



Service League Information Fact Sheet



Message Request: Phone calls may be made on behalf of an incarcerated person to family members and friends within our approved local service area. Calls may also be made to attorneys, probation officers, and parole officers. Please include a brief and appropriate message in the “Nature of Request” section of the Incarcerated Person Request Form. We are unable to make third-party calls or contact programs that require an application, screening, or formal acceptance process.



Property: We are unable to retrieve personal belongings for an incarcerated person. We also cannot personally pick up, hold, or deliver property or money on their behalf. However, when appropriate, we may coordinate with jail staff or local law enforcement to explore available assistance. This includes requests involving reports or documents from police stations, courthouses, or other agencies.



Book Pick Up: Only one brown bag containing up to five books may be picked up at a time. Please provide your name and incarcerated person identification number, along with the name and phone number of the person who will pick up the books from the Service League office



Notary: Notary requests must be submitted directly to the Service League. The standard fee is \$25, and requests require at least seven business days to process. Notary services are provided once a week on a rotating schedule, so a specific day cannot be guaranteed. Requests requiring expedited service may be subject to an additional rush fee.



Inmate Welfare: Incarcerated persons who have \$15 or less in their account may request up to four sheets of writing paper and four standard 4-by-9-inch letter envelopes. Reading glasses are also available upon request once every three months for incarcerated persons who have \$20 or less in their account. Eligibility is subject to account verification.



Jury Trial Clothing: Jail staff or IP’s attorney must contact the Service League to request and coordinate clothing. If family members or friends are unable to provide appropriate clothing, the Service League may be able to assist through our clothing jury closet. All clothing is clean and laundered after each use. Availability is based on current inventory and sizing.



Checks/Legal Documents: The Service League may assist with approved documents or checks that require an incarcerated person’s signature. All items must be brought directly to the Service League office for review. Once approved, we will coordinate with the jail to obtain the incarcerated person’s signature. Please note that we do not cash checks or provide postage, faxing services, or personal mail delivery.

Photocopying: The Service League can assist with copying legal documents; however, weekly copying limits apply. We are unable to copy drawings, photographs, or other images.



PREA: Under the Prison Rape Elimination Act (PREA) of 2003, incarcerated persons may report sexual abuse, sexual harassment, or related misconduct through the Service League. Our trained staff can receive these reports confidentially and coordinate with designated jail staff to ensure each concern is appropriately documented, reported, and addressed in accordance with PREA requirements.



Buying Books & Magazines: New books and magazines must be mailed directly to the jail by an approved publisher or distributor. The Service League is unable to bring books or magazines into the facility. To borrow an available book, please submit your request directly to the jail library.

**Jail Library Services:**

Recreational Library: Library carts are available on the housing pods, providing incarcerated persons with access to recreational books and magazines. Requests are fulfilled based on available inventory. All library staff are trained to assist with recreational library services and help incarcerated persons access available materials.

Law Library: Services are available to all incarcerated persons, including those representing themselves (pro per). Trained Law Library staff can assist with locating specific legal resources, such as statutes, cases, and legal forms. Staff cannot provide legal advice, interpret the law, or conduct legal research on an incarcerated person's behalf.



Release of Property: To release an incarcerated person's property, the incarcerated person must submit a property release request form signed by the Intake Sergeant. Clothing cannot be released unless the incarcerated person has been sentenced to the California Department of Corrections and Rehabilitation (CDCR). If the property is held by another agency, the incarcerated person may request an In-Custody Property Release Form from the Service League. We can help coordinate the release of the property to the person authorized by the incarcerated person.



IC Solutions: Prepaid phone service that allows family/friends to purchase. There are three ways to create a free account: visit the 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: Please direct all religious and spiritual requests to the Religious Services Coordinator. We provide access to a variety of faith-based and spiritual groups, worship services, religious studies, pastoral visits, and individual spiritual support. Incarcerated persons may also request Bibles, Qur'ans, and other approved religious materials, as well as information about religious schedules, marriage services, and available programs. Our team works with trained volunteers and faith leaders to support the diverse religious and spiritual needs of all incarcerated persons.



Drop-in Center: If an incarcerated person needs assistance after release, they are encouraged to visit the Service League office within 48 hours. Depending on individual circumstances and available resources, support may include transportation assistance, temporary lodging, food, hygiene supplies, clothing, and referrals to community-based services. Assistance is evaluated on a case-by-case basis and is not guaranteed.



Transportation Home: If an incarcerated person was transferred to San Mateo County after being picked up in another California county, they may qualify for a Greyhound bus ticket to return to their home community. A request should be submitted before release so eligibility can be verified. The individual may also visit the Service League office after release to determine whether they qualify. Transportation assistance is provided on a case-by-case basis and is not guaranteed.



Child Contact Visit: The Service League coordinates and supervises family reunification visits for eligible, nonviolent incarcerated mothers with children under seven years of age. These visits provide an important opportunity to preserve the parent-child bond, support the child's emotional well-being, and help families maintain meaningful connections during a mother's incarceration. Eligibility is determined on a case-by-case basis. For additional information, please contact the Service League office.

The Service League does not provide medical advice, legal advice or counseling services.