



FAMILY COUNCIL MEETING MINUTES

Location: WSP Superintendent's Conference Room, West Complex Date: February 2,
2019 Time: 0830 -1000

Teleconference details: There was 2 on conference call.

Meeting Attendees

Department/facility co-chair: Carla Schettler ,Assoc. Superintendent (cjschettler@doc1.wa.gov)

Family co-chair: Anna Ivanov, Co-Chair Family co-chair:
(anyaivanov@gmail.com)

Facility/council secretary: Donna Jaramillo (dgleone@gmail.com) Family secretary, if applicable: _____

Members present: Donna, Wendy, Anna, Bruce, Susan, Suzanne, Kay, Paula, Norm, Tina, Rachel,
Steve & Diane were present, Dean & Heather were on conference call.

Non-council member attendees: Yolanda Mancha, Todd Shively : attendees from DOC: Don
Holbrook, Supt., Lonnie Roberts, EC CPM, Steve Barker, WC CPM, Katrina Suckow, BAR UM,
Tanner Mink, Unit 10 UM, Sgt. Beal, Visiting Rm. Sgt., Linda Yobbagy-Finn, CPPC, Bill Copland,
Family Services, Keith DeFlitch, CS3, Matthias Gyde, Assistant Ombuds

Agenda

Old business

Topic	Discussion/Key Points	Next Steps

New business

Topic	Discussion/Key Points	Next Steps
Guest speakers.	Two representatives from JPay, Lyon Dhanukdharrisingh and Natasha Samuels, and a Department of Corrections representative, Keith DeFlitch, DOC Corrections Specialist 3-2 attended the LFC meeting to address questions compiled by LFC family members.	

<p>1. What steps is JPay taking to address problems with video visits?</p>	<p>JPay has two techs in the state of Washington, one in the West and one in the East. To address complaints, whenever the technician visits, he will sit at the kiosk and set up remote sessions with the personnel in Florida to determine if it is a bandwidth or hardware issue with the immediate option of fixing the root cause. Jpay proactively reduced the cost of video visits from \$12.95 to \$7.95 to accommodate the families, recognizing ongoing issues with video visits. When there is a complaint about a video visit, JPay states that they will work one on one with the client providing credit or a refund. Family members stated that credits are taking a long time and one is not alerted when a refund has been applied until one sets up a subsequent video visit.</p> <p>Next Steps: JPay will address the current issues at WSP Delta, Fox and Rainier (the only Units of which families are aware at this time)</p>	
<p>2. When was the last hardware/software upgrade (kiosks, servers, etc.)? Have there been any technology upgrade attempts by JPay that were not approved by DOC (section 2.03 of the contract)?</p>	<p>JPay confirmed that there were no technology upgrades to date that were not approved by DOC. In late 2017 and in almost all of 2018, JPay did a remediation project in Washington State where every single facility was visited to reconfigure the entire network. WiFi technology was added. In regard to hardware, since 2009 there was no major overhaul of existing hardware (kiosks, servers, etc.) other than every time a tech comes, he will replace hardware components as necessary such as PC and keyboards, so the same hardware is not the same as when it was first installed. When JPay determines that there is a common issue with the operating system within the state, they move forward with upgrades. JPay reports that as they performed maintenance and service on the kiosks, they have upgraded the interior of those kiosks. JPay reports that they are currently working with the state of Washington as it relates to upgrading the operating system.</p> <p>Next Steps: JPay will come up with a plan of how it will approach future upgrades.</p>	
<p>3. What are your server and kiosk hardware and software specifications such as CPU, memory, etc.?</p>	<p>JPay cannot disclose information to the public as far as hardware and CPU configurations. There are a lot of security risks that can be involved by giving that information out which can create vulnerabilities. Related to kiosks that were installed in 2009, JPay stated that if those kiosks still have older equipment that they can definitely take that away and give us an update on that. The JPay representative stated that from his experience working in Washington State, almost every kiosk has been touched by the technicians and at some point, there was some sort of update done to the internal working parts of that kiosk.</p> <p>Next Steps: JPay to provide the System Specifications, (HW and SW) to DOC.</p>	
<p>4. What was the intent of WiFi from the coverage perspective?</p>	<p>The intent was to alleviate the lines at the kiosk. Even though the range for the actual signal does not go all the way back to the actual living quarters of the incarcerated individual, the environment is created where they can stand from afar to engage and stay in communication with friends by not having</p>	

	<p>to physically go to the kiosk. In regard to a commitment or a timeline for getting WiFi to all living areas, JPay stated that as of now, they have not approached the Department of Corrections. Because the technology was new, JPay's initial phase was to get WiFi into the facilities. They stated that they would have to have discussions with Central Office to explore expanding services to more and more areas.</p>	
<p>5. What is the process of handling JP Player tablet repair issues post warranty expiration?</p>	<p>If a player is out of warranty, one has the option to purchase the very same player again from the kiosk for the same price. If there is an issue with the battery not charging or swelling, and the warranty has expired but within a six-month period, JPay will offer a tablet for 50% off. As new tablets come as a kit, there is no option of just buying the tablet without the cable and charger accessories. JPay confirmed that when an individual purchases a tablet, it is a new device, not a refurbished one. If an incarcerated individual has a JP 3 or JP 4 player, they can at this time upgrade to the JP 5 for free from the kiosk. When one upgrades, all that is changing is the physical device; all of the content remains the same.</p>	
<p>6. What is being done to address malfunctioning features such as games/tablets?</p>	<p>JPay reported that when they receive a complaint about a game or tablet, they investigate it thoroughly. In regard to games, they will play the game until the end. If it is found that there is an issue, the game is removed from the catalog and a refund is automatically issued to the individual. If a tablet is within the warranty period, JPay will replace that tablet. JPay's warranty policy for the tablet is 90 days. JPay states that they want to know about issues that are not fixed despite the individual doing everything they are supposed to do including sending trouble tickets. JPay states that the individual will get a refund if they are following all the troubleshooting steps and they're still having a problem with the game. JPay educational programs are not offered in Washington State at this time. Keith DeFlitch stated that we are in the RFP (Request for Proposal) process right now, alluding to the possibility of educational programs in the future</p> <p>Next Steps: JPay to confirm the reason for the short duration (90 days) of the warranty period.</p>	
<p>7. Why is the transaction history under the "Banking" feature of a tablet not available for the incarcerated?</p>	<p>JPay reported that in order for the banking feature to actually work here in Washington State they would have to do an integration with Washington State. Currently, the banking feature only provides information on funds the individual transferred from their trust to their JPay media account. JPay states that they are working on a future interface on the Banking app so the individual</p>	
<p>8. What steps is the facility administration taking to address the mail delivery policy (5 business days) being consistently out of compliance?</p>	<p>Tanner Mink, the Unit Manager over the WSP Mailroom and Unit 10 provided a review of the volume the mailroom processes. He has a staff of seven mailroom process drivers, one officer, and one sergeant. He stated that when WiFi came on board there was a great increase in emails. For example, in December 2017, there were 14,000 total messages. In December 2018, there were 52,000 messages which was an</p>	

	<p>increase of 253%. Anything with a picture on it is going to get reviewed. He states that funding is not available to increase the number of staff members to expeditiously review messages, videos, hard mail, and photos. It was mentioned that the policy of '5 days' pertains to US Postal Mail. A policy has not yet been defined outlining the maximum delay of email.</p> <p>Next Steps: If this continues, Family Council recommended that WSP looks into hiring additional staff out of OBF fund. Don Holbrook will continue to monitor the list that governs what emails can and cannot be auto-released.</p>	
<p>9. If we have WiFi, why do incoming emails and emails with photos require a sync with a kiosk?</p>	<p>The device that the individual is using must be WiFi capable. If one has a JP 4, one must sync to the kiosk to get the email. If one has a JP 5-Mini or the JP 5-S, which is the seven-inch tablet, those are WiFi capable and one will be able to receive emails wirelessly. Reasons for the device needing a sync include players not having WiFi turned on and players that do not have the WiFi app installed. It could be an issue with the access point in the unit, and JPay would have to troubleshoot to see if there is an issue with the signal. With JPay's latest software app package, the photo goes into the gallery app, so one can delete email items and still keep the photo on the device.</p> <p>Next Steps: JPay to confirm that once the photo is saved in the gallery and the corresponding email is deleted, the photos are saved permanently in the cloud. Yes, the photos are currently available, however, at the time a tablet is renewed, there are problems with downloading these photos.</p>	
<p>10. In case of a tablet replacement, given the existing bandwidth issues, what are the limitations to provide a version of the tablet with downloaded content?</p>	<p>In the past, if one received a replacement player, JPay would load all the content and send it to the individual. This process delayed the players getting to the individual. JPay no longer stores that information as they have moved to cloud technology. The content is now stored on WSP servers. This helped to get tablets to the user faster and allowed the user to self-manage what they want to download on the player versus what they want to keep on the cloud to download at a future time. In the event of a transfer to another Washington DOC facility, the content will go with an individual. JPay states that they will either issue a refund or work with the individual to retrieve content that is no longer available.</p> <p>Next Steps: JPay will review its process and ensure that previously paid for content does not disappear during downloads to a new device.</p>	
<p>11. Why is there a limit allowing the incarcerated to create only one "support ticket" at a time?</p>	<p>JPay confirmed that the incarcerated can send more than one ticket at a time per category (mail, games, etc.).</p> <p>Next Steps: JPay will review its current process as it relates to support tickets. The current state is that there is only one ticket that can be submitted regardless of the category.</p>	

<p>12. There is an issue of support ticket status changing to "overdue" until closed. What is being done to assure support tickets are resolved and closed within 14 days? What is being done to resolve tickets vs closing them?</p> <hr/> <p>Roundtable</p>	<p>JPay reports that they have hired over 30 new ticket agents who are getting trained better to give better responses. The continued training is to ensure that the agents can identify exactly what the problem is before they go ahead and answer those tickets.</p> <p>Next Steps: After JPay successfully onboards new agents, the company will ensure that support tickets are not closed without resolution.</p> <p>Twelve of twenty-five items were covered in the Local Family Council meeting. JPay stated they will pass along the rest of their answers in writing.</p> <p>—</p> <hr/> <p>Sgt. Beal announced that there have been some upgrades to the visiting rooms. It was decided that there is enough electrical power for additional plugins. This will allow additional microwaves. Through the OBF (Offender Betterment Fund), Sgt. Beal was able to purchase six 65-inch television sets. Three will be placed in the West Complex visiting room and three will be placed in the East Complex visiting room. The children's play area in the West Complex has been updated. Sgt. Beal also bought two couches and two beds for the Extended Family Visit quarters. In regard to food, it was reported that nuts will now be allowed as a snack item in the visiting room vending machines and Swire will begin stocking these next week.</p>	

Roundtable open discussion

Next meeting location: WSP Supt. Conference Room - West Complex Date: April 6,
2019 Time: 0830-1000

Comments: _____

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