



STATE OF WASHINGTON  
**DEPARTMENT OF CORRECTIONS**  
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February 6, 2023

**TO:** All Prison Staff  
All Incarcerated Individuals  
All Interested Parties

**FROM:** Tom Fithian, Senior Director – Correctional Operations

**SUBJECT:** Individual Technology Services Update – Tablets & Video Visits

To date, we have completed the full implementation and Go-Live of Securus phone service at all Prisons facilities. We continue to work through technical issues with vendor transition and implement new services as they occur.

On December 7, 2022, the DOC and Securus project teams began the second of three milestones in this Individual Technology Services (ITS) work - the distribution and deployment of tablets within the Men's Prisons Division, with nine (9) facilities completed, and Washington State Penitentiary, Clallam Bay Corrections Center, and Washington Corrections Center remaining.

On January 19, 2023, milestone #3, Video Visitation, launched at Cedar Creek Corrections Center, with monitoring continuing through the end of January to ensure system reliability.

As each facility has approached their "Go-Live" date, the DOC and Securus project teams have coordinated calls with facilities to walk through expectations and a problem-solving plan. Securus and DOC liaisons have been and will continue to be onsite during tablet distribution and system implementation to answer questions, provide guidance, and mitigate potential issues. The project teams work to continuously improve coordination and communication with facilities and to individuals and families as we approach the remaining tablet deployments and video visiting project milestones.

The attached updated implementation schedule provides the dates for remaining facility "Go-Lives" but may be adjusted in response to unforeseen implementation/equipment issues or facility operational conditions.

A list of frequently asked questions and answers can be found on the ITS website [here](#).

Thank you for your continued support and patience as we complete the remaining implementation milestones.