



A Tradition of Stewardship
A Commitment to Service

Agenda Date: 1/7/2014

Agenda Placement: 7A

NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

TO: Board of Supervisors

FROM: Bret Prebula for LENARD VARE - Director
Corrections

REPORT BY: Bret Prebula, STAFF SERVICES MANAGER - 707-253-4342

SUBJECT: Approval of a Professional Services Agreement with Securus Technologies Inc. for Inmate Video Visitation Services

RECOMMENDATION

Director of Corrections requests approval of and authorization for the Chairman to sign an agreement between the County of Napa and Securus Technologies Inc. for the implementation of an inmate video visitation system in the jail at no cost to the County.

EXECUTIVE SUMMARY

The Department of Corrections seeks to enter an agreement with Securus Technologies Inc. to implement a video visitation system to facilitate inmate visitation. The web-based system is designed to enhance safety as well as increase visitation schedule flexibility for both jail operations and visitors. The cost of implementation and maintenance will be the responsibility of Securus. The Inmate Welfare Fund, which designates funding specifically to benefit inmates in accordance with Penal Code 4025, provides benefits such as education and general welfare of inmates in jail custody. The Inmate Welfare Fund will benefit from increased revenues through commission on purchased visitation sessions. The agreement is for a term of five years beginning January 7, 2014.

Securus Technologies Inc. is not a local vendor.

FISCAL IMPACT

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	No

What is the revenue source?	The proposed agreement to implement an inmate video visitation system will enable the Inmate Welfare Fund to receive up to 20% commission on all video visitation sessions purchased by inmate visitors. The cost of each 20 minute remote video visitation session is \$20.00 plus applicable taxes, fees, and/or surcharges. Additionally, any on-site visits above the weekly per inmate mandate (one hour per inmate per week) will have the same cost structure of a remote visit. Commissions shall commence 25 months after the effective date of system implementation. The agreement waives all commission payments during the initial 24 months in lieu of installation costs for all hardware and software components of the system.
Is it Mandatory or Discretionary?	Discretionary
Discretionary Justification:	Video visitation is not required to be made available to inmates in custody at NCDC; however, video visitation does allow for increased accessibility and more frequent visitation compared to the constraints currently limiting face-to-face visitation. Video visitation also allows access to friends and family members who may be hindered by transportation or disability issues. This type of visitation is expected to broaden and strengthen connections between inmates and their support systems outside of jail as inmate visits will no longer be limited because of the proximity of their families and friends. NCDC will provide video visitation terminals on-site at no cost to the user to meet the required weekly visitations allowed to each inmate.
Is the general fund affected?	No
Future fiscal impact:	The fiscal impact of implementing a video visitation system will result in increased revenue for the Inmate Welfare Fund. Secururs Technologies Inc. agrees to install and maintain all necessary hardware and software components of the video visitation system at no cost to the County. Projected revenues are indeterminate at this time. NCDC will not realize any revenues in the current fiscal year as commission payments will be initiated after 24 months from the agreement's effective date.
Consequences if not approved:	If the proposed agreement is not approved, the Inmate Welfare Fund will not receive revenues from video visitation commissions, and NCDC will not be able to offer the flexibility in visitation schedules allowed by video visitation.
Additional Information:	

ENVIRONMENTAL IMPACT

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

BACKGROUND AND DISCUSSION

Securus Technologies Inc. is currently the provider of inmate telephone services for the Napa County Department of Corrections (NCDC). NCDC is requesting the Board approve an agreement with Securus to also install a video visitation system for the jail. This agreement is separate and independent from the existing telephone services agreement with the provider.

Video visitation provides benefits to jail operations as well as inmates and their visitors. From an operational standpoint, video visitation eliminates the possibility of contraband from entry to the jail by visitors, reduces visitor traffic and potential conflicts among visitors, enhances security monitoring, and allows greater flexibility in arranging visitation schedules. Inmates will remain in their assigned housing areas during video visits, thus reducing the need to facilitate inmate movement when a visitor arrives. The current process for inmate visitation requires strategic timing and positioning of officers and inmates along several corridors of travel to ensure safety of both inmates and officers. The process has become more complex with the addition of higher profile inmates and the requirement to keep certain classification of inmates separate from others. The process is also quite time consuming, and while NCDC meets requirements for providing visitation opportunities, the process can at times adversely affect the amount of time available for inmate visitations. With video visitation, end users will have the convenience of selecting a scheduled visitation time that accommodates their schedules through a web-based platform, thus eliminating the time and expense of travel to the facility, although video visitation will also be made available onsite.

NCDC recognizes this change in structure to inmate visitation may impact the community and will provide inmate and community outreach to facilitate the use of the new system. Throughout the implementation process, customer support will be provided by Securus and/or NCDC staff as appropriate for each circumstance to best facilitate inmate visitation. The benefits of video visitation provide for overall increased visitation which enhances inmate morale. It also increases safety for both inmates and their visitors. Visitors will be able to conduct visits at times convenient to their personal schedules and from locations across great distances which saves time, money, and effort for visitors residing outside the local area. Video visitation also allows access to friends and family members who may be hindered by transportation or disability issues. This type of visitation is expected to broaden and strengthen connections between inmates and their support systems outside of jail as some inmates do not receive visits due to the proximity of their families and friends. Evidence suggests that inmates who remain isolated during incarceration are more likely to be withdrawn, less cooperative with custody staff, and experience greater difficulty when re-entering the community after incarceration. Video visitation fosters an environment in which inmates can remain connected to the community.

The agreement with Securus will enable the jail to increase Inmate Welfare Fund revenues through commissions from purchased video visitation time. The commission structure is similar to commissions currently derived through the purchase of inmate telephone time. The proposed agreement is for a term of five years with 20% commission on video visitation sales remitted to the Inmate Welfare Fund. Video visitation sessions are limited to twenty (20) minutes each for a fee of \$20.00. Visitation will be made available seven (7) days per week for a minimum of eighty (80) hours per week per video visitation terminal. The jail will also provide three (3) video visitation terminals on-site for local visitors. The use of the on-site video terminals will be at no cost to the visitors as long as the inmate has not met their mandated weekly visitation time of one hour per inmate per week. If this weekly level has been reached any additional visits above the mandated level will be charged the above mentioned fee whether they are remote or on-site visits. Professional visits from attorneys may occur through the on-site video visitation terminals or through a face to face (non-contact) visit depending on the attorney's requirement at the time of the visit. All non-professional video visitation sessions will be recorded and retained, as is currently the case for visitations in the jail, for a period of thirty (30) days unless deemed necessary for permanent storage for criminal investigation purposes. If the requested action is approved, NCDC will work with Securus to implement video visitation by mid March 2014.

SUPPORTING DOCUMENTS

None

CEO Recommendation: Approve

Reviewed By: Liz Habkirk