

FAMILY COUNCIL MEETING MINUTES

Location: Virtual - MS Teams Date: 07/26/25 Time: 10am-2:30pm

Teleconference details: MS Teams - Meeting ID: 212 813 247 784

MEETING ATTENDEES

<u>James R. Key, Deputy Assistant Secretary</u> Department/facility co-chair	<u>Greg Mansfield</u> Family co-chair	<u>Elise McKinnon</u> Vice-chair(SFC only)
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<u>Charissa Reno, Executive Assistant to James Key</u> Department/council secretary	<u>Sarah Leon</u> Family secretary, if applicable
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Members present: AHCC- Elleen Hargrove; CCCC-Diane Sifres; CRCC – Scarlett Williams; MCCCW-Vacant; SCCC-Daphne Nolte, WCC-Felix D’Allesandro; WCCW- Vacant; WSP-Andrea Shotwell.
 Not present: CBCC-Nettie Reed; MCC-Danielle White; OCC – Paloma Valero

Non-council member attendees: _____

Commonly Used Acronyms

SFC – Statewide Family Council **LFC** – Local Family Council **FC** – Family Council **DOC** – Department of Corrections **OCO** – Office of Correctional Ombuds

Prison Facilities:

AHCC – Airway Heights Corrections Center	MCC - Monroe Correctional Complex	WCCW - Washington Corrections Center for Women
CBCC - Clallam Bay Corrections Center	MCCCW - Mission Creek Corrections Center for Women	WCC - Washington Corrections Center
CCCC - Cedar Creek Corrections Center	OCC - Olympic Corrections Center	WSP - Washington State Penitentiary
CRCC - Coyote Ridge Corrections Center	SCCC - Stafford Creek Corrections Center	

AGENDA

Topic	Discussion/Key Points
Welcome	Lorne Spooner sitting in for James Key Introduction of Lorne Spooner as the Acting SFC Department Co-Chair. Welcome to the Family Councils, DOC staff, the OCO, dignitaries, and everyone who joined today.
Agenda Review, Action Item Review, Election Announcement <i>Charissa Reno, DOC Co-Secretary</i>	Agenda reviewed (Attachment #1) Action Items: Paper Towels- It has been determined by Deputy Secretary Scott Russel that we will be providing paper towels in only dry cell units across facilities. This action item is now closed. If you have additional questions, please wait until the open forum to discuss those.
Facility Updates	<p>AHCC – Last Meeting June 27 in person and in teams, Jim Parker is new Programs Associated Sup. Cultural event for Juneteenth. Fresh Market Rep joined the meeting via teams to discuss vending machines and that all machines are filled prior to visit times. Some items are having some problems scanning. If something doesn't scan, do not scan another item of the same price. Dave is checking on low or no sugar items to add to the machines. There was a presentation of OCO in person and gave an overview of the ombuds office, complaint forms, hotline, and how to contact OCO. Megan Pirie was also in person at the meeting and discussed reimagined visiting and suggested attendance.</p> <p>CBCC – Not present</p> <p>CCCC – Had a lot of events happening. Staff and Superintendent have done a lot to encourage events. Had Corn Hole events, father daughter dance coming up, DNR staff in thoughts fighting fires and running the kitchens. Making new benches for visiting rooms and outside areas. Staff are working with II on how to budget food items, etc. The two-day camp is being hosted soon. Evergreen not having food in the visit room, and visit has extended but there is no food in the vending machine other than Friday.</p> <p>CRCC – Father/ daughter dance, Juneteenth, outdoor activity event, and a lot of good feedback about those. Amend program trying to create a better environment and a lot training. Peer support training. Resolution program and peer support and got information</p>

	<p>from tier representation. Facility tour for LFC. The group had a lot of questions, and the tour was informative. We also had a BBQ that was outside and so many people enjoyed it.</p> <p>MCCCW – Not Present</p> <p>MCC – Not Present</p> <p>OCC – Not Present</p> <p>SCCC – SCCC staff has been pleasant from the II point of view regarding the power outage. Recently began to post newsletter. The Bite of SCCC was cultural songs, and food. Held to honor cultures of the population, hoping this can be a regular event. Honor 70 residents that completed one of the wealth of wellness classes and graduated. Some concerns about dental health at facility and how many dental professionals are available. Residents have voiced concerns about mental health help and availability for mental health professionals as well. Food item concerns on issues of it being edible from CI.</p> <p>WCC – Our co-chair has changed places and sorting out LFC members.</p> <p>WCCW – Not Present</p> <p>WSP – Our last LFC was June 7, friends and family newsletter is a good communication. Day room upgrade was updated with art and games. A couple of programs with gardening getting people outside and they have the positive psychology group. Working on visit rooms for family visits and playground for kids.</p>
<p><i>Tim Lang, Secretary</i> Secretary Time</p>	<p>I appreciate the participation, and the meetings are helpful for me and provide an important source of information.</p> <p>Securus Issues – ongoing and part of which is technology and those parts that we can fix we are trying to.</p> <p>FCC issued a stay of the rule that they imposed last year. It banned fees of financial transactions and rate caps. Our rates were below rate caps and some discrepancies with phone calls have been updated. We are waiting to see how this will impact Securus.</p> <p>Time of year there is a lot of interest in imposing budget and a lot of work goes into that. Legislature passes a budget, and we have a certain amount of time to disperse the expenses appropriately as well. Next session is a short session, and our budget requests are limited to emergent needs/ critical needs and working on those currently. What we ask for will be minimal and we will have information available and will share that once available.</p> <p>I appreciated the information from the facilities. MOUD treatment is important, and we are working on getting those people treatment who need it.</p> <p>Community Member – If the contract is being renewed with Securus, stakeholders should have a seat at that table and is that going to be made available to us?</p> <p>Tim Lang – Realistically if we have family at the table we would not have a contract, but we will certainly take those concerns into consideration.</p> <p>Ellen Hargrove – Reading from pat search policy – Why are female staff members doing pat searches for everyone at visit.</p> <p>Tim Lang – What you are reading is within CCD. We follow federal law with PREA and confident that search practice within facility is within the law.</p> <p>Melissa Andrewjeski – Male prisons always been able to pat search everyone, males pat search everyone. We don't differentiate; we can make it happen based on security if needed for another gender. We can speak to you and discuss your concerns outside this meeting.</p> <p>Community Member – Are you starting to create data around Reimagine visiting? Are you tracking what happens at all facilities?</p> <p>Tim Lang - There is a team managing that project and a project manager and part of the process is to track that information that is coming in. The goal is to try and get as much information from everyone who is affected so we can make a process that is the best process we can have for families, II and the agency.</p> <p>Greg Mansfield – Betterment Fund – Some changes to the title of the program. Funds used for general purchases.</p> <p>Tim Lang – You are right, we did not want this to happen, but the legislature took 5 million from IIBF and backfilled funding for DOC resources and created an appropriated fund. This came up at the last minute at session.</p> <p>Community Member – Does anyone know if anyone part of the LFC can tour?</p> <p>Tim Lang – We will look into that</p>

	<p>Felix D. – Asking about photocopying information from education. Tim Lang- know that we are doing that for mail, but items within facility should not be a problem.</p> <p>Community Member- Stakeholders involved in that would be too much, is there a policy that you are following for this decision? Tim Lang- my recollection that stakeholders were involved in the original contract process and I am not aware of an RCW that says we have to have stakeholders' part of the negotiations. Balancing the needs of the community and the resources and security needs of the department and it is my responsibility to do that and in good faith. I am happy to consider input, and I have a general understanding of where you are coming from. Some are challenging to remedy, but we are trying.</p> <p>Ellen Hargrove – Only officers can tour but can be based on superintendent approval.</p> <p>Community Member – Are there are RFP with contract negotiations, and we do want one representative. Tim Lang – Our contracts are pure negotiation and there are the RFPs associated with it. A rep may not be doable, but we will look into the suggestions.</p> <p>Community Member – Have the member surveys been done? Tim Lang – We have a Securus Account Manager online later and that question can be answered. Jason Bennett– The surveys have been done, and I can have a copy of that available for the notes. UPDATE: Attachment #2</p> <p>Scarlett Williams – It appears to me that there is resistant to having a seat at the table. Tim Lang – It is not something where it is easy just to pull someone from the outside and as Secretary and I have to look in the contracts that best serve our community and staff. We can look into providing information about offers and others details that go into contract negotiations.</p>
<p>Securus Chris Sheil,</p>	<p>See Attachment #3</p> <p>Community Member – Are those just WA DOC numbers? Those response times or notifications are not happening; do you have that data to show what they actual times are? Fourth of July issue. CS – WA DOC numbers. We do keep data and will get with DOC partners to see about sharing that. At AHCC our CPU gateway was not performing as expected and there was a high utilization with outages, and this will be fixed this week at AHCC. We communicate with WA DOC, and we are working on more proactive communication. We also have staff assigned directly to WA DOC and it may be an ISP issue. Community Member – will you drop your email, and I will email you directly.</p> <p>Sarah Leon – In your definition what does completed mean? CS – a call that has gone through and has been completed. A call went through, the call picked up, and both parties hung up. We can check into the clarity.</p> <p>Elise McKinnon- Echo that in the completed calls are not what the users would say a successful call. Does not speak to the ones that were picked up and did not go through and all the attempts. There might be poor connection before it even gets picked up. SCCC there was a download issue from the players and things got deleted. New downloads take so long or wipe out the existing data. CS – Has he opened tickets with the liaisons? Elise – I do not know that but there are so many issues with the program, and it might be impossible to keep up with the tickets that do come through. We just want a functioning way to communicate with those loved ones.</p> <p>Community Member – The contract has been in place since 2019, but you work for Securus but paid by DOC, have you been with this account since the beginning.</p>

	<p>CS – I am a Securus employee and have been a part of this contract for about a year and a half.</p> <p>Community Member – Is there a reason Securus does not have Wi-Fi</p> <p>CS – The tablets do run on our Wi-Fi generators, comcast is widely used but not all facilities use the same provider.</p> <p>Community Member – The issues are happening at all facilities, and we need a contact for all of us to be able to contact. Please look at how long the calls are lasting.</p> <p>CS – When we have issues like that and if a ticket is not opened up then we don't know it happened. We need things to be reported through the ticket system.</p> <p>Community Member – This is why we are requesting the data because these issues are happening at all facilities, like 75% of the time we can hear what our loved ones are saying. We report every incident, and our loved ones send tickets every day. There is no functional way to get a refund from Securus. The process to address issues seems nonfunctional.</p> <p>CS- Thank you for your time and we will look at that.</p> <p>Ellen Hargrove- The music albums, sometimes when they are searching for an album the search shows it can't find the purchase, or the song is not available. Why are songs that are not available on the tablet.</p> <p>CS- We are working on that right now, our music goes through different companies and if they lose the rights the songs drop off.</p> <p>Sarah Leon- Before on Jpay we could take pictures, why can't we have pictures?</p> <p>CS – The Securus terminals do not have that capability and not because of DOC. JPAY is a separate platform. This would be based on contractual requirements but right now we do not have that capability.</p> <p>Scarlett Williams– CRCC was also one of the facilities that if you had a download they will lose their stuff. I emailed Securus about a potential scam using their information. Then two weeks later there was a scam and that would have been nice to have a response. My gmail account was hacked and I wanted to go in and change my email address and I was told if I change my address it changes my account.</p> <p>CS- I would have to follow up on customer service management on that. Please provide your email and I can get them in contact with that problem. But maybe we can switch out without losing the content.</p> <p>Daphne Nolte – My loved one moved some money on his account, and he was told he could not put in a ticket without that problem happening 3 times.</p> <p>CS – The best thing to do would open a ticket with the site liaison, if he opened one on the tablet it would most likely be delayed. But we do require 3 separate times to figure out the issue.</p>
<p>Extended Family Visit, Elizabeth Hainline, Statewide Visit Manager</p>	<p><i>See Attachment #4</i></p> <p>Greg Mansfield – How often do the DAS change the decision from the superintendent</p> <p>Elizabeth Hainline – not super common, don't have stats but it happens occasionally</p> <p>Elise McKinnon – I know there was supposed to have a cancellation list, especially at SCCC?</p> <p>Elizabeth Hainline – Let me follow up with them and they are supposed to have a cancellation list, for some reason it may have stopped.</p> <p>Sarah Leon – Where are we at in building more units at specifically SCCC and WCC? Are we getting creative for more units? Has this been requested at legislature?</p> <p>Tim Lang – I think it is great program, and we have to manage it carefully. The idea of tiny houses we would have to think about it and talk about with capital costs. Right now, overall operating costs are nearly 1 million. It may not be as simple, but I appreciate the idea of tiny homes.</p> <p>Trisha Newport – We did meet with Rep Hackney and provided information. We have not submitted anything because we have current maintenance issues that take priority. It has not risen to the level that we would prioritize over life sustaining projects that need to happen first.</p>

	<p>Daphne Nolte – The possibility of non-family members being able to do a family visit in the day and having the fun of doing a BBQ or being outside. If something can be done for friends. As a thought. What about someone living so far away and the 6-visit time and in person visit, would there be an exception for those folks traveling so far?</p> <p>Trisha Newport – Thank you for that idea</p> <p>Elizabeth Hainline – It would be a different type of program, and it would not be what we define EFV. It is also the staffing model would not support that. We added that one visit to observe interactions while they are in the visit room. The problem with that is that we can't process the application until they get their minimum requirements so having an in person one week and then EFV the next week could happen, but we would have them work with the facility.</p>
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Roundtable open discussion

Name	Discussion/Key Points
Elise McKinnon	<p>Il ready to move, family members can only pick up property that came from union supply. But other property cannot be picked up from family. There is only a certain amount of property you can take, and some will need to come home.</p> <p>Lorne Spooner – We will add this to action items; Elise, please send an email to Charissa.</p> <p>Megan Pirie– We did have a policy prior to COVID that family could pick up art. We can look at that policy as we review this.</p> <p>Tim Lang – We should look at that.</p>
Greg Mansfield	<p>Considering changing the SFC meeting schedule?</p> <p>Tim Lang – We were going to move to two in person/ hybrid per year.</p> <p>Charissa Reno – We have not determined the start date for the in-person meetings and will continue what the meetings look like as scheduled for this year. We will get with SFC Reps to determine the schedule for next year in person. Also, the policy is being discussed now, and those updates will be sent to SFC elected members for review.</p>
Elise McKinnon	<p>Cultural Policy update?</p> <p>Lorne Spooner – The only reference to culture were in the religion policy and that is why we want to have a specific cultural policy.</p>
Community Member	<p>What RCW governs policy for family council?</p> <p>Tim Lang – Thank you.</p>
Daphne Nolte	<p>How can I hear more about WSP therapy and friends and family newsletters?</p> <p>Andy Shotwell – I can email you the information.</p>
Community Member	<p>How family and friends are being treated in the visit rooms. There are CO's that try to do write ups to visitors, how is this addressed in new policy. Is there a way to look at the information that is being done?</p> <p>Tim Lang – That is certainly part of it, one of the issues is that they are not specialty positions. In some aspect these are customer service based, and we are trying to look into that. There are a lot of layers to that that make it complicated including labor relations issues. I will see about pulling some information as an update.</p> <p>Melissa Andrewjeski – There should be a survey about visitation and that committee is meeting regularly and is supposed to have a recommendation in August to the Secretary.</p> <p>Charissa Reno – Email me the information and I can get with James, and we can have a conversation with Ron Haynes regarding these concerns. Any other concerns should be sent to the Correspondence unit in the Contact Us button on the website.</p>
Community Member	<p>At SCCC see something and say something and a phone number?</p> <p>Lorne Spooner– We would probably have to poll the facilities.</p>
Community Member	<p>The website does not say that visit is closed for SCCC because of the power outage, what information will we get?</p> <p>Scott Russel – If I can get that name and information for that person. Transformers and breakers are damaged beyond repair, so we need to repair that, so visitation is closed for the time being and utilizing resources from all around the facility. I will get with the communication folks. Technology may not support any visitation at this point.</p>
Community Member	<p>You mentioned labor relations, what RCW does DOC follow to make policy? People are traumatized at visit. Maybe it is staff and people like you that don't need the law to help them in making policies.</p>

	Tim Lang – I am sorry to hear that people are being traumatized. As far as the bigger picture, the law sets general parameters and giving staff authority of establishing policies. Respectfully disagree that I or others are in any way trying to traumatize people at visit. I am continually impressed by staff and what they do with visit, and we are trying to make visitation better. We are pursuing what is the best course of action now.
Ellen Hargrove	Response to Community Member about red messages on visit tables about see something/say something: There are none at AHCC
Felix D.	WCC thing on table have a laminated page that lays out what the visit rules are, there is nothing attached to the table. I want to say how good I thought how the reimagined visit did on the community meeting and well-staffed it was with DOC. Impressed with the project management of the reimagined visiting.
Elise McKinnon	Photos can only be taken in designated photo area. Could we take photos taken of the family playing games or playing with their kids? Tim Lang – I agree with you on that, and I can understand that need and I think it could be incorporated into the process.
Daphne Nolte	I attended the reimagined visiting meeting and it was nice to discuss it. Are the video visits part of reimagined visiting? Lorne Spooner – any aspect of visiting will be a part of that process.
Felix D.	Wait times have been increasing at WCC and now it is at 14 weeks, can someone look at adding 24 hours maybe on a Sunday to add 6 more people to the rotation? Elizabeth Hainline – One of the items we have in the reimagined visiting and regulations in scheduling and I have written down your suggestion. Having a choice between one night or two nights is something to look at. I will talk to WCC.
Scarlett Williams	It seems that the EFVs are under-utilized at CRCC. EFV cancelled for events, and we have no cancellation list. Elizabeth Hainline – I have written down those concerns
Sarah Leon	Is there a process for a visitor to bring in their own pillow? Elizabeth Hainline – It is a reasonable accommodation process, there is a policy that speaks to it, but it would be something you would submit through them. Policy 100.560 .
Community Member	Video Visit did work at SCCC today even with the power outage. Thank you Scott Russel for your assistance today.
Greg Mansfield	Is the one in person visit a lifetime requirement or within a year of application? Elizabeth Hainline – It would be within a year of application.
Felix D.	Websites are difficult to use and how was that vetted with the public? Tim Lang – Good input to hear, not sure what input that gathered from the public. We can talk to communications to see if there are ways to continue to improve it.
Sarah Leon	I will second the website convoluted, and the searches do not work for policy. Can we talk about sending the links on the website Charissa Reno – Yes this is an ongoing conversation, and it is being discussed with communications, and the hope is it happens next meeting.
Elise McKinnon	Does medical take into account what other things may be happening with that individual David Flynn – We are working off the schedule of the specialty care providers in the community. As an offsite appointment is specialty care. Our priority is getting the patient to care, and we will be transparent in we do not look at any events on a custody side. Elise – could there be collaboration on different departments on different appointments or pro social items happening for the individuals. David Flynn – I will take that back to the team and taking into consideration of other life events and your care appointment.
Elise McKinnon	What is the stance on breast feeding people and removing them from the visit room and maybe allowing those who have to breast feed stay in the visit room.
Sarah Leon	Asking about EMP and Health Services. David Flynn – There has been a change to the policy and has been updated within the last year, and I can make sure the updated policy is online. There has been an increased numbers of those placed on EMP, but I do not have the actual numbers, but I can see about coming back to SFC and reporting that out. We do have a group that is working on our dental backlog. And we can come back for that dental care information as well.

Felix D.	Another topic is the department ready to move forward on 5219 for reentry and GRE. Trisha Newport – We have been meeting and have a work group and will be revisiting all policies related to screening. We are initially prioritizing the incarcerated people at MCCCW as there are movements happening now. I will hopefully have information shortly and will move forward on that. Tim Lang – Just signed an emergency policy moving the timeframe to 18 months.
Daphne Nolte	One of the incarcerated individuals was escorted to an offsite graduation that he assisted with and that was wonderful. Also, about a program about building a book/book rec for children. There are also some activities with sesame street that may be great to visitation.
Elise McKinnon	Has there been any ability to make sure that those who are subject to ISRB, if it can happen sooner so they can participate in TRACK 1 in GRE. Is the ISRB timing a requirement or can it happen sooner. Scott Russell – We can look into that.
Sarah Leon	The website might not be updated but the information was correct for EMP.
Greg Mansfield	Meals during video visits – You could let a staff know and the II could have a sack lunch or meal during the visit. II are being asked either video visit or meals. Now there are some issues with it, could it be looked at? Scott Russell – Clarified question of II choosing between meals or video visits. We will look into that Melissa Andrewjeski - I will look into that and see what is going on.
Daphne Nolte	I have heard the same thing happens at SCCC the last few months about meals and video visits.
Scarlett Williams	CRCC at regular visits, they used to go around and see who was there, but now they just order a certain number and that's it.
Felix D.	September is the next meeting that we would be coming up on elections. Segment on elections and what that means.
Lorne Spooner	Thank you everyone for your participation and attendance. Greg or Elise any parting words
Greg Mansfield	Thank you everyone for participating.

Next meeting location: Virtual – MS Teams Date: 09/20/25 Time: 10 am –2:30pm

Comments: _____

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