


Idaho Department of Correction  	<b>Standard Operating Procedure</b>	Title: <b>Funds: Inmate</b>		Page: 1 of 14
		Control Number: <b>114.03.03.024</b>	Version: <b>10.0</b>	Adopted: 01-14-2003

**Pat Donaldson, chief of management services, approved this document on 05/24/2018.**

<b>Revision Summary</b>
Revision date (05/24/2018) version 10.0: Updated time frame for how long fiscal unit holds outstanding inmate trust account checks to reflect bank practices.

**Open to the public:** ☒ Yes

## SCOPE

This standard operating procedure applies to staff at all department correctional facilities including community reentry centers and in-state contracted correctional facilities such as the correctional alternative placement program involved with processing inmate funds.

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## **BOARD OF CORRECTION IDAPA RULE NUMBER 114**

Inmate Funds Receipt and Maintenance

### **POLICY CONTROL NUMBER 114**

Fiscal Policy

#### **PURPOSE**

The purpose of this standard operating procedure is to identify procedures and requirements for managing inmates' funds in correctional facilities.

#### **RESPONSIBILITY**

##### ***Administrator of Budget & Policies***

The administrator of budget & policies oversees the fiscal unit, which is responsible for the overall management and maintenance of inmate trust accounts.

##### ***Facility Head***

The facility head or designee is responsible for implementing this standard operating procedure and ensuring staff follow its requirements and procedures.

### **STANDARD PROCEDURES**

#### **1. Inmate Trust Account Deposits**

Inmate trust accounts allow inmates to make purchases and satisfy debts and financial obligations.

Beginning July 1, 2016, the IDOC no longer accepts mailed in deposits from friends and family for an inmate's trust account. Deposits into an inmate's trust account are accepted by and processed through a private third party depository provider contracted by the IDOC. The depository services provider is the entity responsible for receiving and processing day-to-day deposits from the public and accepts credit/debit cards, cashier's check, personal checks, and money orders.

Any cost associated with a deposit is paid by the depositor in accordance with an approved fee schedule and the policies of the depository services provider. All money collected by the depository services provider for IDOC inmates is electronically transferred on a daily basis into the bank holding the inmate trust fund account for the IDOC.

##### ***Electronic Deposits***

The depository services provider- accepts deposits by debit or credit card over the phone or on-line. Depository fees apply.

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### ***Cash Deposits***

The depository services provider may contract with private retailers to accept cash for deposit into an inmate's trust account and this information can be obtained by visiting the depository services provider's website. Depository fees apply. The IDOC does not accept cash. Cash mailed directly to the IDOC will be returned to sender if the address is known. If the sender is unknown, the cash is considered confiscated money and deposited with the State Treasurer's Office (STO). In addition, if money is considered contraband according to SOP 320.02.01.001, *Property: State-issued and Inmate Personal Property* it is confiscated and deposited with the STO.

### ***Lock Box Deposits***

The depository services provider accepts mailed in deposits by personal check, money order, or cashier's check. Mailed in deposits must be sent to the address provided by the depository services provider and must be accompanied by the appropriate depository coupon available on-line at the depository services provider's website. The mail-in option does not have depository fees.

### ***Exceptions***

The IDOC will continue to accept and deposit work release checks, US Treasury checks, tribal checks, state warrants, automated pension checks, inmate refund checks, and legal checks (such as inheritance to an inmate). Other checks that arrive and are not specifically addressed in this SOP are considered on an individual basis.

Checks written for a large dollar amount will be placed on a 10-business day hold to ensure that the funds clear both the sending and receiving bank.

### ***International Negotiable Instruments***

International negotiable instruments will be placed on a 10-business day hold in order to allow the funds to clear both the sending and receiving bank, and the deduction of any exchange rates to be applied.

The receiving bank establishes the fee for processing an international money order. IDOC does not assess this fee and is not responsible for the amount of the fee. The current cost for processing an international money order negotiable instrument will be determined at the time of the transaction. Any processing fees and exchange rates will be deducted from the deposit; however if the cost of the fee is greater or equal to the amount of the negotiable instrument, the negotiable instrument will be returned to the sender.

### ***Community Release Center (CRC) Administration of Wages and Fees***

All work release wages must be sent directly from the employer or the facility to the fiscal unit for deposit. Each work release facility must provide employers pre-addressed envelopes for mailing wages for Idaho Dept. of Correction, Fiscal Unit, PO Box 83720, Boise, ID 83720-0018.

Maintenance fees are automatically deducted at a rate of 35% of the inmate's gross earnings.

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### ***Tip Money***

When tip money is received at a community reentry center (CRC), the money will be counted and signed for when the inmate returns to the CRC. If it is not possible to count the tip money when the inmate returns to the CRC, it will be counted as soon as possible the following day. The inmate's name, number, amount of tips earned, date, and the employer name will be entered on a spreadsheet. A deposit slip is completed and the money is placed in the bank night drop bag provided by the fiscal unit. Deposits will be made in accordance with Title 59, Chapter 10-14 of the Idaho Code. Deposits will be made "daily when the amount of cash, checks, or other evidences of indebtedness accrued during any 24-hour period is \$200 or more; or weekly in all other situations."

## **2. Inmate Trust Account Statements**

The IDOC does not provide current balance information or monthly statements. Inmates are responsible for tracking and managing their own funds.

Housing kiosks, which are located in each facility, provide inmate's with account information on a rolling 30-day basis. Exception, it is the responsibility of each facility to provide a monthly statement to those inmates who are placed in restrictive housing units and to those inmates who do not have access to a housing kiosk.

Certified inmate statements, for legal purposes, are provided by the resource center. See *Access to Courts*, SOP 405.02.01.001.

## **3. Inmate Savings**

Inmates wishing to establish a savings account for their release may contact the fiscal unit and request to transfer money to a non-interest bearing savings account. The Inmate must provide the fiscal unit with a withdrawal slip to transfer money to the non-interest bearing savings account. Transfer requests into an IDOC non-interest bearing savings account must be \$5.00 or more. Money in the non-interest bearing savings account cannot be transferred back into the primary trust account except when specifically approved by a facility head for unique or pressing situations on a case-by-case basis.

Inmates wishing to establish savings accounts outside of IDOC for their release may contact an outside financial institution.

Inmates who work in a prison industry enterprise (PIE) program are required to place any money, in excess of the allowable \$150.00 per pay cycle, for deposit into their PIE savings account, by electronic transfer. Participation in the PIE program is voluntary. Inmates who participate in the PIE program must sign an agreement stating they are aware of the minimum savings rule. The department holds PIE savings account balances for an inmate's release from custody. Money may be transferred from the inmate's trust savings account to the inmate's trust spendable account as long as the savings balance does not go below the minimum balance requirement defined in their signed agreement. PIE savings accounts are non-interest bearing.

## **4. Inmate-Requested Withdrawals from Inmate Trust Account**

Inmates may request payment to people or outside entities, such as family, payments for goods and services, legal expenses, or obligations such as child

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support, by completing an *Inmate Personal Funds Withdrawal Slip*. The inmate must provide a stamped envelope, addressed to the receiving party, along with the withdrawal slip for any check that is to be placed in the U.S. Postal system. Exception: Inmates will be informed when an expenditure does not require a stamped, addressed envelope.

Withdrawal slips must include:

- Inmate name
- IDOC number
- Inmate initials
- Amount requested
- Date
- Acceptable reason for the request (cannot be reasons like money order, check, or personal)
- Inmate's signature
- Approving official's signature

Incomplete withdrawal slips will be returned to the inmate for correction. Work release inmates are also required to address court-ordered obligations.

Facility staff must verify that the withdrawal slip is from the appropriate inmate by signing the withdrawal slip and ensuring that the inmate provides an envelope if the funds will be mailed before sending it to the fiscal unit for processing. If a staff member does not sign the withdrawal slip, fiscal unit staff will return the slip to the facility for correction.

If additional controls to the above are required, then a field memorandum may be developed.

If approved for processing, facility staff will return the pink copy of the completed withdrawal slip to the inmate. This notifies the inmate that the withdrawal slip was sent to the fiscal unit for processing.

If an inmate requires a check to be included with merchandise that is sent out for repair to the factory, the checks is returned to the facility where the inmate is located to be mailed out.

The fiscal unit returns the yellow copy of the withdrawal slip to the requesting facility for forwarding to the inmate. Receipt of the yellow copy notifies the inmate that the fiscal unit processed the withdrawal. The computerized banking system records provide transaction information for staff. The fiscal unit keeps the white copy for three years.

### ***Returned Check***

If it becomes necessary for a facility to return an un-cashed check to be reapplied to an inmate's trust account, staff must write 'void' on the face of the check and cut out (remove and shred) the signature before returning the check to the fiscal unit.

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### ***Canceling an Inmate Trust Check***

Inmates who need to cancel a check must put the request in writing. The check will not be canceled until 60 days after the date of issue. If a fee is assessed by the bank for the cancelation, the cost will be passed through to the inmate. Facility staff may contact the fiscal unit to verify the current fee. If a fee is assessed and the inmate does not wish to pay the fee see *Uncashed Checks* below.

### ***Uncashed Checks***

Fiscal unit staff automatically voids outstanding inmate trust account checks during the 12<sup>th</sup> month after the date of issue.

## **5. Electronic Withdrawals from Inmate Trust Account**

### ***Commissary Orders***

Inmate commissary order spending limits are set in SOP 320.01.01.001, *Property: State-Issued and Inmate Personal Property*.

Payments for commissary orders are withdrawn electronically from the inmate's trust account when the order is processed. The electronic withdrawal occurs between the contract commissary provider and the inmate trust accounting computer system. The contract commissary provider will automatically adjust or modify the commissary order for an inmate whose trust account balance is insufficient to cover the cost of the full commissary order.

Commissary orders submitted by indigent inmates are not processed. Exception: indigent inmates can order those OTC KOP meds designated as free as supported by the commissary vendor and approved by IDOC's health care provider and IDOC.

An inmate with a concern about a commissary order or refund must contact the commissary provider directly using the inmate concern-form process.

### ***Postage and Photo Copies***

Withdrawal slips for postage and photocopy services are processed by the facility mailroom (postage due), facility resource center (for qualified court documents and legal mail only), or the assigned facility accounting staff (as applicable) according to standard operating procedure.

Withdrawal slips from inmates who are indigent or have insufficient funds are returned to the inmate unprocessed.

An inmate with a concern about postage or photocopy charges must contact the facility staff from the respective areas.

If an inmate's trust account does not have sufficient funds, charges for postage and photocopies continue to apply until the inmate is determined 'indigent.'

### ***Medical Co-Payments***

The third party medical provider sends the *Health Service Request* (HSR) forms to the fiscal unit to process medical co-payments.

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An inmate with a question about a medical co-payment not related to indigence must send a concern to the facility contracted medical provider using the proper HSR or concern form process.

If an inmate's trust account does not have sufficient funds, the medical co-pay charges continue to apply until the inmate is determined indigent.

### ***Inmate Obligations***

The fiscal unit sets up and enters all attachments (inmate obligations) into the account management system. The maximum percent an inmate account can be attached is 90%. The term "income" as used below includes all monies posted to an inmate's trust account from the following sources:

- Incentive pay (allowances)
- Private sector pay
- Outside source monies (gift money)

Deductions from an inmate's account will be made in the following order.

- A) Child support: The percentage deducted for child support is dictated by the Income Withholding Order on file. The customary withhold rate is 50% of the income received. If the Income Withholding Order so stipulates, outside source monies (gift money) may be exempt from attachment.

Unless a different percentage is specified in the court order, 50% of each deposit made to the inmate's trust account is deducted for child support until the monthly court-ordered obligation is satisfied.

By law, the IDOC has to follow the Income Withholding Order on file until a new order is received from the Department of Health & Welfare to modify, amend, or terminate the order. Modified child support orders only apply to 'current' support. If the inmate owes back child support, the Department of Health & Welfare will continue to attach for child support until the debt is paid in full.

- B) Court Ordered Restitution: Title 20-209H, Idaho Code provides that 20% of all income posted to an inmate's trust account is to be attached for the payment of court ordered restitution and forwarded to the court in which the restitution was ordered. Notwithstanding an inmate's sentencing date, all money in the inmate's possession upon admission, all moneys earned from institutional employment, and all moneys received by the inmate from any other source, other than money that is contraband, must be deposited in the inmate's account and attached as required by law.
- C) Maintenance Fees: Inmate's on the work release program at a CRC will be assessed a 35% maintenance fee. This fee will be based on the gross wages stated on the inmate's paycheck stub. Maintenance fees deducted from tip money and wages earned for short-term labor will be based on net wages since taxes are not deducted.
- D) Court Filing Fees: When the court sends an order for payment of filing fees, it states that 20% will be deducted from each deposit that is greater than

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\$10.00. If the inmate has multiple court-ordered filing fees, the oldest order will be paid first.

- E) Disciplinary Restitution: If the inmate has sufficient funds to pay the full amount of the *Inmate Disciplinary Restitution Order*, the fiscal unit will deduct the ordered restitution from the inmate's account. If the inmate does not have sufficient funds to pay the obligation in full, the balance on the account is deducted and an attachment is placed on the account for the remaining ordered obligation.

Unless directed by the facility head or division chief, half of each deposit made to the inmate's trust account within a calendar month is deducted until the ordered obligation is paid in full. Exception: If an inmate has multiple attachments, which already total 90% a deposit, the *Inmate Disciplinary Restitution Order* will be entered in the computer system but made inactive. When the inmate has paid down one or more of the obligations, and the total amount attached is less than 90%, the next oldest *Inmate Disciplinary Restitution Order* will be made active.

## 6. Insufficient Balances to Cover Withdrawals

When an inmate submits a requested withdrawal and the inmate does not have sufficient funds to satisfy the request, the fiscal unit stamps the slip non-sufficient funds (NSF) and returns the withdrawal to the inmate.

If an inmate sends multiple draw slips, and does not have sufficient funds to cover the total cost for all of them, the fiscal unit will determine which draw slips will be processed based on the funds available in the inmate's account. The remaining draw slips will be stamped NSF and returned to the inmate.

## 7. Phone Time

Phone time is paid for using one of three payment options:

- A) Prepaid collect where the inmate uses an account funded by friends and family through the third party inmate telephone provider to call a specific phone number
- B) Debit prepaid where the inmate uses an account unique to the inmate, funded by friends and family through the third party inmate telephone provider to call any authorized phone number
- C) Primary trust where the inmate uses money directly from the inmate trust account to pay for calls to any authorized phone number

### **Refunds**

Refunds of unused debit phone time will be provided for balances of \$3.00 or more and will be processed in accordance with the third party inmate telephone provider's policy. The third-party inmate telephone provider will refund any unused phone time to any inmate who has been released from an IDOC facility, moved to a county jail, moved to an out-of-state facility or in the event of an inmate who has died while in custody.

For inmates who have been released or moved to a county or out-of-state facility, it is the inmate's responsibility to request a refund from the third party inmate telephone provider.



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In the event an inmate dies while in custody, the IDOC is responsible for securing the refund from the third-party inmate telephone provider and will disperse the refund in accordance with SOP 312.02.01.001, *Death of an Inmate*.

## **8. Inmate-to-Inmate Fund Transfers**

Inmates cannot transfer funds to other inmates, unless the other inmate is immediate family as defined in *Visiting* SOP [604.02.01.001](#).

To transfer funds to an immediate family member, the sending inmate must submit an [Inmate-to-Inmate Funds Transfer Request Form](#) to the facility head or designee for approval. If the inmates are in different facilities, the request to transfer funds requires approval of the facility head or designee at both facilities to complete the transfer.

### ***Recipient Housed in a Department Facility***

In addition to the above, once both the sending and receiving facility head or designee approves the transfer, the sending inmate must forward to the fiscal unit the approved transfer request form. To transfer money to the receiving inmate, the sending facility designee must send a properly completed withdrawal slip to the fiscal unit. A stamped, addressed envelope is not required.

### ***Recipient Not Housed in an IDOC Facility***

If the receiving inmate is in a non-IDOC facility, the process is the same as above except the sending inmate must provide a self-addressed stamped envelope addressed to the recipient inmate.

## **9. Typical Financial Obligations for CRC Work Release Inmates**

CRC work release inmates are required to address their own CRC financial obligations. CRC maintenance, van (except for religious services), and laundry fees are assessed as set forth herein. Van fees are not assessed for transport to religious services.

Work release inmates are financially responsible for their spending and budgeting. Sending money to an immediate family member or spending money on themselves or immediate family should be reasonable and approved by CRC staff. The facility head or designee is responsible for any spending decisions outside of the minimum requirements described in this standard operating procedure.

Saving for release and paying outstanding CRC financial obligations should be the primary financial goal for a CRC work release inmate.

### ***CRC Medical Requirements***

While at a CRC, a work release inmate must comply with the medical care and payment requirements.

### ***Cost of Supervision Fees and Court-Ordered Restitution and Fines***

While at a CRC, a work-release inmate must agree to pay valid, outstanding cost of supervision (COS) fees, presentence investigation (PSI) fees, and all court-ordered restitutions and fines. The CRC requires that work-release inmates have \$500 in their trust accounts before they are assessed payments against obligations owed. Staff must research what the inmate owes and require regular

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monthly payments against those obligations. The inmate must contact the court directly regarding any disputes over payments due to the courts. The inmate must direct any dispute related to outstanding COS fee payments directly with the case manager or designee.

Payment requirements do not change if an amount is in dispute. Refunds may be necessary depending on resolution of the disputed amount.

The standard minimum payment for outstanding COS fees, PSI fees, restitution, and fines is 10% of the inmate's trust account balance in addition to the 20% described in section 5.B (rounded up or down to an even dollar amount). The payment is due on the first day of each month, even if the required payment drops the inmate's trust account balance below \$500. This allows the inmate an opportunity to save a greater portion of all earnings. The above payment obligation is a minimum. If desired, an inmate may pay more toward outstanding COS fees, PSI fees, restitution, and fines.

For COS, PSI and Interstate Compact fees, the account management system will automatically apply payments to Interstate Compact fees first, PSI fees second and COS fees last.

### ***Financial Support to an Immediate Family Member***

CRC work-release inmates may request family support withdrawals from their trust accounts to provide financial assistance for their immediate family members. A work-release inmate must have a minimum trust account balance of \$500 before family support is considered. All other CRC financial obligations must be addressed and deducted before withdrawals for family support are processed. Amounts for family support must not exceed 10% of the inmate's trust account balance after all other deductions, or the amounts must be equal to the payments made toward outstanding COS fees, PSI fees, and court-ordered obligations. The facility head or designee is responsible for any spending decisions made outside of the minimum requirements of this standard operating procedure.

### ***Personal Property and Commissary Items***

Once employed, a CRC work-release inmate is responsible for providing personal clothing, hygiene and commissary items. Property limits and types must comply with SOP 320.02.01.001, *Property: State-issued and Inmate Personal Property*. Facility heads or designees are responsible for ensuring that work release inmates do not purchase unauthorized or overspend for personal property items. Consideration for all other financial obligations and savings should be evaluated prior to allowing spending based on 'wants'.

Consumable commissary spending limits are set in SOP 320.03.01.001.

## **10. Indigent Inmates**

The definition of indigent for inmates is found in SOP [402.02.01.001](#), *Mail Handling in Correctional Facilities*.

During the 30 consecutive days immediately prior to achieving indigence status, the inmate is responsible for paying medical co-pay fees, photocopy fees, certified copy

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fees, and metered-mail fees. If these charges give the inmate a negative account balance, the balance is not written off.

#### **11. Inmate Trust Account Balances of Escaped or Walk-Away Inmates**

If an inmate escapes from custody other than a CRC, the facility head or designee must immediately request that the inmate's trust account be suspended to assess and collect any fees or pay any outstanding debts accrued while in custody. The department may assess and collect costs associated with any escape or walk-away including overtime hours that other agencies may accrue during the search of an inmate who escapes or walks away. The facility head or designee must give the fiscal unit information needed to collect any fees and outstanding debts described in this section.

In the event of a walk-away from a CRC, the facility head or designee must immediately request that the inmate's trust account be suspended to assess and collect any outstanding debts accrued while at the CRC.

If a CRC work-release inmate has agreed to pay restitution, other court-ordered fees, PSI fees, or outstanding COS fees accumulated while on probation or parole as described in the *Work Release Agreement* or similar document, all remaining funds, including pending work release payroll, at the time of the escape or walk-away are paid per the agreement. The facility head or designee ensures that the fiscal unit receives the information, including a signed copy of the agreement, needed to pay the amounts described in this section.

When recaptured, any remaining inmate trust account balance is subject to restitution if the inmate is found guilty of a disciplinary offense according to 318.02.01.001, *Disciplinary Procedures Inmate*.

When the inmate is recaptured, any funds remaining in the inmate's trust account that are not used to pay restitution or fees described in this section remain in the inmate's trust account and the account unsuspended for the inmate to access.

If the inmate is not recaptured within two years, the inmate's trust account is forfeited in accordance with state of Idaho rules regarding unclaimed property.

#### **12. Inmate Trust Account Balances of Deceased Inmates**

In the event of an inmate's death, the facility staff responsible for managing the process request that the inmate's trust account be suspended within one business day.

Facility staff manages the inmate's estate according to standard operating procedure 312.02.01.001, *Death of an Inmate*, and informs the fiscal unit financial specialist senior or designee of what can be expected to happen with the deceased inmate's trust account.

If there is a balance after all deposits and expenses are processed, the same staff member who suspended the inmate's trust account provides the financial specialist senior or designee instructions of where to send the remaining account balance.

#### **13. Suspended (frozen) Inmate Trust Accounts**

The following people can suspend an inmate's trust account

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- Director
- Manager or designee
- Investigative or disciplinary hearing officer
- Financial executive officer
- Financial specialist senior

Reasons for suspending an inmate's trust account include:

- Pending disciplinary actions that may require restitution to be paid
- Removal from a CRC for disciplinary reasons
- Escape or walk-away
- Investigation
- Court order
- Accounting purposes

Requests for suspending an inmate's trust account must be in writing and sent to the fiscal unit financial specialist senior or designee. Suspensions should be resolved as quickly as possible.

The financial specialist senior must receive written notice from the appropriate authority to lift or reverse account suspensions.

#### **14. Inmate Removed from a CRC for Disciplinary Reasons**

If an inmate moves from a CRC for disciplinary reasons, the inmate's trust account must be suspended to allow time to assess and collect any outstanding debts accrued while at the CRC. If the inmate has cash, it is taken for redeposit into the inmate's account.

#### **15. Debit Release Cards**

The IDOC uses debit release cards from a private third party contracted with the IDOC to provide such services. The central office fiscal unit receives the release cards logs, captures all cards on a master log, and disperses them to each prison and CRC. Each facility head must provide the fiscal unit with a unique contact person who is directly responsible for the security of the release cards and the required reporting and tracking.

##### ***Handling of Release Card Inventory***

The IDOC's fiscal unit must provide facilities with replenishment or replacement release-card inventory as needed.

- a. Release cards received at each facility must be signed for upon arrival, promptly inventoried, logged, and secured.
- b. All blank and inactive release card inventories must be stored in a controlled environment under lock and key with access limited to those IDOC employees authorized to access such cards.

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- c. Each facility and the fiscal unit must maintain a current inventory log that accounts for the number of blank cards received, the number of cards issued and to whom, any cards spoiled, damaged or defective, and remaining card stock inventory on hand at any given time using the log provided by the fiscal unit.

#### ***Damaged or Faulty Release Cards***

When release cards require destruction, the facility staff must be securely package the cards and card log, and ship them to the IDOC's fiscal unit. The IDOC's fiscal unit must then ship the damaged or faulty release cards to the contract provider at a designated address for destruction.

Each shipment of cards to be destroyed must include a copy of the inventory log identifying the cards to be destroyed and the reason for destruction:

1. Cards are compromised or tampered with
2. Card stock has expired
3. Cards are spoiled, damaged or defective
4. Program has terminated

#### **16. Inmate Released from Department Custody**

If the department releases an inmate who has funds in an inmate trust account or inmate trust savings account balance, those funds are provided in the form of a debit release card, or a combination of release card and check depending on the dollar amount. Upon receiving written notice from the Commission of Pardons and Parole, central records unit, or the facility, the fiscal unit prepares a release card and/or check for the inmate.

If an inmate has outstanding expenses, those expenses are deducted before closing the account. Staff must provide the fiscal unit with the outstanding expense details and amounts owing.

The IDOC will receive debit release cards from a third-party provider. These cards will be logged in at the fiscal unit and dispersed to each facility and CRC. Each facility and CRC head or designee will provide the name and phone number of a contact person responsible for physically giving the debit release card to the inmate. The contact person will keep a log, supplied by the fiscal unit, to record the inmate name, number, date, and dollar amount loaded on the card. The fiscal unit will call the contact person and provide the debit release card number assigned to the inmate as well as the dollar amount loaded onto the debit release card. The contact person will verify the information given verbally. The fiscal unit will also send a confirmation e-mail to the contact person, which must be used to double check the card information prior to giving the card to the inmate.

If there is a problem with the debit release card after it has been given to the inmate, it is the inmate's responsibility to contact the third party provider whose phone number is on the informational leaflet provided at the time of release. The phone number to call is also on the debit release card.

If an inmate has worked part of the month prior to release and is due payroll, the inmate must provide a mailing address to the fiscal unit prior to release or may write to inmate account and provide a mailing address. A check will be issued and mailed to the address provided when payroll is processed.

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## DEFINITIONS

*None*

## REFERENCES

[\*Inmate-to-Inmate Funds Transfer Request Form\*](#)

Standard Operating Procedure [402.02.01.001](#), *Mail Handling in Correctional Facilities*

Standard Operating Procedure [320.01.01.001](#), *Property: State-Issued and Inmate Personal Property*

Standard Operating Procedure [604.02.01.001](#), Visiting

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