fiscal year and IIBF funds are allotted to them. Pop-up funds (not events) are used for activities, supplies, crafts, equipment, or possibly events that were not preapproved for the year. The funds are for unexpected expenses or opportunities. The total amount is given at the same time but the pop-up funds are not specified at the time of approval.*

Can family members suggest pop-up events for the rest of the 2024 fiscal year?

- *Per CPPC Pavao: Yes! They can provide suggestions anytime. Pop-up funds are not specifically preplanned for the FY funding cycle. We may have an unexpected expense or opportunity outside of the planned events/activities. These can be sent to the CPPC via email or suggestion box.*

Can family-friendly surveys be made available during visitation?

- *Per CPPC Pavao: Yes! This has been added to the suggestion sheet currently in visitation. Additionally, surveys will be placed in visiting activity packets where families can let the CPPC know what they liked about the activity and if they have suggestions for future activities. Surveys can also be placed in the Suggestion box and*

	<p><i>given to CPPC. Additionally, at every event, I hand out a survey where families let me know what they liked, what they think could improve the event/ activity, and any suggestions for future events or activities.</i></p> <p>DOC 530.150 Family-Centered Services says that “The Family Services Unit and CPPC contact information (e.g. business cards, brochures) will be available to families in the visiting room and/or public access” Is there a brochure for family-centered services?</p> <ul style="list-style-type: none"> • <i>Per CPPC Pavao: This type of brochure would come from HQ. I know they used to have one before COVID but I haven’t seen anything since then. I have on my list of to-do to order business cards</i> 	
<p style="text-align: center;">Visitation</p>	<p>How many photos are allowed to be given to each family member during visitation?</p> <ul style="list-style-type: none"> • <i>Per AA3 Jordan: AHCC allows everyone at the table to get 1 free photo, no additional photos can be purchased.</i> <ul style="list-style-type: none"> ○ <i>UPDATE: Now 2 photos will be provided of each person at the table.</i> <p>Video games in visiting?</p> <ul style="list-style-type: none"> • <i>Per AA3 Jordan: Video game consoles have been ordered for visiting and will be installed once they arrive.</i> <ul style="list-style-type: none"> ○ <i>UPDATE: These items are onsite but we are waiting for the painting to be finished and the carpet to be laid in the visiting room before these can be installed.</i> <p>Visiting staff has closed off the microwave area during the in-processing then is limiting microwave use to 4 people at a time. How will this work when visitation is filled?</p> <ul style="list-style-type: none"> • <i>Per Lt. Young: This is something staff will adjust as needed. This process was put in place because of the amount of contraband being retrieved by visitors in this area. Having it closed allows staff to monitor it when they are available.</i> <p>Other facilities have recycling bins in visitation can they be brought back, they were in the visiting room pre-COVID.</p> <ul style="list-style-type: none"> • <i>Per Facility Manager Parker: We do not currently have an outlet for recycling at this time.</i> <p>Why hasn’t the drug-sniffing dog been in visiting? Why can't the dog be in the foyer while we are checking in?</p> <ul style="list-style-type: none"> • <i>Per ASP Heinrich: He is scheduled to be in visiting and I went to visiting last Friday and he was there. I will talk to the captain and see what we can do to have him there consistently.</i> <ul style="list-style-type: none"> ○ <i>Per ASO Rivera: We can bring the dog in and walk him through the visiting room and during check-in but that won't negate the process of searching and the metal detector because we want to keep the contraband from even entering visiting.</i> 	

	<p>Can LFC members be identified in visitation by either a name badge or a flag on their table?</p> <ul style="list-style-type: none"> • <i>Per ASP Heinrich: This is still under discussion.</i> <ul style="list-style-type: none"> ○ <i>Per Captain Marry: We are trying to avoid unnecessary movement in the visiting room and limit distractions. Can we put photos of them on the TV in the visiting room with some info about what the LFC is and how to contact them?</i> <p>Can we look into working with the children’s mobius discovery center to put up some items in the children’s area in visiting?</p> <ul style="list-style-type: none"> • <i>AA3 Jordan: Mobius was contacted, and they do not have the resources to help at this time.</i> <p>Can physically challenged people be allowed to go to the head of the check-in line at visiting? Can a sign be displayed notifying visitors about this?</p> <ul style="list-style-type: none"> • <i>Per ASP Heinrich: I remember discussing allowing physically challenged people to receive assistance if it was needed but as far as I know, we have not had issues with this and assistance being required.</i> 	
<p style="text-align: center;">Sage Unit at MSU</p>	<p>How many I/Is are coming?</p> <ul style="list-style-type: none"> • <i>Per Facility Manager Parker: I am not certain what the capacity of Sage at AHCC will be. I assume similar to the current capacity at CRCC.</i> <p>When will they arrive?</p> <ul style="list-style-type: none"> • <i>Per Facility Manager Parker: No timeframes have been decided on yet. The project is still in the design phase.</i> <p>What type of care will they need?</p> <ul style="list-style-type: none"> • <i>Per ASP Heinrich: The sage unit is designed for elderly care and they will receive individualized care on a case-by-case basis</i> <p>Will medical and dental facilities be added to MSU?</p> <ul style="list-style-type: none"> • <i>Per Facility Manager Parker: I am not aware of any currently funded plans to expand medical or dental at AHCC MSU.</i> <p>What type of care will be provided for I/I with dementia?</p> <ul style="list-style-type: none"> • <i>Per ASP Heinrich: this will be determined depending on the clientele and what their individual needs are.</i> <p>Will this area be ADA-compliant?</p> <ul style="list-style-type: none"> • <i>Per Facility Manager Parker: To my knowledge, any areas needing to be ADA complaint will be</i> 	
<p style="text-align: center;">Securus</p>	<p>Can a calendar be put on the tablets?</p> <ul style="list-style-type: none"> • <i>Per Securus West Region Client Manager Smith: This might be</i> 	

	<p><i>included in the accessory app that is currently pending addition to all tablets.</i></p> <p>I/I are having problems with games not saving their progress and they are getting charged for patches for these games, is this being addressed?</p> <ul style="list-style-type: none"> <i>Per Securus West Region Client Manager Smith: If I/I are having this issue they need to put in a help ticket and it will be addressed. I/I are not getting charged for patches.</i> <p>How do incarcerated individuals get replacement chargers for their tablets? Does Securus replace them? Does Securus sell the chargers?</p> <ul style="list-style-type: none"> <i>Per Securus Liaison Freese-Turns: The only way for an I/I to receive a replacement charger is through the Securus accessories app. Unfortunately, this was supposed to go live a month after we completed our Go Live back in December 2022. This Application is still not available at this time. Securus is working on getting this up and running but has not provided an ETA. In the meantime, if their charger does not work, they can complete all emails/documents via the Terminal in the dayroom and Phones in the dayrooms also. They have not provided an update or ETA on the Securus Accessories app.</i> <ul style="list-style-type: none"> <i>Per OCO Robertson: I have a quarterly update meeting on and on March 28th and I will bring it to the group during this meeting.</i> 	
<p>Religious Coordinator</p>	<p>Status of RAC in the MSU?</p> <ul style="list-style-type: none"> <i>Per Religious Coordinator Whitman: As for the RAC at MSU, it is now operating. All services are going, and we are working on getting cabinets so everything can be stored appropriately.</i> <p>When will it be possible for I/I to have memorial services for those who have passed away?</p> <ul style="list-style-type: none"> <i>Per Religious Coordinator Whitman: We are working on Ramadan and Passover right now but after that, I want to start these services. I will open and end these services with a prayer and give the I/I space to honor those who have passed. I plan to do this monthly.</i> <ul style="list-style-type: none"> <i>Per LFC Member: How many can go to these services? How will I/I sign up? Will they be at both Main and MSU?</i> <ul style="list-style-type: none"> <i>Per Religious Coordinator Whitman: I am going to put it into the counselor's hands because they have been the ones to reach out when someone needs to talk to me. I plan on getting this running in the Main before bringing it to MSU.</i> <ul style="list-style-type: none"> <i>Per ASP Heinrich: We will work with the religious coordinator on the logistics of planning this and making sure I/I have the space to mourn those who were lost during COVID.</i> 	

Empire Vending

Can we address the issues with the vending machines not working properly and having moldy/expired food?

- *Empire Vending Rep Steinbach: We have addressed the issue with moldy/expired food because it was brought to our attention but we do have new drivers in training and when it comes to machines not working we have to be notified by the facility that it needs assistance.*
 - *Per LFC Member: This has still been happening at MSU and the reimbursement asks to mail in the card or bring it down to the Empire Vending Office but visitors have been faced with unprofessionalism and if we mail you the card that costs \$3 and may not get it back.*
 - *Empire Vending Rep Steinbach: How the refunds are processed was established by the facility and we can only refund to the card and we need the card to do so.*
 - *Per LFC Member: What CRCC did for this issue is the game the visiting Sgt. A reimbursement card with money on it from Empire Vending and they use that card to purchase replacement items for visitors when the machines malfunction. Can this be done here?*
 - *Empire Vending Rep Steinbach: Empire Vending can do this if the facility wants to do that.*
 - *Per APS Heinrich: We can talk about this with visiting staff and the Lt.*

Is it possible to get an ice cream vending machine in MSU?

- *Empire Vending Rep Steinbach: Previously when there was an Ice cream vending machine in visiting it was a different machine than the ones in visiting right now so due to having to order a new machine to replace a current food one and the maintenance on these machines being extensive, we will be unable to accommodate this request.*

Can the vending machines be filled in between sessions?

- *Empire Vending Rep Steinbach: The number of visitors is growing and currently, we are coming once per day depending on the number of visitors and we will come out more if it's needed.*

The main soda machine has been out of order on Sunday and Monday, is this being addressed?

- *Empire Vending Rep Steinbach: When we get a call from the facility the service person is supposed to respond but we don't know things are broken unless we are informed.*
 - *Per Sgt. Camacho: The driver said to put up a sign that says it's not working and they would fix it, plus I don't have contact information.*

	<ul style="list-style-type: none"> ▪ AA4 Zehm will give Empire Vending's contact information to Sgt. Camacho. 	
Election	<p>Vanessa Vallejo and Bree McArthur are both interested in elected positions.</p> <ul style="list-style-type: none"> • Vanessa and Bree were not on the call so AA3 Jordan is going to send them an email asking if they are still interested. AA3 Jordan is going to send out another email to all LFC members asking if anyone is interested in the Family Co-Chair or Secretary position. 	
Round Table	<p>In MSU there is nowhere to wash dishes etc. other than the bathroom sink. Why is there no other sink option in a more sanitary area?</p> <ul style="list-style-type: none"> • Per ASP Heinrich: The facility doesn't have the operational infrastructure for this. <p>Has the HSM1 position been filled?</p> <ul style="list-style-type: none"> • Per ASP Heinrich: Not yet 	
Next Meeting	<p>Our next meeting will be on April 27th, and it will be hosted here at the facility but there will also be Teams available. LFC members will need to notify AA3 Jordan if they are coming to the in-person meeting before the meeting.</p> <p>Mr. Browne will be invited to the next meeting to talk about the IIBF report.</p>	

Next meeting location: Microsoft TEAMS

Date: Time:

Comments: _____

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