



FAMILY COUNCIL MEETING MINUTES

Location: MS TEAMS Date: 05/21/2022 Time: 10:00 AM-3:00 PM

Teleconference details: <https://teams.microsoft.com>

Meeting Attendees

Department/facility co-chair: Jeff Uttecht Family co-chair: Emijah Smith

Facility/council secretary: Ramona Cravens Family secretary, if applicable: Lydia Schoen
(on behalf of Elise McKinnon)

Members present: Julie Burden/AHCC, Felix D'Allesandro/WCC, Gwen McIlveen/CRCC, Jason Rice/WCCW, Lydia Schoen/SCCC, and Danielle White/MCC.

Non-council member attendees: Danielle Armbruster (DOC), Cyrus Ahalt (AMEND), Harj Aulakh (DOC), William Copeland (DOC), Dr. MaryAnn Curl (DOC), Jeannie Darneille (DOC), Keith DeFlicht (DOC), Dianne Doonan (DOC), Rachel Ericson (DOC), David Flynn (DOC), Lisa Flynn (DOC), Traci Fuller (DOC), Courtney Grubb (DOC), Elizabeth 'Liz' Hainline (DOC), Frederick Ivey (DOC), Eric Jackson (DOC), Anita Kendall (DOC), Caroline Melhuish (DOC), Sean Murphy (DOC), Trisha Newport (DOC), Michael Obenland (DOC), Paige Perkinson (DOC), Monica Ritter (DOC), Caitlin Robertson (OCO), Dawn Taylor (DOC), and Heather Williams (DOC).

Agenda

Old business

Topic	Discussion/Key Points	Next Steps
10:00 am – 10:15 am Welcome/Agenda <i>Jeff Uttecht, DOC co-chair</i> <i>Emijah Smith, Family co-chair</i>	<ul style="list-style-type: none"> Welcome to everyone! Introduction of Statewide Family Council members and Department of Corrections staff. A reminder that this meeting is being recorded, instructions given on how to use personal devices during this meeting (i.e., cellphone), and the chat is for family use only – DOC will not be responding to the chat. Review of agenda timeline. Lydia Schoen (SCCC SFC Representative) to be taking notes for Elise McKinnon today. 	
10:15 am – 10:45 am Deputy Secretary Time <i>Sean Murphy,</i> <i>Deputy Secretary</i>	<ul style="list-style-type: none"> Governor Jay Inslee appointed Dr. Caitlin Robertson as the Director of the Office of Correctional Ombuds (OCO). Work Release facilities expansion Pierce County, Puyallup Tribe approved by the legislature. Visited Coyote Ridge Corrections Center (CRCC) staff appreciation event, Airway Heights Corrections Center (AHCC), and three Spokane Community Corrections offices. The tone was good, but the staff and incarcerated individuals are tired of COVID protocols. Will be heading to Walla Walla for an event next week. Working with the tribes to get the Pow Wows up and running again, Native American/Alaskan Americans Staffing shortage is significant in four facilities: Clallam Bay Corrections Center (CBCC), Washington State Penitentiary (WSP), Washington Corrections Center for Women (WCCW), and Mission Creek Corrections Center (MCCC). DOC is actively recruiting 	

	<ul style="list-style-type: none"> • Women’s Division training took place last month – Two former Department of Corrections (DOC) leaders, Belinda Stewart and Jane Parnell, shared their experiences, along with the National Institute of Corrections presented. • Restricted Housing reform – working to reduce the number of people in Restricted Housing and Max custody and improve conditions of confinement. Down to approximately 201 incarcerated in Restrictive housing vs. 2012-2013, where there were about 1,000 incarcerated in restricted housing; last year, the there were 400 incarcerated. DOC is looking to improve programs, healthcare, and exploring alternate housing options for restrictive housing. DOC will be reaching out to stakeholders in the future to weigh in on the impacts and safety concerns of the project. • The work for the Amend program has started with Stafford Creek Corrections Center (SCCC) and WCCW, with Olympic Corrections Center (OCC) being next. A team from SCCC has been sent to Norway to see how the program runs; DOC will send more staff in June. • Upcoming COVID Protocol changes will be discussed by Dr. MaryAnn Curl later in this meeting. <p>Lydia Schoen/SCCC SFC Representative - SCCC has extensive staffing shortages making it difficult to handle the outbreak of COVID and Tuberculosis. Loved ones have been isolated for 23 days and not tested, served frozen food with limited access to microwaves. The numbers for COVID are 571, and staff positives have doubled in the last week to 19. Would like to know what the plan is.</p> <p>Sean Murphy (DOC) - SCCC and some other facilities are on COVID outbreak status; DOC is moving to exercise protocol to mitigate this. DOC is partnering with the Department of Health (DOH) and the CDC to assist with the TB outbreak. Staffing is short at every facility; DOC is working on recruitment and retention.</p> <p>There are currently 403 positive COVID cases at SCCC.</p> <p>Emijah Smith/Family Co-Chair: While Monroe Corrections Center (MCC) is closing down due to staffing shortages, please share some information about that; What is the timeframe for Pierce County work release opening?</p> <p>Sean Murphy (DOC) - At MCC, temporary people are filling positions, partly due to staff on FLMA and L&I. Also, fewer people are interested in working as a correctional officer when the economy is doing well. This, in conjunction with the extended time dealing with the COVID response, is not an appealing time to work in a corrections facility.</p> <p>Danielle Armbruster (DOC) – Regarding Pierce County work release opening: Still looking at multiple sites in Pierce County, one in Fife and one adjacent to the current work release Progress House. No timeline yet. The facility with conditional expansion for work release is in Wenatchee, which should be open from mid to end of next year.</p> <p>Felix D’Allesandro/WCC SFC Representative - Clarification on Restrictive Housing numbers – does that include people in there for investigation or for other issues?</p>	
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	<p>Sean Murphy (DOC) – Numbers do not include the number under investigation, which is usually a 30-day process. There are approximately incarcerated 380 on investigation.</p> <p>Sean Murphy (DOC) – Additional update: Sweetwater has now been added to the list of vendors for musical instruments.</p> <p>Emijah Smith/Family Co-Chair: Requesting clarification of vendor change – will families need to put money into incarcerated individuals' accounts, or can families purchase directly?</p> <p>Sean Murphy (DOC) - Will have someone answer the question later in the meeting.</p> <p><i>Update: Sweetwater purchases have been approved to be made from the Incarcerated Individudals trust account, only.</i></p>	
<p>10:45 am – 11:30 am Review of Action Items <i>(Attachment #1)</i> <i>Jeff Uttecht, DOC Co-Chair</i></p>	<ul style="list-style-type: none"> • Vendor Use – to be discussed later today by Keith DeFlitch (DOC) and Anita Kendall (DOC). Tom Fithian (DOC) is not available. • Amend Update – presented by Courtney Grubb (DOC) and Cyrus Ahalt (AMEND). See PowerPoint presentations <i>(Attachment #2)</i>. The acronym UCSF is the University of California/San Fransico. SCCC and WCCW are the pilot facilities. <p>Family Question- Is there a timeline for expanding this to other facilities?</p> <p>Courtney Grubb – Hopefully to have an idea in the next year. It took two to three years for North Dakota DOC and Oregon DOC to have the capacity to bring these ideas throughout their systems.</p> <p>Lydia Schoen/SCCC Representative - SCCC is short-staffed and in current outbreak status. What is the timeline to start? Courtney Grubb – it depends on the staffing shortages and the outbreaks. Ready to go but it could be a couple of months.</p> <p>Cyrus Ahault – there is virtual programming available at SCCC. The hope to be back to in-person programming as soon as possible.</p> <p>Family Member: VERA had a report. Does this have any bearing on AMEND?</p> <p>Cyrus Ahault – we are aware of their work. Unfortunately, VERA closed down its programming. But AMEND is picking up their work and continuing with it.</p> <ul style="list-style-type: none"> • IITS Update –to be discussed later today. • EFV Standards/Signup process/EFV Policy Revision - to be discussed later today. • GIPA Update – Jeannie Darneille (DOC) - Gender Informed Practices Assessment (GIPA) is a tool that looks at the condition of women in the prison system and ways of improving those conditions. Last October, DOC started gathering information. Programs had stopped when COVID arrived as the report relied heavily on volunteers to obtain the information. The preliminary report gave the top 5 recommendations: <ol style="list-style-type: none"> 1. Fortify division so we can implement with authority 	

	<ol style="list-style-type: none"> 2. Develop a multi-year plan to implement the Gender-responsive strategic plan so that the Department can develop and implement gender-responsive policies and practices. That promotes 3. To establish a seamless gender-responsive continuum of care. 4. Expand on all resource space programing 5. Develop a strategic plan for the backlog of the courts. <p>Emijah Smith/Family Co-Chair: – When the final report is ready, will it have as much detail as provided today</p> <p>Sean Murphy (DOC) – working with the vendor on what is meaningful in the document. It is unknown how detailed it will be.</p> <p>Jeannie Darneille (DOC) – Working with multiple partners and the Department will be turning to people to help with implementing/prioritizing. If anyone has any interest, please reach out to Ms. Darnielle.</p> <p>Family member: Trans women who are in the facilities, are they included?</p> <p>Jeannie Darnielle (DOC) – yes.</p> <ul style="list-style-type: none"> • DOC 530.155 Family Council Policy revision update – Recommendations from the SFC have been received. The SFC has asked for one more review, but the Department cannot commit at this time. • Option for families who do not want to share their personal emails but still want communication (ListServ). Rachel Ericson (DOC) –The Department has developed a tool to send autonomous emails. Looking for volunteers to participate in the testing. Email Ramona or Rachel if you would like to volunteer. Rachel Ericson also asked what that let her know what kind of information they would like shared with them with this ListServ. Anticipate the end of June to start sending out messages. <p>Family member: WSP does not have an SFC Rep to receive email updates to forward to the LFC. How can they receive them?</p> <p>Jeff Uttecht – will contact the Superintendent at WSP and find out about getting an SFC Rep or someone to receive the communication to redistribute.</p> <p><i>Update: There has been some interest in the WSP Representative from the LFC. An email was sent to the LFC members; waiting on responses.</i></p> <p><i>Additionally, Julie Burden is no longer the Rep for AHCC. The AHCC DOC Co-Chair is working on getting this filled.</i></p> <ul style="list-style-type: none"> • DOC Cultural Program Policy development. The start date is delayed until 06/01/2022. 	
<p>11:30 am – 12:15 pm Open Public Forum</p>	<p>Felix D’Allesandro/WCC SFC Representative - There is a new education administrator - where is the Department on the education program?</p> <p>Danielle Armbruster (DOC) – New administrator starts Monday, May 23rd, 2022, Kristine Morgan, the former Dean at MCCC. The education program is limited right now, but</p>	

there is at-distance learning and online courses; a new contract is being developed, which will be available July 1st.

Felix D’Allesandro/WCC SFC Representative - Will there be online correspondence courses for those incarcerated wanting to go beyond an associate degree?

Danielle Armbruster (DOC) – Yes, correspondence courses will be available

Family Member - CDC has recommended those who are 50 years old (and older) receive 2nd booster. Has DOC approved them? Is it available at all facilities?

Dr. MaryAnn Curl (DOC) – Yes, DOC has begun offering them. If you know of someone who wants one, please encourage them to send a Kite to medical. Yes, available at all facilities.

Lydia Schoen/SCCC Representative - It appears there is confusion at SCCC regarding testing and where to move people. Families are concerned with numbers getting out of control, inconsistent testing numbers, and gyms overcrowding. There is also suspicion that TB is intermingled with COVID-positive individuals.

Dr. MaryAnn Curl (DOC) – There are no (zero) active TB cases intermixed within the population. DOC has not let anyone active/contagious be intermingled with others. TB latent is not infectious but can become infectious if they are not treated; The number of TB cases at SCCC is 17, and there are two cases out of Clallam Bay.

Dr. Curl was at SCCC last Thursday and Friday counseling others. The Department received nearly 21,000 doses of the medications needed last Monday. The number of identified latent TB cases that have been identified since January, is 318 people statewide – treated.

Update: see [attached link](#) for additional information regarding TB, provided by Dr. Curl.

COVID information: Shifting model –hospital rates have dropped in our population. The Department is looking at ways to be less disruptive. Going to harm/risk reduction model- looking at people with health conditions, being more susceptible to elevated risk, give them the option to stay in their unit or isolate. Out of 1,256 people counseled, only one wanted to move for self-quarantine.

The incarcerated were relieved to be given a choice. DOC is working hard with the CDC and DOH to find other means. However, those who do test positive and refuse to move to another unit does create additional work/hardship as there is intermixing of those who do and do not have COVID. But the good news is we have not had anyone who has gotten really sick lately.

Over the next few months, Dr. Strick will be working with Dr. Alesano Pezo, DOC’s Director of Infection Prevention, and with Nick Allen, ARNP, to help support and coordinate.

Julie Burden/AHCC Representative - Where is AHCC at with the annual TB tests?

Dr. MaryAnn Curl (DOC) – During COVID, the Infection Prevention Nurse put that information on paper. In 2019 it was an electronic system. DOC is working on getting this

information caught up for those whose testing is not in the database. If the incarcerated have questions, they can send a Kite to Medical.

Family Member - Is a copy of the document the incarcerated individual signs to stay in their unit available for the public?

Sean Murphy (DOC) – Please reach out to David Flynn (DOC) for a copy of the form.

Emijah Smith/Family Co-Chair: Regarding cultural group activities: Pow Wows are being moved forward – what about other cultural group activities?; And how will the DOC handle Juneteenth?

Sean Murphy (DOC) – Pow Wows are religious activities, so the Department is responsible for getting it going as much as possible. Other events have a lower priority due to COVID.

Regarding Juneteenth: Each facility is looking into how to celebrate the best way possible to manage infection control. Juneteenth is, in part, an education process, which includes educating staff on Education, Diversity, Inclusion, and Respect. DOC staff celebrate in their own way; Sean is speaking at an event in Seattle.

Family Member - What happens when a person tests positive for COVID but doesn't move? How does that affect the unit?

Sean Murphy (DOC) - Discussions with the DOH, CDC, and Governor's office - The Department considered the current hospitalizations and morbidity rates, mental health, the overall person and their health. The DOC clinicians recognized the hospitalization rates and the mortality/morbidity rates. The goal is to get the positive cases moved from the unit. The last resort is the use of force. However, that is not the direction the Department wants to go, so DOC is talking with the incarcerated and offering options. DOC is focusing on mitigating impact, recognizing the overall health, the whole person, the wellness (getting out/getting exercise), and the impacts of being COVID positive.

Family Member - SCCC incarcerated are refusing to move due to horrible conditions: no wi-fi, no Jpay, food is horrible, and they lose their cells; it is a punishment for them.

Sean Murphy (DOC) – everything you said was accurate, with the exception of the food; the Department is serving the same food at all of our facilities, population-wide; the move does not affect the food. There is limited space to move people. The Department does not have any more space to be able to move people. It is the most complex myriad of operational challenges that Sean has seen in 26 years.

Family Member - Her SCCC husband has been working in the kitchen to help but is not getting compensated for the work. He was told it was a volunteer position.

Sean Murphy (DOC) – Everyone who is working should be provided with compensation. Mike Obenland will look into this.

Update: This has been corrected, and compensation made.

	<p>Felix D'Allesandro/WCC SFC Representative - Regarding moving people due to quarantine and different custody level are not receiving mail. Would like an update on body scanners.</p> <p>Sean Murphy (DOC) – The Department will continue working through those issues and suggest that individuals work with their counselors and Unit Supervisors to resolve them.</p> <p>Body scanners - WCC and WCCW are the intended pilot facilities. DOC is working on plans and processes and working with the vendors. As this is a long process, hope to update you at one of the next meetings.</p> <p><i>Update: Body scanners for facility access will not be in operation until mid-Fall of 2023. The process for performing scans has not been developed as the Department is still involved in discussions with DOH. To revisit this topic in Fall of 2023</i></p>	<p>Body Scanner update added to Action Item list.</p>
<p>12:30 pm – 12:45 pm Vendor Use - Why families cannot order from Amazon or DOC Mike Obenland, DOC Assistant Secretary</p>	<ul style="list-style-type: none"> • Tom Fithian (DOC, Senior Director) was not available today. • Union Supply is the approved and vetted vendor for items, allowing DOC to process incoming items faster. As Amazon items are unknown and possibly do not meet the Department's standards, or there are security concerns, etc., the item would need to be rejected. • Union supply is contracted with CI, and the Department has added Sweetwater for musical equipment. The Security Management team is committed to working on improving the current state of property for everyone. <p>Family Member - There was a shortage of toothpaste. If we cannot order toothpaste through Amazon, can the facility pick up toothpaste at a store so our loved ones do not have to go without it?</p> <p>Mike Obenland (DOC) – DOC does have toothpaste in the Commissary. There was an issue during the Omicron variant, but there is a full supply now.</p> <p>Gwen McIlveen/CRCC SFC Representative - The cost of Commissary and Union Supply is increasing, but individuals are not getting raises.</p> <p>Diane Doonan (DOC) – DOC policy is a \$55 cap, the legislature has not approved an increase for compensation.</p> <p>Mike Obenland (DOC) – We will see what we can do about moving that forward.</p> <p>Family Member - What about ordering from other prison vendors outside of Washington in addition to Union Supply, as it seems Union Supply has a monopoly on increasing prices.</p> <p>Danielle Armbruster (DOC) – Agreed, the prices do increase, but CI will continue to keep prices down wherever we can. Besides Union Supply for our property contract, Commissary is outsourced with multiple other vendors (i.e. Costco).</p> <p>Felix D'Allsandro - Comment on the gratuity program: Felix did research on the RCW, and the amount is not stated. It looks like it is at the Secretary's discretion. At one time, there</p>	

	<p>was a waiver for \$70.00. He would like to see this looked at again.</p> <p>Emijah Smith/Family Co-Chair – Would like more options for the monthly package for Store. Is there a way to have input on options?</p> <p>Danielle Armbruster (DOC) - Regarding property items on Commissary, property is not offered through Commissary due to limited space in the two locations where Commissary is processed; there are not enough slots available next to the conveyor belt. The incarcerated do have input in what is offered in Commissary. When the Union Supply contract expires, it will go out for bid. Only two vendors provide property to prisons, and price comparisons are always looked at.</p> <p>Family Member – Regarding a new item on Union Supply, a long sleeve t-shirt, which is slightly heavier than a t-shirt. Her brother at MCC ordered this. However, the item is not allowed in the visiting room. Can items be allowed in the visiting room if they are purchased from Union Supply?</p> <p>Mike Obenland (DOC) – will ask Eric Jackson/Lisa Flynn to review.</p> <p><i>Update: MCC will look into this matter as they allow both short and long sleeve shirts for incarcerated individuals to wear in visitation.</i></p>	
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New business

Topic	Discussion/Key Points	Next Steps
<p>12:45 pm - 2:00 pm</p> <p>IITS Update Keith DeFlitch (DOC) and Anita Kendall (DOC), Comptroller</p>	<p><u>IITS Update</u> Tom Fithian is not available to present today.</p> <p>IITS acronym denotes Incarcerated Individual Technology Services contract.</p> <p>Advantages of the contract with Securus: due to the complexity of the contract, a dedicated person will be managing the day-to-day operations of the contract: Keith DeFlitch. The contract also adopted a loaned tablet model, which will be at no cost to the user. Securus will also provide dedicated staff and five tablet administrators (tablet deployment and support, which will be onsite).</p> <p>The contract also provides a <i>Proof of Concept</i> intended to work out any issues that arise, this is so DOC can ensure there is a solid vendor and service performance before it is expanded to other facilities. This will start with MCCC and WCCW.</p> <p>See Attachment # 3 for GTL and Securus price comparison.</p> <p>Keith reported on the new Service Level Agreement (SLA) with Securus (see Attachment # 4 & # 5). The current agreement between GTL and JPay does not include an SLA, creating a considerable challenge when issues arise.</p> <p>Anita added that the Department does not benefit from the SLA; the incarcerated and families benefit. Additionally,</p>	

	<p>Phones will be on tablets. The incarcerated will be able to fund their own phone account.</p> <p>Jason Rice/WCCW Representative - Are the administrators DOC staff or Securus? And will there be five tablet administrators at all times? When will the tablets start to roll out? What was it about OCO? Keith DeFlitch (DOC) – Securus will be the administrators, but DOC will have some involvement. Anita Kendall (DOC) – To start, there will be one tablet administrator at each facility, which will inform how long it will take for five. Anita Kendall (DOC) - For tablets, as the system is implemented at each facility, tablets will be issued; for the entire state to be active, it will take about a year. Keith DeFlitch (DOC) – Quarterly meetings will be held with one friend/family member and one person from the OCO to discuss customer service-related issues.</p> <p>Gwen McIlveen/CRCC SFC Representative - Will there be wi-fi for the service? Keith DeFlitch (DOC) - When fully implemented, it will be oversaturated with service</p> <p>Gwen McIlveen/CRCC SFC Representative - What about current content on Jpads? Keith DeFlitch (DOC) – It will transfer over.</p> <p>Family Member - How will GTL money be returned? Anita Kendall (DOC) – It won't be transferred, contract with GTL is between you and GTL, will get back with information if contract addresses that and get answer to Ramona. Update: Family and friends will need to call into ViaPath when/if they want to close their Advance Pay account and request the balance be sent to them. The customer service number is 877-650-4349.</p> <p>Family Member – Will the contract be publicly available for families review? Anita Kendall (DOC) – The SLA was removed from the contract and given to Ramona (see Attachment # 4). A Public Disclosure Request will be needed for the entire contract.</p> <p>Family Member - What is the criteria for the <i>Proof of Concept</i> to determine success level, and what will be done if it fails? Anita Kendall (DOC) – This is a large implementation project. However, it all falls under the <i>Proof of Concept</i>. Keith DeFlitch (DOC) – Once Securus begins, DOC will be interviewing the population to find out what does/does not work.</p> <p>Family Member - During the rollout year, how will JPay continue to service customers currently using Jpads? Will JPay still support customers? Keith DeFlitch (DOC) – There will be times the current users will lose service. The plan is to take care of the phones first</p>	
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<p>EFV Standards/Sign-up Process/EFV Policy Revision <i>Lisa Flynn, Correctional Program Administrator, Elizabeth 'Liz' Hainline, Corrections Specialist, and Dawn Taylor, Family & Volunteer Services Manager</i></p> <p>Visitation</p>	<p>and hope it won't be down too long. Yes – Jpay will continue to support; they are contractually obligated to support.</p> <p>Julie Burden/AHCC Representative - What happens with the old data we have paid for being larger than the tablet will hold? Who decides what facility goes first? What is the Go-Live date? Anita Kendall (DOC) – Believes Jpay will save to the Cloud but is unsure of what happens if there is extra data. Will look into it. Regarding who goes first: Tom Fithian is the process owner, but the <i>Proof of Concept</i> is meant to work issues out. Keith DeFlitch (DOC) - Uncertain as to Go-live date. The process will start May 31st at MCCC and WCCW.</p> <p>Julie Burden/AHCC Representative - The old tablets that have been purchased by family or the incarcerated, what happens to the old tablet? Sean Murphy (DOC) – Will look into that and develop a consistent practice.</p> <p>Emijah Smith/Family Co-Chair – Comment: regarding Julie Burden's comment above, there is a policy for property, so the JPay tablet should also be included as purchased property. Question: In the transition, what will be the communication for the incarcerated person to tell their families what is going on (i.e., if the incarcerated person is moved). Anita Kendall (DOC) – Once we know what the schedule is, we should be able to communicate this to the person and the family member. Will learn a lot from the <i>Proof of Concept</i>. Hopefully, Tom or Keith will be able to provide additional information.</p> <p>Family Member – Repercussions: What about now, if data is lost? Regarding the phones, will there still be old-school phones? Will the Kiosk be removed? Will there be an option to own a tablet again? If the Incarcerated break or lose their tablet, will there be sanctions? Keith DeFlitch (DOC) – the SLA is directed toward this issue. There will be compensation for anything lost, and we will have a better system. For anything with GTL, DOC has no way to hold them accountable. Yes, there will still be old-school phones, and DOC will be adding Kiosks. Anita Kendall (DOC) – Regarding ownership of new tablets: at this time, they will be loaned tablets. Sean Murphy (DOC) – There is no plan to have an owned tablet, but it is not ruled out for the future. Regarding sanctions, there is no plan currently to sanction anyone yet for those who misuse the equipment.</p> <p>EFV Standards/sign-up/EFV Policy Revision Lisa Flynn (DOC) regarding the Standards – Set a deadline for June 30th for facilities to complete the standards.</p> <p>Dawn Taylor (DOC) – (see PowerPoint presentation Attachment # 6). Supplied standards list for EFV's: kitchen items, gaming, updated furniture, painting of walls, etc.</p>	<p>Bring back Tom Fithian or Keith DeFlitch to give an update on the Securus facility implementation schedule.</p>
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<p><i>Lisa Flynn, Correctional Program Administrator</i></p>	<p>Visit room enhancements include new chairs, electronic message boards – interactive games, something to engage in positive conversations and relationship-building activities, and work with staff to enhance interactions.</p> <p>Also working on a children’s interactive area, with the current focus at WCCW, CBCC, and OCC in conjunction with the <i>Parenting Inside-Out</i> grant. DOC is looking for additional funds to assess all children’s areas at all facilities.</p> <p>Dawn asked that the topic of <i>vending machines</i> be put on the SFC agenda at least once a year.</p> <p>Lisa Flynn (DOC) will ask for family input with the upcoming EFV policy. Information to be sent to Emijah and Jeff.</p> <p><i>Update:</i> <i>The revision process can be found here:</i> https://doc.wa.gov/docs/publications/fact-sheets/100-FS002.pdf</p> <p>Signup process/Scheduling – The Department is working on having consistency standards statewide and processing visitors in and out of the EFVs.</p> <p>Emijah Smith/Family Co-Chair - Requests considerations for “tweens” for games/hand-held devices or something to play at the table. Would like staff to be more mindful /understanding of children and their behaviors. Also, can tables and chairs be available to accommodate those that are tall/long legs? Lisa Flynn (DOC) – each facility can adjust its visit room for those who are long-legged.</p> <p>Jason Rice/WCCW Representative – Please do not forget those older children who are not allowed in the kids room. Dawn Taylor (DOC) – The intent is to bring those items within the adult visit area.</p> <p>Visitation – Don Holbrook was not available today. Lisa Flynn (DOC) - Getting ready to do updates to Safe Start Guide, Sean Murphy (DOC) - Something will go out soon with updates; expect to come out in the next week or so.</p> <p>Gwen McIlveen/CRCC SFC Representative – Read a personal letter she wrote regarding an issue that happened 25 years ago, which now affects the EFV’s. Feels as if the current practice is a punishment for the incarcerated and their families. Sean Murphy (DOC) – Policy allows for an appeal process for a closer evaluation of situations. The Department is also looking at rethinking its views, specifically EFV’s.</p> <p>Family Member - Incarcerated pay EFV fees - If families have already pre-paid, will they be refunded? Lisa Flynn (DOC) – DOC is submitting an agency request to change legislation. But at this time, the incarcerated individuals are required to pay the fee. DOC will accept the</p>	<p>To have an annual Vending Machine review added to the Action Item list (next time – 05/2023).</p>
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	<p>current payments already received, but no new family payments will be accepted. Diane Doonan (DOC) – If a family member has already paid the previous fee amounts, then DOC is giving credit for the updated fees for future visits.</p> <p>Family Member - Will the EFV policy update by June 30th, correct? Lisa Flynn (DOC) –The new policy revision will be sent to Jeff and Emijah, then follow the policy revision process.</p> <p>Family Member - Can the dress code be revisited? Lisa Flynn (DOC) – We are starting this process and beginning conversations. <i>Update: When the Visit policy comes up for review, the policy author and other DOC personnel will elicit feedback from families on recommendations, to include clothing standards. At this time, the existing clothing standards are in place and may be reviewed by clicking on the link below and then identifying the facility that you will be visiting.</i></p> <p>See Prison Visits Washington State Department of Corrections</p>	
<p>1:00 pm – 2:45 pm Open Public Forum</p>	<p>Family Member – With the new JPlayers, will there be restrictions on when telephone calls can be made? Keith DeFlitch (DOC) – Waiting on <i>Proof of Concept</i>. The process kicks off on May 31st.</p> <p>Family Member - Statement: Concerns about access to personal food, and the quality of the food.</p> <p>Julie Burden/AHCC Representative - After an incarcerated person is released, how do they get their content off the new JPay tablet? For those releasing before the new tablets arrive, how do they bring the tablet home and remove the content? Keith DeFlitch (DOC) – There will be a process, but uncertain at this time. Regarding the old tablets and information being unlocked, the individual will need to reach out to JPay to have it unlocked. Unsure if there is a fee, but will get the information. <i>Update: See Attachment # 7 for information regarding unlocking a Jp-5 player once an individual is released.</i></p> <p>Family Member - Regarding EFV's – what is happening with scheduling as they have been waiting for a very long time for a response? Lisa Flynn (DOC) – Suggested family member contact Liz or Lisa to find out the status of their request.</p> <p>Emijah Smith/Family Co-Chair – What is the status of opening up for visitation? Lisa Flynn (DOC) – It is dependent on COVID within each facility. Sean Murphy (DOC) – No update, working with DOH. The CDC and DOH are unwilling to reduce the restrictions in congregate settings.</p>	

	<p>Gwen McIlveen/CRCC SFC Representative - Question regarding vending machines: Families are allowed to drink water; what is the difference between drinking a soda vs. water? It is difficult to watch visitation staff eat food and drink sodas while families are not allowed.</p> <p>Lisa Flynn (DOC) – Will take this to Mr. Holbrook, Dr. Curl, and Dr. Strick to ask about beverages out of the vending machines.</p> <p><i>Update: The 5/25/2022 Safe Start plan continues to provide access to water bottles available in the visiting room only. As we continue to look at infection rates, we will work with our clinical team to follow CDC and DOH guidance to expand options when it is safe to do so. Safe Start Strategic Plan: Washington State Corrections COVID-19 Response (R. 5/2022)</i></p> <p>Family Member - When can we kiss our loved ones?</p> <p>Sean Murphy (DOC) – The Department follows DOH and CDC guidance.</p> <p>Dr. MaryAnn Curl (DOC) – Will continue to bring this to the DOH and CDC.</p> <p>Family Member - Would like to have medical and dental staff rapid tested daily and not weekly, as it appears that some incarcerated individuals that had been at medical have tested positive afterward.</p> <p>Dr. MaryAnn Curl (DOC) - Will take this back to the COVID Clinical group.</p> <p>Lydia Schoen/SCCC Representative - When will DOC increase visitors? Currently, the limit is three. And when two visits are scheduled in one day, can DOC stop splitting it into two visits, where families have to leave the room and come back?</p> <p>Lisa Flynn (DOC) - Current Safe Start allows up to five. Regarding splitting visits, DOC needs to provide a meal to the incarcerated individuals. Once food can be brought back into the visiting rooms, the Department will be able to go back to longer than three-hour visits.</p> <p>Gwen McIlveen/CRCC SFC Representative – SFC representatives have been dwindling down. What can we do to build up the membership?</p> <p>Jeff Uttecht (DOC) – Will need to try to fill them, to push a little more.</p> <p>Family Member - Can LFC members have badges to signify they are LFC members during visiting? To be able to go to other tables and encourage membership.</p> <p>Jeff Uttecht (DOC) – Agrees with the suggestion. However, to get it recognized at other facilities is a struggle. Additionally, COVID has/will hamper this.</p> <p>Felix D’Allesandro/WCC SFC Representative – The Department should wave the three years of being on the council and allow Wendy back on. Perhaps the Listserv can be utilized to solicit more participants in the SFC.</p>	
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	<p>Lisa Flynn (DOC) – Perhaps we can collaborate a communication with the SFC members to author a letter to be sent. Will ask Dawn to reach out to Emijah and the rest.</p> <p>Family Member - When families are filling out a visit application, can a little blurb be added to the form, letting them know about the family council? Liz Hainline (DOC) – Will look into doing this.</p> <p>Family Member - Comment: In the visiting room, perhaps a family council table can be set up.</p> <p>Family Member - Is it SCCC where an incarcerated tests positive where they can stay in their room. Dr. MaryAnn Curl (DOC) – Yes, this is part of a pilot. But the Department would like them to transfer to the quarantine unit.</p> <p>Emijah Smith/Family Co-chair - When incarcerated are strip-searched before/after visits, can a mat be put down to make it more humane? Sean Murphy (DOC) – Infection control is a concern. Will take a look at this.</p> <p>Family Member - What is the protocol for when visits are closed? At SCCC, visitors showed up on Mother’s Day but were never notified of a cancelation. Mike Obenland (DOC) – Notification should have happened, where the web page should have been updated, and a Tweet would have been sent. Will look into it this.</p> <p>Felix D’Allesandro/WCC SFC Representative - Agenda item request for next meeting for the educational program to provide an overview. Sean Murphy (DOC) – Will commit to bringing in a team to present.</p> <p>Lydia Schoen/SCCC Representative - When will libraries be open? Can we bring in some volunteers? Sean Murphy (DOC) - The Library program is a collaboration between the Department and Washington State Libraries. There are difficulties in opening another agency’s area without their ability to come in. The Department continues to work closely with them.</p> <p>Family Member - Is there any update with the mail? There seem to be a lot of rejections at SCCC? Lisa Flynn (DOC) – Tracy Schneider is the best person to answer this. The Department is continuing to work on the improvement in reducing the things that historically would cause rejections. Just had a meeting with the mailroom Sergeants and in the process of adding the OCO recommendations.</p> <p>Family Member - Can we remove masks during <i>Read to me Daddy</i>? Lisa Flynn (DOC) – Will need to have a large enough room to ensure it is safe (for the incarcerated individual and the staff</p>	<p>To have a presentation at the 7/16/22 meeting to provide an overview of education programs</p>
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	person in the room). Will work with Dawn Taylor to check the size of the room.	
3:00 pm Closing <i>Emijah Smith, Family Co-Chair</i> <i>Jeff Uttecht, DOC Co-Char</i>	Thank you for coming. Enjoy your weekend.	

Next meeting location: MS TEAMS Date: 07/16/2022 Time: 10:00-3:00 PM

Comments: Suggested Agenda topics should be sent to the [Statewide Family Council](#) members: Family Co-Chair, Family Co-Secretary, or SFC Representatives.

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Distribution: **ORIGINAL** - Family council co-chairs



FAMILY COUNCIL ACTION ITEMS

Reference	New Action Items Opened	Assigned To	Date Opened	Date Due	Date Closed
	Name of Issue Discussed in Meeting: Key Points/Discussion: Description of issue Update: Update from each meeting till closed	Owner of Issue	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy
Policy	Vendors used (for CI/Union Supply) – why families cannot order (for example) from Amazon or directly from DOC wholesale vendors	Tom Fithian	03/19/2022	05/21/2022	
Mission/Vision	AMEND update	Courtney Grubb	03/19/2022	05/21/2022	
Contract	IITS update – discuss contract and current connectivity issues.	Tom Fithian/Anita Kendall	03/19/2022	05/21/2022	
Process	EFV Standards/sign-up process/EFV Policy Revision	Lisa Flynn/Dawn Taylor/Liz Hainline	04/28/2022	06/30/2022	
Process	GIPA Update	Jeannie Darneille	03/19/2022	05/21/2022	
Policy	DOC 530.155 Revision/Work groups 04/21/22 update: Suggestions to Policy revisions received. In the process of turning over to the Policy Analyst for further evaluation.	SFC co-chairs	11/20/2021	08/01/2022	
Communication	Option for families who do not want to share their personal emails, but still want communication. 04/19/22 update – Family Listserv for facility & State initiated. See memo sent	Rachael Ericson	11/20/2021	06/30/2022	

	from Mike Obenland & Jeannie Darnielle 03/29/2022. <u>4/28/22 update</u> – “Get Response” – Update of Get Response model to further enhance family communication. Due date extended from 4/15/2022 to 06/30/2022.				
Policy	Cultural program policy development <u>01/17/2022 update</u> : Extended due date to 06/01/2022 due to delay in start date.	Fred Ivey/Dawn Taylor	11/20/2021	06/01/2022	

Reference	Closed Action Items	Assigned To	Date Opened	Date Due	Date Closed
	Name of Issue Discussed in Meeting: Key Points/Discussion: Description of issue Update: Update from each meeting till closed	Owner of Issue	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy

Policy	EFV Costs <u>4/19/22 update:</u> See letter from by Sec. Strange – costs reduced to \$5	Lisa Flynn/Liz Hainline/Dianne Doonan	10/15/2021	04/02/2022	4/19/22
Policy	Purchase of hobby craft by family <u>01/17/22 update:</u> Completed security review and looking at possible process, review by incarcerated population pending. <u>04/19/22 update:</u> Families can continue to purchase from approved vendors.	Tracy Schneider/Jamie Dolan	11/20/2021	04/15/2022	4/19/22
CI	CI Commissary Costs/increasing amount of limit/days of delivery <u>01/17/22 update:</u> Scheduled for update during March 2022 SFC. <u>3/19/22 update</u> - Commissary spending limits at several DOC institutions have been adjusted , effective 02/01/22	CALL: Sarah Systma/Danielle Armbruster	11/20/2021	01/15/2021	3/19/22
Process	EFV/Visit Family Friendly Survey <u>4/19/22 update:</u> Extended to next meeting.	Lisa Flynn/Dawn Taylor/Liz Hainline	09/18/2021	04/01/2022	3/19/22
CI	CI Food/frozen boats/quality concerns <u>01/17/22 update:</u> Addressed facility specific issues and continue to assess improvements. Next update at March 2022 SFC. <u>03/19/22 update</u> – CI will continue to address facility specific issues and share with family council as requested.	Sarah Sytsma	1/20/2021	01/15/2022	3/19/22
Communication	Public calls to receive COVID information Webinar <u>03/22/22 update</u> - DOC will continue to do local facility Covid calls when facilities are on outbreak status	Don Holbrook /Mike Obenland	01/22/2022	03/01/2022	3/19/22
Process	Expanding number of visitors allowed per individual during visiting. <u>04/08/22 update</u> – letter sent from Sec.	Don Holbrook/Clinical	11/20/2021	04/03/2022	04/08/22

	Strange: visit number increased from 3 to 5 people.				
Policy	Checking on continuing outside wedding rings after COVID; 11/20/2021 update – meeting pending with policy owner. Ring sizers. <u>01/17/22 update: Approved and will be revised in policy.</u>	Dawn Taylor/Charlotte Headley	9/18/2021	12/01/2021	01/17/2021
Family Support	Transportation options/ADA options <u>01/17/22 update: Transportation Assistance program begins 02/01/2022.</u>	Lisa Flynn/Dawn Taylor	10/01/2021	12/01/2021	02/01/2022
CI/Union Supply	Purchase of musical equipment by family <u>02/08/22 update: Musical instruments added to Union Supply catalog.</u>	Charlotte Headley	11/20/2021	01/15/2022	02/08/2022
Process	Rec/Wellness Survey/Equipment Procurement <u>01/17/22 update: All recreation equipment purchases made and pending shipment from successful bidders and commercial vendors.</u>	Tracy Schneider	10/01/2021	11/30/2021	11/22/2021
COVID	Photos in Visit Room <u>01/17/22 update: Photos resumed with masks on 01/06/22.</u>	Sean Murphy/Clinical Team	11/20/2021	12/15/2021	01/06/2022
Communication	COVID information updated for families; <u>01/17/22 update: Restored weekly LFC/SFC COVID calls on 1/28/22</u>	Dave Flynn/Mike Obenland	11/20/2021	12/15/2021	01/28/2022
Communication	Remove the use of the word “offender” <u>01/17/2022 update: Update postponed to March 2022 SFC. 3/19/22 update – this is a continual work in progress and will remain ongoing.</u>	Sean Murphy	11/20/2021	01/15/2022	3/19/22 - Ongoing

Distribution: **ORIGINAL** – Family Council Co-Chairs

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Amend & Washington State DOC: Improving the Health and Well-Being of Prison Staff and Residents through Culture Change

CYRUS AHALT
CHIEF PROGRAM OFFICER
AMEND AT UCSF

COURTNEY GRUBB
SENIOR STRATEGY SUSTAINMENT MANAGER/PROJECT MANAGER FOR AMEND
PARTNERSHIP
WA DOC



Amend

Amend is a program of the **University of California, San Francisco School of Medicine**.

With our primary partners in the **Norwegian Correctional Service**, we draw on **public health, medical ethics, occupational health, human rights & Norwegian correctional principles and practices** to address conditions in U.S. prisons that perpetuate trauma, violence, and health inequities among people who live or work in these facilities.



A M E N D
CHANGING CORRECTIONAL CULTURE



Amend

Incarcerated people in the U.S. experience more illness than the non-incarcerated population

Condition	Population in State/Federal Prisons	Population in Jails	US Population
Hypertension	30.2	26.3	18.1
Heart-Related Problems	9.8	10.4	2.9
Diabetes	9.0	7.2	6.5
Asthma	14.9	20.1	10.2
Stroke	1.8	2.3	0.7
Any Chronic Condition	43.9	44.7	31.0

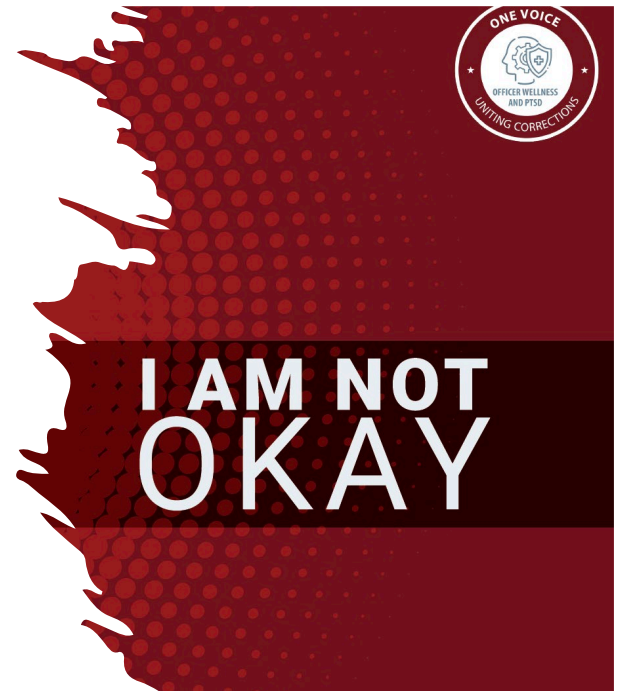
Values are %. On the basis of data from the National Inmate Survey 2011 to 2013 (NIS-3), a survey of randomly selected people incarcerated in state prisons (N=3,833) and jails (N=5,494). General population estimates are from a community-based survey, the National Survey on Drug Use and Health, 2009 to 2012.

Prison Conditions are Driving Negative Outcomes



...Additionally, these conditions are adversely impacting the health of correctional staff

“The mental health of correctional staff is being negatively impacted by the entire correctional system, causing depression, stress, and suicide – all reaching near epidemic proportions and often manifesting in additional physical ailments.



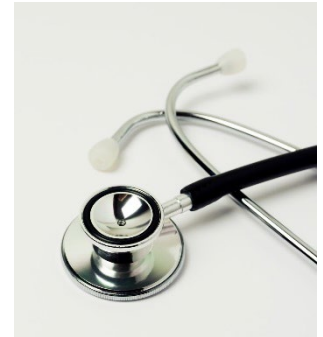
The stresses are so high that, on average, a correctional officer’s mortality is between ages 59 and 62, which is 14 to 21 years shorter than the general public.”

Imagine if prisons were laser-focused on public health ...

On improving **health of residents and staff**

On investing in their **future potential**

On **rebuilding & strengthening the lives** of residents, families, staff & communities



Norway's correctional model is rooted in public health...

"People go to court to be punished

... They go to prison to become better neighbors"



Norwegian Core Correctional Principles



Dynamic Security



Investing in human relationships creates healthier people and safer institutions

Normalization



Punishment is the deprivation of liberty - Inside prison should not be more punishment, instead it should resemble life outside as much as possible, easing return to the community

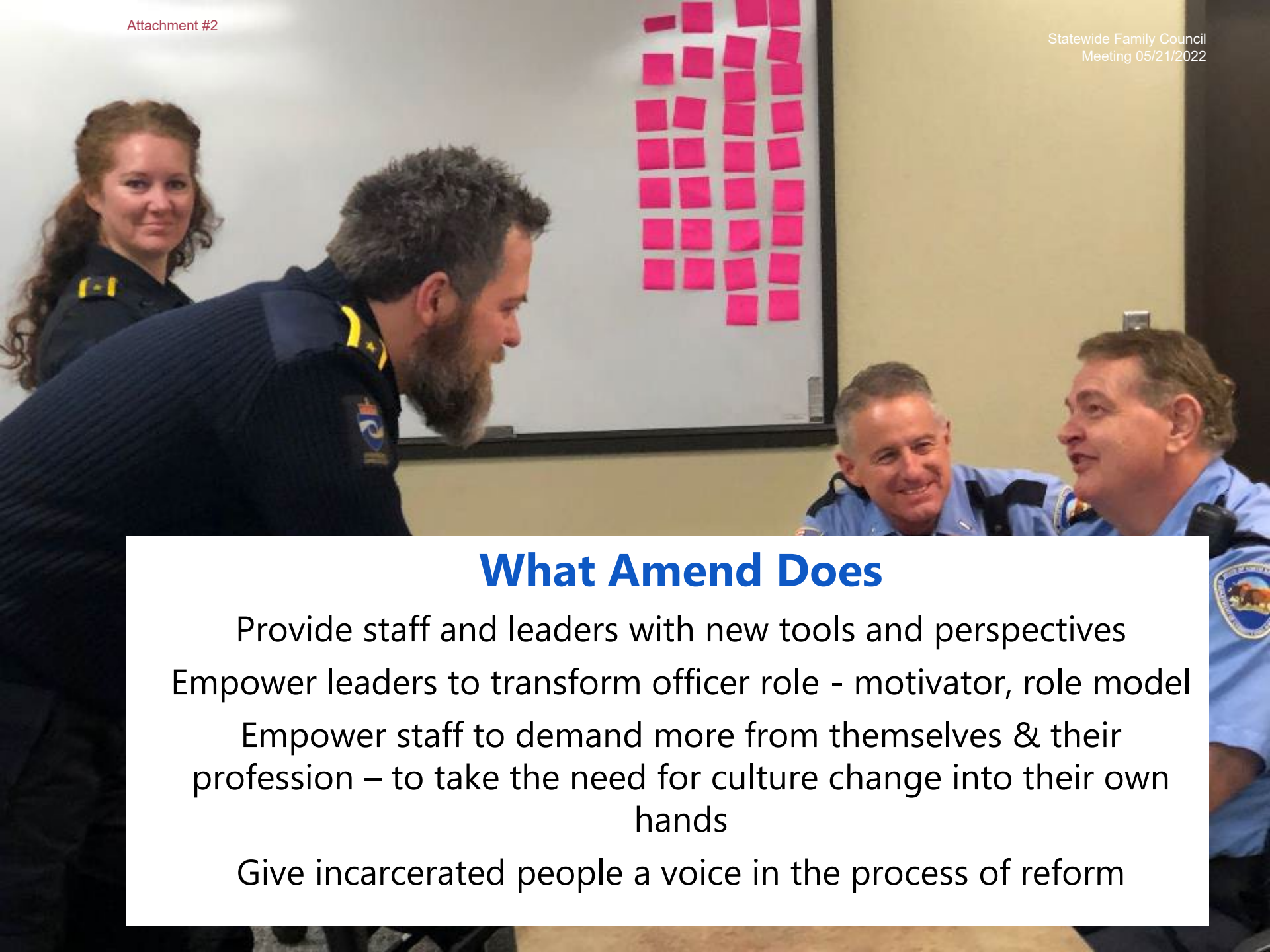
Progression



"The more closed a system, the harder it is to return to freedom"
... people progress towards freedom incrementally through hard
work, healthy living & motivation.
With each step comes more responsibility.



...and in the process the health of its workforce is also prioritized



What Amend Does

Provide staff and leaders with new tools and perspectives

Empower leaders to transform officer role - motivator, role model

Empower staff to demand more from themselves & their profession – to take the need for culture change into their own hands

Give incarcerated people a voice in the process of reform

WA DOC & Amend Partnership



AMEND
CHANGING CORRECTIONAL CULTURE



Amend in Washington: What have we done so far?

We have introduced Amend and the principles and practices of the Norwegian Correctional Services to over **150 Washington DOC leaders, staff, and community partners**

In April 2022, we began in-person training and pilot project implementation

In May 2022, a group of staff from Stafford Creek and Tri Cities Reentry Center went to Norway for a week-long immersive learning program

Amend programming is focused on partnering with correctional staff and directly impacted people to help them generate and focus their ideas, perspectives and goals into action items for change that align with the mission and values of the Department

Partnership Projects

New training for all staff in dynamic security and occupational health

- Provide core concepts and skills to engage in positive, professional work supporting incarcerated people's rehabilitation
- Make clear the connection between stress, violence, and a negative or harsh working environment to the occupational health crisis in corrections – and suggest ways to change those conditions

Partnership Projects

Resource Team Pilot at Stafford Creek Corrections Center with goal of rolling out systemwide

- Transform restrictive housing environments from punitive to restorative, creating a safer, healthier, and more satisfying working environment in the process

Partnership Projects

Mission Creek & WCCW: A better way to support incarcerated women

- Supporting increased gender-responsivity
- Educating and training staff to work with women with complex histories of trauma
- Drawing on models of supportive correctional practice from Norway (e.g., The Contact Officer model) and Northern Ireland (trauma-informed programming)

Partnership Projects

Reentry Center Program Facilities

- Support 2 pilot site facilities (Bishop Lewis and Tri Cities) with staff training, mentorship, and leadership support to develop and implement culture change initiatives
- Focus on: increasing trust and opportunities for residents, normalizing facilities and daily routines, building practical skills for reentry, valuing family connectedness and community integration

Any questions specific to
the Amend partnership?

Thank you for your time!



AMEND
CHANGING CORRECTIONAL CULTURE



Incarcerated Individual Technology Services Contract (IITS) - Final Pricing Comparison Summary¹

Phone Services	GTL	Securus
Domestic Calls	\$0.09 per minute plus taxes ²	\$0.05 per minute plus taxes + two free 20-minute phone calls per incarcerated individual per week
International Calls	\$0.13 per minute plus taxes/tariffs	\$0.05 per minute plus taxes/tariffs
Third-party Money Transmitter - i.e., MoneyGram, Western Union, credit card processing	Exact fee from third-party transmitter passed through directly to customer with no markup	Exact fee from third-party transmitter passed through directly to customer with no markup
Website/Mobile App Connectnetwork.com	\$200.00 maximum per deposit, \$3.00 fee per transaction	\$300.00 maximum per deposit. \$2.00 fee per transaction
Automated Phone (Credit Card)	\$200.00 maximum per deposit, \$3.00 fee per transaction	
Retail Store (Cash)	\$200.00 maximum per deposit, \$5.95 fee per transaction	
Live Operator (Credit Card)	\$200.00 maximum per deposit, \$5.95 fee per transaction	
Check or Money Order	NA	No Cost
One Call (Credit Card)	\$1.19 fee per call, plus cost of the call	\$2.00 fee per call, plus cost of the call

Media Services	JPay	Securus
Songs	\$0.99 - \$2.00 + tax	\$0.69 - \$1.99 + tax
Albums	\$9.99 - \$22.00 + tax	\$0.99 - \$14.99 + tax
Movies	\$0.99 - \$7.99 + tax	Free - \$9.99 + tax
Television Episodes	NA	\$1.70 - \$2.28
eBooks	Free	Free
Premium eBooks	NA	Free - \$14.99
Audio Books	NA	Free - \$19.00
Games	\$0.99 - \$12.99	Free - \$8.98
Newsstand	NA	\$5.99
Law Library Access	NA	No Cost
Subscriptions Services When Available.	NA	Not yet available
JP5s JPay Player (7 inch)	129.99 + tax	JP6 Tablet - No Cost
Media Credits	\$3.50	\$3.50

Video Visits	JPay	Securus
Video Visitation	\$7.95 per 30 minute visit	\$4.95 per 30 minute visit + 4 free visits per month

E-Messaging Services	JPay	Securus
Electronic Message (eMessage)	1 stamp per message	1 stamp per message
Photo	1 stamp per photo	1 stamp per photo
eCard	1 stamp per eCard	1 stamp per eCard
VideoGram	5 stamps per VideoGram	4 stamps per VideoGram

Stamps	JPay	Securus*
6	\$2.00	\$2.00
20	\$5.00	\$5.00
35	\$7.50	\$7.50
60	\$10.00	\$10.00

*Securus will provide 55 free stamps each month to incarcerated individuals.

Product/Service	JPay	Securus
Online \$0.01 - \$20.00	3.95	3.25
Online \$20.01 - \$100.00	7.95	7.25
Online \$100.01 - \$200.00	9.95	8.95
Online \$200.01 - \$300.00	11.95	10.95
Phone \$0.01 - \$20.00	4.95	3.25
Phone \$20.01 - \$100.00	8.95	7.95
Phone \$100.01 - \$200.00	10.95	8.95
Phone \$200.01 - \$300.00	12.95	10.95
MoneyGram \$0.01 - \$5,000.00	8.95	6.95
Check or Money Order \$0.01 to \$300.00	NA	No Cost

1. Pricing comparison calculated from existing contracts to newly signed contract with Securus Technologies.

2. Includes a recent price decrease negotiated with GTL to reduce rate per minute due to FCC Ruling.

ATTACHMENT B**SERVICE LEVEL TERMS**

Vendor shall provide Support and Maintenance Services for each component of the Solution in accordance with its general support offering to its customers and the terms set forth in this Service Level Agreements Schedule, provided that, in the event of a conflict between Vendor's general support offering and the terms and conditions set forth in this Schedule, the terms and conditions of this Schedule shall control. These Service Level Terms shall only apply during the term of the Agreement.

I. FRIENDS AND FAMILY SUPPORT PROCEDURES

Customers can use Vendor's toll-free number to either speak to a live agent or use an intuitive, automated interactive voice response system to help them with their needs. The call is initially answered by Vendor's IVR system to help identify the caller's needs.

If needed, a caller can reach a live agent through menu options on the phone. Live agent support is available to friends and family members seven days a week, 24 hours a day, and 365 days a year. Vendor's Friends and Family Call Center (SFFCC) has US-based personnel that provide customer service to friends and family members of our incarcerated population. Our Call Center operations are split between a 130+ seat call center located in Carrollton, TX, and an additional 60 associates that are sourced from our partnership with Televerde, which provides incarcerated women the opportunity to build relevant skills while providing services to friends and family.

Vendor's agents can help customers with Vendor's services, including but not limited to the following issues:

- Setting up and funding accounts
- Making payment arrangements
- Obtaining information on credit limits
- Resolving complaints
- Blocking and unblocking numbers
- Reviewing call durations and history
- Learning about MoneyGram® options
- Learning about Western Union® options
- Receiving information on new services
- Confirming originating facility
- Reviewing account balances
- Answering questions and helping customers with refund requests
- Managing account notifications

Vendor offers both English speaking and Spanish speaking agents.

Escalations

Should an end user want to escalate a refund request or other complaint, they can ask to speak to a SFFCC representative at the next higher level who can further escalate resolution procedures:

SFFCC Escalation Levels

- Level 1 – Associate
- Level 2 – Supervisor
- Level 3 – Manager
- Level 4 – Director

Levels	Time Periods	Description
Level 1 – Associate	10 – 15 mins from start of call.	The Associate will attempt to de-escalate and resolve the call, before escalating to the next level.
Level 2 – Supervisor	15 – 60 mins from start of call.	The Supervisor will attempt to de-escalate and resolve the call, before escalating to the next level.
Level 3 – Manager	2 - 6 hours from start of call.	The Manager will attempt to de-escalate and resolve the call, before escalating to the next level.
Level 4 - Director	24 hours from start of call.	The Director will take the appropriate steps to solution the complaint for an end user.

For added convenience, Vendor offers personal account access via www.securustechnologies.com, IVR, and the Securus mobile app. Online FAQ's are also available to help friends & family members.

Performance Standards

Performance Standard	Performance Credit
SFFCC will answer 75% of all friends and family calls within two minutes or less after a live operator has been requested, with an abandonment rate of less than 10%.	For any given month where Vendor fails to achieve the commitments, Vendor will provide one free telephone call and one free stamp per incarcerated individual in addition to the free call(s) and stamp(s) they will already be receiving per the terms of this agreement.
Satisfactory User Satisfaction Score from Annual Survey (Friends and Family)	Vendor will achieve an aggregate average satisfaction of > 85%. Failure to meet this standard will result in Securus being required to provide the Department a performance enhancement plan, detailing the actions that will be taken at 30, 60, and 90 days to improve customer satisfaction. A follow-up survey

	will then be initiated to determine if performance has improved.
Damage, inaccessibility, or permanent loss to eMessages, photos, or videograms, not due to end user actions (example: user deleted content).	1 free stamp per damaged, inaccessible, or permanently lost item, not to exceed one hundred (100) stamps per account per calendar year.
<p>Credits for:</p> <ul style="list-style-type: none"> • Video visit fails or overall performance quality is poor. <p>Credits will be processed by Securus within 48-hours.</p>	<p>Securus is responsible for investigating claims regarding failed video visits and/or poor video visit performance quality.</p> <p>Should the failed video visit and/or video visit performance issue be something caused by Securus' products, including hardware, software, and/or networks, or reasonably within Securus control, Securus will issue a credit equal to the value of the video visit.</p> <p>To request a refund due to failed and/or poor performance quality video visit, the customer will send a credit request form to Securus and Securus will investigate to determine if video visit was determined to have failed and/or was of poor Securus performance quality, a credit equal to the cost of the video visit will be issued within 48 hours.</p> <p>Failed video visit and/or performance issues determined to be related to family or friend network services, equipment, and/or actions are beyond Securus control and a credit would not be given.</p>

II. INCARCERATED INDIVIDUAL SUPPORT PROCEDURES

Incarcerated Individual Reporting of Tablet Issues

Incarcerated individuals can self-report tablet related issues directly to Vendor through the **Services application** on their tablets. Utilizing this app, incarcerated individuals can search a list of frequently asked questions that will help them resolve most issues themselves, or they can submit a Support Request that informs Vendor of the issue they are experiencing.

Ticket Limit

Incarcerated individuals shall be able to open 1 ticket at a time but may not have more than 10 open tickets at a time and only 1 ticket per specific issue. Incarcerated individuals will be provided an automated assistant to address routine issues. This automated assistant will be available 24x7x365 and will provide instructions on how to overcome basic service issues, as well as answer simple questions.

The Service Level commitment for an incarcerated individual's Support Request:

Tablet Issue Type	Priority Levels	Resolution Timeframe	Details
Tablet – Hardware	P1	Average five (5) days to resolve	The ticketing CRM will prioritize hardware tickets over non-hardware issues. Any delays caused by WA DOC associated with the distribution of replacement tablets or other equipment/accessories will not be part of resolution timeframes.
Tablet – Media/Other	P2	Average five (5) days to resolve	The ticketing CRM will prioritize non-hardware tickets after hardware tickets have been reviewed/resolved.

Performance Standards

Performance Standard	Performance Credit
The Service Level commitment for an incarcerated individual's Support Request will average five days to resolve.	For any given month where Vendor fails to achieve the commitments, Vendor will provide one free telephone call and one free stamp per incarcerated individual.
Satisfactory User Satisfaction Score from Annual Survey (Incarcerated Individuals)	Vendor will achieve an aggregate average satisfaction of > 85%. Failure to meet this standard will result in Securus being required to provide the Department a performance enhancement plan, detailing the actions that will be taken at 30, 60, and 90 days to improve customer satisfaction. A follow-up survey will then be initiated to determine if performance has improved.

Damage, inaccessibility, or permanent loss to eMessages, photos, or videograms, not due to end user actions (example: user deleted content).	1 free stamp per damaged, inaccessible, or permanently lost item, not to exceed one hundred (100) stamps per incarcerated individual per calendar year.
<p>Credit for:</p> <ul style="list-style-type: none"> Purchased content is unable to be downloaded within 48 hours or does not work as intended (e.g. music is missing, game does not start, music file is corrupted, etc.), not due to end user actions (example: user deleted content). <p>Credit will be processed within standard SLA guidelines.</p>	<p>Securus will replace the content (e.g music) if the content is still available in which case no refund or credit will be provided.</p> <p>In the event the content is no longer available, the incarcerated individual will receive a refund equal to the original cost of the content and will receive 1 free credit for whatever content the requested refund is for.</p>

III. GENERAL INFORMATION

Customer Service

The Securus Friends and Family Call Center provides account establishment, account management and billing customer service to the friends and families of incarcerated individuals. Securus Correctional Billing Service has in-house trained customer service specialists on staff to handle customer calls 7 days a week, 24 hours per day. In addition, customers may also use a web-based customer service portal or check balances or fund accounts with our automated telephone support system featuring a state-of-the-art Integrated Voice Response (IVR) system.

Service Availability. Securus will provide the infrastructure, goods, and services needed to provide consistent service availability including during high traffic periods. In no event shall services be noticeably impacted by high traffic, including impacts to making calls or consuming content.

Refunds

To obtain an account refund for telephone services, end users may contact the Securus Friends and Family Call Center by phone or by email at www.securustech.net. For all credit card transactions made by phone or website, full and partial refunds will be applied to the payment source last used. For full refunds on accounts last funded via Western Union, funds will be refunded to the customer through Western Union. For partial refunds on accounts funded via Western Union and for both full and partial refunds on payments mailed to Vendor, a check will be mailed via the U.S. Postal Service. Vendor does not charge refund fees.

Securus will process refunds no longer than 48 hours from the time of request. The friend or family member can expect to see credit card refunds reflected in 1-2 billing cycles. Refunds by check take 2-3 weeks to be mailed.

Refunds shall be processed in accordance with user agreements and in the event a refund is warranted.

Securus will work with WA DOC to implement automatic credits for consumers who have experienced SVC service issues over a 90-day period that do not meet the committed uptime of 90% availability.

Refunds are issued back to the original credit/debit card for which the transaction(s) was paid for. Once scheduled, a Video Visitation session must be attended during the scheduled time period. Failure to sign on at the scheduled time or signing on late will not extend the session time period for which the user paid. Vendor will comply with the DOC policies surrounding incarcerated individual missed visits and refund eligibility consistent with Securus Terms and Conditions.

All purchased e-messaging postage is non-refundable. Unused postage will not be refunded. If family members transfer stamps to an incarcerated individual, they are owned by the incarcerated individual, must be used, and will not be refunded. If the WA DOC refuses to distribute a message or media attachment to an incarcerated individual, then no refund or replacement postage will be given. Vendor will comply with the DOC policies surrounding refund eligibility.

An end user may not cancel a Money Transfer Payment to an incarcerated individuals Trust account once it has been processed. Under some circumstances, a Payment may not be completed, or the DOC may refuse to accept a Payment. In such cases, JPay will cancel the Payment transaction and refund the principal Payment to the Customer. Any disputes or refund requests relating to lost or misdirected payments must be submitted to JPay within sixty (60) days of the original transaction. All Service Fees are nonrefundable.

Customer Service Feedback

Customers shall be given the ability to rate all customer service interactions on a yes-no rating in the Customer Satisfaction (CSAT) system. The system will prompt the user to answer a simple question related to the ability of the customer service agent to solve the end user's issue. Contractor shall report the average CSAT rating to the Department monthly. Customer service representatives who routinely provide poor service will be removed from providing service to Washington State customers.

Ticket Resolution

Customer service tickets may only be closed in two situations: 1) the customer has explicitly indicated that the issue has been resolved, and/or 2) the customer was provided a resolution and has not responded in 5 business days.

Ticket Closure

Tickets cannot be closed before they are fully resolved. A quarterly quality assurance audit will be performed between DOC and the Vendor in order to validate resolved tickets.

Customer Service Reporting

In addition to the reporting stated above, Securus will report monthly on the following:

1. User support desk ticket report must include the following:
 - a. Number of tickets opened;
 - b. Number of tickets resolved;
 - c. Number of tickets closed;
 - d. Average time to initial response;

- e. Average time to resolution;
- f. Detailed comments for each ticket;
2. SVC report must include the following:
 - a. Number of failed video visits;
3. Average customer feedback;
4. Average customer feedback sorted by customer service rep;
5. Number of failed calls separated by tablet based calls vs. hardware calls;
6. A narrative of specific problem areas including statistics to support the narrative.
7. All customer related reporting shall be made available to Washington's Office of Corrections Ombuds and shall be made available to friends and family.
8. Service availability and downtime by service type and facility.
9. Yearly report on the Securus' SLA performance and total penalties assessed.

Quarterly Report Meetings and Dashboard

Securus agrees to meet quarterly with the Department, a friends and family representative, and an Office of Corrections Ombuds representative to discuss customer service issues.

Notice to Users

Securus will use best efforts to notify users of planned downtime.

Notice When Barred

In the event that an individual will be barred or disallowed from service, it is expected that Securus will use best efforts to provide them written notification in advance of barring them.

IV. DOC SUPPORT PROCEDURES

Vendor provides customer service from its operations center located in Carrollton, Texas. The Securus Technical Support Center (TSC) serves as a single point of contact for facility staff to request service **24 hours a day, seven days a week, 365 days per year**. There are three ways to contact the TSC:

- Telephone: 866-558-2323
- E-Mail: technicalsupport@securustech.net
- Fax: 800-368-3168

The TSC uses a call distribution system to manage the flow of inbound calls, automatically routing calls directly to our support technicians in a skills-based, platform specific manner. Vendor establishes response times and service level agreements that accomplish our objective of providing timely resolution to each request.

Technicians assign each service request an initial priority level, each with resolution and escalation timelines. Every effort will be made to resolve the problem remotely within the designated timeframes, and Vendor resolves most service requests during the initial request. If necessary, a field service technician is dispatched to the facility to expedite resolution.

The TSC uses an event tracking system that logs, tracks, manages, and assures appropriate response to all service requests. The service request generates a trouble ticket with priority level assignment that drives diagnosis and response processes. The support technician performs initial problem diagnosis and isolation procedures, determines the nature of the problem and either resolves the problem or engages an appropriate party for problem resolution. The TSC retains ownership of all service requests and is responsible for the escalation and update functions.

Below are the applicable Service Response Times and Escalations associated with:

- Securus Telephone Service
- Securus Video Connect Service
- Securus Unity Tablet Service

Securus Service Response Times and Escalations

**WA DOC Expectations include individual units, areas of coverage, and/or facilities and not overall system capabilities across all facilities. Any indication of system failures described in the below, affecting multiple individuals or areas must be addressed with the appropriate priority level described below. (Example: Securus receives multiple calls concerning the wi-fi system being down in the outside rec area of MCC).

Priority Level	Service Priority Description	Response Time	Customer Communication Guideline	Resolution Time	Escalations
P1	<p>A P1 is any event or defect that significantly impacts the ability of users to use the solution or exposes the users to liability and there is no workaround.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Video visits completely degraded and/or not working • Phone service completely degraded and/or not working. • Wi-Fi availability in a unit is 	2 hours	Securus Technical Support Center notifies the facility when the service issue is responded to and reviewed. If a service technician is required, then Securus Dispatch or a Field Service Technician contacts the customer with an estimated time of arrival.	24 hours	<p>If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request</p> <p>Technical Support Manager & Field Service Manager Director, Customer Success & Director, Field Operations Chief Operating Officer</p>

	<p>degraded and/or not working.</p> <ul style="list-style-type: none"> Media delivery system is not delivering service and/or not working. 				
<p>P2</p>	<p>A P2 is any event or defect that adversely impacts the ability of users to use the solution or exposes the users to liability and there is no workaround. The system is able to be used, but there are adverse impacts to users.</p> <p>Examples:</p> <ul style="list-style-type: none"> A defect in the system is causing emails not to be received until 24-hours after they should have been received. (Email receipt delay). A defect that causes increased download time for movies or content. A defect that causes information 	<p>6 hours</p>	<p>Securus Technical Support Center notifies the facility when the service issue is responded to and reviewed. If a service technician is required, then Securus Dispatch or a Field Service Technician contacts the customer with an estimated time of arrival.</p>	<p>36 hours</p>	<p>If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request</p> <p>Technical Support Manager & Field Service Manager Director, Customer Success & Director, Field Operations Chief Operating Officer</p>

	to display incorrectly.				
P3	<p>A P3 is any event or defect that causes minor problems to occur that could be circumvented without difficulty or disruption to users. Something is out of order but can be resolved in a simple way with nominal impact.</p> <p>Examples:</p> <ul style="list-style-type: none"> • A problem with a phone that could be circumvented by using another phone. • A problem with a terminal that could be circumvented at another terminal. <p>If the problem is unable to be resolved in a simplistic way, it is elevated to P2.</p>	12 hours	<p>Securus Technical Support Center notifies the facility when the service issue is responded to and reviewed. If a service technician is required, then Securus Dispatch or a Field Service Technician contacts the customer with an estimated time of arrival.</p>	72 hours	<p>If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request</p> <p>Technical Support Manager & Field Service Manager Director, Customer Success & Director, Field Operations Chief Operating Officer</p>

IV. SOLUTION PERFORMANCE STANDARDS AND PERFORMANCE CREDITS

The Performance Standards set forth below shall apply to the functioning of the IITS Solution and excludes failures of network and equipment not in the control of Vendor. The Performance Credits set forth below are the amounts DOC can elect to assess Vendor. DOC shall evaluate each instance of non-performance related to a failure of Vendor to meet the Performance Standards, and will determine, in its discretion, whether to assess the Performance Credits.

The remedies set forth below are not the sole and exclusive remedy of DOC for a failure of the IITS Solution to meet the Performance Standards. Additional remedies are set forth in the Agreement.

In the event of repeated failures to comply with the Performance Standards, Vendor's Chief Technology

Officer and, if desired, Chief Executive Officer shall meet with DOC to discuss Vendor's proposed solution to the problem.

Performance Standard	Performance Credit
Contractor will provide timely customer service to DOC based on the Service Response Times and Escalations noted above	Assess \$100.00 per day for each day past the applicable priority level time specified that a response has not been provided; 60-Day cap.
Satisfactory User Satisfaction Score from Annual Survey (DOC)	<p>Vendor will achieve an aggregate average satisfaction of > 85%.</p> <p>Failure to meet this standard will result in Securus being required to provide the Department a performance enhancement plan, detailing the actions that will be taken at 30, 60, and 90 days to improve customer satisfaction. A follow-up survey will then be initiated to determine if performance has improved</p>
For each facility, each facility's telephones shall remain operative (at least 90% of the phones are operative, other than for scheduled maintenance)	\$500.00 for each hour that the failure continues beyond 6 hours.
For each facility, each facility's tablets and video connect systems (including terminals) shall remain operative (at least 90% of the tablets and video connect systems are remain operative, other than for scheduled maintenance).	\$125.00 per day if resolution is not completed within 24 consecutive hours; 60 Day cap.
Vendor will comply with the Project Plan.	For vendor-caused delays, delay credits shall equal \$2,500.00 per calendar day for the first ten calendar days, and then \$5,000.00 per calendar day for each calendar day of delay thereafter. In no event during implementation will delay credits exceed \$100,000.00.
Damage, inaccessibility, or permanent loss to communication records, including but not limited to Call Detail Records (CDRs) and recorded communications.	\$125.00 per record.

Securus systems and interfaces shall remain accessible to the DOC at all times; except for those periods where scheduled or emergency maintenance is being conducted.	Assess \$500.00 for each hour that the failure continues beyond 6 hours.
The Contractor shall provide training throughout the term of the Contract within 15 Days for each of the DOC's request(s) for the training.	The Contractor will be assessed \$125.00 per Day for each Day past the 15 Day requirement.

Note 1: For \$ denominated support credits, no support credit shall exceed ten percent (10%) of the total gross revenue for the month(s) in which the non-compliance occurred.

Note 2: For \$ denominated support credits, any time more than one support credit is being applied, the total adjustment shall not exceed 10% of the total Gross Revenue for the month(s) in which the non-compliance occurred.

Note 3: For \$ denominated support credits, total support credits in a fiscal year shall not exceed 10% of the total Annual Gross Revenue in that fiscal year.

Note 4: Support credits will not apply if non-compliance is determined to be a force majeure event as documented in the contractual agreement.

Note 5: A single non-compliant event that implicates multiple support credits will be assessed at only the costliest performance measure.

Note 6: Failure to meet any performance standards three times within a calendar year will result in Securus being required to provide an Executive Summary to WA DOC that includes a performance enhancement plan, detailing the actions that will be taken at 30, 60, and 90 days to improve the identified issues, including timelines for remedy.

Maintaining and strengthening family ties positively impacts post-incarceration outcomes, decreases recidivism, helps families reunify and supports children by the inclusion of a positive role model in the household. Telephone calls, video visits, and emails can be a lifeline for incarcerated individuals and their friends and family members. Frequent communication and strong friend/family support strengthens community ties and increases incarcerated individuals' chances of successful reentry. The goal of the Incarcerated Individual Technology Services Project was to consolate technology services to provide the best overall solution to provide a communications platform for family and friends to communicate with their loved ones.

The Incarcerated Individual Technology Services client services procurement resulted in awarding a contract to Securus Technology Solutions. To address the concerns about performance and customer service, the department negotiated service level agreement terms to establish performance standards to provide assurance that services will be available and that the vendor will be responsive to customers.

"Communications should be easy, affordable and equitable for incarcerated individuals and their loved ones and this partnership provies that."

Cheryl Strange, Secretary

BACKGROUND

Current agreements with both GTL and JPay, the current phone and media service providers respectively, do not contain any service level terms, which has caused difficulties when trying to remedy service issues.

SERVICE LEVEL AGREEMENTS

Attachment B (attached) outlines the service level terms of our recently executed agreement with Securus for Incarcerated Individual Technology Services (IITS).

One of the main goals for DOC was to establish meaningful service expectations and standards. We also wanted to make sure that the service level terms provided something to the end users in the event that the terms were not met. DOC believes those two goals have been satisfied by creating realistic service level standards with service credits to the incarcerated individuals and friends and family when Securus fails to meet service expectations.

The contract also includes an array of other services level commitments, such as:

- Requirements to accomodate customer service feedback,
- Monthly customer service reporting,
- Quarterly meetings with Securus, a friend and family representative, and the Office of Corrections Ombuds, to discuss customer service related issues, and
- An annual "User Satisfaction Survey" to evaluate Securus' performance. Failure to achieve user satisfaction of over 85% will result in Securus being required to provide DOC with a performance enhancement plan detailing the actions taken at 30, 60, and 90 days, and a follow-up survey to determine if performance has improved.

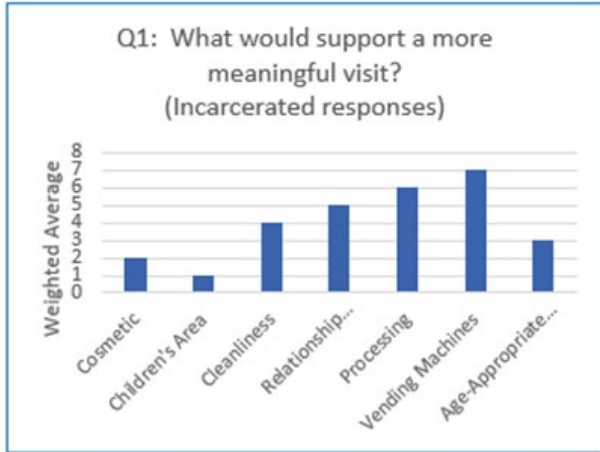
Altogether the department has introduced a number of customer service oriented commitments to ensure that the concerns of the end users are heard and addressed. DOC is proud of these commitments as they mark a significant and much needed departure from our prior agreements and we believe that these terms are at the cutting edge of what states can and should expect from these service vendors.



EFV & Visit Program Updates

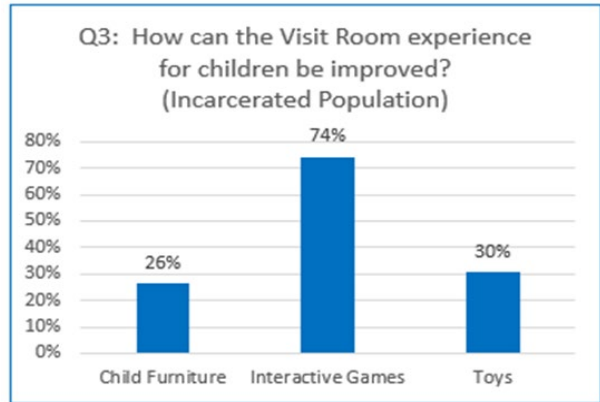
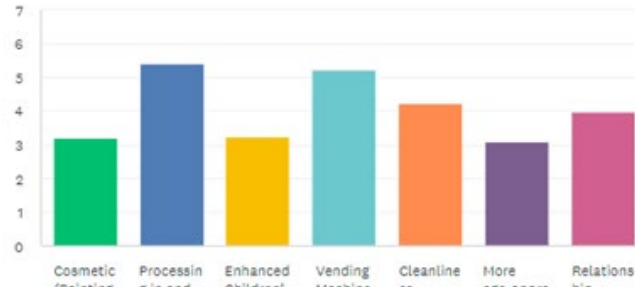


Survey Results



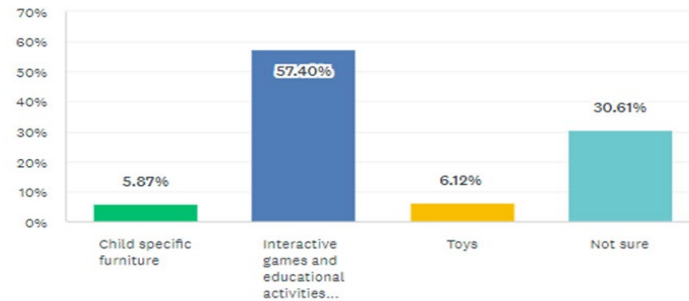
What would support a more meaningful visitation experience in the visit room?

Answered: 391 Skipped: 5



How can the visit experience for children be improved?

Answered: 392 Skipped: 4



975 Incarcerated Individuals participated in the Survey; 578 Family Responses

Results are based on participation in applicable programs.



Supply standards for all EFV units

Kitchen

Dishwasher
Microwave
Coffee Pot
Griddle
Rice Cooker
Garbage can
Garbage bags
Heavy duty plastic silverware – Spoon, Fork, Blunt tip knives (Set of at least 8)
Plates (set of 8)
Bowls (set of 8)
Plastic glasses (set of 8)
Coffee cups (set of 4)
Spatula (pancake turner)
Large plastic spoon
Tongs –with rubber tips
Spoon with holes
Wooden Spoons
Can opener (smooth edge)
Cutting board
Potholders
Hand towels

Measuring cups
Measuring spoons
Rubber spatula
Rolling pin
Mixing bowls (set of 3 different sizes)
Cakepan
Meat thermometer
Pots (2)
Non-stick Frying Pans (2) 10” & 12” with lids
Cokie Sheets (2)
Ice cube tray
Colander
Sink Strainer
Sponge or bamboo brush
Soap Dispenser (refillable container)
Soap
Dish towels
Dishwasher soap
Dish drain rack (rubber)

Bedrooms

Pillows (4 for queen, 1 for each twin)
Bedding – each bed should have the following:
2 sets of sheets
1 blanket
1 comforter or quilt
One additional heavy blanket available in each unit

Bathroom

Plunger
Toilet brush
Bathmat
Non-slip stickers in tub
Shower liner and curtain
Hair dryer - wall mount if possible
Garbage can
Hand soap in bathroom
A minimum of 4 bath towels/visit

For Child(ren)

Crib/small mattress or Portable crib
Changing table
Children’s Blankets/pillows
2 twin beds
Toy Box
Toys – age appropriate for developmental stages
Highchair

Outdoors

Hand towels
BBQ
BBQ Utensils
Outdoor games
Lawn Chairs or seating

Games

PlayStation, Wii, Xbox, etc.
Board Games
Playing Cards (full deck), puzzles, etc.
Age-Appropriate games (young, teen, adult, etc.)
Kids’ Books
Kids Toys

General

Clock
Smoke Detector
Carbon Monoxide Detector
Fire Extinguisher
Blinds (strings holder - choking hazard)
Curtains or valence
Rug near front door
Notepad & 2 pens

Cleaning supplies available during visit

All-purpose cleaner/disinfectant
Broom, dustpan
Manual push vacuum



EFV Improvements-OCC

BEFORE



AFTER



Visit Room Enhancement Goals

- Replace plastic chairs with fabric chairs.
- Electronic messaging board in Visit Rooms.
- Enhanced child play areas.
- Carpet squares in visit rooms.
- Collaboration with visit room staff
 - Consistency in processing of visitors
 - Support positive visit room experiences
 - Identifying opportunities for relationship building activities
 - Enhancing interactions and communication

Parenting Inside Out Grant Update



After Your Release

After your release from the correctional facility, you may have the security features removed from your Tablet (“unlock” your Tablet) so that certain Content may be accessible to you outside of the correctional facility. This only applies to Tablets that were purchased by you or by a friend or family member.

To have your Tablet unlocked, you must mail in the Tablet to the address below. If you mail the Tablet while you are still incarcerated, JPay will cover the cost of shipping. If you mail in the Tablet after you are released, you will be responsible for covering any shipping costs.

Please mail the Tablet package to the following address:

JPay/Securus Technologies-Warehouse

3220 Keller Springs Ste. 118

Carrollton, TX. 75006

Please include the following in the package:

- Tablet
- The address of the correctional agency where you were incarcerated
- Your first and last name
- Your Inmate ID #
- Telephone Number
- Return Mailing Address

Upon JPay’s receipt of the Tablet, if JPay determines the Tablet is functioning, games and music on your Tablet will remain on the device when JPay unlocks and returns the Tablet to you, and any music in your library, that for storage reasons could not reside on your Tablet, will be made available to you on a USB drive. **Any emails and their attachments, as well as VideoGrams, which did not reside on your Tablet, will not be made available to you upon your release.**

If JPay determines that the Tablet is not functioning, JPay will return to you the non-functioning Tablet, along with a USB drive containing your music purchases only. Games and any saved emails and their attachments will not be included with the USB contents.

Please allow up to forty-five (45) business days from the date JPay receives your Tablet for delivery to you of the unlocked Tablet and/or USB drive. After forty-five (45) business days, you may follow up on the status of your unlocked Tablet or USB drive by contacting JPay via email at tabletunlocksupport@jpay.com.