DEPARTMENT OF CORRECTIONS

Policy Number:	**302.050**
Title:	**Centralized Video Streaming Service**
Effective Date:	**3/11/25**

PURPOSE: To provide direction to all department staff on the management of the centralized video streaming service (CVSS).

APPLICABILITY: Department-wide

DEFINITIONS: None

PROCEDURES:

A. System Layout and Content Management

1. The centralized video streaming service (CVSS) has six channels.
   a) Three are managed centrally, providing the same content across all facilities:
      (1) Spiritual Care;
      (2) Health, Recovery, and Programming; and
      (3) Movies.

   b) Three are managed locally, providing facility-specific content:
      (1) Facility General;
      (2) Education 1; and
      (3) Education 2.

2. Facility and Department Representatives
   a) Facilities which have the centralized video streaming service (CVSS) active have an assigned representative to manage the sourcing, loading, and scheduling of content for facility-run channels (Facility General, Education 1, Education 2).

   b) A representative from spiritual care services and one from health, recovery, and programming are assigned to manage the sourcing, loading, and scheduling of the content for channels assigned to each of their respective areas.

   c) The CVSS Movie Channel has a designated owner to manage sourcing, loading, and scheduling of content for display on that channel.

   d) The CVSS policy chair has overall system oversight and ensures all active channels have a designated representative.

3. Hierarchy of Responsibility for Content
   a) Each representative of content on the CVSS must have a final approver of content.

   b) Resident workers may be trained and provided access to the CVSS to create, schedule, and load content to the system. Final approval of the content and schedule must be done by the channel content manager, or their designee.

c) Content managers must, on an annual basis, review and purge contents of the video library for material that is out of date or no longer needed.

d) The CVSS policy chair must perform reviews of content every other year to ensure it meets all standards.

e) All content managers and designees must have sufficient training in the operation of the CVSS to supervise the production, approval, and publishing of content on the system.

4. Content Approval Process
   a) The content manager must ensure all content meets DOC standards for broadcast on the CVSS. This includes abiding by Policy 303.035, "Television Broadcast Selections."

   b) The content manager must ensure that all content is authorized for broadcast by the DOC.
      (1) All copyrighted material must have a public performance license, whether through a contractual agreement or express consent of the copyright holder.
      (2) Content internally created by the DOC or in the public domain is free of copyright and does not require a public performance license.
      (3) Questions regarding the need for licensing or need for a public performance license should be directed to the CVSS administrator and/or the DOC office of legal affairs.

   c) All content broadcasts across the agency must be set to 'appropriate for all audiences' regardless of facility, including juvenile populations. Facility-specific channels may be tailored to provide content appropriate for that facility population but must still meet DOC standards for broadcast.

   d) The content manager or their designee must maintain a log of created content, when it was approved, and who approved it.

   e) Incidents of inappropriate content or misuse of the CVSS must be documented in incident reports and forwarded to the CVSS policy chair.

5. Resident Ability to Load and Manage Content
   a) Residents who are properly trained are allowed to have access to the CVSS to design, create, manage, and schedule content for broadcast.

   b) Access is limited to the CVSS interface and associated software required to produce content. No Internet access is allowed unless under direct supervision of staff.

   c) Prior to publication, content managers or their designees must review all content to be posted to the broadcast channels. Special attention must be paid to content not produced by the DOC to ensure it meets broadcast standards and is in keeping with the department's mission and vision.

6. Content

a) All content broadcast on the CVSS must be clear and understandable so that it is accessible to all. If there are any questions whether something meets the content and accessibility standards, those questions may be addressed to the CVSS policy chair.

b) Content should have simple language (6th grade level or below, or intermediate or below preferred).

c) Content that has 'snow,' jitters, or is otherwise not clear should not be broadcast.

d) Audio should be clear; free of garbled voices, excessive background noise, and repetitive shrill noises; and be easy to understand.

e) Volume must be high enough to be understood by everyone participating, and low enough to not cause hearing damage.

7. Accessibility
   a) All content broadcast on the CVSS must include closed captioning or subtitles.
      (1) Captions with environmental descriptions are preferred.
      (2) Spoken captions are preferred (this helps persons with blindness or low vision hear what is happening in the background).
      (3) Captions must use fonts that are clear and legible.

   b) Content must not include attention-demanding features such as crawlers, picture-in-picture, and delays that influence the intelligibility of captions.

   c) Color contrast must be considered in relationship to media, especially educational media.

   d) Flashing and scrolling text should not be used.

   e) Content with transcripts only, or content with open captions can be decided on a case-by-case basis.

8. Non-English
   a) Dubbing or voice-overs are preferred along with subtitles in non-English media.

   b) Content with several language options is preferred.

   c) The percentage of content with a specific language should roughly match the percentage of the facility's population that has that as a first language.

   d) It is acceptable to have multiple showings of a single media on a regular schedule with different languages.

   e) Sign language is considered a non-English language and applies to this category.

9. Naming Convention
   a) All content must be named in keeping with the established naming convention to allow for adequate content management.

b) Content names must follow the following pattern:
   (1) Item Description
   (2) Channel or Facility
   (3) Date of Production (MM/YY)

INTERNAL CONTROLS:

A. The content manager retains Content Approval logs and other related documents for two calendar years.

B. Incident reports are retained at the facility where the report was generated.

C. The content manager must retain documentation related to obtaining copyright permissions for content, documentation of materials in the public domain, and the authorization by DOC to broadcast content.

REFERENCES: Policy 303.035, "Television Broadcast Selections"
Policy 203.250, "Modifications for Incarcerated Persons/Residents with Disabilities"

REPLACES: All facility policies, memos, or other communications whether verbal, written, or transmitted by electronic means regarding this topic.

ATTACHMENTS: None

APPROVALS:
Commissioner of Corrections