

Inmate Records and funds

801.1 PURPOSE AND SCOPE

The department is authorized to maintain a fund derived from proceeds from the commissary, telephones and other inmate-related commerce activities to be used primarily to provide welfare and education programs for the benefit of the inmate population.

801.2 DEFINITIONS

INDIGENT INMATE - *Defined as an inmate who has no money or has not deposited into the trust account during confinement or for a period of fourteen (14) days after their funds have been expended.*

INMATE WELFARE FUND - *All monies accrued through operation of the facility's commissary.*

RECORD - *Any written or other retained form of material for the collection of facts, data, lists, reports, or observations intended to document the activities and functions of this facility. (See also Inmate and Medical Record in Glossary)*

801.3 REPORTS/LOGS

It shall be the mod control deputies responsibility to keep accurate and complete records/logs, which will be filed monthly on Level 1 mod. These records will be stored for five years.

- Daily log
- Inmate movement sheets
- Visiting log
- Recreation yard log (Level 1)

801.4 INMATE WELFARE FUND (GENERAL)

The Facility Manager shall be responsible to insure the operation of a commissary in order to provide service and maintain an inmate welfare fund. The employee designated as being in charge of the commissary shall be directly and jointly responsible to the Facility Manager, Custody Division Commander, and Sheriff for all required:

- Accounting
- Records keeping
- Lawful operation

Shasta County Sheriff's Office

Shasta County SO Custody Manual

Inmate Records and funds

- Security of funds
- Delivery of service on a reasonable basis
- Policy direction of the County, Department, Division, and Facility

- Invoices and vouchers generated by routine purchase of equipment and supplies must be approved by the Facility Manager.

801.4.1 DEPOSITS

Profits generated by commissary sales will be deposited in an Inmate Welfare Fund maintained by the Treasurer of Shasta County. The employee designated as being in charge of the commissary shall be responsible for implementing a system which will insure adequate record keeping on these deposits.

801.4.2 EXPENDITURE OF INMATE WELFARE FUNDS

Monies from the Inmate Welfare Fund will be expended solely for the benefit, welfare, and education of inmates. Capitol items shall be authorized by the Custody Division Commander and approved by the Sheriff. During January of each year, an itemized report of all Inmate Welfare Fund expenditures during the previous fiscal year will be prepared by the Facility Manager. The report will be submitted to the Sheriff for approval and transmission to the Shasta County Board of Supervisors.

801.4.3 PROHIBITED EXPENDITURES OF INMATE WELFARE FUND

Except as permitted by law, the Inmate Welfare Fund shall not be used to fund activities associated with any of the following:

- (a) Security-related functions, including staff, safety equipment, radios, weapons or control devices that are specifically designated for use by the custody staff in maintaining the security, safety and order in the facility
- (b) Food service, staff costs, equipment and supplies
- (c) Medical/dental services, staff costs, equipment and supplies
- (d) Maintenance and upkeep of office facilities not otherwise permitted by law
- (e) Janitorial services and supplies
- (f) Transportation to court, medical appointments or other reasons not related to inmate programs
- (g) Any other normal operating expenses incurred by the day-to-day operation of the Office

Shasta County Sheriff's Office

Shasta County SO Custody Manual

Inmate Records and funds

801.4.4 PROPERTY

When necessary, the Facility Manager will be responsible for Inmate Welfare property. This property will be used solely for the benefit, education, and welfare of inmates. An inventory of this property will be conducted annually by the Facility Manager. The Facility Manager will:

- Examine and approve the inventory
- Authorize replacement of unserviceable items
- Acknowledge the loss of any items and report such loss, in writing, to the Custody Division Commander.

801.5 INMATE WELFARE FUNDING SOURCES

Revenues and funding from the following sources shall be deposited into the Inmate Welfare Fund account:

- (a) All proceeds from commissary and canteen operations
- (b) Proceeds from the operation of inmate telephones
- (c) Donations
- (d) Interest income earned by the Inmate Welfare Fund

801.6 COMMISSARY OPERATIONS

The employee designated as being in charge of the commissary shall insure the following:

- Deposit of inmate funds to the credit of individual trust accounts.
- A system which will accurately record and account for all such funds.
- Operation in order to provide the regular delivery of orders to inmates.

Inmates shall affect the transfer of funds to purchase commissary items by executing the withdrawal authorization on a Kiosk. Commissary store operating hours will be established by the Facility Manager. Store schedules will insure maximum inmate access to the service, consistent with operational requirements of the facility.

Prices charged in the store will be approved by the Facility Manager/Sheriff. Adjustments will be made periodically to keep pace with costs. The Commissary Service Officer will notify the Facility Manager of any such price revisions. Detailed functional operation for inmates will be consistent with the commissary policy of this facility. (Section 805, Commissary Services) Inmates assisting the Commissary Officer are not to be left unsupervised.

Shasta County Sheriff's Office

Shasta County SO Custody Manual

Inmate Records and funds

801.7 SECURITY FUNDS (GENERAL)

The Facility Manager shall be responsible to insure that:

An adequate records system is developed to account for these monies.

801.7.1 MONEY RECEIVED FROM ARRESTEES (PRE-BOOKING KIOSK)

Non-Initial Inmate Bookings:

For jail intakes that have previous bookings in this facility, processors shall confiscate the money from a jail intake during the search process in the pre-booking area. Using the pre-booking kiosk, processors will ensure the appropriate inmate's account is accessed in the Keefe Commissary System. The processor will deposit the money confiscated from the intake on to the intake's commissary account. The processor will note the amount of money deposited on the intake's probable cause form prior to entry into the facility.

Initial Inmate Bookings:

For jail intakes that do not have previous bookings in this facility, processors shall count the money confiscated from the jail intake. The processor will place the money in a sealed envelope, writing the intake's name, birth date, the amount of money, and their ID number on the envelope.

Processors will also note the amount of money confiscated on the probable cause form prior to facility entry. The envelope shall be taken to the Watch Commander or designee where it is deposited into the safe in the Watch Commander's Office.

Once booked, the Watch Commander will verify the intake's jail key number. The jail key number will be verified by using the individual inmate's booking under jail master booking inquiry for residents. The Watch Commander will write the key number on the envelope near the intake's name.

The Watch Commander or designee will assign a processor who, using the pre-booking kiosk will ensure the appropriate inmate's account is accessed in the Keefe Commissary System. The processor will deposit the money on to the intake's commissary account. The processor will verify the name and key number on the envelope with that on the commissary account and the amount of deposit on the envelope with that on the commissary account. In the event there are discrepancies the deposit the amount will be adjusted on the probable cause form.

Shasta County Sheriff's Office

Shasta County SO Custody Manual

Inmate Records and funds

801.7.2 INMATE FUNDS RECEIVED FROM BOOKING SAFE (PRE-BOOKING KIOSK FAILURE)

In the event of the pre-booking kiosk will not accept paper currency or the intake has a check from another facility on arrival, processors shall count the money confiscated from the jail intake, placing the money/check in an unsealed envelope. The processor will write the intake's name, birth date, the amount of money, and their ID number on the envelope.

The envelope shall be taken to the Watch Commander, or designee. The Watch Commander will verify the amount of cash/check in the envelope and seal it, writing their ID number on the outside of the envelope.

- For non-initial intakes the Watch Commander will make the deposit onto the inmate's commissary account prior entering the envelope into the safe.
- For initial intakes, once booked the Watch Commander will retrieve the envelope from the safe and write the key number near the intake's name. The jail key number will be verified by using the individual inmate's booking under jail master booking inquiry for residents. The Watch Commander will make the deposit on to the intake's commissary account prior to returning the envelope to the safe.

After the arrestee is booked, the Watch Commander or his designee will enter the money into the inmate's Keefe Commissary account using the Keefe software on the Watch Commander's computer. The Watch Commander or his designee shall highlight the entry on the deposit log once he has entered it into Keefe.

801.8 DEBIT CARD RELEASE

801.8.1 PURPOSE

The purpose of this policy is to ensure accountability and security measures with the process and procedure with the inmate release debit cards. This policy will outline the procedures for the issuance of a debit card to an inmate upon his/her release. The intent of this policy is to increase efficiency, reduce inmate release processing time and reduce accounting department costs and resources.

801.8.2 POLICY

Rapid Financial will issue the Shasta County Sheriff's Office Detention Facility a set of unloaded debit cards to use for the inmate release program in the Keefe Commissary Network. The Commissary Service Officer will receive the debit cards at the facility and verify the cards with the inventory supply sheet provided by Rapid Financial. The initial shipment of debit cards from Rapid Financial will be determined by a calculation of roughly 40% of the Jail's total count. Rapid

Shasta County Sheriff's Office

Shasta County SO Custody Manual

Inmate Records and funds

Financial has an internal, computerized inventory system that contains a logarithm which tracks each facilities card loading activations and what cards are remaining. Once the Shasta County Jail reaches the threshold of dipping below a 4-6 week supply, Rapid Financial's inventory system will trigger another shipment to be sent out to replenish the stock of debit cards.

The Shasta County Jail will secure all debit cards in a locked safe and there will be a log sheet for the Watch Commander to record debit cards that are removed from the safe for issuance. Each deputy has their own login and password when logging into the Keefe Commissary Network for security and auditing. For security purposes in preventing fraud, the system will not allow an employee to enter in any amount onto the card; the system automatically calculates the amount to be loaded onto the debit card upon release of the inmate.

The Commissary Service Officer and Jail's Agency Staff Service Analyst will periodically review reports from Rapid Financial that show all cards with activity from the previous business day. The activity from Friday, Saturday and Sunday will be combined on the following Monday's report. The reports will reflect the inmate name, debit card number, date and amount loaded onto the card for accounting purposes. The debit cards will be reconciled against an audit report to assure accountability. This will be conducted daily by the Jail's Commissary Service Officer and monthly by the Jail's Agency Staff Service Analyst.

801.8.3 DEPUTY RESPONSIBILITY

When processing an inmate for release, the deputy will verify if the inmate has money. The deputy will check three places in order to establish this conclusion: 1) Review the Probable Cause, 2) Review the inmate's account utilizing the Keefe Commissary Network, and 3) Check the Watch Commander's desk for a cash envelope. If the Watch Commander has an envelope containing cash, the deputy shall place the money on the inmate's account utilizing the intake Keefe Commissary kiosk. If the inmate does not have money on his/her account, the deputy will proceed with the inmate's release.

- Releasing deputy will give the Watch Commander the inmate file which is to be released;
- The watch commander will provide the releasing deputy with a debit card;
- Open Keefe Commissary Network Banking Program;
- Click on the \$ sign to allow you to login;
- Search by last name in the top right box, or type the inmate's Key number in the top left box. In either one, after entering the required information, press enter on your keyboard once. If you searched by last name, then you will see a search for residents box pop up. Find the inmate's name you are looking for and double click that line;

Shasta County Sheriff's Office

Shasta County SO Custody Manual

Inmate Records and funds

- Once you have the inmate pulled up, click on the person with the negative sign next to them;
- A box will appear with the inmate you selected. Click next;
- To release with a debit card, select **DEBIT CARD** from the transaction type; enter the last four digits of the card number in the receipt window;
- Click **Add**. Verify the inmate's name;
- Click **Finish**;
- A sound will beep and a green light will flash from the debit card scanner prompting you to swipe the card;
- Swipe the debit card. After swiping, the card number will be displayed in the window. DO NOT enter the card number manually. By doing so, it will release the inmate's money from his/her account thinking it was added to the debit card; however, the physical card will not have the funds on it;
- Verify the inmate's name, date of birth, and Key number;
- **Click Submit PPD Debit**;
- The debit card should now be loaded with the inmate's money and activated for use;
- Log back into the Keefe Commissary Network and verify the money was successfully removed from the inmate's account. If the money was not successfully removed from the inmate's account, repeat the above steps in the Keefe Commissary Network using the same card;
- A transaction receipt will print out and a signature is required by the inmate. Place the receipt in the inmate's key file;
- When releasing the inmate, provide the inmate with a How to Use Your New Access Freedom Debit Card form.

801.8.4 WATCH COMMANDER RESPONSIBILITY

Jail Administration, Watch Commanders, or their designee shall be the only personnel issuing a debit card. A small supply of unassigned debit cards shall be stored in the Watch Commander's safe until ready to use. If the supply of the debit cards runs low, the watch commander shall notify Jail Administration who will replenish the stock.

Issuing a Debit Card:

- Releasing deputy will give the Watch Commander the inmate's key file which is to be released;

Shasta County Sheriff's Office

Shasta County SO Custody Manual

Inmate Records and funds

- The deputy will notate on the folder how much money the inmate has in their account;
- In Sheriff Share Drive there is a folder titled Jail Debit Card Releases. This folder contains an excel spreadsheet titled Debit Card Release Log. The watch commander will input all required information in the spreadsheet (Last four digits of the card number, inmates last, first and middle name, key number, watch commander's badge number, releasing deputy's badge number, issuing date, issuing time, dollar amount, and comments if needed);
- Retrieve a debit card from the safe located in the Watch Commander's office;
- On the back of the debit card under the signature strip, write the inmate's last name in black permanent marker;
- Give the debit card and inmate's key file back to the releasing deputy.

801.9 VOIDING A DEBIT CARD

If a debit card needs to be voided, the Watch Commander should be notified immediately. A card may be successfully voided through the Keefe Commissary Network on the same calendar day it was issued. The cut off time for the Automated Clearing House (ACH) transfer is (2200 hours PST).

- Open Keefe Commissary Network (KCN) Banking;
- Log into the software with your USERID and PASSWORD;
- Click on the \$ button to view Inmate Accounts;
- Find the Resident or Inmate that received the debit card;
- Select the DEBIT CARD entry on the account and right-click to void the transaction only on the same day as the entry'
- If attempting to void a card after the ACH transaction has occurred, the following error message will display "CPrepaidDebitCardInterface error: Error (-1023) – Transaction cannot be Voided as it was ACH'd:"
- To void a card after the day it was issued, call the KCN Helpdesk at (800) 8645986. The helpdesk will assist with using the DEBIT CARD REF to credit the inmate account. The helpdesk will also ensure OutPay and KCN are notified so a refund check may be issued;
- The following information will be required for the Helpdesk to complete the correction
 - Card Number
 - Amount
 - Date of Original Transaction

Shasta County Sheriff's Office

Shasta County SO Custody Manual

Inmate Records and funds

- Inmate Name

801.10 AGENCY STAFF SERVICE ANALYST RESPONSIBILITY: RECONCILIATION

801.10.1 CLEARING CHECKS AND DEPOSITS WHEN COMPARING WITH B OF A STATEMENT

- Open
- Click on yellow box with red check mark (
- Click on little house without roof
- Choose proper month or create a new month ◦ Enter beginning and ending balances from the B of A statement; enter number of transactions; click finish.
- You will see checks issued and deposits made since 7/1/09
- those checks and deposits that are on the statement for the month you are reconciling.
- Under Keefe Banking, Bank Reconciliation, Reports, Summary, print the report.
- Run two reports: and to make sure you have all deposits and checks that are on the B of A statement (might have missed one) (See .)
- Print list of: Inactive Inmates and Active Inmates lists (all inmates) using effective last date on bank statement (usually last banking day of the month). Best if using ReportViewer, report (that can be run at any time and totals will be consistent.
- If totals do not match the Trial Balance form - see ReportViewer, and must be run as soon as possible at the beginning of the month for prior month as the balance changes.
- Run Report: for the current month (in TransDetail-CashDrawer folder). Get deposit packets from Commissary Clerk for month (if necessary), compare and determine what amounts make up the "Cash in Drawers" total on the Classified Trial Balance (appears to contain some dollar amounts from end of previous month when money is received one month but not deposited until next month). Add those deposits which should equal "Cash in Drawers" on the Classified Trial Balance report. (Ex.: Run report from 07/01/2015 12:00:01 AM to 08/01/2015 12:00:00 AM) (Money in transit)

Notes:

Save all reports in Excel under:

Save reports in Excel when option is available as some cannot be recreated at a later date.

Shasta County Sheriff's Office

Shasta County SO Custody Manual

Inmate Records and funds

801.10.2 IN KEEFE WEBSITE

- Log in
- Go to bank transfers
- Print out the bank transfers from the debit cards in the month you are reconciling, might need to include a few days in the month before and a few in the month after

On a daily/weekly/monthly basis (before the end of the month) ensure that all transfers from the bank have been entered into Keefe. Procedure Below:

- Open Keefe Commissary/General Journal/Debit Card/Year/Month
- The Bank Transfer will be entered as the day prioro Example, if your transfer to the bank was on 7/2/2016, you would add it to Keefe for 7/02/2016.
- Each bank transfer WILL be entered as followso Reason: ACH TRANSFER 07/01/2016 #123456o Amount: Enter amounto Entero Read screen, Enter Again

If you have made a mistake, void transaction and enter correctly.

801.11 JAIL DEBIT CARD RELEASES

- Copy the Debit card release log and copy the transfers that add up the amount in the transfer list
- Paste to a new excel document (do not save or use the document in use)
- Highlight, in different colors (Red/Green), the amounts that add up the transfers
- Add a SUM and total up each amount to show your work
- If there are any items that are not reconciling correctly take these stepso Search Keefe for accurate time and release amount
 - Could have been released on a different day
 - Could have transposed amounts incorrectly
 - Debit card may have not loaded properlyo Search AS400 for correct release date
 - Look at the number of transactions and add them up on the log

801.11.1 NOTE

Any Changes that are made MUST be documented and sent out in a separate excel spreadsheet to Captain, Lieutenant and Sergeants for editing purposes.

Shasta County Sheriff's Office

Shasta County SO Custody Manual

Inmate Records and funds

801.11.2 ATTACH ITEMS

Some items will have not been added to the bank statement or will have not been cleared in Keefe. Print out any ACH transactions that are not and attach to packet.

801.11.3 OTHER ITEMS

Use the calculator tape to show the amounts that are held over from the last month and/or will be held to the next month for reconciliation.

801.12 IN AGENCY STAFF SERVICES ANALYST COMPUTER FILES

Run for the Month you are reconciling from Keefe Report Viewer:

- Go to
-
- o Enter criteria o Print report
 - ◦ Also export to Bank Reconciliation file under "Inmate Bank, Keefe" as an Excel worksheet
 - Print any other reports needed to show where numbers on the Classified Trial Balance report come from.
 - See prior month's reports for sample on how to proceed.
- Run all other reports to match dollars on the report (from the icon. Put in order.
- Enter dollar amounts for adjustments. Totals should equal going down.
- The Inmates in Custody is Non Zero Balances, through the date on the statement (Active/Inactive totals are on spreadsheet)

Run list(Report Viewer, Beverly's Report folder, Post Date Voids) (if any). Use beginning date that appears and last day of month you are balancing.

801.12.1 DOCUMENTS TO COMPLETE

- (a) Keefe Vs BofA
- (b) Bank Reconciliation Statement
- (c) Classified Trail Balance

Open

- Copy worksheet to a new month, rename.

Shasta County Sheriff's Office

Shasta County SO Custody Manual

Inmate Records and funds

- Enter numbers from Keefe (beginning balance should be same as previous month's "Bank Bal xx/xx/xxxx" not the ending balance).
- Enter numbers from BofA statement and other reports
- Enter any reconciliation items pertaining to the month you are working on (only)
- This ending balance should equal the first line (adjusted balance) on the Classified Trial Balance (below) (Excel file you create).
- The end amount SHOULD be the top of the Bank Rec Summary

Open (or current fiscal year). (Share Drive –

). The purpose of this report is to reconcile everything to the balance in the inmate accounts (per Edward Williams-Auditor's Office).

- The beginning balance should be the same as the ending balance on the Bank Reconciliation Summary spreadsheet and beginning adjusted balance on the Classified Trial Balance for the month you are working on.
- This should be "0"

801.12.2 NOTES

- Bank Reconciliation sheet (showing both Keefe and BofA) should only include reconciling items for current month (per Edward Williams), not previous months, once all bank fees that were entered in Keefe are reimbursed.
- When there is a "Recoverable" on an inmate's account and a "Secured Deposit" is made (a deposit made through Internet or Kiosk in jail lobby), the recoverable is not automatically collected. The Commissary Cerlk has to manually collect the money. I have asked him/her to give me a copy of any inmate's records if/when he/she makes this type of collection as it will throw me off on the Inmate Trust Bank Reconciliation Summary report. (See December 2009 for such a transaction.)
- General Journal Account Activity Summary report: (Under ReportViewer) Type in the event type and then select dates. Not sure why this report might be needed, but this info just in case.

Open

- The beginning number comes from the BOA on the classified Trail Balance sheet

Shasta County Sheriff's Office

Shasta County SO Custody Manual

Inmate Records and funds

Run Balance Sheet in OneSolution to show balances in 00934 Sheriffs Inmate Funds. This total must match what is the final Keefe bank and checkbook balance from the Reconciliation report. Do a Journal Entry each month to change balances.

801.13 CASH BAIL 706.4.3

Cash bail will be recorded and processed per policy as outlined in Section 505.4.3. All cash bail will be placed into the bail safe located in the sergeant's office.