

INSIDE OUT FAMILY NEWSLETTER

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Telephone Services

The State of Missouri now has a new offender telephone system provider, Securus Technologies, Inc., effective October 11, 2011. This service should provide better quality connections at lower costs to you. At present, the new rate for all debit, prepaid debit and collect calls is 5¢ per minute, but that rate may be adjusted to a permanent rate of up to, but not to exceed, 9¢ per minute. Here are a few things you should know about the new system:

- To open a new account or if you have questions about your account, you must contact Securus either online at www.securustech.net, by telephone at 800-844-6591, via email at customerservice@securustech.net or by writing to Securus Correctional Billing Services, P.O. Box 650757, Dallas, TX 75265-0757;
- There are several options for establishing an account or service:

Traditional Collect:

A Traditional Collect Account is a call from an offender to you, and the charges for this call will show up on your regular phone bill. There is an automatic surcharge of \$1.00 for each collect call that is successfully made. A \$2.49 monthly bill statement fee may apply, and you must have service through a local carrier that will third party bill the costs. There is a 90-day rolling spending limit on this account, and a limit of \$60.00 is placed on collect calls accepted within a 24-hour period. If you are unable to receive a collect call, check with your local telephone provider to ask that the restriction be removed.

Direct Bill:

The Direct Bill Account is another option for family members and friends; it is like a traditional collect call, but you receive a separate bill from the service provider, Securus, instead of the charges showing up on your regular phone bill. This option allows you to accept calls and charges up to your credit limit and add multiple phone numbers to your account. An itemized monthly statement of activities and charges are provided. Again, if you add time to your available minutes online or by phone with use of a credit or debit card, you will have a \$6.95 transaction fee added, with a \$25.00 minimum purchase required. If you mail a personal check, money order or cashier's check, no fee and no minimum purchase are required.

Advance Connect:

The Advance Connect option, (formerly known as prepaid debit), allows you to add multiple phone numbers to your account to accept calls and allows you the choice of budgeting your phone time and associated costs. If you mail a check, money order or cashier's check to Securus, no fee is applied and no minimum balance is required. If you purchase phone time online or by phone with use of a credit or debit card, you will incur a \$6.95 transaction fee and must make a minimum \$25.00 purchase.

Debit Purchase:

Offenders may also purchase debit phone time from the canteen or canteen kiosk at the current rate of 5¢ per minute, but again, that rate may be adjusted to a permanent rate of up to, but not to exceed, 9¢ per minute.

- When visiting the Securus website at www.securus.net, you can manage your account online. From there, you can view your calling activity, account balance, add time to your account, get credit for dropped calls under one minute, see the price and rate of calls, and manage or update your account profile.
- If you have a new telephone number or exceed your account spending limit, calls may be temporarily blocked. If you believe this may be the case, or if you encounter any problems, please contact Securus at 800-844-6591 for assistance. It should also be noted that calls to answering machines will not go through as positive acceptance must be made before the call can be officially connected.
- Offenders who had remaining minutes on their debit account with PCS, the former telephone service provider, should have already received reimbursement for that time via the Department of Corrections. Family members or friends who

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had established a prepaid account with PCS may contact them directly to request a refund. It should be noted that a processing fee of \$4.95 may apply.

ALERT! ALERT! ALERT! ALERT! ALERT!

Unfortunately, several offender family members and friends have already been scammed out of money by individuals, claiming to be a part of Securus, asking for banking information or “advanced funding” to set up an account. Securus **WILL NOT CONTACT YOU** to set up an account; you must initiate that action by contacting them at 800-844-6591. Be assured that Securus is the **ONLY** telephone provider for the Missouri Department of Corrections at this time. Protect your banking and personal information and do not provide it to any source that may be questionable. Please report any unusual requests or contacts to Theresa Roedel, who may be reached at (573) 522-2783 or theresa.roedel@oa.mo.gov. •

Trace Detection Technology

The presence of illicit drugs in a correctional institutional create significant safety and security concerns for both staff and offenders. In an effort to provide a safe and secure institutional environment, free from illicit substances, the department relies on a variety of search and detection methods. As a part of that initiative, offender visitors may now be required to undergo trace technology equipment searches using the Itemizer 3 Enhanced narcotics ion detector.

The use of trace detection technology searches with visitors has proven to be an effective method to reduce the possibility of illicit drugs being smuggled into the institution during visitation. Trace detection technology equipment searches are designed to identify the presence of microscopic particles of controlled substances. When drugs are handled, microscopic particles are left behind on a person’s hands or clothes. Surfaces subsequently touched by someone who has handled controlled substances can also become contaminated with these particles. In an effort to detect this, visitors may be asked to be tested for such contact prior to visit. When the visitor arrives, they may be given a small sterile swatch and asked to rub it on their exposed skin, pants pockets,

down the front of their shirt and hands. The swatch is then placed in the Itemizer’s computer device which will determine if any trace particles of drugs. If so, a second test will be performed to verify the results. If the test results are positive again, the visitor will not be allowed to have a contact visit on that date, but will be offered a no-contact visit if space is available. Again, it should be recognized that a positive test result does not imply that a visitor is a drug user; it does indicate they have somehow come into contact with illicit substances.

While less than five percent of all visitors test positive, visitors are still encouraged to take precautionary measures to help ensure that no illicit particles are present on their person prior to visitation. Clothing should be clean and laundered and hands washed, with minimal handling of money or use of public facilities prior to testing.

The department sincerely hopes that your visit is enjoyable and free from any stress that may be associated with this minor testing process. •

Offender Web Search

You may view an offender’s location, criminal history, and photo by visiting the department’s website at www.doc.mo.gov and clicking on the Offender Search link. At times, however, that site may not provide information about an offender you know is incarcerated within the Missouri Department of Corrections. Why is that? The department is not authorized to publicly display information about offenders who have in the past or who are currently serving a part of their sentence out of state, either on this conviction or a prior conviction. In addition, offenders with changes in their sentence structure, bonds, reverses or remands, or deferred prosecutions may not be listed. If you wish to search for a specific offender to validate information, you may contact the department at www.doc.mo.gov and click on the ‘contact us’ link. •

Three Ways to Receive: INSIDE OUT

• View a copy on the department’s website: www.doc.mo.gov • To receive a copy electronically, e-mail constituentservices@doc.mo.gov with “NEWSLETTER” in the subject line • To receive a copy via mail, call (573) 526-2695 or write to Missouri Department of Corrections, Constituent Services Office, P.O. Box 236, Jefferson City, MO 65102 •