

FAMILY COUNCIL MEETING MINUTES

Location: Washington State Penitentiary	Date: <u>02/04/2023</u>	Time: <u>8:30-10:00</u>
Teleconference details: MS Teams Meeting		
/Meeting Atten	dees	
Department/facility co-chair: <u>Brad Bowman</u>	Family co-chair: Lau	ıren Williams
Facility/council secretary: <u>Debra Gilbreth</u>	Family secretary: <u>(V</u>	acant)
Members present: <u>Terry McGilloway, Lana Murry, Laure</u> Wendy Rodriguez, Dean & Wendy Dubinsky, Carrie Mo	•	a, Ashley Holbrook,
Non council member attendage: Superintendent Deb. Is	ockson Associato Sun	orintandant Prad

Non-council member attendees: <u>Superintendent Rob Jackson, Associate Superintendent Brad Bowman, CPPC Debra Gilbreth, CPM Lonnie Roberts, Visiting Sgt Chase Harvey, HSM 3 Katrina Suckow, CPM Lynn Clark, Psychologist Eric Rainey-Gibson, Ombuds Zachary Kinneman, and CRT Jordan Kisling (Scribe)</u>

Agenda	

Old business

Topic	Discussion/Key Points	Min.	Next Steps
Welcome &	Introduction of all those in attendance.	5	
Introduction	Agenda Management: Brad Bowman, Lauren Williams		
	Timekeeper: Dean Dubinsky		
CPPC Report	 Any family friendly Plans for Valentine's Day or Easter? Yes, there were plans, but our County is now in yellow and according to indoor event procedures when the county is in yellow the event will be rescheduled. Will partner with the visiting department to get together some goodie bags How was the December holiday event received? I didn't receive any feedback about the event. If you would like to let me know how it went in your opinion, please contact me. Update on Volunteers? I just had two new volunteer orientations in Jan. Dec numbers 35 active volunteers, 40 active volunteers in January, 205 hours in December and 255 hours in January On Site Events Suggestions Required to put on 4 events a year, 2 adult focused and 2 children focused or family focused. Would like to put on an outdoor event this summer with a barbeque. Please if you have any ideas email them to CPPC Gilbreth. 	5	

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Brad Bowman:

Back in yellow which will bring back masks and testing for staff and visitors.

• Update on the hiring efforts?

Luckily hiring is going really well, programing is running, and we have multiple new staff starting in mid-February.

We have another event coming up in the next week or two.

- Update from HQ regarding a help app on the tablets?
 See * next question and response from CI Manager.
- Status for Union supply catalogs on the tablets:

Response from Brett Blair, CI Manager 3.

Current priority with new tablets is the rollout itself.

With each new facilities rollout comes new challenges and bugs to work out particularly with Commissary, since store is now ordered from the tablets themselves this has been made the top priority.

*Any attempt to have anything else added to the tablets has been temporarily suspended until the tablets are rolled out at all 12 facilities and are operating smoothly.

Once that objective is met, I will once again push to have the Property & Food Package Programs catalogs added again.

Once a process for adding new catalogs and removing old ones from the device has been successfully established, I plan on making that standard operating procedure moving forward.

Follow Up

Mattress update:

Response from Ken Nigh, CI Manager 4

We switched colors of the mattress fabric in the middle of the project and that has caused some frustrations and tensions which was never our intent.

We are working the best we can to get this product in. The mattress material did not make it out of China the beginning of DEC like we hoped. We have confirmation from the vendor that it did leave China on the 20th of DEC and has not made it to the Port of Tacoma as of yet. (Jan. 12th email date) I was expecting it this week but have not heard from the port that it has arrived or that it has cleared Customs.

I have reached out to the vendor to get updates but haven't heard an exact date as of, yet which usually means it is still somewhere on the water heading this way.

I will assure you once it arrives, we will be into full production within a couple days after the fabric lands on our dock. I can tell you we have everything else sitting in the factory waiting for the fabric and the shop supervisor is waiting to get this project back up and running.

We have been working with DOC HQ and keeping them in the know as best we can. I hope this helps answer your questions. Please don't hesitate to reach out if there is any other info you would like.

	Gail Molina– Summary of SFC meeting on January 21	5	
	Current legislative issues – solitary confinement and wages for incarcerated individuals		
	New EFV policy and revisions – are currently in the policy office, hopefully they will be out for family comments soon		
SFC	Governor's budget – 107.8 million – Amend project funding and Restrictive housing reform, Occupational health and Addiction care delivery, diabetic diet, resolution, electronic health records and community custody patient care, reentry centers and earned time policies.		
	Prison discipline – policies and processes		

New business

Topic	Discussion/Key Points		Next Steps
	Sgt. Harvey	10	
	Follow up:		
Visitation	 Refunds for food cards previously purchased when Swire Coca Cola was the vending machine vendor. (Has Mr. Anderson and/or Sergeant Harvey able to come to a resolution with Swire?) Anderson – talked to Swire, the last time they filled a card was more than 3 years ago, they got rid of the equipment and are unable to read the card. So Swire has no way to refund the money at this time. There should be a 800 number on the back of the card. Contacting them may help in getting a refund. Per Wendy there is no phone number on the back of the cards Question about using petty cash to reimburse cards, without knowing exactly how much we wouldn't be able to do it. Has Sgt Harvey been able to confirm that both the food and property catalogs are available in the visiting room? All the property catalogs are in the visiting room. They are on the list for the food packages to get them into the visiting room. Last meeting, we discussed taking pictures of vending machine offering and placing on tables in Lieu of printed menus. What is the status of this? They are still rotating things through the machines so taking pictures would need to be updated a lot at this time. New Business: Unhealthy food items in new vending machines. There are less healthy offerings than with the prior vendor. They are looking into healthy options and getting a more consistent menu. We need SGT Harvey to remind vendors they have a legal obligation under E.O. 13-06 to comply with vending machine guidelines. This has been explained to the company many times and they are 		

aware.

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	 What is the update on the new EFV policy? Has it been published? This has been sent out for staff review during the monthly meeting with visiting staff. Revisions have been put in if needed. We are looking forward to the family roll out. Is food allowed at all visits? Report that food isn't allowed for all visits Food is allowed during visits. When a facility goes into yellow vending of food is shut down. We were able to increase the hours of visiting available for visiting in our IMUS to include the evenings. Face masks will be required and visiting hours will be back to 3 hours. Photos will be available but at the table with masks. Kisses will not be allowed but short hugs will. Holding hands/touching below the elbow. Policy of 20 dollars is a hardship to some families that are spending the whole day due to the prices of the items in the machines. Unfortunately, at this time they can only allow 20 dollars per policy. The vendor company is looking at cards coming back if they can get them and that is what we are looking forward to. With facilities having different amounts will bring this up in the visiting sgt's meeting to try and get a consistent answer across the state. 		
Food Services	 Brad Moller: There are complaints about the lack of variety of meals, how is it determined what is served and when it's served? Menus are planned seasonally by the dietary managers, planned with a variety week to week in lunch and dinner, breakfast does repeat weekly on a 7 day. There have been reports of meat packaging being labeled "Not for human consumption". Can you provide some insight on this? There is no history or evidence of this in products that are used in DOC menus How can we get "toppings" such as lettuce, tomatoes and onions added when burgers, sandwiches and hot dogs served? Produce and veggies that help the DOC Menus reach target amounts are given precedence. Why are some units served different meals? This is not a planned event. This is usually only need based like in quarantine where they must go to premade meals, they may have to use two different pre-prepared items if needed to make sure that everyone is fed. Another possibility if a unit severely overcooks their meals and something else must be sent out. I/I food survey- Last meeting it was stated this would take many resources, some WSP don't have. At the last SFC meeting it was stated "We will receive a new survey tool soon to be used to send surveys to the incarcerated" Is this something WSP can use to conduct the food surveys? 	10	

This would take a lot of resources that WSP does not have at this time. No response from the office outside of the responses already given in response to the survey tool being worked on.	
BOWMAN Tablets: Response from Lisa Hazel, Advisory Account Manager Can we have a Securus rep at the meeting? Unfortunately, Securus will be unavailable for the February 4th meeting. However, we are happy to provide answers to these questions. Is the tablet go live/ Distribution still on schedule? There were a few dates that were revised before Christmas. We are on schedule to complete the tablet deployment as follows. Our current schedule for tablet go lives is: Larch 1/24, Penitentiary 2/7, Clallam Bay 2/14 and Washington Correction Center 2/21. Why was the go live date pushed back a month? There were a few facilities that did change dates — this was announced before Christmas. With the holidays there were some delays in getting all the equipment to the facilities, we needed to ensure we had enough internal and field staff scheduled on site, and we were working with some scheduling conflicts. Learning from our first few installs we wanted to allow some of the larger facilities some extra flexibility by not having 2 large sites going live back-to-back. What are the stipulations on the phone service on the tablets? Would they be cut off at a certain time? How is that determined? The phone applications on the tablets will follow the same schedule as the wall phones. Will I/i's be able to use tablets / call in areas such as the yard, gym, day room? The areas that tablets are able to be used are determined by the facilities/DOC. For the most part they are used in the units/day rooms. What are the responsibilities of the Securus rep. at the facility? WA DOC has 5 FSCA (Field Service Client Administrators) for the state in the contract. We currently have 3 hired and still securing the last 2. The FSCA's will visit the facilities on a regular basis. Depending on the size of the facility, the FSCA may visit on a more frequent basis. Their main role is to assist with tablet program with best practices, troubleshooting, decommissioning of a broken tablet, etc. They will also assist with tablet inventory. We have r	10

BOWMAN - Phones:

Has Securus identify the cause of the multiple phone issues?
 (i.e. Calls being disconnected randomly, loved ones not able to add money to phone accounts, Advanced connect accounts not being debited for calls)

We are happy to provide some answers regarding these issues. Could you please narrow down the specific issues? EX: Calls being disconnected randomly. What facility is this? When was this happening? Do you have some names, dates and times, ticket/case numbers we could investigate? Several weeks ago, we made adjustments to the phone system to allow the call to continue even if the individual presses multiple keys during a call. Before this, the call was set to disconnect after so many digits are pressed, as a security feature. We believe that was the cause of many random disconnects. Also, we recently enabled Debit for many facilities that went live with phone in late November/December. So we would encourage F&F to try again and send us any examples if they are still unsuccessful in funding someone's debit account. Currently you can add money to phone accounts by going to <u>www.securustech.net</u> and fund Securus Debit Account. You can also fund the Jpay media account, and it will transfer over to their debit account.

 How are we supposed to get help with Securus issues with their help line/ Chat representatives say that have no idea why something is happening?

If it was regarding funding Debit, that was a miss communication between departments. Customer Service was unaware that a setting was still turned off to allow debit funding. However, that has since been resolved. We will still share this feedback with management and pull recordings from any examples you all can give us, so that we can plan a course of action to either train or coach our associates to do better.

When will the I/I's money from the old phone accounts be transferred to the Securus account? How can we follow up on this?
 DOC has recently received the remaining balances from GTL along with a list of individuals and their balances and as of last week these balances have now been credited to the individuals.

BOWMAN – Additional questions that arose from Sgt. Roop Response from Sara Brennan, Securus Technologies

• If we are responsible for the new players and have to pay for them if something happens to them, do we get to test them prior to having to sign for them?

No. You will not be charged for faulty players. Only for those intentionally broke.

 All the music, media and photos from our old players – can this be transferred to our new players?

all media content will be transferred to your new players. Any games that could not transfer, there will be a replacement or refund policy communicated to you. • Do we have to take a new player? no, but you will have to give up your old player. What do we do to get them fixed if they stop working? Open a trouble ticket in the comm center application. • How are we getting our old ones sent out? This will be communicated with your facility. Question: I am not able to add money to an account, has to use her daughters debit card to add money. Securus has recommended going to money grams. Securus will be onsite next week, we will share these notes with them and have more in-depth conversation. The tablet phones will be the same as the facility. The schedule depends on the custody level and the area of the facility that the incarcerated member was in. Looking into getting a list of known issues so that family is knowledgeable about issues that are ongoing so that they aren't constantly calling DOC and Securus asking questions about things that are already being worked on. Question: Will they get information/or will family get information about the new e-messaging applications that are going to be used instead of the JPAY email. We have set up training for unit managers, sgts. They will then have meeting with OCL's and have FAQ's available for issues that have come up in other facility roll outs. We will also ask this of the Securus group when they are here next week so we can make the change as seamless as possible. Question: Found issue where my son would call out to a legal office, and the person on the other side is in court so they have to leave a message, but they are unable to leave a message because of the fact that no one answered the phone to follow the prompts. This is policy driven and part of the legal process, the calls to their attorneys are not recorded, so the attorney has to verify who is expecting. He can go through his counselor to set up a time to make sure that these calls can be made to a court house. Psychologist Dr. Rainey-Gibson and HSM3 Katrina Suckow: 15 Who is the medical director for WSP? Facility medical director is Dr. Curl Who is the director of dental care? Medical & Dr. Joy McDaniel Mental Are I/I's allowed to get fillings or only teeth pulled? What is the Health In speaking to dental team, we do provide fillings, it does depend on the size of the cavity whether it will be filled or pulled. If it is deemed restorable a filling will be given.

- Do I/I's have to be tested to be seen by medical or dental? If so, do
 those working in these areas require testing each day they work?
 When individuals go in to be seen they use (aerosolization) they are
 required to be tested due to the possibility of fluids being splashed.
 For medical they are not required to be tested to be seen.
- What is the turnaround time after requesting a medical visit?
 We have different areas that offer care, it depends on the area in which they are housed and how many providers we have in that area. The turn around is usually 30 days, we do have sick call once a week, or they can declare a medical emergency if it is serious.
- Suicide in Echo unit, what is being done to prevent this from happening again?

Suicide prevention is a huge part of our mental health teams agenda. For this particular incident, we look for root causes to try and determine specific factors that we can try and prevents. Brought in Lindsey Hayes to attend to work with our director to look at our overall approach to prevent these things from happening. At WSP we have multiple emergency processes in place, we have 30 plus MH members who can help in prevention. We have 5 people placed in different zones whose job is to take calls for those that might be at immediate need.

We also have a specific policy about the process that we follow and are educated on.

- Are the Cell mates or close associates of a I/I who has committed suicide provided counseling?
 - We do provide counseling to those that know the individual or those that are around the individual for long periods. We follow up and access and provide counselling if/as needed.
- How will the South complex losing a PA affect I/I medical care?
 We had a PA retire; a new PA started on Jan 4th. It was never unfilled as they started the hiring process as soon as they knew the previous was retiring. He is currently in training.
 We have hired another PA they will start in April as they had to give 90 days.
- What steps can a I/I take if they feel their medical needs are not taken seriously?
 - If they believe they are not being given medical they need, they can kite the facility medical director or health services manager. But they main process is to file a resolution concern. If it is an emergency, they can put in and emergency resolution
- What steps can a I/I take who has had difficulty obtaining or has been denied information about their medical care? Is there a policy addressing this?
 - We have a policy that outlines the process of sending kites to medical records to view their medical records and to request copies. If they are having an issue with a provider possibly not explaining well enough their medical issues, they can put in a resolution concern or send a kite to the providers manager.

	Those with large volumes of medical records may take some time due to the records having to be gone through and time restraints on staff being able to sit with the individual. Policy says 15 minutes but with those that have larger amounts it can be 30 minutes or more or we can set up a reoccurring time for them to come. The request must be specific what they are looking for, then medical records will tell them the cost of those copies and work with the accounting office to make sure the funds are available before the records are sent out. Electronic medical records will hopefully get some traction as it seems like it would be a better solution to these issues.		
	Brad Bowman	10	
Policies & Unit	 How many associate superintendents are at WSP? What are their email addresses? Three Associate Superintendents. 		Delta Unit OCL meeting - January 2023.docx

where they can bring in others from around the facility to answer questions.

EC CPM: L. Roberts

- Has Williams replaced the two OCL's that were sent to segregation?
 They are actively working on this.
- Update on ECHO's OCL recruitment:
 Currently do not have a Unit Manager due to retirement, they are working on getting a new UM appointed. At that time they will address the OCL's needed.

<u>Question:</u> With the OCL openings, is there a way to maybe help with the stigma that may be around that they are brown nosing or the like.

Most unit managers like to reach out to well known members of the units who might have a better idea of what is going on or who to talk to.

• I/I's are waiting 6 weeks or more to be given their property after a transfer, why is this still an issue?

We are currently a month behind in processing incoming property I have 2-Officers that do the preprocessing and large amounts of property coming in every day.

During COVID the amounts of property allowed for individuals was relaxed. As a state we hope to bring this back to normal to decrease the amount of property backlog.

Question: What were property levels before COVID?

Prior to covid it was 3-4 boxes per individual and now we have some that have 10 to 12 which is a lot for our property officers to get through.

- Many families are not able to attend video visits during the day and weekend slots fill up quickly. The whole population has evening video visits except for BAR. How can we change this?
 Thank you for bringing this to my attention. I did not know this was an ongoing issue. I will contact Securus and inquire and try to get them going in the unit at night.
- What are the plans to increase programing in Adams Unit? It is a
 medium custody unit and should have the same programming
 opportunities as any other medium security unit In WA state.
 We have started some education classes this quarter, offered
 through WWCC. We also have a dog program that is operating in
 the unit at this time. We are constantly being creative in what we
 offer due to limited building availability due to the nature of the
 BAR units. We currently have unit staff developing a game for them
 in unit to try and occupy time.

We are told programming for BAR isn't available for their safety but majority of them will be released into the community one day, they need programming to make WA communities safer.

We actually just started offering two community college classes in the BAR units, specifically geared towards those releasing. A computer skills class and life skills re-entry. We also have programs in the SC Annex building that focus on pro-social behavior – music, recreation, etc. There are also veterans' groups that meet regularly.

 Are there incentive programs to be infraction free? If not, can one be implemented to put focus on positive behavior and not always on negative behavior?

In my mind, not engaging in infractable behavior is positive behavior. The point of incentive programs is to incentivize not engaging in behavior the runs counter to the orderly operations of the unit and institution.

Unit OCL Meeting Minutes - *Delta Unit has been attached in the Action Section due to length of the notes*

Unit 8 – Items Discussed

- Fundraisers Meeting tomorrow (roughly 1/2/23) to have a fundraiser for Superbowl weekend
- Ice cream fundraiser is being worked on to come back.
- Hope Café is being worked on to come back as well
- Communication breakdown class Secretary Senior S. Garcia is willing to teach.
- Mattresses When are they coming?
- New Tablets February 7th, will be the roll out date
- Yard Why are the Unit yard times still being separated?
- Full EC Meeting? OCL's, CUS's, SGTs, LTs, CPM, Assoc Superintendent
- Lock down for formal count? Discuss with Sgt. Evans and chain of command
- Count Lights Can we be consistent and respectful and shut them off at a reasonable time?
- Air vents/filters
- Library books
- Handball Can we play in the gym? Safety net in the yard needs to be fixed
- Cultural Event What do we need to do to have one?
- Wages Prices of everything are going up. How do we increase our wages to reflect the cost of everything?

Victor Unit - items Discussed

- Unit freezers for unit incentives
 - o 30/60/90 days infraction free incentives
 - Start with 30 days infraction free Ice cream
 - Review in April for possibly adding 60 days infraction free incentive TBD
 - There are no freezers available at this time. UM will work with Local Business Office for IIBF funds for freezers for Victor Unit Incentive Program
- Cultural Event dates

- Hispanic Event Request May 2023
- Black Event Request June 2023
- Asian Pacific Islander (API) Aug or Sept 2023
- OCL Request weekend event dates
- UM will notify SPL CS Lancaster, J

Fundraisers

 OCL request CS Lancaster meet with Victor/William unit OCL's regarding fundraisers in the Medium Units. OCL's would respectfully like to be able to have input regarding fundraisers in their unit

Clothing exchange

- Unit I/I's concerns Incarcerated Individuals state they are receiving used unserviceable clothing when exchanging their used clothing
- Per policy returned clothing will be inspected and may be reissued if in serviceable condition. Clothing will be laundered before reissued. Underwear that is stained or unserviceable will be replaced. Incarcerated Individual will not be required to present stained/unserviceable underwear for inspection

Adams Unit – Was unable to have an OCL meeting in January due to Unit Manager being out.

Echo Unit - Items Discussed

- J-Pay players When do they get them/date?
- SPL Fundraisers J. Lancaster (CS SPL) just did one. All food slips in on 1/9/23.
- SPL J. Lancaster meet to talk about ideas for activities in the units.
- GVRS happened on 12/2022 No eligible for in unit fundraiser until 90 days
- Rental TV Program Their proposal is all incoming I/I get a rental TV, was going to have J. Lancaster talk to OCL's to let them know that's not how the rental program works. Postponed until next week.
- Movement or lack of it Big yard, in house movement due to short staffing
- Run Dayroom in the morning at this time movement schedule on 2nd shift includes Count, Breakfast, Lunch, all AM gates, education, medical, etc, every other Tuesday CI Commissary, cleaning supplies, unit yard & showers, then add shortages of staff.
- Staff shortage in unit modified movement/they want to continue with regular movement. At times we only have 4 staff in unit, 2 on floor & 2 in booth.
- Library or lack of it Idea sends in kites to library & get books delivered to the unit at least one day a week for each unit.

Laundry – Laundry being sent back dirty or not being returned. J.
 Hayes & M. Bryan on top of this & have been helpful with the issues.
 It's getting resolved.

Fox Unit - Items Discussed

- Jpay questions When will they be here? Will the Jpay players be used as a sanction? Do we have to take the new ones? Do we have to sign for them and what are we signing for? Are they ours or do we give them back when we release?
 - As of now Feb 7th. Staff will come into the units to take old players and distribute new players to inmates. Old players will be sent to Inmates outside address after being wiped, once the Inmate has been released, he can log into the Jpay website to reactivate their player.
 - JPlayers are a privilege and are subject to discipline as well as the GVRS process
 - Inmate will need to accept the new player as the old ones will not continue working after the change
 - Inmates will be given a property disposition form for their old player, what they select will depend on what is done.
 - The new players will not be allowed to leave the facility upon release.

- Hair Cuts

Inmates were told to kite recreation to get on the list to get their hair cut, due to health and sanitation hair cuts are not allowed in the unit. This is not open to debate as there is nothing we can do about it. I understand the importance of haircuts, but again you need to kit the rec department. I have a meeting with my chain of command regarding this coming up.

- Level System

- Some changes coming to this, it will be in the new unit manual that will be out in a week or two.
- o Believes it is finished, will check to make sure.
- Fundraisers
 - Will be handled by J. Lancaster who works out of the SPL
- Food sharing night
 - As long as COVID stays down we will try and do one soon.
 - Level 1's only this can be done at any time
- Smudging
 - o Can we do smudging together West and East side?
 - Yes that is fine
- Can we paint murals in the unit?
 - Will check with his chain of command to see if this is possible.

There will be a unit library starting up, more to come on that.

William unit – Items discussed

- Still working on getting more OCL's only have 3 at this time
- Basketballs talking about getting more if they are not used to play with the dogs, as the dogs have been chewing them up.
- TV fixed in B-Side dayroom This was being fixed while the OCL meeting was taking place and so should be handled.

Baker/Rainer – Unable to hold OCL meetings due to having lost all but 1 of the OCL's for the two units.

Topics and questions not covered

Debra: Sgt. Harvey brought up that we used to do a gratitude time to share our thoughts about others in group. Will add this to the agenda for the next meeting.

Lauren would like to extend her gratitude to AS Bowman and Sgt Harvey and CUS (fox).

Debra: We will have to start our COVID calls again due to being back in yellow status

We really appreciate the local family council members, your patience and be willing to hear us out about what we have to do with our policies and processes.

Round Table Action items

Lauren: a fox unit issue that caused a lockdown that led to cell searches cause frustration for the incarcerated, some of whom are wondering 'if I'm always in trouble what's the point'

These decisions are not made lightly but they need to be made for the safety of incarcerated individuals and staff. We try to move through the situation as quickly and smoothly as possible, but they are necessary for us to do. There is a policy that we must follow in these situations. We would prefer not to use the GVRS but for that we need the incarcerated individual's assistance with not having 2-1, 3-1 or staff assaults occurring which activates that policy.

Wendy: what would have to occur to be able to resume tours like they used to have in the past.

This is a statewide question, as long as we are in the green, we can get there but someone higher up like the statewide family council would need to bring this up to have it approved.

Some areas of the facility are not known to the members of the council like the SPL or the license plate shop. It might be helpful to have someone do a small presentation on these spots or the programs like the Cat/Dog program.

Next meeting location: WSP MS Teams Date: 04/01/2023 Time: 8:30-10:00

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Comments:			
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