

# INFORMATION

for Families of the Incarcerated *Current as of 11/16/2012 information is subject to change*

**1. PROPERTY/MONEY RELEASES:** Inmates must release all personal property when requesting a property release. The inmate can release his/her property to anyone they choose including their attorney, public defender, probation officer or caseworker. The location of the property to be picked-up is provided by the inmate.

The person picking up the property will need to provide a valid government issued picture identification card (ID), such as a Department of Motor Vehicles (DMV) identification card/driver's license that is current and valid. An Immigration card (work visa card, or resident alien card) presented with a DMV card is acceptable. Picture ID's made at swap meets, or store ID cards like Sam's Club are not valid ID's.

Prior to the inmates transfer to DOC (Department of Corrections) inmates are encouraged to fill out a DOC RELEASE FORM which allows property items to be released to anyone that comes in and asks for it, or they may list a specific person for it to be released to. **If their items are not picked up in 10 days, then the property is sent for destruction.**

Inmates can release all the money in an inmate account without approval up to 72 hours after booking. Requests for a money release after 72 hours in custody must be approved by the Jail Commander or his designee.

**2. HOW TO PLACE MONEY ON THE BOOKS OF AN INMATE:** Money mailed into inmates may be in an envelope addressed to the jail and must state the inmates name and booking number. "FOR DEPOSIT ONLY" must be clearly marked on the outside of the envelope, and be sure to include the "Return Address" on the mailing envelope.

MONEY may be placed on an inmate's "money account" by mailing to the jail a Cashiers Check (official check), or U.S. Postal or Western Union money order with the inmates' name and booking number. Also acceptable are checks payable in U. S. funds issued by local, state, and federal government agencies, or by privately run jails or prisons, which are payable to the inmate. The full amount of the check must be deposited to the inmate's fund account. **Do NOT mail cash.**

A person may also place money on an inmate's "money account" books by presenting U.S. Currency, Cashiers Check (official check), or a U.S. Postal or Western Union money order with the inmates' name and booking number to the visitation officer during the regular visiting hours. The person needs proper and current identification. Inmate funds are accepted at any Sheriff's Office jail for deposit, or visitors may also use the touch pay kiosks located in the jail visitation lobbies. Wet, soiled, or altered forms of money will be rejected.

After visitation hours, you may deposit monies at the Bonds and Fines public window located at the 4th Avenue Jail, 201 S. 4th Avenue, Phoenix, Arizona 85003. During the time the window at Bond and Fines is closed, you may also use one of the touch pay kiosk systems locating in various jail locations. You must provide the inmates name and MCSO booking number. Touchpay kiosks currently accept Visa/Mastercard and funds are usually posted within 1 hour to the inmate's account. There is a fee for this service. In addition to the payment kiosks, deposits can be made via telephone, the Internet, or at select retail locations.

- To make a deposit via telephone, please call toll free 1-866-355-9593.
- To make an online deposit, visit TouchPay's website at <https://maricopa.touchpaydirect.net>.
- For additional information or to find retail locations where you can make a cash deposit, visit: [www.touchpaydirect.com/locator](http://www.touchpaydirect.com/locator).

THE SHERIFF'S OFFICE DOES NOT ACCEPT ANY U.S. CURRENCY ABOVE 50 DOLLARS.

**3. MEDICATION QUESTIONS:** Individuals who are arrested, currently under a Doctor's care, and are taking prescribed medication need to advise the medical staff upon initial booking, of the types and dosages of medication, such as insulin, diabetic, and blood pressure medication, and so on. Medication from home or purchased outside of the jail will not be accepted in the facility for the inmate to consume.

It is extremely important the inmate inform the medical staff of all medication that is taken on a daily basis to insure that required medication is ordered from our medical pharmacy, and dispensed accordingly.

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- 4. MARRIAGE IN JAIL:** You will need to contact the Jail Commander.
  
- 5. INTAKE/RELEASE PROCEDURES:** The Office processes "police custody bookings" of a person at the Fourth Avenue Jail, located at Madison Street and Fourth Avenue in downtown Phoenix. Questions regarding initial arrest of an inmate should be directed to the arresting agency. Inmates are given access to a telephone to place collect calls as needed. All court-ordered "self-surrenders" are process at the Lower Buckeye Jail, located at 3250 West Lower Buckeye Road, at the east end of the building.  
**RELEASE PROCESS:** Inmates are released at the Fourth Avenue Jail or at the Lower Buckeye Jail (east end). Inmates have access to place a collect call in order to notify of pending release.
  
- 6. FOOD STAMPS:** If you are receiving *food stamps* under the name of your incarcerated loved one, you must apply for them yourself in order to continue receiving them. For information, call the DES customer service number for Food Stamps: 602-542-9935. DES is Department of Economic Security. You will hear a menu: Option 5 will give you the location of the office nearest where you live, where you may apply in order to receive food stamps.
  
- 7. EYE GLASSES:** Inmates who are booked without their prescription eyeglasses will need to submit an Inmate Request Form requesting permission from the Jail Commander or Medical Staff to have them brought in from home. Only plastic frame glasses and no tinted lenses will be allowed (tint-unless medically approved), eye glasses with broken frames or broken lenses will not be accepted. Inmates may purchase Reading Glasses from the Canteen. Check with jail visitation staff for further Jail Commander instructions or restrictions.
  
- 8. CLERGY:** The public may contact 602-876-7206, the Chaplain's Office for information on clergy visitation.
  
- 9. CAR IMPOUNDS:** If the vehicle that the individual (inmate) was driving was impounded (taken to a storage lot) you must contact the arresting agency for information as to where the vehicle is located. Unless the Sheriff's Office arrested the subject, we do not have this information on file.
  
- 10. BONDS:** The Sheriff's Office accepts Bonds only on cases or charges within the Maricopa County judicial jurisdiction. Bonds may be paid at the Lower Buckeye or Fourth Avenue Sheriff's Office jail. After Bond is paid, it may take up to 48 hours for an inmate's release to be processed. Please note: If an inmate has an Immigration hold or any other law enforcement agency hold, paying the bond will not release the inmate. If you have questions, you may call Sheriff's Information Management Services (SIMS), at 602-876-0322, prior to paying a bond. SIMS requires the person's full name, date of birth, and if possible *booking number*.

Once a bond payment is accepted, NO REFUNDS will be given. Any financial transactions over \$10,000 will require you to provide your social security number in order to complete the transaction. This is a requirement of the Internal Revenue Service. If you do not wish to give your social security number, your transaction will not be completed.

THE SHERIFF'S OFFICE DOES NOT ACCEPT ANY U.S. CURRENCY ABOVE 50 DOLLARS.

- 11. VISITATION AT MCSO JAILS:** In order for you to visit a person in jail, you must possess a valid form of identification to enter a jail. You may **NOT VISIT** if you have been convicted of a **Felony Crime, been in incarcerated during the last twelve (12) months, or you are an illegal alien**. The following is some of the information needed for visiting an inmate while incarcerated in the MCSO jail system. A dress code is strictly enforced at each MCSO jail and is posted in the jails. In general, dress conservatively.

**VALID IDENTIFICATION:** You will need to provide a valid government issued picture identification card

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(ID), such as a Department of Motor Vehicles (DMV) identification card/driver's license, that is current and valid. Or an Immigration card (work visa card, resident alien card with a DMV card), Picture IDs made at swap meets, or store ID cards like Sam's Club are not considered valid ID's.

**UNDERAGE VISITATION:** Anyone under the age of 18 must be accompanied by an adult/parent. If the visitor is under 18 and claims to be the spouse of the inmate, a valid marriage certificate needs to be presented, along with valid ID, in order to have a visit without the presence of an adult/parent. Children ages 14 through 17 need to provide a current and valid ID card, such as school issued ID, DMV ID card or a driver's license. Children under 14 do not need proof of ID.

**VISITATION PROCEDURES:** You are required to fill out a visitation form, provided in the lobbies of each jail. You must have the name, first and last, and booking number if known, of the person that you are visiting. No 'gang' or slang names. Typically, an inmate is allowed three thirty-minute visits in a seven-day period. Visitors are limited to 2 or 3 persons at once, depending on the age of the third visitor.

**VISITATION LOCKERS:** You will not be allowed to enter the visitation room with any personal items, including jewelry, sunglasses, cell phone, wallets, purses, books, etc. These items must be secured in a locker (fee required) located in the visitation lobby. Bring spare change to use the locker.

**VISITATION HOURS/DAYS:** Effective 8/20/2012 visitation hours have been standardized for all jails.

Monday through Friday 8:00am – 8:00pm (**Fridays Legal Visits only**)

Saturday and Sunday 8:00am – 6:00 pm

To locate in which jail the inmate is housed, (you need name and date of birth of person), call Management Services (SIMS), at 602-876-0322. Prior to visiting an inmate please contact the jail's visitation phone number (listed below) to find out if any housing units are on visitation restrictions.

Fourth Avenue Jail	602-876-1238	Towers Jail	602-876-1679
Lower Buckeye Jail	602-876-1236	Durango Jail	602-876-3555
Estrella Jail	602-876-1222	Tents Jail	602-876-1735

**12. INMATE MAIL:** All incoming mail, *with the exception of legal mail*, must be standard postcards. This is to ensure the safety and security of jail facilities, inmates, and staff.

## ACCEPTABLE STANDARD POSTCARDS

- Metered or Stamps are acceptable for postage.
- Minimum size requirements are 3.5 by 4.25 inches
- Maximum Allowable Postcard Size: 4.25 x 6 inches
- Written in blue or black ink only.
- Homemade postcards are not accepted.
- Stamps are removed prior to inmate receiving mail.

## UNACCEPTABLE POSTCARDS

- Defaced or altered postcards
- No plastics or wrappings on postcard
- Postcards marked with paint, crayon or marker; or ink (only black or blue ink is accepted)
- Postcards with labels or stickers
- Postcards with watermarks or stains or photos
- Postcards with any biohazards, perfumes, or lipstick
- Postcards depicting nudity, weapons, or gang references
- Oversized Postcards (none over 4.25" x 6")

**NEWSPAPERS AND MAGAZINES** Subscription publications must be purchased directly through a publisher. An inmate may possess at any one time: 3 books, 5 magazines, and 1 newspaper. Publications that may pose a threat to the security or safety of the jail or are pornographic in nature are not allowed.

**PHOTOGRAPHS** Up to five photographs may be mailed to the jail (or dropped off in the visitation lobby) provided the envelope is clearly marked "PHOTOGRAPHS." Photographs may not be larger than four inches by six inches. The inmate name & booking number must be written on the back of each photograph. Nothing else is to be

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written on the photographs. Photographs must be unaltered, and may not contain any adhesives such as stickers or labels.

## 13. CHILD CUSTODY AND C.P.S. INVOLVEMENT

When a person/parent/guardian is arrested, the arresting officer (police) will attempt to locate a natural parent or relative, where the child/children can be taken. When no relative is located, Child Protective Services (CPS) will be contacted. Child Protective Service Hotline: is available 24 hours a day, every day of the year, at 1-888-767-2445. If a family member contacts this number looking for Child/Children in custody of CPS, the CPS representative on the phone will take their information. Someone from a CPS office will contact the relative/relatives and meet with them as soon as possible.

**14. THE COMMUNITY INFORMATION & REFERRAL (CIR)** 602-263-8856 or (in area codes: 520 or 928) 1-800-352-3792. The Community Information & Referral (CIR) makes available information about vital community resources. The CIR 24-Hour Help Hotline is available 24 hours a day, seven days a week to provide free services to residents of ten Arizona counties, including Maricopa County. CIR has a computerized database of over 2,200 federal, state, county, city, and tribal governmental social services, private non-profit organizations, self-help support groups, civic clubs and professional associations. [www.AZ211.org](http://www.AZ211.org) Easily find resources from childcare, jobs, health care, and insurance - to State and local emergency bulletins and alerts that are vital in times of disaster or emergency.

**SHELTER BILINGUAL HOTLINE:** 602-263-8900 24 Hours a day- Seven days a week. For help in locating an emergency, homeless or domestic violence shelter in Maricopa County.

## U.S. BUREAU OF CITIZENSHIP AND IMMIGRATION SERVICES

(Immigration Services and Benefits) 2035 N. Central Ave., Phoenix, AZ. 85004  
Open 7:00 a.m. to 1:30 p.m. only. 800-375-5283 National Customer Service Call Center

## UTILITY ASSISTANCE:

Department of Economic Security (DES), 602-542-6600

## 15. MEALS:

Andre House  
*Dinner Mon.-Thurs at 5:30 p.m.*  
213 S. 11th Ave. Phoenix, AZ. 85001  
602-252-9023

Phoenix Rescue Mission *Meals daily*  
1801 South 35th Ave., Phoenix, AZ 85009  
602-233-3000

Paz De Cristo *Dinner 5:30 – 6:45pm*  
424 W. Broadway Rd. Mesa, AZ. 85210  
480-464-2370

St. Vincent De Paul 602-254-3338  
\*5:00- 6:00 pm daily- 9227 N. 10th Ave. Phx  
\*5:00- 6:00 pm Mon-Fri 420 W. Watkins, Phx  
\*7:00- 9:00 am 1075 West Jackson St; Phx  
\*9:30-11:30 am 67 West Broadway; Mesa

## 16. FOOD BOXES:

Arizona D.E.S. Family Assistance; 8-5 pm

Lutheran Social Ministries, *Call for appointment*

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1717 W. Jefferson; Phoenix, AZ. 85007  
phone for distribution sites 602-542-9935

4830 E. Main Suite 1, Mesa, AZ 85205  
480-654-4539 or 480-332-5589

Community Action Network; *call for  
qualifications, locations, & times of distribution*  
480-833-9200

Interfaith Co-Op Ministries, *Mon-Fri. 9-11 am*  
501 S. 9th Ave; Phoenix, AZ 85002  
602-254-7450

Paz de Christo Community Center  
*Food boxes: Tues., Thurs, & Sat.*  
*1<sup>st</sup> 100 people until noon* 480-464-2370  
424 W. Broadway Rd. Mesa, AZ. 85210

Family Service Center  
*8 a.m. – 5:30 p.m., Mon-Fri.*  
*ask for location closest to you*  
602-495-5229

Salvation Army, Phoenix *24 hours daily*  
2707 E. Van Buren; Phoenix, AZ. 85008  
602-267-4122 (Mesa-480-962-0013)