



# FAMILY COUNCIL MEETING MINUTES

Location: MCC - JEPC Date: 12/20/25 Time: 1000-12

Teleconference details: This meeting was available on Teams.

## MEETING ATTENDEES

Associate Superintendent Paula Chandler Department/facility co-chair Danille White Family co-chair

Administrative Assisitant Zoe Greenwood Facility/council secretary Christina Dimas Family secretary, if applicable

Members present: J. Hendrix, T. Trenk, T. Davis, P Chandler, Z. Greenwood, L. Palacious, M. Khalmuratov, P. McDermott, L. Vasatka, A. Costa

Non-council member attendees: \_\_\_\_\_

## AGENDA

Old business

Topic	Discussion/Key points	Next steps
<b>IIBF Update</b>	A Copy of the IIBF Expenditure was provided. Holiday Gift Bags have been delivered to the Warehouse and will be handed out sometime next week.	
<b>Reminder of EFV trailer cleaning etiquette</b>	Concerns have been brought up about declining cleaning standards in the EFV Trailers. Cleaning is dependent on the families leaving the trailers due to lack of staffing and quick turn around times. If you are participating in an extended family visit, please clean up after yourself and report any damage.	
<b>Securus Rep – Update</b>	Securus has a new FSCA (rep) online working at MCC. He is still orienting to the facility and processes. I have requested and Securus will be providing more support to help him. Due to Securus not having regular coverage, they cannot plan as much as we'd prefer. That should be resolved soon. For individuals that are not on the unit when the FSCA is there, the FSCA will work with unit staff to	

	<p>have the individual returned to the unit or schedule a time to see them shortly thereafter. For individuals that work outside the gate, they will be laid in if Securus needs to see them in person.</p> <p>Individuals needing assistance should submit a detailed help ticket. If the help ticket does not resolve the issues, they should send a detailed kite to Securus. FSCA will continue prioritizing unit visits based on kites received.</p>	
<b>Chemica dependency – Update</b>	<p>DOC is hopefully filling positions in the near future for providers in order to provide classes. MCC has a staff member at MSU now who is working on the backlog for assessments and is focusing on those within 1 year of release for GRE</p>	

New business

<b>Topic</b>	<b>Discussion/Key points</b>	<b>Next steps</b>
<b>Request for permanent EFV departure time</b>	<p>EFV check in times will be changing to 10:15-11:15 in order to help processing move smoother. Families will now be checking out of trailers at 10:15 and processing in will begin at 10:15. There will be some leniency with check in cut off at 11:15 while we adjust to this change.</p>	
<b>EFV Orientation</b>	<p>We do have orientation packets; however the struggle can be scheduling with the families. If there are questions please do not hesitate to contact us. We will also begin emailing out this packet to new participants.</p>	
<b>What is the bathroom protocol for I/I at MSU in the VR?</b>	<p>Officers should be present but not directly watching individuals while in the restroom. The</p>	

	officer should be in the doorway. Sgt McDermot will follow up on this.	
<b>Dirty toys and restrooms at MSU, can there be better porter training?</b>	If there are issues with cleanliness in the VR please report this to Lt. Davis. The previous porter was authorized to clean on Wednesdays but this has not been happening. This will be followed up on by Sgt. McDermott to get the porter into the VR on Non Visiting Days.	Action Item
<b>Please restore the SRTC visiting schedule to pre-COVID, with each weekend day available.</b>	Once WSR warm closed, Visiting room officer positions were eliminated. SRTC and WSR now share the limited staff. After looking at the number of visits at WSR, we have implemented scheduled visits to help redistribute staff to MSU and WSR. We will not be opening visits at SRTC back to visiting all weekend. After this WSR pilot, we will be looking into the same process for SRTC. We are going to continue to look at the visiting trends to help maintain our visiting program.	
<b>Securus Callout process for those with gate cards at MSU</b>	Securus prioritizes which units they go to based on kites received. Eventually, Securus will be going to units at least once per week again. The population and families have asked for a strict schedule for each area, but that can't be accommodated. If they go to a unit and the individual they need is not there, they ask the unit staff for assistance to get them there. Most of the time that can be accommodated. If the individual is outside of the gate at MCC-MSU and unit staff cannot assist, they will contact	Action Item

me/Veronica to get them on the callout and get them laid in.

Here are examples that have occurred when Securus is fully operational.

- TRU individual sent a kite Securus that their headphone jack is broken. Securus goes to their living unit and they're at work off unit. The unit staff/sergeant contact the area and have the individual sent back to the unit with lieutenant permission.
- MSU individual sent a kite to Securus that their battery won't charge. They work outside the gate. The unit sergeant notifies Securus that they are outside of the gate, but that they will be laid in that Friday. Securus returned that Friday.
- Individual has been unavailable after attempts from Securus. Veronica placed them on the callout and they were laid in from the grounds crew.

Some common issues we see from individuals seeking FSCA support are:

- Not submitting a ticket on their tablet first; if the tablet is operational a help ticket must be submitted on the tablet
- Not sending a detailed kite; often kites say "need my tablet replaced" or

	<p>“come see me” with no detail. Securus will return it asking for details.</p>	
<p><b>Are the kitchens separating from CI?</b></p>	<p>A date has not yet to be provided to us, as this is between the DOC and the Teamsters. All we here at MCC CI know, is that the Department and the Union are moving into discussions which may result in a to Demand to Bargain. If that does occur, the scheduling of that is controlled by the OFM.</p>	
<p><b>SRTC TIPS Point system rewards earned and then canceled?</b></p>	<p>There are no policies or procedures for the TIP Program, it was purely goodwill. This was initially a great idea to get individuals to participate in their treatment. We are now in a budget crisis and can only purchase items that are strictly medical. TIPS funding was advocated for, however HQ decided not to include this funding. If you want to see this program return, please write a letter to HQ. Our goal as of right now is to pivot toward real life events/experiences, like cooking in a kitchen or movie nights.</p>	
<p><b>Daily Cell Sanitation Checks at TRU D Unit</b></p>	<p>CUS Reynolds continues to work with her team and the incarcerated population to gain cell compliance in D Unit while understanding the intent of the process. Staff have made an increased effort to provide coaching and feedback to the incarcerated population. CUS Reynolds encourages individuals to speak with her if they have questions or concerns. There have been recent questions about keyboards and storage. While the preference is for several items to be stored neatly under</p>	

	<p>the bed, the handbook authorizes oversized items to be stored in other areas so long as it does not present a safety risk or obstruct windows.</p> <p>While there has been vast improvement, some incarcerated individuals continue to have challenges. This includes storing items in a manner that presents a safety concern or increases the risk of damage. For example, a television was recently found resting on top of a hobby box that was on its side, leaning up against a wall. Most incarcerated individuals have been engaging in productive and collaborative conversations about gaining compliance.</p> <p>There have been no infractions related to cell compliance in more than 90 days. If individuals receive infractions for a lack of cell compliance, CUS Reynolds will review the situation. Individuals are encouraged to collaborate with unit staff and contact the unit sergeant or CUS if they have additional questions.</p>	
2026 LFC Date Selection	<p>Friday 2/20/26, TRU  Saturday 4/25/26, JEPC  Friday 6/12/26, TRU  Saturday 8/8/26, JEPC  Friday 10/16/26, TRU  Saturday 12/19/26, JEPC</p>	

Roundtable open discussion

<b>Topic</b>	<b>Discussion/Key points</b>	<b>Next steps</b>
<b>Mailroom Issues</b>	There have been staffing issues in the mailroom due to illness and flooding, which is delaying mail. Chandler will follow up with CPM Styles on Monday to see	

	where they are at and to come up with back up plans.	
<b>DVD Rentals</b>	There have been issues with the DVD rental program in the VR. They have not been charged, not been ready, and sign ups have not been tracked. Lt. Davis is going to work with staff to get this back on track.	

Next meeting location: MCC - TRU Date: 2/20/26 Time: 10-12

Comments: This meeting will be in person only.

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 16-01, RCW 42.56, and RCW 40.14.

Distribution: **ORIGINAL** - Family Council Co-chairs

## FAMILY COUNCIL ACTION ITEMS

REFERENCE	<b>NEW ACTION ITEMS OPENED</b> Name of issue discussed in meeting Key points/discussion: Description of issue Update: Update from each meeting till closed	<b>ASSIGNED TO</b> Owner of issue	<b>DATE OPENED</b> mm/dd/yyyy	<b>DATE DUE</b> mm/dd/yyyy	<b>DATE CLOSED</b> mm/dd/yyyy
	2026 Hispanic cultural event: can family of the loved ones incarcerated attend, as they do in Native American event? Associate Bratten will look into this further.  <b>Update 12/20/25: This action item is still being looked into by the assigned staff.</b>	Associate Superintendent Ken Bratten	10/17/25	2/20/26	
	Can shelves/storage be added to housing? Associate Bratten will work with Maintenance to see if this is doable and how much it may cost.  <b>Update 12/20/25: This action item is still being looked into by the assigned staff.</b>	Associate Superintendent Ken Bratten	10/17/25	2/20/26	
	A/B Unit – All store items must fit in box or be removed. Why? Associate Bratten would like to revisit the OM and the Policy to see if they need to be updated.  <b>Update 12/20/25: This action item is still being looked into by the assigned staff.</b>	Associate Superintendent Ken Bratten	10/17/25	2/20/26	
	Securus Callout process for those with Gate Cards at MSU. What does this process look like? Can communication with/about Securus please be made more accessible?	Correctional Program Manager Leslie O'Connor	12/20/25	2/20/25	
	Dirty toys and restrooms at MSU and SRTC, can there be better porter training?	Associate Superintendent Paula Chandler	12/20/25	2/20/25	

REFERENCE	<b>CLOSED ACTION ITEMS</b> Name of issue discussed in meeting Key points/discussion: Description of issue	<b>ASSIGNED TO</b> Owner of issue	<b>DATE OPENED</b>	<b>DATE DUE</b> mm/dd/yyyy	<b>DATE CLOSED</b>
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	Update: Update from each meeting till closed		mm/dd/yyyy		mm/dd/yyyy
	<p>Can the EFV 3am check in be moved or removed? Associate Chandler will bring this to the Executive Leadership Team for further discussion.</p> <p>Update 12/20/25: Associate Chandler has reached out to the other facilities with EFV trailers and has identified that some do not have 3am counts. This is because their count schedule is different the ours at MCC. At this time the count schedule at MCC is best for accommodating the needs of our facility.</p>	Associate Superintendent Paula Chandler	10/17/25	12/20/25	12/20/25
	<p>Are visitors still required to stop at the TRU Speaker? How long should visitors wait for a response? Associate Bratten will work with maintenance to ensure the speaker is in proper working order.</p> <p>Update 12/20/25: The TRU speaker box is operational and visitors are still required to stop before their visit. Please provide our staff with some patience while waiting for a response. Thank you.</p>	Associate Superintendent Ken Bratten	10/17/25	12/20/25	12/20/25

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