005-BEAR Families Program for Webex Visiting

PURPOSE OF ORDER

The purpose of this order is to establish procedures governing the process to allow qualified inmates at Century Regional Detention Facility (CRDF) to conduct video visits via Webex.

SCOPE OF ORDER

This order shall apply to all personnel assigned to and/or working at the Gender Responsive Services (GRS) Unit at CRDF.

ORDER

Background

The Bonding, Empowering, and Reuniting (BEAR) Families Program for Webex Visiting allows qualified CRDF inmates to build and maintain a parent relationship during their incarceration through video visits with their children via Webex.

Inmates housed in a GRS educational module, inmate worker module, or in a specialized program module at CRDF are eligible to apply for Webex video visits. GRS Unit personnel shall be responsible for the operational and administrative functions of the BEAR Families Program for Webex Visiting.

APPLICATION AND SCREENING PROCEDURES

Application

Inmates requesting Webex visiting shall submit their request on an Inmate Request Form. GRS personnel shall then process the request on the Custody Inmate Grievance Application (CIGA) and screen all applicants in accordance with the procedures outlined herewith.

Screening

GRS personnel shall utilize all available resources to determine the suitability of an inmate's participation for Webex video visits. Such resources may include, but not be limited to the following:

- Conducting a background check on the inmate by utilizing Department of Justice computer applications to include the Automated Justice Information System (AJIS), Justice Data Interface Controller (JDIC), and Consolidated Criminal History Reporting System (CCHRS).
- Reviewing the inmate's educational and disciplinary records by utilizing the Attendance Tracking and Reporting (ATAR) system and Inmate Report Tracking System (IRTS).
- Interviewing Department employees supervising the inmate.
- Collecting information from key stakeholders to include, but not limited to, the inmate's case worker and service providers.

- All results from the screening process shall be documented on the Webex Visiting Screening Form and retained in the inmate's BEAR Families Program file.

DISQUALIFICATION AND APPEAL PROCEDURES

Disqualifying Factors

Any exceptions to the foregoing disqualifying factor shall be determined by the GRS Unit Commander.

Disqualification Process

If an inmate is not qualified for Webex video visits, GRS unit personnel shall adhere to the following procedures:

- An entry shall be made on the Webex Application Tracker.
- All records documenting the disqualifying factor shall be retained in the inmate's "BEAR Families Program" file.
- A response shall be provided to the inmate student or worker within fifteen (15) calendar days from the date of when the GRS unit received the request, and a disposition shall be entered in the CIGA.
- The GRS Unit Commander shall make the final determination in disqualifying an inmate's participation for Webex video visits.

Appeal Process

If an inmate is dissatisfied with the result of their disqualification status, GRS personnel shall adhere to the following procedures:

- The inmate shall be advised to submit their complaint on an Inmate Grievance Form to seek a resolution.
- Once the Inmate Grievance Form is received by GRS personnel, the form shall be processed in the CIGA.
- A GRS supervisor at the minimum rank of sergeant shall review all records pertaining to the reasons why the inmate was previously disqualified and make a final determination.
- The GRS sergeant shall then provide a response to the inmate within fifteen (15) calendar days from the date of when the GRS unit received the grievance and provide a disposition on the CIGA.

QUALIFICATION PROCEDURES

Qualifying Factors

All the following factors must be met for an inmate to qualify for Webex video visits:

- The inmate must be housed in an educational module, inmate worker module, or specialized program module, including High Observation Housing and Forensic In-Patient housing.
- The inmate must have completed a GRS approved parenting class.
- The inmate must have visiting rights with their child who is under the age of eighteen (18).

- The caregiver must have access to a device with Internet access and a video camera. In addition, the caregiver must create a profile and have access to Webex.

Qualification Process

If an inmate is qualified for Webex video visits, GRS unit personnel shall adhere to the following procedures:

- An entry shall be made in the Webex Application Tracker.
- A response indicating their qualification status shall be provided to the inmate within fifteen (15) calendar days from the date of when the GRS unit received the request, and a disposition shall be entered in the CIGA.
- Once the inmate is made aware of their qualification status, GRS personnel shall provide the inmate with Webex Onboarding Application Form and discuss all rules, regulations, and answer any questions from the inmate.
- The Webex Onboarding Application Form shall be retained in the inmate's BEAR Families Program file.
- If needed, GRS personnel shall contact the local court and service provider, such as the Department of Children and Family Services (DCFS) to validate the inmate's parental rights with their child.
- Once visiting eligibility is determined, GRS personnel shall discuss all rules, regulations, and expectations with the inmate concerning Webex video visitations.
- The caregiver and/or service provider shall then be contacted to discuss rules and regulations concerning Webex visitations.

COORDINATION OF VISIT

To coordinate Webex visitations, GRS personnel shall adhere to the following procedures:

- GRS personnel shall review the Webex Onboarding Application Form.
- Webex visits shall be conducted no longer than thirty (30) minutes.
- GRS personnel shall then record and make an appointment in the Webex Visiting Appointment Tracker.

RETENTION OF RECORDS

All records related to the application, screening, and qualification process of an inmate's participation in Webex visiting shall be printed and retained in the inmate's BEAR Families Program file. Such records may include, but not be limited to the following:

- Inmate Request Form
- AJIS printout
- IRTS report
- ATAR report
- CCHRS printout including booking photograph
- JDIC printout
- Webex Visiting Screening Form
- Webex Visiting Onboarding Application Form

The inmate’s BEAR Families Program file shall be maintained at the GRS office at CRDF and retained for two (2) years. All records contained in the inmate’s file shall also be electronically stored in the BEAR Families Program shared folder in the Sheriff’s Data Network for two (2) years.