

INFORMATION

For Families of the Incarcerated

Current as of 3/24/2014 - 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

Touchpay kiosks currently accept Cash and 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.

THE SHERIFF'S OFFICE DOES NOT ACCEPT ANY U.S. CURRENCY OR CHECKS

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.

4. Marriage in Jail

You will need to contact the jail commander at least 60 days in advance of the planned marriage date.

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 processed at the Lower Buckeye Jail, located at 3250 West Lower Buckeye Road, at the east end of the building.

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RELEASE PROCESS: Inmates are released at the Fourth Avenue Jail if housed there or at the Lower Buckeye Jail (east end) if housed at the Lower Buckeye Jail, the Durango Jail, the Estrella Jail, the Towers Jail or the Tents. 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 the 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. Indigent Inmates may request one free pair from 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 & Fines

Bonds and fines may be paid at the Fourth Avenue Jail Bond & Fine room located on the north side of the building. 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. Acceptable means of payment are a Cashier's Check (official check), subject to verification, a U.S. Postal Money Order or a Western Union Money Order. These must be made out to the Maricopa County Sheriff's Office.

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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 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.

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VALID IDENTIFICATION: You 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 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. Inmates are allowed one (1), thirty-minute visit in a seven-day period. Visitors are limited to 2. The only exception is if they are under the age of 12 months in which case they do not count as a visitor. Once a child turns 1 year old they count as a second 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 12/1/2013 visitation hours have been standardized for all jails. Legal and special visits are not affected.

Visiting hours: Sunday and Monday 8:00am – 8:00pm (last sign-up at 7:15pm)

Note: Visitors under 18 are no longer allowed at 4th Avenue jail.

***Video visitation at 4th Avenue Jail is currently under construction,
for the latest visitation information please call 602-876-1239.***

To locate in which jail the inmate is housed, (you need name and date of birth of person), call Sheriff's Information 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	602-876-1239	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
- Minimum size requirements: 3.5 x 4.25 inches
- Maximum allowable postcard size: 4.25 x 6 inches
- Written in blue or black ink only
- 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 any biohazards, perfumes or lipstick
- Postcards with watermarks or stains
- Postcards depicting nudity, weapons or gang references

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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. The publisher must place an invoice with the book or it will be rejected. No hard-covered publications are 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 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. 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: 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. 1-800-375-5283 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 pm
213 S. 11th Ave Phoenix, AZ 85001
602-252-9023

Phoenix Rescue Mission

Meals daily
1801 South 35th Ave, Phoenix 85009
602-233-3000

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Paz De Cristo

Dinner 5:30 – 6:45 pm
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 Phoenix

5:00 – 6:00 pm **Mon - Fri**
420 W. Watkins, Phoenix

7:00 – 9:00 **am**
1075 West Jackson St, Phoenix

9:30 – 11:30 **am**
67 West Broadway, Mesa

16. Food Boxes

Arizona D.E.S. Family Assistance

Daily 8am – 5pm
1717 W. Jefferson; Phoenix, AZ. 85007
phone for distribution sites 602-542-9935

Community Action Network

call for qualifications, locations,
& times of distribution 480-833-9200

Paz de Cristo Community Center

Food boxes: Tues., Thurs, & Sat.
1st 100 people until noon 480-464-2370
424 W. Broadway Rd. Mesa, AZ. 85210

Salvation Army, Phoenix

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

Lutheran Social Ministries

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

Interfaith Co-Op Ministries

Mon-Fri. 9-11 am
501 S. 9th Ave; Phoenix, AZ 85002
602-254-7450

Family Service Center

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