

# INFORMATION

For the General Public

*Revised 9/7/2017 - 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](http://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.

# INFORMATION

For the General Public

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, or the Towers Jail. 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 west corner of the building. After Bond is paid, it may take up to 24 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. If you do not know the booking number, please provide the person's full name and date of birth. 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 US Currency, a Cashier's Check (official check), subject to verification, a U.S. Postal Money Order, a Western Union Money Order or credit card. Visa, Mastercard, American Express and Discover cards are accepted. There is a processing fee for all credit card transactions. Credit card transaction must be less than \$10,000, including the processing fee. Transactions above this amount must be paid by other acceptable means. These must be made out to the Maricopa County Sheriff's Office.

**THE SHERIFF'S OFFICE CAN ONLY ACCEPT THE EXACT AMOUNT OF THE BOND OR FINE.**

## 11. Video Visitation at MCSO Jails

There are two options for conducting regular, non-legal inmate visitation:

# INFORMATION

For the General Public

- **Remote Visit:** A video visit conducted over the internet through the use of a visitor's home computer and a video kiosk located in the inmate housing units. Absent exigent circumstances, the number of *Remote Visits* an inmate may receive is unlimited, based upon time-slot availability. The at-home Visitors are required to pay a fee for this type of visit.
  - *Remote visits* may be scheduled daily between 7 A.M. and 9:30 P.M.
  - *Each Remote visit* session is 20 minutes.
  
- **On-Site Visit:** A video visit conducted through the use of a visitor video kiosk located at the Lower Buckeye Jail or the 4<sup>th</sup> Avenue Jail and a video kiosk located in the inmate housing units. Inmates are eligible to receive one free *On-Site Visit* per week. Visitors will conduct their visit from one of the two listed jails, regardless of which jail the inmate is currently housed in.
  - *On-Site visits* may be scheduled daily between 9 A.M. and 4:30 P.M, excluding holidays.
  - *Each On-Site visit* session is 20 minutes.

IMPORTANT: In order to conduct a visit, whether *remote* or *On-Site*, inmate friends and family members must create an account and schedule their visit a minimum of 24 hours in advance by going to the website:

- [www.visitfromhome.net/maricopa](http://www.visitfromhome.net/maricopa)

An individual who is on parole, probation, any type of work release, has been incarcerated during the last twelve months, or has ever been convicted of a felony, is not permitted to conduct an On-Site visits within any Office jail.

If you chose the **On-Site visit** option:

Chose which jail at which you wish to conduct your visit, either the 4<sup>th</sup> Avenue Jail or the Lower Buckeye Jail. You must select one of these two sites regardless of which jail the inmate is currently assigned.

A dress code is strictly enforced at each MCSO jail and is posted in the jails. In general, dress conservatively.

**VISIT SESSION INFORMATION:** When you schedule your *On-Site visit* on the above listed website, you will receive an email verification containing your assigned visit terminal and a six-digit PIN number. You are required to bring this information with you to the jail.

**VALID IDENTIFICATION:** You must possess a valid form of identification to enter the jail. 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 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.

# INFORMATION

For the General Public

To locate an inmate in custody, (you need name and date of birth of person), call Sheriff's Information Management Services (SIMS), at 602-876-0322.

For additional inmate visitation information, please call 602-876-INFO (4636)

## 12. Inmate Mail

**MCSO now utilizes a central mailroom located at the Lower Buckeye Jail.**

**All incoming inmate mail, including newspapers, magazines, and books must be addressed as follows, regardless of which jail the inmate is housed in:**

- Inmate Name and Booking Number  
**Lower Buckeye Jail**  
3250 West Lower Buckeye Road  
Phoenix, Arizona 85009

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 postage or USPS stamps
- Minimum size postcards: 3.5 x 4.25 inches
- Maximum size postcards: 4.25 x 6 Inches
- Written in blue or black ink only
- All stamps are removed from postcards

### **Unacceptable Postcards**

- Custom postcards
- Postcards contaminated in any way
- Defaced or altered postcards
- Plastic(s) or wrapping(s) on postcards
- Postcards marked with anything other than blue or black ink
- Postcards with labels or stickers
- Postcards with any watermarks, stains, perfume, lipstick, et cetera
- Postcards depicting nudity, weapons, criminal activity or gang references

**BOOKS, NEWSPAPERS AND MAGAZINES:** All Books and subscription publications must be purchased directly through a publisher. All books must be softback paper only. Book covers with any other materials such as, but not limited to, hard covers, leather, et cetera, as well as spiral bound publications are prohibited. All books must be accompanied by a shipping manifest or invoice. An inmate may only possess 3 books, 5 magazines and 1 newspaper at any one time. Publications that may pose a threat to the safety or security of the jail, or are pornographic in nature, are prohibited. Inmates will be provided a Rejection Notification for all items determined to be unacceptable, prohibited or exceeds the maximum limit.

**PHOTOGRAPHS:** An inmate may only possess 5 photographs at any one time and may be mailed to the inmate, provided the envelope is clearly marked "PHOTOGRAPHS". The envelope cannot contain anything other than the photographs or it will be rejected. Photographs may not be larger than 4 inches by 6 inches. The inmate's name and booking number must be written on the back of each photograph to show ownership. Nothing else is to be written on the photographs. Photographs must be otherwise completely unadulterated. Inmates are permitted to release photographs via US Mail, which then permits them to receive a like amount of photographs. Photographs depicting nudity, weapons, criminal activity, or gang references are also prohibited. Inmates will be provided a Rejection Notification for all items determined to be unacceptable, prohibited or exceeds the maximum limit.

## 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.

# INFORMATION

For the General Public

**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. 11<sup>th</sup> Ave Phoenix, AZ  
85001 602-252-9023

### Phoenix Rescue Mission

Meals daily  
1801 South 35<sup>th</sup> Ave, Phoenix 85009  
602-233-3000

### 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 d a i l y  
9227 N. 10<sup>th</sup> 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

# INFORMATION

For the General Public

## 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

### **Lutheran Social Ministries**

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

### **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.  
602-495-5229 ask for location closest to you

### **Salvation Army, Phoenix**

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