



Information Fact Sheet



Message Request:

Phone calls can be made to family and friends in the following area codes only: 510, 415, 650, 408, 925, 831, 669, 628 and 707. It can also include attorney, probation and parole. An appropriate short message must fit in the *Nature of Request* section on the Inmate Request Form only. No third party calls. We also will not call programs that require some type of acceptance.



Property:

We CAN NOT go into your property to remove any kind of items. We DO NOT pick up property or money for you or deliver property to you. This includes, but is not limited to, going to the police station or courthouse to obtain reports.



Book Pick Up:

Only one brown bag of books can be picked up. Include your name and inmate number. Also, include the name and phone number of the person who is picking it up from the Service League office. **Only 5 books can be picked up at a time.**



Notary:

Request must be submitted to the Service League only. The charge is \$15 and you must allow 7 business days to process. The service is only provided once a week, and is also not on a set day. If you need the service rushed, there is an extra \$15 rush fee.



Child Care:

It is located at the Maguire Correctional Facility and Maple Street Correctional Center. It is provided during visiting hours; hours may vary.



Inmate Welfare:

You can obtain two envelopes and two pieces of paper if you have \$15 or less on your books. The envelopes are 4 by 9 in letter style only. **Service League will not deliver any mail for inmates.** It is usually distributed once a week if time permits. Glasses are available upon request once every 3 months; you must have \$20 or less on your books. Do not send duplicate requests.



Jury Trial Clothing:

Jail staff or your attorney MUST contact Service League to initiate and arrange for clothing.



Checks/Legal Documents:

Documents or checks that need an inmate's signature must be brought to the Service League office only. If the document or check is approved it will be brought to you to sign. We do NOT cash any checks. **We do not provide postage, fax or personally deliver mail for inmates of any kind.**



Legal & Medical Aid:

We CAN NOT give any medical or legal advice. Service League does not provide counseling services. Contact your attorney or the medical department.



Photocopying:

We can make copies of legal documents but only a maximum total of 10 pages per week. We CAN NOT copy drawings or pictures.



PREA: Prison Rape Elimination Act 2003. Inmates are now able to report misconduct through Service League.



Programs in Jail:

Not all programs are available in each pod. Ask housing deputy for specific schedule. *GED Testing*- Applications are available upon request. *Project Read*- You will be matched with a tutor to work on reading and writing skills. Project Read also offers poetry, literacy classes, a fathers' program and tutor training sessions where you can qualify to tutor your peers in reading. *Veterans Administration*- Information for those eligible for military benefits. Submit a request to speak to a Veterans Representative Also, *AA* and *NA* meetings are available.



Buying Books & Magazines:

New books and magazines must be mailed in from the publisher or distributor. We CANNOT bring in books or magazines. If you want to checkout a book, direct your request to the jail library.



Jail Library Services:

Recreational Library- Requests for books or magazines are filled subject to stock on hand.

Law Library- You may ask for a specific item such as a particular code, case, legal form or you may request to use the mobile legal kiosk to conduct your own research. **The librarians may not advise inmates in legal matters or conduct their research for them.** This is an electronic law library service for the State of California. Anyone can request library services.



Release of Property:

To release the inmate property the inmate must submit a request form. The form must be signed by the Intake Sergeant. Clothing will not be released, unless you get sentenced to CDC. If the property is being held at another agency you may request an In Custody Property Release form from the Service League to facilitate release of property to the authorized person you choose.



IC Solutions:

Prepaid phone service that allows family/friends to purchase. There are three ways to create a free account: visit website, call toll-free number 1-888-506-8407, or mail a cashier's check or money order to ICSolutions. Family/friends can call and leave Voicemail messages at any time for \$1.00.



Religious Services:

Direct spiritual requests are to our Religious Services Coordinator. This includes requests for Bibles, Qur'ans and other religious material, schedule of religious activities, pastoral visits and marriage information.



Drop in Center:

If you are in need of services upon your release, please visit our office within 48 hours to see if you qualify for services. Such services include bus tokens, motel vouchers, food bag, hygiene kits and information on various community resources. Not all services are guaranteed, it is on case by case basis.



Transportation Home:

If San Mateo County picked you up or another county within California brought you here, a Greyhound bus ticket to return home can be given. Submit a request prior to release for verification or visit the office to see IF you qualify.



Child Contact Visit:

Service League coordinates and supervises non-violent mothers (in custody) with children under the age of 7 years old that are eligible to participate in the reunification program. For further information please contact the Service League office.



Video Visitation Scheduling & Registration:

All visitors must pre-register online or via a kiosk in the lobby of Maple St. Correctional Center or Maguire. There may be a 48 hour processing period between registration and scheduling the first visit. Service League assists with pre-registration online at our office; hours may vary.