

July 28, 2026

To The Ombudsman Review Meeting July 30, 2026

From Jeffrey Brisson # 356873 Currently at Cheshire Correctional Institution

I would like this entered into the record for review at the meeting being held on July 30, 2026, as I am unable to attend. I received this via Securus messaging from Jeffrey Brisson # 356773, currently cellmate to my son Peter Wheeler #450141

I previously wrote, arguing that the tablet program within the Department of Corrections (DOC) should not be cancelled. Apparently, the contract is soon to expire, and Securus, for the intractability of the DOC, is choosing not to renew.

It's long known that the DOC does not want inmates to have tablets. For the DOC, it seems the question is not actually one of cost, punishment, rehabilitation, or even security. Though these have been raised as cause to eliminate or charge for the tablets, inmates know better.

In the course of the program, little to no effort has been made to operate a reliable network. Outages plague areas of the facility. But the DOC refused an offer to have a Securus representative on-site to maintain, and diagnose system issues. Administration would rather deflect blame. While some inmates do mishandle equipment, the DOC's punishing of the group fails us all. Sadly, it seems as if they like destroyed tablets -- it offers apparent cause to remove them.

This speaks to the Securus-Corrections relationship: There's a massive, revenue sucking gulf between Securus offerings, and to what the DOC allows us access. In part, we all understand security is important. Yet, what's denied is done so needlessly, capriciously, and with a detached malice. If the program can't be ended directly, "the Department will cripple it to death." (This being words of the staff.)

They're well underway, clearly seen in this unwillingness to offer desired content and equipment. While there will always be inmates who act inappropriately, our access to media (movies, games, music, and podcasts) is beneficial, and enhances institutional

security. I've witnessed inmates ready to fight, back down just because the movies they rented are soon to expire, or they have a game or music in which they want to immerse themselves. As a teacher's aide in Cheshire, I'm regularly expanding topics for students who preface, "I learned on a podcast that...."

When pressed, the DOC and Securus point to each other as failing to provide. Forgive me, someone's full of crap, and I'm betting it's NOT the company who's existence depends on inmates purchasing content. The State of Connecticut is missing out on a massive revenue stream which would pay for the free calls, equipment, and more -- and it's entirely due to the obstruction of the DOC. Securus had been begging to provide content. Instead, the DOC refuses to add new games, guts the podcast selections, and censors or bans music and r-rated movies. They've also stripped educational and law library apps, citing security concerns, but refusing to reinstate them when Securus provided replacements. The DOC likewise refuses to implement paperless commissary, trust management, and request/grievance systems.

Inmates and their families have long asked to buy extra stamps for emessages, and to be allowed to use video grams, photo attachments, and e-cards. Did you know this is why you get 75 free stamps each month? They're supposed to be for these services that, along with the free calls, everyone knows would enhance communication with our friends and families, bolstering support systems that reduce recidivism.

Instead the DOC complains that we're 'spoiled, asking for too much.' (Staff's words.) They deny all the services, claiming the unmanageable effort required to review the incoming content. That's disingenuous. AI can do most of this. Other states have dedicated tablet units to securely offer all these services. In its unwillingness to adapt, the DOC is either caught whining about doing work that must meet national standards and evolve with the times, or they're just demonstrating rank administrative incompetence.

All of these issues can be avoided, and Securus might be retained, if the DOC immediately stops their obstructionist methods. They must embrace technology in the hands of inmates and grow, accepting that any new program requires open mindedness, effort, and resilience. Importantly, the base tablet program should remain free, and be codified in law. This program should also be monitored by the ombuds and public to ensure it meets its potential as a revenue stream, and enrichment for inmates and their loved ones.