

<b>STATE OF IOWA</b> <b>DEPARTMENT OF CORRECTIONS</b>  <b>POLICY</b> <b>AND PROCEDURES</b>		Policy Number  AD-FM-11	Applicability <input checked="" type="checkbox"/> DOC <input type="checkbox"/> CBC
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Chapter 1  ADMINISTRATION & MANAGEMENT	Sub Chapter  FISCAL MANAGEMENT	Related DOC Policies  PI-601 IO-RD-03 IO-OR-05 IS-SH-01	Administrative Code Reference  N/A
Subject  INCARCERATED INDIVIDUAL FUNDS		ACA Standards  4-4042, 4-4044, 4-4045, 4-4046, 4-4047	Responsibility  Steve Dick
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## I. PURPOSE

To describe the procedures the Iowa Department of Corrections (IDOC) shall use to receive, account for, and disburse incarcerated individual funds.

## II. POLICY

It is the policy of the IDOC to maintain incarcerated individual funds in IDOC control, through the use of a highly controlled, fully accountable, financial management system that permits incarcerated individual support of family members and allows purchase of assorted minor food and goods through the Iowa Prison Industries (IPI) canteen service.

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### **III. DEFINITIONS** – As used in this document:

- A. Accounting Documents – Records kept for auditing purposes.
- B. Audits – An annual review by an outside agency of examining the level of compliance with standard financial management.

- C. Associate Warden/Administration – Individual the Warden delegates to be responsible for the day-to-day financial management of the institution. Note: The IPI Business office reports to the Deputy Director for IPI.
- D. Debittek card - An electronic cash system capable of holding funds electronically for the purchase of various vending type items. This is a pre-paid card, only allowing purchases when funds are available.
- E. GAAP - Generally Accepted Accounting Principles report gives the status of all the institutions accounting activities and becomes part of the state's comprehensive annual financial report.
- F. Iowa Prison Industries (IPI) Canteen – IPI operates a commissary operation for incarcerated individuals in all IDOC institutions.
- G. Store Order – Written request from an incarcerated individual, utilizing the approved form requesting the disbursement of funds from the incarcerated individual's institutional account.
- H. Release Card- A Master Card debit card loaded with an incarcerated individual's account balance and gate money upon his/her release.
- I. See IDOC Policy **AD-GA-16** for additional Definitions.

#### **IV. PROCEDURES**

- A. Control
  - 1. All incarcerated individual funds and fund accounts held by IDOC shall be controlled and monitored by a system that incorporates Generally Accepted Accounting Principles (GAAP) under state law and regulations. **(4-4045)**
  - 2. The Associate Warden/Administration or designee of the Fort Dodge Correctional Facility (FDCF) shall credit money orders and cashier's checks for deposit into the IDOC Offender Banking System.
  - 3. Money Orders and cashier's checks must be made payable to the IDOC Offender Fiduciary Account (IDOC OFA) for the incarcerated individual name and number. The sender's name and complete address must be noted on the money order. Money orders and cashier's checks may not be sent with any other correspondence. All funds that do not follow these instructions shall be returned to the sender.

A log of all returned money orders shall be kept. The log shall include the incarcerated individual names, incarcerated individual number, sender name, amount of money order, date and the reason for the return.

4. Money may also be deposited through Western Union's Quick Collect system via the internet, phone or at Western Union walk-in sites. Senders shall be asked for information when wiring the money. The sender must use Iowa Department of Corrections as the pay to, IOWADOC as the code city, IA as the state and the incarcerated individual ID number followed by last name for the senders account number (i.e. 1234567Jones). Funds are automatically posted to the incarcerated individuals' accounts three times a day with the last transaction for the day occurring around 3:30 PM central time.
5. Money may also be deposited through JPay. Methods include online at [www.JPay.com](http://www.JPay.com), by phone at 1-800-574-5729, or using MoneyGram. All money sent prior to 11:45 p.m. is generally available to the incarcerated individual the next business day.
6. Money may also be added through Access Corrections. Methods include online at [accesscorrections.com](http://accesscorrections.com), by phone at 866-345-1884, using ACE Cash Express at walk-in locations or by using the link provided on the Corrlinks site. All money sent prior to midnight is generally available to the incarcerated individual the next business day.
7. Copies of all money orders or cashier's checks that exceed \$1000 shall be e-mailed to institutional security staff for approval prior to being posted.
8. Checks from various agencies for child support, social security, federal tax refunds, state tax refunds and VA compensation checks (VA checks if only over \$129) shall be verified with the issuing agency prior to being processed. These checks may be returned to the issuing agency at their request.
9. An incarcerated individual's suspected abuse of requests for money from the public may be cause for limits or restrictions on amounts of money which can be received and from whom money can be received.
10. All collections shall be deposited in the IDOC Offender Fiduciary Account and reconciled monthly by the FDCF Budget Analyst 2 or designated employee. (Exceptions – money sent for the incarcerated individual telephone accounts are deposited by the Iowa State Penitentiary (ISP))

within the lockbox account in the IDOC Offender Telephone Services System).

11. Freezing incarcerated individual funds

- a. The Warden or designee may temporarily freeze a portion of an incarcerated individual's fund account upon making all of the following findings:
  - (1.) An incident occurred that resulted in significant damage to property, financial loss, or injury.
  - (2.) A preliminary estimate of the dollar amount of the damage, loss, or injury is available.
  - (3.) The incarcerated individual is under investigation in connection with the incident, a major disciplinary report for the incident is pending, and the incident has been reviewed for referral for criminal prosecution.
- b. An amount of funds sufficient for the incarcerated individual to purchase postage and envelopes, hygiene items, over-the-counter medications, and legal photocopies may be freed up if approved by the Warden or designee for the specifically stated purposes. The incarcerated individual may make application to the Warden or designee for additional funds for specifically stated purposes.
- c. An incarcerated individual's fund account shall be unfrozen after the earliest of the following events:
  - (1.) The incarcerated individual's responsibility for costs from the incident has been fulfilled as determined by a court or by the Administrative Law Judge at a hearing on the major report relative to the incident.
  - (2.) The incarcerated individual's sentence is discharged.
  - (3.) The incarcerated individual is entitled to the issuance of funds under another policy or the Iowa Code.

## B. Intake

1. Upon admission to the IDOC, each incarcerated individual's cash or other negotiable funds shall be surrendered to an intake officer and receipted.
2. Checks (no personal checks) or money orders shall be recorded on a ledger and placed in a safe or security locker. The ledger entry shall include the incarcerated individual's name, amount received, date, and signature of the officer and incarcerated individual.
3. The incarcerated individual shall be provided a receipt for funds received and these funds and associated records shall be picked up daily by the designated cashier.
4. The incarcerated individual banking system is the basic medium for accounting for individual incarcerated individual fund transactions.
5. An account shall be established for each incarcerated individual with a credit entry identifying the initial amount, date received, and all subsequent transactions.
6. Incarcerated individuals without funds shall have an account initiated in anticipation of forthcoming account activity.
7. The Associate Warden/Administration of Iowa Medical & Classification Center (IMCC) or designee shall ensure that all intake money is deposited into the IDOC Offender Fiduciary Account for all male incarcerated individuals.
8. The Associate Warden/Administration of the Iowa Correctional Institution for Women (ICIW) or designee shall ensure that all intake money is deposited into the IDOC Offender Fiduciary Account for all female incarcerated individuals.

## C. Assessments to Incarcerated Individual Accounts

1. Amounts shall be deducted from revenue to an incarcerated individual's account for outstanding obligations.
  - a. Child Support
    - (1.) Incarcerated individuals who have been ordered by the courts to pay child support are subject to the same

guidelines set for by the courts while they are incarcerated.

- (2.) Collection Services Center or various child support recovery units shall notify the Business Office at the Iowa State Penitentiary (ISP) when a child support order exists for an incarcerated individual.

b. Department of Corrections Transportation Reimbursement

- (1.) Pursuant to **Iowa Code Section 904.909**, incarcerated individuals who are returned from work release or from an OWI program for escape or for violation of conditions of supervision shall reimburse the Department of Corrections for the cost of transportation.

- (2.) The following shall be considered transportation costs:

- (a) State mileage rate, round trip (if necessary).

- (b) State per diem rate.

- (c) Actual costs of common carrier.

- (d) Actual costs of contract service.

- (e) Actual salary, including overtime, of all personnel involved.

- (3.) The Division of Community Services shall submit a reimbursement bill to the appropriate institution for collection of costs.

c. DOC Sanctions – Other

- (1.) Incarcerated individuals may be required to pay actual costs of damage/expenses related to rule violations as outlined in **IO-RD-03**, *Major Discipline Report Procedures*.

- (2.) An incarcerated individual shall be notified of the final amount assessed and be provided with appropriate documentation per **IO-RD-03**.

- (3.) In cases where Workers' Compensation is involved, actual cost may include payments made by the state's Third Party Administrator as well as expenses incurred by the institution. In these cases, the sanctions shall be linked in ICON banking. The first sanction entered for the hearing number should be payable to the institution. When entering the next sanction the same hearing number should be used with a different payee, Iowa Department of Administrative Services (IDAS). ICON banking shall show a prompt asking the user if the sanctions should be linked. The user shall select yes. This shall allow the institution to fully recover its costs prior to payments being made to IDAS. Funds shall only be remitted to IDAS on a quarterly basis.
- (4.) All amounts of \$5.00 or less shall be assessed to an incarcerated individual's account in one lump sum. If the incarcerated individual does not have sufficient funds in his account to cover the charge, a lien shall be placed against his account to offset any future receipts.
- (5.) If the amount owed is greater than \$5.00 and the incarcerated individual has sufficient funds on his account (to include any available savings balance over \$100), the amount shall be assessed to an incarcerated individual's account in one lump sum. If the incarcerated individual does not have the full amount available in his/her account, his/her account shall be assessed for what he/she does have and then a DOC sanction shall be set up for the remaining amount.

d. Court Filing Fees

- (1.) Federal courts charge a \$350 filing fee to process complaints and state courts may charge a \$185 filing fee to process complaints.
- (2.) The courts determine an initial amount that must be paid prior to moving forth with the claim. This amount is based on the financial situation of the incarcerated individual.
- (3.) Incarcerated individuals are provided account verification forms by the courts. These forms may be submitted to the Institution's Business Office for completion.

- (4.) The courts inform the Institution's Business Office of the initial filing fee the incarcerated individual has to pay along with the method to pay the remainder of the filing fee. That information should be forwarded to ISP for processing.
- (5.) The initial filing fee is processed as a store order and the remainder is set up on a payment plan.
- (6.) Once an action has been filed the filing fee is owed regardless of the outcome.
- (7.) All court filing fee payment plans shall be administered by the Iowa State Penitentiary. Questions concerning plans may be routed through the local business office.

2. Deduction percentages and methods are outlined below. The percentages shown are default percentages that should be entered into the ICON Banking.

3. Notification

- a. Pursuant to **Iowa Code Section 904.702**, Deductions from Offender Accounts, the institution is required to give notice of deductions for filing fees. ISP shall notify each incarcerated individual when they have received an order to pay filing fees.
- b. Collection Services Center shall send a copy of any child support plans directly to the incarcerated individual. This shall serve as notice that deductions shall begin.
- c. The incarcerated individual shall be notified through the disciplinary process of the amount of the DOC sanction unless costs are unknown at that time. In that case, notification shall be given when the costs become known.

D. Incarcerated Individual Income & Deduction

1. Allowance Income

- a. Gross Amount

- (1.) Savings - Calculated from gross amount based on % entered into primary account screen, default is 10%
  - (2.) State Restitution - Calculated from gross based on percentage entered into primary account screen, default is 20%. The calculated amount is then evenly distributed across all state restitution plans.
  - (3.) Federal Restitution - Calculated from gross based on percentage entered into primary account screen, default is 20%. The calculated amount is then evenly distributed across all federal restitution plans.
- b. Net After Deductions (NAD) - Gross minus savings minus state restitution minus federal restitution
- (1.) Child Support (Up to 50% of NAD using % calculated from NAD)
  - (2.) State Court Filing Fees (10% of balance owed on the 1<sup>st</sup> of the month)
  - (3.) Federal Filing Fees (20% of NAD) (these stack). These amounts shall be placed on hold in the incarcerated individual's account until the last working day of the month. At that time, the holds shall be released and the system shall verify if the incarcerated individual's account has at least \$10. If it does not, it shall return the amount until the balance of the account is \$10. After that, any remaining money from the hold shall be remitted to the clerk of court.
  - (4.) DOC Sanctions - calculated from NAD based on percentage entered into primary account screen, default is 20%. The calculated amount is then evenly distributed across all DOC sanctions.

## 2. Outside Source Money

### Gross Amount

- a. State Restitution - Calculated from gross based on percentage entered into primary account screen, default is 20%.

- b. Federal Restitution - Calculated from gross based on percentage entered into primary account screen, default is 20%.
- c. State Court Filing Fees - 10% of balance owed on the 1<sup>st</sup> of the month.
- d. Federal Filing Fees (20% of Gross) (these stack). These amounts shall be placed on hold in the incarcerated individual's account until the last working day of the month. At that time the holds shall be released and the system shall verify if the incarcerated individual's account has at least \$10. If it does not, it shall return the amount until the balance of the account is \$10. After that, any remaining money from the hold shall be remitted to the clerk of court.
- e. Savings - Calculated from new (Gross-cash) amount based on percentage entered into primary account screen, default is 10%.
- f. DOC Sanctions (calculated from gross based on percentage entered into primary account screen, default is 20%) the calculated amount is then evenly distributed across all DOC sanctions.

3. Private Sector Pay

- a. Gross Pay
  - (1.) Taxes (Employer)
  - (2.) Child Support (Employer)
- b. Net Amount Received
  - (1.) Primary Account (20% Gross Pay)
    - (a) Federal Restitution (20% Primary Account Amount - the deducted amount is split evenly across all restitution plans)
    - (b) Savings (10% Primary Account Amount)
  - (2.) Victim Compensation (5% Gross Pay)

- (3.) State Restitution (15% Gross split evenly across all restitution plans)
  - (4.) Rest & Remainder (Balance Left)
- c. Net After Deductions (NAD)
- (1.) Deductions shall be taken from the NAD until the income is depleted and the deductions are taken in the order described below.
  - (2.) Deductions for one type of obligation are taken until the ideal amount is reached before deductions for the next type of obligation shall begin.
    - (a) State Court Filing Fees (10% of balance owed on the 1<sup>st</sup> of the month.
    - (b) Federal Court Filing Fees (20% of NAD) (these stack). These amounts shall be placed on hold in the incarcerated individual's account until the last working day of the month. At that time, the holds shall be released and the system shall verify if the incarcerated individual's account has at least \$10. If it does not, it shall return the amount until the balance of the account is \$10. After that, any remaining money from the hold shall be remitted to the clerk of court.
    - (c) DOC Sanctions - Calculated from NAD based on percentage entered into primary account screen, default is 20%. The calculated amount is then evenly distributed across all DOC sanctions.
- d. Changing Private Sector Restitution Deductions
- (1.) Incarcerated individuals with Private Sector jobs shall notify their respective Business Office via Kiosk that they are voluntarily requesting to increase their restitution percentage.
  - (2.) Business Office shall have the incarcerated individual fill out a revised Predeprivation Notice with the new requested percentage of deduction.

(3.) The Business Office shall scan the revised Predeprivation Notice to ISP Business Office.

(4.) ISP shall scan the revised Predeprivation Notice into ICON.

E. Incarcerated Individual Debitek Cards

Incarcerated individuals may purchase a Debitek card and shall be able to place funds on the Debitek card up to \$75.00. If institutions want to increase from the \$75 limit, they must get approval through Central Office so that ICON changes can occur.

1. Incarcerated individuals shall submit a store order to the Business Office for the purchase of a Debitek card.
2. The Business Office shall deduct the cost of the Debitek card from the incarcerated individual's account. (No pay for stay is to be collected.)
3. The incarcerated individual's name, number and picture shall be printed on the Debitek card by the appropriate department from the data loaded into ICON, located under Reports, Core Offender Information, and ID Card
4. The Debitek card shall be distributed to the incarcerated individual by a designated department.
5. The incarcerated individual shall take the Debitek card to a designated area on a designated schedule established by each institution to have funds placed on the Debitek card.
6. If the incarcerated individual wants to place funds on the Debitek card, they must first sign a form, which shall include their name, number, amount requested and signature. The form shall be turned into the Business Office.
7. The incarcerated individual must present their IDOC ID at the time funds are placed on the Debitek card.
8. The staff shall compare the IDOC ID to the incarcerated individual.

9. The designated staff shall place an amount on the Debittek card.
10. The minimum amount that can be placed on the card is \$1.00.
11. The value placed on the Debittek card shall first be deducted from the incarcerated individual's account.
12. Pay for stay shall be charged for any funds placed on the Debittek card.
13. No funds shall be placed on the Debittek card that would place the incarcerated individual's account into a negative balance.
14. An incarcerated individual is subject to disciplinary action if they attempt to place credit on their Debittek card, in which they do not have sufficient funds on their incarcerated individual account.
15. Incarcerated individual Debittek cards must be safeguarded by the incarcerated individual and may not be in the possession of any other incarcerated individual at any time. An incarcerated individual incarcerated individual in possession of another incarcerated individual's Debittek card shall be subject to disciplinary action.
16. At the time of release, any money remaining on the Debittek card shall not be refunded to the incarcerated individual unless there are unusual circumstances as approved by the Associate Warden of Administration.
17. When approved any money refunded to the incarcerated individual shall be placed back on the incarcerated individual's account.
18. Replacement Debittek card.
  - a. Incarcerated individuals shall submit a store order to the Business Office for the purchase of a replacement Debittek card. The incarcerated individual shall be charged \$2.00 for the replacement card.
  - b. The IDOC shall not refund funds from the incarcerated individual's previous card when a replacement Debittek card is issued.

F. Incarcerated Individual ID Cards

1. Male incarcerated individuals shall receive their initial ID card at no charge during admissions at IMCC; female incarcerated individuals at ICIW. Incarcerated individuals shall be charged for replacement IDs when the ID is lost, tampered with/altered, damaged/destroyed or if their appearance changes. Incarcerated individuals shall submit a store order to the Business Office for the purchase of a replacement ID card. The incarcerated individual shall be charged \$2.00 for the replacement card. The incarcerated individual ID card shall print from the data loaded in ICON, located under Reports, Core Offender Information, and ID Card
2. Incarcerated individuals identified as transgender shall be charged for the issuance of the new ID. See **AD-CR-01**, *Incarcerated Individual Records* for appropriate format.

G. Mandatory Savings

1. Incarcerated individuals in the IDOC institutions shall be required to participate in the pre-release savings program. Incarcerated individuals serving life sentences may be included in this program and shall continue in the program unless there is a request to discontinue or withdraw the savings. If an incarcerated individual serving a life sentence voluntarily discontinues participation in the program or withdraws all savings, the incarcerated individual shall not be able to participate in this program again unless approved by the Warden.
2. Upon admission, the Business Office staff at IMCC for male incarcerated individuals and ICIW for female incarcerated individuals shall make the necessary entries into the IDOC Offender Banking System so the correct requirements are met for each incarcerated individual.
3. Each incarcerated individual shall be notified when deposits equal \$100. The incarcerated individual may continue their savings plan if they choose to do so. However, savings should not be continued for incarcerated individuals with child support, as this shall reduce the amount of child support deducted from incarcerated individual work allowances. These incarcerated individuals should instead be allowed to transfer lump sums via store order after all deductions have occurred.

4. All of the savings shall be applied towards gate money upon work release, discharge, or parole not to exceed the amount due as per **Iowa Code 906.9**.
5. As of July 2003, ten percent (10%) of all allowances/idle and outside sources of money shall be deducted and placed in a savings plan until the savings balance accumulates to \$100.
6. The following shall be exempt for deductions from credits to an incarcerated individual's account from an outside source:
  - a. An amount determined by the Warden or designee specifically for medical costs. The same percent as established in the restitution plan shall be deducted from any amount over the total amount assessed. If the medical procedures are not performed or carried out, the money shall be returned to the sender at the incarcerated individual's expense.
  - b. An amount determined by the Warden or designee specifically for funeral trip costs. The same percent as established in the restitution plan shall be deducted from any amount over the total amount assessed.
  - c. An amount as determined by the appropriate authority specifically for transportation fees as a result of work release/OWI violations or compact transfers. The same percent as established in the restitution plan shall be deducted from any amount over the total amount assessed.
  - d. Refunds from outside vendors or credits from the canteen.
  - e. Property tort claims.
  - f. Veterans Administration benefits as long as the VA benefit check is deposited at the holding institution.
  - g. The Warden or designee shall approve any other exception.
  - h. Amounts directed to be deposited in the telephone fund.
7. If an incarcerated individual is placed on parole, or discharges, the incarcerated individual may be given cash as determined by the institution.

8. All savings collected from this program shall be placed in a non-interest-bearing account.

#### H. Mail Funds

1. Money orders received in the mail that comply with the guidelines listed in IV.A. 3 are posted to the incarcerated individual's account in the IDOC Offender Banking System. Money orders that do not follow the guidelines are returned to the sender. The sender name, incarcerated individual name, incarcerated individual number, amount of money order, date and reason for return are logged on a spreadsheet.
2. Account activity for the last 30 days is available on the kiosks at most institutions. Statements shall be printed for all incarcerated individuals that do not have access to a kiosk. Incarcerated individuals who have access, but wish to have a printed copy of their account activity should submit a store order to their respective business office with their request. Applicable copy fees shall apply.

#### I. Canteen Services

1. Incarcerated individuals may make limited purchases from an institutional canteen/commissary by store orders or Debittek card or from the IPI Canteen using the designated order form or kiosk. See IDOC Policy **PI-601**, *IPI Commissary*, for detailed instructions. **(4-4042)**

When using the kiosk an incarcerated individual's current order amount shall be limited to the current balance in his/her account at the time the order is created. The total amount of the order shall show on the kiosk as "pending commissary order". Expenditures that deduct from the incarcerated individual's available balance after the order is placed shall still impact the available balance at the time IPI officially places the commissary on hold. If an incarcerated individual does not have enough in his/her account at the time the order is placed on hold by IPI, he/she may receive a minor report and a fee of \$5.00 shall be assessed.

2. There shall be a clearly defined procedure for ordering and receiving canteen items. Weekly spending limits and possession limits shall be established and posted throughout the institution or are available on the kiosk.
3. A catalog shall be available to each incarcerated individual who does not have access to the commissary module of the kiosk indicating prices and sizes available.

4. Changes in prices and availability of new products or elimination of products shall be posted throughout the institution or updated on the kiosk.
5. Checks shall be issued weekly to IPI Canteen for items purchased by incarcerated individuals. Purchases shall be for the benefit of the incarcerated individual.

J. Incarceration Fee (Pay for Stay)

1. A 6% pretax surcharge shall be added to all store orders for purchases.
2. This fee shall apply to all state incarcerated individuals.
3. Incarcerated individuals shall need to include the 6% on all store orders as a separate line item.
4. The 6% shall be figured before any taxes.
5. Incarcerated individuals need to have the total amount on their account when issuing an order.
6. The 6% fee is charged on the total canteen purchases with the exception of stamped envelopes and postcards.
7. The 6% fee shall not be charged on money sent home.
8. The 6% fee is not charged on legal copies, legal fees, filing fees, fines, other administrative charges, driver's license or postage.
9. The 6% fee is not charged on treatment related purchases, educational approved purchases, religious donations and purchases, flower fund or medical co-pay.
10. The surcharge is refundable when purchases have been voided or returned.

K. Telephone Accounts

1. An incarcerated individual may move monies from their bank account to their telephone account through kiosk or by store orders. Once monies are transferred to an incarcerated individual's telephone account, funds cannot be moved.

2. Minimum amount to be transferred for incarcerated individuals shall be \$1.
3. A minor report and a fee of \$5.00 may be assessed to incarcerated individuals that attempt to overdraft their account.
4. Family and friends may send or deposit money to an incarcerated individual's account through a pre-paid deposit form and submitted to ISP as noted on the form **AD-FM-11 F-1**, *IDOC Telephone Services Pre-paid Service*.
5. When deposits from family and friends are posted to the telephone account, 7% shall be deducted for sales tax. For example, if a family member sends \$10, that amount is divided by 1.07 and a credit of \$9.35 shall be applied to the incarcerated individual's telephone account.
6. When transfers through Kiosk or by store orders are posted to the offender's telephone account, 7% shall be added for sales tax. For example, if an incarcerated individual transfers \$10, that amount is multiplied by 1.07 and the offender's bank account is reduced by \$10.70.
7. Updates to incarcerated individuals Personal Account Number (PAN) lists shall occur as incarcerated individuals add/delete numbers on kiosks or via the Telephone Number Request form submitted to Business Office, as incarcerated individuals in restrictive housing, medical, or mental health, etc. units may have limited or no kiosk access.
8. If money orders are received for a specific incarcerated individual number that does not exist on the incarcerated individual's PAN list, the money order shall be returned to the sender or if not possible, it shall be turned over to the State of Iowa Treasure Hunt Program. ISP shall maintain a spreadsheet of all returned money orders.
9. Unused phone money shall be credited to the incarcerated individual upon leaving the Department of Corrections.
10. Call Completion and Quality
  - a. Cellular Devices

The Department of Corrections cannot guarantee the quality or time duration of incarcerated individual calls placed to any cellular device. The Department of Corrections does not issue refunds

for any dropped, lost or disconnected calls placed to cellular devices.

b. VoIP or Digital Land Lines

(1.) VoIP and digital land line service quality depends on numerous factors, including:

(a) Quality of broadband connection.

(b) The hardware device receiving the call.

(c) The service level being delivered by the line provider.

(d) The destination of the call.

(2.) An increasing number of users are enjoying high quality phone calls at cost savings using VoIP. However, many users still complain of distorted conversations, delays before hearing an answer or dropped calls.

(3.) Since the Department of Corrections cannot control many factors in the delivery of a call to an end user with VoIP or digital landline service, the Department of Corrections does not assume responsibility for poor call quality or dropped calls.

c. Refund Considerations

Upon an incarcerated individual request, the Department of Corrections shall conduct a review of a call record where a problem or disconnection occurred. If the issue is determined to be due to the failure of the Department of Corrections, the Iowa Communications Network or the contractor managing the Offender Phone System, a refund may be issued to the appropriate phone account.

11. IDOC Offender Telephone Services website:

<http://www.doc.state.ia.us/OffenderTelServiceMenu.asp>

L. O-Mail Procedure: (Electronic Offender mail)

1. The incarcerated individuals' family or friends shall be responsible for signing up on the corrlinks internet site. They must have an account established to send and receive O-mail messages.
2. O-mail is limited to 14000 characters (approximately 2 pages) of text.
3. The cost for exchanging an O-mail message shall be \$0.25 each at the senders' expense.
4. Incarcerated individuals may complete a withdrawal on the kiosk to transfer monies from their bank accounts to their O-mail accounts. Once monies are transferred to an incarcerated individual's O-mail account, funds cannot be moved.
5. Transfer of funds shall be completed in \$1 increments with a minimum \$1. When the deduction from the incarcerated individual's account occurs, an additional 6% shall be deducted for sales tax.
6. Incarcerated individual shall be credited for unused O-mail funds upon leaving the Department of Corrections.

M. Outside Purchases

1. An incarcerated individual may forward a written store order to authorize payments to a person or place outside the institution.
2. These payments shall be limited to legitimate family support, legal fees, court costs, similar expenses plus educational material and tuition, and authorized property not sold through Iowa Prison Industries.
3. The Cashier shall record the payment on the incarcerated individual's account and list the check number.
4. If the request is not approved, the counselor shall notify the incarcerated individual of the reason for the action within five days.
5. Transfer of funds between incarcerated individual accounts is generally prohibited with authorization for unusual reasons only being approved by the Warden or designee. **(4-4047)**

6. A minor report and a fee of \$5.00 may be assessed to incarcerated individuals that attempt to overdraft their account.

N. Outside Accounts

1. Incarcerated individuals may maintain outside bank accounts.
2. Savings accounts held by incarcerated individuals in the bank shall earn interest at the same rate available to other depositors. **(4-4046)(4-4044)**

O. Release Processing

1. At the time of release of discharges, parolees, and work release the Accounting Clerk shall provide bus fare to their destination within the boundaries of Iowa. Additional costs beyond the Iowa border shall be absorbed by the incarcerated individual. If transportation is provided by a family member or friend, then no transportation money is issued.
2. If they qualify, incarcerated individuals shall receive release money in the amount of \$100.00 less mandatory savings plus any funds remaining in the primary account.
3. If an incarcerated individual is placed on work release, the incarcerated individual shall be given five or ten dollars (\$5.00 - \$10.00) cash from their primary account first if available. If the five or ten dollars is not available in the primary account, then the five or ten dollars shall be taken from the savings upon leaving the institution, and the savings balance shall be transferred to the work release facility to be used in accordance with the provisions of the facility while on work release. If there is no money on the account or in savings the \$5.00 or \$10.00 shall be taken from the gate fee and the remainder sent to the work release facility.
4. Incarcerated individuals who are released to work release, a detainer or any other type of confinement shall be issued checks and/or cash upon their release. All other release types should be issued a release card for the incarcerated individual's complete account balance and gate money less any cash given at release. Release cards may only be issued for \$5.00 or more so incarcerated individuals whose funds are below that amount should be issued their monies using cash from a petty cash account established at the institution.

Please keep in mind the cost to issue a card is \$5 so to control costs; cash can be issued in lieu of a release card up to an amount determined by the institution. The maximum amount that can be placed on a release card is \$9,700.

5. Incarcerated individuals shall sign a receipt for all money or cards received.

P. Audits

All accounts involving incarcerated individual funds are managed within the provisions of Generally Accepted Accounting Principles (GAAP) and are audited annually by the State Auditor's office.

Q. Indigent Incarcerated Individuals

Incarcerated individuals who are indigent as defined in IDOC Policy **AD-GA-16** may be entitled to certain legal materials per **IO-OR-05**, *Incarcerated Individual Legal Activities*; hygiene items per **IS-SH-01**, *Incarcerated Individual Hygiene Grooming*; and writing supplies. DOC institutions shall develop internal procedures to provide necessary supplies to indigent incarcerated individuals.

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