

# County of Santa Clara

Office of the Sheriff

Main Jail  
150 W. Hedding Street  
San Jose, CA 95110



## Inmate Advisory Council Agenda

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Antonio Fernandes  
Captain

**August 2, 2023:**

### **Welcome and Introductions:**

9:40 Opening by Assistant Sheriff Sepulveda  
Welcome comments by Captain Fernandes

### **Updates:**

1. Programs Unit Updates
  - a. Rehabilitation Director position – Welcome by Sheriff Jonsen followed by announcement of the approval of the Rehabilitation Director and description of the role and benefits of that position;
2. Facility Updates (Captain Fernandes)
  - a. Administration's Announcements -
    - i. If you feel sick, please let your nurse know. COVID isn't gone so we still need to be vigilant.
    - ii. Housing units are being cleaned and painted. We hope that it will be completed by the end of the year.
    - iii. Everyone will be transitioned to a thicker mattress but it will take a bit of time. The goal is to complete it before the end of year.
    - iv. Excessive items in bins are a fire hazard so the bin limit will be enforced. Extra items may be put in the property room. Administration will work with the property room to ensure that all procedures will be followed.

Administration will ensure that new inmates are provided with the two bins.

### 3. Services-Service Provider Updates

#### a. Expansion of Tablet Services (Captain Asban and Lieutenant Nguyen) –

##### i. Administration's Announcements tablet distribution –

1. We are working on getting an increase in buffer stock to have sufficient tablets.
2. Tablets are being distributed equitably to each unit. Every housing unit is down the same percentage of tablets.
3. Individuals should inform the housing unit deputy if there is a broken tablet. It is easier for the vendor to replace individual tablets rather than in bulk.

##### ii. Representative's Comment – Tablets are more important than just entertainment, they are for communication, the shortage is very impactful.

1. Administration's Answer – We are working with the vendor on the issue. We found many broken tablets in the cells. It is important that broken tablets be given to the housing unit deputy.

##### iii. Administration's Announcement on tablet services –

1. We are working to get enhanced paid content for the tablets including entertainment and video calls.

##### a. Representative's Comment - CDCR is implementing it and it is affordable.

#### b. Grievance Unit Updates (Lieutenant Nguyen) –

- i. Administration's Announcement on submitting grievances –
  1. Please put only one complaint per grievance. It delays the process to have multiple issues in one grievance.
- ii. Representative's Question – We get bogus responses that concur with what is written in the grievance.
  1. Administration's Response – Please file an Appeal so it will get looked at again. It will be investigated again with fresh eyes.
- iii. Representative's Question – Process needs to be overhauled. It needs to be looked at by an outside person. It takes too long to get a response.
  1. Administration's Response – The Grievance Unit has civilians who do not work in the facilities. Their job is to check to see that the response from the facility is complete and responsive to the grievance before it is sent back. If you don't believe that it is suitable, please file an appeal so it will get looked at again.
- iv. Representative's Question – If there is no meaningful response, what is the point in having the process? It is a problem.
  1. Administration's Response – The grievance unit is not an investigative unit. Their role is to ensure that a proper investigation takes place. If you don't believe that it is suitable, please file an appeal so it will get looked at again.

### **Housing Representative Issues and Items for Discussion:**

1. Commissary

- a. Representative's Issue: Commissary prices too high –
  - i. Administration's Response: Due to the nationwide shortage, there was an increase in the price of some of the products. Market analysis determined that it is a comparable upgrade with nationwide.
- b. Representative's Issue: Bowls or large cups are needed for cooking the soups;
  - i. Administration's Response – There isn't a proper sink area for cleaning large bowls. We will have to find a way to put in a large sink for proper cleaning. We will work to come up with a solution such as a kitchen sink.
- c. Representative's Issue: There is an issue with the quality of the products that we get ie. Jergens soap was exchanged for a different product;
  - i. Administration's Response – Custody Staff is an intermediary between the vendor who provides the service for those in custody. We can work with the vendor to discuss the issue.
- d. Representative's General Comments –
  - i. There are limits on certain items.
  - ii. Lack of Vitamin D and other individual vitamins on the list.
    - 1. Administration's Response – Administration will work with Custody Health Services to identify products that should be added to the list.
  - iii. Sometimes items come and they are open.
    - 1. Administration's Response – Items not requested should be refused when the vendor distributes items.
  - iv. Commissary items do not have nutritional facts on them like they would in the store.
    - 1. Administration's Response – Administration will work with the vendor on this issue.
  - v. With the lack of fresh fruit, can dried fruits, grains, nuts be added to the commissary list?

1. Administration's Response – Administration will work on this before extending the contract.
  - vi. Why are we stuck with only one package company?
    1. Administration's Response - The I-Care company is a new company so there should be a better supply in time as supply chain issues settle down.
  - vii. Why did the price of shoes go up so high?
    1. Administration's Response – The price increase was from the vendor: 52% of items had less than a 25% increase in price; 15% of items had a 50%-75% increase in price; 11% of items had a 75%-100% increase; 16% of items had more than 100% increase in price; 6% of items had a decrease or no change in price
    2. Comment – Individual has an extra wide foot and can't fit into the slip-ons, can a vendor be brought in that is approved for purchasing them?
      - a. A – we are working on it; question from Administration, if we included a more expensive, better-quality shoe, would you purchase it? Overwhelming “yes” from participants.
  - e. Bubble sheet issues – we are back to tablets so the issues will hopefully be reduced; remember that you can return the items and we will work on getting a quicker refund; Please don't share your PIN; File a grievance rather than bringing it to a housing unit or deputy since they do a formal investigation reviewing camera footage;
  - f. Signing is being done before bags are released – we will talk to the vendor about it.
2. Can we get the showers steam cleaned once a month? They are unsanitary. The vents in the sun decks have never been cleaned.

- a) Administration will work with FAF on shower cleaning and vent cleaning.
3. Can we get more program time on the sundeck? We only get out on weekends. 5A1, 5A3
    - b) Administration will review options to expand program time.

**Action Items:**

1. Administration will work with the property room to ensure that all procedures will be followed.
2. Administration will ensure that new inmates are provided with the two bins.
3. Administration will work with FAF to explore adding a kitchen sink to housing units to allow for washing larger bowls and cups.
4. Administration will discuss the substitution of stated items for lower quality products with Aramark and the addition of nutritional facts on food items.
5. Administration will work with Custody Health Services and Aramark on the addition of new items before extending the contract.
6. Administration will work with FAF on shower cleaning and vent cleaning.
7. Administration will review options to expand program time.