

# County of Santa Clara

Office of the Sheriff

Elmwood Correctional Facility  
701 South Abel Street  
Milpitas, CA 95035



## Inmate Advisory Council Agenda

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Rita Roland  
Captain

**August 2, 2023:**

### **Welcome and Introductions:**

Opening and welcome by AS Sepulveda 1400

### **Updates:**

#### 1. Programs Unit Updates

- a. Rehabilitation Director position – Sheriff Jonsen provided information on the new Rehabilitation Director position and the role it will play to the inmates in their rehabilitation.

### **Inmate Issues and Items for Discussion:**

#### 1. Inmate issues and other items for discussion

- Commissary
  - Prices too high
    - Comment - Everything on the list isn't available (coffee and tea have been out for several weeks);
    - Administration Response – They have to keep things within price point, in order to do it, they sometimes can't provide a similar item.
    - Comment – The housing unit deputies said that no one collects the bubble sheets. Not all individuals know how to use the tablets.
    - Administration Response – Both options should be available. Facility will follow up to ensure it happens.
    - Comment – The coffee that can be ordered didn't come. The Grievance was not followed up on.

- Administration Response – There was a problem with the number of that item.
  - Comment – There is a problem with the nail clippers that can't be ordered, it is marked as a restricted item (M8, W4B).
  - Administration's Response (post-meeting) – We have confirmed that this restriction has been lifted. Thank you for making us aware of the situation.
  - Comment – The coffee is having an issue with being ordered. The shoe sizes are too large for women. Can they get a size 4 ½?
  - Administration's Response (post-meeting) – We can work with the vendor on it.
  - Administration Response – Most of the packages on iCare have been added back.
  - Comment – Can we get a hygiene package available on iCare?
  - Administration's Response (post-meeting) – We can work with the vendor on it.
  - Administration Response – One of the things we try to do is keep the prices down. This can impact the quality of the product. Question from Admin: Are you willing to pay more for a higher quality product? (overwhelming yes)
  - Comment – Can we get more products for specific ethnic groups ie. combs for African American women?
  - Administration Response – We can look into it.
- More protein options are needed.
- Tablets
  - Expansion of tablet services update
    - Captain Asban explained the potential for having additional paid content (movies, newspaper, video calls) added to the tablet.
    - Comment – They were supposed to change the movies every 4 months but they seem to be the same.

- Administration Response – We will look into it.
    - Comment – They put the same movies from a few quarters ago.
    - Comment – Can they add documentaries?
    - Administration Response – The goal is to add more content.
  - Lack of available tablets
    - Comment – When the tablets came back, they were malfunctioning.
    - Administration Response – We have found that tablets are being moved from one housing unit to another and they won't work. We need broken tablets turned in because we are finding that they are instead being tossed in the garbage, thrown in the laundry, etc. The broken ones need to be turned in so we can exchange them for working ones. They are also being hoarded or not being turned in at night. They need to be turned in at night to get updated and charged.
  - Tablets don't have video calls, text, pictures, messaging
    - Comment – before it didn't cost points to listen to music, can the radio be free rather than costing points
    - Administration Response – There should be some base level points on the tablets. We will look into it.
  - Individuals would like tablets to be given out sooner
- Laundry
  - Rolls do not have enough underwear/towels
    - Announcement - Security search of M8 alone yielded 10,000 lbs of clothing. We need to work together to comply with the 1 for 1 clothing exchange. We can't comply with it if we aren't getting them back.
    - Comment - For 7 weeks, they have only gotten 3 pairs of underwear each week in (M1)?
    - Comment – Can undergarments be added to the commissary list?

- Administration Response – In order to properly clean them, we need to have them back. We have tried in the past to have individuals get their own stuff back. It didn't work well.
  - Comment – The wrong sizes are being put out, we are short sizes so people are hoarding. The stuff that is coming out is worn out. We need help with the deputies enforcing the 1 for 1. If we do the 1 for 1 with new clothing, it will help.
  - Administration Response – We recently re-gained management over laundry services so we will have more control over laundry management. Facility will look into laundry issues we need inmates turn clothes back in, though.
- Facility/Maintenance
  - Overall maintenance of dorms is poor
    - Announcement – Construction and cleanliness projects will be done through 2025. We will be performing sanitization projects and vent cleaning. If you are short of cleaning supplies, mops, etc., let the housing unit deputy know. You are responsible for maintaining cleanliness of yourselves and your space.
    - Comment – W4B needs additional cleaning brushes.
    - Administration Response – You can let the supply deputy know. You can also put in an inmate request form which will maintain a permanent record of your request.
    - Comment – W2B has toilet issues; W2A has a drain issue in the ADA cell;
    - Comment –the water from the faucets is coming out brown and looks rusty. It is unusable. Can they get bottled water?
    - Administration Response – The water is tested quarterly. It takes time after it is turned on for it to turn back to clear.

- Comment – W4B ADA shower is held on with Velcro and it falls down a lot.
- Comment - M5 – it is difficult to keep dorm clean; People are storing lunches and not throwing them out when they need to.
- Comment - M2 is now on a separate visiting schedule so it is not impacted by the farm, anymore.
- Other Request
  - Comment - SB1008 eligibility in County jails
    - Administration Response - If you are not getting your free phone calls, you can put in an inmate request to check on it.
  - Comment - Soap and toilet paper are often not available
    - Administration response –The supply deputy should be delivering these items regularly, if and when needed, they can request additional items from their dorm deputy.

Housing Units Represented: W2, W4A, M4, W4B, M4D M3, M2A, M1, M5