

Rec'd Feb 1, 2022 newsletter, Thank you. Appreciate all the hard work to effect change in the backward system.

In response, I will re-address several areas:

- 1) Canteen. NDOC was authorized, by policy, to mark-up items at a rate of 32% for re-sale to inmates, whereby the profits would go to costs. The Store Fund, and the Inmate Welfare Acct. The common formula for % increase is: cost x 1.32. If an item cost NDOC \$1.00, after mark-up, it would be sold to inmates at \$1.32. However, NDOC used a math scheme other than common formula: instead of cost X 1.32, NDOC takes the reciprocal of .68, and divides it into the cost: (cost ÷ .68). Now, an item that costs \$1.00 is marked up to \$1.47! Do the math. Here is how they justify the math scheme: 47¢ is 32% of \$1.47!! It's an old retail accounting math scheme that is unethical. So, our actual price increase is 47.2%!! In effect, we are being overcharged 15¢ on every dollar. Added up, over years, that is a huge amount.
- 2) Medical co-pays: we have no protection from medical dept. Deducting \$8.00 co-pay changes from our accts, at any time. They duplicate, triplet, and quadruple charges for the same visit. When this happens (often) we are told to submit a reversal of charges from. When we do, and the D. O. M. Agrees that the charges should be reversed, one or two things happen: it is approved, and we wait literally over a year for our money to be returned to our accts (even then, some have to go to small claims court to force accounting to return the \$, incurring more costs. Or, the A.S.O. Disputes The D.O.M.'s decision, denies the reversal, and we must grieve it, and/or file suit. NDOC has authorized Medical to remove \$ from our accts. at their whim. We only find out where we notice the \$ missing, and on acct. Statements issued each month. Example: Last year, I was charged (4) times for one Dental visit. After D.O.m approved reversal of charges, the A.S.O. Then denied reversal, stating that all (4) charges represented individual dental appointments. Because medical can take \$ from my acct. w/on notice, we have no way to dispute charges.
Package Program: I sent you copies of contracts made between NDOC/Keefe in 2014, showing a plan to make % price increases each year, for (8)years, ending July 31, 2022. We now pay (our families do) Twice the cost on each item sold to inmates in neighboring States by Access Corrections, the vendor of our package program. Twice, double. OUR "Program" has been exploited by NDOC for hug kickbacks, and \$ to pay salaries of NDOC Employees!! The State Legislature has also authorized Visiting Room Officers Salaries to be paid from Store Fund, and even a Deputy A.G. in Ely's Salary!! This practice must end! Using the language in Statute "for the Benefit of all inmates" to Justify lates Salary payments is ludicrous.
- 3) Property: NDOC is finally taking bids for tablets, that will provide access to in-cell phone usage, 2 way emails, digital books, movies, games, etc. But... at what cost? Also, video visitation. We are fearful that NDOC will once again enter into contracts that provide huge kickbacks at the cost to our families, with one of these predatory private prison companies,

and we'll have no protection, as they allow one company to monopolize all our services. No Legislature oversight or protection. In the meantime, all or most States around Nevada have allowed DVD players for movies (DVDs) Education, arts and crafts instructional, religious

It would be greatly appreciated if we could read in the minutes that some of these issues were addressed.

I feel that political pressure on a Governor seeking a second term is a good place to start. Even a promise to support him in his re-election if he'd only agree to some reform in NDOC.

Thank you all for trying.

Name Redacted