



DIA WORKBOOK

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

1. _____
2. _____
3. _____
4. _____

Please unscramble the words below

1. SUSRUCE

2. INRASOSANTCT

3. SSVRROUIPE

4. MNTEAI

5. SNA GDOEI ALTERNC JLIA

6. TREUMSCO

7. TPYORPRE GBA

8. BILA OBND

9. YRNIUQI

10. RTAINIGN ITNU


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. _____ Commissary | a. Request for visit/transacting bail |
| 2. _____ Card Summary | b. Las Colinas & Facility 8 |
| 3. _____ Postcard | c. Who's in jail |
| 4. _____ Transactions | d. Master |
| 5. _____ Driver's License | e. From publisher |
| 6. _____ Social Visitation | f. Safe-out/Safe-in |
| 7. _____ J-46 | g. 4X6 |
| 8. _____ J-65 | h. Hospital Visiting Pass |
| 9. _____ Books & Magazines | i. Identification |
| 10. _____ 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.

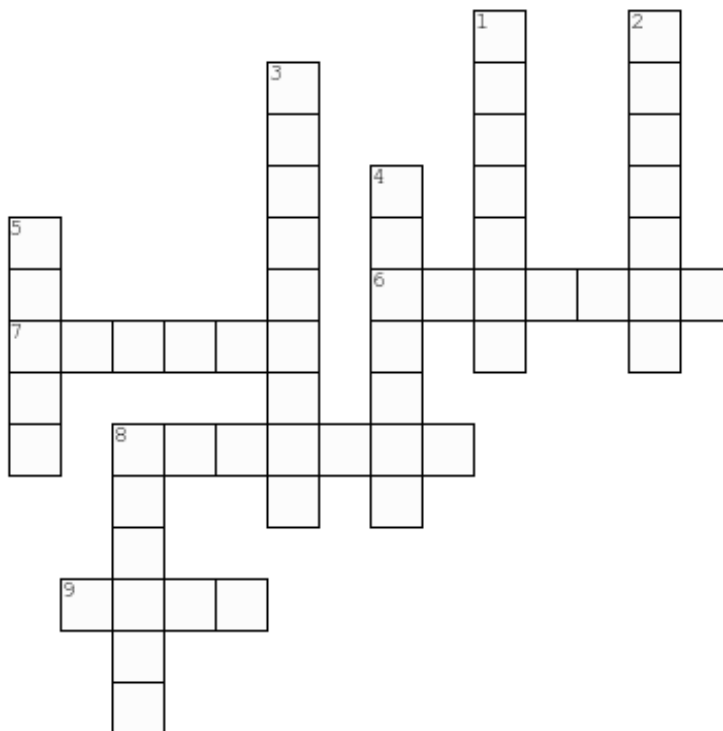
- 1. _____
- 2. _____
- 3. _____

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	

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
- 7. To deposit cash to the safe
- 8. To withdraw cash from the safe
- 9. Jail Information Management System

Down

- 1. _____ Summary
- 2. Set drawer to \$0.00
- 3. Watch _____
- 4. Customers utilize this website to schedule video visits
- 5. Video _____
- 8. Family members/friends visit

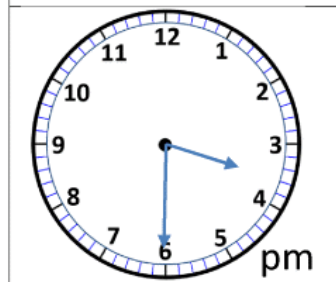
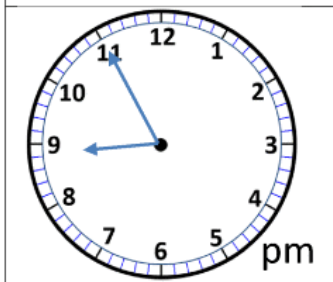
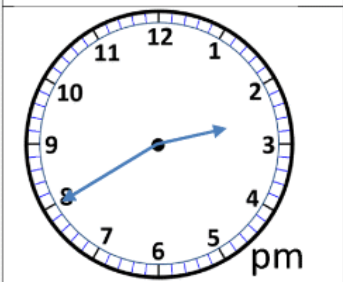
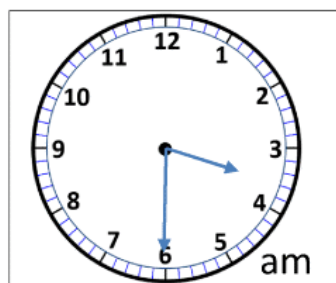
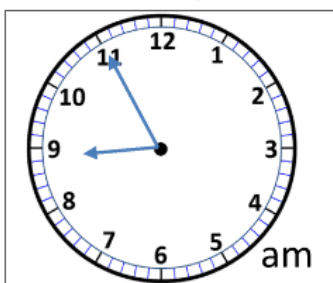
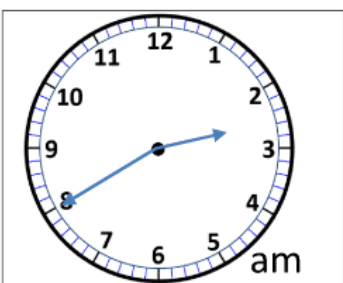
CONVERTING 12 HOUR TO 24 HOUR CLOCK TIMES SHEET 2

1) Convert these times into 24 hour clock times.

12 hour	24 hour
3:25am	0325
7:20am	
8:05am	
12:20am	
1:16am	
4:56am	
10:42am	
12:51am	

12 hour	24 hour
3:25pm	
7:20pm	
8:05pm	
12:20pm	
1:16pm	
4:56pm	
10:42pm	
12:51pm	

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



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