

Local Family Council COVID-19 Informational Call Notes

Call Details

Facility: WCC

Date and Time: 11/05/2020 1pm

Attendees

Dan White - Superintendent
Dean Mason – Associate Superintendent
Justin Schlagel – Corrections Program Manager
Jenn Bullard – Community Partnership Program Coordinator
Melvin Butler – Cedar Hall Correctional Unit Supervisor
Penny Marquart- AA3 to Associate Mason –Recorder
Mike Eby – Community Correctional Specialist
Matthias Gyde – Community Correctional Specialist
Paige Perkinson – Program Specialist
Norm Goodenough – Health Services Manager
Casey Carlson – Health Services Manager
Portia Linear – Statewide Rep
Kaishanna Saunders- Local Family Counsel Secretary
Jacki Racus – Local Family Counsel Co-Chair
Jasmine Bernardez
Candace Krueger
Any Grubaugh
Wendy Schindler
Emijah Smith

Weekly Update

- 1152 tested.
- 3209 total tests
- 3087 negative tests
- 13 Positive tests
- 93 tests pending

Pre-Submitted Questions

Question 1

Racus - COs were seen using the outside weight equipment today by the gym at 11am. Does this mean the weight equipment is opening up for the offenders to use?

Answer: CPM Schlagel – No, the weight decks are not open. We did observe staff using it and it has been addressed.

Anonymous - Since visiting is in the works, will the EFV paperwork start being processed again? If not, when can we see movement on that?

Answer: Jessica Evik, Visit unit-EVFs, Prisons Division, via CPM Schlagel - *This email is being sent out to inform you that HQ is resuming Extended Family Visit Applications as of today November 2nd, 2020. EFV Applications will*

be processed in the order received, unless otherwise noted by Liz Hainline. Please ensure you are reviewing the EFV Applications and sending the signed 21-417 back to DOCHQEFV within 10 days, as we have about 215 EFV Applications, and would like to process them all as quickly as possible, without any getting lost on the way.

Saunders - We had a video visit last week and 10 minutes into the visit, your computer in Cedar unit shut down and rebooted in the middle of our call. So that was the end of our 30 minute video visit. Can these automatic reboots be set for after hours when visits aren't scheduled?

It's very inconvenient and bothersome that we are still dealing with issues surrounding the same problems. There are never any updates regarding JPay or the kiosks when families ask. These connectivity issues have been ongoing since before COVID. The fact that we are paying money to see our loved ones as a last resort and they hardly work is very disturbing.

We are very limited to the communication we do have and at this point DOC is leaving families with not many options. It's very frustrating to know that nothing is/has been done to try and resolve these issues during this pandemic, not even a temporary fix has been implemented especially with the huge increase of video visits since March.

My question is has DOC agreed upon a new vendor to replace JPay whenever the current contract is up?

Answer: Superintendent White - *Functionality of the video visiting equipment is very important to us and we know how important it is to you. I assure you that every issue is reported to the vendor when it occurs. After receiving your question, we reached out to our local Jpay liaison to provide a detailed explanation about some of the issues our system has been experiencing.*

On October 28th and 29th WCC's Jpay system received a major equipment upgrade. This upgrade included , replacement of all antennae's with substantial improvement over the previous product. Jpay also replaced and installed new Gateway switches/modems which increased our Wi-Fi bandwidth from 10 mega bites to 100 mega bites. This equipment upgrade should provide WCC with a dramatic increase in the quality of our Video Visitation for our population.

Our Jpay liaison also spoke with Natasha Samuels, the Program manager for the Pacific Northwest area at JPay with your concerns. She stated that JPay has been closely monitoring WCC's JPay Video Visits for the last several weeks and have found no problems with our Video Visitations. The JPay system does not have scheduled re-boots of the system as mentioned by Ms. Saunders. The only time the system would re-boot is if the system experiences a power surge or power failure. We have experienced some issues with electrical service at WCC for some time to include some pretty extreme weather and a few power outages. We have no control over when that occurs and work closely with the local PUD to get power restored quickly.

Keep in mind that it is important for visitors to have access to an internet connection with sufficient bandwidth to have a successful video visit. A weak or insufficient connection could also cause disruptions.

Lastly, once a problem is identified at WCC with our JPay equipment, either through a daily system check that is conducted Monday thru Friday by our local Jpay liaison, or notification by one of the Incarcerated Individuals via Kiosk message, a help ticket is generated immediately and follow up emails are also generated notifying JPay of the issue. A JPay Tech is dispatched to the Facility as soon as possible. As a reminder, we are at the mercy of JPay to correct functionality of the Jpay systems. We understand your frustration and certainly empathize with you. While these issues are not anything DOC can fix ourselves, we will be persistent with Jpay to get the issue corrected immediately.

Thank you for your continued patience and understanding about this issue.

Additional Answer: Superintendent White – I know it seems like we are not doing anything. We are at the mercy of the vendor, but we are being very aggressive with them on getting this corrected.

Additional question: Saunders – Since the system update, do you think that we will see an improvement?

Answer: Superintendent White – Yes, you should see an improvement.

Additional question: Saunders – Will the phone that is connected to the Jpay for the video visit, also be improved?

Answer: Superintendent White - I am not aware of that issue. It could also be where the unit is located.

Additional comment: Saunders – Just last night I was on a video visit with my son and the glitches were really bad. We have great WiFi at my house.

Add to comment: Racus – We have the same problem. Our bandwidth is good. The screen told me it was on the other end.

Comment: Superintendent White – Can you please take a photo next time and send it to Penny?

Additional Questions

Question 1

Racus: Is there any update on visiting?

Answer: Program Specialist, Perkins – No update at this time. I know that they are working on getting the barriers up. Any updates will be posted on the website.

Question 2

Krueger: Are we still in Phase 1? Is there any information on going into Phase 2?

Answer: CPM Schlagel – We have not received any direction on Phase 2. We are opening different aspects up, like looking at how to open the barber shop, but we are not moving into Phase 2.

Question 3

Grubaugh: Are dividers up in Visiting?

Answer: CPM Schlagel – yes, the dividers are up. We are waiting for further instructions.

Comment: Associate Superintendent Mason – I would like everyone to know, CPM Schlagel and his team have been working really hard to get visiting ready.

Question 4

Smith: Is basketball still closed? Any word on when that can open?

Answer: CPM Schlagel – We tried to open it for one on one, but it always ended up being a team sport, so we had to close it down.

Additional question: Smith – What phase will it open?

Answer: CPM Schlagel – We don't know at the moment. Direction will come from HQ.

Question 5

Unknown: Any information on when marriage ceremonies will begin?

Answer: Associate Superintendent Mason – We are working on a plan to begin marriages up and running again. It will be limited though as far as who can attend. Social Distancing will be enforced.

Comments/Closing

Next LFC COVID Teleconference will be **October 19th**.

Next LFC Bi- monthly Teleconference will be **December 17th**.

Please submit questions that you would like on the agenda to Penny.