

Enhanced Video Visitation Service

The Wisconsin Department of Corrections (DOC) is enhancing its video visitation service to improve efficiency and access for persons in our care and their visitors.

Beginning June 19, 2023, the DOC will begin a phased approach to replace Zoom visits with a virtual visiting platform provided by ICSolutions. The change will result in more video visitation stations across DOC facilities, resulting in increased opportunities for video visits as a supplement to in-person visitation. It should also improve the ease of scheduling video visits between persons in our care and their loved ones.

This change may lead to some persons in DOC care and/or their visitors paying a small fee for video visits, depending on the number of visits they schedule. Each person in DOC care may receive one free video visit per week. They may have the option to schedule additional visits at \$2.50 for a 25-minute video visit (more on paid video visits below).

The DOC put a video visitation option in place after suspending in-person visitation in 2020 due to the COVID-19 pandemic. The video visits remained a popular option for some even after in-person visitation resumed, as they saved families money and time previously spent traveling to various DOC facilities. Thus, DOC is invested in maintaining video visitation as a long-term supplement to in-person visitation.

However, the Zoom option was never meant to be permanent. It was a quick solution to an urgent problem, which required borrowing needed equipment from other areas of our institutions. It also required the DOC to use its limited staffing resources to schedule and facilitate video visits.

The switch to video visitation through ICSolutions will reduce operational challenges posed by limited staffing, video visitation space, and ZOOM equipment. It will increase the number of video visit devices in most facilities while also expanding video scheduling capabilities and making the process more convenient for family and friends.

In alignment with our Strategic Priority of transparency, the DOC is sharing the following information regarding the new virtual visitation platform:

- DOC is rolling out this initiative in 2 phases, giving the agency time to trouble-shoot and address any issues before implementing on a large scale.
- Phase 1 will begin with Milwaukee Secure Detention Facility (MSDF) and the Wisconsin Women's Correctional System (WWCS). For those facilities, the scheduling of ICSolutions video visits will open on June 5, with visits on the new platform beginning June 19.
- Phase 2 will include the remaining DAI facilities, beginning after the first sites have successfully transitioned from ZOOM to ICSolutions. The target date to begin scheduling ICSolutions video visits for those

remaining sites is July 3, with visits on the new platform beginning July 17.

- To schedule and participate in ICSolutions video visitation, family and friends **must** be on the DOC approved visitor list. They must also have registered an account with ICSolutions and scheduled their video visits at www.icsolutions.com.
- Information on how to register and schedule video visits can be found on the ICSolutions website. Questions or difficulties registering an account should be directed to [customer service](#) on the ICSolutions website.
- A specific Party ID is required on the registered account. Institutions will provide persons in our care the specific Party ID along with the names as listed on the approved visitor list.
- Family and friends may begin registering at www.icsolutions.com once they are provided their party ID by the person they are approved to visit. A visitor should only have one party ID, even if visiting multiple persons in our care.
- Party IDs have already been added for visitors that participated in video visitation at MSDF.
- If a visitor is unable to schedule a visit after registering an account, please send an email identifying the problem to DOCDAIElectronicVisitSupport@wisconsin.gov
- The information registered on the ICSolutions account **must match** the information exactly as submitted on the approved WI DOC visitor application.
- This program will be reviewed after 6 months of implementation.
- For the first 6 months of implementation, each person in our care may receive one (1) free video visit per week, provided institution operations are able to accommodate.
- Additional visit opportunities may be available at the cost of \$2.50 per visit, up to 12 paid visits per month conditional to the operations of the facility.
- **All approved special and/or extended visits will remain the institution's responsibility for scheduling. Family and friends will not be able to schedule those visits through ICSolutions.**
- Please refer to MSDF's institution page regarding additional visitation opportunities in addition to the four (4) free video visits a month. The virtual visit time slots will be approximately 25-26 minutes in length.
- Information and updates will be shared on the DOC public website. Be sure to look at the specific institution's page on the website for any more detailed information regarding implementation dates and scheduling.

- ZOOM visits for family and friends will discontinue once sites have transitioned to ICSolutions video visitation.

ICSolutions offers video visits in several other states and has demonstrated secure, reliable methods for maintaining such service, and scheduling/accommodating video visits.

Some facilities may also switch to using the ICSolutions software for scheduling in-person visits.

The DOC understands the importance of ensuring persons in our care have the ability maintain healthy and strong relationships with their families and friends. These relationships are invaluable not only during a person's incarceration, but are instrumental in ensuring a person's successful return to the community. We appreciate your patience and understanding as we transition to this new video visit platform.