



# WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers / Secretary Kevin A. Carr

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## FAQS: Switch to ICSolutions for Video Visits - Updated June 29, 2023

### **1. *Why has the DOC switched to paid video visits after offering free visits over the past few years? What prompted the change?***

During the COVID-19 pandemic, in-person visitation at DOC's adult correctional facilities was suspended for a time starting in 2020. In lieu of in-person visits, DOC began using Zoom for virtual video visits. This was done on an ad-hoc, temporary basis, with DOC's Division of Adult Institutions (DAI) and Bureau of Technology Management (BTM) borrowing computer equipment used in other areas, like education, to facilitate Zoom video visits.

Now that DOC has mostly returned to normal operations, this approach to video visitations is no longer viable. DOC has negotiated with ICSolutions (ICS) for a video visitation service that would replace the current practice of using Zoom on temporary hardware.

ICS's video visitation service differs in many respects from DOC's use of Zoom to facilitate video visits. Currently, DAI staff are responsible for scheduling and monitoring each Zoom video visit, at a significant cost in terms of staff time. Zoom video visits run on DOC-owned equipment, which BTM staff are responsible for supporting (again, at a significant cost in terms of staff time). By contrast, as part of ICS's video visitation service, ICS staff would handle all video visit scheduling and equipment support. ICS video visits can also be more efficiently monitored by DOC staff.

### **2. *When will these changes go into effect?***

These changes will be rolled out in two phases to allow time to troubleshoot any issues on a small scale before implementing on a larger scale.

During the first phase, Milwaukee Secure Detention Facility and the Wisconsin Women's Center System will begin ICS video visits on June 19. Scheduling of ICS video visits will open June 5 for those who have ICS accounts created and registered with their party ID.

Phase two will include the remaining DAI facilities after the first sites have successfully transitioned from Zoom to ICS video visits. The target date for the second phase is July 17, with the scheduling of these visits to open July 3.

### **3. *How do I create an ICS account or register a pre-existing account?***

When you receive your specific Party ID, you should add the ID to your pre-existing ICS account. The information and Party ID used to register for visitation at [www.icsolutions.com](http://www.icsolutions.com) must exactly match the information entered on the WI DOC visitor application.

To schedule and participate in ICS video visitation, you must be registered and be on the approved visitor list for the person you wish to visit. You will need to enter your specific Party ID on your registered video visit account.

The person in our care (PIOC) is responsible for providing any approved visitor with their specific Party ID and the spelling of the name submitted on the visitor application.

Instructions for registering and scheduling visits can also be found at [www.icsolutions.com](http://www.icsolutions.com). Questions or difficulties registering an account should be directed to [customer service](#) on the ICS website.

**4. *What is a Party ID?***

A Party ID allows family and friends to register and schedule video visitation at all sites as well as schedule in-person visitation with participating sites. A specific party ID is required on a registered account. Institutions will provide the PIOC with their friend or family's specific party ID to be shared with their approved visitors. **The PIOC is responsible for providing the approved visitor with their specific Party ID.** The visitors that participated in video visitation at MSDF will automatically have their specific Party ID added to their existing registration prior to June 5.

**5. *Why is DOC also using ICS to schedule in-person visits at some locations?***

It is simply an added service ICS developed to assist the institutions since a scheduling process is already being created for video visits. The ICS format may be more efficient at some institutions, where visitors currently email staff a time and the institution staff must manage an in-person visit schedule.

**6. *What is the pricing structure for paid video visits?***

For the first six months, each PIOC may receive one (1) free video visit per week, provided institution operations are able to accommodate. The virtual visit time slots will be approximately 25-26 minutes in length.

Additional visit opportunities may be available at the cost of \$2.50 per visit; all visits are conditional on the operations of the facility.

Either the PIOC or the visitor can schedule the visit request, and either party can pay for it.

**7. *Will there be a limit on the number of video visits allowed per week? Per month?***

Twelve (12) paid visits per month will be the maximum number, with the exception of MSDF offering the opportunity for three (3) paid 26-minute video visits seven days per week in accordance with 309.06.01, provided institution operations allow.

**8. *What if I have trouble scheduling a visit after registering?***

If a visitor is unable to schedule a visit after registering an account, please send an email identifying the problem to [DOCDAlElectronicVisitSupport@wisconsin.gov](mailto:DOCDAlElectronicVisitSupport@wisconsin.gov).

Please direct any issues with creating an account to the ICS customer service website noted above.

**9. *What are my payment options for funding my ICS video visit account?***

You can use a valid credit or debit card (Mastercard or Visa). Other cards are not accepted. Cash payments (Western Union, cashier's check, or money order) can be mailed to:

IC Solutions  
2200 Danbury Street  
San Antonio, TX 78217

**10. *Is this just like phone calls, where the person in your care can only place outgoing calls and can't accept incoming calls?***

ICS video visits are different from phone calls because all visits are scheduled in advance. Either the PIOC or visitors can schedule the visit.

**11. *Will we still be allowed to use the onsite video visit option?***

Zoom visits for family and friends will discontinue once the site has transitioned to ICS video visitation.

**12. *What about extended visits?***

All approved special and/or extended visits will remain the institution's responsibility for scheduling, so please reach out directly to the institution. Family and friends will not be able to schedule those visits through ICS.