

# Local Family Council COVID-19 Informational Call Notes

## Call Details

**Facility:** WCC

**Date and Time:** 11/19/2020 1pm

## Attendees

Dan White - Superintendent  
Dean Mason – Associate Superintendent  
Justin Schlagel – Corrections Program Manager  
Penny Marquart- AA3 to Associate Mason –Recorder  
Danna Lundberg – Correctional Unit Supervisor  
Heidi Sheridan – Correctional Unit Supervisor  
Gerald Bailey- Correctional Unit Supervisor  
Mike Eby – Community Correctional Specialist  
Paige Perkinson – Program Specialist  
Sean Ferguson – Health Services  
Robert Edgington – Mail Room Sargent  
Natasha Samuel – Account Manager, JPay  
Lyon Dhanukdharrishigh – Secururus Technologies, Jpay  
Laquesha Turner – Community Relations/Dispute Resolution  
Kaishanna Saunders- Local Family Counsel Secretary  
Jacki Racus – Local Family Counsel Co-Chair  
Jasmine Bernardez  
Candace Krueger  
Wendy Schindler

## Weekly Update

- 1758 tested.
- 3639 total tests
- 3469 negative tests
- 15 Positive tests
- 139 tests pending

Superintendent Dan White introduced Natacha Samuel, Account Manager with JPay, Lyon Dhanukdharrishigh Secururus Technologies Tech/Jpay.

**Lyon Dhaunkdharrishigh-** We hear you and understand the issues. We are currently testing an upgrade in another State on a new platform. Your experience may be a little different, we will no longer be on Adobe Flash when testing is finished.

## Pre-Submitted Questions

No pre-submitted questions

## Questions

### Question 1

**Saunders** – What software will be used so we are up to date on our end?

**Answer: Lyon** – It will be a proprietary Software. The video card that you currently have on your desktop and laptop, is all you need. We are upgrading the bandwidth. You won't be experiencing those same issues as you are now. The experience with the upgrade will be a lot better.

### Question 2

**Schindler** – With the new COVID restrictions, is visiting postponed?

**Answer: Superintendent White** – There are no updates on visiting. As you know, the State is experiencing a surge in COVID cases.

**Additional Answer: CPM Schlagel** – We will be ready when visiting does happen.

### Question 3

**Racus** – Is there an update on shower and urinal dividers?

**Answer: CPM Schlagel** – No update

**Additional Answer: Superintendent White** – Items have been ordered and they will be installed when they arrive.

### Question 4

**CCS Mike Eby** – Question for Jpay, as a whole, what is the plan for upgrades?

**Answer: Lyon** – Some places had a different bandwidth. There is an effort to bring all sites up to 100 megs.

### Question 5

**Community Relations, Turner** – Since you are testing in another State, do they have the same issues with Jpay that we have?

**Answer: Lyon** – Very much so. In some cases, its worse.

### Question 6

**Krueger** – Emails; the last two days, some inmates are only getting 1-2 emails

**Answer: Mail Room Sargent Edgington** – Mail processing is up to date. It doesn't affect Jpay on our end. We process them, Monday – Friday, twice a day. It might be an issue with Jpay.

## Comments/Closing

Next LFC COVID Teleconference will be **December 3<sup>rd</sup>**.

Next LFC Bi- monthly Teleconference will be **December 17<sup>th</sup>**.

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