



	<p><b>Presentations on restrictive housing and the budget</b></p> <ul style="list-style-type: none"> <li>• Attached to SFC Minutes</li> </ul> <p><b>Open Public Forum</b></p> <ul style="list-style-type: none"> <li>• Programming before release.</li> <li>• Restrictive housing.</li> <li>• Amend.</li> <li>• Earned supervision credits.</li> </ul> <p>The next SFC meeting will be held on March 22<sup>nd</sup>, 2025, at 10:00am-2:30pm. The TEAMs link is posted on the SFC agenda for March 22<sup>nd</sup> on the DOC website.</p>	
<p><b>DOC Updates</b></p>	<p><b>ASP Heinrich:</b> AHCC’s local family council secretary is still vacant.</p> <p><b>Sandy Hickey:</b> How do you subscribe to What’s Happening at AHCC?</p> <ul style="list-style-type: none"> <li>• <b>Per ASP Heinrich:</b> <i>We are still looking into if this resource is being used.</i></li> </ul> <p><b>Sandy Hickey:</b> Is it possible to subscribe to AHCC Calendar changes?</p> <ul style="list-style-type: none"> <li>• <b>Per HQ Secretary Senior Adams:</b> <i>Not that I am aware of only because the calendar can be updated and changed at any point in time.</i></li> </ul> <p><b>Ellen Hargrove:</b> What is the status on Amend?</p> <ul style="list-style-type: none"> <li>• <b>ASP Heinrich:</b> <i>Amend will not be coming until 2026. AHCC staff do receive Amend training during their annual in-service training.</i></li> </ul> <p><b>Sandy Hickey:</b> What is Amend?</p> <ul style="list-style-type: none"> <li>• <b>ASP Heinrich:</b> <i>It is a program out of Norway that the department has adapted. It teaches communication skills, how to interact professionally, listening skills and empathy skills.</i></li> </ul> <p><b>Sandy Hickey:</b> Who is this program offered to?</p> <ul style="list-style-type: none"> <li>• <b>ASP Heinrich:</b> <i>It is a staffed based program to teach how to interact more effectively with I/Is and visitors.</i></li> </ul> <p><b>Ellen Hargrove:</b> What is being done to shorten pill line?</p> <ul style="list-style-type: none"> <li>• <b>Per RN4 Eisenbacher:</b> <i>Currently we are a few steps into a plan to transition to double pill lines in the evening and issuing KOPS (keep on person) meds in the units. What we have accomplished so far is that KOP medications are being delivered to the living units 5 nights a week. We are continuing to work on details for double evening pill lines, but it could be as soon as 2-3 weeks out from that beginning</i></li> <li>• <b>CPM Duenich:</b> <i>Telemed will be coming to each unit as well. Medical is trying to hire enough staff to support this.</i></li> </ul> <p><b>Gwen McIlveen:</b> Is this just for the main or MSU as well?</p> <ul style="list-style-type: none"> <li>• <b>CPM Watkins:</b> <i>Just for the main. The MSU has a different physical plant, but the pill line is much shorter and quicker at the camp compared to the main.</i></li> </ul> <p><b>Ellen Hargrove:</b> Has the problem with the FYI app on the Securus tablet been resolved?</p> <ul style="list-style-type: none"> <li>• <b>Per CS1 Freese-Turns:</b> <i>Yes, it has.</i></li> </ul> <p><b>Ellen Hargrove:</b> The FYI problems have not been resolved. After 10-15 minutes the app stops responding. Securus has told I/Is it is a facility problem.</p>	

	<ul style="list-style-type: none"> <li><b>Per CS1 Freese-Turns:</b> <i>I heard this last week when I was on the unit. I told the I/I to send me 3 names and DOCs of individuals that have been experiencing this so I can submit another ticket.</i></li> </ul> <p><b>Sandy Hickey:</b> Can barriers in between video visit kiosks in be installed in C4?</p> <ul style="list-style-type: none"> <li><b>Per CUS Rollins:</b> <i>Maintenance is looking to see if they have enough materials to make similar barriers as C5. If so, they will be installed in C4.</i></li> </ul> <p><b>ASP Heinrich:</b> AHCC hired a second dentist approximately two months ago. She is currently attending core.</p>	
<p style="text-align: center;"><b>OCO Updates</b></p>	<p><b>Ellen Hargrove:</b> What are the OCOs 2025 goals?</p> <ul style="list-style-type: none"> <li><b>Per Stella Spracklin:</b> <i>The OCO is currently focused on our 6 strategic investigation priorities and is continuing to monitor and illuminate issues within DOC.</i></li> <li><b>Per Stella Spracklin:</b> <i>The 6 investigation priorities are healthcare, solitary confinement, level 3 resolutions requests and appeals, uses of force, DOC staff conduct and serious infractions and negative BOEs.</i></li> </ul>	
<p style="text-align: center;"><b>Tier Rep Summary</b></p>	<p><b>Ellen Hargrove:</b> Have replacement tablets arrived?</p> <ul style="list-style-type: none"> <li><b>Per CS1 Freese-Turns:</b> <i>Yes, we received 50 tablets on 1/22/25 then 40 more on 2/3/25.</i></li> </ul> <p><b>Sandy Hickey:</b> Have the ports for legal and ADA phones for hearing impaired I/Is been installed?</p> <ul style="list-style-type: none"> <li><b>Per CS1 Freese-Turns:</b> <i>Yes, they have. AHCC has 6 teletypewriter devices available which are on a “checkout” system. To be authorized to check out the device a request needs to be put in through CPM Duenich and the ADA committee. These devices are compatible with the legal booth phones and the ADA dayroom phones only.</i></li> </ul> <p><b>Gwen McIlveen:</b> Can the facility increase the amount of food I/Is can order for fundraisers? Other facilities separate their main facility and camp so they can do this.</p> <ul style="list-style-type: none"> <li><b>ASP Heinrich:</b> <i>We are not separating the facilities for fundraising at this time.</i></li> <li><b>CPM Duenich:</b> <i>We are looking into ways to raise more money during the fundraisers. Additionally, the food limits are placed to ensure the amount of food an I/I receives can be consumed in one sitting due to no refrigeration in the units.</i></li> </ul>	
<p style="text-align: center;"><b>EFVs</b></p>	<p><b>ASP Heinrich reported on the EFV amenities action items</b></p> <ul style="list-style-type: none"> <li>The countertop in EFV #2 has been fixed and is no longer peeling</li> <li>New cookie sheets have been ordered</li> <li>New drip pans for the stoves have been ordered</li> <li>The basting brushes have been sent to all EFV units</li> <li>All main EFV units have working cable connection</li> </ul> <p><b>Joelene Keen:</b> The MSU EFVs do not have cable</p> <ul style="list-style-type: none"> <li><b>CPM Watkins:</b> <i>This was brought to our attention yesterday and we are looking into it.</i></li> </ul>	

	<ul style="list-style-type: none"> <li>• <b>PM3 Easter:</b> Cable was not originally installed when the MSU EFV units were constructed so there is not a pathway available to install cable.</li> </ul> <p><b>Sgt. Camacho:</b> The EFVs currently have the gaming system PS2. We will be putting a new gaming system in the units that have 600 games preloaded.</p> <p><b>Joelene Keen:</b> The blankets and comforters are very worn.</p> <ul style="list-style-type: none"> <li>• <b>Sgt. Camacho:</b> <i>New comforters and sheets are being sent out to the units today.</i></li> </ul> <p><b>Gwen McIlveen:</b> The blankets smell mildewy when we receive them during intake.</p> <ul style="list-style-type: none"> <li>• <b>ASP Heinrich:</b> <i>We are making changes to the laundry process to mitigate this issue.</i></li> </ul> <p><b>Gwen McIlveen:</b> There is a gap between the bottom of the front door and the ground, so water gets into the units.</p> <ul style="list-style-type: none"> <li>• <b>PM3 Easter:</b> <i>There is a current Service Request to address the gap at the bottom of the door and it will be rectified.</i></li> </ul> <p><b>Joelene Keen:</b> The units are very cold also, due to the gap between the front door and the ground</p> <ul style="list-style-type: none"> <li>• <b>PM3 Easter:</b> <i>The C8 EFV buildings are equipped with wall heaters that are controlled with a thermostat accessible by the user.</i></li> </ul> <p><b>ASP Heinrich:</b> We are looking at getting new furniture and stoves for the units</p> <p><b>Gwen McIlveen:</b> There was a queen mattress on a full frame in one of the MSU units.</p> <ul style="list-style-type: none"> <li>• <b>Secretary Senior Montalvo:</b> <i>This has been resolved.</i></li> </ul> <p><b>Gwen McIlveen:</b> One of the MSU EFV units has a broken mattress and bedframe.</p> <ul style="list-style-type: none"> <li>• <b>Sgt. Camacho:</b> <i>This has been resolved.</i></li> </ul> <p><b>Gwen McIlveen:</b> Are we allowed to have toasters in the units?</p> <ul style="list-style-type: none"> <li>• <b>ASP Heinrich:</b> <i>Yes, we will get toasters ordered and sent out to the units.</i></li> </ul> <p><b>Sandy Hickey:</b> Can we get tongs in the units?</p> <ul style="list-style-type: none"> <li>• <b>ASP Heinrich:</b> <i>I believe these have been ordered, if not we will reorder.</i></li> </ul> <p><b>Sandy Hickey:</b> Can towel hooks be installed in the main EFVs?</p> <ul style="list-style-type: none"> <li>• <b>ASP Heinrich:</b> <i>Yes, we will put in a work order.</i></li> </ul>	
<p><b>Visiting</b></p>	<p><b>Ellen Hargrove:</b> Can reminders be sent out to the population and posted in visiting prior to schedule changes due to the holidays?</p> <ul style="list-style-type: none"> <li>• <b>ASP Heinrich:</b> <i>Yes, we will post reminders in the unit and on the TVs in visiting.</i></li> </ul>	

	<p><b>Ellen Hargrove:</b> If someone from outside of the U.S. is coming to visit, are they able to get a special visit approved for the whole time they are in town?</p> <ul style="list-style-type: none"> <li>• <b>Secretary Senior Montalvo:</b> <i>ASP Heinrich usually approves all visiting days if someone is traveling from outside the country.</i></li> </ul> <p><b>Ellen Hargrove:</b> There has been a significant delay for women who need to be pat searched when coming into visitation because there isn't a female officer available.</p> <ul style="list-style-type: none"> <li>• <b>Sgt. Camacho:</b> <i>This issue has been resolved, there is one female officer that is staffed in visitation.</i></li> </ul> <p><b>Gwen McIlveen:</b> Is it possible to have more staff on hand during visiting to help speed up the check in process?</p> <ul style="list-style-type: none"> <li>• <b>Captain Marry:</b> <i>No, we can't commit to that on a regular basis.</i></li> </ul> <p><b>Gwen McIlveen:</b> Is it possible to not call informal count during visiting hours, it seems to happen on a regular basis, and it delays visiting.</p> <ul style="list-style-type: none"> <li>• <b>CPM Duenich:</b> <i>The amount of formal and informal counts that are called are dictated by policy.</i></li> </ul> <p><b>Ellen Hargrove:</b> Can strollers, booster seats and highchairs be provided in visiting?</p> <ul style="list-style-type: none"> <li>• <b>CO Walling:</b> <i>All of these items are available upon request.</i></li> </ul> <p><b>Can the facility change the visiting check in time to 1200-1230 so visitors have the full visiting session with their loved one?</b></p> <ul style="list-style-type: none"> <li>• <b>Sgt. Camacho:</b> <i>Due to the EFV check in time we are not able to change the visitation schedule.</i></li> </ul>	
<p><b>Securus</b></p>	<p><b>Ellen Hargrove:</b> When is the accessory app going to be available?</p> <ul style="list-style-type: none"> <li>• <b>Per CS1 Freese-Turns:</b> <i>Soon, the delay is on the DOC side. We have to make sure all staff involved are prepared, especially property staff who will have to put the items on the individual's property matrix.</i></li> </ul> <p><b>Ellen Hargrove:</b> Securus is supposed to be sending out satisfaction surveys to the population. Is this happening?</p> <ul style="list-style-type: none"> <li>• <b>Per CS1 Freese-Turns:</b> <i>Yes</i></li> </ul> <p><b>Ellen Hargrove:</b> If the satisfaction rating is lower than 80% per the contract is there supposed to be some sort of penalty for Securus?</p> <ul style="list-style-type: none"> <li>• <b>Per CS1 Freese-Turns:</b> <i>That is correct, and contract management works with Securus on it, it's not a monetary penalty. The Department receives a corrective action plan.</i></li> </ul> <p><b>Sandy Hickey:</b> The phones were down a few weeks ago and loved ones were not notified. What is the number for AHCC public access so we can get information from staff if this happens again?</p> <ul style="list-style-type: none"> <li>• <b>ASP Heinrich:</b> <i>(509)244-6800</i></li> </ul> <p><b>Sandy Hickey:</b> How long is the Securus contract?</p> <ul style="list-style-type: none"> <li>• <b>CS4 DeFlitch:</b> <i>It is a 6-year contract, ending in January 2028.</i></li> </ul>	

	<p><b>Megan Pirie:</b> There is a quarterly Securus meeting that community members can attend.</p>	
<b>Mailroom</b>	<p><b>Ellen Hargrove:</b> All facilities are supposed to be receiving multifunctional printers to print greeting cards and birthday card copies in color. When is AHCC supposed to receive theirs?</p> <ul style="list-style-type: none"> <li>• <b>Per Sgt. Smith:</b> <i>AHCC has a multifunctional printer and is photocopying in color.</i></li> </ul>	
<b>Operations</b>	<p><b>Sandy Hickey:</b> Can we get the number of positive to negative BOEs written for the last month?</p> <ul style="list-style-type: none"> <li>• <b>ASP Heinrich:</b> <i>This would be very hard data to collect, since we would have to pull every individual's file separately. Executive staff are actively working on increasing the number of positive BOEs issued.</i></li> </ul> <p><b>Joelene Keen:</b> Is there a way to remove negative BOEs?</p> <ul style="list-style-type: none"> <li>• <b>CPM Duenich:</b> <i>Yes, BOE appeals go through CPM Watkins and me. They can be deleted, append or amended.</i></li> <li>• <b>CPM Duenich:</b> <i>A lot of times staff write BOEs in lieu of minor infractions to address the negative behavior. Not all BOEs are negative there can be positive and neutral entries.</i></li> </ul> <p><b>Sandy Hickey:</b> Why are hangers no longer allowed in the facility?</p> <ul style="list-style-type: none"> <li>• <b>Per ASP Heinrich:</b> <i>Due to safety and security reasons.</i></li> </ul> <p><b>Ellen Hargrove:</b> There are cardboard hangers available with no metal. Are these an option?</p> <ul style="list-style-type: none"> <li>• <b>Captain Marry:</b> <i>No, hangers are not authorized per policy. This would be a statewide property committee issue, not something that is a local decision.</i></li> </ul> <p><b>Gwen McIlveen:</b> In the camp some I/Is are allowed to store personal items under their bunks and others are not. Can this be changed?</p> <ul style="list-style-type: none"> <li>• <b>CPM Watkins:</b> <i>We are looking into purchasing clear totes to help mitigate this issue. This would allow all MSU I/Is the ability to store commissary items.</i></li> </ul> <p><b>Sandy Hickey:</b> What happened to the quarterly incentives?</p> <ul style="list-style-type: none"> <li>• <b>CPM Watkins:</b> <i>We used to do incentives for I/Is that were 30-, 60- and 90-day infraction free. We are looking at bringing this back.</i></li> <li>• <b>CPM Duenich:</b> <i>ASO Rivera and CUS Fitzpatrick are heading the program.</i></li> </ul>	
<b>Property</b>	<p><b>Sandy Hickey:</b> Is it possible to get the allowable weight increased on property packages since the policy is now limiting the number of times I/Is can receive packages in a year?</p> <ul style="list-style-type: none"> <li>• <b>ASP Heinrich:</b> <i>We are looking into this.</i></li> <li>• <b>HQ AA3 Cantrell:</b> <i>We will have to abide by what the current policy states. As of right now, under the Religious Programs Policy, 3lb of beads per month is the allowable weight.</i></li> </ul>	

	<p><b>Ellen Hargrove:</b> Is there any update on when there will be a universal remote compatible with the RCA TVs?</p> <ul style="list-style-type: none"> <li>• <b>Per CIM4 Conner:</b> <i>At the latest, I'd expect it in the November property catalog. However, if we can get it through the process faster to make it available, it will be offered prior to the November catalog as a special product flier based on the significant interest in the universal remote statewide. My best estimate at this point is somewhere between August and November it should be available based on our most recent check in with Union Supply on this product.</i></li> </ul>	
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Next meeting location: Microsoft TEAMS and AHCC (in-person)

Date: Saturday April 26<sup>th</sup>, 2025

Time: 10:30 am – 12:00pm

Comments: \_\_\_\_\_

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