



# FAMILY COUNCIL MEETING MINUTES

Location: MCC TRU VR Date: 10/18/2024 Time: 10a-12p  
 Teleconference details: N/A

## MEETING ATTENDEES

<u>Paula Chandler</u>	<u>Josephine Johnson</u>
Department/facility co-chair	Family co-chair
<u>Zoe Greenwood and Kayla Lance</u>	<u>Danica Seavoy</u>
Facility/council secretary	Family secretary, if applicable

Members present: J. Johnson, D. Seavoy, B. Combs, C. Armoua

Non-council member attendees: Evergreen Vending Reps - Zak & Val, CPM O'Connor, Z. Greenwood, A. Costa, L. Bolen, V. Heib, D. Allen, R. Farrell, C. Hallgren, B. Peterson, S. Lee, K. Lance, D. Speck, H. Trenk, J. Warner, T. Davis, S. Suter, R. Ankrum, K. Bratten, K. Elsberry, A. Maldonado, J. Workman

## AGENDA

Old business

Topic	Discussion/Key points	Next steps
Welcome	AS Chandler: Thanked everyone. Introductions around the room. Apologized for starting late.	
Evergreen Vending – issue with getting refunds, requesting more variety of food, update on MSU ice cream and coffee machine	Evergreen Vending Reps Val & Zak reported: Gave overview of Evergreen.  Zak started 6 months ago; Val has been there about a year.  Have noticed some challenges, so they are looking at improvements.  Want to move MCC to the future, because vending machines are archaic.  They have made a planogram.  Changed pricing.  Second phase is maintenance.  More frequent site visits.	

	<p>Struggled with afternoon visits, so they added another visit per day for TRU and MSU. Expecting big improvement with that.</p> <p>Added extra cooler at TRU.</p> <p>Issuing refunds – debit tech system is outdated. Looking at to replace that. That company went out of business. Need to make that change eventually.</p> <p>Refunds work by sending them in to a mailbox. They weren't picking up the mail from the PO box. They then send it to their HQ's, and they send it back, and then Evergreen sends it back to the individual. Fix for that is, checking mailbox more often, expecting improvements on that.</p> <p>Question: can a family take a picture of the receipt for the refund? Val answered: no, you need the actual slip.</p> <p>Always looking for a larger variety of foods. They send those requests to their procurement manager.</p> <p>Price points are a difficult thing to navigate as well.</p> <p>Not a whole lot of options specific to children for cold food.</p> <p>MSU Ice cream – that unit cannot be fixed. The parts do not exist. The machine is highly expensive. Working with corporate for a fix on that. Exhausted all efforts at their level. Spoke with company president and they are working on a solution.</p>	
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	More healthier items? Salads were recalled, but we are now starting to get them back.	
IIBF Update	AS Chandler reported: Leslie Y. O'Connor is no longer with MCC. We have not invited the new LBM to the meeting yet.	Will invite the new LBM to the next LFC meeting.
Update – Chemical Dependency class for TRU	CPM Kullojka was not available	Update: CPM O'Connor: The vacant Substance abuse position at TRU has been filled with an expected start date in November. CPM O'Connor is working with SARU to accommodate classes during the construction project.
Update – privacy screens for restroom at TRU	<p>CPM O'Connor reported: No plans for privacy screens. We are in compliance with PREA standards.</p> <p>Tier reps mentioned frosting the window.</p> <p>CPM O'Connor said that it had not been suggested previously and can be reviewed. Assoc. Bratten stated he would look into it.</p> <p>In a few months when it is time to review she will bring it up to the Superintendent again.</p> <p>Tier reps: Concern was privacy within the dwelling, should be able to put a sheet to block from cellmate.</p> <p>O'Connor responded: That request was brought up previously and denied by Superintendent Anderson.</p> <p>Tier reps: Other facilities have a curtain you can put around the toilet area.</p> <p>Chandler responded: This matter was brought to the</p>	AS Bratten will follow up with Superintendent Anderson. Action item.

	<p>Superintendent, and the decision was made to not bring in privacy screens in the cell.</p> <p>Tier reps: Said it could be a PREA issue. A lot of other facilities have this and it hasnt been an issue.</p> <p>AS Bratten: Said he will talk to Superintendent Anderson to come up with some type of solution.</p>	
<p>Securus Update – issues being unresolved, I/I's unable to get new tablets</p>	<p>CPM O'Connor reported: MCC does not have a current FSCA (customer service rep) assigned from Securus.</p> <p>They are attempting to hire for that position, so we have fill-ins.</p> <p>Recently, someone filling in decommissioned tablets before notifying our property room.</p> <p>The issue was shared with Securus with the instructions that it cannot occur.</p> <p>DOC HQ and Securus account managers are aware of the unacceptable customer service at MCC, and we continue to push the issue.</p>	<p>Update: Securus reports that a new FSCA has been hired and should be online at MCC in the next couple months. Upon their arrival, tier rep meetings will be held with the new FSCA and Securus management.</p>
<p>CPPC Update</p>	<p>CPPC Trenk Reported: Winterfest happening 12/21 at TRU</p> <p>Winterfest 12/22 at MSU</p> <p>Harvest fest at WSR 11/24</p> <p>Mother / father / daughter / son dance will be happening</p> <p>Eric Genius will be coming again, but not sure which facility</p>	
<p>SFC Report</p>		

	Please see SFC meeting minute notes	
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New business

Topic	Discussion/Key points	Next steps
Empty vending machines at MCC	<p>MCC visitor Guidelines were updated on 07/29/2024. Associate Chandler encourages visitors to review the guidelines</p> <p>When you purchase the food items, the unwrapped items must fit on one plate.</p> <p>One plate per visitor.</p> <p>After you consume what is on your plate, you can go back.</p>	Roll out this process in the next upcoming visiting days.
The request/discussion of a therapeutic animal program at MSU (or eventually all appropriate units)	CPM Kullojka was not available	
Discuss breakfast boats Friday/Saturday night or hot breakfast Saturday/Sunday morning	<p>IK Manager Alan Millager was not able to attend but provided a written response: Breakfast boats Fri/Sat night – This was brought up in recent past and was looked at.</p> <p>The ask was if the IK could make this change to allow for the possibility of more recreation time made by eliminating mainline on these days.</p> <p>The IK does not decide new program availability or designating staffing for this request, and if removing mainline would allow for this to happen. From our food service operational standpoint this does not make sense for us to pursue due to:</p> <p>1) added/unbalanced workload to the afternoon shift. 2) Still needing for normal IK operations and work crews in</p>	CI and TRU Management to have a meeting about breakfast boats. Action item.

	<p>the morning these days as we would still have production and to feed our satellite areas at IMU, WSR, SRTC.</p> <p>3) Costs of needed procured product would go up as well due to the difference in participation between these two meals.</p> <p>Hot breakfast Sat/Sun – MCC is on the statewide mainline menu that has hot breakfast Mon-Fri and breakfast boats on Sat/Sun. Menus are not written locally and are done by the food group at HQ.</p> <p>Questions: Tier reps want to reverse it and go back to getting breakfast boats at night Fri or Sat night.</p> <p>CPM O'Connor Responded: It is up to the IK. It disrupts their operations quite a bit. It would add work and not remove work, if she understands Alan Millager's response correctly.</p> <p>Tier Reps: Why do they want to keep it handing out in the morning?</p> <p>Associate Chandler Responded: We will make this an action item.</p>	
<p>Window coverings for top bunk – discussion to have a plan ready for next year's heat mitigation</p>	<p>Capt. Hallgren: The curtains are the way they are because they are hung off the top bar. Started with no window coverings, then half. The question is, are you asking for the entire window to be covered?</p> <p>We need to have much more conversations about that.</p> <p>Not prepared to decide on that but will have discussions about it.</p>	<p>Capt. To have continued discussions with other management about top bunk window coverings.</p>

<p>Why are I/I's receiving negative BOE's after they receive an infraction, rather than before?</p>	<p>CPM O'Connor reported: Haven't seen a BOE challenge that would make this make sense. If this is happening, she needs more specific context to figure it out. Send her a kiosk if you have a specific incident.</p>	<p>Update:  CPM O'Connor: HQ IT reports that they are hiring additional staff to work on many projects including moving BOE notifications to the kiosk. That work is expected to start in four – six weeks.</p>
<p>Windowsill – items</p>	<p>O'Connor reported: Tremendous improvement how our cells are looking.</p> <p>Did review minor infractions and there have been 0 infractions in the last 90 days over cell compliance.</p> <p>When the last handbook was updated, there was a request from both staff and the incarcerated to remove ambiguity in cell standards. Unit sergeants are ensuring common sense is used when the physical make up of the cell doesn't match the cell standards. <del>The last handbook meeting was about no more ambiguous guidelines.</del> Best intentions don't always make sense. CPM O'Connor will continue to monitor general infractions. We Will make updates in the spring to resolve anything outstanding.</p> <p>It's that stack of books and unidentifiable items.</p> <p>Tier reps: If it's one book or cup, people are getting infractions.</p> <p>CPM O'Connor reported: They are not getting infractions. There have been no general infractions for cell standards in the last 90 days.</p> <p>Tier Rep: Correction, it was a BOE.</p>	

	<p>CPM O'Connor reported: Have them challenge it as no BOEs have been seen or challenged regarding items in a windowsill. Have them reach out to their CUS or SGT if they think it is inappropriate.</p>	
<p>Unit workers paysheets – I/I would like to review before submittal</p>	<p>CPM O'Connor reported: Payroll process is very specific. Some people are having issues with filling out time.</p> <p>Go to your work program supervisor for your area if you would like to review.</p> <p>CPM's office does a review.</p> <p>If they are clocked in for work, but are supposed to be at a different callout, they won't get paid.</p> <p>If work program supervisor verifies if they were at work that day, they will get paid.</p> <p>Work with your work program supervisor directly.</p> <p>Tier reps: Can we get a different sign in process?</p> <p>CPM O'Connor: Already ahead of you. She is the executive sponsor of a project out of HQ to start a scan in process for clocking in and out.</p> <p>Starting pilot at another facility soon.</p> <p>Will send an email out for an update on that.</p> <p>It is top priority.</p> <p>Will save a lot of time and headache.</p>	<p>New clock in and clock out process pilot program will be rolling out.</p> <p>Update:</p> <p>CPM O'Connor: The project is moving along, no estimated time of completion or roll out at MCC yet. Will make notification when we get updates.</p>



	<p>Will continue to share updates when received.</p>	
<p>Issues with sick calls – I/I going to sick call and issues not being addressed – being told it's not a sick call issue</p>	<p>HSM Costa reported: Sick call memo March 3<sup>rd</sup>, 2023.</p> <p>Sick call was put in place to create access to care and to reduce medical emergencies.</p> <p>During sick call no chronic care will be addressed.</p> <p>We want to save you cash, and to write chronic care kite to provider, sick call use for new items.</p> <p>Tier rep: Stafford Creek has urgent care. Open all day you can go down to medical. Took away the sick call process, lowered medical emergency, allowed more access to providers. Can you look into that? Seems like it is helping Stafford.</p> <p>Question: With sick call process, the problem is, with chronic, there could be aberration.</p> <p>HSM Costa reported: Then show up. If the pain is 10/10 and normally 4/10.</p> <p>Question: Can health care providers follow up on HSR's when they expire?</p> <p>HSM Costa Reported: He will follow up with that. Right now, it is on the individual to do so.</p> <p>Tier reps: A lot of people have kited HS about getting their HSR renewed, but the process, by the time they are seen, their HSR is expired.</p>	<p>AS Bratten and HSM Costa will work together and provide updates at the next LFC meeting about medical appointments, movement times, and callouts.</p>

	<p>They get their equipment taken and a possibility they move and puts them in jeopardy.</p> <p>It should be an automatic renewal for chronic items, like asthma, wheelchair, etc.</p> <p>HSM Costa Reported: We are limited resources, if we keep things indefinite, we will run out of recourses, and people's health changes.</p> <p>There is a lot of clinical factors that go into HSR's.</p> <p>This isn't something where one size fits all.</p> <p>Tier rep: Can we look at the kite and HSR process?</p> <p>HSM Costa: He will talk to Elke and look at the kite process.</p> <p>Tier Rep: Can we have a chronic call?</p> <p>HSM Costa reported: We would need to see what the need is. That could be a solution.</p>	
<p>Receiving KOPs in a timely manner</p>	<p>HSM Costa reported: Take as prescribed.</p> <p>Once in your blue area, pull it into HS at pill line.</p> <p>If we don't have it, we will go load it and get it for you.</p> <p>On day 8, put in your card.</p> <p>Haven't heard any evidence of it taking months for KOP.</p> <p>If there is an instance of that, send a kite to HSM.</p>	

Roundtable open discussion

Topic	Discussion/Key points	Next steps
Vote for LFC Reps 2025	Did not do votes. Only had 3 family visitors in attendance.	Chandler will reach out to HQ to see what that looks like.
Questions/Comments/Debrief	<p>Associate Chandler reported: We received money to spruce up visiting areas. Purchased toys, benches, arcade machines.</p> <p>Currently maintenance is working on disabling the games.</p> <p>Once they are disabled, we will put them back in the VR.</p> <p>Going to purchase DVD players.</p> <p>New children's movies are currently in Chandler office.</p> <p>PlayStations have been purchased.</p> <p>Tier rep request: Can we get something for adults, like DVD at the tables?</p> <p>AS Chandler: Will have to take that up to statewide.</p> <p>Trailer 5 is deadlined. It is being replaced as we speak.</p> <p>Items are being broken in the EFV's. Will have to look at more ways of holding people accountable for damaging trailers.</p> <p>Supt. Warner reported: Looking at making band room in gym.</p> <p>Purchased music equipment.</p> <p>Folks are in the amend program. Hopefully we see the changes.</p>	<p>Look at more ways to hold folks accountable for trailer damage.</p>

	<p>Be patient as we get our footing settled and start to make changes.</p> <p>AS Bratten: First meeting. Introduced himself. Started onboarding and should see a lot of change in how we operate around here.</p> <p>Captain Hallgren: appreciates everyone's patience</p>	
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Next meeting location: MCC JEPC Date: \_\_\_\_\_ Time: 10a-12p

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

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Distribution: **ORIGINAL** - Family Council Co-chairs



## FAMILY COUNCIL ACTION ITEMS

REFERENCE	<b>NEW ACTION ITEMS OPENED</b> Name of issue discussed in meeting Key points/discussion: Description of issue Update: Update from each meeting till closed	<b>ASSIGNED TO</b> Owner of issue	<b>DATE OPENED</b> mm/dd/yyyy	<b>DATE DUE</b> mm/dd/yyyy	<b>DATE CLOSED</b> mm/dd/yyyy
	TRU Management and CI Food Services will have a meeting about breakfast boats.	Ken Bratten Captain Hallgren Lonn Turner Alan Millager	10/18/24	12/7/2024	
	AS Bratten conversation with Superintendent Anderson, to come up with a solution for toilet privacy screens within the cell.	Ken Bratten	10/18/24	12/7/2024	
	Why are I/I's not receiving notification of BOE's-- Josephine Johnson will take to HQ	Josephine Johnson	10/18/24	12/7/2024	
	TRU Management and Medical sit down and discuss medical appointments, callouts, and movement times.	Ken Bratten Alex Costa Elke Jackson	10/18/24	12/7/2024	

REFERENCE	<b>CLOSED ACTION ITEMS</b> Name of issue discussed in meeting Key points/discussion: Description of issue Update: Update from each meeting till closed	<b>ASSIGNED TO</b> Owner of issue	<b>DATE OPENED</b> mm/dd/yyyy	<b>DATE DUE</b> mm/dd/yyyy	<b>DATE CLOSED</b> mm/dd/yyyy

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