



# Wisconsin Department of Corrections

Governor Tony Evers | Secretary Kevin A. Carr

## St. Croix Correctional Center

DATE: June 26, 2023

TO: Staff of SCCC  
Persons in the care of SCCC  
Visitors

From: James Koivu, Superintendent

SUBJECT: Video Visitation

Effective July 3, 2023 St. Croix Correctional Center will begin using ICSolutions (ICS) to schedule video visitation beginning with visits on July 17. Zoom Visits will be discontinued as of July 17. To schedule and participate in video visitation, the visitor will need to establish an ICS account or update their current account with a unique Party ID. Visitors will need to follow the directions provided with the visiting list on the ICS website [www.icsolutions.com](http://www.icsolutions.com).

Persons in the care of SCCC must provide their friends or family the unique Party ID listed next to the visitor's name on the visiting list in order for an ICS account to be created for visits. Visiting lists and directions on how to create an account will be delivered to all persons in our care. Any issues with Party IDs can be directed to [DOCDAlElectronicVisitSupport@wisconsin.gov](mailto:DOCDAlElectronicVisitSupport@wisconsin.gov). SCCC staff cannot help with Party ID questions.

Visitors must schedule video visits at least 48 hours in advance and no more than fourteen (14) days in advance.

- For the first six months of implementation, each person in the care of SCCC will be eligible for one free 25 minute video visit per week.
- Additional calls are available at the cost of \$2.50 per visit, up to 8 paid visits per month. Video visits are limited to 2 per week.
- Each visitor on the call must have an ICS account and be listed on the visit reservation. Each visitor will be required to show ID at the beginning of the call and anytime during the call when requested by monitoring staff.

Video Visiting Hours will continue to be the same time as in-person visits:

**Monday through Friday 7:00 pm-8:30 pm**  
**Saturday and Sunday 12:30-2:00 pm**

