

ANNE ARUNDEL COUNTY DEPARTMENT OF DETENTION FACILITIES ADMINISTRATIVE DIRECTIVE	AD NO: 02.03 DATE: July 1, 2023 SUBJECT: Fiscal Management TITLE: Commissary Operations FOR PUBLIC RELEASE: Yes
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- I. Reference: MCCS .08C; AD 02.08
- II. Applicable to: Anne Arundel County Department of Detention Facilities (AACDDF)
- III. Purpose: To establish policies and procedures that will enable the AACDDF to effectively provide inmate accounting services in keeping with applicable directives and commissary systems.
- IV. Definitions:
 - A. **Edge Kiosk** – Small, wall-mounted electronic screens installed in inmate housing units that provide an interactive display to access inmate’s account history, offender communication center, commissary orders and various other options.
 - B. **Vending Machines** – Stand-alone direct-debit vending machines installed in select inmate housing units that provide limited commissary items for immediate purchase.
 - C. **KeepTrak Inmate Banking System** – A computerized software system of functions and transaction codes utilized to effectively post receipt and disbursement transactions to inmate financial accounts. The banking system includes individual inmate Trust accounts.
 - D. **Office of Inmate Accounting (OIA)** – The responsible unit for inmate funds and commissary operations.
 - E. **Trust Account** – The individual bank account for each inmate in which their funds are held on their behalf.
- V. Policy:

It shall be the policy of the AACDDF to ensure all inmate finances and commissary operations are transacted in a responsible manner, as required by the Maryland Commission on Correctional Standards (MCCS), Departmental Directives and the County Finance Office, and that staff are knowledgeable about the procedures and policies related to inmate accounting operations. This directive shall maintain consistency and standardize the inmate accounts procedure for commissary operations and Trust accounts.
- VI. Procedure:

A. Commissary Operations

1. Inmates may order commissary via Edge Kiosk, telephones on housing units or via telephone Interactive Voice Response (IVR).
2. Inmates may order up to \$75.00 per week for commissary.
3. Instructions for ordering shall be provided to inmates by Security staff.
4. An inmate's order is limited to the amount of money in their Trust account.
5. The KeepTrak Inmate Banking system will not allow purchases to exceed the inmate's Trust account balance.
6. Inmates with funds of \$1 or less in their Trust account are considered indigent and may place an order once a week for one (1) of the following items: Personal hygiene kit, socks, t-shirt or briefs (men)/panties (women).
7. Inmates may lose commissary privileges as a result of a Disciplinary Board Hearing.
8. Commissary orders may be placed weekly, Thursday to Thursday. Orders placed by 9:00 a.m. on Thursday will be received the following week (excluding some holidays and inclement weather).
9. The OIA shall release inmate commissary orders to the vendor in the commissary system before noon every Thursday to ensure timely packaging, processing and delivery.
10. Commissary orders are delivered Monday through Friday between 8 a.m. and 6 p.m. (excluding some holidays and inclement weather).
11. Holiday delivery schedules shall be posted by the OIA at least five (5) days in advance of the normally scheduled delivery date. The OIA shall notify the facilities of the revised schedule.
12. The commissary delivery staff shall verify the inmate's identification and shall inventory the contents of the commissary bag with the inmate.
13. The inmate and the commissary delivery staff shall sign the commissary invoice, acknowledging all items were received.
14. If the inmate refuses or does not receive all commissary items, the commissary delivery staff shall request a refund for the inmate.

15. If the inmate is released before the weekly commissary delivery, the commissary delivery staff shall note "released" on the commissary invoice and shall request a refund for the released inmate.

B. Commissary Order Refunds

1. The OIA is responsible for ensuring refunds are provided to inmates for commissary returns, working directly with the commissary vendor.
2. All requests for refunds shall be forwarded by the OIA to the commissary vendor.
3. Refunds shall be processed before the next ordering deadline date.

C. Vending Operations

1. Units that have vending machines may order commissary items directly from the vending machine which is linked to their Trust account.
2. An inmate's purchases shall be limited to no more than \$15 within a 24 hour period.
3. The KeepTrak Inmate Banking system will not permit vending purchases to exceed the inmate's Trust account balance.
4. Inmates may lose vending privileges as a result of a Disciplinary sanction.
5. Vending machines shall be stocked at a minimum of once a week by the commissary vendor.
6. If an item is not dispensed properly from the vending machine, the inmate's Trust account shall be immediately credited for the item by the vending software program.

D. Responsibilities

1. It shall be the responsibility of the OIA staff to:
 - a. Ensure that inmates' Trust accounts to include commissary orders are processed accurately and timely.
 - b. Understand and adhere to this directive and procedure to include documents referenced therein.
 - c. Ensure appropriate staff understand and adhere to this policy and

procedure and other documents referenced therein.

2. It shall be the responsibility of the Management Assistant II (MAII)-Financial Manager to:
 - a. Ensure inmate Trust accounts are maintained accurately and timely.
 - b. Supervise the OIA staff.
 - c. Ensure inmate Trust accounts are properly reconciled.
 - d. Complete the daily and monthly reconciliations.
 - e. Understand and adhere to this directive and procedure along with documents referenced therein.
 - f. Ensure appropriate staff understand and adhere to this directive and procedure along with documents referenced therein.

3. It shall be the responsibility of the Correctional Support Services Manager (CSSM)-Business Services to:
 - a. Ensure inmate accounting operations are conducted in accordance with applicable contracts and policies and procedures.
 - b. Ensure documents are verified, signed and dated as required.
 - c. Understand and adhere to this policy and procedure along with other documents referenced therein.

This directive shall be reviewed at least annually and revised as necessary.



Christopher Klein
Superintendent

Rescinds: AD 02.03 dated June 20, 2011
AD 02.03 dated April 25, 2018
AD 02.03 dated December 13, 2022