

 <p style="text-align: center;">DIVISION OF ADULT INSTITUTIONS</p> <p style="text-align: center;">POLICY AND PROCEDURES</p>	DAI Policy #: 300.00.30	Page 1 of 5
	Original Effective Date: 07/28/09	New Effective Date: 04/08/24
	Supersedes: 300.00.30	Dated: 08/30/21
	Administrator's Approval: Sarah Cooper, Administrator – 03/08/24	
	Required Posting or Restricted:	
<input checked="" type="checkbox"/> PIOC <input checked="" type="checkbox"/> All Staff <input type="checkbox"/> Restricted		
Chapter: 300 Administrative		
Subject: Videoconferencing		

POLICY

The Division of Adult Institutions may utilize videoconferencing to facilitate PIOC appearances.

REFERENCES

DAI 500.50.16 – Consent or Refusal for Recording and Imaging
DOC Videoconferencing Best Practices
DOC IP Videoconferencing Quick Reference
DOC Video IP Addresses

DEFINITIONS, ACRONYMS AND FORMS

BTM – Bureau of Technology Management

DAI – Division of Adult Institutions

DCC – Division of Community Corrections

DHS – Department of Health Services

DOC – Department of Corrections

HSU – Health Services Unit

ICE – Immigration and Customs Enforcement

IP – Internet Protocol

LAIP – Legal Aid for Institutionalized Persons

PIOC – Persons in our Care

PSU – Psychological Services Unit

SSA – Social Security Administration

VCC – Videoconferencing Coordinator

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PROCEDURE

I. Facilities Shall:

- A. Utilize videoconferencing as a tool to increase public safety, decrease travel costs and more effectively use staff time.
- B. Appoint a contact person for resolving technical problems should they occur during the videoconferencing process.
- C. The following priority order shall be used when scheduling videoconferencing equipment:
 1. Telemedicine. If facility does not have available dedicated HSU/PSU telemedicine equipment, HSU/PSU appointments shall take priority.
 2. Court proceedings.
 3. Public Defender interviews.
 4. ICE and/or Homeland Security removal proceeding hearings.
 5. Interviews and evaluations requested by DHS Disability Determination Bureau or SSA, and SSA hearings conducted by an Administrative Law Judge.
 6. Reintegration issues and/or DCC agent contacts and interviews.
 7. Staff meetings.
 8. LAIP interviews.
 9. Parole Commission interviews.
 10. Other.
- D. Designate a minimum of three VCC/designees for facilities and two for centers to maintain and schedule the video equipment and serve as the point of contact. This information shall be provided to DAI Central Office.

II. VCC/Designee Shall:

- A. Secure and maintain video equipment.
- B. Maintain the videoconferencing calendar.
- C. Report any equipment/technical needs to the BTM Help Desk.
- D. Maintain a list of phone numbers and site coordinators of all videoconferencing sites.
- E. Ensure facility videoconferencing locations and IP addresses used for court hearings are accurate in the DAI directory.
- F. Receive court hearing notices and schedule court appearances.
 1. Ensure notification is received from the court.
 - a. Upon notification from the court, verbally notify the Records Office and schedule the hearing date/time.
 - b. Provide a hard copy of the hearing notice to the facility Records Office/designee if received from the court.

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2. Request the courts to provide notice no later than 48 hours prior to the hearing.
3. Provide the name of a staff person(s) who can be a point of contact for resolution of concerns or issues that may arise with individual courts, confirm correct IP address of the court and conduct test of equipment with DOC when requested.

III. Staff Scheduling Videoconferences Shall:

- A. Verify the staff/PIOC is currently at the facility.
- B. Reserve room/area for videoconference. Videoconferences may be scheduled on a multi-user calendar.
- C. Schedule videoconferencing appointments during normal business hours. Exceptions require approval by the Security Director/designee.
- D. Receive and prioritize requests from outside agencies or facility staff to schedule a videoconference.
- E. Receive details of request, i.e., time, date, court location, judge's name, phone number in court room, IP address, etc.
- F. Ask the court if there are any additional needs which may be required during the proceeding, i.e., fax machine. Facilities shall make a reasonable effort to accommodate the court's request.
- G. Ensure the requesting agency has the proper IP address to initiate the call.
- H. Send staff/PIOC notice of videoconference.

IV. Staff Conducting the Videoconference Shall:

- A. Set up and test the equipment.
- B. Make connection with the other site(s) to ensure audio and video connections are functioning.
- C. During videoconferences, be available to assist in the event of technical difficulties.
- D. Upon the conclusion of the videoconference, note any new schedule request.

V. DAI Contact

DAI shall designate a Central Office contact person and backup to resolve system issues with equipment and contact the courts.

DIVISION OF ADULT INSTITUTIONS FACILITY IMPLEMENTATION PROCEDURES

Facility: Name		
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Chapter: 300 Administrative		
Subject: Videoconferencing		
Will Implement <input type="checkbox"/> As written <input type="checkbox"/> With below procedures for facility implementation		
Warden's/Center Superintendent's Approval:		

REFERENCES

DEFINITIONS, ACRONYMS AND FORMS

FACILITY PROCEDURE

- I.
 - A.
 - B.
 - 1.
 - 2.
 - a.
 - b.
 - c.
 - 3.
 - C.

II.

III.

RESPONSIBILITY

I. Staff

II. PIOC

III. Other

DIVISION OF ADULT INSTITUTIONS FACILITY IMPLEMENTATION PROCEDURES

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