



FAMILY COUNCIL MEETING MINUTES

Location: Stafford Creek Corrections Center Date: 6/10/2023 Time: 9-11 AM

Teleconference details: Call in number: (833) 332-1218; Phone Conf. ID #: 579 246 440#

MEETING ATTENDEES

<u>Karin Arnold, SCCC ASP</u> Department/facility co-chair	<u>Daphne Nolte, LFC State Representative</u> Family co-chair
<u>Kerri McGarrah, SCCC Sec. Senior</u> Facility/council secretary	<u>Joanne Todd</u> Family secretary, if applicable

Members present: CPPC J. Jacobsen, CUS A Willis, FM M. Williams, PM B. Porter, CUS J. Jolly, Ashley H, CPM R. Schreiber, Annie Treapanier, Sgt. J. McGinnis, Bea, Anna Ivanov, Lee Carlson, Catherine Antee, Captian E. Mainio, CUS Z. Fenn, Amend CO E. Garcia, Amend Sgt. G. Sherman, Sarah Leon, Superintendent J. Bennett, CS M. Ritter, J McKnight

SCCC LFC Unit Representatives: (Not in attendance due to meeting being held via TEAMS): G - M. Burnam, H1 - F. Faagata, H2 - A. Ivanov, H3 - W. Adams, H4 - B. Gumabon, H5 - B. Gunn, H6 - S. Gonzalez

Non-council member attendees: Fiesta: Greg Gourlie

AGENDA

Old business

Topic	Discussion/Key points	Next steps
See Action Items Form		
Updates only as Family Co-Chair will not be available. No action items were closed.		

New business

Topic	Discussion/Key points	Next steps / Questions
Fiesta		
Greg Gourlie: Operations Manager	No updates, just stopping in for any questions or feedback. Trying to bring in all new items they can fit in the machine. Chicken pieces are popular, trying to get steak pieces	Q: Why are prices not listed on the machines? A: We used to have them visible back in the day, but the prices change so much so we stopped doing it. You can type in the item you want on the machine and the price will show up (Example: E4 - \$2.50) before placing your card on the machine. Possible post a note with this information on the machine for families.
Charlie Norris: Sales Manager		Update: Notes have been placed on vending machines addressing this issue
Bob Heckard: Service Tech Manager	LFC Members asked the dollar amount allowed on the vending cards be raised. ASP Arnold replied that the administration is looking into this and will not be discussed at this meeting.	

		<p>Q: How often are the items replaced in the vending machine? Last time I was here they were full, but not working. What is the response time for when they are out of service?</p> <p>A: Friday-Monday. McGinnis will email and call when a service tech is needed to come out to the facility. We typically get a tech out in 1-2 hours, but the machine cannot always be fixed right away, depending on issue.</p>
<p>Family Friendly Updates</p> <p>CPPC Janice Jacobsen</p>	<p>The Spring Carnival was held on April 29th. We received good feedback on this event and were very lucky the weather was great.</p> <p>On May 31st SCCC hosted A Concert of hope by Eric Genuis for the population. Roughly 175 Incarcerated Individuals attended and about 12 stayed behind to discuss their thoughts of the concert with the Executive Director for the Statewide Reentry Council WA State Department of Commerce.</p> <p>Parents and Mentors will be held on June 17th. This event is centered around the 5 love languages and will have a light refreshments. Participants will be doing a craft and playing a game where they can win copies of the book to take home. Visitation will resume after count is cleared on that day and the visit room is set back up for visitation...about 4:30pm. This update/alert can be found under facility alerts on the SCCC website.</p> <p>We have started to prepare for our back-to-school BBQ. A</p>	<p>Q: When you have the backpacks and get the supplies, do you buy them based on grade level? In the past, things that were bought for kindergarteners, need to be washable not classic. Just the best thing to do is get the list from Walmart to buy items for the backpacks accordingly</p> <p>A: Yes. A lot of the budget was from last year when I was not here. We have a lot of crayons and markers. Thank you for the suggestion, I will keep that in mind.</p>

	<p>variety of scholastic books, backpacks, and school supplies have already been purchased. We are anticipating a large amount of participation for this event.</p> <p>The population was notified via Kiosk and posters all over in units that applications for KUBI Camp are being collected. Once we receive the applications, we forward them on to HQ immediately. We are hopeful to have a lot of children participation in that opportunity as well.</p> <p>Family Fun night is now under CPPC. <i>Hoping</i> to resume next month on the third Friday. More information to come.</p>	
<p>SFC Update</p> <p>Daphne Nolte, SCCC LFC State Representative</p>	<p>See attached document.</p> <p>Daphne Nolte: SecurUs – My experience with the SecurUs webinar. They suggested going to SecurUs.com to review their FAQ's. <u>Securus Help Center - Securus Technologies</u> They do have a chat box and they can help you. Amy the account manager from SecurUs, seemed willing and eager to get everything right. This has been an enormous transition. They want to keep progressing. Why are their charges when adding funds and stamps? – it is for sales tax. The JPay platform did not provide for that, but SecurUs does. SecurUs is aware of occasional outages. If you have an issue and open a ticket, include as much details as you can. They are working hard on correcting issues in a timely manner. Music – The migration of music from JPay to SecurUs is huge and is still going on for two weeks. Just because things haven't migrated doesn't mean</p>	<p>Family Member 1 - The JPay and SecurUs tablets are the same poor quality. And now that they are free, they cannot order a new one. There is no provision that in the contract that the facility will keep stock to replace them. This will be an ongoing issue; it always has been. If the Liaison doesn't even have a solution, someone needs to fix this.</p> <p>Family Member 2 – I agree. SecurUs is not user or customer friendly. I know multiple loved ones that say SecurUs is extremely difficult to reach by phone. I have gone through JPay, and they transfer me to SecurUs, and that is the only way I have gotten through to them. Do you have another way?? How are tickets submitted? Through the kiosk?</p> <p>A: Family Member 1 – For the I/I yes, for us it is an email.</p>

	<p>they won't. If it doesn't transfer, it is because SecurUs does not have the song. A ticket can be submitted for a refund by the I/I. We have been with JPay for 12 years, which means SecurUs is moving billions of messages and they are trying hard. They do invite you to make suggestions for new services or concerns. They want this to be a partnership. Money transfers still reside on the JPay platform at this time, and you should go to the JPay site to make the transfer. They are thinking of putting a link on SecurUs.</p> <p>Tablets – They will be replaced by onsite rep. I spoke to Amy and said it just seems like Stafford doesn't have sufficient inventory to provide the tablets. Amy will get back to me on this.</p>	<p>Family Member 2 – The incarcerated population are very limited on the tickets as they cannot submit a lot in them. This is not a way to provide a lot of details. It is extremely hard for the incarcerated. Some responses can be 2 weeks later, but it is an automated response. Once under JPay it took 3.5 months to get help through JPay. Similar with SecurUs. Can someone tell me, Amy is?</p> <p>A: Amy is the SecurUs account manager.</p>
<p>Amend</p> <p>Amend Sgt Gary Sherman</p>	<p>Q: What is the status of the program, what are the goals for implementation if any? When can we see progress on that front. How is progress measured?</p> <p>A: Program status - The resource team is still up and running with 5 designated staff in project spots. The team has an active caseload between 8 and 12 Incarcerated individuals. We have successfully transitioned 6 Incarcerated Individuals on our caseload to lower custody levels, 2 of which have spent significant time in the IMU. One of the two had spent over a decade in restrictive housing. The resource team measures success in many ways, and it's based on the individuals on our caseload. The main goals for the team are humanify and normalization through our interactions with our</p>	<p>Q: My loved one said that through amend there will be assorted exercise put on the units, is that true?</p> <p>A: Right now, our team is in restrictive housing. Our primary focus is the IMU, in our unit we have exercise equipment, but as far as the general population we do not know at this time.</p> <p>Q: Amend is a great thing. Will you go to the population eventually and provide the programming to everyone or just IMU? Is it just isolated?</p> <p>A: There is a little bit of confusion on Amend. It is now WA Way. There is a plan to get the process in the population, however we are strictly in IMU and not out in the general population. We are not a part of the general population implementation.</p>

	<p>Incarcerated Individuals. We do, however track out of cell time, conduct (After Session Reviews) or ASR's, along with tuning the structured activities with our Incarcerated Individuals personal goals. All of this provides perspective and ensures team calibration pushing mission principles and goals, further progression on the Incarcerated Individuals goals requires the team to practice this method of calibration after each activity. Our progress as a team is directly related to the progress of our Incarcerated Individuals. Their success is our success.</p> <p>Q: How are the CO's held accountable for implementing Amend? A: The resource team conducts ASR's after every activity. The ASR is our way to stay calibrated as a team. This allows us to analyze each other and hold each other accountable to stay within our main goals of the team: humanity and normalization.</p>	<p>Q: Can you describe what the IMU is? A: The IMU is the restrictive housing unit for individuals who need more intensive management. This is for Max custody housing. We wanted to start with the individuals that are more restricted, to help reduce the restriction and help initiate new behaviors so they can be back in general population.</p>
<p>Visiting/EFV Visiting Sgt. James McGinnis</p>	<p>No Video visits in IMU A: There is not a machine in our IMU and we do not plan to place one at this time</p> <p>When will the air conditioning in the visit room be fixed? A: PM B. Porter - We have outside contractors working on it. Hopefully be up and running this Wednesday 06/14/22.</p> <p>Q: Is there an easier way to get visitation alerts for special events? A: When an event impacts visitation an alert will be placed on the SCCC website under</p>	<p>Q: There is an email going around talking about visitor cards for vending machines. DOC policy is 1 card per visitor. Can you verify that? Some people think you can only have 1 card. With raised prices, one card is not enough. Please verify the number of cards. A: It is in the visitor guidelines that it is 1 card per visitor. Each visitor can have 1 card (example: family of 3 can have 3 cards).</p> <p>Q: What is the issue with increasing the limit from 75 to 85?</p>

facility alerts a few weeks prior to the event.

Q: Why is there a long wait time for loved one to show up to the visit room

A: McGinnis - The visitor gets down to the visit room, then the I/I is called up to visitation. Where he is in the facility, could delay him. We make the call over the intercom system. We make another call after 5 minutes. If they do not show up within 20 minutes, we call the units and ask for assistance. If unit staff cannot find him, we have a larger issue. Sometimes they I/I choose to finish what they are doing before they head up. Usually it is quick, but we cannot guarantee that.

Q: Will vending be refilled during visits?

A: No. Per our contract, there are designated days for vending to be filled.

*Per Sgt. McGinnis: Fiesta fills the vending machines 1x a day on Friday, Saturday, Sunday, and Monday

EFV update

A: With the new EFV schedule, the feedback has been positive, and the wait time has been quicker. Per policy there is 30 days between EFVs. We have several families that come frequently and after the 30 days there has only been another 2-3 week wait for their next EFV visit. I recommend we keep our schedule as is. I welcome any feedback.

A: ASP K. Arnold - we are not discussing this today, as this is a large question for administration.

Q: EFV wait time has not been too long. I would like to understand what is happening on the days that there are no EFVs?

A: They are cleaned on Tuesdays and Wednesday's. The custodial crew from C1 goes out and cleans them.

Q: If we need to reach visiting, who do we call?

A: Fri- Mon
Front desk: 360-537-1906
Sargent: 360-537-1800 ext. 2
Email: docsccvisitationform@doc1.wa.gov
All are monitored during visitation working hours.

Q: I understand that on a given day, we can call into the facility and talk to visitation staff. When I have had to call in, I just get a voicemail and it would be nice to be able to have someone answer.

A: Yes. But the best form of contact would be email, as we cannot be by the phone at all times.

Q: EFVs – the window blockers at certain angles are transparent. There is not 100% privacy at nighttime when a light is on inside. Could we look into alternatives?

A: This is the first I am hearing this. I will bring this to CPM Schreiber to discuss.

Family Member 3 – We were told to use a sheet. First thing we do when we go into EFV. It

<p style="text-align: center;">Facility/Administration Questions</p> <p style="text-align: center;">ASP K. Arnold</p>	<p>SCCC has gone back to opening regular visit after special events</p> <p>Mold in the kitchen? A: PM B. Porter – We’re shutting one side down Monday morning to get it cleaned, primed, and painted.</p> <p>Q: Kitchen roof leak being drained into the dishpit/kitchen sink, when will this be fixed? A: ASP K. Arnold & PM B. Porter - Was not aware of this. Thank you for bringing it to our attention.</p> <p>Q: Where can public see transparent updated list for staff positions and contact? A: We update these locally. If you are finding inaccurate info, please email the SCCC LFC email box.</p> <p>Q: Fundraisers, what is the plan to recruit new volunteers? Who oversees this? A: Recent communication that the ethics rule around fundraisers is that profits have to go to a non-profit organization, not an account for the population. 501 C – Population must choose the organization, cannot come back to them. Staff cannot make suggestions or decide. We are struggling to get volunteers...we lost a lot of them during covid. Now that testing and vaccination requirements have been dropped, so hopefully we will get new volunteers. We are working on getting things straightened out.</p>	<p>would be great to have another option.</p> <p>Q: Isn't it staff volunteers for fundraisers? A: I do not have solid information to give you on this.</p> <p>In House Incentives at SCCC Movie Night – We have purchased some large TVs for the gym. Making it an incentive for a movie night, sporting event, etc. Cornhole – Boards and bags have been ordered and delivered to every unit except for G. Working on getting them into G as well.</p>
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	<p>Q: Who decides which agency the funds should go to?</p> <p>A: The population, DOC Staff cannot decide</p>	
<p>Roundtable / Open discussion</p>		
<p>Q: I know that there are several machines in the Gym that are not functional. Idea – If you could take the workable machines and donate them to the high schools or junior high and purchase new machines.</p>		
<p>A: ASP K. Arnold - Please email the SCCC LFC email and we can take a look at it.</p>		
<p>Q: N/A is Mon and Thurs 7-9. The callouts are full and there is a large waiting list. Could they be moved to the larger room in P-Building? There should be open availability on those dates at that time. Can we get them access to it?</p>		
<p>A: ASP K. Arnold - This is the first it has come to my attention. There is not restriction form GHC for us to use the rooms. We are using this pilot to offer this program, to put a transferable AA at SCCC. This could be the restriction for them to be used for this programming. There may be a pause on the use of these rooms for this program. We are running out of programming space, so I cannot promise it, but I will look into it. Janice, have you had conversation with the sponsor on this?</p>		
<p>A: CPPC J. Jacobsen - When I first started, I remember him requesting a larger room, and he was told the same thing as what Karin said. We were told that with the expansion of the GHC Program, we cannot use one of these room at this time as they have a hold on them.</p>		
<p>Q: What timeframe can we expect for an expansion of the room?</p>		
<p>A: ASP K. Arnold - Not sure at this time</p>		
<p>Q: Phone blockers and privacy screens are being removed. Even though we are not having a covid issue, this still helps provide privacy and germ blocking. You can hear everyone in the restrooms. Can we bring the blockers back?</p>		
<p>A: ASP K. Arnold - These came down per HQ directive as they were for covid, and we are no longer under restrictions. Schreiber will be talking to HQ to see if that is an option. Those were not meant for privacy, but covid prevention.</p>		

Roundtable open discussion

Next meeting location: Stafford Creek Corrections Center via Microsoft TEAMS Date: 8/12/2023
Time: 9-11AM

Comments: ASP K. Arnold -Thank you for everyone's active participation. On the TB call this week there was a conversation that these meetings, TB, will no longer occur unless there are changes at SCCC. Instead, we will now have TB updates on the LFC Bi-Monthly agenda.

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

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
EFV (In Progress)	With the reduction in number of visits per week, who is tracking the data on the gap between visits and what visitors are experiencing, who is monitoring whether the change is positive or negative overall, and when will results be shared? A: Tracking is being completed on a spreadsheet and through the EFV scheduler. Superintendent Bennett will conduct a review in April 2023 but due to privacy concerns with attendance only aggregate data will be shared.	Superintendent Bennett	12/10/2022	8/12/2023	
Donations (In Progress)	LFC Family member requested information on and list of items that can be donated to visit room and EFVs. As well as the process to donate	CPM R. Schreiber	12/10/2022	8/12/2023	
LFC Unit Rep Item Propose to Close	Our medical care/needs are not given to the proper care/attention like it should!! Individuals are being neglected of the care that Doctors, Nurses, CNA, etc, are hired here to provide!! Individuals are in worth/critical/life threatening condition the they were when initially seek for medical attention!! Remedy: Need better and respectable service we deserve. And hold these care providers accountable for their negligence Update: 6/08 No changes in Answer A: M Lynch - Our patients have access to 24 hour medical care. We offer sick call 5 days per week and each patient is also assigned to a primary care provider. If a patient needs a higher level of care we send them out of the facility to receive the care that meets their needs. Please let me know if there are specific issues that you would like me to look into and I will be happy to do so. It is my goal that all of our patients receive the appropriate care that they need and that all of our	RN M. Lynch / HSM S. Evans	12/10/2022	8/12/2023	

	<p>patients are treated with dignity and respect. Thank you.</p> <p>S Evans - Health Services strives to provide timely and appropriate services to all patients that require clinically appropriate care. The clinic conducts sick call daily Monday thru Friday and on average sees more than 12 to 15 patients daily. Additionally, those providers not conducting sick call, are seeing 12 to 15 patients daily that are assigned to their current patient panel. The facility with the support of our security partners provide access to off site specialists on average 11 to 15 patient out trips Monday thru Friday all over Western Washington. The clinic is still addressing some backlog on non-critical services due to COVID 19 over the last year. These numbers do not include infirmery services, nursing services, and other on-site specialty services. As always, the health service team appreciates any productive feedback from patients and families to better assist services provided to patients. Thank you.</p>				
<p>Securus</p> <p>Propose to close: Due to the SecurUs Webinar on 6/08 SCCC is proposing to close all SecurUs issues and recommends they be handled at a SFC level going forward.</p>	<p>LFC Members would like a separate Securus meeting scheduled</p> <p>*An inquiry email was sent by Facility Secretary A. Carlson.</p> <p>A: Email response: What works best is if we could get a list of the questions so they can be answered. Availability of staff for meeting not clarified. Family Co-Chair please develop a list of questions to send.</p> <p>Recommend this be taken to next SFC meeting as Securus is not facility exclusive</p> <p>The questions below were emailed to SecurUs on 3/30. No response has been received as of 4/10/23:</p> <ul style="list-style-type: none"> • Kiosks not working is an ongoing issue. How do we ensure uptime? 	<p>SecurUS</p>	<p>12/10/2022</p>	<p>8/12/2023</p>	

	<ul style="list-style-type: none"> • Call quality is terrible (WiFi bandwidth? Dead zones in the facility), when will this be addressed? • Why is the delivery of photos and Video Grams taking so long, and not being delivered? • Why are video visits being scheduled on broken terminals and that number Terminal not removed from reservation cue until it is repaired and functioning? • Still no video visits in G unit, when will this be repaired? • Can families get communication as to what is functioning, not functioning, and timelines for repair? • More communication regarding interruptions, free visits, horrible blurred out background, delayed speech/lip movement, please. • Very hard to contact anyone from Securus. • Does the free video voucher have to be used by the person it was emailed to, or can they give it to another family member with a separate securus account? 				
<p>Rain Jackets (In Progress)</p> <p>No Changes</p>	<p>Better quality rain jacket for Incarcerated. What is the process, timeline for approval and distribution?</p> <p>A: Rain jackets will be brought to the committee on 2-9-2023. Process: 1. We have to get the request approved 2. the budget has to determine where the cost will be absorbed if approved 3. determine how long it will take the orders to get filled 4. Develop a distribution at each location</p> <p>Update: 6/08 No Changes. There is a tentative agreement to move forward with better rain jackets being added to the property catalog.</p>		8/12/2022	Ongoing until the jackets are seen in the 2023 catalog	

	Hopes are they will be seen in the Summer 2023 catalog for the population to purchase as a personal property item.				
Mattresses (In Progress)	Status Update as of 6/09/2023: Mattresses are being rolled out to units via monthly batches of 200-300. H4 and H5 will be receiving mattresses on June 12th.	CPM R. Schreiber	8/12/2022	Ongoing until last shipments is received at SCCC	
IIBF Propose to Close: No suggestions have been received in the SCCC LFC Family mailbox.	Spend for restricted funds; in the past, families were able to make recommendations and collaborate on events, monies were not spent, and creative solutions were not explored in lieu of in-person events, these questions are for FF01, FF15, FF37, FF61, FF69, FF91, FF97, FF96, and there are questions regarding the total amount available in FF40. A: CPPC – Families can email recommendations to the SCCC LFC mailbox, docsccllocalfamilycouncil@doc1.wa.gov . The LFC facility secretary will then acknowledge and forward to CPPC LBA – FF40 is the only one managed by HQ, the total amount available (as of 1/26) is \$14,450. HQ issues the funds to the families that qualify. All other FF's stated are restrictive funds and fall under CPPC.	LBA Samantha Richardson / CPPC	8/12/2022	6/10/2023	
Dishwasher (In Progress) No Update	Last Update was in October. What has been done and where are we on completion? A: Dishwasher installation progress has stalled. We are placing this on the Capital Projects list due to the scope and price of work. This is a very expensive project. In addition to the dishwasher, we will also need to purchase a new boiler to run the units, a new steam system, and new dish tank.		10/08/2022	Ongoing until completion of install at SCCC	
Mattresses Propose to Close	Are infractions being given for having 2 mattresses when that's what they were issued?	Captain Eric Mainio	2/11/2023	8/12/2023	

	<p>A: If 2 mattresses were issued, it was approved by the CUS, like it currently is in several of our units that have the old mattresses, then we would not infract. The unit CUS' were contacted and are aware of who is authorized to have 2 mattresses. They are not removing the extra mattresses right now as most are thin and the units are waiting on the new mattresses. The unit CUS reviews all infractions for their units and know those mattresses are authorized. However, G-unit and H1 now have the new thicker mattresses and double mattresses are not authorized without specific approval. Absent of that specific approval, such as an HSR, then for sure we could/would infract.Np</p> <p>Please keep in mind that the argument that if they have two, then they must have gotten them from staff, is not always true. Incarcerated can trade/steal from other cells or common storage areas in units. If that is the case and they are found with 2 mattresses when they were not authorized an infraction could be issued.</p>				
<p>Posted Information Propose to Close</p>	<p>Removing outdated information from front of facility (flyers on doors and windows of public access porch) A: Many items have been removed. SCCC is currently waiting on protocol updates prior to removing non paper announcements about masks and covid. 4/08: All documents in public access areas need to be reviewed. Not just COVID documents. 6/08: All outdated documents have been removed from public access areas</p>	<p>CPM Robert Schreiber</p>	<p>2/11/2023</p>	<p>8/12/2023</p>	

<p>Tablet Use in the Gym Propose to Close</p>	<p>Q: When will there be tablets allowed in gym? A: Bennett - there is a statewide policy stating that we are not to have those in the gym. Per 280.925, It only gives the appointing authority to approve exceptions if access does not exist in the living unit. Page 2. I. B. 2 B. Individuals are prohibited from: 1. Direct or indirect access, either physically or electronically, to IT systems or data, including employee/contract staff workstations, unless approved. 2. Using media players in Prisons other than the recreational yard or in the assigned living unit. Exceptions may be approved by the Superintendent for individuals that do not have access in the living unit. Update as of 4/13/2023: A memo was released allowing the use of Securus tablets in the gym. Memo attached.</p>	<p>Superintendent Bennett</p>	<p>4/08/2023</p>	<p>8/12/2023</p>	
<p>CPPC Propose to Close</p>	<p>Special Event FAQ page. <ul style="list-style-type: none"> ✓ Family arrival time ✓ Event end time ✓ Ability to purchase extras at event ✓ Vending open ✓ Will regular visit be open after A: See attached Special Event FAQ page</p>	<p>CPPC Janice Jacobsen</p>	<p>4/08/2023</p>	<p>8/12/2023</p>	
<p>SPP Propose to Close</p>	<p>Can families write grants for the SPP costs (Roots of Success)? A: All grants for state run programs are ran through WADOC HQ. Therefore, families can only make donations towards state run programs at SCCC. – ASP K. Arnold</p>	<p>ASP Karin Arnold</p>	<p>4/08/2023</p>	<p>8/12/2023</p>	

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Visitation/LFC	LFC Family Member requested a feedback form in visitation room A: An existing form was altered to include a questions and comments section and SCCC's LFC officers. New form was placed in visitation room on 1/13/23. See attachments.	Facility Secretary A. Carlson	12/10/2022	02/11/2023	2/11/2023
Special Visits	There is no mailing address on the special visit forms. Also, how will notifications of approval/denial be received A: Special Visit forms can be emailed to scccvisit@doc1.wa.gov or mailed to: Stafford Creek Corrections Center Attn: Visitation 191 Constantine Way Aberdeen, WA 98520 Approval and denial of special visits will be made to II via kiosk message from CPM Schreiber's office. The II will need to contact their visitor with the news. The special visit form is a DOC document. Therefore, we cannot add the SCCC mailing address to it.	Visitation SGT J. McGinnis / Assoc. Supt. Penrose	12/10/2022	02/11/2023	2/11/2023
Visitation / LFC	Is there a place in the visit room for LFC items? Boxes were once set up for family members who could not attend the council meeting for questions to be put in there. There was also one in the women's bathroom. There was also a place to grab minutes from the previous meeting. Used to have something on tv in lobby that announced officers were named A: The LFC 2023 schedules are placed on the bulletin board. Previous meeting notes are being placed in the Family Councils wall box between the bathrooms. LFC form for joining/submitting questions and comments are located by entrance. Drop box for forms is located near bathrooms. The drop box that is located inside of a bathroom does not belong to the LFC.	Facility Secretary A. Carlson	12/10/2022	2/11/2023	2/11/2023
CPPC	IIBF Status of refund for broken bears A: 1/08 Return request had to go through a negotiation process with Amazon. DOC was able	CPPC	12/10/2022	02/11/2023	2/11/2023

	to obtain a refund for all but 7 hearts. We are looking into options of repurposing the remaining 7. Outstanding amount for 7 hearts is roughly \$32.38.				
Violence Prevention	Event prizes with food options that accommodate diabetic, halal, mainline alternative, and regular mainline A: Penrose - Van Ogle indicated he and his staff would definitely consider including healthy options for event prizes. Van Ogle - Healthy food choices for fundraisers will be considered in the future.	Assoc. Supt Van Ogle	12/10/2022	02/11/2023	2/11/2023
Visitation	LFC Family Member requested access to the list of purchase requests SGT. McGinnis is compiling in hopes of donating or contacting IIBF for Funding 2/11: Sgt. McGinnis stated most things on list have been purchased. However, the list is still in progress and constantly changing. A: Everything has been purchased. Thank you for your donations	Visitation SGT J. McGinnis / CPM R. Schreiber	12/10/2022	4/08/2023	4/08/2023
EFV	What are the new EFV check in times, and will the forms be updated to reflect them? A: No forms have been found that state the EFV check in time. There is still concern over reduced scheduled days and a feeling there should not have been a reduction. A: G. Penrose - The reason for a reduction in how many times a week the EFV's are available was not due to the hours changing. It was to ensure we were cleaning the units appropriately between every use, as required by policy. The reason for the hour change was to make it so the EFV's were also within policy guidelines of a minimum of 20 hours. There wasn't an option to skip the cleaning between visits. Superintendent Bennett - I understand there is a concern; that is why we are tracking the data.	Visitation SGT J. McGinnis / Superintendent Bennett	12/10/2022	4/08/2023	4/08/2023

Video Visits	Going back to pre-covid schedule A: Schedule will stay as it. This will allow proper sanitation to occur between visits.	CPM Schreiber CPM Baltzell/ASP Arnold	12/10/2022	4/08/2023	4/08/2023
Goodie Bags	Sign-Ups to accommodate diabetic, halal, mainline alternative, and regular mainline A: Goody Bags were provided to the facilities pre-purchased and prepackaged by HQ. Additional inquiry email has been sent by A. Carlson- no response received. Recommend this be taken to next SFC meeting as this is not a facility decision	Family and Volunteer Services Manager D. Taylor / State Representative Shawnte Holmes-Davenport	12/10/2022	4/08/2023	4/08/2023
Visitation	Measurements of blue totes used for EFV's A: Tote measurements were emailed to LFC Members. DIMENSIONS: 7.8" L x 17.4" W x 15.1" H	CPM Robert Schreiber	2/11/2023	4/08/2023	4/08/2023
TB	TB Updates A: As of 2/01/2023 SCCC has reinstated monthly TB teleconference meetings. Please refer to those notes, and all future notes, for TB updates at SCCC. LFC Facility Secretary emailed February's TB notes on 2/02/23.	HSM S. Evans	12/10/2022	4/08/2023	4/08/2023
Visitation	Options for visitors being allowed to use restroom prior to RAT test being completed. A: SCCC is currently waiting on protocol updates before we are able to implement any changes UPDATE: As of 4/07/2023 testing is no longer required to enter visitation pending the county COVID color status.	CPM Robert Schreiber	2/11/2023	4/08/2023	4/08/2023

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

SECURUS:

Several LFC members were opposed to closing this action item. Securus problems remain unresolved, and an action item serves to keep it going until it is resolved. It is a good reminder to keep working on this issue; every facility is having trouble.

Some LFC members attended the recent Securus Webinar and made comments:

- Securus knows there are outages sometimes,
- There is a chat box if you can't resolve the issues,
- Securus seemed willing to help any way they can,
- They want to get better and better.

On the other side of that, there were additional comments:

- Music: Some has been loaded. The migration of music to Securus is huge and is going on now. If items don't transfer, it's because the music has not shown up.
- Tablets: Tablets are very poor quality and will keep breaking; there is no clear way to get a new tablet.
- Charges: Why are there charges when funds or stamps are added.
- User-friendly: In practice, Securus is not user-friendly at all.
- Money transfers: Money transfers can't go through Securus; they must go through JPay. However, sometime in the future, there will be a link to make money transfers.
- Issues for the incarcerated population:
- Incarcerated individuals can only describe an issue or question through the kiosk using about 3 sentences worth of characters in ALL CAPS only and with very limited punctuation characters available. This is not at all adequate to explain problems in enough detail. The kiosk should give people a better and broader ability to communicate their issue fully. Or, a different avenue of filing a ticket should be provided.
- When inmates send and receive messages through the kiosk, they don't know the person they're communicating with. Responses to tickets can take a couple weeks and might be just the most simple, automated responses such as waiting two weeks for a message that says something generic like "Try syncing your tablet, this resolves most issues", replying that you've already done that (of course) then having to wait days or weeks just for a response to that message. Also, there's no way to know if the person responding is the same person who made the last response. No continuity. It's inefficient.
- The system badly limits inmates' ability to track their issues, find their sent messages or follow up on previous communications. The inbox and 'sent' folders only hold very recent messages--older messages vanish. Many issues take weeks and months to process so inmates don't have an organized record of issues and it's difficult to find and follow up on conversations. There's also no way for inmates to personally preserve any record of what's said to them through the kiosk nor to prove that they've made a request or followed up. All this takes away control from inmates over their own issues and removes accountability from Securus (or Stafford Staff. It's unfair to expect inmates to stay organized or follow up on issues with this situation.

**These notes were transcribed by SCCC LFC State Representative Daphne Nolte and provided to SCCC LFC Facility Secretary Amber Carlson after the meeting. No changes to her notes have been made by the facility.

State Family Council Meeting Report

May 20, 2023

Presentations:

The DOC Family Services website has been updated. Families can find information on the Family Services Program page, and can subscribe to receive notifications both at the local and state levels:

<https://www.doc.wa.gov/family/program.htm>

Senate Bill 5131 will become effective on July 23, 2023.

- The bill states that no deduction will be made from funds received by DOC on behalf of an individual for the purchase of commissary items.
- The maximum amount received may not exceed \$150 per store for the two stores, for a maximum amount of \$300.

The screening process for graduated reentry (GRE) changed in September of 2022.

- There is no need for individuals to apply for the program.
- Those who meet program eligibility will be screened for GRE eligibility.
- ABH treatment and housing are available if needed.
- The policy is currently under review to determine if rules can be amended to enable more individuals to qualify.
- There is a plan to continue to add more services for reentering individuals in the future.
- **Recommendation to Family Members:** Make sure that your loved one is getting an IRP. Support is also available for families.

Open Forum Highlights:

- **Trauma-informed training** is being implemented to improve interaction between staff, incarcerated individuals, and staff to visitors. Retaliation is not tolerated.
- New **Securus tablets** are arriving in Washington more frequently. Many tablets were replaced at SCCC in the last few days. Securus is posting a lot of information on tablets. Will provide links to different policies. A draft survey for families will be launched by Securus in July.
- The Correspondence Unit will host a **webinar town hall meeting** on 8 June for families, incarcerated individuals, and any others who would like to attend. Information will be sent to families on 4 June.
- **Kids United by Incarceration (KUBI)** is partnering with the YMCA to offer a **summer camp** experience for 40 children ages 8-12 at Camp Dudley in Naches. Activities are supervised by 35 staff, and include boating, swimming, and the very popular zipline. Camp is held August 15-18, with **registration closing in mid-June**. All CPPPs have flyers.
- The updated Extended Family Visiting (**EFV**) policy will be sent to the legislative office for review. After the 60-day review period it will be returned for signature.
- Cultural policies are being tabled and will be looked at in the future.
- A suggestion is being considered to raise the indigent limit from \$25 to \$50.

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Stafford State Local Family Council Representative:

Some good items to note: Medical concerns are being addressed, and seem to be going better. Per David F, DOC is working hard to provide transportation and to clear the backlog of needed appointments.

1. **In the past, Goodie bag options were available for therapeutic diets. Documentation of what was in the goodie bags is included in our LFC minutes from December 2021. We were told this year the purchase was made by HQ and that a survey was put to the population as to which goodie bag they would want. This resulted in vegans, vegetarians, Halal, and therapeutic diets not being accommodated. How can we ensure that goodie bags provided are something that all can enjoy and that diet specifications are met?**
 - a. DOC Response: Please email Danielle specifically to have this addressed. (Note: This is still pending. Update anticipated by July SFC meeting.)
2. **Stafford let us know that installing the dishwashers would be about a \$500k project and due to the expense it would be part of the capital budget process. We know this is a slow process, and Stafford continues to have issues with outbreaks. There are family members who have had conversations with legislators and there may be other funding avenues available. How can we support our facility, and DOC with exploring those options?**
 - a. DOC Response: Superintendent Bennett confirmed that the capital budget has funded a new roof for the SCCC, which will eliminate water being channeled from a leak in the roof into the kitchen sinks. A safety auditor and the ombud confirmed that there is no black mold. It may have appeared that there was mold because the walls were scrubbed so much that all the paint was removed down to the concrete in places. Planning with Maintenance to shut kitchen down for a day to dehumidify. SCCC is exploring best energy resources for the entire boiler system to include the new dishwasher to select between gas and electricity. In the meantime, SCCC is looking for individuals who are willing to wash the dishes well by hand. There has not been an official funding request yet for the dishwasher. LFC Chair Tammey Bertrand requested an update.
3. **We were told that there was a policy change on how fundraisers are done, and this has resulted in fundraisers not happening at the facility.**
 - a. DOC Response: The language in some of our policies specific to use of state resources impacted how fundraisers are handled. We are going to have a meeting with all stakeholders to talk about how we do fundraisers without violating ethics board expectations on use-of state resources and also put some structure around what that would look like. **Update:** SFC Rep for SCCC will seek further clarification from Lisa Flynn, who said there has not been a policy change, and that fundraisers may continue as before.
4. **Television Availability: Channel 22 Fox from Portland has been discontinued and not replaced. How do we get this discontinued channel replaced with another cable channel? Who manages and negotiates these contracts and would be the correct person to speak with regarding this?**
 - a. DOC Response: Per Lisa Flynn, site visits are being hosted for several vendors, who will then quote prices to provide cable services including cultural material for all 12 facilities. **Note from SFC Rep for SCCC:** We will continue to work on this issue.

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5. **Re Channel 25: Can family members make a donation to this?** DOC Response: Per Lisa Flynn: The Department has to have a license to show movies and so we have a contract that allows us to show specific shows. We are unable to accept donations as we are required (to show) those permitted under the license. **You would need to speak with the facility to see what type of solutions for your questions.**
6. SCCC's Don Taylor spoke about the **Redemption program**. Staff communication has improved under the program, but some of the new staff who were rapid-hired did not receive adequate training and may have caused some negativity. A focus of the program is to treat others with kindness and to speak to each other as humans. **Lisa Flynn** added that the program needs volunteer staff. She is connecting with organizations to provide volunteers, and **will try to share additional information at the next meeting**. Don Holbrook is also working to get volunteers in so that programs can restart.
7. A comment was made that some of the people being promoted don't follow the **AMEND principles**. This makes them bad COs, worse sergeants, and poor role models for new hires. Don Holbrook noted that there have been lots of new hires in the last three years, and suggested that some of the interview questions could address the AMEND program. They are trying to stand AMEND back up, and are moving towards that goal.

Correctional Industries

1. **Q. Can you please explain why the rates on food continues going up and the men aren't getting a raise?** CI Response: They are looking at raising gratuities for Class 3 to \$1.00/hr. Limit may be \$100 or a bit more. A group is working on this bill, which still needs to be solidified.
2. **There are certain meals served that should be replaced. Attendance by scanning I.D's for these meals should be easily obtained and SCCC KNOWS these meals are only eaten by a fraction of the inmate population but still serve them!** A. Speak with Todd Cunnington, Assistant Director at WA State CI, to work on this.
3. **I know supposedly there is a nutritionist though you can't tell me that the quantity of the size of meal is for a grown man that they are served.** CI Response: Speak with Todd Cunnington, Assistant Director at WA State CI, to work on this. Also address request for more baked goods and more protein for vegans with Mr. Cunnington. Another recommendation is that individuals communicate with their tier reps via kites or kiosk regarding calories and food choices. **Note from SFC Rep for SCCC:** We will continue to work on this issue.

Information Services

This might be an internal tech services issue or it might be Securus. The setup for how inmates can use the kiosk has important shortcomings. Here are three:

1. **Q. KIOSK MSSGS ARE TOO BRIEF.** People can only describe an issue or question through the kiosk using about 3 sentences worth of characters in ALL CAPS only and with very limited punctuation characters available. This is not at all adequate to explain problems. The kiosk should give people a better and broader ability to communicate their issue fully. **A. Not directly addressed.**

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2. **Q. NO SPECIFIC STAFF NAMES PROVIDED ON KIOSK.** When inmates send messages through the kiosk, they can only send them to a positional title such as "CUS", "Medical", "commissary", etc. So they don't know the person they're communicating with. The staff member who responds therefore has no accountability to the inmate. This is confusing and disempowering. Some nameless person responds with decisions that can't be questioned. Also, there's no way to know if the person responding is the same person who made the last response. No continuity. It's inefficient. Little staff accountability. **DOC Response:** Mr. Bennett explained that staff names aren't used because officers change.

3. **Q. INADEQUATE RECORDS AND ORGANIZATION FOR INMATES.** The system badly limits inmates' ability to track their issues, find their sent mail or follow up on previous communications. The inbox and 'sent' folders only hold very recent messages--older messages vanish. Many issues take weeks and months to process so inmates don't have an organized record of issues and it's difficult to find and follow up on conversations. There's also no way for inmates to personally preserve any record of what staff say to inmates through the kiosk nor to prove that they've made a request or followed up. All this takes away control from inmates over their own issues and removes accountability from staff. It's unfair to expect inmates to stay organized or follow up on issues with this situation. **Response:** Mr. Bennett doesn't know how long records are kept, but will make a note of this issue.