

ANNE ARUNDEL COUNTY DEPARTMENT OF DETENTION FACILITIES ADMINISTRATIVE DIRECTIVE	AD NO: 02.08 DATE: April 7, 2023 SUBJECT: Fiscal Management TITLE: Inmate Accounts FOR PUBLIC RELEASE: Yes
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- I. Reference: MCCS .08C; Debit Card Release Directions and Debit Card Terms and Conditions.
- II. Applicable to: Jennifer Road Detention Center (JRDC) and Ordnance Road Correctional Center (ORCC)
- III. Purpose: To establish policies and procedures that shall enable the Anne Arundel County Department of Detention Facilities (AACDDF) to effectively monitor inmate accounts in keeping with applicable directives and the KeepTrak Banking System.

IV. Definitions:

Debit Release Card - A bank card with inmate’s funds that are uploaded at the time of release.

Edge Kiosk - Small wall-mounted electronic screen installed in inmate housing units that provide an interactive display to order commissary, request medical services, verify account balances and various other options.

Intake Kiosk - A stand-alone electronic machine used to deposit cash when an inmate is booked into the AACDDF.

Lobby Kiosk - A stand-alone electronic machine used by the public to make deposits by cash or credit into an inmate’s account who is booked into the AACDDF.

KeepTrak Banking System - A computerized software system of functions and transaction codes utilized to effectively post receipt and disbursement transactions to inmate financial accounts. The system includes individual inmate Trust accounts.

Office of Inmate Accounting (OIA) - The staff responsible for maintaining inmate trust and debt accounts.

- V. Policy: It shall be the policy of the AACDDF to ensure all inmate finances are transacted in a responsible manner, as required by Departmental Directives and the County Finance Office, and staff are knowledgeable about the procedures and policies related to inmate accounts. All staff shall adhere to this directive and procedure in order to maintain consistency and standardize the inmate accounting processes.

VI. Procedures:

A. Cash Receipts

1. Cash receipts for inmates currently being booked into the Department shall be processed in accordance with this Directive and Procedure.
2. Cash receipts include money that inmates have at the time of booking.
3. Inmates shall deposit cash into the Intake Kiosk machine with the assistance of the assigned Detention Officer.
 - a. Bills and coins shall be United States currency in good condition.
 - b. No more than twenty (20) bills shall be deposited into the machine at one time.
 - c. Bills and coins that are in poor condition or are not United States currency shall be placed with the inmate's property by the Officer assigned to Receiving and Discharge, in accordance with JRDC and ORCC OD 11 Series.
 - d. Care shall be taken with the sensitivity of the electronic Intake Kiosk by Officers. Direct observation of inmates making the deposits is required.
4. A receipt is generated by the Intake Kiosk and provided to the inmate. OIA does not require a written receipt as receipts are maintained in the system and may be printed if necessary.
5. Deposits are reviewed daily when preparing the daily reconciliation by the Management Assistant II, Administration (MA II) and any variances shall be researched and noted with appropriate action taken.
6. On a weekly basis, the vendor shall pick-up cash from both the Lobby and Intake Kiosks at both facilities.
7. A copy of the receipts shall be provided to the Shift Sergeant.
8. The Shift Sergeant shall provide the receipts to the OIA.
9. In the event that the Intake Kiosk is not operational, the Shift Sergeant shall reset the kiosk. If this does not resolve the issue, the Shift Sergeant shall immediately contact the Keefe Help Desk (kcnhelpdesk@keefegroup.com or 1-800-864-5986) and inform OIA, the Lieutenants, oncoming shifts and

the inmates that a help desk ticket has been generated.

10. An Incident Report shall be prepared, documenting any error message(s) the machine displayed, the time of the Help Desk call, the Help Desk contact name and shall include all details regarding the incident. The incident report shall be forwarded to the OIA.
11. Should the Intake Kiosk remain inoperable for an extended period of time after contacting the Keefe Help Desk, the Property Officer shall generate a manual intake receipt for the cash deposit.
12. The funds shall be verified by the Receiving Officer and placed in an Inmate Cash Envelope and sealed.
13. Both Officers and the inmate shall sign the envelope.
14. The Inmate Cash Envelope shall be placed in the Intake Unit's safe.
15. The OIA staff shall collect the Inmate Cash Envelopes from the Intake Unit's safe, post the deposit in the KeepTrak Banking System and prepare the bank deposit.
16. Keys for the Intake and Lobby Kiosks shall be stored in the KeyWatcher Management System in the Roll Call Room.

B. Inmate Payroll

1. Inmate Payroll shall be completed weekly.
2. The Correctional Program Specialist II (CPS II) in Classification shall provide the OIA an Inmate Labor Voucher Form to include the prior weeks' kitchen workers.
3. Inmate name, JID, number of days worked, rate per day and amount earned shall be listed for each pretrial inmate that works a qualified job eligible for payment.
4. The list shall include the days worked from Thursday through Wednesday.
5. The Inmate Voucher Forms shall be submitted to the OIA by noon on Fridays for the prior week.
6. The ACFA or their designee shall sign the Inmate Labor Voucher form.
7. The OIA shall post the data from the Inmate Labor Voucher Form into the

KeepTrak Banking System.

8. The OIA shall sign the Inmate Labor Voucher Form after the earnings are posted to the inmates' accounts.
9. Any discrepancies between the timesheets and the total of the posted batch shall be investigated and corrected by the OIA supervisor.

C. Medical Fees

1. Medical Staff shall be responsible for providing the OIA with the signed list for posting accurate and timely co-pays on a daily basis.
2. The Medical co-pays shall be posted into the KeepTrak Banking System by the OIA staff within two (2) working days after receipt by the OIA staff.

D. Other Charges

1. An Inmate Account Charge Form shall be completed by staff to pay for copies, damages or other expenses allowed by AACDDF directives.
2. The Inmate Account Charge Forms shall be forwarded by JRDC or ORCC staff to the OIA for processing.
3. Prior to processing, the Inmate Account Charge Forms shall be reviewed by the OIA for proper completion and required signatures.
4. The Inmate Account Charge Forms shall be entered in the KeepTrak Banking System by the OIA to the appropriate Accounting Event.

E. Postage

1. Inmates may purchase stamped envelopes through the commissary ordering system.
2. Inmates shall complete an Inmate Request Form for additional postage charges above the amount stamped on the envelopes purchased through Commissary or for special handling.
3. Inmates without sufficient funds for the required postage for legal mail shall write "Indigent" on the envelope and forward to the OIA for processing. The postage shall be provided. A charge shall be placed on the inmate's account in the KeepTrak Banking System until there are sufficient funds to recover the postage.

4. The OIA shall process inmate mail, log the amount purchased by the inmate and charge the inmate's account in the KeepTrak Banking System.
5. Any mail that does not have a proper address or all required information to be mailed (inmate's name, JID) shall be placed in the mailbox designated for the Security Threat Group (STG) for processing. When placing mail in this mailbox, attach a note indicating the reason (i.e., missing JID, incomplete address, suspicious content, etc.)
6. If an inmate has been released and left mail to be processed with no funds in their Trust account, the mail shall be processed and the postage charged to the Inmate Benefit Fund 6377.8821 Miscellaneous.

F. Release Debit Cards

1. Upon release, a Release Debit Card shall be provided to inmates in lieu of cash and/or checks, unless the inmate is transferring to another institution. Refer to Appendix 1 – Debit Card Release Instructions. If an inmate is being released to another institution and knows where they are being transported they can fill out a check request per VI.G.1.a. of this directive.
2. The Shift Sergeant shall release the inmate using the KeepTrak Banking System and provide the inmate with funds, in accordance with the Release Debit Card Directions. If the KeepTrak Banking System is down and is not able to process a debit card, the inmate can fill out a check request and have a check mailed per VI.G.1.b. of this directive.
3. The Shift Sergeant shall log-on to the KeepTrak Banking System and enter the inmate's JID.
4. The Shift Sergeant shall select "Withdraw Debit Card" from the Accounting Event drop down, enter "Discharge" in the description field and then enter the total account balance in the amount field.
5. The Release Debit Card information is automatically populated when the Shift Sergeant scans the card to activate it.
6. The information shall be reviewed and verified by the Sergeant.
7. The Sergeant shall provide the "Cardholder Terms and Conditions" to all released inmate. Refer to Appendix 2–Cardholder Terms and Conditions. All released inmates shall receive the Cardholder Terms and Conditions document provided by the Security Supervisor in order that the inmate understands the fees.

8. The MA II shall ensure that the sum of the Release Debit Cards match the daily total of Release Debit Cards issued when preparing the daily escrow account reconciliation.

G. Inmate Check Requests

1. An Inmate Check Request Form shall be prepared in accordance with this directive for inmate checks payable to an individual or organization outside of the facilities.
 - a. For inmates who are in custody:
 - i. At the request of the inmate, the OIA shall deliver a pre-numbered Inmate Check Request Form to the CPS II with the inmate's name on the form.
 - ii. The CPS II shall provide the form to the inmate and the inmate shall complete the top portion of the Inmate Check Request Form.
 - iii. The CPS II shall verify the identity of the inmate and sign the form in the inmate's presence.
 - iv. The CPS II shall forward the form to the OIA.
 - v. The OIA staff shall review the inmate's account balance for sufficient funds and the OIA supervisor shall approve or disapprove the disbursement of funds by signing the form and making notation of the approval status.
 - vi. The OIA shall deliver the yellow copy of the form to the inmate and retain the remaining copies.
 - b. For inmates who are no longer in our custody:
 - i. The prior inmate can contact the OIA to request a check.
 - ii. The OIA shall fill out the out the check request form.
 - iii. The OIA staff shall review the inmate's account balance for sufficient funds and the OIA supervisor shall approve or disapprove the disbursement of funds by signing the form and making notation of the approval status.

2. If approved, the OIA shall prepare a check and submit it to the Management Assistant I, Administration (MA I) for signature within five (5) business days from the date the CPS II signed the form and/or the outside check request was received. In the absence of the MA I, the Captain shall sign the checks. In the absence of both the MA I and the Captains, the Assistant Correctional Facility Administrator (ACFA)-Security at JRDC shall sign the checks.
3. The OIA shall mail the check or prepare the check for pickup at JRDC between noon and 3:00 P.M. on Wednesdays, Thursdays and Fridays.
4. The OIA shall void checks or initiate stop payments on checks.
 - a. A check may be voided when an error occurs. "Void" shall be written across the check by the OIA staff.
 - b. The OIA staff shall enter the check transaction to be voided by clicking the "Individual Account Menu" and selecting "Void Transaction". The Accounting Event "Void: Withdrawal Check" records the void in the KeepTrak Banking System.
 - c. The voided check shall be reported to Bank of America via the file upload in the Positive Pay check reporting program.
 - d. The original voided checks shall be retained, logged and forwarded to the County Finance Office by the MA II as part of the month-end reports.
 - e. A check may require a stop payment if the OIA is notified that the check was lost or not received and 30 days have passed from the date on the check.
 - f. The OIA shall contact the County Finance Office to verify that the check was not cashed. If the check was not cashed, a stop payment request shall be placed on the check and a replacement check shall be issued. If the check was cashed, a replacement check shall not be issued.
 - g. The OIA shall post the amount back to the inmate's account by entering the check transaction to be voided, clicking on the "Individual Account Menu" and selecting "Void Transaction" to record the stop payment in the KeepTrak Banking System.
 - h. The OIA shall prepare a replacement check, as appropriate.

H. Abandoned/Unclaimed Funds

1. Abandoned funds are inmate's funds that are unclaimed after twelve (12) months post release.
2. The OIA shall review inmate accounts that have had no activity for twelve (12) months or more before the end of each Fiscal Year.
3. Positive account balances, older than twelve (12) months, shall be debited from the inmate's account by entering the Accounting Event "Abandoned Funds" in the KeepTrak Banking System.
4. A list of all Abandoned Funds shall be prepared by the MA II annually.
5. Abandoned Funds shall be reported to the County Finance Office annually after the accounts are closed by the MA II.
6. Abandoned Funds are held in the Finance Office for three (3) years. After the three years, the funds are released to the State.
7. If an inmate returns to AACDDF custody within the three years that the funds are held by the County Finance Office, the inmate may request, (through the OIA) that the funds be reinstated to their KeepTrak Banking System account.

I. Negative Balance Write-Off

1. Negative inmate account balances shall be reviewed annually by the MA II.
2. The negative inmate account balances shall be reviewed to determine the date of the last transaction to identify accounts that are older than one (1) year.
3. Negative inmate account balances up to \$600 shall be written off as uncollectable.
4. The negative inmate account balances up to \$600 shall be forwarded to the Controller's Office with all available documentation by the MA II for write-off review and approval.
5. For negative inmate account balances over \$600, but less than \$1,000; a letter shall be sent to the last known address by the OIA staff.
6. If the letter is returned to the Department as undeliverable, the MA II shall provide the envelope and letter to the Controller's Office as part of the

write-off request documentation.

7. The letter shall provide sufficient documentation of uncollected inmate accounts to be included with correspondence between AACDDF and the inmate.
8. When the write-off approval has been received, the negative balance shall be adjusted in the KeepTrak Banking System to zero by the OIA in the individual account write-off debt.
9. For accounts \$1,000 or more, the Office of Law shall be provided all appropriate documentation to include the letters. When the Office of Law provides write-off approval, the negative balance shall be reported to the Controller's Office for final disposition.
10. Once the write-off approval for accounts over \$1,000 has been received, the negative inmate account balance shall be adjusted in the KeepTrak Banking System to zero by the OIA in the individual account option, write-off debt.

J. Escrow Liability Account Reconciliation

1. Upon completion of the daily postings to the KeepTrak Banking System, reconciliation shall be completed by the MA II.
2. A transaction register is extracted from the KeepTrak Banking System recording all daily Accounting Events transactions:
 - a. The sum of each Accounting Event shall be logged into the Inmate Escrow Reconciliation spreadsheet.
 - b. The MA II shall review the source documents against the Accounting Events and match the ending balance of the Resident Balance Report from the KeepTrak Banking System to the completed Inmate Escrow Reconciliation.
 - c. Discrepancies shall be noted and appropriate corrections shall be entered into the KeepTrak Banking System by the OIA, as required.

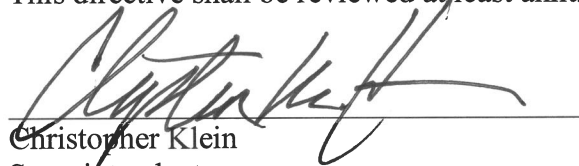
K. Monthly Inmate Accounts Reconciliation

1. By the 5th business day of each month, a Monthly Inmate Escrow Reconciliation report shall be prepared and submitted to the County Finance Office.
2. The summary of all Accounting Events for the month shall be recorded on

the Monthly Inmate Escrow Reconciliation spreadsheet by the MA II.

3. The prior month's beginning balance and the sum of all current month's accounting events shall equal the ending balance of the Inmate Escrow Account. This result shall match the end of the day balance and the Resident Balance Report from the KeepTrak Banking System.
4. Detailed registers for issued and voided checks and issued and voided debit cards are included with the Monthly Inmate Escrow Reconciliation spreadsheet package.
5. The Monthly Inmate Escrow Reconciliation spreadsheet shall be reviewed by the MA II and the Director of Business Services. The Monthly Inmate Escrow Reconciliation spreadsheet shall be sent to the County Finance Office via interoffice mail. A copy of the Monthly Inmate Escrow Reconciliation spreadsheet with supporting documents shall be retained by the MA II.
6. When the County Finance Office makes the appropriate entries to the Inmate Escrow Liability account, the MA II reconciles the account balance in Enterprise One to the ending inmate escrow balance in the KeepTrak Banking System. Any differences shall be resolved and correcting journal entries shall be completed by the MA II.

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



Christopher Klein
Superintendent

Rescinds: AD No. 02.04 Inmate Check Requests-Jennifer Road OD 11 and Ordinance Road
OD 11 dated October 10, 2005
AD 02.08 Inmate Accounts dated April 25, 2018
AD 02.08 Inmate Accounted dated April 24, 2019

Appendix 1 - Debit Card Release Directions
Appendix 2 - Cardholder Terms and Conditions