

TO: PARENT(S) / GUARDIAN(S)

FROM: Eric Courtney, Program Director

SUBJECT: ADMISSION AND ORIENTATION PROCESS

Your son has been classified to the Pendleton Juvenile Correctional Facility. He will be residing in the Admission and Orientation (A&O) Unit for approximately two (2) week. During this period, he will be participating in and completing an Orientation Program. The purpose of this process is to present him with an understanding of the expectations for him and from the staff and programs at Pendleton Juvenile Correctional Facility. He will receive a Pendleton Juvenile Correctional Facility handbook. Any student who does not understand English will receive translations in his own language. If a literacy problem exists, a staff member will assist him in understanding the orientation material.

The primary function of the Orientation process is to ensure that the student and his parent(s)/guardian(s) are informed of the process and have opportunities for asking questions and providing information. After being introduced to the A&O Unit staff, he will receive information regarding the following:

- a. Confidentiality;
- b. Classification, re-classification and appeal process;
- c. Juvenile Code of Conduct;
- d. Religion;
- e. Cultural diversity;
- f. Program model;
- g. Treatment Plan;
- h. Treatment Team;
- i. Level System and Length of stay information;
- j. Privileges and expectations;
- k. School schedule;
- l. Group schedule;
- m. Recreation schedule;
- n. Visitation schedule;
 1. Approved visiting list;
 2. Guidelines
- o. Personal items/clothing;
- p. Phone calls and mail;
- q. Student rights and responsibilities;
- r. Grievance procedure;
- s. Pendleton Juvenile Correctional Facility evacuation plan;
- t. Trafficking and contraband;
- u. Zero tolerance for fighting, battery and STG activity;
 1. Battery law and gang information sheet;
- v. Physical force policy/procedure;
- w. Escape law;
- x. Tort claims;
- y. Public Defender information;
- z. Temporary leave policy;
- aa. Transition process;
- bb. Parole and Discharge Process.

He will be assigned a Psychiatric Social Service Specialist during his time in Admissions & Orientation. You will be notified of the name and telephone number of this staff person. You are encouraged to make contact with the Psychiatric Social Services Specialist if questions should arise.

Health Care Services personnel will also present the Health Care Services Orientation Program to all new arrivals. Material covered will include hygiene, cleanliness, appearance, sick call procedures, sexually transmitted diseases, universal precautions, and HIV/AIDS education.

During this time, your son will be evaluated to determine his placement in the most appropriate programs based on his needs, and in accordance with the mission and goals of the Pendleton Juvenile Correctional Facility. Included in this period will be various educational, psychosocial and medical/dental evaluations. He will also be assessed for his recreational, spiritual, and vocational interests.

During the second week of the Orientation Process, your son will appear at his first Treatment Team meeting and before the Classification Committee to determine his new Housing Unit. In addition, the Treatment Team will determine the treatment, educational and programming needs that will be addressed during his stay at Pendleton Juvenile Correctional Facility. You are invited and encouraged to attend this meeting. After Classification, you will receive notification from the Psychiatric Social Services Specialist in your son's newly assigned Unit. The A & O counselor will provide you with information regarding the Psychiatric Social Services Specialist's name, telephone number and hours of availability. You will also be advised of his treatment, educational and programming needs and areas of focus. After he is moved to his new Unit, your son will begin his treatment program immediately.

We at the Pendleton Juvenile Correctional Facility strongly encourage you to participate in your son's treatment programs. His Psychiatric Social Services Specialist will maintain regular contact with you during his stay here. Regular visitation is an important component of this process. **You will be required to participate in a parent/guardian orientation session prior to your first visit. These Parent Orientation sessions are offered beginning Saturday, February 4, 2006 every other Saturday starting at 8:30 A.M. and beginning 02-13-06 every other Monday at 5:30 p.m. You need to submit a visiting application along with a copy of identification for a background clearance before scheduling orientation. Please contact (765) 778-3778 ext. # 2124, during the hours of 8:00a.m. to 4:00p.m. to schedule an appointment. On arrival contact Main Control and advise them you are here to participate in Parent Orientation. Picture ID is required.** Enclosed with this letter is a copy of the Pendleton Juvenile Correctional Facility Visitation Schedule. Please visit whenever possible.

Prison Rape Elimination Act (PREA)

The Division of Youth Services of the Indiana Department of Corrections is committed to providing a safe and secure environment in which students can work on their individual needs and issues and successfully return to their community. The Division of Youth Services adheres to a zero tolerance policy for any and all sexual activity at all facilities within the Division. To support this commitment the Division of Youth Services has implemented several reporting methods for students and families in case of a sexual incident:

- The Division of Youth Services has placed at every facility a student reporting system call the "Pound 22 System". A student can pick up any unit phone and dial # 22 and report sexual abuse or misconduct. All reports are taken seriously and investigated thoroughly. Students are encouraged to use this system to report sexual abuse issues or any issues or concerns they may have.
- All Division of Youth Services Staff receive PREA training and are ready to respond to any and all reports of sexual misconduct or abuse. All staff members are trained to respond immediately and report all incidents of sexual abuse or misconduct. Students reporting sexual abuse or misconduct will be free of any staff reprisals and will not have the report affect them negatively in any way.
- The Division of Youth Services has a grievance system at each facility. Students who do not feel comfortable using #22 or telling staff can use a grievance to identify sexual misconduct or abuse and submit the grievance into a confidential and secure location within the facility. All submitted grievances will be taken seriously and fully investigated.

Students who do not feel comfortable talking to staff or using the other reporting methods to report sexual abuse or misconduct can tell their family or community caseworker who can then forward the information to the Division of Youth Services for follow up. The Division of Youth Services takes all reports from

outside agencies or entities very seriously and will investigate the claims thoroughly. The number for TIPS line is 765-778-2015.

Regular mail correspondence is also encouraged, especially if you are unable to visit on a regular basis after completing the Parent Orientation session. It is important that your son receives letters of support and encouragement from family and friends. Also included in this packet is information regarding the Pendleton Juvenile Correctional Facility Mail, JPay, Telephone, Contraband and Trafficking information and Personal Property Policies for your reference.

PENDLETON JUVENILE CORRECTIONAL FACILITY

Visitation is an important component in the treatment efforts directed to students at Pendleton Juvenile Correctional Facility. All appropriate and approved family members are encouraged to visit whenever possible. We offer a Parent Orientation that is required before any visits take place. The parent or legal guardian must attend this orientation before ANY visits take place. Parent Orientations are every other Saturday at 8:30 AM & every other Monday at 5:30 PM.

Beginning Monday, January 07, 2013 starting at 5:30 P.M. and beginning 01-12-13 every other Saturday at 8:30 A.M.

Once your son is assigned to his regular Housing Unit, additional persons may be allowed to visit. This includes stepparent(s), sibling(s) and or stepsiblings **living in the household**. Parent/guardian's live-in relationship (if they have lived together at least one (1) year) may be approved if verified by student's counselor. Aunts and Uncles over the age of 21 may also be approved. Spouses of the students are allowed to visit. Children of the students are allowed to visit if the birth certificate identifies the student as the father. **Enclosed in this packet is State Form #14387, "Application For Visiting Privileges". This form must be completed , returned and cleared , prior to the Parent Orientation Visit.** Any individual not on the student's approved visitor's list will not be allowed to remain on the facility grounds during the visiting period. It will be the responsibility of the authorized visitor to arrange for such individuals to leave the grounds and return at the conclusion of the visit. If these arrangements cannot be made, visitation will not be allowed and it will be necessary for all individuals to leave the facility grounds.

Students may receive visits during designated visiting days & times .

The visiting days and times are as follows: (Note: visitors should call ahead of time to confirm that student is allowed a visit.)

Sunday Morning: (8:30a.m. to 11:00a.m.)

Sunday Afternoon: (1:00p.m. to 3:15p.m.)

Sunday Evening: (6:30p.m. to 8:00 p.m.)

Monday Evenings: (6:30p.m. to 8:00 p.m.)

Tuesday Evenings: (6:30p.m. to 8:00p.m.)

Thursday Evenings: (6:30p.m. to 8:00p.m.)

Friday Evenings: (6:30p.m. to 8:00p.m.)

Saturday Morning: (8:30a.m. to 11:00a.m.)

Saturday Afternoon: (1:00p.m. to 3:15p.m.)

Saturday Evening: (6:30p.m. to 8:00p.m.)

(Exception for parent orientation participants)

Jan. 28, 2014 – Feb. 25, 2014 – Mar. 25, 2014 – Apr. 30, 2014 – May 27, 2014 – June 24, 2014 – July 29, 2014 – Aug. 26, 2014 – Sept. 30, 2014 – Oct. 28, 2014 – Nov. 25, 2014 – Dec. 30, 2014. (8:30 a.m. to 11:00 a.m. and 1:00 p.m. to 3:15 p.m.)

EXTRA VISITS & HOLIDAYS: Visitation time is 8:30 a.m. to 11:00 and 1:00 p.m. to 3:15 p.m.

New Year's Day – Wednesday – Jan. 1, 2014

Martin Luther King, Jr. Day - Monday – Jan. 20, 2014

Good Friday – Friday – April 18, 2014

Primary Election Day – May 6, 2014

Memorial Day - Monday– May 26, 2014

Independence Day - Friday – July 4, 2014

Labor Day – Monday, Sept. 1, 2014

Columbus Day – Monday – Oct. 13, 2014

General Election Day – Tuesday – Nov. 4, 2014

Veteran's Day - Tuesday - Nov. 11, 2014

Thanksgiving Day – Thursday – Nov. 27, 2014

Lincoln's Birthday – Friday – Nov. 28, 2014

Christmas Day –Thursday– Dec. 25, 2014

Washington's Birthday – Friday- Dec. 26, 2014

Depending on room availability visits can last the entire visitation session time.

All visits will conclude at the designated time regardless of the time of arrival at the facility by the visitor(s). Visits may be terminated prior to the designated times to accommodate more visitors, should this situation arise.

The maximum number of individuals allowed to visit at one session is four. Children under the age of 12 months will not be counted as one of the four approved visitors, and only two (2) children under the age of twelve months will be permitted per visit. A parent or legal guardian must accompany visitors under the age of 18.

All visitors sixteen (16) or over will be required to produce a state issued picture identification before entry to the visiting area. Exceptions may only be granted by the Superintendent/designee. Visitors under the age of eighteen (18) must be accompanied by parent or guardian at all times while on PNJCF grounds. This procedure does not apply to a student's spouse who is under the age of eighteen (18) years. Based upon a request from the student, the Superintendent may grant an exception to this requirement. In cases where a parent or guardian cannot accompany a minor child, the Superintendent or designee may approve another responsible adult to accompany the child during the visit. In these cases, the accompanying adult must be on the student's approved visitor's list. Also, the minor child's parent or legal guardian must sign and have notarized State Form 48965, "AUTHORIZATION FOR MINOR CHILD TO VISIT", prior to the minor child being able to visit. This form is included with this information packet.

Upon arrival at the facility, please park in the designated area. You will then report to the Administration Building. A staff member will ask you: "Do you have in your possession any firearms, weapons, knives, ammunition, narcotics, medication, controlled substances, alcohol beverages, marijuana, tobacco or tobacco related items, money/currency, cameras, video or audio recording equipment or electronic devices?"

If the visitor responds negatively and no contraband or prohibited property is found in the search process, entry into the visiting room may be allowed. If the visitor responds affirmatively or contraband or prohibited property is found during the search process, staff shall advise the visitor that he/she will not be allowed into the visiting room. If the visitor is in possession of prohibited property, the staff person shall advise the visitor what action (method of disposal of the prohibited property, such as putting in vehicle or a locker if available) may be taken so that the visit may proceed. If the property is contraband, the staff person shall notify his/her Supervisor immediately for instructions regarding how to proceed and whether law enforcement will be notified. Staff shall follow the facility's procedures for entry into the facility.

Additionally, all visitors shall be asked, "Are you or have you ever been an employee of the Department of Correction?" If the visitor answers affirmatively, facility staff shall determine whether the visitor has received the necessary approval as indicated in Procedure VI. If the visitor has not received the necessary approval, staff shall advise the visitor of the proper request procedures and deny entry until approval is obtained. If it is determined that the visitor has not been truthful, the Facility Head shall be notified. The Facility Head shall submit a written report to the appropriate Regional Director or Deputy Commissioner/Juvenile Services. All facilities shall be notified that the individual shall not be permitted entry into any department facility. The visitor shall have the right to appeal the decision to the Commissioner or designee. You will then sign in on the Visitor's Log and be escorted to the visiting area.

You are required to show one state issued picture identification, and may have up to twenty (20) dollars in cash per visiting adult. Change will be in a small clear container (i.e. Ziploc baggie). If you have infants or toddlers, you may bring one baby bottle, one small toy and two diapers into the visiting area. No car or carry seat will be allowed in the visiting room. No food or drink will be allowed into the visiting area from outside the facility. Vending machines will be available in the visiting area, and you will use them at your own risk. No refunds will be given. If candy, snacks or pop is bought from the vending machines, those items are to be consumed in the visiting room and cannot be taken with the visitor upon leaving.

Physical contact is limited to an embrace and/or kiss at the beginning of the visit and an embrace and/or kiss at the conclusion of the visit. The student is to remain in their seat until their visitors have exited the visiting area and are secured beyond the sally port.

The facility does conduct random searches for contraband. If reasonable grounds exist, visitors may be asked to submit to a personal search. This includes small children (diapers may be searched), visitors in wheelchairs, and visitors with a medical appliance.

If you choose not to be searched, you will not be allowed to visit and you will be asked to leave the facility.

Additional conditions for visitation are as follows:

- Visits will not be split between visitors. Once a visit starts, no one else will be permitted to enter the visit.
- Visitors will enter the visiting areas at their own risk. The Department of Correction shall assume no responsibility for any injury.
- Visitors will not be permitted to re-enter the visiting area once they leave.
- Visitors will visit only the designated student.
- Visitors will wear clothing that reflects accountable standards, i.e. no bikini or halter tops, crop tops; no "hot pants", "short-shorts", mini-skirts, no shirts with offensive or gang related symbols, no bandanas or "do rags"; shoes and shirts are required. The Superintendent or Shift Supervisor will have final authority in decisions regarding acceptable dress.
- Visitors will supervise small children at all times.

- Visitors will remember that smoking or possession of tobacco products is prohibited in all buildings and on the grounds.
- Any person who is suspected of being under the influence of drugs or alcohol will be denied entry into the facility and will be required to leave the grounds

VIOLATION OF THESE CONDITIONS FOR VISITATION COULD RESULT IN THE DENIAL OR TERMINATION OF A VISIT.

Should your son's behavior deteriorate to the point where segregation is required, visitation privileges may be lost or suspended. We suggest you call the facility and speak to the Lieutenant on duty to check your son's status prior to visiting, especially if you are traveling a long distance.

Visitors enter the facility and visiting area at their own risk and the department shall assume no responsibility for any injury or damage to property. Your cooperation during visiting will be appreciated.

CONTRABAND, TRAFFICKING, MAIL, MONEY, PERSONAL ITEMS AND PHONE CALL POLICIES

CONTRABAND AND TRAFFICKING

Contraband is defined as any item in the student's possession or brought on facility grounds without staff knowledge or approval. All contraband will be confiscated pending an investigation. All items determined to be contraband will be disposed of in accordance with Department of Correction policy. Examples of contraband include, but are not limited to, the following:

1. Fire producing materials, i.e., matches, lighters, cigarettes, etc.
2. Any type of weapon, blade, scissors, needles or glass items;
3. Book bags;
4. Any tools or keys;
5. Drugs (prescribed, illegal or over the counter), paraphernalia, any substance containing alcohol or derivatives;
6. Any jewelry other than an approved watch or item specifically authorized by the Superintendent. This includes all body jewelry;
7. Money;
8. Aerosol containers;
9. Credit cards or other non-approved negotiable instruments;
10. Any gum, candy or food item in your possession other than during approved meal and snack times. Food items are not allowed in rooms at any time;
11. Printed/written materials or illustrations referring to drugs, alcohol, sex, obscene language, violence, racism, or which contain gang or satanic symbols. Any items considered to be offensive are also prohibited.
12. CD's, cassettes, records or 8-track tapes.
13. Any item which could be used in an offensive, self-destructive or otherwise harmful manner.

TRAFFICKING

Trafficking with an incarcerated offender is strictly prohibited. It is a violation of state law (IC35-44-3-9) to knowingly or intentionally, without the prior authorization of the Facility Head (Superintendent) to:

1. Deliver, or carry into the penal facility with the intent to deliver to an offender of the facility any article into a facility, or
2. Carry, or receive, with the intent to carry out of the facility any article from an offender of the facility.

Trafficking is a Class A Misdemeanor; however, it is a Class C Felony if the article is a controlled substance or deadly weapon. Additionally, it is a Class C Infraction for a person to furnish an alcoholic beverage to a person confined in a correctional facility, unless the alcoholic beverage is prescribed by a physician or is distributed as a sacramental wine for a religious purpose by a minister, priest or rabbi.

MAIL

Students will have a limited amount of paper supplied for their use by the facility. They will also be allowed to purchase stamps and envelopes from Commissary. We don't accept money orders only JPay.

All books, magazines etc. must be shipped through the mail from the publisher. The facility has the right to confiscate any inappropriate materials.

MONEY

Students will receive .50 cents per day for attending school, cleaning their rooms and living areas and for participation in their treatment groups. This money will be placed into their Trust Account and any monies received via JPay will be deposited into this account as long as the person sending the money order is on the student's visitor list. No personal checks or cash will be accepted. Students will have opportunities to purchase personal hygiene items through the facility commissary, after they are assigned to their permanent housing. Any monies deposited into their Trust Accounts can be used to purchase these items.

PERSONAL ITEMS

Personal items will be limited. The facility will provide the students with underwear, socks, uniform pants, shirts, coat and jacket/sweatshirt (seasonal). They will also be provided with the following personal hygiene items, if they are deemed indigent:
Shampoo, conditioner, deodorant, bar soap, toothpaste and toothbrush.

They will be allowed to purchase a wide variety of hygiene and some personal items from Commissary.

Tennis shoes are on the Commissary List for your son to order.

Tennis shoes available on Commissary are as listed:

- New Balance priced at \$54.32

TELEPHONE CALLS

Your son will be allowed one phone call per week during the Arrival and Orientation phase. This will be a 15-minute call made to the parent / guardian approved by the Psychiatric Social Services Specialist. If you have a block on your phone, you are encouraged to remove it to allow your son an opportunity to contact you. Use of call waiting and three way calling services will result in termination of the phone call as well as jeopardize future calling privileges. Students are not allowed to use staff phones for calls. Parents, guardians, relatives or friends are not allowed to call the facility to speak to the students.

Additional phone calls may be considered in the event your son's Psychiatric Social Services Specialist or Team Member identifies a special need.

Pendleton Juvenile Correctional Facility has established a student calling system with a company that requires students to have a personal identification number (PIN) in order to place telephone calls. They will be advised of the rules governing proper use of the student calling system. Violation of these rules will be grounds for a loss of telephone privileges and/or disciplinary action to the student. Phone calls may be monitored and recorded at any time.

Students may designate up to ten (10) telephone numbers that they wish to call. This list will be subject to the approval of the Psychiatric Social Services Specialist/Treatment Team. Names approved will be in the best interest of the student and of the safety and security of the facility, and may be limited to family members. Any decision to deny a telephone number will be documented in writing to both the student and to the person in whose name the telephone is listed.

The student may file a grievance regarding any denial in accordance with Policy 00-02-301, "The Offender Grievance Process". Also, the person whose telephone number was to be placed on the student's telephone list may appeal to the Commissioner or designee.

The cost of each phone call is established by Daily Dial. The information on it is also in this packet.

Your son's Psychiatric Social Services Specialist or the Shift Supervisor will receive any incoming emergency telephone calls. These staff will determine the name and telephone number of the calling party and the exact nature of the emergency, and they will advise your son of the emergency as soon as possible. If it is determined appropriate, your son may be given permission to place a return telephone call.

In the event that your son becomes aware of a need to place an emergency telephone call, he may make a request to his Psychiatric Social Services Specialist or the Shift Supervisor. These staff will determine the immediacy of the request and will approve or deny the request. This type of call will not count as one of the four (4) regular calls.

We look forward to your son's eventual release and we will make every effort to return him with the skills necessary to ensure his success in the home and the community. Your assistance in this process is extremely important and greatly appreciated.

Should you have questions about this information, please contact your son's counselor.

Thank you.



INDIANA DEPARTMENT OF CORRECTION

Providence Jr./Sr. High School
Pendleton Juvenile Correctional Facility
9310 S. State Road 67
P.O. Box 900
Pendleton, IN 46064
Phone: (765) 778-3778 Fax: (765) 778-5430

Dear Parent/Guardian or Eligible Student:

This is to advise you that pursuant to the Federal "Family Educational Rights and Privacy Act of 1974" (FERPA), and its implementing regulations parents/guardians and students under 18 years of age and students over 18 years of age ("eligible students") are entitled to certain rights with respect to a student's education records. These rights are set forth below:

1. Parents/Guardians and eligible students have a right to inspect and review the student's education records defined by law to include those records, files, documents, and other materials which contain information directly related to the student and are maintained by the facility. A parent/guardian or an eligible student shall make a request for access to that student's education records, in writing to the Supervisor of Education of the school at which the student is in attendance. Upon receipt of such request, arrangements shall be made to provide access to such records within a reasonable period of time, but in any case, not more than forty-five (45) days after the request has been received.
2. Parent(s)/guardian(s) and eligible students are also entitled to challenge the contents of such records, to ensure that they are not inaccurate, misleading, or otherwise in violation of the privacy or other rights of the student, and to ask for the correction or deletion of any such inaccurate misleading, or otherwise inappropriate data contained therein. Parents/guardians and eligible students are also entitled to notice of any decision by the school not to amend a student's education records as requested by the parent/guardian or eligible student, and of their right to a hearing regarding the school's denial of a request for such an amendment. Any questions concerning the procedure to be followed in making a challenge and/or requesting a hearing should be directed to the

Director of Education
Indiana Department of Correction
IGCS #329
302 W. Washington Street
Indianapolis, IN 46204

3. Parents/guardians and eligible students have a right that student education records, and any material contained therein which is personally identifiable, are confidential and may not be released or made available to persons other than parents/guardians or eligible students without the prior written consent of such parents/guardians or eligible students except:



a. As directory information unless the parent/guardian or eligible student objects by October 1 of each school year. School student directory information includes name, address, telephone listing, date and place of birth, and the name of the educational agency or institution previously attended by the student.

Parents/Guardians and eligible students may refuse to let the school designate any or all of the above information about the student as directory information. To refuse the inclusion of the information listed above a parent/guardian or eligible student may inform, in writing, the supervisor of education of that refusal.

b. Upon request, this School shall disclose educational records without the parents/guardians' or eligible student's consent to officials of another school district in which a student intends to enroll. This school will not notify you of its intention to forward educational records upon request.

c. To individuals employed by the School or the Indiana Department of Correction either as an administrator, supervisor, instructor, or support staff member including health or medical staff, custody personnel, IDOC employees when acting upon the behalf of the Department in the discharge of statutory duties and responsibilities, and individuals with whom the School has contracted to perform a special task (i.e., the school attorney, auditor, medical consultant or therapist) who have a legitimate educational need for access to such records. A legitimate educational need for any of these individuals to access a student's records without prior written consent of a parent/guardian or eligible student will be deemed to exist only when it can be shown that such access and disclosure is necessary and in accordance with the individual's job duties and/or responsibilities whether statutory or contractual, or

d. As otherwise expressly permitted by law.

4. Parents/guardians and eligible students have a right to obtain a copy of the school's policy and accompanying regulation pertaining to the confidentiality of student education records. A copy of said policy and regulation may be obtained from the Supervisor of Education of the school at which the student is in attendance.

If you feel that your rights under the "Family Educational Rights and Privacy Act of 1974" have been abridged as a result of alleged failures by the Indiana Department of Correction to comply with the requirements of FERPA, you may file a complaint with the

U.S. Department of Education
Family Policy Compliance Office,
600 Independence Avenue, S.W.
Washington, D.C. 20202-4605.

Chris Stilwell
Supervisor of Education, PNJCF

questions

online

How can I find out the balance of my prepaid account?

If you have an OffenderConnect.com account, you can view your balances by logging into your account online, or you can use the GTL® AdvancePay® automated system by calling 1-800-483-8314.

Will I receive a monthly statement?

Monthly statements are not mailed. Call records will be provided by request. As with all collect call types, we suggest customers keep a log of calls accepted for personal verification.

What if the inmate is released? Will I receive a refund for the remaining funds on the account?

Contact the GTL® AdvancePay® Service Department. We require a written request to be mailed or faxed by the owner of the account for a refund. GTL® strives to process refunds within 30 days (and after verifying initial payment method), and typically within 60 days, at the latest. Accounts that are inactive for more than 90 days are subject to closure, and any funds remaining in the account will be forfeited and therefore not eligible for refund*. An account is considered inactive if no calls have been accepted by the telephone number and no payments have been made to the account for more than 90 consecutive days. A processing fee may be deducted from the remaining account balance when the account is closed and a refund is issued*.

What types of credit cards are accepted?

We accept Visa and MasterCard (including debit and check cards) to set up a prepaid account.

After I have used my \$25.00 or \$50.00 prepaid amount, can I cancel the prepaid account and have collect calls charged through my local telephone company?

Once telephone numbers are set up as an AdvancePay® account, customers are not able to switch to another form of billing.

What if the inmate hangs up before I finish making the credit card payment to set up the prepaid account?

If the inmate hangs up after the credit card verification process has begun, in most cases the process will not terminate. For further verification, the customer may contact the GTL® AdvancePay® Service Department.

Are the collect call rates more expensive when my telephone number is set up on a prepaid account?

No, AdvancePay® calls are charged the same call rates as traditional collect calls. However with AdvancePay® customers are provided the ability to monitor and manage

Can I manage my accounts online?

Yes, AdvancePay® customers can now manage their accounts online through www.offenderconnect.com. The website allows you to make payments, view balances, manage phone numbers on your account and more!

Can I make a deposit to a commissary or trust account online?

If your facility allows payments to commissary or trust accounts through the OffenderConnect service, that option will be available to you online.

How long will it take for payments to appear in an account?

Payments made through the OffenderConnect website are credited to accounts quickly. Phone account payments may credit in as little as 5 minutes. Commissary/trust payments credit quickly, but are subject to facility payment rules and may take 1 to 2 business days to credit depending on your facility.

Can I use a credit or debit card to make a payment?

Yes, you can use your MasterCard® or Visa® branded credit or debit card to make a payment online.

What if I don't have a credit or debit card?

If you don't have a credit or debit card, you can still mail in a payment, or you may want to consider a prepaid debit card. Prepaid debit cards allow you to only spend the money you put on the card, and require no credit check. For a prepaid debit card without monthly service fees and with no fee to request a card, visit www.connectnetwork.com to sign up to receive a card. The debit card available on connectnetwork.com can be used anywhere debit Mastercard is accepted, including OffenderConnect.com and the automated telephone payment systems.

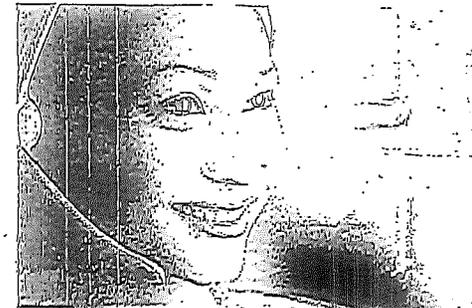
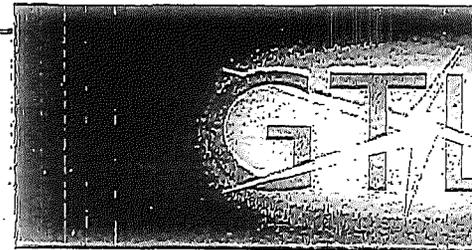
What do I need to use OffenderConnect.com?

Using the OffenderConnect website is easy. To sign up, all you need is a valid email address, and a computer with internet access. Visit www.offenderconnect.com to sign up for an account, follow the registration process, and click on the email that the system sends you. Once you have completed this process, you will be able to log in to the site and manage your account.

www.offenderconnect.com

GTL

AdvancePay® Service Dept.
Department 1722
Denver, CO 80291-1722



ADVANCE

GTL® INMATE FAMILY

AdvancePay® customers can

OFFENDERCON



NOTICE

Important changes to prepaid telephone service provided by PCS.

PCS is a wholly-owned subsidiary of Global Tel*Link

For anyone who uses prepaid telephone service provided by DailyDial®, please note:

During the next few weeks, the DailyDial® prepaid phone service at this facility will upgrade to the Global Tel*Link AdvancePay® prepaid telephone service.

Any available funds in a DailyDial® prepaid account will be automatically transferred during this process to a new Global Tel*Link AdvancePay® account. Calling rates will remain the same.

This change will allow individuals with an AdvancePay® account to make deposits, check balances, and get other payment instructions, both by phone and online.

No action is required by current DailyDial® account holders. They will be informed that the change has taken effect when they receive their next phone call after the transition from an individual at this facility.

integrity

innovation

responsiveness

accountability

After the transition, you can access the AdvancePay® Service by phone, call:

1-800-483-8314

or online, at:

www.offenderconnect.com

Old Service

New Services



ADVANCEPAY



Dear Friends,

Use What You've Got Prison Ministry (UWYGPM) is a program aimed at keeping incarcerated men and women connected with their families. UWYGPM provides regular bus transportation from Indianapolis (and coming soon in Fort Wayne) to most of Indiana's correctional facilities.

UWYGPM was founded and is operated by the family members of current and past prison inmates. When her son was sent to prison, the founder of UWYGPM, Cecelia Whitfield, realized just how difficult it was for families to stay in touch and visit their loved ones in prison. She started the program 23 years ago and continues today as the Executive Director. One of the regular bus drivers for the program is a mother whose son died in prison before she could figure out a way to get there for a visit.

UWYGPM has provided transportation over the years for thousands of mothers, fathers, daughters, sons, siblings, and other close relatives and significant others. And in 2011, there are more people incarcerated in Indiana Prisons than ever in history. We want to be able to do more! With your help we can.

UWYGPM asks for your help 3 ways:

1. We want to help as many families as we can. Please spread the word about UWYGPM. If you know a fellow inmate whose family is unable to get to the facility for a visit, pass along the contact information for UWYGPM found at the bottom of this page.
2. We want to keep the costs to each family for our services as low as possible. Please consider UWYGPM as a charity when you conduct fundraisers at your facility.
3. Another way that we seek to keep the costs of our bus transportation as affordable as we can is through our annual dinner that will be held on September 22, 2011. You can help us help the families of Indiana prisoners by donating your own artwork or hand-made items for an auction at the annual event. The money raised in the auction will support the families that use our services. We are accepting donations of art and crafts now through September 15.

Thank you so much for helping with this very important work. Here is the contact information for UWYGPM:

Use What You've Got Prison Ministry
3535 Kessler Blvd. N. Dr.; Suite 122
Indianapolis, IN 46222

Phone: (317) 924-4124
Toll-Free: (877) 761-9977
Fax: (317) 926-5543

E-mail: uwygpm@sbcglobal.net

INSTRUCTIONS

Notice: All money orders must be issued in US Funds.
To avoid delay of funding visit www.JPay.com and
make a money transfer online.

- Type or write in black or blue ink only.
- Write clearly to avoid delays in processing your transaction.
- Verify that the Inmate name and ID are entered correctly on the money order deposit slip.
- Do not include any letters or notes with your payment because these will be discarded.
- Detach the deposit slip, the lower portion, at the dotted line and mail with your money order.
- PLEASE MAKE SURE MONEY ORDER IS PAYABLE TO "JPAY".
- Mail deposit slip and money order to JPay, P.O. Box 531399, Miami Shores, FL 33153.
- For additional information call 1 (866) 333-5729.
- Money Orders may not exceed \$999.99 in value.
- Money Orders will ONLY be processed if the customer is on the Approved Sender List
- A small fee of \$1.95 will be deducted from each money order that is processed.

Notice: If it cannot be determined who a money order belongs to, JPay will hold the funds until they can be verified. For full Terms and Conditions of held funds please visit www.JPay.com for full disclosure.

Put down your pen!
Put away your car keys!

There's a faster way
to send money,
go to JPay.com and
sign up now!

JPay.com
Stay Connected

Money order deposit slip **MUST BE INCLUDED** with
money order to process funds and avoid delay.

Type your information into the form below, then print and send in with your money order

JPay.com Money Order Deposit Slip

Mail to: JPay, P.O. Box 531399, Miami Shores, FL 33153

Amount of Money (do not exceed \$999.99)

\$.		
----	--	--	--	---	--	--

Inmate's ID

--	--	--	--	--	--	--	--	--	--

Inmate's State

I	N
---	---

Inmate's Full Name

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Sender's First Name

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Sender's phone number

()			-						
---	--	--	---	--	--	---	--	--	--	--	--	--

Sender's Last Name

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Sender's Address

City _____

State _____ Zip _____

Email _____

Indiana Money Order page

To fill out online click here

Forms must be filled out with Adobe Acrobat

ALL MONEY ORDERS MUST BE MAILED TO JPAY to:
JPAY, P.O. Box 531399, Miami Shores, FL 33153

NOTICE:

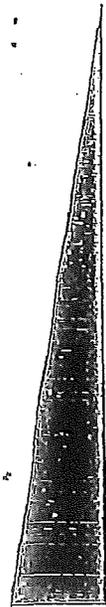
- If it cannot be determined who the money order belongs to, JPay will hold funds until they can be verified. For full Terms and Conditions of held funds please visit www.JPay.com for full disclosure. All Money Orders must be issued in US Funds.
- It is not necessary for you to set up an account with www.JPay.com before sending a money order to your Inmate.

Put down your pen!
Put away your car keys!

There's a faster way
to send Money.

Go to www.JPay.com
and sign up fast!

Jpay.com



IDOC Home

Agency Announcements

Changes to the Money Order Policy and Address



Effective immediately, IDOC and JPay are offering a faster way of processing your money orders. By sending your money order to the special JPay address, your funds will post to the offender's account electronically and will result in quicker access to the deposited funds. A small fee of \$1.95 will be deducted from each money order that is processed.

Beginning August 15, 2011, IDOC will no longer accept money orders at correctional facilities. Click [here](#) for full details, addresses and directions on how to use the JPay/IDOC Lockbox.

Friends and Family of IDOC can also send money electronically without the use of money orders through JPay.com. Visit [JPay.com](#) for your free account and get your loved one the money they need in as little as 24 hours.

Hello,

Please be advised that beginning August 15th, 2011, the Indiana Department of Correction will no longer accept money orders at correctional facilities. All payments to your trust account must be sent through JPay. Below, we've listed several ways that funds can be deposited to your trust account.

- 1.) Go to www.jpayers.com and create an account to send money electronically.
- 2.) Call 800-574-5729 to send a payment over the phone.
- 3.) Send a money order, along with the JPay Money Order Form, to:

JPay
P.O. Box 531399
Miami Shores, FL 33153

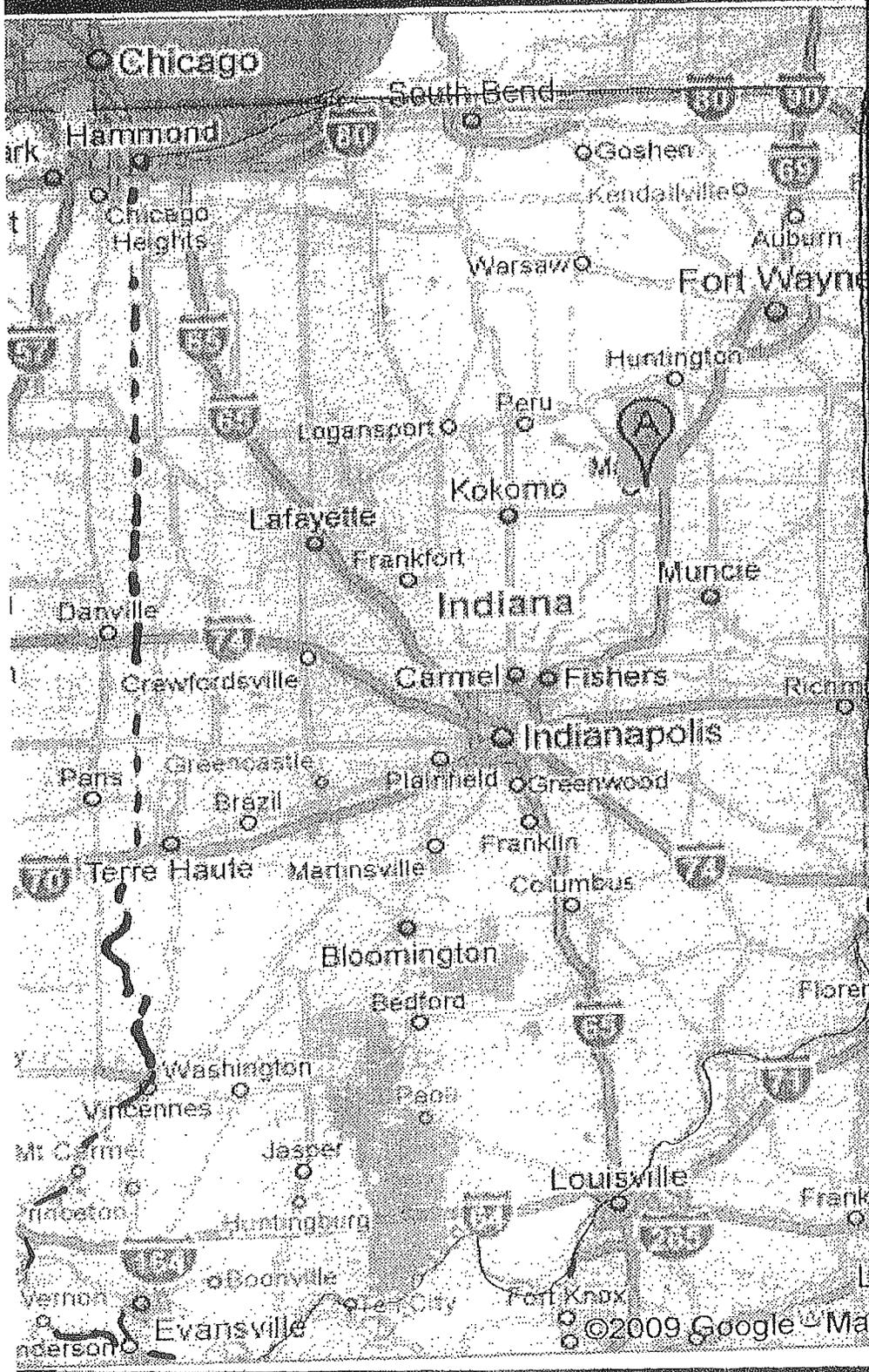
Money orders forms can be printed from www.jpayers.com/moneyorder and will soon be available at every state correctional facility. If your friend/family does not have access to the facility or internet, they can call 866-333-5729, and will be assisted by customer service. A processing fee of \$1.95 will be deducted from each money order.

- 4.) Go to any MoneyGram location, and ask to send money through JPay.

Please note that you may only receive money from people on your approved visitor list. If your friend or family member does not know if they are on your visitor list, they can call JPay at 866-333-5729.

Thank you,

JPay Support



Chicago

South Bend

Hammond

Goshen

Chicago Heights

Kendallville

Auburn

Warsaw

Fort Wayne

Huntington

Peru

Logansport

Kokomo

Lafayette

Frankfort

Muncie

Indiana

Danville

Crawfordsville

Carmel

Fishers

Richmond

Indianapolis

Pans

Greencastle

Plainfield

Greenwood

Brazil

Franklin

Terre Haute

Martinsville

Columbus

Bloomington

Bedford

Flora

Washington

Vincennes

Paoli

Mt Carmel

Jasper

Louisville

Franklin

Trabetson

Huntingburg

Vernon

Boonville

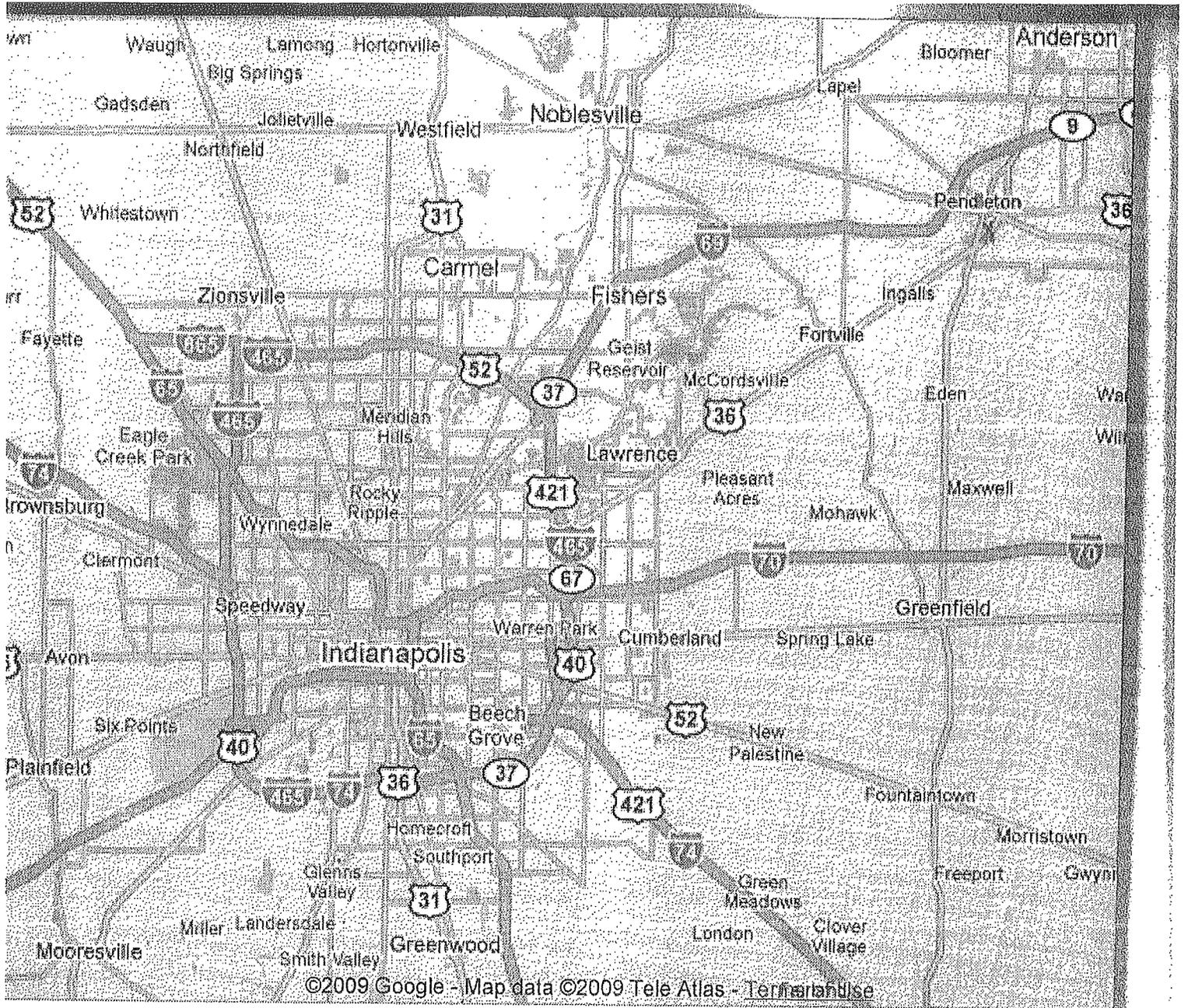
Fort Knox

Anderson

Evansville

Ellettsville

©2009 Google & Map



©2009 Google - Map data ©2009 Tele Atlas - TerraIntelligence