



FAMILY COUNCIL MEETING MINUTES

Location: Stafford Creek Correctional Facility Date: 10/08/2022 Time: 09:00-11:00am

Teleconference details: Call in number: 1-253-372-2181 / Phone Conference ID: 540 160 580#

Meeting Attendees

Department/Facility Co-chair: Gina Penrose, Associate Superintendent of Programs

Family Co-chair: Lydia Schoen for Diane Sifres Family State Rep, if applicable: Vacant

Facility Secretary: Amber Carlson, AA3 Family Secretary, if applicable: Vacant

Members present: Superintendent Jason Bennett, FSM Ronald Attard, HSM Teresa Johnson, LBA Samantha Richardson, Paiger Perkinson, CPM Stephanie Baltzell, CPM Robert Schreiber, CPPC Branwyn Mansford, HSM Shane Evans

Non-council member attendees: Annie Trepanier, Tammy Bertrand, Joanne Todd, Anna Ivanov, Sarah Leon, Shawnte Holmes-Davenport, Catherine Antee, Aja McKinght, Bea, Andrea Triggs, Unidentified Individuals

Agenda

New business

Topic	Discussion/Key Points	Next Steps
<p>CPPC/ Family Friendly Updates</p> <p>Presented by Branwyn Mansford</p>	<p>Backpacks: The population is notified of this program through kiosk, unit flyers and in person discussion.</p> <p>55 Individuals signed up. 83 backpacks were completed and distributed.</p> <p>Holiday items/events will not take place in person this year but are making preliminary plans for next year.</p> <p>Blank cards are trying to be done this year as well. Usual supplier is out of stock so we are looking for a new supplier or we will have to pay more.</p>	<p>About \$2,000 was spent restocking backpacks and supplies. This allows the program to be ready for next year and not have to worry about yearly budget being approved. Program is based off 100 backpacks being distributed.</p> <p>We have purchased unstuffed bears with hearts that hold a 20 second recording. These are VERY popular. 107 Individuals have signed up to send to an adult loved one and 43 to send to kids. 150 total but we still have more signing up. Working on craft activities that match up to holiday season for visit room.</p> <p>Hoping to send out video grams again if quarantine protocols allow.</p>

	<p>Event planned for 12/15/2022?</p> <p>What if Individual does not have blood relatives to participate in CPPC events?</p> <p>What happened to the Violence Prevention Event? It seems there was enough funding and hot dogs to include everyone.</p>	<p>There is no event being planned by CPPC for that date.</p> <p>Family friendly events apply to anyone on an Individual's approved visit list.</p> <p>That was not a CPPC planned event. *See statement below (2)</p>
<p>Presented by Local Business Advisor Samantha Richardson</p>	<p>1st Quarter has not closed yet. Those numbers will be available for December meeting. Now have a narrative section is new on budget form.</p> <p>Barber shop is now considered a basic hygiene need and will come out of general fund. Same with Meal enhancements, they will be coming out of the SCC general fund as well.</p> <p>Hot Shot parts come out of the general fund.</p> <p>Last year's budget: \$19,040 for NR-Non-Restrictive Funds. It's based off ADP-Average Daily Population and then \$10 per person This year's budget: \$17,410</p>	<p>*See provided document on page 10</p> <p>Reallocate the \$3950 that was dedicated to these items. *See statement below (3)</p> <p>*See statement and comment below (4)</p>
<p>Nominations and Speeches Schreiber</p>	<p>NOMINATIONS</p> <p>Family Co-Chair: Lydia Schoen</p> <p>Secretary: Joanne Todd</p> <p>State Rep: Sarah Leon</p>	<p>The plan is, on Monday, to send out the survey for voting. There will be a "write in" option but please be sure to talk with who you are writing in. There will also be an option to decline the position if you do not want it.</p> <p>*See position info and provided speech verbiage on page 11</p>

Unit Rep Items	<p>The Population would like to know why each Individual that has a visit can't just be tested at visit shake-down, and their visitor get tested up front at visit desk. If both pass, the visit can take place.</p>	<p>This process can and will be proposed. It must be implemented through Safe Start.</p> <p>*See statement below (5)</p>
Unit Rep Items	<p>The Population stated that Family members have to call and confirm within 24 hours of purchasing food packages, that they did indeed order the packages, or the orders are cancelled. That families were not properly notified of this, and that many have not received their food packages due to this lack of communication.</p> <p>*LFC Family member has gotten an email like this. Problem ended up being the address on account and card did not match. Spent a long time on hold but it was a quick fix. Recommended everyone checks their address' match.</p> <p>* Washington has a restriction on the amount you can buy? He called it AR food. Is that a type of restriction? Can we ask HQ amount this? Do they restrict the amount of money spent on their food orders? And what is AR food? -C. Antee</p>	<p>As far as we are aware USG only asks purchasers to verify orders in the 2 situations listed below. 48 hours are given to respond, and often times a customer service rep will reach out a 2nd time via phone or email after that 48 hours and before canceling any orders.</p> <ol style="list-style-type: none"> 1) When the purchaser registers for their account and places their 1st order. 2) When the purchaser's personal information and credit card information don't match. This is flagged by their fraud detection software and verification is needed to override it. <p>Here's an example of what that looks like.</p> <p>“Urgent: Please contact Union Supply Direct Customer Service at 866-404-8989, regarding the order (reference # EWA6467404) you recently placed on our website.”</p> <p>“We are having trouble verifying the payment information you provided to us. To protect your financial data and to comply with regulations, the information we have must match what is on file with your financial institution. Please contact us so that we may verify the payment information and complete your order. Our business hours are Monday – Friday 5am-8pm (PST) and Saturday 7am-1pm (PST)</p> <p>If we do not hear from you within 48 hours your order will be cancelled.</p>

	<p>* Packages are not arriving and when trying to place another order we are not allowed. A: we will be addressing this with HQ. It's not your fault it was delayed.</p> <p>*Statement from LFC Family Member: It's true, you need a US address to be able to order through Union Supply and this is a problem for people with loved one outside the US. I've been asking another loved one in the US to send package and I just pay them. However, this costs me extra transfer fees. Can you weight in for Union Supply to accept international cards and addresses? JPay can pull the funds out. All other services should too.</p> <p>Comment from LFC Family Member: I talked to Susan Newton at HQ; she is in charge of Union Supply (?) She was able to negotiate with her supervisors to allow me to but items for another LFC member's husband since the member lived internationally. Not much was ordered but it was mentioned to me that DOC is considering using PayPal to process monetary transactions. This has not been finalized but is in process. She, Susan Newton, was also willing to help track items on a case-by-case basis.</p> <p>*Please see pages 13 & 14 titled "Union Supply Q&A"</p>	<p>Credit Card Companies have updated their fraud prevention systems. As a result, there is a dramatic increase in these verification requests. We're working on obtaining more details on this but have outlined some important information about this below.</p> <p>-These verification requests are initiated by the card companies themselves, not Union Supply. And are meant to stop fraudulent activity.</p> <p>-The vast majority of these verification requests are being triggered by the name of the person placing the order not matching the name on the credit card. Although other discrepancies can cause the need for verification, the mismatched names seem to be the most common.</p> <p>-We're told the sole permanent remedy for this, is to contact the credit card company or bank. Purchasers can verify their identity and approve the purchase. Additionally, they can request that future transactions through the union supply website on their account not be flagged and be approved.</p> <p>-Union Supply is drafting a message to be clearly posted on their website outlining these details, which should be completed today and posted tonight or tomorrow morning (10/08) after the web page refreshes.</p> <p>-A kiosk message to the population outlining the situation is also being drafted. If approved for posting, this will be sent out statewide to all Washington incarcerated individuals.</p> <p>-An email making statewide commissary stakeholders aware of the situation will also be sent, since they handle a majority of these types of questions from the population.</p>
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<p>Kitchen/Workers/Meal FSM Attard</p>	<p>Professional equipment for washing and sterilization of trays and utensils</p> <p>Work schedules for kitchen. Who gets selected, how are they assigned?</p>	<p>We are looking into purchasing and if the facility has the proper electrical and water requirements.</p> <p>The work schedule now is 2 days on and one day off, we are currently operating with only 3 units with only one unit allowed in the facility at a time. Before this we were on the cohort schedule. Counselors fill out the job referral. The Correction Specialist processes the referrals and sends them to the kitchen. The kitchen interviews the workers and assigns them to positions.</p> <p>*See Statement Below (6)</p>
<p>Medical building and TB trailers ICP / Robert Schreiber</p>	<p>What is the progress on the new medical “building” and 3 TB trailers?</p> <p>*It was agreed upon that further discussion about the TB trailers would hold off until next Wednesday’s call. This was due to time left on call being short.</p>	<p>Still no active permit but the county has agreed to let us move forward as long as we install per local building codes. Power should be completed and turned on to the clinic by next Tuesday, 10/11/22. Working on water and sewer, which hopefully, will be completed by the end of next week possibly bringing the clinic online by the week of 10/17/22. Portable trailers will come online shortly after that...as long as the county agrees to let us move forward on those as well (shouldn’t be an issue as they are well aware of what these are needed for). This request is being made through HQ and our appointed project manager, hoping to hear something on this very soon.</p>

(1) **Statement from SCCC Superintendent Jason Bennett:**

I have been with the Department of Corrections for 30 years. The last 17 I have spent at OCC and was part of their LFC as well. I am passionate about the work we do and involving the Incarcerated Individual population in that work. I make myself highly visible and available here at SCCC. I’ve been visiting the population’s living units and walking the breezeway to show them that visibility as well.

- (2) Violence Prevention Event – G. Penrose:
There was a limit on how many individuals could participate in the event. Mr. Van Ogle is not on this call to clarify the numbers or how qualified individuals were picked. What we understand is, individuals were picked in a lottery manner and future events are being planned for those who were not picked. We do have to wait to have these events until the facility is off outbreak status.

Follow up from Assoc. Superintendent D. Van Ogle:

The Violence Prevention Field Day Event was limited to 500 participants. Each unit had representation in the event based on the percentage of approved incarcerated from each living unit. Those selected were chosen from each unit based on a drawing of those that were all approved. We are limited to cohort A and Cohort B so thus was the two-day event. Also, only 500 meals were purchased as the funds for this event were exhausted. Those that qualified for the event but were not selected will be the first offered participation in future events.

- (3) Meal Enhancement for Thanksgiving – R. Attard:
Turkeys for Thanksgiving have been ordered. We will have the same menu as before with pumpkin pie as dessert.

- (4) Budget – S. Richardson:
Headquarters gives the budget to SCCC, then we disperse the funds to allotted areas. But allotments are not concrete. They can be moved to other areas. Anything the says FF is allotted by HQ or is a CPPC area. NR means it is a non-restrictive allotment and can be moved to any other area that has NR. For additional funds to be added to the budget, the program area responsible for the request must start the request and see it up the chain of command.

Comment on budget – LFC Family Member:

This is not enough funds! I will be participating in the state meeting and making it aware that these allocated funds are not enough!

- (5) Unit Rep Item – Testing – LFC Family Member:
This has been a forever issue. Could we please push this request! The population is willing to be tested for this and should be pushed further.

Comment testing on for visitation – R. Schreiber:

There was a meeting yesterday with Lisa Flynn. Updated information will be coming out shortly regarding visitation.

Follow Up: Memo regarding visitation was released and forwarded to LFC members by A. Carlson on Wednesday, 10/12/2022 via email. Can also be found in 10/12's COVID teleconference notes.

- (6) Food Services – R. Attard:
Food Services is currently running with 3 units. 2 on 1 off rotating schedule. 85% are enjoying this schedule, I am receiving positive feedback, and all things are currently working well. Food Services needs Individuals to run smoothly and I have been thanking everyone and expressing my appreciation for the Individuals who have been working odd schedules.

For Christmas there will either be turkey or roast beef. We are just waiting for the menu to come out. We are also looking into doing goodie bags for the holiday.

Roundtable / Open discussion

Q: I know there was supposed to be a Pagan religious in person event on November 2 (scheduled prior to outbreak). So that event (12/15) might be a religious event too? for Christians maybe.

A: Yes, the Religious Coordinator has at least 2 events he is working on. (Unsure if those match with the 12/15 date in question).

Q: I assume the budget is less because the population has decreased?

A: That is correct, our ADP has gone down. I will need to follow up on the FF numbers.

Follow Up from S. Richardson: Currently the rate per anticipated participant is \$6.50, the Winter Event is allotted an additional \$10 per child and for the Back-to-School Event the additional allotment is \$15 per child.

Q: Why can't gym fees come out of the \$3950 the budget will be reallocating?

A: Not a gym fee. It is a weight fee for those who qualify to use the weight area. This is for the upkeep of weights and that equipment. The gym is open even if you do not pay that fee.

COMMENT – Family Member: Gym equipment must be updated, and those expenses can add up. My son stated some of the new bars are already bent. Things get chipped/warped and over time those must be repaired or replaced. That costs money but makes the area available for use.

Q: The weight area is only open to those who qualify?

A: Yes. Certain violent actions remove one's admittance. In policy, those violent actions revoke their access, and they are not eligible for a refund.

Q: What is going on with the fundraiser?

A: A fundraiser through the Sustainability Program is happening. They are offering chicken, pop, and pie.

COMMENT – Family Member: Fundraisers should be made for all, not just who can afford it. Maybe some of those extra funds can be put towards that.

Q: Do your HQ people get tested when they come into the facility?

A: If they are not an employee, they do get rapid tested. If they are a DOC employee that has not been tested in the suggested time frame, then yes, they get tested as well.

Q: EFV attendees are being tested multiple times. What about the staff involved in this EFV process? Shouldn't they be tested just as much?

A: We do continue to pass along your questions and concerns about staff being tested. We do understand your safety concerns

Q: Do we have an idea on what the timeline is for the dishwasher install?

A: Once we are approved and can clarify every concern.... We will then be able to give a better timeline regarding installation

COMMENT: – Family Member: It is very appreciated that a commercial dishwasher is being purchased and thank you to everyone involved in that.

Q: Is the kitchen considered a program?

A: Yes.

Q: How do get everyone on the same page about insulin line and meal line? (I believe this was in reference for those who work in the kitchen)

A: We are working on this. Last week we did a rework for kitchen workers.

COMMENTS:

- Family Member: Thank you, thank you Mr. Attard for making the insulin needs for your workers a priority.
- R. Schreiber: We have reconstructed the grab and go process. We have also made snacks available when they get to insulin line. This way they have something prior to making it to mainline. This issue has been a struggle. We have made a change as of the 5th. Ms. Lynch has been involved in this decision and if there are additional issues, please, please let us know. I will call shift to ensure and let everyone know that the 4AM kitchen workers need this insulin call out.
- G. Penrose: This is an issue that we have looked into making better time after time. Schreiber is looking into and working on this everyday
- S. Evans: Would you please ask all your loved ones that have issues with this operation to kite me directly. I review my kites every day and will address these issues point by point. If needed I will meet with individuals if further clarification/information is needed for us to be able to adjust and make this issue resolved.
- Family Member: Instead of the kite process I would like to propose that a few family members and Individuals are able to get together and go over guidelines with programs, custody, and medical.

Q: It would be great if vegetables from the garden fed the population and not given out to the community. Why is it that vegetables do not go to the population?

A: We try to use the vegetable that are grown in house. But it has been a work in progress to grow enough to feed the whole population. It is almost impossible to use what is grown on the facility grounds when we only receive 300 servings because we then run into the issue of “they got this, but we got that”. We are working with the gardeners to grow specific items.

COMMENTS:

- G. Penrose: Vegetables are donated to Costal Harvest Food Bank. However, they will not accept food from us during an outbreak for fear of contamination. When they get old and are not able to be used, they are destroyed because we only have limited quantities and not enough for entire population.
- Family Member: It’s all just a PR thing
- Superintendent Bennett: While donations may feel like a publicity thing, the Individuals are always recognized for their hard work. I am very thankful for the work they have done. We will be looking for those items that can be grown on a larger scale for the SCCC kitchen. It’s tricky to find an item that can be grown for 1900 individuals.
- Family Member: I also agree that the fresh vegetables should go to the population. Even if it is just a small amount. It is more important that they get healthy and fresh foods versus the community who can go out and buy their own. Even if it is just a little bit.

Q: What is grown in the gardens on campus?

A: We do not have a list but will work on getting that information.


Follow Up: Broccoli, Cauliflower, Radish, Cabbage, Kale, Collards, Swiss Chard, Spinach, Bok Choi, Peas, Green Beans, Lettuce, Mustard, Tomato, Peppers, Pumpkin, Squash, Melon, Cucumber, Onion, Garlic, Carrot, Beets, Turnips, Strawberries, Horseradish, and Asparagus. Usually, we are growing several varieties of these items, changing by the seasons.

Q: You speak about credit for those who are tending the gardens...then it needs to be placed on the website because right now it only states that they grow vegetables.

A: We do like to acknowledge their work and accomplishments and do need to ensure it gets publicized more.

Follow Up: Snippet from article on DOC website: News & Information>Newsroom>Archive>Department of Corrections Reopens Programs for Incarcerated Individuals Across the State re: April 13, 2022

Garden

Stafford Creek Corrections Center has approximately 45,000 square feet dedicated to growing produce. Multiple gardens and greenhouses allow incarcerated individuals to grow broccoli, cauliflower, lettuce, collards, kale, spinach, pumpkins and many more fruits and vegetables. Harvesting the thousands of pounds of produce each year allows SCCC to not only supplement food for their own use, but also to donate to [Coastal Harvest](#) , various food banks, nursing homes and other community centers across seven western Washington counties.

Snippet from Coastal Harvest link within article>Programs>Stafford Creek

Benefits from the inside out!

Coastal Harvest is proud to be partners with Stafford Creek Correctional Facility on a local agriculture program.

Stafford Creek is currently growing fresh produce on over an acre of property. A majority of this produce is picked up directly by Coastal Harvest where it is sorted and built into farm fresh boxes at our warehouse. These boxes are then sent to our food pantries, feeding programs and senior centers on a weekly basis.

Since June 2017, this program has yielded over 8,000 pounds of fresh produce for our local community.

Q: Why was the grab and go schedule from May implemented? H5 is always last.

A: We are running the units to mainline on an enhanced cohort schedule. This way we only have 1 unit on the breezeway at a time, and still get people to mainline, pill and insulin line, and recreation. In a couple of weeks, the schedule will rotate and who goes last will change. This was implemented quickly before a dinner mainline and we have high hopes for it to work well.

Q: We are constantly scheduling and rescheduling special visits due to closures. Since there isn't a schedule for 2023 yet, can we work on cohorts having 2 days instead of just 1 for special visits? Do you have a timeline on when the new visit schedule will be released?

A: We are looking at implementing a new schedule where 1 cohort would have 2 days of special visits and then the next weekend it would be the other cohort for 2 days. This is in the works but not finalized.

Follow Up: Memos regarding visitation and special visits were released and forwarded to LFC members by A. Carlson on Wednesday, 10/12/2022 via email. Memos can also be found in 10/12 COVID teleconference notes.

Q: Mr. Bennett –What are you planning on doing and implementing at this facility?

– Superintendent Bennett: I monitor my assumptions; I am out and about in the heart of the facility to be active with the facility and population. I do like to showcase positive things they (Individuals) are doing. I do have some transition since I came from a camp (OCC) but am exploring opportunities for this next year. I like to see the population involved more, looking at options that I may have experienced through my time at OCC. Maybe we can do more in the woodshop for donations to charities, looking to showcase to the community that “Hey, these individuals are doing things and they are helping the community”. I am looking forward to the next 5-7 years to keep the population involved prior to my retirement. I am open to communication. Even through email tag”. jmbennett@doc1.wa.gov

COMMENT: – Family Member: It is very appreciated that you are going to the units and having the population know who you are and who the leadership person is.

Q: Communication with DOC. Is Salina Brown still a contact? We are getting things 3rd party through Amber and Lydia. Katy used to send things directly. How do we know we are getting the most recent memos?

A: Yes, Salina Brown is still handling the Family Mailbox and we will check in with her next week to make sure all is going well.

COMMENT – A. Carlson: I have been sending the memos to the Local Family Council Family Co-Chair Diane Sifres as I get them. She has then further distributed them to the other LFC Family Members via her choice of action. Due to Diane going on vacation she asked that I include Lydia Schoen in those emails so she may distribute on Diane’s behalf. Once Diane is back from vacation, I will touch base with her on this process.

Q: Can we please check on the JPay and Kiosks to ensure they are working correctly while SCCC is on outbreak?

A: JPay will be onsite Monday, 10/10. They have a large list to tend to.

Q: Are random cell searches being done while on facility wide outbreak?

A: Yes.

Comments/Closing –

Thank you all for coming. We will be continuing our weekly Wednesday COVID calls from 3:00-4:00 pm via teams.

The next Bi-Monthly meeting is in December. We will be adding Amend to that agenda and have received many agenda item requests from LFC members. Those requests will be forwarded to the family co-chair to further discuss with LFC members.

LFC Family Co-Chair: Please have the final agenda item requests to the Facility Secretary (Amber Carlson) no later than Wednesday, November 16, 2022.

Next meeting location: Teams Meeting Date: 12.10.22 Time: 0900-1100

SEE IMPORTANT INFORMATION ON ATTACHED PAGES:

Stafford Creek Corrections Center (SCCC)

Incarcerated Individual Betterment Fund (IIBF)

FY23 Quarterly Budget to Actual Report from July 2022 to June 2023

Account Code	Budget Category	Proposed Name - Programs/Events	Total FY23 Budget	Expenditures	Fee Recovery	Remaining FY23 Budget	Brief Description of Expenditures to Date
89130	FF01	BACK TO SCHOOL	3,415.00				
89130	FF15	FAMILY FOCUS EVENTS	1,800.00				
89130	FF37	MARRIAGE CLASS/SEMINAR	300.00				
89130	FF40	HOTEL VOUCHER PROGRAM	15,000.00				
89130	FF61	SPRING EVENT	1,690.00				
89130	FF69	WINTER EVENT	4,680.00				
89130	FF91	VIDEO GREETING	500.00				
89130	FF97	SPECIAL ADULT EVENT	1,268.00				
89130	FF96	SIGNIFICANT OTHER APPRECIATION	1,268.00				
88125	NR08	EFV - SUPPLIES	980.00				
88115	NR14	MEAL ENHANCEMENTS	3,950.00				
88160	NR19	RECREATION SUPPLIES	7,955.00				
88170	NR23	TELEVISION PURCHASE / INSTALLATION SUPPLIES	0.00				
88180	NR27	UNIT ACTIVITIES	3,625.00				
88190	NR30	VISITING AREA SUPPLIES	900.00				
89170	OP03	TELEVISION SERVICES	141,882.00				
Report Total			189,213.00				

Budget Category:

FF is allotted by HQ or is a CPCC area.

NR is non-restrictive Allotment and can be moved to any other area that has NR.

Budget Category	Proposed Name - Programs/Events	Total FY23 Budget
FF01	BACK TO SCHOOL	3,415.00
FF15	FAMILY FOCUS EVENTS	1,800.00
FF37	MARRIAGE CLASS/SEMINAR	300.00
FF40	HOTEL VOUCHER PROGRAM	15,000.00
FF61	SPRING EVENT	1,690.00
FF69	WINTER EVENT	4,680.00
FF91	VIDEO GREETING	500.00
FF97	SPECIAL ADULT EVENT	1,268.00
FF96	SIGNIFICANT OTHER APPRECIATION	1,268.00
NR08	EFV - SUPPLIES	980.00
NR14	MEAL ENHANCEMENTS	3,950.00
NR19	RECREATION SUPPLIES	7,955.00
NR23	TELEVISION PURCHASE / INSTALLATION SUPPLIES	0.00
NR27	UNIT ACTIVITIES	3,625.00
NR30	VISITING AREA SUPPLIES	900.00
OP03	TELEVISION SERVICES	141,882.00
Report Total		189,213.00

Local Family Council Nominations / Elections for 2023

1. State Family Council Rep (SFR)

- a. Represents the LFC at the SFC meetings
- b. Must attend all LFC meetings
- c. Must attend all SFC meetings plus the one-hour Rep meeting held prior to the state meeting
- d. Be available for other SR meetings/focus groups as needed

2. LFC Family Co-Chair

- a. Must attend all LFC and SFC meetings and is back-up for SFR
- b. Jointly facilitates LFC meetings and works with local families to identify and submit agenda items
- c. Works with facility co-chairs and secretary to assist with agenda development

3. LFC Secretary

- a. Must attend all LFC meetings
- b. Takes minutes during meetings and works together with facility secretary to assist with draft of minutes
- c. In conjunction with Facility Secretary, helps track action items on the Family Council Items list

NOTE: In the case of an emergency where an LFC officer is unable to attend a meeting, that person must ensure that one of the other LFC officers covers their position at the meeting.

Please also note per DOC Family Councils Policy No. 530.155, **each elected SFC/LFC officer will serve for a term of one year, however, may be re-elected to serve up to 3 consecutive terms on the same council. If a term cannot be completed, an election will be held to fill the position for the unexpired term. Family council officers may only serve in one position, either local or statewide.**

Lydia Schoen for Family Co-Chair:

Our LFC has had a difficult year with lots of changes and has become very disconnected. I know there are concerns about what the level of my commitment to being the LFC Co-Chair and remaining as that for the entire year. I learned a lot from the experience of being the SFC Rep, receiving feedback from LFC members and interactions with other SFC Reps. But it's also been another tough year for our guys, they are struggling and that's what the focus of the LFC should be on. We need to get past the personality issues and move forward with the commitment to all our guys and what is in their best interest. I feel we can rebuild a cohesive and functional family council with a sense of community. With organization, mutual respect, and planning we can develop a collaborative partnership with the teams at Stafford. As the LFC Co-chair, I plan to work with others to brainstorm ways for more sharing of information not just for new members but all family members and would include: SCCC Facility information; DOC Acronyms; links to the DOC website for information and updates; signing up for email distribution listserv. Hold monthly meetings to share the latest information coming from the DOC and SCCC. Collaborate on agenda items for the LFC meetings as well as review proposed agenda items from SCCC staff; be aware of open action items and that SCCC addresses these in a timely manner. Working together to be aware of larger meetings such as SFC, IIBF Quarterly Reporting, OCO, etc.

Joanne Todd for Family Secretary:

No verbiage received for notes. Stated: I'll Volunteer for the secretary position if no one else will do it. If you can tolerate the minutes not being stellar, I can do that" during the teleconference call.

Sarah Leon for Family State Representative:

No Verbiage received for notes. Gave speech during teleconference call.

Union Supply Q & A

Q: What is A.R. Foods? A family member had issues ordering a package and was told by a customer service representative that it was due to “AR Foods”.

A: **Nobody within CI or Union Supply has any idea what “AR Foods” is or could possibly be referring to. If an order # or DOC # could be provided I could investigate this further.**

Q: Is there a monetary limit on food orders? If so, is this new?

Explanation: These 2 questions came from a family member whose package purchase was denied. Once they got through to customer service, they were told it was due to “AR Foods”. That then prompted the family member to believe that there may be a monetary limit on food orders. When they questioned customer service the representative was unsure and could not give clarification on what “AR Foods” was

A: **There is no monetary limit on food packages. However, there is a 20 lb. weight limit restriction.**

Q: Is there a process that allows an international card and address for purchasing? If not, can one be implemented?

Explanation: There are family members out of country that are trying to order packages. However, due to their account address and credit card address being international (in this case Canada) they are unable to directly place order.

A: **No, there is not. Per Union Supply: “No international credit cards are permitted. Only Credit Cards with a US Mailing Address.”**

Follow Up:

International Payments – A money order mailed to USG is an accepted international payment method.

PayPal – A PayPal option has been added to the Food programs payment options. Adding a PayPal payment option to the Property should happen by the end of the year if no issues present themselves in the FPP. Currently this is only for US based accounts. The possibility of accepting international PayPal payments in the future is being explored.

Q: Packages are not arriving on time and when trying to order the next package families are not able.

Explanation: Family member stated they ordered a package, order was accepted, then the delivery was delayed. When they went to order next package, they were not able because the delayed one had not been delivered yet.

A: **Delivery/distribution dates are not linked to ordering restrictions in any way whatsoever. The ordering period restrictions are listed below.**

Property/Faith Packages – One order can be placed per individual every calendar month. Restrictions lifted on the 1st day of every month. Orders can be placed 1 day apart if placed in different months.

Food Packages – One order can be placed per individual every 2-month ordering period. Ordering periods start at the beginning of every even month and end at the end of every odd month. Orders can be placed as little as one day apart if placed at the end of an odd month and start of even month.

Any delay is highly individualized, and a complex web of factors go into each of these complaints. These factors include, supply chain issues (inventory), the timing the order is placed/uploaded for processing, trucking schedules, individual facility processes, facility distribution schedules, payment issues, housing eligibility and transfers.

Answer continued next page

Unlike Commissary orders there is no set ordering date and distribution date, like with their current phone system. Union Supply Packages are also processed from one location (MCC), Commissary orders are packaged from 2 locations (East – AHCC & West –MCC). Purchasers are open to place orders at any given time but are still subject to CI's production and shipping schedules. For units that have a distribution day every 2 weeks, orders placed a day apart could potentially be packed and shipped 2 weeks apart.

The statewide average from date order is placed to date it is distributed is 18.5 days.

Q: Hold times are very long when trying to inquire about order or change address on account.

Explanation: This was a across the board complaint/concern. No specific time frame was mentioned.

A: Unfortunately staffing these customer service call centers has been an ongoing struggle for Union Supply and have been made significantly worse since the start of the pandemic. Please see the direct response I received from USG on this issue below.

“Currently our call center is short on staff. We encourage families to utilize the live chat feature.”

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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