

Location: AHCC Teams

Date: Saturday, April 26th, 2025

Time: 10:30-12:00

Teleconference details: Meeting ID: 264 278 854 687 Passcode: Mz64mw37

Meeting Attendees

Department/facility co-chair: Kay Heinrich

Family co-chair: Sandy Hickey

Facility/council secretary: McKenzie Thomas

Family secretary: Vacant

Members present: Sandy Hickey, Bonnie Dixon, Gwen McIlveen, Ellen Hargrove, Bill Hargrove, Taylor Rein, Connie Hollis

Non-council member attendees: **DOC/AHCC/OCO Staff present:** Associate Kay Heinrich, AA3 McKenzie Thomas, C/O Walling

Agenda

Topic	Discussion/Key Points	Next Steps
SFC Report	<p>AHCC State Family Representative Ellen Hargrove Reported- Action Items:</p> <ul style="list-style-type: none"> • Janitor serving meals <ul style="list-style-type: none"> ○ No evidence of this happening. Item closed. • Who decides the meals, how can I/I make decisions about menus? <ul style="list-style-type: none"> ○ If I/Is want to make suggestions for menus they can submit kite Food Services Department and have it sent to Michael Cline, Food Services Administrator or Quan Hoang, Assistant Food Services Administrator. Item closed. • Bra program: new bras styles are now available. Incarcerated individuals can have seven bras. Item closed. • Paper towels: currently not allowed in living units or bathrooms due to security concerns. Item closed. <ul style="list-style-type: none"> ○ Paper towel action item is reopened per request of the council. <p>Facility Updates and Concerns</p> <ul style="list-style-type: none"> • I/Is are not allowed to bring hygiene items into EFVs. • Lack of chemical dependency instructors. • Concerns about changes to visiting hours. • EFVs can only be scheduled every 10 to 12weeks. • There is a lack of programming. <p>Secretary Time</p> <ul style="list-style-type: none"> • There should be consistency in visitation hours, set-up of visiting rooms, etc. • We now have a team at the Office of Strategy and Innovation and we have a project manager and charter to improve the overall visitation experience. Do the rules make sense, reducing barriers and consistent approach and do visitors feel safe. The evaluation process will look at data like the number of 	

	<p>terminations and suspensions. Having a survey to get input from families. SFC and LFC will be part of that group.</p> <ul style="list-style-type: none"> Concrete Mama (unincarcerated.com) is a podcast from WSP every week. I/Is can listen to it on their tablets. <p>Graduated Reentry Presentation attached to SFC minutes</p> <p>Department of Corrections Organizational Charts Presentation attached to minutes</p> <p>Open Public Forums</p> <ul style="list-style-type: none"> Can there be a hyperlink to more information about the people on the organizational chart? Why can't protein drinks be brought into EFVs? There was a memo to have badges for LFC officers for visiting, to talk with others. <ul style="list-style-type: none"> Deputy Assistant Secretary of Prisons, East Division James Key: I thought this was happening. We will see what may be done. Can larger rain jackets be ordered for I/Is, the jackets that are available are very small? 	
DOC Updates/LFC Election	<p>Update on Sage from ASP Heinrich</p> <ul style="list-style-type: none"> Construction is underway and slated to be completed by September. AHCC MSU currently has lower numbers of incarcerated individuals to accommodate the construction project. <p>ASP Heinrich: The new portable medical building is scheduled to be delivered on May 13th. This building is just for medical administration and staff.</p> <p>ASP Heinrich: Session 30 of the dog program started on Tuesday 4/22; we received six new dogs.</p> <p>ASP Heinrich: AHCC May Events</p> <ul style="list-style-type: none"> Parenting inside out MSU and Main graduation Flagging Class at the MSU- there is a limit of 20 I/Is for the class and a requirement of less than 12 months to ERD. American Pacific Islander Cultural Event Spokane Community College Graduation Correction Staff Appreciation Month <p>Gwen McIlveen has been elected as AHCC Local Family Council Secretary.</p>	
Budget	<p>Ellen Hargrove: The last proposed budget stated they could be closing all state libraries in Washington DOC and 3 reentry centers on the east side of the state, is this accurate?</p> <ul style="list-style-type: none"> ASP Heinrich: This is still to be determined. 	

	<p>Ellen Hargrove: One of the proposed budgets talked about closing the state library, has there been any update? If the state does close the state libraries, can AHCC have their own library? I believe they used to have unit libraries.</p> <ul style="list-style-type: none"> • ASP Heinrich: We are unsure at this time. The libraries are managed through the Secretary's Office not through DOC. <p>Ellen Hargrove: Are book donations from non-profit organizations still accepted?</p> <ul style="list-style-type: none"> • ASP Heinrich: We currently accept new religious books as donations from nonprofits, that is all. 	
Tier Rep Summary	<p>Ellen Hargrove: Is there an update on the postage transfer form?</p> <ul style="list-style-type: none"> • AA3 Hansen: This is the response I received from HQ "This was placed in the feedback folder for consideration as there is a draft that is currently being worked on. When it's updated there will be a notice posted on the updates banner on the DOC website." <p>Ellen Hargrove: The state library associate was looking into the possibility of making call outs only for I/I workers on Monday and Tuesday evenings.</p> <ul style="list-style-type: none"> • Branch Library Services Program Manager Sherbo: Library services are provided uniformly to all WSL branches in DOC facilities. They all operate on essentially the same schedule, including evening hours on Mondays and Tuesdays, with equitable access to all individuals in general population. None of the libraries provide special access to a particular group of individuals and we will not make an exception for AHCC. Your request coincides with our plans to raise the number of individuals allowed in the AHCC library from 20 to 35, which will increase access for all. The increased capacity will be implemented in May <p>ASP Heinrich: The MSU tier rep meeting minutes were incorrect. The MSU EFVs do not have cable. Due to the electronical wiring in those units it is not a possibility at this time.</p> <p>Ellen Hargrove: Is there an update on the clear storage totes for MSU?</p> <ul style="list-style-type: none"> • ASP Heinrich: We are working with CI, when CI receives them, they will be available. 	
OCO	<p>Ellen Hargrove: Update on OCO and the changes in their office, who is the new director?</p> <ul style="list-style-type: none"> • Acting Director Elisabeth Kingsbury: The Governor's Office currently has a recruitment process underway to fill the OCO director position. I am serving as Acting Director until a new director can be appointed. • Acting Director Elisabeth Kingsbury: Regarding the question about updates: Updates and information regarding our work in January, February, and March can be found online. 	

<p>Action Items</p>	<p>EFV Amenities</p> <ul style="list-style-type: none"> • Baking Sheets <ul style="list-style-type: none"> ○ ASP Heinrich: They are in every EFV unit. • Drip pans <ul style="list-style-type: none"> ○ ASP Heinrich: These have been ordered ○ C/O Walling: I will check if they have been put in the units. • MSU bed <ul style="list-style-type: none"> ○ ASP Heinrich: The bed has been replaced. • Tongs <ul style="list-style-type: none"> ○ ASP Heinrich: They have been ordered; I will check if they have made it out to the units. ○ Sgt. Sides: Plastic tongs have been put in all EFV units. <p>Video visiting kiosks in C4</p> <ul style="list-style-type: none"> • CUS Rollins: There are no updates at this time. There is only one kiosk in the unit due to construction. <p>Pill Line Updates</p> <ul style="list-style-type: none"> • RN4 Eisenbacher: Unfortunately, there is no update on how quickly we can increase our pill line. We are continuing to have staffing issues just covering KOP delivery and normal shifts. I am hoping to focus on it more after we have a few more health services leadership folks back in the building. It is, of course, still the plan that we will increase it to two lines for evening med pass, just unsure on a timeline at the moment. 	
<p>Reentry</p>	<p>Gwen McIlveen: With the potential of work release going to 18 months, is DOC going to increase the number of assessments?</p> <ul style="list-style-type: none"> • ASP Heinrich: I believe I/Is work with their classification counselor on this. <p>Gwen McIlveen: Does AHCC have a GRE specialist?</p> <ul style="list-style-type: none"> • ASP Heinrich: No, but all our classification counselors are trained in GRE. 	
<p>Visitation/EFVs</p>	<p>Ellen Hargrove: The new processes in visiting are going very well.</p> <p>Sandy Hickey: Is it acceptable to bring cut in half fruit (i.e. melon, cantaloupe, honeydew)? The halved smaller melons are used as their own bowl. Does cutting in half and placing in baggies meet the guidelines?</p> <ul style="list-style-type: none"> • ASP Heinrich: No, all fruit needs to be fully sliced and placed in baggies. <p>Ellen Hargrove: When will the three food items and one beverage limit be implemented into the food process in visiting?</p> <ul style="list-style-type: none"> • ASP Heinrich: This process will begin on April 25th. Laminated flyers have been posted in the visiting area outlining the new process/instructions. <p>C/O Walling: With the new plate process and the size of the pizza that is offered (3 slices), will be counted as a full plate.</p>	

	<p>Ellen Hargrove: The Fresh market is not being refilled daily for visitation, on Sunday and Monday there is barely any food left.</p> <ul style="list-style-type: none"> • AA4 Zehm: I emailed the vendor requesting they restock more often, especially on the weekends for later visitation. <p>Gwen McIlveen: Can the food vendor be invited to the next meeting?</p> <ul style="list-style-type: none"> • ASP Heinrich: Yes, we can do that. <p>Ellen Hargrove: Visitors are taking a lot of food at one time then using multiple microwaves at a time. This is making the food process go very slow and not leaving food for other visitors.</p> <ul style="list-style-type: none"> • ASP Heinrich: The new plate process will mitigate this issue. <p>Ellen Hargrove: Children are not staying with their adult escort during visitation and are running through the visitation area.</p> <ul style="list-style-type: none"> • Lt. Young: Staff will be directed to not allow children to move throughout the visiting room unless escorted. • ASP Heinrich: There will also be flyers posted stating children are not allowed in the food area unattended. <p>Ellen Hargrove: During COVID there were laminated rules on each table, can that be implemented again?</p> <ul style="list-style-type: none"> • C/O Walling: The reason we don't have items taped on the tables anymore is to increase staff visibility to the tabletops. • ASP Heinrich: We will see how the new process goes the next few weeks and if there are still issues we can look at adding the rules to the table. <p>Ellen Hargrove: The sign in the parking lot states, "you need to stay in your vehicle until visitation is open". This is not happening, and children are running from the parking lot into the facility to be first in line for check-in.</p> <ul style="list-style-type: none"> • ASP Heinrich: We will increase the signage and put a notice out on the DOC website to reinforce the visitation rules. <p>Ellen Hargrove: Can visiting staff stand at the front door to address the visitors outside of their cars or not open visiting until everyone is in their vehicle?</p> <ul style="list-style-type: none"> • C/O Walling: If we do not open visiting based on one or two visitors' behavior then would be negatively affecting others visits. LT. Young has been outside a few times to monitor this. We do not have the staff to have someone out there for each visiting session. • C/O Walling: There are two options for visitors to wait either in their vehicle or in the fenced area next to the visitor parking. We will also start using the open light during the day sessions. <p>Ellen Hargrove: Visitation staff are no longer randomizing the order of tables called for food so the same visitors that are first always get food first.</p> <ul style="list-style-type: none"> • ASP Heinrich: The new process should mitigate this issue. 	
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	<p>Ellen Hargrove: The reason why visitors run through the parking lot is to be first in line so they can get their food first, can randomizing the food process be implemented again?</p> <ul style="list-style-type: none"> • C/O Walling: We can look into a different process. <p>Ellen Hargrove: There used to be a slip of paper given to visitors for their table assignments. The piece of paper could be placed in a jar in visiting for staff to pull randomly for food.</p> <ul style="list-style-type: none"> • ASP Heinrich: We can revisit this later, after the food management adjustment. <p>Ellen Hargrove: Per the visitation guidelines visitors are not authorized to wear red to visiting. This rule is not being enforced.</p> <ul style="list-style-type: none"> • Lt. Young: The red clothing will be addressed; however, I can see the confusion on this. In the main, there is not a unit that wears red. At the MSU the DNR shirts are red, however they are not allowed in visiting. Maroon is a color that is worn by the I/I population. <p>Gwen McIlveen: are visitors allowed to wear red now?</p> <ul style="list-style-type: none"> • ASP Heinrich: We will attach the visitors' guidelines to the minutes and double check with custody. <p>Sandy Hickey: Can EFV #4 be used as an emergency EFV instead of #5? Families prefer #5 because it has more natural lighting.</p> <ul style="list-style-type: none"> • ASP Heinrich: Not at this time. <p>ASP Heinrich: During the EFV check-in and checkout process visitors will be asked to sign an inventory list of the EFV they stayed in. This is to ensure all items are accounted for and left in good/working condition.</p> <p>Sandy Hickey: Visitors in the MSU use more than one locker per table, can more lockers be added?</p> <ul style="list-style-type: none"> • ASP Heinrich: More lockers have been installed. <p>Gwen McIlveen: The TVs were installed in MSU visiting but are not working.</p> <ul style="list-style-type: none"> • ASP Heinrich: Per facility plant manager Parker, we must have a contractor install the cable due to the building layout. Due to the budget AHCC can't hire a contractor until potentially July 1st. <p>Gwen McIlveen: In the meantime, can the kids' area have DVDs to play on the TVs?</p> <ul style="list-style-type: none"> • ASP Heinrich: Yes, the two smaller TVS will be moved to the kids' area for gaming/DVDs. Then when the cable is installed we will put up the larger TVs. <p>ASP Heinrich: Soon visitors will need to press the randomized pat search button when being processed through visiting.</p>	
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	<p>Gwen McIlveen: Will the randomizer button be just at the main or MSU as well?</p> <ul style="list-style-type: none"> • ASP Heinrich: Just at the main for now. <p>Gwen McIlveen: Is the button for children also?</p> <ul style="list-style-type: none"> • C/O Walling: No, we don't pat search children. <p>Gwen McIlveen: MSU visiting does have clear cups for water, but visitors have to ask for them from staff.</p> <ul style="list-style-type: none"> • ASP Heinrich: We will double check that both the main and MSU have clear cups. <p>Sandy Hickey: Since the MSU EFVs don't have cable, can radios be put in the units?</p> <ul style="list-style-type: none"> • C/O Walling: I don't see an issue with that • ASP Heinrich: We can get radios for the MSU EFVs. <p>Taylor Rein: Why was corn hole removed from the MSU EFVs?</p> <ul style="list-style-type: none"> • ASP Heinrich: The game was removed from the units but is still available. Visitors have to request it from staff. <p>Gwen McIlveen: Have new blankets and sheets been put out in the MSU EFVs?</p> <ul style="list-style-type: none"> • ASP Heinrich: Yes, they should be in the units. I will double check. • Sgt. Sides: Worn linens have been replaced with new ones. <p>Taylor Rein: Is it possible to get a grill kit that has all the tools for a BBQ like a metal spatula?</p> <ul style="list-style-type: none"> • ASP Heinrich: I don't believe so, but I will check with the Captain. • C/O Walling: If you put aluminum foil down on the grill it is very helpful. • ASP Heinrich: No, due to safety and security. <p>Ellen Hargrove: There are plastic heat-resistant spatulas</p> <ul style="list-style-type: none"> • ASP Heinrich: We will look into this. <p>Ellen Hargrove: Can games be donated to AHCC visiting?</p> <ul style="list-style-type: none"> • C/O Walling: Yes, they need to be sealed. Fill out a donation form and email it to docahccvisitationform@doc1.wa.gov <p>Gwen McIlveen: We can request new purchases of games too, right?</p> <ul style="list-style-type: none"> • ASP Heinrich: Yes. 	
Programming	<p>Sandy Hickey: Is it possible to get a dog over to the MSU as part of the dog training program similar to the one in Main?</p> <ul style="list-style-type: none"> • ASP Heinrich: No there is not enough staff, space or resources at the MSU to accommodate the dog program. <p>Ellen Hargrove: What programming is available for I/Is at the main & MSU and who is eligible to program? When can I/Is start the programs, who conducts the programs and how long does each program last?</p>	

	<ul style="list-style-type: none"> • ASP Heinrich: AHCC has updated their programs brochure, these were handed out at the LFC meeting. The AHCC website has been updated as well. 	
DOC Website	<p>Sandy Hickey: When family members or friends reach out to the facility for clarification on a process, they are usually referred back to the DOC website. Is there a way DOC staff can be more helpful in providing clarification instead of just referring back to the website?</p> <p>Bonnie Dixon: If someone has a request about who to get in contact with regarding a specific topic, should they contact you?</p> <ul style="list-style-type: none"> • ASP Heinrich: Yes, my email is klheinrich@doc1.wa.gov • ASP Heinrich: I am retiring, my last day is May 23rd. <p>Gwen McIlveen: Who will be the new associate of programs?</p> <ul style="list-style-type: none"> • ASP Heinrich: To be determined. <p>Sandy Hickey: The DOC website is not user friendly, can it be updated?</p> <ul style="list-style-type: none"> • DOC Website Team Supervisor: We have not received any feedback before, please share where they would like to see improvements. 	
Securus	<p>Sandy Hickey: Is there still a waitlist for I/Is to receive new tablets?</p> <ul style="list-style-type: none"> • CS1 Freese-Turns: There are currently 63 I/Is on the waitlist. <p>Ellen Hargrove: Is there an update on the status of a reentry services app being uploaded to the tablets?</p> <ul style="list-style-type: none"> • CS1 Freese-Turns: I was not aware of a new app being added. I can reach out to HQ. • CS1 Freese-Turns: Per HQ we will not be getting a reentry app added to the tablets. <p>Ellen Hargrove: Has the swap for tablets without magnets happened?</p> <ul style="list-style-type: none"> • CS1 Freese-Turns: We will be starting on Monday 4/28 with K unit. <p>Ellen Hargrove: Will the new tablets have all the I/Is information on them?</p> <ul style="list-style-type: none"> • CS1 Freese-Turns: Yes, the new tablets without magnets will have their Information minus game statues, email drafts and office suite app. I do not know about the new tablets that will be coming out in 2026 sometime. But my assumption is yes things will transfer over minus the above is my guess. When Securus puts more out regarding the new tablets I can provide you with more information. <p>Sandy Hickey: Is there any way to get rid of the blurred background on video visits?</p> <ul style="list-style-type: none"> • ASP Heinrich: I don't believe so due to confidentiality, safety and security but I will ask. • CS1 Freese-Turns: No that is a security feature and was installed not to long ago due to other Incarcerated flipping off visitors in the backgrounds of video visits that occur. 	

	<p>Ellen Hargrove: I/Is used to be able to have 3 pairs of earbuds, 2 personal and 1 Securus, now they are only allowed to have 2 pairs of earbuds.</p> <ul style="list-style-type: none"> • ASP Heinrich: This is correct per policy 440.000 Personal Property in Prisons • ASP Heinrich: Additionally, I/Is are only authorized 12 packages a year. 	
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Next meeting location: In-Persoon & TEAMS Date: 06/27/2025 Time: 10:30-12:00

Comments: _____

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