

Appendix 1B: Video Visiting with Children

Visiting is crucial for most children and incarcerated parents, but only 42% of parents in state facilities and 55% of parents in federal facilities received in-person visits with their adult or minor children from 1997–2004.⁹⁵ In 2000, 60% of incarcerated parents were in prisons over 100 miles away from their last place of residence, with incarcerated mothers being housed in prisons an average of 160 miles away from their children.⁹⁶ Video visiting is an opportunity for incarcerated parents to remain connected to their children when children are not able to visit the facility on a regular basis.

Children of incarcerated parents are often exposed to a greater number of risks as compared to any other single group of children, and as a result, parental incarceration can have long-range economic, emotional, and social consequences that affect children's well-being.⁹⁷ In most cases, these risk factors can be mitigated when children have opportunities to regularly communicate with their incarcerated parents. Children benefit the most when visits are frequent and consistent.⁹⁸ Children benefit from traditional visits with their incarcerated parents in many ways. A visit may:

- Provide opportunities for healing, and mitigate the trauma of separation
- Offer opportunities for discussions about a parent's decision-making and law breaking
- Assure children that incarceration is not their fault
- Dispel children's fears about the conditions at a facility
- Allow children to maintain a relationship with their incarcerated parents
- Support an incarcerated parent's preparation for release, reentry, and family reunification

Supportive video visiting programs increase communication between children and their incarcerated parents while providing supportive services for the whole family. These programs may facilitate parenting classes in the facility. Video visiting provides incarcerated parents with an additional forum (in addition to phone calls, letters, and in-person visiting) to practice their parenting skills. Supportive services may also include visit coaching; case management or resource referrals; and visit preparation and debriefing for the child, incarcerated parent and caregiver. Counseling and support is important for incarcerated parents because visiting can be painful and emotional. Some examples of supportive video visiting programs include:

- Florida Department of Corrections and Abe Brown Ministries
- New Hampshire Department of Corrections
- New Mexico Corrections Department and Peanut Butter and Jelly Services
- New York Department of Corrections and Community Supervision, the New York City Department of Correction and The Osborne Association in New York
- Rivers Correctional Institution, North Carolina (contracted to house sentenced individuals from Washington, D.C.) and Hope House in Washington, D.C.

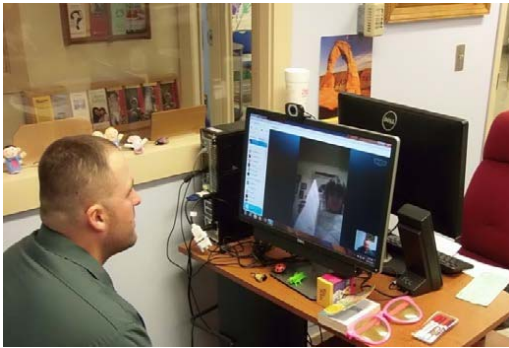


Figure 6 NH DOC's Family Connections Center Video Visiting Program

Video visiting is also an alternative for children who had a negative experience travelling to or visiting at the facility. Researchers theorize that correctional visiting environments that are not child-friendly may account for children's negative reactions to visiting, underscoring the necessity for child-friendly visiting policies.⁹⁹ As such, correctional agencies could explore how best to ensure that children are treated sensitively when they visit in-person, while also offering video visiting in a supportive setting as a child-friendly supplement to in-person visits.

Note that in-person contact is important for establishing the parent-child bond, especially for young children. Infants and children with developmental delays may not have the ability to understand that the face on the screen is their parent, or may be confused and frightened by the video visiting experience. When children are separated from their parent by circumstances other than incarceration, in-person visiting is recognized as necessary to sustain a meaningful relationship with a parent: "while virtual visitation offers many benefits, including expanding access between children and non-custodial parents, virtual access should not be used to replace physical visitation."¹⁰⁰ Contact visiting is so important that the Bill of Rights for Children of Incarcerated Parents includes, "I have the right to speak with, see and touch my parent."¹⁰¹

New Hampshire DOC Family Connections Center: supportive home-based video visiting program

In 2008 the New Hampshire Department of Corrections (NHDOC) implemented home-based video visiting for incarcerated parents and their minor children as part of the Family Connections Center (FCC) programming, which is supported by NHDOC funds and a mix of grants.

Incarcerated parents participate in a parenting class, a play seminar, and weekly parenting support groups to be eligible for bimonthly video visits. FCC staff housed within the prisons provide supportive services and monitor the visits. An FCC staff member is in the room with the parent during the video visit to ensure the security and well-being of the child and the incarcerated parent, and provides parent coaching as needed.

The University of New Hampshire is evaluating FCC's video visiting program, examining its impact on the parent-child relationship and children and parents' reaction to the technology. A researcher based at the University of New Hampshire trains FCC staff to use an observational tool during the video visits to gather data for evaluation purposes.

Incarcerated parents use a designated corrections-owned computer that provides flexibility in designating a video visiting area. Children use Skype to video visit in their homes from any computer or mobile device with a camera and internet connection. FCC Director, Kristina Toth, states that cancellations are few and attributes the high participation rate to the convenience of the home-based video visiting model. (See Figure 6)

Preliminary findings on video visiting with children and incarcerated parents

The most comprehensive research to date on video visiting was conducted on the Florida Department of Corrections' pioneering Face-to-Face program, which included a video visiting component.¹⁰² Findings culled from interviews with 335 participating incarcerated mothers indicated that their self-esteem and relationships with their children improved. Families reported that video visiting enabled contact that was previously not possible because of distance. A community-based center coordinator stated that "as the result of this program we have been able to see reunions of families who have not seen their loved ones in months. There was one child who had not seen his mother in five years; and a mother who had not seen her family in four years."¹⁰³

Children participating in the Osborne Association's video visiting program, which offers video visiting in two New York State prisons, consistently reported positive feelings after video visiting. They liked it because they could "see" their mothers and fathers, and many reported that it is better than phone calls. A New York City-based youth, who video visits with her mother who is incarcerated 10 hours away, states: "I love video visiting! I feel privileged to video visit. It allows me to see my mother who is in a prison so far away. It's a great addition to real visits, phone calls and letters. I think video visits should be in every prison."

Preliminary evidence suggests that children are more engaged with video visits as compared to phone calls. One study looked at how 22 families used video conferencing to communicate with family members.¹⁰⁴ Although this study did not look at communication between children and an incarcerated family member, it contributes to our knowledge about how children engage with family members using video conferencing. This study found that children were more engaged with video visiting because the visual component allowed them to make eye contact, engage in visually interactive play, and communicate non-verbally. These families reported that in-person visiting was more natural when it occurred because children recognized their family member from video visits. A grandmother for two young boys participating in NHDCC's video visiting program related that her grandsons "get bored and very distracted when there is no visual to engage the children. I always dread when the boys' daddy calls as I know it will be a struggle to keep them interested."¹⁰⁵ An incarcerated mother who participated in video visits at a Florida prison related that her son "loves to see me over the computer but he doesn't talk when I call on the phone. Maybe it's because he's so young."¹⁰⁶

APPENDIX 2A: IDENTIFYING A VIDEO VISITING MODEL

These checklists include considerations that will help you determine the best video visiting model for a particular system or jurisdiction. Considerations for creating policies and procedures and working with community-based partners are also provided. For an overview of key implementation activities, please refer to Appendix 2B: Implementation Checklist.

2A-1: Identifying Goals

First, explore which goals you wish to achieve by using video visiting:

- Connect families and build social support systems**
- Visits for no-contact populations: medical quarantine, security restriction, etc.**
- Promote the maintenance and strengthening of the parent-child relationship**
- Support the mental health and institutional adjustment of the incarcerated**
- Cost savings**
- Increase flexibility and expansion of visiting opportunities**
- Reduce visiting room congestion**
- Improve security: reduce movement and contraband**
- Support reentry planning**
- Reduce recidivism and increase public safety**
- Legal purposes: court appearances, attorney-client meetings, depositions, etc.**
- Probation: pre-sentence interviews**
- Parole board hearings**
- Program needs: mental health, medical, psychiatric (suicide supervision, medication consults, etc.), and other specialized programming**
- Reduce transportation costs and the per diem rate paid to a county jail when an incarcerated individual must attend court**
- Communicate and share information with the incarcerated: court dates, bail, policies and procedures, etc.**
- Intra-agency communication**
- Cross-systems collaboration (child welfare, child support, probation, parole, etc.)**

Notes:

2A-2: Identifying a Video Visiting Company

Ask the following to determine which video visiting company is a good fit:

- Does the company help you fulfill your short- and long-term goals?
- What equipment and software does the company offer? What is the cost?
- Does the company install the equipment? Software?
- What services does the company provide? What are the costs?
- Can the company demonstrate how the equipment works?
- Can the company provide you with references and arrange a visit at a facility to observe an active system?
- Does the company install internet cables?
- Does the company service the equipment? Does company offer on-site services? If not, how quickly can they respond when there is a problem?
- Does the company provide ongoing technical support?
- Is there help desk support? Are there maximum use limits, and what are the fees when the maximum is reached?
- Does the company provide training to staff, visitors, and incarcerated individuals?
- Does the company require the video equipment to be broken down and shipped to a repair center? If so, this could be costly.
- Does the company provide a spare backup unit so that workflow is not interrupted when a unit is down?
- Does the company regularly update the equipment and software? Does the company charge for these updates?
- Does the company offer a variety of operating systems?
- Is the company able to modify the operating system to meet your evolving needs?
- Does the company offer equipment that is compatible with your existing infrastructure?
- Can the company test home-based systems for connectivity and other minimum system requirements before the video visit begins?
- Can the company store recordings of visits? If so, what is the charge?
- Does the company require that in-person visiting be eliminated?
- If revenue is generated, what are the company's revenue sharing requirements?
- Does the company set affordable fees and service charges for customers?

Notes:

2A-3: Identifying Potential Costs

Consider these potential costs. Be sure to differentiate between one-time and ongoing costs:

A. Equipment (e.g., computer, kiosk, VoIP, etc.):

- Will the company charge for the equipment? If so, what is the cost per unit?
- Who pays for the video unit used by the visitor? (DOC likely absorbs the cost if the endpoint is at facility, but DOC may not absorb the cost if it is in the community.)
- Will you need application and recording servers and switches (self owned model)?
- What are the orientation training costs for correctional staff, incarcerated individuals, and families?
- Are there per-unit licensing fees at each endpoint?
- What are the installation costs?

B. Software:

- Is software sold separately or is it included with the video visiting system?
- Are there initial programming and licensing costs?
- How often will the software need to be upgraded, and how much does this cost?
- Are there costs associated with installing and upgrading the operating system?
- Are there per unit licensing fees at each endpoint?

C. Infrastructure:

- Does new cable need to be installed?
- Will the building need to be modified (room modifications, partitions, visiting center, etc.)?
- Are there any additional costs associated with retrofitting the building? (This may depend on the contractor and the video visiting system that is selected.)

D. Maintenance:

- What are the ongoing system maintenance, repair, and upgrade costs?
- What are the ongoing monthly data line costs? Will these be paid by company, per the contract?
- What are the DOC IT support costs?
- What are the ongoing technical assistance/support costs?

E. Costs to families and community-based partner (CBP):

- What are the video visiting fees and associated scheduling service fees?

2A-3: Identifying Potential Costs

- How much will families need to pay for the home-based video visiting equipment (computer, camera, microphone, internet connection, software)?
- How much will the CBP need to pay to obtain, install, and maintain a video visiting system?
- What are the CBP staffing needs and associated costs? Will the cost be absorbed by DOC and/or the CBP?

Notes:

2A-4: Choosing a Video Visiting System

Consider the following in determining which system is a good fit:

- Can the system meet both your short- and long-term goals?
- Do you have space for the video units?
- Is the system standards-based?
- If the system is not standards-based, can it communicate with your identified endpoints?
- Is the system compatible with any existing computer-based or conferencing systems at your facility?
- How often will the system need to be updated (operating system and software updates)?
- How easily can the system adapt to technological changes?
- Can the system provide additional services (e.g. e-mail, commissary, court dates, etc.)?
- Is the system user-friendly?
- What type of orientation and/or training is available?
- Can you see a demonstration of the system in use to examine the video and audio quality?
- Does the system offer scheduling instructions and menus in multiple languages?

Notes:

2A-5: Identifying Software Needs

Consider the following to determine which software is required and which optional software applications are a good fit:

- What software is required (Internet Explorer, Firefox, Safari, Adobe Flash, scheduling software, monitoring software, etc.)?**
- What operating system is required (Windows, Apple, Linux, etc.)? Is it compatible with your network?**
- Is the software compatible with or built into the identified video visiting system?**
- Does your IT department have the capacity to use the software?**
- Is the software needed to achieve your goals? Can another approach be used?**
- How often will software need to be updated?**
- Who (corrections IT, company, automatic) will complete the software updates?**
- Is the software user-friendly?**
- Is the software scalable and flexible? Can it be adapted to meet your evolving needs?**
- Can the software application share data and integrate with your existing case management system?**
- Can the company provide a performance guarantee?**

Notes

2A-6: Accessing the Internet

Ask the following to ensure that you have the appropriate Internet connection for the video visiting system being considered:

A. Connecting to the Internet:

- What is the minimum broadband width needed?**
- What are the required download and upload rates?**
- What cable is needed to connect to the network and/or Internet? Does new wiring or cable need to be installed?**
- What data plans are available to meet your video conferencing needs?**

B. Security considerations:

- Does the firewall need to be configured? If so, can the configuration be done internally or does the ISP provider need to configure the firewall?**
- Does the Internet connection need to be secure per agency policy? Does the signal/data need to be encrypted?**
- Are there security requirements that prohibit the video visiting system from connecting to the existing computer network (i.e., an exclusive Internet connection)?**
- Does the Internet connection need to be approved by the Department of Homeland Security, the local department of information technology, or another agency?**
- Will visits need to be monitored and if so, how will this be done?**
- How will you ensure that privileged communication (lawyer, clergy) is confidential?**
- Is the video visiting area private (dividers between video units, cannot see other incarcerated individuals in the background, etc.)?**

Notes:

2A-7: Developing Policies and Procedures

Consider including the following areas in developing policies and procedures:

- Definition of video visit**
- Location of the video visiting endpoints**
- Visitor identification and verification protocol**
- Visitor background check protocol**
- Participant eligibility requirements:**
 - Incarcerated individual: disciplinary reports, programming, order of protection, solitary confinement**
 - Visitor: age, relation, background, etc.**
- Specialized programming eligibility:**
 - Target Population (parents, those preparing for reentry, quarantine, etc.)**
 - Security Level**
 - Case Management**
 - Supervised? If so, by whom and for what purpose?**
- Video visiting fees**
 - Price point**
 - Number of free video visits available**
 - How visitors are charged**
- How do incarcerated individuals and family members sign-up?**
- What is the frequency (how many visits per week, month, etc.)?**
- Do video visits supplement or replace in-person visits?**
- What hours will video visiting be offered?**
- What is the length of each video visit?**
- What is the scheduling and cancellation policy?**
- What is the connection protocol: How will endpoints connect? For example, will DOC contact the community-based provider or vice versa?**
- What are the responsibilities of correctional staff (maintenance of video visiting area, monitoring video visits, etc.)?**
- How will recorded video visits be accessed and reviewed?**
- How will privileged communication be handled (attorney, judge, clergy)?**
- What is the video visit termination policy?**
 - Define inappropriate behavior and language**
 - Explain how an inappropriate video visit will be terminated**
- What are the security guidelines and rules for visitors and how will they be distributed?**
 - Clothing, cell phones, language, identification**
- What outcomes do you want to evaluate? How will you evaluate outcomes?**
 - Pre-/post-visit surveys, visit observation, incident reports, etc.**
- How will ongoing training for staff, incarcerated individuals, and family be provided?**

Notes:

2A-8: Video Visiting at Home or at a Community-Based Site

Consideration for video visiting from home or at a community-based site:

- Are the remote video visits accessible and affordable?
- Who is responsible for the purchase and maintenance of the video visiting system in the community?
- What are the minimum video conferencing system requirements for the community-based or home-based system?
- Can the visitor or community-based partner (CBP) test the connection before visits are scheduled?
- How will a home-based visitor or CBP obtain technical support?
- How will visits be scheduled (e.g., scheduling software, company website, CBP, etc.)?
- Does the company's website offer instructions and scheduling menus in multiple languages?
- If applicable, how will video visiting fees be collected? Will the CBP require revenue sharing?
- Who is responsible for the monthly internet fees at the off-site location?
- Will the external firewall need to be configured? If so, how will this information be conveyed?
- Does the CBP connection need to be approved by Homeland Security, the local department of information technology, or another agency?
- Is visitor identification required? If so, how will this be verified?
- Do visits need to be monitored at the community-based site? If so, how and by whom?
- What CBP staff is needed to support visitors?
 - Supportive services staff (parent coaching, counseling, reentry planning)
 - Greeter and/or visitor processing (check identification, escort to video visiting area)

Notes:

APPENDIX 2B: IMPLEMENTATION CHECKLIST

This is a checklist of key implementation and process evaluation activities.

Needs and Resources Assessment	Yes	No	Unsure
1. You created an advisory group to engage stakeholders in the planning process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. You identified short-term goals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. You identified long-term goals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. You conducted a site survey of the building(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. You surveyed visitors to determine whether there is a demand, and to determine which video visiting model is most appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. You surveyed the existing technological capacity at each facility (network, wiring, phone system, IT resources, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. You identified existing organizational resources that can be used for video visiting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. You identified the projected costs savings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Needs and Resources Assessment	Yes	No	Unsure
9. You determined your start up and ongoing operating costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. You identified a funding stream for the start up and operating costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. You identified the appropriate video visiting model based on your goals and resources: facility-based, home-based, and/ or community-based	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. If applicable, you identified a community-based agency and have a memorandum of understanding or contract with this CBP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. If applicable, the CBP has the necessary technology, finances, and staffing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technology	Yes	No	Unsure
1. You decided what type of services you need to obtain from a technology company (web host, full service, or simply equipment acquisition)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. You issued an RFP to technology companies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. You identified the software applications that meet your needs/ goals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. You tested the video visiting system to assess the video and audio quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. You identified a video visiting system that meets your needs/ goals and is appropriate for your facility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Needs and Resources Assessment		Yes	No	Unsure
6. You agreed upon the contract terms, including revenue sharing if applicable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7. You identified the minimum broadband width required for quality video and audio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8. You configured the firewall at each facility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9. You decided if the Internet connection needs to be secure and if the signal needs to be encrypted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Installation	Yes	No	Unsure	
1. You identified where the video units will be placed and you have addressed privacy issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. You tested the camera angle, audio, and lighting at all endpoints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. You conducted a connectivity pre-test at each endpoint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. You created a child-friendly environment at the endpoints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Launching Video Visiting	Yes	No	Unsure	
1. You created policies and procedures for video visiting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. You decided how video visiting will be phased in (pilot, staggered, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. You created a communications plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Needs and Resources Assessment	Yes	No	Unsure
4. You decided whether you will use video visits as a supplement or a replacement for in-person visiting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. If applicable, you identified a feasible price point for video visits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. You decided how many free visits will be offered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. You identified your staffing needs (IT personnel, monitoring, escort, technical assistance, supportive services, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. You have a plan to train staff, incarcerated individuals, and visitors on how to use the technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. You have a plan to provide ongoing technical assistance to staff, incarcerated individuals, and visitors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. You determined how video visits will be scheduled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. You determined how visits are monitored	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. You determined how visitors will be approved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. You determined how visitors' identification will be verified	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Evaluation and Monitoring</u>	Yes	No	Unsure
1. You determined how you will measure volume and utilization rates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. You identified ways to measure whether video visiting is meeting your goals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. You created a feedback mechanism to measure consumer satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Needs and Resources Assessment	Yes	No	Unsure
4. You identified outcomes that you want to monitor (e.g., institutional adjustment, strengthening parent-child relationships, engagement of family in reentry planning)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. You identified how you will measure success in achieving your stated outcomes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

APPENDIX 3: EVALUATION TOOLS

SAMPLE VIDEO VISITING SERVICE LOG

(intended to plan video visits daily/weekly)

Date	Name of Incarcerated Person	Relationship of Visitor	Scheduled Start Time	Actual Start Time	End Time	Duration in minutes	Did incarcerated individual receive visit counseling?	If visit did not occur, who cancelled	If visit did not occur, reason for cancellation
1/1/14	John Doe	Daughter	1:00pm	1:10pm	2:10pm	60	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> NA		
1/1/14	Test Rodriguez	Wife	1:30pm	NA	NA	0	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N <input type="checkbox"/> NA	Visitor	Transportation issue
1/1/14	Joseph Sample	Son	2:00pm	2:30	3:00	30	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N <input type="checkbox"/> NA		
1/1/14	Gary Example	Friend	3:00	NA	NA	0	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N <input type="checkbox"/> NA	Facility	Lock down

SAMPLE PERFORMANCE MANAGEMENT CHART

(intended to track program activity against targets)

Activity for Month _____ Year _____

Activity	Annual Target	Activity for Current Month	Total Year to Date	% of Annual Target Achieved
Scheduled video visits	1,200	110	650	50%
Completed video visits	960	80	480	50%
Cancelled video visits	NA	30	170	NA
By visitor	NA	15	100	NA
By facility	NA	8	40	NA
By community partner	NA	7	30	NA
Visits cut short	NA	10	50	NA
Unduplicated incarcerated individuals participating in visit	1,000	75	450	45%
Visit counseling sessions with incarcerated individual	775	60	360	47%


SAMPLE DATA COLLECTION PLAN

Outcome	Indicator	Data Source	Collected by	Frequency	Results reviewed by	Frequency
Increased frequency of visits	# of visits	Video visiting service logs	Correctional Officers	Daily	Video visiting team	Monthly
(same as above)	# of visits	Participant survey	Evaluation intern	Daily	Video visiting team	Quarterly
Improved quality of visits	Self-report by incarcerated participants	Participant survey	Evaluation intern	Daily	Video visiting team	Quarterly
(same as above)	Observation of visits	Observation check-list	Evaluation consultant	One day per month	Video visiting team	Quarterly
Reduction in contraband	# of seizures of contraband	Administrative report	Correctional Officers	Weekly	Superintendent & Video visiting team	Monthly
Reduction in staff time for visits	# of hours of staff time	Payroll reports	HR Department	BI-monthly	Superintendent & Video visiting team	Quarterly

SAMPLE FEASIBILITY SURVEY FROM THE FLORIDA DEPARTMENT OF CORRECTIONS

(intended to be used with adults who make in-person visits to correctional facilities)

Source: Florida Department of Corrections

	<h3>Inmate Video Visitation Survey</h3>	Office of Institutions
PURPOSE		
<p>The Florida Department of Corrections is researching the feasibility of using home-based video visitation to <u>supplement</u> contact visitation. The Department is NOT planning to eliminate or reduce contact visitation but actually increase the opportunities for inmates to maintain positive contact with their friends and loved ones.</p>		
1. How many days a month do you visit?	6. Do you have access to a computer with a high-speed internet connection?	
<input type="radio"/> 1-2 days	<input type="radio"/> Yes	
<input type="radio"/> 3-4 days	<input type="radio"/> No	
<input type="radio"/> 5-6 days		
<input type="radio"/> 7-8 days		
2. How far did you travel <u>one way</u> for this visit?	7. Would you be interested, in addition to contact visits, to being able to visit via video visitation from a computer with a high-speed internet connection?	
<input type="radio"/> Less than 50 miles	<input type="radio"/> Yes	
<input type="radio"/> 50-100 miles	<input type="radio"/> No	
<input type="radio"/> 100-150 miles		
<input type="radio"/> 150-200 miles		
<input type="radio"/> Over 200 miles		
3. Did you have to rent a hotel room?	8. Would you be willing to pay \$15 for a 10-minute video visitation – \$1.50 per minute?	
<input type="radio"/> Yes	<input type="radio"/> Yes	
<input type="radio"/> No	<input type="radio"/> No	
4. Do you own a computer?	9. Would you be willing to pay \$20 for a 15-minute video visitation – \$1.33 per minute?	
<input type="radio"/> Yes	<input type="radio"/> Yes	
<input type="radio"/> No	<input type="radio"/> No	
5. Do you have a high-speed internet connection at home?	10. Would you be willing to pay \$25 for a 20-minute video visitation – \$1.25 per minute?	
<input type="radio"/> Yes	<input type="radio"/> Yes	
<input type="radio"/> No	<input type="radio"/> No	
<p>Thank you for taking the time to complete this survey, your answers will provide the Department a better idea of the interest in such a service and its value to inmates and their families. You can also find a link to complete this survey online at http://www.dc.state.fl.us/ and http://www.surveymonkey.com/s/VideoVisitation, however please only complete either this hard copy survey or the online survey and not both.</p>		
1		

SAMPLE VIDEO VISITING SATISFACTION SURVEY FOR INCARCERATED ADULTS

- Thank you for taking the time to give us some feedback about the video visiting program.
- There are no right or wrong answers to these questions. Please be honest and open in your responses.
- We are collecting these answers anonymously; staff will not know your responses.

Date of your video visit: _____

Was this the first time you participated in a video visit? Yes No

1. Please indicate the extent you are satisfied with the following items:

Please check only one box in each row.	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Did not use service
a. Ease of scheduling a video visit					
b. Quality of sound and video connection					
c. Comfort of video visit location					
d. Privacy of video visit location					
e. Satisfaction with video visit as compared to in-person visit					
f. Support provided in visit counseling					
g. OVERALL, how satisfied were you with your video visit?					

2. Please indicate the extent to which you agree or disagree with the following statements:

Please check only one box in each row.	Disagree a lot	Disagree a little	Agree a little	Agree a lot
a. I would recommend video visiting to other people who are incarcerated.				
b. I plan to do another video visit in the future.				

SAMPLE VIDEO VISITING SATISFACTION SURVEY FOR INCARCERATED ADULTS (CONTINUED)

3. Do you feel that your relationship with your visitors can be maintained through video visits, without in-person visits? Yes No

Comments: _____

4. Please tell us what you liked **BEST** about your video visiting experience.

5. Please tell us what you would change about video visiting at this facility that would make it **BETTER**.

6. Is there anything else about your video visiting experience that you would like to say?

THANK YOU! Your feedback is very important to us.

SAMPLE SATISFACTION SURVEY FOR ADULTS IN THE COMMUNITY

(For use with adults in the community who participated in a video visit)

- Thank you for taking the time to give us some feedback about the video visiting program.
- There are no right or wrong answers to these questions. Please be honest and open in your responses.
- We are collecting these answers anonymously.

Date of your video visit: _____

1. Was this the first time you participated in a video visit? Yes ____ No ____

2. Where were you for this video visit?

- At the correctional facility
- At home
- At a community organization
- Somewhere else: _____

3. Please indicate the extent to which you are satisfied with the following items:

Please check only one box in each row.	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Did not use service
a) Ease of scheduling a video visit					
b) Instructions on how to use the video visiting equipment					
c) Quality of sound and video connection					
d) Comfort of video visit location					
e) Privacy of video visit location					
f) Convenience of video visit location					
g) Satisfaction with video visit as compared to in-person visit					
h) Support provided through visit counseling					
i) Experience with online payment system					
j) OVERALL, how satisfied were you with your video visit?					

SAMPLE SATISFACTION SURVEY FOR ADULTS IN THE COMMUNITY (CONTINUED)

4. Did any children participate in the video visit with you? Yes No
 If yes, did you find the video visits to be child friendly? Yes No

Why or why not: _____

5. Please indicate to the extent in which you agree or disagree with the following statements:

Please check only one box in each row.	Strongly Disagree	Disagree	Agree	Strongly Agree
a) I would recommend video visiting to other people who want to visit with someone who is incarcerated.				
b) I plan to do another video visit in the future.				

6. What would make you more likely to participate in more video visits? (check all that apply)

- Lower cost per video visit
- More convenient location
- More flexible scheduling
- Other: _____

7. Please tell us what you liked **BEST** about your video visiting experience.

8. Please tell us what you would change about video visiting that would make it **BETTER**.

9. Is there anything else about your video visiting experience that you would like to say?

THANK YOU! Your feedback is very important to us.

SAMPLE SATISFACTION SURVEY FOR STAFF

(For use with correctional staff)

Date: _____

Please list the facility where you work: _____

1. Please indicated to the extend in which you agree or disagree with the following statements:

Please check only one box in each row.	Strongly Disagree	Disagree	Agree	Strongly Agree
a. The video visiting equipment is operating well.				
b. The video visit location is adequate for the services being provided.				
c. Video visiting has been a valuable service for inmates and their visitors.				
d. I am satisfied with the training provided to staff on how to use the equipment.				
e. I would recommend video visiting to other facilities that are considering implementing it.				

2. What impact do you think video visiting has had on security at the facility?

- Improved security
- Weakened security
- No Impact

Comments: _____

3. What impact do you think video visiting has had on program participation by inmates?

- Increased participation
- Decreased participation
- No change

Comments: _____

SAMPLE SATISFACTION SURVEY FOR STAFF (CONTINUED)

4. What impact do you think video visiting has had on the number of events resulting in disciplinary actions?

- Increased disciplinary actions
- Decreased disciplinary actions
- No change

Comments: _____

5. What impact do you think video visiting has had on the time you dedicate to visiting tasks?

- Saved time
- Required more time
- No difference on time

Comments: _____

6. What impact do you think video visiting has had on inmates' behavior?

- Improved behavior
- Behavior is worse
- No change in behavior

7. Is there any additional training that you think would be helpful to staff implementing the program?

- No
- Yes (please explain): _____

8. What has been the biggest challenge in implementing video visiting services?

SAMPLE SATISFACTION SURVEY FOR STAFF (CONTINUED)

9. Please tell us what you think is the **BEST** aspect of video visiting services:

10. Please tell us what you think would make video visiting **BETTER** at the facility:

11. Is there anything else about video visiting services that you would like to say?

THANK YOU! Your feedback is very important to us.

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ENDNOTES

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⁵ Visiting is a best practice that is recognized by the American Correctional Association. For more information see the *Standards for Adult Correctional Institutions*, 4th ed. Lanham, MD: American Correctional Association, 2003, 155-57.

⁶ The increase in overall visiting (video visit+ in-person) in 2012 and 2013, as compared to 2011 when video visiting was not available, also suggests that video visiting increased opportunities for connection. Information obtained from the Oregon Department of Corrections, e-mail message, March 11, 2014.

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⁹ Family Services of Western Pennsylvania, *Families Outside. FY 2007-2008 and FY2010 Outcomes Reports*.

¹⁰ The Pew Charitable Trusts, "Collateral Costs."

¹¹ Gaynes et al., "Stronger Together: Volume II, Maintaining and Strengthening Family Ties for Children with Incarcerated Parents."

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¹³ Boudin, "Lessons from a mother's program in prison." and Casey-Acevedo et al, "Children visiting mothers in prison."

¹⁴ Contradictory research findings on how incarcerated parents respond to visits with their children suggest that some incarcerated parents need supportive services to help them manage their emotional responses to visiting. For more information, see Poehlman et al., "Children's Contact with Their Incarcerated Parents: Research Findings and Recommendations."

¹⁵ Poehlmann et al, "Children's Contact with Their Incarcerated Parents: Research Findings and Recommendations," 581.

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²⁴ Hilliman, "Assessing the Impact Of Virtual Visitation," 87.

²⁵ Boudin et al, "Visitation Policies: A Fifty State Survey."

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²⁷ Hoffman et al., "Communication Policy Changes in State Adult Correctional Facilities From 1971 to 2005."

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²⁹ "County Department Wins Three Awards," [Westchestergov.com](http://www3.westchestergov.com/news/4210-county-departments-win-three-awards), accessed September, 23 2013.

³⁰ This occurs when fewer visitors come to the facility to visit in-person or a facility eliminates in-person visiting.

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- ⁴⁵ Dana Razzano, “Visits Debut in Pennsylvania Prisons,” *Corrections.com*, August 30, 2001, accessed August 12, 2013, www.corrections.com/news/article/9322.
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- ⁴⁷ Mills et al., “Prisoners’ Families and Offender Management.” and Holt et al., “Explorations in Inmate-Family Relationships.”
- ⁴⁸ Minnesota Department of Corrections, “Key Findings: The Effects of Prison Visitation on Offender Recidivism,” 2.

⁴⁹see the Center for Disease Control and Prevention, Project START, accessed on October 11, 2013, <http://www.cdc.gov/hiv/prevention/research/rep/packages/start.html>

⁵⁰ Captain J. Mark Reimer, email to author, December 6, 2013.

⁵¹Christy Visher et al., "Baltimore Prisoners' Experiences Returning Home."

⁵²Johnna Christian, "Riding the Bus: Barriers to Prison Visitation and Family Management Strategies."

⁵³Vanessa Miller, "Some Iowa Jails Switching to Video Visits," *The Gazette*, March 28, 2013, accessed April 3, 2013, <http://thegazette.com/2013/03/28/some-iowa-jails-switching-to-video-visits/#sthash.T5laiRHi.dpuf>.

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