

## Telephone Guide



Right now, you may feel like your inmate family or friend is a million miles away. In many ways they are, completely cut off from the outside world.

Trying to navigate the jail's phone system can be a frustrating, even panic-inducing endeavor. You might wonder "how can I call my incarcerated friend or loved one?" The answer is: you can't. Friends and family members are NOT permitted to call into the Santa Cruz County Main Jail to speak to inmates and detainees. The only way to talk to an inmate on a daily basis is through their own, outgoing calls.

You might be desperately trying to reach or locate your friend or loved one. Maybe they have been in jail for weeks and you are beyond worried and haven't heard a peep from them. You might consider contacting jail staff, and ask them to relay a message from you to your loved one. Nope, again. Jail policy prohibits jail staff from "taking a message" to anyone on your behalf.

In this day and age, most people haven't memorized the phone numbers they'd most like to call. This is one of the main reasons why many on the outside may not hear from their inmate family and friend. Inmates have no cellular phone access or internet to look up contact information.

Telephones are usually turned on around 8 AM and turned off at 11 PM in each housing unit of the Santa Cruz Main Jail. Each phone is located in the housing unit's day-room – its vibrant center hub. To make a call, inmates pick up a receiver, listen closely, choose from a menu of options and follow a series of instructions. They'll need to provide their Personal Identification Number (PIN provided at booking) - an assigned random four-digit code.

To accept a call from an inmate in the Main Jail, you'll need to press or say a number to indicate you are willing to receive a call from jail and know you are being recorded. Yes, all calls are monitored and recorded. If for any reason, you can't answer your phone, there is no way for an inmate to leave a message.

Calls are cut off after 15 minutes, but another call can be placed by the inmate to the same number immediately after. There is no limit to the amount of telephone time someone in jail can purchase or use.

Almost all jail-based calls cost money. An exception is the free 1-minute-call the first time an inmate calls a new phone number. Inmates pay for calls using money in their "Inmate Trust Account." Before making a call, they are told the cost of the service, and their account balance. Inmates can also purchase phone cards through commissary, and use said cards to make calls.

To set up pre-paid phone accounts, you will need to contact the jail's phone provider, IC Solutions (go online to [www.icsolutions.com](http://www.icsolutions.com) or call 1-888-506-8407). You can also put money into either a person's "Inmate Trust Account" or their phone account.

You can add money to a friend or loved one's Inmate Trust Account yourself so that they can make phone calls and contact you in the future. Money can be left in-person daily at the kiosks located in the Main Jail Lobby (reception staff cannot take any inmate deposits) from 8:00 AM to 6:00 PM, 7 days a week. The kiosks accept both cash and credit cards.

Credit card deposits can be made online at Access Corrections ([www.accesscorrections.com /#/](http://www.accesscorrections.com/#/) and at [www.santacruzpackages.com](http://www.santacruzpackages.com)). To add funds to an inmate account over the phone, call Access Corrections at (806) 345-1884. You can also order commissary items this way. The last option to add money to an inmate account is the mail. You can send a money order (check payable to an inmate) to the jail for a trust fund deposit.

Funding an inmate account using the above methods will save you money in the long run. Collect calls are expensive.

Phone calls are an oh-so-important part of jail life, and the number one way those in the inside stay connected and informed with the outside. They also provide a temporary escape, some solace, from the fear and loneliness that comes with incarceration.

See Also: <https://www.scssheriff.com/Home/InmateVisitingInformation/SantaCruzMainJail.aspx>

*To provide feedback, comments, questions, and to correct errors please contact [jailguide@namiscc.org](mailto:jailguide@namiscc.org)*

*Date Written: December 2020*