

## DIA WORKBOOK ANSWERS

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What information can customers find on "Who's in jail?"

1. COMMISSARY
2. VISITS
3. E-MAIL
4. GENERAL INFORMATION

Please unscramble the words below

- |                           |                               |
|---------------------------|-------------------------------|
| 1. SUSRUCE                | <u>SECURUS</u>                |
| 2. INRASOSANTCT           | <u>TRANSACTIONS</u>           |
| 3. SSVRROUIPE             | <u>SUPERVISOR</u>             |
| 4. MNTEAI                 | <u>INMATE</u>                 |
| 5. SNA GDOEI ALTERNC JLIA | <u>SAN DIEGO CENTRAL JAIL</u> |
| 6. TREUMSCO               | <u>CUSTOMER</u>               |
| 7. TPYORPRE GBA           | <u>PROPERTY BAG</u>           |
| 8. BILA OBND              | <u>BAIL BOND</u>              |
| 9. YRNIUQI                | <u>INQUIRY</u>                |
| 10. RTAINIGN ITNU         | <u>TRAINING UNIT</u>          |


**True or false**

1. Customers can pick-and-choose which items to remove from the property bag.
  - a. True
  - b. False**
  
2. A bail agent needs to fill-out a J-46 prior to requesting a visit.
  - a. True**
  - b. False
  
3. Facility 8 has contact visits
  - a. True
  - b. False**
  
4. I can accept a \$100 bill
  - a. True
  - b. False**

**Write the letter of the correct match next to each problem.**

- |                                       |                                       |
|---------------------------------------|---------------------------------------|
| 1. <u><b>C</b></u> Commissary         | a. Request for visit/transacting bail |
| 2. <u><b>D</b></u> _____ Card Summary | b. Las Colinas & Facility 8           |
| 3. <u><b>G</b></u> Postcard           | c. Who's in jail                      |
| 4. <u><b>F</b></u> Transactions       | d. Master                             |
| 5. <u><b>I</b></u> Driver's License   | e. From publisher                     |
| 6. <u><b>J</b></u> Social Visitation  | f. Safe-out/Safe-in                   |
| 7. <u><b>A</b></u> J-46               | g. 4X6                                |
| 8. <u><b>H</b></u> J-65               | h. Hospital Visiting Pass             |
| 9. <u><b>E</b></u> Books & Magazines  | i. Identification                     |
| 10. <u><b>B</b></u> Video Visits      | j. Reserve/Schedule Visit             |

**How do you greet customers?**

- a. Hi/hello/welcome, how can I help you?
- b. 
- c. Money or visit?
- d. Go to window #\_\_\_.

**What does JIMS stand for?**

- a. Justice Inmate Master System
- b. Jail Inmate Management Search
- c. Justin Is Missing Sorry
- d. Jail Information Management System

**List three forms of identification that is not acceptable.**

- 1. EXPIRED
- 2. SOCIAL SECURITY
- 3. BUS PASS

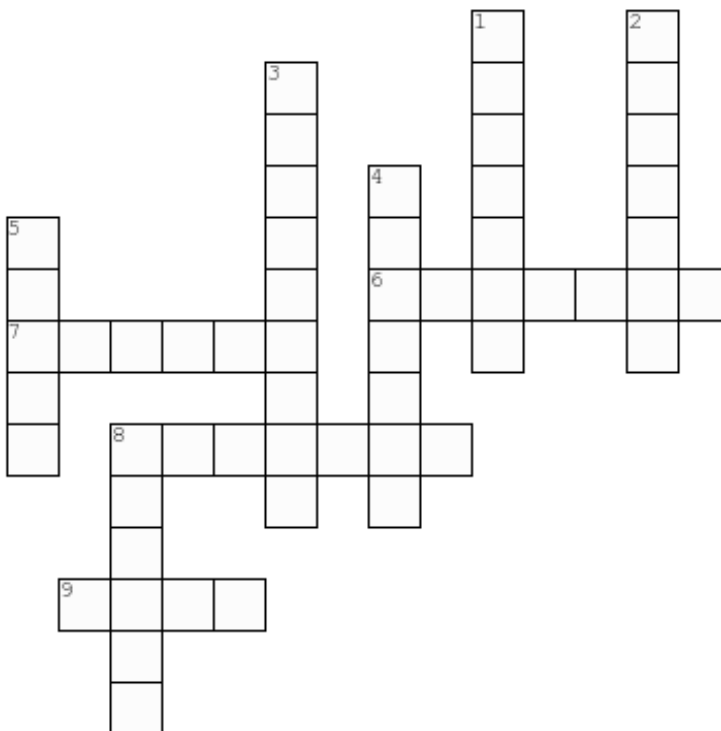
**Fill-in the blank**

FROM Party					
Facility:		009 LCDR (Las Colir)	Account Group:		FACILITY
Account Group	Account Type	Account #	Balance	Status	Description
FACILITY	BAIL/BOND	24000541FMS000000	\$ 0.00	A	BAIL PAYABLE
FACILITY	GENERAL	24000010FMS000000	\$ 0.00	A	CASH IN TREASURY
FACILITY	GENERAL	24000020FMS000000	\$ 0.00	A	CASH ON HAND
FACILITY	GENERAL	24000021FMS000000	\$ 9,950.00	A	CASH IN CASHIER DRAWER
FACILITY	GENERAL	24000022FMS000000	\$ 22,375.16	A	CASH IN SAFE

TO Party					
Facility:		009 LCDR (Las Colir)	Account Group:		FACILITY
Account Group	Account Type	Account #	Balance	Status	Description
FACILITY	BAIL/BOND	24000541FMS000000	\$ 0.00	A	BAIL PAYABLE
FACILITY	GENERAL	24000010FMS000000	\$ 0.00	A	CASH IN TREASURY
FACILITY	GENERAL	24000020FMS000000	\$ 0.00	A	CASH ON HAND
FACILITY	GENERAL	24000021FMS000000	\$ 9,950.00	A	CASH IN CASHIER DRAWER
FACILITY	GENERAL	24000022FMS000000	\$ 22,375.16	A	CASH IN SAFE

Complete the crossword below



Created with TheTeachersCorner.net [Crossword Puzzle Generator](http://www.theteacherscorner.net)

**Across**

- 6. Only available for Las Colinas **CONTACT**
- 7. To deposit cash to the safe **SAFEIN**
- 8. To withdraw cash from the safe **SAFEOUT**
- 9. Jail Information Management System **JIMS**

**Down**

- 1. \_\_\_\_\_ Summary **BOOKING**
- 2. Set drawer to \$0.00 **BALANCE**
- 3. Watch \_\_\_\_\_ **COMMANDER**
- 4. Customers utilize this website to schedule video visits **SECURUS**
- 5. Video \_\_\_\_\_ **VISIT**
- 8. Family members/friends visit **SOCIAL**

## CONVERTING 12 HOUR TO 24 HOUR

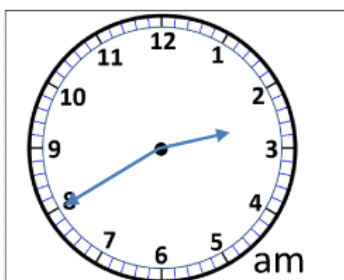
### CLOCK TIMES SHEET 2

1) Convert these times into 24 hour clock times.

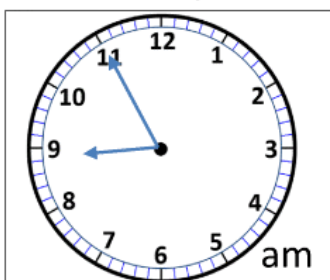
12 hour	24 hour
3:25am	0325
7:20am	0720
8:05am	0805
12:20am	0020
1:16am	0116
4:56am	0456
10:42am	1042
12:51am	0051

12 hour	24 hour
3:25pm	1525
7:20pm	1920
8:05pm	2005
12:20pm	1220
1:16pm	1316
4:56pm	1656
10:42pm	2242
12:51pm	1251

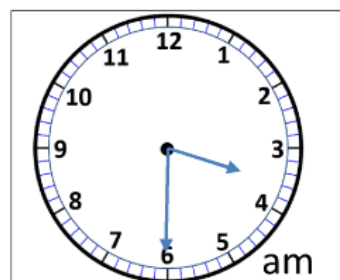
2) Convert the times on these clock faces into 24 hour clock times.



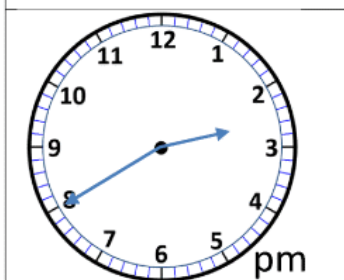
0240



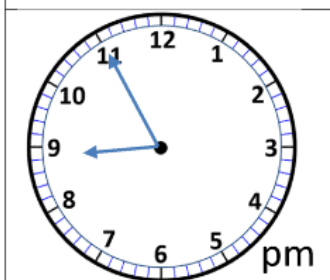
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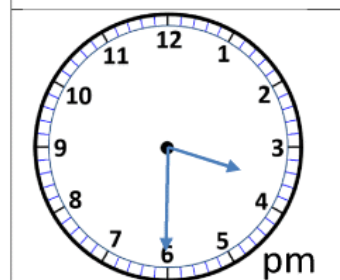
0330



1440



2055



1530



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## DIA KEY

### Customers Frequently Asked Questions

1. Does he/she have money?
  - The Booking Summary screen will reflect if an inmate has money, however you CANNOT disclose the amount.
2. What's he/she in custody for?
  - Utilizing the Booking Summary screen, select "View Current Charges" to determine what the inmate has been charged with
3. Does he/she have a court date?
  - The "View Current Charges" screen will show if an inmate is scheduled for court
4. Does he/she have bail?
  - Under the "View Current Charges" screen, scrolling to the last page of this screen will show the inmate's Grand Total Bond (if any)
5. Can I place money on his/her books?
  - Unless otherwise stated, the maximum amount an inmate is allowed in their account is \$500. A valid government issued ID is required for all transactions. Please refer to the DIA manual for acceptable forms of payment.
6. Can I request his/her property?
  - Confirm the inmate has not previously released his/her property. Go to Booking Summary>Booking Maintenance> Personal Property
7. When will he/she be released?
  - If sentenced, the Booking Summary screen will show a Projected Release Date
8. Can I visit him/her?
  - Reference the inmates housing unit to determine his/her visiting schedule (if any)
9. Can I talk to him/her?
  - An inmate is able to make outgoing calls throughout the booking process as well as in housing. An inmate cannot receive incoming calls, however he/she can receive e-mails through our sdsheriff.net website
10. How do I bail him/her out?
  - Option #1
    - i. The customer can pay the inmate's full bail amount

1. The customer will receive a refund 90 days after the inmate's last court date
  - Option #2
    - i. The customer can utilize a Bail Agency to post bail on their behalf
      1. The customer will pay a fee to the bail agency. A refund will not be issued for the fee.
11. My relation to inmate has medical issue(s)
  - Refer them to the facility medical unit

### Most common scenarios

1. The inmate has been arrested for 647(F) PC or 11550(A) HS
  - The inmate is determined to be a B&R, or "Book & Release"
    - The inmate will be processed for release, however it is at the Deputies discretion when the inmate will be cleared for release
      - Note: Inmates charged with a warrant for the same charges will NOT be a B&R. They will remain as keepers
2. The inmate has been arrested for a field arrest/warrant
  - The inmate is determined to be a "Keeper"
    - The inmate will stay in custody and undergo the booking process
    - The inmate will be scheduled for court and given a bail amount (if any)
    - If a bail amount is specified, the inmate has the option of bailing out prior to his/her court date
3. The inmate has been sentenced
  - The Booking Summary will reflect a Projected Release Date for the inmate
  - Place an emphasis on PROJECTED. It is not certain the inmate will be released on that date
4. The inmate is on the Release queue
  - This inmate is pending release. The Release Status will provide some indication where he/she is at in the release process, however a time of release is never indicated