



FAMILY COUNCIL MEETING MINUTES

Location: Correctional Industries, Tumwater, WA Date: November 16, 2019 Time: 0900-1500

Teleconference details: _____

Meeting Attendees

Department/facility co-chair: Scott Russell & Jeneva Cotton Family co-chair: Suzanne Cook

Facility/council secretary: Rhonda Roberts Family secretary, if applicable: Loretta Rafay

Members present: Kay Crampton, CCCC; Felix D'Allesandro, MCC; Julie Winkler, OCC; Yoshi Garcia, AHCC; Jason Rice, WCCW; Duaa-Rahemaah Williams, WCC; Wendy Dubinsky, WSP; Susan Cooksey, SCCC; MCCCW not in attendance; LCC not in attendance; CRCC not in attendance; CBCC not in attendance

Non-council member attendees: JMarie Johnson-Kalp, facilitator; James Key, AHCC Superintendent; Dawn Taylor, DOC HQ; Sandy Hyatt, WCC; Andy Laico., CBCC; Kelsey-Anne Fung, Senate Committee Staff-Human Services, Reentry & Rehab; Verna Westman, SCCC; Julie Triggs, SCCC; Jodi Kennedy, SCCC; Heather Dockery, SCCC; Hazel Heard, SCCC; Carol Welch, MCC-WSR; Kazuko Fowler, CRCC; Chelsea Moore, MCC; Anna Ivanov, WSP; Mike Eby, DOC HQ; Miriam Fry, SCCC; Diane Sifres, SCCC; Beryl Gorbman, MCC-WSR/SOU; Byron Coates, MCC-TRU; Dean Dubinsky, WSP; Rob Herzog, DOC HQ; Karen Cain, WSP; Joanna Carns, OCO

Agenda

Old business

Topic	Discussion/Key Points	Next Steps
SFC Reps Session 9-10AM	<ul style="list-style-type: none"> • JMarie presents on the developmental stages of collaborative multi-stakeholder group relationships and on the strengths and weaknesses of different personality types • Scott Russell checks in with all the local facility reps to inquire as to how our new Family Council model is being implemented locally • OCC – So small, and with such high prisoner/family turnover, that it is different from other LFCs. Meetings sparsely attended. Only two or three attendees, those who do attend aren't able to visit frequently or prefer to use EFV program (more visiting time to warrant the long drive to Forks), so difficult to recruit additional members. Issues raised at LFC are 	<ul style="list-style-type: none"> • Families need a strategy for who to go to for help in the situation where a family member is kicked off the LFC by local facility staff, both within our LFC-SFC family network and within DOC. • Herzog – Tells us that at the FC policy working group, CePrisons entries on visitors were talked about. DOC HQ is now discussing what the process should be for notifying visitors when a CePrisons entry is made and providing a process for appealing the narrative in the entry and/or opportunity to have information corrected. Discussion includes “How do we notify the visitor that we are going to make an entry in CePrisons?” – Robert Herzog • Jeneva and Scott will talk about LFCs at next Superintendents' Meeting. Families would like to have minutes/agendas from Superintendents' Meetings (but they don't currently take minutes...Jeneva

	<p>likely not relevant to broader facility population because only a few participants. LFC members are concerned that family engagement is not what it could be. Need more staff support for getting prisoner tier reps approved to attend. Requests that Mike Eby (FSU staff) be the one to recruit additional members. A motel voucher program would also help since Forks is so distant. Childcare options during LFC meetings would also be helpful since most families visit with children.</p> <ul style="list-style-type: none"> • WCCW – Doing well with following new SFC ground rules. Strong LFC, lots of recruitment success. A lot of new staff, including new Associate Superintendents. Some communication difficulties. Good working relationship with Superintendent, but LFC wants more tangible action. Presented list of concerns, hoping will be answered at next LFC meeting. • WSP – New CPPC, new Associate Superintendent, some turnover in membership. Communication needs to be improved. Staff are still stuck in model of the old (current) LFC policy. Having troubles getting people who want to do LFC officer positions. Need better way to get input from tier reps (OCLs) at meetings. • WCC – Having a lot of issues with their telephones. Calls dropping. (Other reps also reporting this issue, probably statewide problem.) • AHCC – DOC side is good but family officers are passive and not communicating well with members. LFC family co-chair is not responding to communications from AHCC SFC rep. Haven't yet gotten approval for tier reps to participate in LFC meetings. Families being told they have to apply to be at meetings, some are showing up and being turned away from meeting. Some families so frustrated they aren't willing to try coming again. Multi-cultural 	<p>will look into) and would like to have SFC rep occasionally attend those meetings.</p>
--	---	---

	<p>communication breakdown when family members from other countries are turned away. LFC family secretary was removed without explanation. Conflict among members, also some officers may lack competence or commitment to fulfill duties. Members who once held State Rep positions have been told they have to reapply to the LFC. Associate Sup. Heinrich is the local DOC facility staff person that works with the LFC.</p> <ul style="list-style-type: none"> • MCC – Evergreen Vending has put in some new vending machines at WSRU. A staff person from JPay was at the meeting and saw notes on the recent prison phone/email vendor tech demonstration meetings. She should have recused herself or left the room while this was being discussed since notes on competing vendors were distributed. Joanna Carns from OCO is looking into. Discussion of member identification badges for LFC recruitment in visiting. • SCCC – LFC is running pretty well for the most part, but Superintendent attendance is not consistent. Had elections and tour of new chapel and Skill Builders Unit (SBU). SBU is half of one unit (for those prisoners with some cognitive deficits - was at WCC, now has been shifted to SCCC), other half is Veterans’ Unit, who act as peer mentors. Progress in helping those in SBU who were getting infractions because they didn’t understand instructions and/or consequences and working with staff in a more constructive manner. About 120 to 134 is population of Skill Builders Unit, one cell was converted to a kitchen, another to a green room (calming relaxation room). Magnifying sheet provided for call out sheets... • CCCC –Families were successful in getting minutes from LFC meetings posted for 2019. Confusion regarding positions as appears Recreation Specialist is 	
--	--	--

	<p>also the Chaplain. [DOC Clarification: This is not accurate; the Rec Specialist and Chaplain are two separate staff members]</p> <p>Asked for better email communication with LFC. Have recruited some new members.</p> <p>Working with staff to get some incarcerated individuals approved to attend LFC meetings. Will be up to Supt. to approve those attending.</p>	
<p>Organizational Changes – Scott Russell</p>	<ul style="list-style-type: none"> • Gina Penrose - SCCC Associate Supt. of Programs (previously at CRCC) • Melissa Andrewjeski - CRCC as Associate Supt. of Classification (previously at WCCW) • Paula Chandler - WCCW as Interim Associate Supt. of Operations (previously MCC Captain) • Sharese Jones - Gender Responsive Manager at HQ 	
<p>Elections</p>	<p>Nominated:</p> <ul style="list-style-type: none"> • SFC Family Co-Chair: Yoshi Garcia and Suzanne Cook • SFC Family Secretary: Loretta Rafay <p>Questions families ask of Yoshi and Suzanne:</p> <ul style="list-style-type: none"> • How would you ensure that DOC is held accountable to racial equity standards? • How would you recruit diverse participants for policy working groups that may be organized by the SFC officers? • Will transportation and attendance always be possible for you? • Families bring up unfairness of always holding SFC meetings on west side of the state 	<p>Voted in:</p> <p>SFC Family Co-Chair- Suzanne Cook SFC Family Secretary – Loretta Rafay</p>
<p>IITS – Incarcerated Individual Tech Services Vendor Demonstrations – Anna Ivanov</p>	<ul style="list-style-type: none"> • After demonstrations, families were asked to identify two of the four vendors they liked the best. • Century Link and Securus/JPay were the recommendations made by family representation • Next step: ask all vendors more pointed questions, and have them visit local facilities to learn more about local facility needs 	<p>DOC Clarification: In the meeting, it appeared that Century Link and Securus/JPay were the Working Group selections for moving forward. This is not accurate as no decision has yet been made. These were the two family representation recommendations. Any decisions made by the Working Group will be shared with the SFC. Notes have been amended to show accuracy in information.</p>

	<ul style="list-style-type: none"> • DOC reps will be visiting other states' prison facilities that use all vendors to ask about their experiences • Estimated timeline was to make a selection by March, but that will likely be delayed. • Anna estimates new contract will not even go into effect until January 2021, and contract will likely be five years in length. • Vendor contract will be consolidated service: phone and email. So likely that GTL will be eliminated. • Tablets currently offered do have a phone app capacity, so will be up to DOC to decide if they will allow this. • Families are advocating for "redundant services" - allowing prisoners to have both ground line phones and phone app on tablets, for example. • None of the vendors "wowed" families. All were mediocre. But these are the only companies we have to choose from. • Families enjoyed the experience of a family + DOC (+OCO) collaboration, sitting across the table from these private vendors! Was a nice experience. Good collaborative teamwork. • Vendors are being asked to provide a way to transfer media that has already been purchased. • JPay says they will double customer service center from current 50 people to 100 people. • Families have asked for financial penalties to be imposed on vendors if trouble tickets are not responded to within a certain timeline. • Text editor of some sort is a requirement families have given vendors, all vendors offer some sort of word processing app. Families raise issue of MS Word being available only on the JPay tablets, helpful to those prisoners doing college courses. • Obvious advantage of JPay is that all our infrastructure and media are already from them. 	<p>Working group will go back to all vendors with more questions, DOC will visit other states' facilities to see how vendors are operating there, and this working group will keep SFC updated.</p>
--	--	---

	<ul style="list-style-type: none"> • JPay has an agreement with Ashland University to provide apps that allow for up to Master’s level education? See https://news.ashland.edu/ashland-university-and-its-correctional-education-program-were-recognized-article • JPay has largest market share, serving perhaps 40 different correctional jurisdictions (many being county jails) nationwide • CenturyLink has a corrections division within their company • Vendors said this was the first time they have ever had loved ones of the incarcerated as part of the negotiation process with a correctional agency. “JPay spent the first half of the meeting apologizing.” – Lt. Colonel Byron Coates, family member from TRU • The reasons families recommended CenturyLink and Securus/Jay: GTL had a fancy tablet, but they only provide tablets in a library type setting where incarcerated must go to a designated area to check out a communal tablet; Keefe is a subset of CenturyLink so would be a subcontractor. • All the vendors had a proposed solution for getting devices for indigent prisoners • Technology, customer service, and price were the three issues the OCO was concerned about. So far, price has not been much of a part of the solution, but OCO (Carns) stated DOC has promised that prices will not go up with any new contract, and Steve Sinclair expects prices will go down. OCO is working separately with DOC on the OBF, which is funded by media revenue, so working on a strategy to keep media costs low while going into this contract. • OCO encourages group to read the OCO Annual Report that was just issued: mattresses, disciplinary sanctions, mental health, education access, and property are the key issues identified for OCO to work on next year 	
--	---	--

<p>SFC Meeting Dates for 2020 - Scott Russell</p>	<ul style="list-style-type: none"> • DOC's intention with changing the meeting date schedule for 2020 was to avoid scheduling SFC meetings on holidays as per discussed at SFC meeting early in 2019. Issue wasn't discussed at September 2019 meeting as Debbie and Scott were unavailable to attend meeting; families request that they communicate with us first before deciding on the schedule and also that we remember that local facilities are trying to build their calendars around the SFC calendar, which typically has meetings scheduled for the third Saturday of the month • Scott: It is going to take more coordination between DOC HQ and facility LFC/event/EFV calendars to ensure no calendar conflicts • Local facility CPPCs (Community Partnership Program Coordinator) are still not taking SFC calendar fully into account when scheduling events. Jeneva and Scott will request at Supts. Meeting that SFC Meeting dates are put onto local calendars. This would minimize schedule conflicts and encourage family participation. • Nine facilities across the state have new CPPCs. 	
---	---	--

New business

Topic	Discussion/Key Points	Next Steps
<p>New DOC Mission and Values - Jeneva Cotton</p>	<ul style="list-style-type: none"> • DOC's mission statement has changed from "To improve public safety" to "To improve public safety by positively changing lives" • DOC 2019–2023 Strategic Plan passed out. Digital version here: https://www.doc.wa.gov/docs/publications/100-SP001.pdf • Includes updated expectations for staff, including adding language on recruitments to let potential employees know that these are the values for all employees within DOC • Increased accountability, shift to focus on human-centered issues 	<p>SFC requests Jason Aldana, Training and Development Unit Administrator, to present on updated curricula</p>

	<ul style="list-style-type: none"> • New approach: formal expression of these expectations by the department. Will include things like having Superintendents allowing incarcerated individual reps to attend LFC meetings, holding staff accountable in a new way. Shift to standardized statewide accountability expectations for staff. • Jeneva encourages families to let local facility and HQ leadership know when staff are not comporting themselves in a manner aligned with these new principles • Will be stages of rollout, culture shift can take some time • Each division has a business plan and fundamentals map, hyperlinked to on last page of digital copy • AHCC Sup James Key - In working with our line staff it is important to have personal buy-in to ensure that change happens from line staff all the way to management. • Management staff are required to visit and sign in at local living units on a regular basis, depending on rank and area of assignment, as well as on an unannounced basis. Processes for operational audits review, corrective actions mandated if local facility is deficient. DOC HQ staff also required to do announced and unannounced visits on a certain schedule, based on which facilities they are responsible for. • Key says it is the local Superintendent who sets the tone for how distant or active local facility leadership walkabout is. Important not only to "trust but verify", but also to getting staff buy-in. If a Superintendent knows his/her staff and can ask about their family, their lives, it is crucial to staff buy-in. • Jason Aldana is DOC's Training and Development Unit Administrator; is working to revamp all academies, including correctional worker CORE. Aims 	
--	---	--

	<p>to make consistent curricula statewide for all types of staff with improved principles, including details on logging property during searches, options for property disposition during searches, etc.</p> <ul style="list-style-type: none"> • Local facility Process Committees • Family member stresses importance of checking in with diverse prisoner populations when shaping such materials, equity focus • Family member asks if there are staff meetings at AHCC where Key connects with lower ranking staff: He says, yes, in several ways to include Place Safety Musters. For example, he presented new Strategic Plan at last one. • Supervisory Conferences with every staff member on a monthly basis are another way to communicate expectations to staff • Strategic Anchors page from Strategic Plan is being made into a poster to put in the local facilities. Posters are to be posted throughout facility to be visible to both incarcerated individuals and staff. • Another important venue is Extended Leadership Meetings. • DOC has six different staff training academies • Family member points out that there is a confrontational disconnect—a fox hole—between what we are told at SFC meetings and what we then experience in implementation at the local level. Recommends that DOC and families work together with legislator to rephrase wording of the Legislative Intent of Corrections. Senator Darneille is working on convening a working group to do this. • "That is our job, we are serving a population, and sometimes we have to remind our staff of that...I hope you will see that change on a line level." - Jeneva • Per family member, the difference between a military lieutenant's ability to rapidly implement change down the command chain and DOC's situation is that DOC 	
--	---	--

	<p>has a correctional officer union to negotiate with.</p> <ul style="list-style-type: none"> • Key: It takes five to seven years to change culture. • Key asks us to make sure to compliment the good behavior of staff, because that helps improve staff morale and thereby helps DOC shift the culture • Family member points out that prisoners are punished in many cases where accountability needs to be shared by the staff, prisoners are the "sacrificial lamb" • Shared accountability for both staff and prisoners was discussed, and Jeneva tells us that corrective measures with staff are not done in front of us or our loved ones because "it wouldn't be appropriate" but that doesn't mean it isn't happening. Families point out that it is hard for us to trust or believe that anything is happening if we cannot see it in individual situations. • New Strategic Plan was presented to union, and union did not demand to bargain on it. If staff are being held accountable to set standards, it makes it safer for everyone. 	
<p>Family Council Policy & EFV Policy Updates - Jeneva Cotton</p>	<ul style="list-style-type: none"> • EFV policy will soon go from DOC policy office to Human Services and Public Safety committees in legislator, with a letter from Sinclair and Flynn. Committees get 60 days to provide feedback. • FC policy is current in policy office. Rush process has been requested. Hope is to have it in place by January, but not guaranteed. • DOC is no longer going to let us keep draft policy materials because these documents are not yet final and draft copies have been found inside living units and in other areas. Policy workgroups will have access to draft materials during working sessions. • Jeneva said giving SFC family co-chair a "certain level of protection from punishment/ removal from 	

	<p>position” is a procedural issue, not a policy issue.</p> <ul style="list-style-type: none"> • Providing a process by which visitors are informed of and given a chance to appeal CePrisons entries will likely be presented as a duty change and therefore must be presented. More info to come on this as discussions progress. 	
January Agenda	<ul style="list-style-type: none"> • Invite Mr. Aldana to speak about new curricula for DOC's six training academies and to take feedback on how it affects us • FSU presentation from Lisa Flynn • Mike Steenhout, Budget Director - Supplemental Budget Requests, please send questions for agenda! • Discussion item: What is the best process for soliciting questions from families for upcoming speakers on our SFC agendas? • If we want CI to come back, we need to send questions for them to Suzanne and Jeneva. We would like to see a sample of CI's two mattress types. • Add standing agenda item for updates from workgroups SFC members are working on. • Identify SFC priorities for 2020 	Send Suzanne and Jeneva questions for presenters, DOC will arrange them.
March Agenda	<ul style="list-style-type: none"> • OBF? Could be an actual presentation or part of the standing workgroup update. Diane Doonan, Anita Kendall can be asked if they have something new to present. • Updates with WA ONE? • How does one join working groups? 	In March and April, CPCCs request funding for family events, so Dawn will ask them to present to their LFCs on this. DOC will check in with Doonan and Kendall.

Roundtable open discussion

Next meeting location: CI Headquarters, Tumwater Date: January 11, 2019 Time: 10:00 AM

Comments: _____

The contents of this document may be eligible for public disclosure. Social Security Numbers are considered confidential information and will be redacted in the event of such a request. This form is governed by Executive Order 00-03, RCW 42.56, and RCW 40.14. Upon completion, the data classification category may change.

Distribution: **ORIGINAL** - Family council co-chairs