

MARIN COUNTY SHERIFF'S DEPARTMENT{PRIVATE }  
CUSTODY DIVISION POLICY AND PROCEDURES MANUAL

**CHAPTER 11 - POST ORDERS**  
CUS - 11 - 24  
PAGE 1 of 1

DATE  
11-01-05

---

**INMATE SERVICES and INMATE PROGRAMS**

---

**GENERAL INFORMATION**

Inmate Services and Inmate Programs will consist of two professional staff members. One will have the title of **Inmate Programs Coordinator** and the other will be a Sheriff's Service Assistant (SSA) with the title of **Inmate Services Coordinator**. These two staff members will report to the Booking Sergeant (X-70) and the Booking Sergeant will report to the Administrative Lieutenant on matters concerning Inmate Programs and the Operations Lieutenant for matters concerning Inmate Services.

The Inmate Programs Coordinator will act as a liaison with contracted program providers, community based organizations (CBO's) and volunteers that provide direct service to inmates and their families. The Inmate Programs Coordinator will ensure that program staff, CBO's and volunteers can work safely and effectively in the facility. He/she will have a working knowledge of facility rules, regulations and scheduling as they apply to their responsibilities in the jail. Some of the Inmate Programs include, in part: drug and alcohol programs, educational and vocational programs, religious services, personal health issues, domestic violence, parenting and other services and programs.

The Inmate Services Coordinator's responsibilities will include, in part: inmate commissary and phone cards, inmate mail, faxing of inmate legal research requests to Legal Research Associates (LRA) and then distribution of the LRA legal materials to the requesting inmate, indigent mail processing and the purchase of materials and products for inmates from the Inmate Welfare Fund (IWF).

Both Coordinators will be cross-trained in the duties of the other to ensure that important responsibilities are accomplished seamlessly in the absence of one of the Coordinators. Also, if one Coordinator needs assistance in accomplishing important facility tasks and responsibilities, the other will be knowledgeable and able to assist.

At times, due to circumstances that arise within the facility, Inmate Programs and Services Coordinators may be assigned other duties as directed. Also, SSA's should be knowledgeable of the basic duties of the Inmate Services Coordinator position for occasional assignment to the position because of personnel shortage.

**SPECIFIC POST ORDERS**

**Inmate Programs Coordinator**

1. Do background screening of program personnel and volunteers requesting access to inmates.
2. Conduct clearance requests and submit to the Administrative Lieutenant once a month via the Housing Sergeant.
3. Supervise, schedule, orient and train all volunteers and program personnel on appropriate jail policies and procedures, especially as it relates to safety and security

4. Resolve conflicts between volunteers, program personnel and custody staff
5. Maintain no hostage policy files
6. Review and handle inmate requests related to programs
7. Connect volunteers with inmates and assist with scheduling visits
8. Refer requests for religious counseling to appropriate clergy
9. Submit S.S.I. list to the Social Security Administration
10. Process donations from the public and provide inmates with approved donated reading and writing materials.
11. Work with families of inmates providing them with community referrals and resources.
12. Assist inmates with notary public request
13. Voter registration for prisoners
14. Other inmate program tasks as identified and requested by jail administration through a Sergeant or as requested by any Sergeant

### **Inmate Services Coordinator**

1. Debit inmate accounts when requested and deposit incoming monies found in inmate mail, give all money to the Booking Sergeant, prepare appropriate receipts and records for inmate funds
2. Collect all commissary and phone card request forms from the Pods on the designated day and ensure all forms are complete
3. Input and transmit all commissary forms to the commissary supply company via electronic connection
4. Knowledgeable of inmate commissary provider procedures and ability to resolve commissary problems in the facility or refer to the commissary vendor
5. Credit or refund commissary discrepancies
6. Collect and process all phone card requests, log and distribute phone cards to inmates
7. Record and maintain all unclaimed commissary and phone cards
8. Provide qualified indigent inmates with unclaimed commissary
9. Accept, process and attempt to resolve miscellaneous inmate requests, or refer to appropriate staff
10. Log and then fax legal research request forms to Legal Research Associates (LAR), distribute legal documents sent by LRA to requesting inmates
11. Process inmate requests for marriage and then, if approved, coordinate ceremony per Custody Policy 7-12
12. Purchase materials and products for inmates with funds from the Inmate Welfare Fund (IWF).
13. Coordinate return of inmate mail and funds to inmates no longer in custody and storage of same for inmates on a "temp out" status
14. Process commissary vendor invoices for payment
15. Maintain appropriate IMW financial records for biennial audits
16. Maintain and process billing for inmate elective medical requests
17. Coordinate market audit to ensure fair pricing on commissary items per Custody Policy 1-9
18. Occasional break/relief for lobby and booking SSA position
19. Other inmate services tasks as identified and requested by jail administration through a Sergeant or as requested by any Sergeant

Date Revisions:  
8/30/94

