

# Memo

To: All Inmates Housed OOS  
From: VTDOC Central Office  
Date: June 27, 2015  
Re: FAQ #4

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The contract with the GEO Group goes into effect just before the current contract expires on June 30, 2015.

A lot of information has been shared through FAQ's, in regard to the transfer to the North Lake Correctional Facility in Baldwin, Michigan.

Here are some more questions that have been asked since the FAQ #3 memo that was posted:

<p>Is the \$10 the VTDOC is adding to our accounts for commissary going to be added to our account in Michigan?</p>	<p>The Commissioner has authorized \$10 be applied to each inmate account moving from Kentucky and Arizona, it will be added to your account balance in one check.</p> <p>Please note: If there is debt owed on the inmate account the balance will be adjusted according to the VTDOC Inmate Funds processing manual:</p> <p style="text-align: center;"><b>Inmate Debts</b></p> <p>Debt Accounts - Inmate accounts incur debts when funds are insufficient to cover the initial cost of certain items. As funds are deposited to the inmates account the system will automatically collect on any debts owed.</p>
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<p>Can I keep the \$20 of phone time provided to my by the VTDOC if I don't use it?</p>	<p>No, the \$20 on account is for Phone Calls only. If not used before the transfer, it will not go into your new account in Michigan.</p>
<p>How long after being at the North Lake Correctional Facility before inmates can purchase phone time?</p>	<p>Inmates will have access to the phones within the first 24-36 hours or arriving at the facility.</p>
<p>How will the inmates use the phones?</p>	<p>Like in Vermont, each inmate will be given a Personal Identification Number (PIN) that they should keep to themselves in order to use the funds available on their account.</p>
<p>What types of visiting are there in Michigan?</p>	<p>There is contact, non-contact and video visitation as well as video VideoGrams.</p>
<p>How do family and friends deposit money into an inmate's account?</p>	<p>Jpay's Money Transfer is how family and friends can place funds onto an inmate's account - by credit or debit card. Family and friends will need to go to the Jpay website, to deposit money into an inmate's account. This account is what the inmates will use in the facility to purchase commissary goods and phone time.</p> <p>Family and friends can also send money orders through the US Mail to address below. <u>Bank checks or cash will not be accepted.</u> Money Orders should include inmate name and PID number.</p> <p>GEO Northlake P.O. Box 1350 Baldwin, MI 49304</p> <p>This account is where inmate wages earned, by working in a job at the North Lake Correctional Facility, be deposited as well.</p>
<p>Can inmates have medical devices at the facility in Michigan?</p>	<p>Yes, devices like C-pap machines will be allowed if medically approved by the GEO Group medical staff. This will be determined during the medical orientation and intake process.</p>

<p>How do Friends and Family use Jpay and what is available through this vendor?</p>	<p>Family and friends must log on to JPay and open an account in order to pay for Jpay products. This account is will be used by family and friends to pay for video visitation, e-mail VideoGrams and add money to be used from a Media Account.</p> <p>This Jpay account is separate from the inmate account, as inmates cannot purchase video visitation or VideoGrams. Only family or friends can purchase these products.</p> <p>Inmates will be able to see their email balance have access to available Media Account funds on a Kiosk in their assigned living unit. Songs are available to be purchased and loaded on a tablet from the Media Account. Media account is the account that the inmate uses to pay for media content on the Kiosk/Tablet.</p> <div data-bbox="846 968 1378 1346" data-label="Image"> </div> <p><i>Sample tablet available for purchase.</i></p>
<p>VTDOC inmates have not used Jpay products before. How will we know how to use them?</p>	<p>Soon after the transfer to Michigan, Jpay representatives will be visiting the facility to provide training for the inmates on the use of the system.</p>
<p>Can Family and friends purchase phone time of an inmate?</p>	<p>GTL is the phone provider for the facility. Family and friends will eventually be able to purchase phone time through GTL's website.</p>

<p>Can Family and friends buy packages for inmates?</p>	<p>Family and friends can purchase care packages for inmates quarterly through a website or toll free number offered by Union Supply.</p> <p>Product list and Catalogs are available on website</p> <p>Union Supply Direct  <a href="http://VTinmatepackage.com">VTinmatepackage.com</a>  855-247-6092</p> <p>First Order Period: 8/17/15 to 9/16/15</p>
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To reiterate: Family and Friends can purchase pre-paid phone time, email time, video visitation time, VideoGrams and care packages for their inmate. Inmates cannot control video visitation funds, but have control over media funds, email, and pre-paid phone time that was purchased by family members.

Please refer your friends and family to the VT Department of Corrections public website at <http://doc.vermont.gov/> to see the latest Frequently Asked Questions (FAQ's).