

POLICY AND PROCEDURES

NUMBER: 1205

SUBJECT: Inmate Commissary/Cash Account

ACA STANDARDS: 4-ALDF-5C-25, 26; 7B-13; 7D-16

DIRECTOR: Herbert Bernsen

EFFECTIVE DATE: 9/97

REVISION DATE: 9/98, 5/00, 5/05, 4/09
6/12



I. POLICY

The St. Louis County Department of Justice Services shall contract with a commissary vendor to deliver commissary to the institution and distribute it to the inmates. The Department will maintain individual inmate cash accounts to allow inmates the ability to purchase commissary items for their personal use and to facilitate the ordering of inmate commissary items.

II. RESPONSIBILITIES

The St. Louis County Department of Justice Services' Housing Unit Officers, Unit Management Clerks and the Commissary Vendor Personnel are responsible for the following procedures.

III. PROCEDURES

A. Administration

1. The inmate commissary will be operated by the contracted commissary vendor under the supervision of the Fiscal/Human Resources Manager. All profits from the operation of the Inmate Commissary will be used for the benefit of the inmates.

B. Inmate Cash Account

1. An inmate cash account shall be established when an inmate is admitted to the facility.

2. Inmates will not be allowed to withdraw money from their cash account for other inmates.
3. Inmates will not be allowed to transfer money from their account to another inmate's account, unless approved by the Unit Manager/designee.

C. Acceptable Funds

1. Authorized deposits to the inmate cash account are limited to:
 - a. Lobby kiosk and Western Union centers accept cash and credit card deposits by friends and family members of inmates
 - b. Credit cards only are accepted via the website and phone for deposits by friends and family members of inmates
 - c. Funds in the following forms sent through the U.S. Postal System and deposited in the inmates' account
 1. Certified or cashier's checks drawn from recognized United States banking institutions
 2. Money orders

NOTE: Money orders must be made payable to: St. Louis County Department of Justice Services. The memo section, or the face of the money order must include the inmate's name and the inmate's master number (IMN).

3. Cashier Checks
 4. Postal Money Orders, United States Federal, State, or Municipal Government checks or drafts.
 2. No personal checks will be accepted at any time.

D. Depositing Funds

1. Lobby Kiosk
 - a. The depositor will look up the inmate using the inmate's name and/or IMN.

- b.** To ensure funds are deposited to the correct account, the depositor will be provided the inmate's name, date of birth, booking date, and booking photo.
- c.** The kiosk will accept \$5, \$10, \$20, \$50, and \$100 bills. It will not issue change.
- d.** The funds are processed onto the inmate's account within a minute. The inmates have access to check their account balances throughout the day by using the kiosk in the housing unit.
- e.** At the end of the transaction, the depositor will have the option to print a receipt.
- f.** A toll free number is posted on the kiosk for depositors to call when funds are incorrectly deposited to the wrong inmate account.
- g.** If the kiosk is down for any reason, the lobby clerk should call the toll free number to the vendor's help desk and post an "Out of Order" sign on the machine.

2. Mail

- a.** Checks and money orders sent through the mail will be delivered to the mailroom:
 - 1.** The mailroom clerk will confirm that the inmate is in custody and ensure all checks and money orders are properly endorsed
 - 2.** Checks/Money Orders requiring an inmate's endorsement will be taken by the mailroom clerk to the appropriate unit for the inmate to sign
 - 3.** After the checks and money orders have been endorsed, the mailroom clerk will take all funds received through the U.S. Mail to the bonding cashier.
- b.** The bonding cashier will:
 - 1.** Accept the authorized deposits
 - 2.** Enter the amount received into the facility inmate cash account system

3. Prepare and distribute a receipt to the inmate
4. Forward a copy of the receipt to the Manager of Bonding Services, who will retain a copy for two (2) weeks, in case there are any questions concerning the deposit.
5. Secure the funds in the cash drawer.

NOTE: If the inmate owes any charges to the Department of Justice Services, the Department's Accountant III or the appropriate Department of Health Office Service Representative may access the inmate's account in order to secure any charges owed to the Department.

3. Alternative Methods for depositing funds to an inmate account:
 - a. Phone: A 24 hour call center with a 1-800 number is available to deposit funds into an inmate account. The call center is bilingual (English and Spanish).
 - b. Internet: Using a credit card or debit card, depositors can use the website to deposit funds directly into an inmate's account
 - c. Western Union: Depositors can deposit funds to the inmate's account from any Western Union location nationwide.

E. Ordering Commissary

1. Commissary kiosks are located in each housing unit. Inmates may access the kiosk to obtain account balances and order commissary.
2. Kiosks are not located in the infirmary or in Unit 8B, C, or D. Inmates eligible to order commissary in these areas are issued order forms by the housing unit officers.
3. The housing unit officers will collect the completed order forms from the inmates and give them to the Unit Clerk on Monday morning.
4. The commissary vendor personnel will obtain all order forms from the Unit Clerk and process them along with the orders in the kiosks to the commissary vendor's distribution center.

5. Inmates in the housing units are allowed to order and/or make changes to their order anytime during the week.
6. Inmates will be allowed to purchase and maximum of sixty dollars (\$60.00) in commissary items per order.
7. Inmates may purchase one major item (e.g radio or athletic shoes) per order in addition to the sixty dollar (\$60.00) maximum allowable purchase.
8. Inmates are prohibited from making purchases for other inmates or using other inmates' number or password. If caught, all parties will receive disciplinary action and possible loss of commissary privileges for a period of time.
9. The Commissary Vender Personnel will scan all orders on Monday morning and correct any problems to facilitate timely delivery of products.

F. Delivering Commissary

1. The Commissary Vendor will coordinate the delivery and storage of bulk orders with the Warehouse Supervisor.
2. The Commissary Vendor Personnel will verify all orders received for the commissary.
3. Inmate Commissary will be delivered to inmates on the following schedule:

	Floor	Delivered
a.	4, 6, 8	Tuesday
b.	3, 5, 7	Wednesday
4. The Commissary Vendor Personnel will distribute commissary items on scheduled commissary days.
5. The Unit Control Officer will notify the Housing Unit Officers that commissary is en route.
6. The Housing Unit Officer will notify the inmates to prepare for commissary distribution.

7. The Commissary Vendor Personnel will enter the housing unit and distribute commissary in accordance with the directions of the Housing Unit Officer.
8. When distributing commissary orders to the Indirect Housing Units, the Housing Unit Officer will accompany the Commissary Vendor Personnel to each cell. Commissary Vendor Personnel will deliver the orders to each eligible inmate.
9. Inmates will follow the instructions of the Housing Unit Officer and the Commissary Vendor Personnel during commissary distribution.
10. Inmates who order batteries must turn in the old batteries to the Commissary Vendor Personnel before receiving the new batteries.
11. Upon receiving commissary items the inmate will sign the commissary order form verifying receipt of the commissary items.
12. The Commissary Vendor Personnel will continue this process until all available inmates have received their commissary.
13. In the event the inmate is not present at the time of the commissary delivery, the Commissary Vendor Personnel shall take the order to the warehouse. Efforts will be made to get the commissary to the inmate before Wednesday evening if the inmate is not on "lockdown". Only under limited conditions will the commissary remain with the Housing Unit Officer or Lieutenant. When the commissary remains with Lieutenant or Housing Unit officer the following will occur. Upon the inmate's arrival, the Housing Unit Officer shall request the inmate's signature on the order form. The signed Commissary Order forms will be turned in to the Unit Clerk for delivery to the Commissary Vendor Personnel.
13. Commissary Vendor Personnel will store all signed receipts in the commissary office.
14. Inmates whose commissary orders arrive after they are released can call the commissary office to arrange to pick up the commissary order or receive a reimbursement check.

H. Commissary Vendor Personnel

1. Commissary Vendor Personnel shall abide by all conditions set forth in the contract and related Departmental policies and procedures.
2. The Commissary Vendor will provide the Department with the names, social security numbers and dates of birth of all perspective employees. The Fiscal/Human Resources Manager will conduct a criminal/traffic record check.
3. The Commissary Vendor is responsible for conducting a drug test on each perspective employee and providing proof of negative results to the Department.
4. Upon assignment to the Department of Justice Services, the fiscal/ Human Services Resources Manager will conduct a personal interview with new commissary workers and arrange a tour of the facility. The new commissary worker will be given copies of the following policies to read and understand:
 - a. Policy 107 Staff/Inmate Communication and Professional Relationships
 - b. Policy 108 Ethical Standards and Conduct
 - c. Policy 109 Confinement and Supervision of Friends, Relatives and Adversaries
 - d. Policy 120 Random Searches/Strip Searches
 - e. Policy 132 Staff Meals/Breaks
 - f. Policy 137 Food Snacks and Beverages at Work Stations
 - g. Policy 141 Sexual Harassment
 - h. Policy 142 Sexual Misconduct with Inmates
 - i. Policy 1205 Inmate Commissary/ Cash Account
 - j. Policy 1806 Inmate on Inmate Sexual Assault (PREA)
 - k. Policy 1907 Hostage Situation

5. The Fiscal/Human Resources Manager will arrange for the Commissary Vendor Personnel to attend a two (2) hour class entitled, "Staff Sexual Misconduct with Inmates" and "Prison Rape Elimination Act Training".
6. All Commissary Vendor Personnel will be provided a list of authorized and unauthorized items allowed or disallowed in the secure perimeter.
7. Commissary Vendor Personnel shall use the lockers assigned to them in the locker room to store personal items (e.g., cells phones, keys, pagers purses, cigarettes, etc.)
8. The Commissary Vendor is responsible for ensuring all commissary personnel are properly trained to perform all duties associated with the delivery and distribution of commissary.