

# Airway Heights Corrections Center

## LOCAL FAMILY COUNCIL

Date: June 27, 2025

Time: 10:30 am – 12:00 pm

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Meeting ID: 281 992 209 397 8

Passcode: hE6nx99c



## AGENDA

Topic	Presenter	Time
Welcome/Roll Call/Introductions Virtual Etiquette	Sandy Hickey/Jim Parker	5 Minutes
Secretary Report & Action Items	Gwen McIlveen	5 Minutes
SFC Report	Ellen Hargrove	5 Minutes
Tier Rep Minutes Summary	Sandy Hickey	5 Minutes
DOC Updates/Announcements	Jim Parker	5 Minutes
Fresh Market	Food Vendor Representative	10 Minutes
OMBUDS Presentation	Ollie Webb & Sara Appleton	30 Minutes
Visitation/EFVs	Sgt. Sides & C/O Rayback	10 Minutes
Securus Wait List Status	CS1 Freese-Turns	5 Minutes
Roundtable/Wrap Up	Sandy Hickey/James (Jim) Parker	10 Minutes

Next hybrid Statewide Family Council Meeting: July 26, 2025, Microsoft Teams, 10:00 am–2:30 p.m.

Next hybrid AHCC Local Family Council Meeting: Saturday, August 23<sup>rd</sup> 10:30 am – 12:00 pm

Location: AHCC Teams & AHCC Conference Room

Date: 6/27/2025

Time: 10:30-12:00

Teleconference details: Meeting ID: 281 992 209 397 8 Passcode: hE6nx99c

**Meeting Attendees**

Department/facility co-chair: Jim Parker

Family co-chair: Sandy Hickey

Facility/council secretary: McKenzie Thomas

Family secretary: Gwen McIlveen

Members present: Sandy Hickey, Ellen Hargrove, Gwen McIlveen, Bill Hargrove, Bonnie Dixon, Connie Hollis, Birdie Hough

Non-council member attendees: **DOC/AHCC/OCO Staff present:** Superintendent Haynes, Sgt. Sides, C/O Rayback Empire Vendor Rep. Dave Steinbach, Director of Person-Centered Services Megan Pirie, OCO Sara Appleton, OCO Ollie Webb

**Agenda**

Topic	Discussion/Key Points	Next Steps
Secretary Report & Action Items	<p><b>Action Items:</b></p> <p><b>Is the state library going to be affected by the recent budget cuts?</b></p> <ul style="list-style-type: none"> <li><b>Per Library Associate Roe:</b> The state library as a whole has been impacted. The AHCC branch itself will likely have significantly reduced material budgets, but staffing and open hours will remain the same for the foreseeable future.</li> </ul> <p><b>Have the number of I/Is able to be on call out for the state library been increased?</b></p> <ul style="list-style-type: none"> <li><b>Per Library Associate Roe:</b> Yes, the library's call out capacity has been increased from 20 to 35.</li> </ul> <p><b>Has the postage transfer form been updated?</b></p> <ul style="list-style-type: none"> <li><b>AA3 Thomas:</b> The postage transfer form 02-003ES has not been updated yet. We received the following statement from the form author for the April LFC meeting, "This was placed in the feedback folder for consideration as there is a draft that is currently being worked on. When it's updated there will be a notice posted on the updates banner."</li> </ul>	

	<p><b>What is the status of allowing cardboard hangers and who owns the property policy?</b></p> <ul style="list-style-type: none"> <li>• <b>AA3 Thomas:</b> In the February LFC meeting minutes Captain Marry stated “No, hangers are not authorized per policy. This would be a statewide property committee issue, not something that is a local decision.”</li> <li>• <b>AA3 Thomas:</b> The policy author of 440.000 Personal Property in Prisons is Jason Bennett.</li> </ul> <p><b>Ellen Hargrove:</b> How do we contact the author of the policy?</p> <ul style="list-style-type: none"> <li>• <b>APM Harper:</b> Per HQ policy office, anyone at anytime can make a policy suggestion using the policy feedback survey found on the DOC website. <a href="#">Policy Search   Washington State Department of Corrections</a></li> </ul> <p><b>Can shelving or clear totes be provided for I/Is if cardboard hangers are not allowed?</b></p> <ul style="list-style-type: none"> <li>• <b>ASP Parker:</b> This decision would not be made at the local level. Any new items that are added to the property matrix have to be approved by the statewide property committee.</li> </ul> <p><b>Families want an ETA of when EFV #5 will be furnished and back online</b></p> <ul style="list-style-type: none"> <li>• <b>PM3 Ferguson:</b> The AC is currently still out in EFV #5.</li> <li>• <b>AA3 Thomas:</b> We are actively working on refurbishing the unit.</li> </ul>	
<b>SFC Report</b>	<p><b>AHCC State Family Representative Ellen Hargrove Reported:</b></p> <p><b>Facility Updates:</b></p> <ul style="list-style-type: none"> <li>• Monroe: DVD players are now in visitation; not enough dentists.</li> <li>• Stafford: there aren’t enough mental health providers; there will be a Juneteenth celebration.</li> <li>• WCC: lack of participation in LFC; hooping to get tier reps at meetings; Securus issues.</li> <li>• WSP: would like more choices in vending machines; get more information out about LFC; Andrea S. spoke at a Whitman College class about how prisons affect families.</li> </ul> <p><b>Secretary Time</b></p> <ul style="list-style-type: none"> <li>• Scott Russell is the new Deputy Secretary.</li> <li>• Don Holbrook is retiring in July. Jeri Boe has been named the Interim Assistant Secretary of the Men’s Prisons.</li> <li>• Mission Correction Center for Women will be closed Oct 1. Incarcerated individuals will be moved to WCCW, L Unit.</li> <li>• Three re-entry centers will close in Oct: Peninsula, Yakima, and Tri-Cities.</li> <li>• Legislature funding: meds for opioid disorder; Washington Way.</li> <li>• Funds reduced: museums and libraries: facility libraries affected.</li> </ul>	

	<ul style="list-style-type: none"> <li>Secretary Lang proposed holding SFC meetings quarterly. After discussion, SFC meetings will continue to be held every other month.</li> <li>IIBF funds changed to Institutional Welfare Fund. Funds will not be used to pay staff salaries.</li> </ul> <p><b>Open Public Forum</b></p> <ul style="list-style-type: none"> <li>Sarah asked if allowing incarcerated individuals to print articles from the tablets be made an action item.</li> <li>There is a work group addressing community compensation for incarcerated individuals working with outside agencies.</li> <li>Jim asked for compensation for re-entry work.</li> </ul> <p><b>SOTAP Presentation</b></p> <p><b>Visitation Presentation</b></p>	
<b>Tier Rep Meeting Summary</b>	<p><b>Have the units gotten hygiene bags?</b></p> <ul style="list-style-type: none"> <li><b>CPM Duenich:</b> Almost all the units have received hygiene bags to issue upon request.</li> </ul> <p><b>Status on more games &amp; puzzles for the units</b></p> <ul style="list-style-type: none"> <li><b>AA3 Thomas:</b> New puzzles were distributed to the units last month.</li> </ul> <p><b>Has the clam chowder been removed?</b></p> <ul style="list-style-type: none"> <li><b>CIM3 Chinchillas:</b> No, it will not be removed until September when the new fall menu gets released.</li> </ul> <p><b>Has the commissary app been updated and has a kiosk been sent to I/Is on how to find their correct balance?</b></p> <ul style="list-style-type: none"> <li><b>CS1 Freese-Turns:</b> Yes, this has been resolved.</li> <li><b>Securus Services Manager:</b> Yes, this issue has been resolved. If the I/Is want to transfer funds from their trust/spendable to Securus Debit they need to utilize the “My Account” app on the tablet.</li> </ul> <p><b>Have all units gotten new tablets for the tablet swap?</b></p> <ul style="list-style-type: none"> <li><b>CS1 Freese-Turns:</b> Robert, Tom and part of C5 have not swapped their tablets yet. There were numerous Securus issues the last two weeks, and their software was not letting us unassign/reassign tablets. This has now been fixed, and we are planning on issuing new tablets to R &amp; T unit on the 10<sup>th</sup> and 11<sup>th</sup>.</li> </ul> <p><b>Since the Recreation Specialist position was filled, can there be a softball tournament?</b></p>	
<b>DOC Updates</b>	<b>Jim Parker is the new Associate Superintendent of Programs for AHCC.</b>	

	<p><b>Sage Update from ASP Parker:</b> The project is currently on going and targeted for completion in the third week of September. There is a multidisciplinary team put together to evaluate which I/Is will go to Sage.</p> <p><b>Sandy Hickey:</b> What is “Sage”, is it an acronym?</p> <ul style="list-style-type: none"> <li>• <b>ASP Parker:</b> No, it is not an acronym. The unit’s name at CRCC is Sage. Since the project started the unit’s name has stayed the same, but the decision has not been made to keep the unit name Sage when the project is completed at AHCC.</li> </ul> <p><b>Ellen Hargrove:</b> Are there two pill lines in the main facility yet?</p> <ul style="list-style-type: none"> <li>• <b>ASP Parker:</b> The discussion is ongoing; it has not happened at this time.</li> </ul> <p><b>The Juneteenth event took place on June 18<sup>th</sup> in the main visiting room. This was a cultural event where incarcerated put together educational presentations about Juneteenth for incarcerated individuals and visitors.</b></p> <p><b>Session 30 of the PAWsitive Dog Program graduated on June 24<sup>th</sup>.</b></p>	
<b>Fresh Market</b>	<p><b>Are the coolers restocked Friday-Monday and at what time?</b></p> <ul style="list-style-type: none"> <li>• <b>Dave Steinbach:</b> Yes, they are stocked Monday through Friday, the driver is usually there between 7-8am. The manager comes in on Tuesday and empties all the coolers to ensure fresh product is stocked on Fridays.</li> </ul> <p><b>Can more food items be brought in at the beginning of the visitation sessions to ensure there is enough food for both sessions?</b></p> <ul style="list-style-type: none"> <li>• <b>Dave Steinbach:</b> Enough food is stocked to carry through both sessions</li> </ul> <p><b>Can more of the milder chicken nuggets be available rather than just the fiery ones?</b></p> <ul style="list-style-type: none"> <li>• <b>Dave Steinbach:</b> I have asked the kitchen to remove the fiery chicken nuggets and to supplement milder ones.</li> </ul> <p><b>Are milder flatbreads available?</b></p> <p><b>Dave Steinbach:</b> I am unsure, but I have asked the kitchen manager to look into this.</p> <p><b>Cyrus O’Leary Pies are very popular, could they be stocked more often?</b></p> <p><b>Dave Steinbach:</b> We were unable to purchase the Cyrus O’Leary pies due to them being out of stock for some time. They are now back in stock so you should start seeing them again.</p> <p><b>Can the Hawaiian burgers be brought back?</b></p>	

	<p><b>Dave Steinbach:</b> I have asked the kitchen to make this a standard item to ensure they are stocked more regularly.</p> <p><b>How often are the condiments restocked?</b></p> <p><b>Dave Steinbach:</b> They are stocked on a as needed bases. Drivers always carry condiments in their truck.</p> <p><b>Ellen Hargrove:</b> There have been times in the main facility that the ketchup was out for over three weeks. Do the drivers always bring the condiments into visiting to stock?</p> <p><b>Dave Steinbach:</b> In response to bringing back other items like biscuits and gravy, salads and fresh fruit, I have sent the request to the kitchen. We were unaware that these items were popular but will start stocking them more in the future.</p> <p><b>Dave Steinbach:</b> It has been brought to our attention that items have been going “missing” or unpaid for recently. We track all of the products that are stocked at the facility. The discrepancy in inventory is causing issues with the amount that is prepared to restock for the following visitation session. The driver comes with a pre-picked order from the computer-generated inventory list, which is created based off of what was purchased in the previous session. When the driver arrives, he then conducts a manual inventory to then correct the numbers when he returns to the office. This is causing the company to essentially be a day behind on stocking needs.</p> <p><b>Bonnie Dixon:</b> Could this be a kiosk problem? I have personally experienced and have seen others experience hearing the scan tone but the screen not reflecting what was just scanned.</p> <ul style="list-style-type: none"> <li>• <b>Dave Steinbach:</b> We are aware of some scan codes that don’t register due to manufacturing changes. If the scan code does not work, please notify us. Do not scan another item for the same price because it will affect the inventory.</li> </ul> <p><b>Birdie Hough:</b> There are visitors with sugar or caffeine restrictions and its very difficult to find items to eat or drink at visiting. Can other items be brought in for more options?</p> <ul style="list-style-type: none"> <li>• <b>Dave Steinbach:</b> Large companies are pushing a lot of no sugar products, which we can stock the refrigerators.</li> </ul> <p><b>Birdie Hough:</b> Can the body Amour beverages or juices similar to that be brought in?</p> <ul style="list-style-type: none"> <li>• <b>Dave Steinbach:</b> We have Gatorades and Vitamin Waters that are sugar free, and we can stock those.</li> </ul> <p><b>Gwen McIlveen:</b> Are these beverages available in cans?</p> <ul style="list-style-type: none"> <li>• <b>Dave Steinbach:</b> I will have to look into that</li> </ul> <p><b>Gwen McIlveen:</b> Why can’t plastic bottles be offered in visiting?</p>	
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	<ul style="list-style-type: none"> <li>• <b>Dave Steinbach:</b> My understanding is that the previous Governor put a restriction on all plastic containers.</li> </ul> <p><b>Sandy Hickey:</b> Can extra items be added to the truck as a “safety” to help mitigate the skewed inventory?</p> <ul style="list-style-type: none"> <li>• <b>Dave Steinbach:</b> I can mention it, but the orders are pre-picked based on the inventory that is computer generated.</li> </ul>	
OCO	<p><b>Ollie Webb &amp; Sara Appleton from the Office of the Corrections Ombuds gave a presentation. The slides and handouts are attached.</b></p> <p><b>Megan Pirie:</b> Can you tell us what OCO is?</p> <ul style="list-style-type: none"> <li>• <b>Ollie Webb:</b> We are a small agency under the Governor’s office for oversight of the Department of Corrections. OCO was created by advocates, previously incarcerated and family/friends</li> </ul> <p><b>Gwen McIlveen:</b> Are the complaint forms accessible for I/Is?</p> <ul style="list-style-type: none"> <li>• <b>Sara Appleton:</b> Yes, we have been sending them out to I/Is that have reached out to us. We are working with DOC on replacing the new forms into the units. If I/Is only have the old forms OCO is still accepting them. The FYI app also has OCO forms and reports available.</li> </ul> <p><b>Sandy Hickey:</b> Do the forms have a carbon copy so I/Is can keep a copy for themselves?</p> <ul style="list-style-type: none"> <li>• <b>Ollie Webb:</b> No, but I/Is can keep the original copy and call the hotline to relay the information on the form.</li> </ul> <p><b>Megan Pirie:</b> Can you talk more about the hotline?</p> <ul style="list-style-type: none"> <li>• <b>Sara Appleton:</b> Our hotline is dedicated to intakes, if your loved one is having an issue and would rather speak with someone to talk it through the hotline is a great resource. Or if someone already has a case open and wants to give an update to their case worker the hotline is available. The presentation does go over the new hotline hours</li> </ul> <p><b>Sandy Hickey:</b> Are the hotline hours for I/Is and family members?</p> <ul style="list-style-type: none"> <li>• <b>Ollie Webb:</b> We try to prioritize the phone calls for I/Is since they do not have access to the internet.</li> </ul> <p><b>Megan Pirie:</b> Is the complaint form confidential?</p> <ul style="list-style-type: none"> <li>• <b>Sara Appleton:</b> If the form is mailed it is supposed to be handled like legal mail. DOC employees should not open or read at all the contents. All phone calls are also confidential.</li> </ul> <p><b>Megan Pirie:</b> If an I/I has OCO correspondence in their cell, how should they mark the letter to ensure staff do not read it.</p> <ul style="list-style-type: none"> <li>• <b>Sara Appleton:</b> They can mark it as confidential/ OCO</li> <li>• <b>Ollie Webb:</b> If the correspondence came from our office there is a marking of “confidential” on the front and back of the envelop</li> </ul>	

	<p>and at the top of the letter. We also use a green envelope and “privacy” fold to ensure the content of the letter is kept private.</p> <p><b>Ellen Hargrove:</b> If a person is in restrictive housing, how do they contact OCO?</p> <ul style="list-style-type: none"> <li>• <b>Ollie Webb:</b> I/Is call during yard time, and some I/Is have access to their tablet while in restrictive housing so they can contact us. We also do cell front check-ins when we are at facilities.</li> <li>• <b>Sara Appleton:</b> This is on our radar to find a solution for I/Is that are on paper or phone restriction. We are actively working on confidentiality for I/Is who are in restrictive housing and Closed Observation Area (COA).</li> </ul> <p><b>Sara Appleton:</b> We do have an ongoing open case with the FYI app. We have been told that it glitches in the FYI app could be from tablet storage space.</p> <p><b>Ellen Hargrove:</b> I/Is attempt to search on the OCO site on their tablet and the app shuts down after 10-15 minutes. The information on the OCO app is not organized, making it difficult for I/Is to find what they are looking for.</p> <ul style="list-style-type: none"> <li>• <b>Sara Appleton:</b> We are aware of these issues and are working with Securus to resolve them.</li> </ul> <p>The OCO Quarterly meeting is on July 16<sup>th</sup> from 4-5pm in person &amp; zoom.</p> <p><b>Gwen McIlveen:</b> How do we sign up?</p> <ul style="list-style-type: none"> <li>• <b>Sara Appleton:</b> OCO.WA.GOV click subscribe and you will get newsletters and notifications of events/reports. The zoom link for meetings is on the OCO website.</li> </ul>	
Visitation	<p><b>Gwen McIlveen:</b> Can there be a handout given to new visitors, so they know the different rules and procedures of visiting? For example, the bathroom times, limit of games and the procedures on game returns etc.</p> <ul style="list-style-type: none"> <li>• <b>Sgt. Sides:</b> All rules are on DOC.WA.GOV under visiting guidelines. There is also posted signage at the facility.</li> <li>• <b>ASP Parker:</b> We can look into adding more signage around the visitation room.</li> </ul> <p><b>Why was EFV #5 emptied and is it going to stay that way?</b></p> <ul style="list-style-type: none"> <li>• <b>AA3 Thomas:</b> The furniture that was in EFV #5 was used to fill the other EFVs and ensure all others were fully functioning.</li> <li>• <b>Sgt. Sides:</b> Currently, EFV #5 is without AC, and I have cleared out the remaining few items to reduce the possibility of them being damaged.</li> </ul> <p><b>Can EFV #4 be the backup EFV instead of #5?</b></p> <ul style="list-style-type: none"> <li>• <b>ASP Parker:</b> We will review this once EFV #5 is back online.</li> </ul>	



	<p><b>Can laundry and sheets be moved back into the cabinets in the MSU EFVs?</b></p> <ul style="list-style-type: none"> <li>• <b>ASP Parker:</b> We are currently evaluating the process for linens at the MSU.</li> </ul> <p><b>The full-sized sheets and queen sheets have been getting mixed together, can they be better separated and can the linen process be more organized?</b></p> <ul style="list-style-type: none"> <li>• <b>Sgt. Sides:</b> I will work with visitation staff and porters to better label and separate the linens.</li> </ul>	
<b>Wrap-Up</b>	<p><b>Megan Pirie:</b> Secretary Tim Lang has started a new project called Reimagine Visiting. This project has been broken down into different work streams. We are doing community listening sessions to get feedback and ideas to improve the visiting experience. We encourage formerly incarcerated individuals to be a part of this conversation. Below are the dates, times and locations. There should be information shared soon to the DOC social media and website pages. Contact Megan at <a href="mailto:megan.pirie@doc1.wa.gov">megan.pirie@doc1.wa.gov</a></p> <p>Olympia July 14<sup>th</sup> at the Olympia Library from 12pm-6pm  Spokane: July 16<sup>th</sup> at the Hive from 12pm-4pm  Virtual (TEAMS): July 10<sup>th</sup> from 6pm-8pm</p> <p><b>Sandy Hickey:</b> What is “Person Centered Services”?</p> <ul style="list-style-type: none"> <li>• <b>Per DOC website:</b> The Director of Person-Centered Services ensures the voice of incarcerated individuals continues to be incorporated into the Department of Corrections practices. They keep a vital communication channel between the population and DOC leadership open. Additionally, they review DOC’s policies and practices through the lens of someone with lived experience.</li> </ul> <p><b>Ellen Hargrove:</b> Field day is coming up and the typical temperate in mid-July is 80-90 degrees. Can the date be changed for a time of year with milder weather? If not, are I/Is able to leave if they get too hot?</p> <ul style="list-style-type: none"> <li>• <b>Superintendent Haynes:</b> We have cooling tents and provide water, if someone wants to leave because it is too hot they are able to do so. If the temperature is too high, we do have a plan in place to change the date.</li> </ul> <p><b>Ellen Hargrove:</b> Are I/Is able to leave field day at any time or only at designated times?</p> <ul style="list-style-type: none"> <li>• <b>ASO Rivera:</b> If an I/I is too hot and wants to leave field day they are able to leave at any time, but they will not be able to return. If an I/I is leaving field day to attend a call out they are able to return.</li> </ul> <p><b>Sandy Hickey:</b> Can I/Is bring sun screen out to field day?</p> <ul style="list-style-type: none"> <li>• <b>Superintendent Haynes:</b> We provide sunscreen out at the yard.</li> </ul>	

Next meeting location: Microsoft TEAMS & In-Person

Date: August 16<sup>th</sup>, 2025 Time: 10:30-12:00

Comments: \_\_\_\_\_

**The contents of this document may be eligible for public disclosure. Social Security Numbers are considered confidential information and will be redacted in the event of such a request. This form is governed by Executive Order 00-03, RCW 42.56, and RCW 40.14. Upon completion, the data classification category may change.**

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Sec Report: