



# FAMILY COUNCIL MEETING MINUTES

Location: Washington State Penitentiary Date: 08.05.2023 Time: 8:30-10:00

Teleconference details: MS Teams Meeting

**/Meeting Attendees**

Department/facility co-chair: Bradley Bowman Family co-chair: \_\_\_\_\_

Facility/council secretary: Theresa Vanderbeck Family secretary: \_\_\_\_\_

Members present: Carrie Montoya

Non-council member attendees: Associate Superintendent Bradley Bowman, CPPC Theresa Vanderbeck, Visiting Sgt. Chase Harvey, Health Services Manager 3 Crystal Abdulwahid, CI Manager 3 Phillip Marker, Superintendent Rob Jackson, Director of Person-Centered Services Megan Pirie, Scribe Jordan Kisling, CRT \_\_\_\_\_

**Agenda**

Old business

Topic	Discussion/Key Points	Min.	Next Steps
Welcome & Introduction	<p>Introduction of all those in attendance.            Agenda Management:            Timekeeper:</p> <ul style="list-style-type: none"> <li>• Special election of Interim Chairperson of the Local Family Council               <ul style="list-style-type: none"> <li>○ Is not in attendance today. The Interim Chairperson of the Local Family Council will be Carlissa Quichocho.</li> <li>○ Associate Sup. Bowman and Theresa will try and get with her to get a meeting set up to get her up to speed since the elections are in October.</li> </ul> </li> <li>• Introduction of the Director of Person-Centered Services, Megan Pirie. Her role is to ensure that the voice of the incarcerated individual continues to be incorporated into DOC's practices.               <ul style="list-style-type: none"> <li>○ New with DOC</li> <li>○ Her role is to come out and visit facilities. To look at policies and procedures and how they can be more directed at persons/people to make them more effective.</li> <li>○ Here to connect with families and shareholders and bridge the gap between the two sides to make like easier for those that are incarcerated and their families.</li> </ul> </li> </ul>	5	

	<ul style="list-style-type: none"> <li>○ Was previously incarcerated as part of an experimental scared straight program. At Purdy (WCCW) and McNeill Island</li> <li>○ Is a mother of six children with a large family</li> <li>○ Worked with the bail project which works with reentry and working with the community and getting them back out into the world. What they need and what the community needs.</li> <li>○ Likes that these meetings can be held virtually because it breaks down barriers that might cause issues for those that can't travel to attend meetings held in person.</li> </ul>		
CPPC Report	<p>Theresa Vanderbeck-</p> <ul style="list-style-type: none"> <li>● Report RE Backpack Events <ul style="list-style-type: none"> <li>○ August 12<sup>th</sup>. Busy running around purchasing supplies and getting things fine-tuned and ready for the distribution of backpacks.</li> </ul> </li> <li>● Invitations are being sent out on Monday.</li> <li>● Those that have school aged kids, they will come in and we are having games popcorn, cotton candy shaved ice. They will hand out the backpacks at the end of the event.</li> <li>● Is unable to do the entire facility on one day so she is working with the Visiting Sgt to set up other times for those units that can't be done on August 12<sup>th</sup>.</li> <li>● For families that don't live in the area they are going to try and set up a way to mail them out. It is Brad and Theresa's first time running this program.</li> <li>● They used to do a sign up in units and Theresa is in the middle of working on it and getting it going.</li> </ul>	10	
Follow Up	<ul style="list-style-type: none"> <li>● Open Secretary position</li> <li>● Open SFC Rep. position</li> </ul> <p>Only one family member was able to attend today's meeting and so no nominations were made for the open Secretary or SFC Rep position.</p>	10	
SFC	<ul style="list-style-type: none"> <li>● SFC meeting July 15, 2023 <ul style="list-style-type: none"> <li>○ Meeting minutes from the July 15<sup>th</sup> meeting have been uploaded to the doc.wa.gov site under Family &amp; Visitors.</li> <li>○ <a href="#">Family Council   Washington State Department of Corrections</a></li> <li>○ Above included link has information about Family Councils, Local and Statewide.</li> </ul> </li> </ul>	10	

Topic	Discussion/Key Points		Next Steps
Visitation	<p data-bbox="321 157 472 191">Sgt. Harvey</p> <p data-bbox="321 247 1078 281">Since the last meeting 1181 visits at the 688 July, 523 June</p> <ul style="list-style-type: none"> <li data-bbox="370 296 1182 478"> <p data-bbox="370 296 1182 478">• When/If vendor changes will be made to the max amount of money per visit increase? If not, can this be looked into? \$20 is not enough money to last the entire day of visiting. Especially with the high cost of food in the vending machines currently.</p> <ul style="list-style-type: none"> <li data-bbox="467 489 1146 594">○ The vender is starting to meet the marks that we are talking about. We will have the same vendor that we have currently that is not changing.</li> <li data-bbox="467 604 1094 638">○ We will be getting the card reader machines.</li> <li data-bbox="467 648 1159 753">○ The vendor does have challenges with going from schools and street side to working in a prison setting.</li> <li data-bbox="467 764 1166 827">○ The \$20 is policy and that isn't something that can be changed at facility level.</li> <li data-bbox="467 837 1166 984">○ The card reader system is coming. There is a meeting on 8/17 about the system. The visiting department is working with IT at the facility to get things going.</li> <li data-bbox="467 995 1138 1024">○ The cards will allow \$40, but cash won't change.</li> </ul> </li> <li data-bbox="370 1035 1187 1293"> <p data-bbox="370 1035 1187 1293">• Pricing on food in the vending machines? Will that change when the vendor changes? What is being done about different food options being added to vending machines. Has headquarters been contacted regarding this issue? Is there a healthier drink selection that could be added to the current selection, offering juice/low sugar/caffeine free beverages for children, diabetics, etc.</p> <ul style="list-style-type: none"> <li data-bbox="467 1304 1187 1528">○ Sgt. Harvey Is more than happy to go through supervision and those that run the program and see what exactly \$40 can buy. Will have to see if there are policies that would keep that \$40 from changing if it is found that \$40 may not be enough for families to enjoy food together during their visits.</li> <li data-bbox="467 1539 1179 1686">○ Different food options? There are some healthier options available, but they have been pulled back a little bit in the past. This could be due to things not selling well.</li> <li data-bbox="467 1696 1166 1911">○ Healthier drinks? There are a few caffeine-free drinks available, as well as a filtered water system with ice, root beer and sprite in the machines. The vendor might not have a lot of canned juices and you can't dually purpose a machine to have both cans and bottles.</li> </ul> </li> </ul>	10	

	<ul style="list-style-type: none"> <li>○ The market system that the vendor will be using with the card machines is an inventory system which will track what is being sold and how much of it is selling and will phase out the less selected options to make room for those that are more popular.</li> <li>● What are the chances of a lot of visitors with more money coming in once the card machines are in and \$40 allowed, that they may run out of product in the machines. <ul style="list-style-type: none"> <li>○ The new product market system is supposed to give real time inventory and hopefully they can track and keep things from being completely sold out.</li> <li>○ The previous vendor would sometimes come twice a day- once in the morning and once at around noon to restock. It is our hope that the new vendor will keep an eye out and set up their restock schedule to best fit the needs of the facilities usage.</li> <li>○ Megan also brought up that giving a kid sugar and then asking them to sit and be calm can be a bit hard so having healthier/less sugary options would be a good idea.</li> <li>○ By contract they are required to have a certain number of spots that are filled with healthier items, but they aren't going to put more healthy food above that amount of spaces if it's not being bought.</li> <li>○ We do have things like chicken salad sandwiches and fruit cups as options.</li> </ul> </li> <li>● Is it possible to add more of a variety of entertainment for the younger children during visiting. Policy on minors visiting has a no tolerance for disturbance by the minors and with not much of a selection of entertainment this makes visiting long &amp; boring for them. <ul style="list-style-type: none"> <li>○ We just purchased several new games in July when our budget reset for the year.</li> <li>○ We are slowly growing after having to mothball things due to covid. We had the building shut up while we were unable to hold visiting and due to that we had issues that face any area that is shut for a while in this type of area.</li> <li>○ Due to dust and mice (which have been dealt with) we had to get rid of some games and children's toys that we previously had in the visiting area. We are working on replacing these items.</li> <li>○ We do have some new staff in the visiting area that we are getting up to speed and getting thing going again as far as the program goes.</li> </ul> </li> </ul>		
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	<ul style="list-style-type: none"> <li>○ We do have lots of board games in the visiting room.</li> <li>● Are coloring books allowed in the visiting room? Can family donate them to WSP? It is constantly the same 1-3 coloring pictures that are accessible for long periods of time, leaving children not wanting to partake in one of the very few things to do. If not, is it possible to set up a section on top of shelving w/a larger quantity in option of coloring pages (like the filing shelves). A specific family has offered in donating the needed materials to do this. Staff is denying printing coloring pages when asked by I/I's or I/I's loved ones. <ul style="list-style-type: none"> <li>○ As far as not printing pages off. It might have been that it was relief staff, or they were in the middle of processing so short staffed and couldn't break away to print anything at that time.</li> <li>○ Would accept coloring book donations that are brand new and have a receipt included to put in the visiting rooms for families to use.</li> <li>○ Small project bags from CPPC in the past were nice like the picture frames that they can put together. This was nice because the incarcerated could take a picture with their families during the visit and have it printed and then work on the frame with their family. This kept the kids occupied and gave them a nice reminder of the visit to take home.</li> </ul> </li> <li>● What can be done to keep the visiting room cool on hot days? Due to dress protocol, it makes for a very long, hot, miserable, unenjoyable day when sitting in a visiting room, all day long with no coolness. There are fans in there, but depending on the table you're at, fans don't always reach you. <ul style="list-style-type: none"> <li>○ Sgt. Harvey is thinking this must be about the EC as the WC has a pretty good air conditioning system which works pretty well.</li> <li>○ There was an air handling problem in the EC recently, but it has been fixed now.</li> <li>○ They do keep fans in both visiting rooms though to move air around and keep it flowing.</li> <li>○ In any situation having 100 people in one room is going to be hard to control the temperature in the first place this is even more true when its hot outside.</li> <li>○ Sgt. Harvey will go through next week during visiting when the temperatures are supposed to be high again and check on the situation if the temperature needs to be set lower or if perhaps more fans need to be added for air to flow better.</li> </ul> </li> </ul>		
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	<ul style="list-style-type: none"> <li>• Whom can I/'s loved ones reach out to if they feel visiting staff are violating rights &amp; privacy &amp; violating search rights? Can it be done anonymously submitted due to fear of targeting/harassment/etc. by the CO? What measures does DOC have in place to assure family &amp; friends are not being violated in any way. <ul style="list-style-type: none"> <li>○ There was a conversation about searches between staff recently and what should be expected during these searches and what they need to look like based on policy.</li> <li>○ Everyone that comes into the facility for visiting is requested sign an acknowledgement of visitor search requirements waiver that lists the policy/directives.</li> <li>○ The officers do search the inseam of pants and the mouth of each person. It can be a bit invasive, but we do have to do what we can per policy to protect our incarcerated individuals and staff from anything harmful that could be brought into the facility as contraband.</li> <li>○ Who to contact? You can go to Sgt. Harvey with any issues of concerns, the incarcerated loved one can fill out a Resolution request if they believe it warranted, you can also reach out to Associate Bowman if it needs to be at a higher level.</li> <li>○ We are trying to be more thorough with mouth searches and waist band as we found these were places that contraband is most likely to be hidden, if someone is trying to bring it into the facility.</li> </ul> </li> <li>• Can items/toy/etc. be donated to the visiting room? If so, what is the correct policy &amp; procedure for that? Whom should be contacted regarding making the donation? Are cash donations accepted? <ul style="list-style-type: none"> <li>○ Can be donated? They can be donated. He has a box of puzzles that have been donated recently currently in his office.</li> <li>○ Sgt. Harvey usually meets with anyone that is wanting to donate on one of his working days. If its brand new and in its original packaging with the receipt and is in line with what we can have in the facility he is more than happy to accept donated items.</li> <li>○ Donations can be ordered from Amazon after talking with Sgt. Harvey about the item and making sure that it matches policy as to what can be had in the facility. Anything received this way usually comes in its own packaging and receipt so that he can verify what it is.</li> </ul> </li> </ul>		
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	<ul style="list-style-type: none"> <li>○ Who to contact? The best person to contact about donations for the Visiting Room would be Sgt. Harvey.</li> <li>○ Cash donations are not accepted unfortunately.</li> <li>● Is it possible to expand the child's play area as currently only approximately one family can be in that area without being overcrowded and giving the proper spacing. <ul style="list-style-type: none"> <li>○ We have 24 tables currently and we would like to keep as many tables as possible to accommodate as many families as possible.</li> <li>○ Sgt. Harvey is willing to investigate seeing if there is something better that can be done to make the area more accessible for more families.</li> </ul> </li> </ul>		
LFC	<ul style="list-style-type: none"> <li>● What can be done to increase membership? <ul style="list-style-type: none"> <li>○ Associate Bowman will speak with Megan to see if she has any ideas about getting families involved.</li> </ul> </li> <li>● What can be done to get members more involved? <ul style="list-style-type: none"> <li>○</li> </ul> </li> </ul>	10	
Securus	<ul style="list-style-type: none"> <li>● Delta unit video visiting kiosks currently do not work. Is there a time frame on when this issue will be fixed, has a ticket been submitted? <ul style="list-style-type: none"> <li>○ Within the next two weeks. This has been due to waiting for parts to arrive that have been backordered and now arranging for a lift to be available and cleared into the facility.</li> </ul> </li> <li>● E-mails are not syncing to some I/I's JP6's but will appear on the kiosk in the dayroom. Proper protocol has been followed by I/I's submitting a ticket to Securus, I/I's have followed the steps given by Securus and is still having the same issues. Are other I/I's having his problem? What can be done to fix this/why is this happening? <ul style="list-style-type: none"> <li>○ Our Securus rep is no longer here, we do have one that was just hired but training will need to be done.</li> <li>○ We have been without Securus tech for some time and Laura, out of Arizona has been assisting us. She will be here next week and addressing this issue at large. Originally, they thought this was just a few individuals, however, this problem is with many statewide. We will be collecting names and DOC #'s and submitting this to Securus IT so that they are able to find the link and push the I/I's items to their players.</li> </ul> </li> <li>● Why do e-mails on Securus stop sending out in the evening time? Is this policy or is this a Securus issue? If it is policy, can it be looked into, to extend that cut off time as certain I/I's look forward to goodnight emails or even checking on</li> </ul>	10	

	<p>loved ones to make sure they made it home safely for the night, etc.</p> <ul style="list-style-type: none"> <li>○ I don't believe the emails all stop. They may slow down a bit, if they are flagged for some reason, they won't run/go through until approved, and we only have a day staffing model for going through emails.</li> <li>○ If we are talking about calls and texts, these do get shut down at 11:00pm in EC and 9:00pm in the WC and SC, this is a facility decision, given by the Superintendent.</li> </ul> <ul style="list-style-type: none"> <li>• Securus crediting video visits refunds after tickets have been submitted by family &amp; friends' due to unforeseen circumstances within WSP, they are not being refunded to the appropriate individuals account after Securus's given time frame? What can be done to make sure that family/friends are receiving their credits when the facility has unforeseen circumstances arise that effect scheduled video visits? <ul style="list-style-type: none"> <li>○ Since we have nothing to do with this aspect of the services, I really can't answer this. I have submitted this to Securus and have not heard anything back yet on this issue. I would recommend calling Securus and stay on it until a credit is issued.</li> </ul> </li> <li>• Connection issues with phone calls. Calls are being dropped due to poor service, cutting in and out making phone calls hard to hear I/I. is there any update on this issue? I/I are noticing reception bars are low when this happens. <ul style="list-style-type: none"> <li>○ There was a time when the Wi-Fi was down. There are higher usage times that the connection will not be as strong, but this is everywhere, especially between 1000-1800 hours when the Incarcerated population are using the system at peak times. Be sure and remind them to put in help tickets or let us know because I haven't heard about this from anyone yet to have it checked on.</li> </ul> </li> </ul> <p>We follow our dayroom schedule when it comes to the JPay and Securus shut down times. In EC since it is minimum security the Incarcerated can come back out to the dayroom after the 9pm count so they are able to make calls and send texts until the dayroom closes at 11pm. In the WC and SC since they are higher custody levels they do not come back out into the dayroom after the 9pm count and so their calls and text messages on their players are shut off at 9pm.</p>		
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<p>Individual Incarcerated Persons Concerns</p>	<p>Associate Superintendent Brad Bowman:</p> <ul style="list-style-type: none"> <li>● All ice machines are broken in Delta unit. Which means they are not rewarded with an Ice Gate on high temperature days as stated. Is something in the works being done to fix this? If so, when can I/I's look forward to this being fixed? <ul style="list-style-type: none"> <li>○ Work orders have been put in and they are working on getting it fixed.</li> <li>○ There is a program in place to replace all the ice machines currently across the state over the next couple years.</li> <li>○ The team that fixes the ice machines also fixes our HVAC system. It is possible that delays in fixing ice machines could be due to the fact that they prioritize the HVAC system over the ice machines.</li> </ul> </li> <li>● Is there something that can be done for I/I's to take pictures to send to family and friends? Either on the kiosk itself or can the in-unit photo program return? Only way loved ones can get pictures of their I/I at this time is through visiting in person and not everyone has that capability due to a wide variety of reasons. <ul style="list-style-type: none"> <li>○ Will work with the Program Managers and Unit Managers in each area of the facility about getting them started back up with the picture programs.</li> </ul> </li> <li>● Regarding Big yard, there is no cooling system for I/I's. What is the possibility of ice pitchers for big yard? If not possible is there an alternative to assure proper cooling of I/I in times of high temperatures. <ul style="list-style-type: none"> <li>○ EC MSU is allowing incarcerated to go back and forth from the yard and the unit to help alleviate some of the heat-based issues.</li> <li>○ In the WC and SC, they run on gate systems and so going back and forth doesn't really happen.</li> <li>○ They have provided smaller cooling towels to the incarcerated in the units, but they haven't been able to put them up in the WC yards as of yet due to the fact they haven't been able to find a way to put them up where they can't be used as weapons.</li> <li>○ Ice containers have never been allowed out to the yard due to policy and that is not likely to be changed in the future.</li> </ul> </li> <li>● Lastly, what are the chances of extending phone time? I/I's who have loved ones in different time zones, long work hours, etc. are not given much time if any to talk to loved ones, which impacts mental health. Emails were an alternative for I/I's to at least check in with their loved</li> </ul>	<p>10</p>	
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	<p>ones if they are affected by such circumstances but with the emails shutting off at the same time, this restricts that option as well. Is it possible for an earlier time for phones to come on and a later time for them to shut off? Ex/5am-10pm or 6am-11pm</p> <ul style="list-style-type: none"> <li>○ As stated above in the Securus questions this is not something that would be possible due to the dayroom schedules that we follow.</li> <li>○ As well we do not staff at night for going through emails and text messages that have been flagged. Opening up the hours more would cause possible further delays in messages being gone over and approved due to the increased volume.</li> <li>● Due to staff shortages I/I's are spending longer times in isolation, resulting in more mental health issues/anger/anxiety/etc. Communication with loved ones can help alleviate these foreseen issues the units are seeing. As well as could reduce safety risks, making for a safer environment for WSP community as a whole. Communication between I/I's and loved ones are one of the main things they look forward to and is highly important in all aspects. <ul style="list-style-type: none"> <li>○ We are still hiring as many people as possible right now and trying to get them through training.</li> </ul> </li> </ul>		
<p>Round Table Action items</p>	<p>Topics and questions not covered</p> <p>Food packages are taking a long time for them to get to Incarcerated populace.</p> <p>This would be possibly Union supply packages which goes through the Commissary for delivery, CI Manager Marker will investigate the food packages taking a long time to get to the incarcerated individuals.</p> <p>CPM Clark was the one spearheading the giving out of the cooling towels, if your incarcerated loved one has not received one, he should reach out to his Unit's CUS.</p> <p>Carrie said that the newsletter was well put together and she would like more people to be able to see it. Finding out about what is going out here at the facility and see all the hard work that is being done is a good thing and can help inmates let their families know about ways they can get involved and what is required to be involved with some of the programs.</p> <p>The newsletter went out to everyone that was invited to the council meeting and the newsletter will be placed in the visiting room for those that visit to see and read about positive things that are happening at the facility.</p>	<p>5</p>	

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Next meeting location: WSP MS Teams Date: 10/07/2023 Time: 8:30-10:00

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

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