



Video Visitation

Denver Sheriff Department

Overview

Video Visits is the utilization of videoconferencing technology and software to allow persons to visit one another without being physically in front of each other.

This technology is currently used and provides persons in the DSD's custody the opportunity to visit with their family and friends who are not incarcerated.

An estimated 30,000+ social visits and 17,000+ professional visits are completed across the two jails annually, with social visits making up about 2/3 of the total volume.

The benefit of providing visits is immeasurable for the inmates, and their family members. Additionally, it can reduce a persons tensions when they are incarcerated if they have the opportunity to converse with a loved one, thus potentially reducing incidents within the facilities.

Current State

Currently the DSD provides Video Visitation at the DDC and COJL, However the equipment is on two separate systems, and not interconnected providing challenges to the public who may not be able to make it across town to see their loved one.

Additionally, the current COJL system is outdated, and not supported by a vendor. The system is maintained by the COJL maintenance staff and the ability to find parts for this system is increasingly difficult given its age, essentially this system is obsolete. The system also goes down or has outages approximately 5-6 times monthly, significantly impacting the service to the community.

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.

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

In the future, should the City elect to provide the opportunity The system also offers the opportunity for families and friends of inmates that do not have the opportunity to travel to any of the DSD Facilities to visit.

Securus Contract

- \$1,412,000 over 5 years
- Provides hardware & software
- No cost to Video visit at the facility to the inmate/family
- Enhanced Technology (DDC/COJL)
- Consistent Technology between facilities providing the ability for visitors to visit from the DDC to inmates @ the COJL or vice versa
- This system also has additional modules that we can deploy to the Kiosks such as: Grievance Module & Law Library