



FAMILY COUNCIL MEETING MINUTES

Location: MCC - TRU Date: 2/20/26 Time: 1000-1200

Teleconference details: This meeting was not 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, H. Trenk, M. Khalmuratov, N. Spoo, L. Bolen, J. Caldwell, B. Peterson, D. Allen, K. Bratten, L. O'Connor, J. Warner, A. Maldonado,

Non-council member attendees: _____

AGENDA

Old business

Topic	Discussion/Key points	Next steps
IIBF Update	A copy of the budget was provided to attendees.	
Can Papa Murphy's Pizza and baker's yeast be made allowable items in the EFVs?	No. Both items have previously been vetted through Security, and there is no change in the agency's position. Both constitute security risks. Papa Murphy's pizza is vulnerable to alterations due to the way the items are wrapped. Yeast can be utilized in the fermentation process. As such, neither item is appropriate for EFVs.	
Chemical Dependency Update	There has been positive movement toward addressing staffing for treatment classes. While details cannot yet be shared, progress is being made to address the shortage of staff providing treatment programming. Once definitive information is available, Associate Superintendent Chandler will be updated so the information can	

	<p>be shared with the Family Council.</p> <p>Additionally, a staff member is currently completing assessments for GRE. This work is ongoing to ensure individuals are not delayed in GRE consideration due to treatment assessment needs.</p>	
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New business

Topic	Discussion/Key points	Next steps
<p>Coffee Pilot at TRU and MSU</p>	<p>This pilot program will be coming to TRU and MSU. The process will be similar to the Pico coolers: individuals will scan their card and then place their order. The goal is to have this operational within the next three weeks while coordination with Maintenance is completed.</p>	
<p>Can a pathway to earning EFVs be created for individuals with old DV charges?</p>	<p>Domestic violence history is considered on a case-by-case basis. Currently, visitors may apply annually for consideration in the program. The EFV Review Committee carefully reviews requests involving DV history with the intention of allowing participation when appropriate.</p> <p>Due to the severity of some DV cases, participation may be inappropriate (at best), dangerous (at worst), and could compromise the program. Given the wide variation in DV history, implementing a standardized “pathway” process would be inappropriate.</p>	
<p>Can EFV trailers be moved to TRU?</p>	<p>The EFVs were relocated years ago, reportedly for ecological reasons. Moving them again would require a larger discussion. They were</p>	

	<p>previously located in the area outside of Visiting. Relocating them back would reduce space currently utilized for outdoor visiting.</p>	
<p>Are families required to use the totes provided at EFV check-in, or may they bring their own?</p>	<p>The goal is to maintain consistency in EFV processes statewide. Chandler reviewed the processing area, and changes will be made.</p> <p>At this time, the provided totes will continue to be used while improvements to the process are explored. A new refrigerator will need to be purchased to store food items that exceed the two-tote limit.</p>	
<p>Can personal shoes purchased from CI be worn in the Visiting Room?</p>	<p>No. Statewide Visiting Guidelines clearly state that incarcerated individuals may wear only state-issued clothing and footwear.</p> <p>There has been an increase in shoe-swapping in visiting rooms. While this may seem minor, dangerous contraband has been discovered concealed in exchanged shoes. Additionally, shoes are considered currency within prison systems and can drive criminal activity. Therefore, limiting footwear to state-issued items is appropriate.</p>	
<p>New Securus Tablets</p>	<p>There are no finalized details or plans at this time. Headquarters will issue communication when information is finalized.</p>	
<p>Emails through Securus have long delays. Why? Will this be resolved?</p>	<p>Any digital communication flagged by the system must be reviewed by staff. Per policy, staff have seven days to review flagged material. Headquarters issues a weekly report</p>	

	<p>documenting review timelines. MCC is currently within required timelines.</p>	
<p>Is there a way for photo collages to be reviewed instead of denied?</p>	<p>Headquarters has updated its interpretation regarding collages. Multiple videos combined into one submission are now approved; however, photo collages will not be approved.</p> <p>The user agreement and Policy 450.100 dictate that images sent must be a single image. Images sent through the mail may contain collages; however, if one image is problematic, the entire submission will be denied.</p>	
<p>Securus Wi-Fi Installation in TRU</p>	<p>There has been no new Wi-Fi installation since units were added to the backs of cells, and no new Wi-Fi installation is currently scheduled.</p> <p>If calls are dropping, please submit a service ticket.</p>	
<p>Request for Meeting with Local and Statewide ADA Coordinator</p>	<p>The Statewide ADA Compliance Manager is not available for LFC but has reviewed the following information. This process is governed by DOC 690.400, Individuals with Disabilities.</p> <p>Individuals may request accommodations in a variety of ways, most commonly through the kiosk. Requests are submitted to and reviewed by the Statewide ADA Review Committee, which meets monthly. Individuals receive</p>	

	<p>written notification following the committee's review.</p> <p>Appeals may be submitted using DOC 13-584, Patient Appeal of ARC Decision, to the Statewide ADA Compliance Manager within 10 days of receiving notification.</p>	
ITJS – Will individuals in Maintenance be prevented from working due to restricted access to back dock areas?	Maintenance has requested that individuals who are restricted from loading dock access not be assigned to Maintenance. Work program requirements will be reviewed after Maintenance transitions to a new location.	
Clarification on B Unit Water Project	<p>The project is anticipated to begin in September and is expected to last approximately one year.</p> <p>Individuals may need to move for various reasons, including potential transfers. Coordination with HQ Classification has already begun to develop a strategy for these transitions.</p>	
Why does a code on one unit shut down all others?	This decision is made by the Shift Commander, who considers multiple factors to restore operations as quickly and safely as possible.	

Roundtable open discussion

Topic	Discussion/Key points	Next steps
Bathroom Breaks	Bathroom break times will be reestablished during Visiting. There is no further information for on this at this time. Once this is ready to be established information will be posted.	
Visiting Movement	A kiosk announcement will be sent out soon. Individuals must remain seated during visits. Movement is limited to accessing vending machines or	

	the microwave. Walking laps will not be permitted.	
How will Maintenance changes affect jobs?	Maintenance is currently in a transition process. Administration is working to determine how these changes will affect job assignments moving forward.	

Next meeting location: MCC - MSU Date: 4/25/26 Time: 1000-1200

Comments: This meeting will be available via Teams.

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	NEW ACTION ITEMS OPENED Name of issue discussed in meeting Key points/discussion: Description of issue Update: Update from each meeting till closed	ASSIGNED TO Owner of issue	DATE OPENED mm/dd/yyyy	DATE DUE mm/dd/yyyy	DATE CLOSED mm/dd/yyyy
	<p>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.</p> <p>Update 12/20/25: This action item is still being looked into by the assigned staff.</p> <p>Update 2/20/26: This issue is still under review. We do not want to implement a process that cannot be sustained. We are currently in a trial period allowing family members to attend cultural events.</p>	Associate Superintendent Ken Bratten	10/17/25	4/25/26	
	<p>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.</p> <p>Update 12/20/25: This action item is still being looked into by the assigned staff.</p> <p>Update 2/20/26: This was discussed recently; currently cost is the primary barrier.</p>	Associate Superintendent Ken Bratten	10/17/25	4/25/26	
	<p>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.</p> <p>Update 12/20/25: This action item is still being looked into by the assigned staff.</p>	Associate Superintendent Ken Bratten	10/17/25	4/25/26	

	<p>Update 2/20/26: Once a storage solution is identified or funding becomes available, this issue will hopefully be resolved.</p>				
	<p>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?</p> <p>Update 2/20/26: 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 me/Veronica to get them on the callout and get them laid in.</p> <p>Here are examples that have occurred when Securus is fully operational.</p> <ul style="list-style-type: none"> • 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 	<p>Correctional Program Manager Leslie O'Connor</p>	<p>12/20/25</p>	<p>4/25/26</p>	

	<p>them on the callout and they were laid in from the grounds crew.</p> <p>Some common issues we see from individuals seeking FSCA support are:</p> <ul style="list-style-type: none"> • 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 “come see me” with no detail. Securus will return it asking for detail. 				
	<p>Dirty toys and restrooms at MSU and SRTC, can there be better porter training?</p> <p>Update 2/20/26: New porters have been hired and are instructed to clean toys during downtime.</p>	Associate Superintendent Paula Chandler	12/20/25	2/20/26	
	<p>Replace Flooring in the MSU Children’s Visiting Area.</p> <p>Update 2/20/26: TRU – Maintenance is working to identify an alternative solution that meets facility needs. Flooring at MSU has been replaced.</p>	Associate Superintendent Paula Chandler	1/5/26	4/25/26	

REFERENCE	CLOSED ACTION ITEMS Name of issue discussed in meeting Key points/discussion: Description of issue Update: Update from each meeting till closed	ASSIGNED TO Owner of issue	DATE OPENED mm/dd/yyyy	DATE DUE mm/dd/yyyy	DATE CLOSED mm/dd/yyyy

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