



FAMILY COUNCIL MEETING MINUTES

Location: Skype Date: July 18, 2020 Time: 10:00 am – 3:00 pm

Teleconference details: _____



Department/facility co-chair: Jeneva Cotton Family co-chair: Suzanne Cook

Facility/council secretary: Absent Family secretary, if applicable: Loretta Pedersen

Members present: Yoshi Garcia (AHCC), Leslie Redic (CCCC), Stephanie Biedman (CRCC), Felix D'Allesandro (MCC), Paula Bond (MCCCW), Susan Cooksey (SCCC), Jason Rice (WCCW), Wendy Dubinsky

Non-council member attendees: AHCC: Rachel, Erin, Keahulani, Davina; CBCC: Michelle; CRCC: Rachel, Connie, Sidney, Gwen; MCC: Amanda, Carol, Diane, Danielle, Jody, Dave; SCCC: Miriam, Jenny, Julie, Katherine, Bethany, Emily, Sonja; WCC: Kayla, Wendy; WSP: Anna, Dean, Karen



Old business

Topic	Discussion/Key Points	Next Steps

New business

Topic	Discussion/Key Points	Next Steps
Roll Call	This is the first SFC meeting to occur via Skype. At the start of the meeting, we had 45 participants, some via computer and some via phone. The process had a few challenges, but overall went relatively well.	
Welcome and Announcements 10:15 am – 10:30 am, Suzanne Cook, Family Co-Chair Jeneva Cotton, DOC Co-Chair	Welcome and Announcements: For those join Skype via computer, attendees could use the conversation sidebar to speak/ask questions to minimize sound interference. JMarie, our independent consultant, provided encouraging words and stated leadership and collaboration skill building would be the focus for the next stage of her working with us. Not all participants could get all Skype features to work, or were unfamiliar with Skype.	Can we get clarification from JMarie and DOC on how JMarie will either be working with us remotely on this next stage of her involvement or on how she will resume work with us once COVID-19 restrictions subside?

<p>Update on Policies Visiting Policy</p> <p>10:30 am – 11:00 am, Kara Withers, Policy Office Improvements Manager <i>Presentation Attachment 1</i></p> <p>Lisa Flynn, Correctional Program Administrator</p>	<p>Kara met with some SFC members in December and has been working to integrate recommendations from families on improving policy review process. DOC had a vague process, was taking longer than eight months. Have leaned their process down. Currently four months into new process, no new policies have completed this new process yet. Previously, Policy Specialists assigned eight weeks before they were due, now have started actual review process six months ahead of time. Process to be more like project management with Policy Specialist now consistently assigned to the policy from start to finish. Process is proving efficient. Now receiving public comments in a new way, and not just in response to old policy. DOC has started a public comment period on draft policies. See DOC website for comprehensive list showing where policies are in revision stage and which policies have already been looked at. DOC will only accept feedback to the point that it doesn't slow down their process. They have to "hold true" to their process. Can subscribe to policy review listserv on DOC's website. https://wacorrections.formstack.com/forms/subscription_request Kara will reach out to us to get feedback about the process after this trial period. Policy author is empowered to make changes to policy, but must also share feedback with stakeholders and ultimately get approval from DOC Secretary. Marked up version of draft policy is only provided when it is a revised policy (not a new policy) or is not multiple policies combined Upper leadership input will also provide feedback to be integrated. Restricted policies will not be shared with the public because they are restricted.</p>	
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	<p>How does DOC identify relevant stakeholders? DOC stores stakeholders in their policy database, and lists are sent to policy authors. Stakeholder master list includes well over 100 stakeholders, and this master list is also provided to policy authors. Is often outdated.</p> <p>Examples of restricted policies? Security related; emergency response, etc. Not put out for public review or revision.</p> <p>SFC has been included on the policy stakeholder master list, but has not been included on most individual policy lists to date.</p> <p>Kara will work on more inclusive processes.</p> <p>Some policies have been or will be altered based on COVID-19 response.</p> <p>Neither Kara nor Jeneva is on policy group in Executive Strategy Team.</p> <p>DOC website does not have a list of all policies with policy holder. Families request a list like this be added.</p> <p>Kara recalls this request from us back in December, and has a three-year plan for creating full list. She is about 84% of the way through. 300+ policies.</p> <p>Lisa Flynn: Visiting policy revisions.</p> <p>Lisa Flynn oversees: Visiting, legal access, limited English proficiency, statewide resolution program, community programs, etc.</p> <p>Urgency update to policy based on legislative changes affecting definition of immediate family.</p> <p>Additional revisions: Some based on memos from Assistant Secretary Herzog. Other revisions will include pathways to restoring terminated visiting. Restoration of video and no-contact visits when people are deemed a danger to facility security.</p> <p>One prisoner committed suicide when a loved one was permanently removed from his visiting list.</p> <p>Lisa is out of state this week, will be working on policy more when she returns. Eventually there will be another two-week</p>	
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	<p>review period. Lisa is the policy author of both regular visiting and EFV policies.</p> <p>Lisa: Cites 13% increase in success for prisoners when visiting is supported.</p> <p>Lisa is working on having Liz Hainline, Statewide Visiting Specialist, ensure consistent visiting policies with local facility visiting sergeants.</p> <p>Visitors will be given written warnings prior to having visiting terminated, unless behavior is egregious. Visitors will have the opportunity to appeal.</p> <p>Families raise concerns about EFVs being restricted only to married partners.</p>	
<p>Correctional Industries</p> <p>11:00 am – 11:45 am; Sarah Sytsma, Director Jamie Dolan</p>	<ul style="list-style-type: none"> • Mattresses - how is testing of new mattresses going at SCCC? <p>Sarah Sytsma: CI has conducted four-month mattress trial with 24 prisoner participants: Poly fiber four inch core, and a six inch core, as well as a four and a six inch foam core. They have collected feedback from the participants.</p> <p>They want to continue the pilot for two more months to collect more data. COVID has taken up focus of local facilities, from which CI needs feedback.</p> <p>Office of Corrections Ombuds is doing tests on CI's current mattresses.</p> <p>Foam density of foam core: 1.8 cubic ft. All four examples are the same density. A family member points out that CI needs to consider that the current 1.5 and proposed 1.8 densities are for children's mattresses, not full-size adult densities, which should be 3 cubic ft.</p> <p>Sarah does not have sufficient information on the plan for future testing.</p> <p>Jamie Dolan: CI is working on PPE.</p> <p>Hot breakfasts: Three facilities in the process of transitioning - AHCC, WCC, MCC. Working on hiring necessary staff. Union notification and associated processes had to come first. Goal is autumn implementation. AHCC will probably go first.</p> <p>Budgetary constraints should not be a factor, it has been funded by legislature.</p>	<p>Families would like to see a better process in place for ensuring that speakers are sufficiently prepared to give us complete information. We need the speaker who is presenting to be the most knowledgeable person in DOC on a given topic.</p> <p>Families request a summary report from CI distributed to the SFC and public.</p>

	<p>There is a possibility PPE could be added to commissary in future, but those discussions are an early stages.</p> <p>CI is not aware of prisoner complaints about aloe soap, families cite complaints from past three months. Smell of soap is a complaint. Family member notes that Paige has participated in regular SFC calls but evidently has not reported concerns back to CI.</p> <p>Families cite reports of moldy bread in CI boats lately, and for a long time at CRCC, SCCC, and other facilities.</p> <p>Food Admin Team is in communication with all 12 facilities. There is a formal complaint process, like a customer complaint process. CI has not received complaints through these processes.</p> <p>Also, informal communication concerns. Facility handling issue and rotation of stock issue: usually identified if they keep hearing complains consistently from a specific facility.</p> <p>Some facilities have altered "feeding plans" due to COVID response.</p> <p>Jamie says she monitors notes from the COVID LFC phone calls, but isn't aware of the issues families cite being raised in these phone calls.</p> <p>Families asked about WSP food strike. CI is collaborating with OCO to address. Discussions of additional training for CI pantry workers at WSP, replacing fish patties with tuna fish.</p> <p>Families asked about adding more immunity-boosting supplements and natural remedies to OTC offerings, CI cites DOC's Dr. Hayes as controlling that decision. Considerations of supplement and medication interactions. (Has been a barrier to Jeneva's request to add menopause supplements to OTC. DOC conducts medical checks every single OTC product against every possible medication. Jeneva has requested a more streamlined process, does not know how COVID has affected this medical group being able to meet.)</p> <p>Charlotte Headley is the lead on whether PPE will be offered on commissary,</p>	
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	<p>families asked if indigent prisoners would have access if this happens.</p> <p>WFDA, FDA, USDA inspects CI's two food factories.</p> <p>AHCC factory scullery was briefly closed for minor repairs drainage issues.</p>	
<p>FY2020 OBF reports as of December, 2019 FM06 Allocation of savings from Western Van Service and Matthew House</p> <p>12:15 pm – 12:45 pm, Dianne Doonan Lisa Flynn</p>	<p>Phone and JPay revenues are trending above projections, vending below. No laundry commissions or charges for laundry anymore at work release. Salaries trending under projection. Some family friendly and special projects spending on hold due to COVID. Yakima jail contract terminated, so no longer an expense.</p> <p>Data in Dianne's presentation cover through March 31, this is third quarter. Fourth fiscal quarter just ended, so data report will be available in next couple weeks. Will be published on DOC website by the end of July as stated in the new IIBF policy. DOC policy gives July 31st as due date for IIBF annual budget. Dianne will be reaching out to the SFC appointed family reps Anna and Felix to have a discussion. <i>Attachment 2</i></p> <p>Lisa: Western Van Service contract was costing over \$197,000 but only ~200 visitors were using. Will be partially reallocated to new lodging assistance plan for visitors traveling long distances. Pop-Up events happening in visiting on monthly basis, money allotted on top of regular facility IIBF requests for these more spontaneous events.</p> <p>Contract with Matthew House for clothing has been eliminated.</p> <p>Difference between cancelled Matthew House and Western Van Service (\$240K) contracts and the hotel voucher expansion program (\$75K) will be allotted to other types of family friendly projects (marriage workshops, cards for mother's/father's day, etc.)</p> <p>IIBF funding for all prisons, work releases, and CJsCs will be expanded.</p>	

	<p>Not all of the money from the cancelled contracts will be allocated to Family Friendly events.</p> <p>Different facilities have been doing different things. Lisa is making sure all CPPCs are talking together. SFC members expressed concern that they don't hear about these activities at individual facilities.</p> <p>Dawn presented on the new motel voucher program. Acknowledges that visitation increases pro-social lifestyle for prisoner and reduces intergenerational incarceration.</p>	
<p>Telecommunications project update:</p> <p>12:45 pm – 1:15 pm, Anna Ivanov/Joanna Carns</p>	<p>Joanna Carns not on call – Jeneva indicated it may be due to mandatory furloughs. Anna recapped history of project to date. Working group is now deciding between Century Link and JPay.</p> <p>Cost effective (with just and reasonable commission), current technology, better service, and better user experience (including enhanced features, such as ability to order commissary) are the four goals Anna has in mind.</p> <p>Working group will create metrics to assess vendor performance to ensure compliance with contract terms. Will include time frame for resolving issues.</p> <p>Working group is discussing DOC taking a more active role in holding vendors accountable to contract terms.</p> <p>JPay is likely unwilling to invest in updating horribly outdated video visiting infrastructure because they don't know if DOC will choose them as the future vendor. Anna pointed out that they could invest in just updating one facility's bandwidth and technology to demonstrate, but they have not taken the initiative to do this.</p> <p>Century Link has given the working group a cost estimate, they are still waiting on JPay to do the same.</p> <p>Current JPay bandwidth for quantity of people in a given facility results in dialup-like speed. Hence video visit quality is poor.</p> <p>Anna wants vendors to provide a detailed breakdown of what technology they will</p>	

	<p>be providing/replacing at each facility, and then working group can monitor and hold them to it.</p> <p>Felix and Anna have been representing families in IIBF working group.</p> <p>Deadline for bidding process has already passed. By middle of August we should have clarity on vendor pricing. Maybe new tech will show up in facilities in January? Implementation estimated to be January 1st, but COVID presents challenges.</p>	
<p>Roundtable discussion; wrap-up, September Agenda items:</p> <p>1:30 pm – 3 PM</p>	<p>Dawn finished her presentation (technical difficulties earlier in the meeting was the problem). <i>Attachment 3</i></p> <p>Dawn sent survey about visiting travel to all family emails on record in CePrisons; many returned as undeliverable.</p> <p>Goal is to get three to five motels/hotels to participate per facility. These will be listed on DOC website. But will not be a contractual agreement.</p> <p>DOC decided to do \$50 per voucher. WSP program has been doing \$40 per voucher. Looked at median rate of overnight cost of all hotels considered. Goal was to offset about half of nightly hotel cost. This will be DOC's pilot/baseline year for this program. It has been based on MCC's and WSP's past data use.</p> <p>Will be for families traveling 150+ miles.</p> <p>CRCC has had a faith based program not funded by DOC with stringent requirements, and only has two motels/hotels in Connell. DOC has reached out to a few additional motels in Tri-Cities to give families more options. Initially this will be available once per month for families that are eligible. Advertising will be posted in living units, about a month before in-person visiting resumes when COVID situation allows. DOC might increase frequency if six month midterm evaluation shows underutilization.</p> <p>No gas vouchers, only motel vouchers.</p>	<p>Families request that DOC send meeting presentation documents in advance to make meetings more productive.</p> <p>Families request that info on how to use Skype (or Microsoft Teams if we do that in the future) be sent out with these meeting minutes to help families know how to participate.</p> <p>Agenda items for next time:</p> <p>Tim Thrasher and Solitary Confinement.</p> <p>Charlotte Headley, PPE on commissary, and her role in new CI mattress approval.</p>

	<p>Round table:</p> <p>Safe Start Corrections plan: Visiting will be reinstated statewide at same time when COVID numbers allow. See DOC website for Safe Start Corrections plan. DOC is currently in Step One, and modified visiting won't begin until Step Three. Step Four is when full visitation resumes.</p> <p>Families express concerns about DOC not disclosing all family comments in weekly phone call notes. Jeneva indicated the notes try to capture as many comments as possible, but in notes it is not possible to record every single comment.</p> <p>Families voiced concerns about all aspects of quality of life for incarcerated loved ones during pandemic: hygiene issues for those on isolation, reduced yard time, mental health issues, etc.</p> <p>Families asked who the Clinical Leadership Team is at DOC HQ – they are Dr. Sara Kariko, Chief Medical Officer, Dr. Frank Longano, Deputy Chief Medical Officer, Dr. Lara Strick, and Dr. Joy McDaniel.</p> <p>Jeneva will communicate with superintendents about staff spreading inaccurate rumors about visitation resumption and COVID-19 numbers.</p> <p>At this time, both virtual and in-person LFC meetings will not happen until Step Three of DOC's Safe Start Corrections plan.</p> <p>Jeneva will continue to request that HQ allow LFC meetings sooner than Step Three.</p> <p>DOC Org Chart changes: Scott Russell has become Deputy Director of Health Services, his Deputy Director position in Command A is being kept vacant until budget crisis is over, now Jeneva Cotton and Tom Fithian are covering Command A duties. See DOC org chart for duty allocation.</p> <p>Families ask what DOC is doing to mitigate the mental health effects of COVID restrictions on prisoner quality of life, programming, activities, visitation,</p>	
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	<p>etc. Morale boost needed. State library has donated books, board games have been purchased, fundraisers at some facilities. Scattered facility level initiatives. Jeneva will make sure to check on what is happening, and will try to bulk up positive ways to reduce idle time. At CRCC, 1700 men on quarantine get Sudoku puzzles.</p> <p>Jeneva will have phone calls with superintendents next week.</p> <p>Families at CRCC are reporting that staff are going between negative and positive COVID prisoners serving meals, but aren't wearing masks properly. Prisoners scared of retaliation if reporting. Families are seeing staff in background of JPay photos not wearing masks, DOC won't agree to review video footage of staff not wearing masks. Families asked how this is addressed. Jeneva indicated that staff are given verbal warnings, and if more action is necessary, corrective action would be taken, which could include Memos of Concern. (Different from staff disciplinary action. See Teamsters 117 bargaining agreement online for details. https://ofm.wa.gov/sites/default/files/public/labor/agreements/19-21/teamsters.pdf)</p> <p>Meeting ended in conversation of staff being allowed to use and spit chewing tobacco, but prisoners not being allowed chewing tobacco. Jeneva indicated chewing tobacco has been allowed for staff per policy for years, and this is not something new.</p> <p>During the call, someone's music started playing, which required Jeneva to temporarily mute everyone. Afterward, Jeneva un-muted the attendees and shared information on how to mute/unmute themselves.</p> <p>Jeneva cited mandatory furlough as reason for being strict about how long certain DOC staff were able to participate in call, as rules are very strict regarding work hours while under furlough.</p>	
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	Agenda items for next time: Tim Thrasher - Solitary Confinement Charlotte Headley - PPE on commissary, and her role in CI mattress approval.	
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Next meeting location: Virtual at this time Date: September 19, 2020 Time: 10:00 am - 3:00 pm

Comments: _____

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