

## Visitation Fact Sheet

### Overview

Providing visitation access for individuals in the custody of the DSD is a priority and the Department continues to seek efficiencies in how to address the evolving needs and interest of inmates, their families, and the community. Visitation types include:

- Video visitation is the use of videoconferencing and/or analog TV systems and software to allow inmates and families/friends to visit remotely as opposed to face-to-face. The video visitation station for the inmates is in their housing unit and the visitors station is in the public lobby.
- Contact (in-person) visits are usually conducted inside the facility in a designated visiting area. Physical contact between inmates and visitors is allowed, with some limitations under supervision.
- Through-the-glass visitation occurs in a secured area within the facility where visitors and inmates are visible through safety glass partitions with telephones for audio communication, and with supervision by officers assigned to the visitation area.
- Skype/Web-based options are software systems that allow for face-to-face video visitation from remote locations with access to an internet connection, in lieu of traveling to a jail facility. This level of visitation can occur from any computer including those from home.

### Current DSD Practice

The DSD has offered video visitation as the primary method for visitation since 2005. The practice was implemented due to concerns related to contraband and domestic violence challenges that arose with in-person visitation. Video visitation occurs at both the Downtown Detention Center and the County Jail facilities and is processed through requests submitted by individuals with selected dates and times. A reservation confirms the scheduled time for video visitation with an inmate.

### Vision

Trending with some practice shifts nationally, the DSD is committed to creating a multi-faceted approach to providing a range of options for visitation access to those in our care and custody, inclusive of consideration for all visitation types.

### Next Steps

- The DSD has assembled a workgroup to discuss the considerations and impacts of contact visits that consists of internal and external stakeholders. The workgroup is expected to begin discussion to scope the consideration points on 12/7/2017. The scope of the workgroup discussion will include: cost and fiscal impacts, space and infrastructure, staffing needs, timelines, scale with potential for piloting as a starting point, determining interoperability with various types of visitation and impacts.
- Securus Contract Investment assists as an interim step to achieving our goals by:
  - Upgrading County Jail video visitation equipment that is obsolete and deteriorating
  - Providing a consistent approach to managing hardware and software for the County Jail and Downtown Detention Center with a maintenance agreement
  - Developing an integration solution for video visitation software and a newly developing Jail Management System to include a wide-range of additional software applications (law library, training, grievances/complaints, commissary, and medical kites)
  - This current contract does not preclude us from pursuing in-person contact visits as another visitation option.

**For additional information, please contact Chief Elias Diggins – [Elias.Diggins@denvergov.org](mailto:Elias.Diggins@denvergov.org) or 303-435-2191**