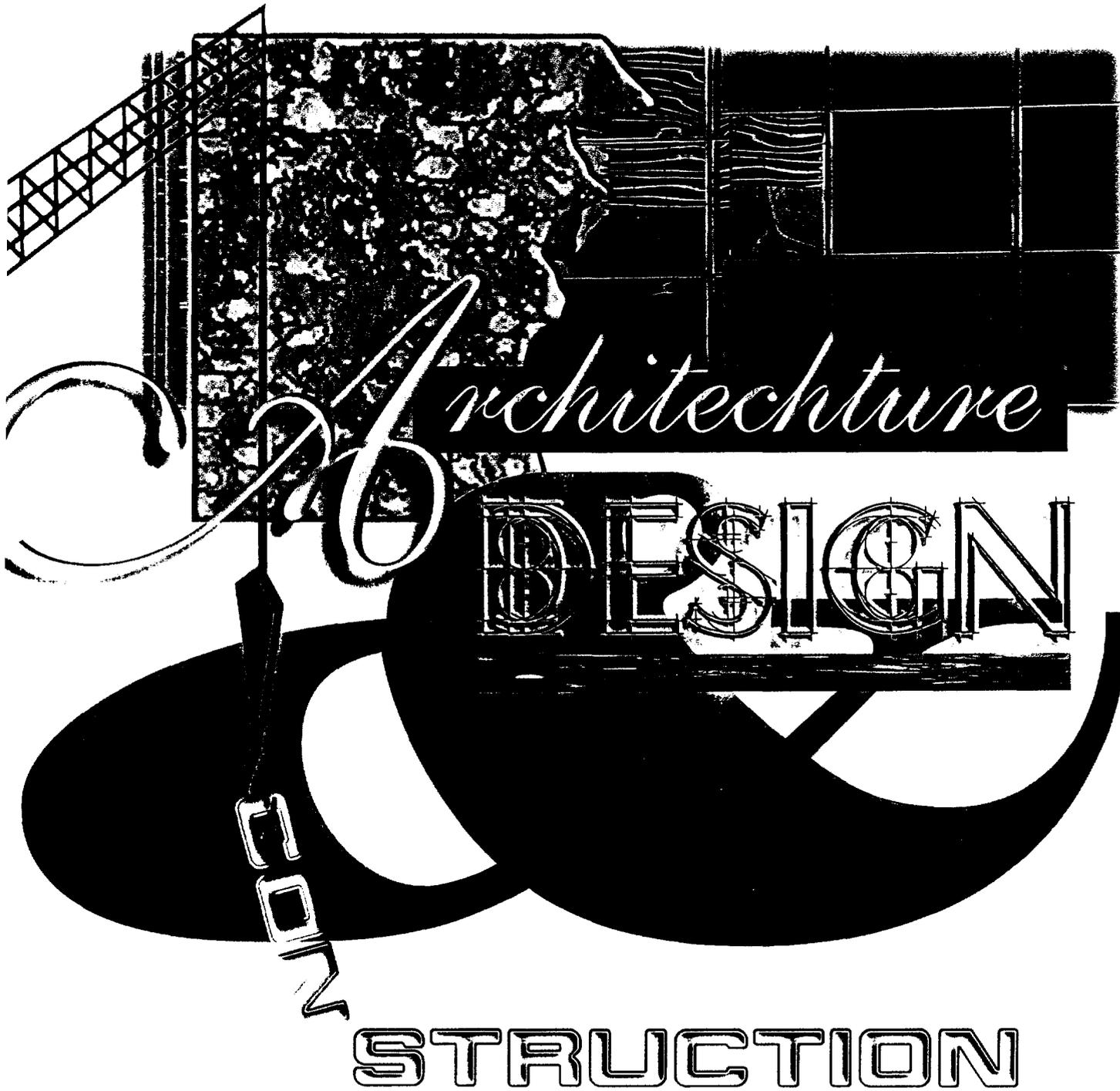


Official Publication of the American Correctional Association

CORRECTIONS

April 2000

Magazine



2000 WINTER CONFERENCE COVERAGE AND 130TH CONGRESS OF CORRECTION PREVIEW



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Annual Luncheon Speaker



All photos by Robert Corwin

Barbara Bush Stresses Family and Literacy

Greeted with a deluge of applause, former First Lady Barbara Bush addressed a full house at the 2000 Winter Conference Annual Luncheon. Although Bush humored the audience with a number of stories and observations, such as the fact that one in eight Americans is governed by a Bush, she left attendees with a very strong message — literacy matters.

"If more people in this country could read, write and comprehend, so many of our social problems could be solved," Bush said. She noted that 70 percent of the prison population score in the two lowest literacy levels. Thus, said Bush, they cannot even read a credit card bill.

The Barbara Bush Foundation has given more than \$6 million to 208 literacy programs throughout the country, some of which has gone to jail and prison programs. "I congratulate you and salute your efforts," Bush said, stressing that if we give the gift of literacy to inmates, we decrease their chances of re-entering the system.

For our nation's youths, the key is prevention and, according to Bush, part of prevention is giving children the tools they need to learn to read and write. She noted that reading develops a child's confidence, creativity and love for learning. This, she said, begins in the home. "Please remember to read to your children and grandchildren, and remember to turn off the TV once in a while," said Bush.

Unfortunately, Bush said, the average kindergarten student has seen 5,000 hours of TV, more time than it takes to earn a college degree. "No matter what you do in life, your family must be your No. 1 priority," she said. "There is no better way to spend quality time with children than to put your arms around them and read to them or have them read to you."

According to Bush, sometimes we think too hard to find an answer when it's obvious. "In order to make our country stronger, we need to build stronger families and this begins in our homes and in our communities," she said.

Recognizing that many American families have two working parents, Bush told the audience she understands that feeling like there is never enough time is expected.

SPECIAL THANKS TO OUR SPONSORS!!!

SOUTHWESTERN BELL CORRECTIONAL SERVICES



Annual Luncheon Sponsors:

A packed house greeted Former First Lady Barbara Bush for Tuesday afternoon's Annual Luncheon. After enjoying a delicious lunch, Mrs. Bush spoke to the record crowd on the importance of literacy as one means to an end to various social problems. Her charisma and warm demeanor helped drive home the hope found in her message. Special Thanks go to Canteen Correctional Services and NORIX Group, Inc. for sponsoring the Annual Luncheon and to Southwestern Bell Correctional Services and Wackenhut Corrections Corporation for sponsoring keynote speaker, Barbara Bush.

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Web Site: www.wackenhut.com
Contact: Les Gay, Business Development

Wackenhut Corrections Corporation (WCC) is keenly aware of potential crises that municipal, county and state governments currently face relative to budget and fiscal constraints. Within these limitations, the corrections component of the criminal justice system is placed under great pressure to resolve overcrowding and public safety issues. Wackenhut Corrections takes pride in its development of new and innovative approaches to corrections. These improvements assist in the planning and development of enhanced criminal justice systems throughout the world. Wackenhut Corrections not only manages existing prisons on behalf of governmental agencies, but WCC has also been at the forefront in the development of full design, finance, construction and management packages for new facilities. This fast track approach as developed and utilized by Wackenhut results in monetary and time savings for the government with no decrease in the overall quality of services. Wackenhut Corrections currently has 55 correctional facilities under contract and/or award in the United States, Australia, England, Scotland, Canada, Puerto Rico, New Zealand and South Africa. These contracts or awards total 38,669 beds and include pre-trial and sentenced adult and juvenile male and female offenders and special needs populations. ♦



Wayne Calabrese of Wackenhut Corrections shares the spotlight with Barbara Bush

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Contact: Jack Wholey, Vice President,
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remote diagnostics with locally-based technicians for quick repairs. So, if you want the most complete inmate calling solution, call 1-800-809-0878 first. ♦



(continued)



Brian Holloway interacts with Conference attendees

2000 Winter Conference Closing Breakfast Keynote Speaker Brian Holloway

Wednesday's Closing Breakfast served as a rousing send-off and a terrific wrap up to a productive Conference week for attendees, as ACA's guests received a hot morning meal and a truly motivational message. Greater sustenance for the spirit was provided by guest speaker, Brian Holloway, who has been a great achiever both on and off the football field. Mr. Holloway spoke about striving towards perfection through determination, analysis and practice while always maintaining balance in life by enjoying the lighter side of family and friends. His message of taking the corrections profession seriously without taking ourselves too seriously won the crowd over and stayed with attendees as they left for crosstown or cross-country. Our gratitude goes out to U S WEST Communications for sponsoring Keynote Speaker Brian Holloway and to Carter Goble Associates, Inc. for sponsoring the Closing Breakfast!



Jim Crouch of U S WEST with Keynote Speaker Brian Holloway

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Contact: Jim Crouch, Senior Account Manager—Corrections

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In addition, U S WEST provides quality installation, maintenance, and repair service for all of our inmate telephone equipment. For a complete overview of the U S WEST Inmate Call Control System please call (800) 818-6116.

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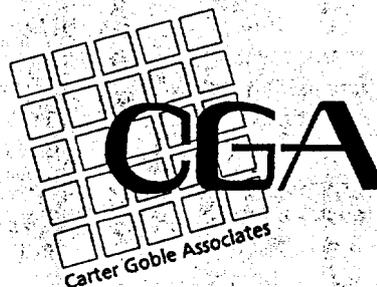
Contact: Colin C. Lovett, Director of Job Development

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National Market Manager, Consumer Sales Division



AT&T Corporation is the world's premier communications and information services company, serving more than 90 million consumer, business and government customers. AT&T is able to design a telecommunications package specific to the Corrections Market through "The Authority™," AT&T's Inmate Calling Service Program. This program offers an array of services, such as automated custom branding, call blocking and timing options, inmate identification systems and various levels of fraud protection, to meet the diverse needs of today's correctional facilities. These services are powerful and flexible tools that can be customized to fit your desired requirements. Because of the unsurpassed quality, consultative account management, competitive commissions and complete solutions, AT&T is able to offer a full range of services tailored for the correctional market.

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Contact: Maria Riddick, Product & Market Manager, Corrections/Government



Bell Atlantic Public Communications is a leading provider of inmate telecommunications solutions. Bell Atlantic Advanced Corrections Services were created exclusively for the Corrections Market and offer a wide selection of products, including call control with standard and special features, call recording & monitoring, voice print identification, commissary, jail management, video imaging, and Intellifraud™. Intellifraud is Bell Atlantic's security threat and anti-fraud consulting service that can put you in complete control of who, when and how inmates call. We use leading edge applications and technology. We work with the industry top suppliers and, depending on your needs, we will use the systems, hardware, and software that will best meet your requirements. Size is no problem. We can accommodate any number of inmate phones that you may require with very high quality standards of service. Bell Atlantic is far more than telephones. It is a reliable network, sophisticated systems and dedicated people expertise. For more information, please contact us or visit our web site. Please see Bell Atlantic's ad on page 2.

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(continued page 84)

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Securicor New Century, LLC, based in Richmond, Virginia, believes in the importance of a public-private partnership which is based on a shared vision of how juvenile offenders should be treated; mutual trust and respect; and a commitment to state and national standards of practice. Securicor New Century offers a new choice to government when it needs private correctional services—a choice that stands for uncompromising service excellence plus the resources and corporate maturity to ensure customer satisfaction and public safety. Securicor New Century is committed to delivering quality services at a fair price and will not sacrifice "good practice" for the "bottom line." Securicor New Century provides comprehensive juvenile justice services to local and state governments by managing and operating innovative secure juvenile correctional facilities, residential services, and day treatment centers. Securicor New Century also provides training, technical assistance and consultation services to juvenile and adult correctional agencies.

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Contact: Jack Wholey, Vice President, Major Public Corrections Sales



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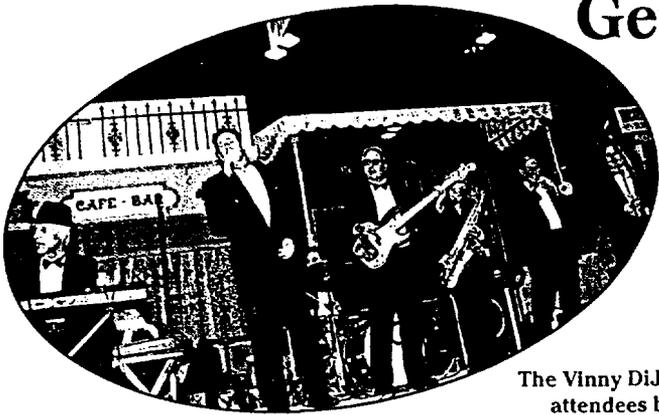
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Sverdrup CRSS, a division of Jacobs Engineering Facilities, Inc., is a national leader in the criminal justice field with resources of over 1500 designers, engineers, and construction professionals. The combined expertise of Sverdrup CRSS brings the experience of more than 100 justice facilities valued at over \$7 billion and the capability to provide professional services to meet your every need. We are able to provide facilities planning, design, construction/program management and design/build services. We are heading in new directions together providing innovative solutions to today's correctional issues. Please see Sverdrup CRSS's ad on page 65.

(continued page 92)

2000 Winter Conference Get-Acquainted Reception *ACA and AT&T Invite Attendees to Bid A Fond Farewell to the 20th Century!*



The Vinny DiJohn Band took attendees back in time

Monday night's Exhibit Hall Get-Acquainted Reception helped bid "A Fond Farewell to the 20th Century."

Corrections and corporate professionals alike reminisced as the Vinny DiJohn Band played musical flashbacks from the 20's to the 90's. Old-time movie posters and a Groucho Marx look-alike helped set the mood for this fun evening event while attendees crowded the dance floor as Vinny belted out favorite tunes from everyone's past.

Our warmest thanks go out to AT&T for sponsoring this event.



Tim Miller of AT&T Jitterbugs with ACA President-Elect Betty Adams Green



Brian Timmis and Kathryn Nichols of AT&T "get down" on the dance floor

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E-mail: timmis@att.com

Contact: Brian Timmis,

National Market Manager, Consumer Sales Division

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2000 WINTER CONFERENCE GRAND PRIZE GIVEAWAY: A TRIP FOR TWO TO PARIS!



ACA Board of Governors Representative Sharon Neumann can't believe she won!

Assistant to the Warden and Accreditation Manager for the Central New Mexico Correctional Facility at Los Lunas, won third prize: a high-tech digital camera. Congratulations to all the winners!

If you were in the Exhibit Hall at the time the winning entry was drawn for the Exhibit Hall Grand Prize Giveaway Game, you surely heard the jubilant scream of the winner, Sharon R. Neumann. "Oh, wow! I've won!" she cheered. "Oh, wow I've won!" Ms. Neumann will enjoy a trip for two to *Paris, France*, including airfare, luxury accommodations, museum passes, designer luggage, a state-of-the-art camera, spending money, and much more.

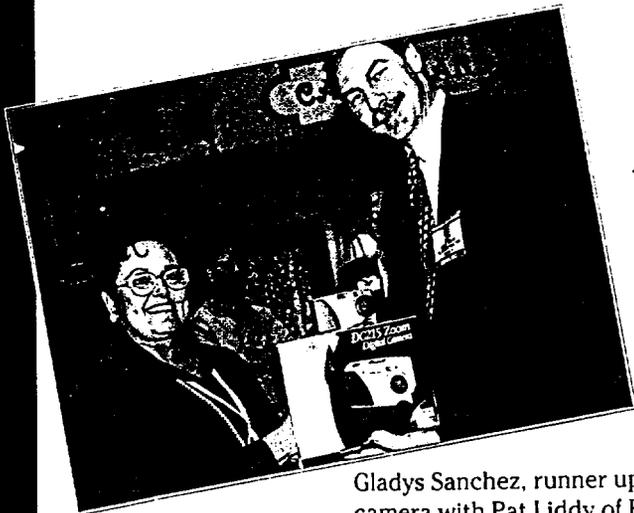
Ms. Neumann serves on the American Correctional Association's Board of Governors. She is the Regional Administrator for the Oklahoma Department of Corrections' Division of Community Sentencing in Oklahoma City. Ms. Neumann doesn't think she'll have any trouble finding a traveling companion for her trip. "I suddenly have a lot of new friends!" she remarked.

The second prize, a pair of elegant Gucci watches, went to *Shirley Trapani*, Professional Counselor for the Travis County Sheriff's Office in Austin, Texas. *Gladys Sanchez*, Executive



From left to right: Back: Frank Roberts (Durrant), John Bonassi (Dick Corporation), Jim Isaf (Heery), Dominic Lisa (CCC), Pat Liddy (Bell Atlantic). Front: Roland Oliveira (Northern Technologies), Sharon Neumann, ACA President Richard Stalder and Rich Rheingruber (Cooper)

Thank You, Sponsors, for Your Support!



Gladys Sanchez, runner up, shows off her digital camera with Pat Liddy of Bell Atlantic

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Contact: James H. Ball, Vice President, Business Development

Based in Nashville, Corrections Corporation of America (CCA) is the industry leader in private sector corrections with 80 facilities with 73,141 beds under contract or development in the United States, Puerto Rico, Australia and the United Kingdom. CCA offers a full range of services, including finance, design, construction, renovation, and management of new or existing facilities, as well as long distance inmate transportation. CCA brings innovation, flexibility, efficiency and high standards of management to the correctional setting.

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Contact: Su Cunningham, Director, Criminal Justice Facilities

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E.R. Cass Awards Banquet Reservation

Here are three EASY ways you can purchase tickets for the E.R. Cass Awards Banquet:

PHONE IT IN! Call ACA's conventions staff toll free at (800) 222-5646, ext. 1922, and use your VISA, MasterCard, American Express or Diners Club credit card.

FAX IT IN! If you are using one of the credit cards above, fax the completed form to (301) 918-8198.

MAIL IT IN! Simply mail the completed form with your check (payable to the ACA E.R. Cass Awards Banquet) or credit card information to: American Correctional Association, Conventions Department, 4380 Forbes Boulevard, Lanham, Maryland 20706-4322.

Tickets may be purchased individually; however, tables can only be reserved by purchasing a block of ten tickets. ACA cannot guarantee seating requests for a table of fewer than ten people. All reservations must be made by **JULY 19, 2000**. No refunds will be made unless a written request is received on or before **JULY 19, 2000**.

Please reserve _____ tickets @ \$43 each for the ACA E.R. Cass Awards Banquet to be held on Wednesday, August 16, 2000.

Name _____ Title _____

Agency/Organization _____ Address _____

City _____ State _____ Zip _____ Phone _____

Fax _____ E-Mail _____

Enclosed is my check in the amount of \$ _____, made payable to the ACA E.R. Cass Awards Banquet.

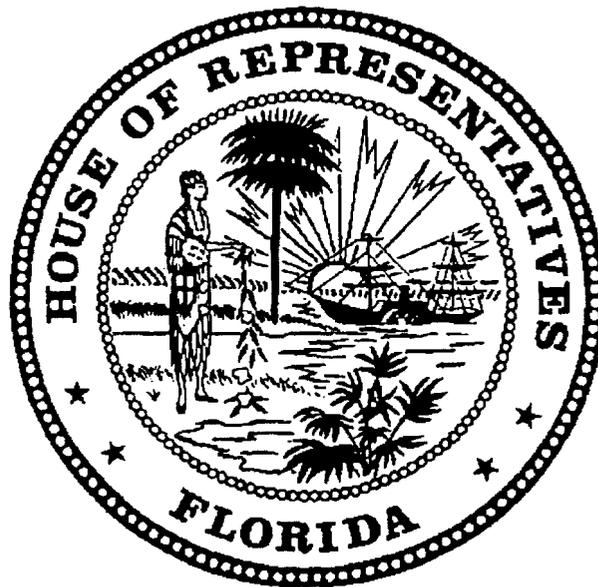
I wish to pay with my credit card: VISA, MasterCard, American Express, Diners Club (circle type of card).
Additional card info below:

Card number _____ Exp. Date _____ Authorized Signature _____

Reservations will be accepted through July 19, 2000, or until tickets are sold out.
(Payment must accompany this form.)

Maintaining Family Contact When a Family Member Goes to Prison

**An Examination of State Policies
on Mail, Visiting, and Telephone Access**



**Florida House of Representatives
Justice Council
Committee on Corrections
Representative Allen Trovillion, Chair**

November 1998

Exhibit 12

TELEPHONE CONTRACTS AND COMMISSIONS			
State / Inmate Population	Telephone Provider	Commission Rate	DOC Profits FY 97-98
Texas Pop: 129,661	SW Bell	Not Applicable	
	AT&T		
California Pop: 124,813	MCI	43%	\$15 million
	GTE	33%	
New York Pop: 69,529	MCI	60%	\$20-21 million
	Bell Atlantic	60%	
Florida Pop: 65,117	MCI	50%	\$13.8 million
	Sprint	57.5%	
Ohio Pop: 47,166	MCI	35%	\$14.1 million
	Shawntech	35%	
Michigan Pop: 41,625	Sprint	34%	\$10.3 million (3 quarters only)
	Ameritec	30%	
	GTE (local)	18%	
Illinois Pop: 40,686	Consolidated	50%	\$12-16 million
	AT&T	50%	
	Ameritec	50%	
Georgia Pop: 36,753	Sprint	37%	\$10-12 million
	Bell South	46%	
Pennsylvania Pop: 34,696	Tenetics	50%	\$3 million
	Bell-Atlantic	50%	
	AT&T	50%	
	GTE	30%	
N. Carolina Pop: 31,312	Taltons	46%	\$7 million (projection)
Virginia Pop: 24,629	MCI	39%	\$10.4 million
Missouri Pop: 23,850	MCI	55%	\$ 9-11 million
	Eagle Com.	25%	
	SW Bell	25%	

Source: Telephone survey conducted by committee staff from July to September, 1998

Bell Atlantic Bid No.2



PROPOSAL FOR
INMATE TELEPHONE
SYSTEM
FOR
THE NEW RIVER
VALLEY REGIONAL
JAIL

Bell Atlantic

Bell Atlantic Response:

Bell Atlantic's commissions will be "based on 43 percent (43%) of all customer billed revenues (CBR). CBR is defined as all charges for originating inmate collect calls accepted by and billed to the customer, without deduction for fraudulent or uncollectible calls. Bell Atlantic shall not apply any facility surcharges to the cost of a call to cover these items."

- H. *Provide your company's monthly average bad debt percentages for the last 24 months from the major telephone companies serving Virginia.*

Bell Atlantic Response:

As the major telephone company of Virginia there is no bad debt percentage to provide.

Bell Atlantic

At the close of the calendar month all data, as described above, are retrieved and totaled by the Commission System. The Commission System applies the predetermined commission percentage. A check is generated each month and forwarded to our Check Printing Center for distribution to the customer.

AT&T will accumulate all non-cash billing data from all public and inmate telephones in the Jail. This data is captured by telephone number and stored on tape for transmission at the end of each month to the commission system.

- G. *The vendor shall directly handle all complaints from the parties called by the inmate. Provide a copy of a sample page from a customer's bill showing how the calls are billed.*

Bell Atlantic Response:

The Bell Atlantic Team will handle all complaints from parties called by the inmates. Please see a copy of Bell Atlantic's customer telephone bill in Appendix XIV.

- H. *Provide Uncollectibles history with local telephone companies and describe how your company limits Uncollectibles.*

Bell Atlantic Response:

As the largest local telephone company in Virginia there is no uncollectable history to provide.

- I. *The vendor shall be responsible for all costs associated with the inmate telephone system, including purchase, installation, service, maintenance, and operation. The facility shall bear no responsibility for any costs pertaining to the system.*

Bell Atlantic Response:

Bell Atlantic will be responsible for all costs associated with the inmate telephone system, including purchase, installation, service, maintenance and operation. The New River Valley Regional Jail will bear no responsibility for any costs pertaining to the system.

**Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554**

In the Matter of)	
)	
)	
Implementation of the Pay Telephone)	
Reclassification and Compensation)	CC Docket No. 96-128
Provisions of the Telecommunications)	
Act of 1996)	

**REPLY COMMENTS OF THE INMATE CALLING
SERVICE PROVIDERS COALITION**

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as normal, regulated collect calls."). If Bell Atlantic and other BOCs are free to continue to treat the revenues and uncollectibles from inmate collect calling as regulated, then those revenues will continue to be subsidized by their local exchange services revenue, in direct contravention of Section 276.

That the BOCs are still subsidizing and discriminating in favor of their inmate operations in confirmed by their own joint venture partner. In a recent Securities and Exchange Commission filing made in connection with its merger with T-Netix, Inc., Gateway discloses that the Coalition is seeking a correction of the Commission's erroneous ruling concerning the scope of the deregulated ICS. Gateway then states that

This petition requires the LECs to provide separate accounting records for their public communication segments which includes inmate calling. The regulations that may result from the petition could require LECs to allocate more of their costs to inmate calling services, thereby making the RBOC customers of Gateway less competitive in this market, which in turn could have a material adverse effect on Gateway.

Proxy Statement of T-Netix, Inc., May 13, 1999, 39. That Gateway believes that, if the BOCs' subsidization and discrimination was terminated, it would have enough of an impact on the BOCs to, in turn, have a materially adverse effect on Gateway underscores the critical need for the Commission to correct its erroneous ruling.

III. THE PROPOSALS OF CURE/AFSC UCAN CONCERNING INTERLATA RATE CAPS ARE BEYOND THE SCOPE OF THE PROCEEDING

CURE/AFSC propose that the Commission impose a cap on interstate inmate collect calling rates. This proposal is plainly beyond the scope of the remand proceeding before the Commission. The question before the Commission is what the Commission must do to ensure the fair compensation guaranteed to ICS providers by Section 276 in light of the state-imposed rate ceilings on local inmate collect calls. In any case, the Commission has already considered, and rejected interstate rate ceilings in its Billed Party Preference proceeding. [cite]. There is no