



Senate Bill No. 972

Public Act No. 21-54

**AN ACT CONCERNING COMMUNICATION SERVICES IN
CORRECTIONAL AND JUVENILE DETENTION FACILITIES.**

Be it enacted by the Senate and House of Representatives in General Assembly convened:

Section 1. (NEW) (*Effective from passage*) (a) The Commissioner of Correction shall not use the provision of voice communication service or any other communication service to persons who are in the custody of the commissioner and confined in a correctional facility to supplant in-person contact visits any such person may be eligible to receive.

(b) On and after October 1, 2022, the commissioner shall provide voice communication service to persons who are in the custody of the commissioner and confined in a correctional facility. The commissioner may supplement such voice communication service with any other communication service, including, but not limited to, video communication and electronic mail services. Any such communication service shall be provided free of charge to such persons and any communication, whether initiated or received through any such service, shall be free of charge to the person initiating or receiving the communication.

(c) On and after October 1, 2022, the state shall not receive revenue for the provision of any communication service to any person in the

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custody of the commissioner and confined in a correctional facility.

Sec. 2. (NEW) (*Effective from passage*) (a) The executive director of the Court Support Services Division of the Judicial Branch shall not use the provision of voice communication service or any other communication service to a child who is detained in a juvenile detention facility to supplant in-person contact visits any such child may be eligible to receive.

(b) On and after October 1, 2022, the executive director shall provide voice communication service to any child who is detained in a juvenile detention facility. The executive director may supplement such voice communication service with any other communication service, including, but not limited to, video communication and electronic mail services. Any such communication service shall be provided free of charge to such child and any communication, whether initiated or received through any such service, shall be free of charge to the person or child initiating or receiving the communication.

(c) On and after October 1, 2022, the state shall not receive revenue for the provision of any communication service to any child detained in a juvenile detention center.

(d) For purposes of this section, "child" has the same meaning as provided in section 46b-120 of the general statutes.

Sec. 3. Sections 18-81x and 54-105a of the general statutes are repealed. (*Effective October 1, 2022*)

Approved June 16, 2021

1978 Sec. 52. Subsections (b) and (c) of section 1 of public act 21-54 are
1979 repealed and the following is substituted in lieu thereof (*Effective from*
1980 *passage*):

1981 (b) (1) On and after [October] July 1, 2022, the commissioner shall
1982 provide voice communication service to persons who are in the custody
1983 of the commissioner and confined in a correctional facility. The
1984 commissioner may supplement such voice communication service with
1985 any other communication service, including, but not limited to, video
1986 communication and electronic mail services. Any such communication
1987 service shall be provided free of charge to such persons and any
1988 communication, whether initiated or received through any such service,
1989 shall be free of charge to the person initiating or receiving the
1990 communication.

1991 (2) Each person in the custody of the commissioner and confined in a
1992 correctional facility shall be eligible to use the voice communication
1993 service described in subdivision (1) of this subsection for at least ninety
1994 minutes on each day of such person's confinement, provided the
1995 provisions of this subdivision shall not be interpreted to interfere with
1996 the standard operations of the facility in which such person is confined.

1997 (c) On and after [October] July 1, 2022, the state shall not receive
1998 revenue for the provision of any communication service to any person
1999 in the custody of the commissioner and confined in a correctional
2000 facility.

2001 Sec. 53. (*Effective from passage*) Section 2 of public act 21-54 shall take
2002 effect July 1, 2022

OFFICE OF FISCAL ANALYSIS

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SB-972

AN ACT CONCERNING THE COST OF TELECOMMUNICATIONS SERVICES IN CORRECTIONAL FACILITIES.

OFA Fiscal Note

State Impact:

Agency Affected	Fund-Effect	FY 22 \$	FY 23 \$
Correction, Dept.	GF - Cost	None	3.5-4.5 million
Department of Emergency Services and Public Protection; Correction, Dept.; Judicial Dept.	Technical Services Revolving Fund - Revenue Loss	None	4.5-5.5 million
Correction, Dept.	GF - Potential Cost	None	See Below
Correction, Dept.	GF - Potential Revenue Loss	None	See Below

Note: GF=General Fund

Municipal Impact: None

Explanation

The bill requires the Department of Correction (DOC) to provide telephone services for inmates free of charge beginning October 1, 2022 and results in various costs and revenue losses to the state. Currently, inmates pay for each call and a portion of that money compensates the vendor for providing the service and the remainder goes to the state to fund various programs.

Cost Impact:

- It will cost DOC approximately \$3.5 to \$4.5 million to compensate the vendor for the telephone services beginning

Primary Analyst: ME
Contributing Analyst(s):
Reviewer: PR

4/13/21

in FY 23¹. The exact cost will depend on the inmate call volume which could potentially increase due to the fees being removed, inmate population which has been decreasing in recent years, and any future adjustments to the contract between the State and the vendor.

- There is a potential cost to the extent the Commissioner of DOC adds video communication and electronic mail services for inmates because the bill dictates that these services shall be free of charge².

Revenue Impact:

- The bill results in an approximate \$4.5 to \$5.5 million revenue loss to the state in FY 23³. This money goes to DOC for expanding inmate educational services and reentry program initiatives, and the remainder pays for criminal justice information system (in DESPP) and for probation staffing in the Judicial Department.
- There is a potential revenue loss to the extent the Commissioner of DOC adds video communication and electronic mail services for inmates because the bill prohibits the DOC from receiving revenue for phone or telecommunications services.

The Out Years

State Impact:

Agency Affected	Fund-Effect	FY 24 \$	FY 25 \$	FY 26 \$
Correction, Dept. (DOC88000)	GF - Cost	4.5-5.5 million	4.5-5.5 million	4.5-5.5 million
Department of Emergency Services and	Technical Services Revolving Fund - Revenue Loss	6-7 million	6-7 million	6-7 million

¹ The FY 23 cost reflects 9 months due to the October 1, 2022 start date.

² Tablets are currently provided to a limited number of inmates. Some of the services on the tablets are provided free of charge while others have a cost.

³ The FY 23 revenue loss reflects 9 months due to the October 1, 2022 start date.

Public Protection (DPS32000); Correction, Dept. (DOC88000); Judicial Dept. (JUD95000)				
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Note: GF=General Fund

Municipal Impact: None

The annualized cost for paying the vendor for telephone services is approximately \$4.5 to \$5.5 million per year and the annualized revenue loss is \$6 to \$7 million per year. The exact cost and revenue loss will depend on the inmate call volume which could potentially increase due to the fees being removed, inmate population which has been decreasing in recent years, and any future adjustments to the contract between the State and the vendor.

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