



**STATEWIDE FAMILY COUNCIL
MEETING MINUTES**

Date/Time/Location: July 30, 2016 10:00 – 3:00 Correctional Industries, Tumwater, WA

MEETING ATTENDEES

Department Co-chair: Carrie Kendig
Department Secretary: Belinda Stewart

Family Co-Chair: Don Gilbert, CRCC

Family secretary: Moira O’Crotty

State Council Representatives: LORI JAMES, WCCW
 WENDY DUBINSKY, WSP
 THOMAS JACOBS MCCW
 VERNA WESTMAN SCCC
 ELLEN WOODS, AHCC
 MOIRA O’CROTTY LCC
 DON GILBERT CRCC

Family Participants: Julie Tackett, MCC/SOU; Melody Simle CCCC; Diane Sifres SCCC; Morna Gilbert, CRCC; Diane Sifres, SCCC; Susan Cooksey, SCCC; Miriam Fry, SCCC; Dean Woods, AHCC; Loretta Fisher, MCC;

DOC guests: Belinda Stewart, DOC Prisons Division
 Rob Herzog, Prisons Deputy Director-Command A
 Scott Russell, Prison Deputy Director- Command B
 Charles Southerland- Diversity Program Manger
 Patty McCarty, Custody Officer SCCC
 Steve Tedrow, Custody Officer SCCC
 Devon Schrum, Assistant Secretary – Re-entry Division
 Alex MacBain; Director – Policy & Legislative
 Norm Caldwell- DOC Grievances Program Manager
 Keith DeFlitch- DOC Security and Emergency Management Manager
 Lyon Dhanukharrisingh- JPay Regional Account Manager
 Dona Zavislan, Superintendent WCCW

AGENDA

Welcome and Introductions: Carrie Kendig, Don Gilbert

Topic	Discussion/Key Points	Next Steps
Family Services Update – Carrie Kendig	<ol style="list-style-type: none"> DOC external website updated – all references to <i>offender</i> have been removed and inmate and incarcerated person have been inserted with the exception of DOC policies, memos, and other documents. FC Badges – The badge that will be used by FC was passed around for viewing by all attendees. The badges will be sent to the superintendents at each facility once the lanyards are received. 	<i>Family Comment:</i> When will the word offender be taken out of all DOC policies and documents?

	<p>Family Council members may request a badge when conducting “business” at your facility (i.e., events, welcoming, etc.)</p> <p>3. Agenda and minutes from SFC and LFC will be available online (“Family and Friends” tab....”Family Support....”Family Council ”)</p> <p>4. KUBI camps – Belfair (June 22-24) and Yakima (August 17-19) Wendy Dubinsky WSP reported partnering with Teri Campbell WCCW to serve lunch at the campers and staff when they arrived June 22nd. Verna Westman SCCC served as camp nurse.</p> <p>5. Family Council Brochures – have been delivered to every facility, make sure they are available to families in the public access areas.</p> <p>6. OBF event funding – SCCC reported family events cancelled and were told this was due to funding. Carrie explained that because of the FCC ruling that impacted OBF funding the DOC business office only approved funding for families events and activities through the first quarter July 1, 2016 to September 30, 2016. The yearly OBF budget should be completed by September.</p>	<p><i>Family Comment;</i> <i>Events Calendars need to be accurate!</i></p> <p>Carrie contacted CPPCs and ask to update family event calendars available on line.</p> <p>Carrie told Diane from SCCC that she would look into their specific concern.</p>
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New Business

<p>Presentation Uninformed Staff, Hiring Process- Charles Southerland- Diversity Manager</p>	<p>Charles Southerland- Diversity Manager presented the attached Power Point. Rob Herzog Deputy Director prison Division Command A, Steve Tedrow Custody Officer (recent hire) and Patricia McCarty Custody Officer (seasoned staff) provided feedback and answered questions about their experience being an officer and the hiring process.</p> <div style="text-align: center;">  CO Hiring Process.pptx </div>	
<p>JPay Discussion- Lyon Dhanukdharisingn- JPay regional Account Manager and Keith DeFlitch- DOC Security and Emergency Management Manager</p>	<p>Discussion started with Lyon stating that in the past couple weeks he had visited WCC, CBCC, MCC, AHCC WSP and CRCC to talk with staff and inmates about JPay. He acknowledged that the bandwidth at many facilities cannot support the high level of activity that is currently demanded.</p> <p>Problems with bandwidth- capacity is different at each facility.</p> <p>Each facility has its own “cloud” which is used to transfer prior investments.</p>	<p><i>Family Comment:</i> <i>Concern that families have been getting advertisement to buy and have been paying for JPay items and services and that because of the limitations of the bandwidth and servers these items will not work.</i></p> <p><i>Concern that current JPay is not meeting their contract requirements with the department.</i></p>

Currently updating equipment starting with AHCC to get more bandwidth. The plan is to have 2-3 facilities on board by the end of the year which will address many of the bandwidth issues.

Lyon acknowledged the need to improve customer service efforts.

Rob Herzog had a conversation with JPay's owner and assures that family concerns are important.

Photos- there is a limit to the number of photos that can be saved, you must delete some to save some if you are at the limit.

Games are free to \$9.99, they lock and do not level up. Contact JPay and identify name of game so they can investigate.

Kiosk issues are becoming a safety and security issue as frustrations climb because of availability.

Families will work with their legislators to try to find a resolution.

JPay is a privilege not a right.

**JPay Follow up Responses:
RE: Bandwidth**

We are currently working on upgrading the bandwidth at the WA facilities. Our project management team is working on prioritizing the effort. I will continue to update WADOC HQ with progress updates.

RE: Music downloading issues

We were able to identify an issue at WSP (last week Tuesday 8/2/2016) that was causing the inmates not to get their music. We have addressed and fixed this issue.

Some inmates were also having issues with downloading new content because of a security setting on the JP5mini. We have been working with inmates individually throughout the state to update the software on their JP5mini to the latest version. We have found that inmates who don't have the latest software of their devices have been encountering issue with adding new content to their devices.

RE: Inmate Customer Service

We have made some management changes in our inmate customer service team. We are also in the process of improving our overall quality of the service we provide to inmates (and

		customers). I am working with our Customer Service Director, Greg Campbell, on the initiatives and will provide feedback to you and the team.
Presentation Inmate Grievances Process Norm Caldwell-Grievances Program Manager	<p>Norm Presented DOC's grievance process to include:</p> <ul style="list-style-type: none"> • Where inmates learn about process • How to file a grievances • Levels of grievances • Process of appeal • Grievance timelines <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Grievance Timelines.docx</p> </div> <div style="text-align: center;">  <p>OGPM English 2016.pdf</p> </div> </div> <p>DOC conducted two surveys with inmates to see if they understood the grievance process in October 2015 and April 2016, and results were very low at 51% retention rate. Due to that survey rating, a new grievance orientation starts; to ensure greater comprehension. A focused group of 15 inmates having a 6 to 9 grade education were selected to view the new orientation and provide input before the new orientation is provide statewide. The focus group was excited and gave outstanding reviews; all stated that they understood the new orientation and felt that the information provided inmates the greater understanding of how to use the program.</p> <p>The new orientation starts August 2016</p> <p>The inmate manual is being updated.</p> <p>The grievance program is an internal grievance and appeal system that promotes proper and effective communication between staff and inmates in an effort to resolve issues at the lowest possible level.</p> <p>Grievances are not allowed for issues that already have an appeal process or for issues that have state or federal laws for guidance.</p> <p>Inmates are encouraged to work through the grievance process at the lowest possible level.</p>	<p><i>Family Comment:</i> Concern that grievances were not making it from the grievance box to the local grievance reviewer.</p>
Ombuds Positon Update	<p>Don Gilbert CRCC and Melody Simile CCCC represented FC in the interview process to select the Ombuds. A candidate has been selected. The appointment will be official soon and will attend the next SFC meeting.</p> <p>.</p>	<p><i>Family Comment:</i> Request to invite new Ombuds to next SFC meeting September 17, 2016.</p> <p>Carrie will make the invite</p>
Facility Updates	<p>Verna – SCCC –</p>	

Lori – WCCW – tour – was great! Staff did a great job of explaining, etc.

Ellen – AHCC – facility tour went well.

Wendy – WSP –next LFC meeting planned for August 6th.

Don – Don is recruiting families in public access areas and letting them know about the “first to check in”.

*Family Comment:
Family Event and Activity Cal-
endars are not all up to date*

**Subcommittee
Updates**

RECRUITMENT STILL NEEDED

Visit Subcommittee

Belinda Stewart shared about the Visit subcommittee decisions/actions and handout memo from Steve Sinclair, Assistant Secretary, Prisons Division regarding Regular Visit Application Processing Changes.



2016 07 18 Reg...

1) As of 8/1/2016 hard copy visitation applications will no longer be accepted (except for children’s applications needing notary – may be scanned or mailed) All applications will be done online – electronically

Main reason: electronic apps are trackable

In 2015 24,000 electronic apps were processed
16,000 hard copy applications were processed

Spanish version is available online

The visitor will receive an email letting them know their approval/denial

2) Centralize the application process through the department as opposed to each facility doing their own – Monroe will be the pilot program – 2 temporary personnel have been assigned this job

Family Service Specialists will temporarily assist families with no computer access fill out visit applications.

3) Pat searches will be implemented at all facilities for staff and visitors because of an increase in contraband. Currently only two prisons use pat searches.

CI Sub Committee- Meets Saturday August 13th

*Family Comment:
What about child applications?
Children’s visit applications will be scanned into the system instead of sending a hard copy, no more lost birth certificates!*

	<p>Mail Sub Committee- September date TBA</p> <p>Health Subcommittee- met 6/16 /2017 next meeting in October.</p>	
<p>Potential Agenda items</p>	<p>**Agenda Suggestions:</p> <ul style="list-style-type: none"> • New Ombuds • Strength in Families Grant • Visits & Contraband • CI- Resources for transition <p>Don closed the meeting by thanking everyone for participating.</p>	<p><i>Family Comment:</i> **Potential agenda items.</p>

Next Meeting Date: September 17, 2016