

FOR FRIENDS AND FAMILY MEMBERS OF INMATES
IN THE **SANTA CRUZ COUNTY JAIL SYSTEM**

JAIL 101



**INFORMATION AND RESOURCES TO MAKE YOUR LIFE, AND THAT OF YOUR
INCARCERATED FRIEND OR LOVED ONE, AS EASY AND STRESS FREE AS POSSIBLE.
A COMPLETE GUIDE TO LIFE IN THE SANTA CRUZ COUNTY JAIL SYSTEM - AND BEYOND.**

*Created by Hugh McCormick
In collaboration with NAMI Santa Cruz County and
the Santa Cruz County Mental Health Advisory Board*

JAIL 101



Jail can be an intense, confusing, and traumatic time- for inmates *and their friends and family*. The first few days and weeks in jail can come as a brutal shock to the mind, body, and spirit of those “on the inside” -- and the out. Those in jail for the first time, or for the 10th, can experience despair, anger, and feel like the world is crashing down around them. Jail can be a scary, alien place, and many men and women (and their friends and family) enter into the Santa Cruz County Jail system knowing nothing about how it operates, or what to expect next. Not understanding what services and resources that are available to inmates (and those on the outside)- or even jail basics like mail, commissary, phone calls, and visitation - can add to a sense of desperation and panic.

We hope that the information, guides, resources, and important forms (previously only given to and available to those inside of the jail) included in JAIL 101 will help to make your experience - and hopefully that of your inmate friend or loved one - as smooth and stress-free as possible. By the end of the packet, you may know more about jail -- how the system operates, and what to expect -- than your incarcerated loved one. Please, pass this knowledge on.

The best thing you can do during this incredibly difficult time is to arm yourself - and your friend or loved one- with as much information as possible. We've included a comprehensive list of community resources, available services (in jail and out), (semi-secret) forms available to those in jail, and breakdowns of important terms such as visitation, commissary, book requests, phone calls, mail, and mental health treatment.

Incarceration separates inmates and their families and friends physically, *and emotionally*. Suddenly, both parties are thrust into vastly different worlds - governed by foreign rules, policies and regulations. Maintaining connections between inside and out can be difficult, and the jail's looming fences, razor wire, and high concrete walls can make the distance seem like 1000 miles. JAIL 101 will provide families/friends with every tool in the book to fully maintain connections with, and improve the lives of their loved ones inside the Santa Cruz County jail system.

The contents of this semi-exhaustive collection of guides, forms, and documents are designed to help friends and families of inmates to understand exactly what to expect when someone they care about has been arrested. It breaks down how the jail operates (and the many important services and programs that are available to those inside and out) and how to cope and navigate through the system before, during, and after an inmate's possible sentencing.

JAIL 101

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NAMI
National Alliance on Mental Illness

Santa Cruz County

What to do when your family member has been arrested.

SUPPORTING YOUR RELATIVE

- If your family member calls you and says that they have been arrested, help them stay calm and let them know you are there to help.
- Ask them to submit a request for CIT services. Request forms are available from the housing unit officers. Encourage them to talk about their physical and mental condition, diagnosis, medications, etc.
- If you know that your family member is conserved through the Santa Cruz County Public Guardian office, notify the deputy Public Guardian. Call the Public Guardian's office at (831) 454-4160. Messages may be left on this phone 24 hours a day, even though the office hours are 8 to 5 during the week, someone will get the message. Provide them with the name of the mentally ill person, date incarcerated and plan for release (if known), your name, relationship and your telephone number.

PSYCHIATRIC SERVICES and MEDICATION:

Jail Mental Health Services are provided only at the Jail on Water Street, which is a maximum-security facility.

Santa Cruz County Jail Crisis Intervention Team

Phone: (831) 454-2865, Fax: (831) 454-5145, Email: CIT@co.santa-cruz.ca.us

The Crisis Intervention Team's focus of services is on those individuals who present with a stated or suspected risk to themselves, a persistent mental health disability and/or individuals who present with psychiatric symptoms. CIT staff is available 7 days a week, with limited availability on Sundays, holidays & furloughs. Staff includes licensed Crisis Intervention Specialists, Jail Discharge Planner, Psychiatrist, Psychiatric Nurse Practitioner, a licensed supervisor and graduate level interns who provide brief counseling.

To request psychiatric services for your loved one or provide medication information:

1. Fill out the Jail Crisis Intervention Team Referral Form and either drop it off with Jail Reception, fax it (831) 454-5145 or email it to the CIT Team. (CIT@co.santa-cruz.ca.us) You can also call (831) 454-2865 and speak with the crisis worker or leave a detailed message.

Please understand the staff is prohibited by law from giving anyone information without a signed release of information from the client.

The form can be found on the Santa Cruz County Behavioral Health website under Adult Mental Health Services -> Coordinated Teams. It can also be found on the Crisis page of namiscc.org.

NAMI Santa Cruz County • 542 Ocean St., Suite F • Santa Cruz, CA 95060

(831)-427-8020 • info@namiscc.org • namiscc.org

2. Follow up with a call to the Crisis Intervention Team to confirm they have received the referral and to give any more additional information. Please remember that CIT can't release any information without a signed release of information from the client.
3. Encourage your loved one to submit a request for CIT services. Request forms are available from the housing unit officers.

COUNTY JAIL INFORMATION

How can I visit my loved one?

1. Call the Booking Office at (831) 454-2420 or visit www.scssheriff.com and click on Corrections.
2. All inmates are responsible for filling out a Visitor Clearance Form. The inmate will need each visitor's full name, address, phone number, date of birth and a Government ID.
3. Visiting hours on Saturdays, Sundays and some holidays and are scheduled ahead of time. You must call (831) 454-2420 to schedule the visit.
4. Any minor child (17 years and under) wishing to visit must be accompanied by a parent or legal guardian appointed by the court.
5. All visitors will be screened for clearance.

Tips:

- Inmates are sometimes booked in with/without middle name. If you are unable to locate him/her, try any names your relative has used.)
- When you visit the County Jail, always bring a few quarters for a locker to store your personal belongings while you visit your family member. A photo ID is required (California ID/Drivers license – Matricula (Mexico) - Adults only).

JAIL MENTAL HEALTH DISCHARGE PLANNER

- Call the Jail Mental Health Discharge Planner, who is liaison to the courts, and may assist the defense attorney, prosecutor, and the judge in implementing an alternative sentence, from jail or prison, to a mental health treatment facility.
- Jail Discharge Planner Phone Number – (831) 454-5171
- Advise them of your family member's arrest and where he/she is being held.

How do I support my loved one if accessing mental health services once released from jail?

1. If an individual is going to be booked and released, request that your relative be screened for placement in the Santa Cruz County Behavioral Health Unit.
2. If an individual is interested in receiving mental health services they must be evaluated by the Access Team at County Mental Health. This service is provided between 8:00 am and 5:00 pm, Monday through Friday, except on holidays. This team will determine if an individual meets eligibility criteria and / or direct the individual to appropriate services.

Call (800) 952-2335 24 hours a day. Urgent care can also be requested 24 hours per day by calling this number for existing consumers of County Mental Health.

COURT

Most people charged with crimes are assigned a public defender. Here is what you should do:

- Call (831) 454-2420 to find out when your loved one is scheduled for court.
- Make contact with the attorney. This can be hard as attorneys are often in court all day, so call early in the morning or during lunch. If you can't reach her, call her office and ask for a fax number or email address.
- Attend the initial hearing. Introduce yourself to the public defender. Be brief, polite, and thank him/her. Let them know that you're happy to provide whatever information would be helpful to him. If your efforts are rebuffed, you can be more forceful and mail a brief summary (no more than three pages) of your loved one's medical information to the public defender's office.
- Ask the attorney to consider any jail diversion or pre-trial release programs. **Maintaining Ongoing Stability through Treatment (MOST)** team is a Forensic Assertive Community Treatment program (FACT) that combines an evidence-based program of wrap around mental health services inclusive of case management, psychiatry, psychotherapy and employment skill development with additional supports specific to the criminal justice system involvement such as probation, court discharge planning and disposition, liaison relations with law enforcement and jail correctional staff. Mental Health clinicians work in concert with Probation staff that are co-located at the mental health services offices. Detailed service delivery plans are developed to address the mental health needs of the consumer, as well as skill development to reduce and refrain from criminal activity and reduce recidivism within the criminal justice system. For more information about the MOST team call (831) 454-7541.
- Remember that the public defender works for your family member, not you. You can ask your loved one to sign a release that allows the attorney to share information with you. However, he may refuse and there's little the attorney can do.
- You can also hire a private defense attorney *who has experience working with clients with mental illness.*

IMPORTANT CONSIDERATIONS

Other Resources:

- If your family member is being mistreated in jail, you should start by contacting <http://www.disabilityrightsca.org> or the American Civil Liberties Union <http://www.santacruzclu.org>

Bail: Think carefully about posting bail for your family member. No one wants a loved one to remain incarcerated for any length of time. It is an unpleasant experience for them as well as the family. However, you must ask yourself the following question: Will your family member be able to comply with the terms of the bail and appear in court when

required? Also, as hard as it may seem, jail may be a safer place for a person with severe mental illness who is in crisis rather than wandering the streets. At least in jail they will be fed, will have shelter, and be given access to medication treatments.

Supporting and coping with a loved one who suffers from a mental illness can be extremely challenging and stressful. Knowledge, as well as your love and fortitude, will be key in helping you to become a strong and effective support system for your family member. For information about support groups and educational programs provided free of charge in Santa Cruz County see namiscc.org or call NAMI of Santa Cruz County at (831) 427-8020. If you live outside of Santa Cruz County contact NAMI California in Sacramento at (916) 567-0163 or on the internet at namica.org.

Outside of California NAMI has a Help Line (800) 950-6264.

This informational guide was written by NAMI volunteers based on their own personal experience to help families navigate the system. We are not attorneys, and this is not intended as a substitute for professional legal advice. Please assist your family member in obtaining proper legal representation.

Visitation Guide



Visiting incarcerated family members or friends is an important way of maintaining connections and enhancing an inmate's success while in jail, and after release. But it's not easy. The process of visiting an inmate in the Santa Cruz County Main Jail can be complicated, and just walking into the Jail lobby can be quite intimidating. To some, pushing through the jail's heavy doors may feel like entering a whole other alien world.

There are strict procedures to adhere to and rules to follow in the visitation process, and many steps to take. We'll breakdown the basics and provide you with all of the information needed to make visiting your friend or loved one as easy and seamless as possible.

The Santa Cruz Main Jail's visiting hours are on Saturdays and Sundays, between the hours of 8:00 A.M. and 7:00 P.M. Inmates are allowed 2 non-contact visits from their family and friends each week. Visitation times and schedule depend on an inmate's unit (information can be found online at <http://www.scssheriff.com/Portals/1/County/sheriff/MainJailVisitingSchedule.pdf>).

Visitors must call Jail Reception at (831) 454-7800, Monday through Thursday, 8:00 A.M. to 3:30 P.M., and 8:00 A.M.-3:00P.M. on Friday, to schedule a visit in accordance with the schedule. Visits MUST be scheduled a minimum of 24 hours in advance, but no sooner than 7 days in advance.

Visitor Request Form

Before being allowed inside the jail to visit an inmate, you must ensure your name has been placed on his/her "approved visiting list." No visits are allowed until an inmate *fully* completes his Visitor Request Form. Inmates must have the address, driver's license number, date of birth, and phone number of prospective visitors in order for visitors to be approved. Gathering all of this information can be difficult for an inmate to do and represents one of the largest hurdles in the visitation process. To get this information into the jail and to an inmate, you can complete the Visitor Request Form yourself and send it to the jail (addressed to the inmate). This way your friend or loved one has the details required to make the visitation request themselves. Of course, you can try to connect with an inmate over the phone. The inmate can call you, but you'll have no way of contacting them directly. Sometimes though, inmates may lack the money to make calls, or simply do not remember (your) phone number. The visitation process can drag on. Family members and friends cannot set up visits themselves until the Visitor's Request Form has been turned in and approved inside the jail. It can take some time for the Visitor Request Form to be processed and approved. Jail staff must pre-approve each potential visitor, and it can take up to 10 days to complete a background check for each visitor. The visitor list can only be updated once every 30 days (from the date the original list is completed). Once the inmate's visitor request form has been approved, you can call Jail Reception to schedule a visit.

Visits, all audio recorded, are conducted in one of five visitation rooms where inmates and their visitors are separated by a wire and plexiglass barrier.

It's required that you check in at the reception area in the main lobby (of the Santa Cruz County Main Jail) at least 30 minutes before your assigned visiting time. The address of the Main Jail is 259 Water St., Santa Cruz, CA 95060. You must present valid identification to reception.

Approved and acceptable forms of identification include driver's license, California ID card, passports, military ID, or immigration ID.

Be mindful of the Main Jail's strict cancellation policy. If three appointments (visits) are cancelled by the jail within a calendar year, visitation privileges will be suspended. To avoid a visitation ban, you must be in the lobby when your name/visit is called, give 24-hour notice if you can't make it to your appointment, and arrive and register at least 30 minutes before your scheduled visit time. If you fail to appear for a scheduled visit it will count as a visit. Remember, inmates are allowed 2 visits per week.

Visitation Rules

-Minors are allowed to visit as long as they are accompanied by an approved adult visitor (such as a parent or court appointed legal guardian)

-There is a strict dress code and limits to the types of clothes you can wear during a visit. Visitor clothing can't be "provocative" in nature or design, and must cover all buttocks, breasts, and genitalia. Be prepared to shed items like hats, and shoes or clothing containing metal.

-Cell phones and purses aren't allowed into the viewing area. And all personal items must be stored in lockers in the lobby of the jail.

-A visit will end immediately and without warning if inmates or visitors fail to conduct themselves "properly." If you violate any proper procedure of the visiting process you may be banned from entering the jail temporarily or permanently, and depending on the violation, even criminally charged.

(A litany of other visitation rules are listed on the Santa Cruz Sheriff's Office website)

Included in Packet: "Visitor Request Form" and "Main Jail Visitation Scheduling, Times and Days"

See Also: <https://www.scssheriff.com/Home/InmateVisitingInformation/SantaCruzMainJail.aspx>

To provide feedback, comments, questions, and to correct errors please contact jailguide@namiscc.org

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Telephone Guide



Right now, you may feel like your inmate family or friend is a million miles away. In many ways they are, completely cut off from the outside world.

Trying to navigate the jail's phone system can be a frustrating, even panic-inducing endeavor. You might wonder "how can I call my incarcerated friend or loved one?" The answer is: you can't. Friends and family members are NOT permitted to call into the Santa Cruz County Main Jail to speak to inmates and detainees. The only way to talk to an inmate on a daily basis is through their own, outgoing calls.

You might be desperately trying to reach or locate your friend or loved one. Maybe they have been in jail for weeks and you are beyond worried and haven't heard a peep from them. You might consider contacting jail staff, and ask them to relay a message from you to your loved one. Nope, again. Jail policy prohibits jail staff from "taking a message" to anyone on your behalf.

In this day and age, most people haven't memorized the phone numbers they'd most like to call. This is one of the main reasons why many on the outside may not hear from their inmate family and friend. Inmates have no cellular phone access or internet to look up contact information.

Telephones are usually turned on around 8 AM and turned off at 11 PM in each housing unit of the Santa Cruz Main Jail. Each phone is located in the housing unit's day-room – its vibrant center hub. To make a call, inmates pick up a receiver, listen closely, choose from a menu of options and follow a series of instructions. They'll need to provide their Personal Identification Number (PIN provided at booking) - an assigned random four-digit code.

To accept a call from an inmate in the Main Jail, you'll need to press or say a number to indicate you are willing to receive a call from jail and know you are being recorded. Yes, all calls are monitored and recorded. If for any reason, you can't answer your phone, there is no way for an inmate to leave a message.

Calls are cut off after 15 minutes, but another call can be placed by the inmate to the same number immediately after. There is no limit to the amount of telephone time someone in jail can purchase or use.

Almost all jail-based calls cost money. An exception is the free 1-minute-call the first time an inmate calls a new phone number. Inmates pay for calls using money in their "Inmate Trust Account." Before making a call, they are told the cost of the service, and their account balance. Inmates can also purchase phone cards through commissary, and use said cards to make calls.

To set up pre-paid phone accounts, you will need to contact the jail's phone provider, IC Solutions (go online to www.icsolutions.com or call 1-888-506-8407). You can also put money into either a person's "Inmate Trust Account" or their phone account.

You can add money to a friend or loved one's Inmate Trust Account yourself so that they can make phone calls and contact you in the future. Money can be left in-person daily at the kiosks located in the Main Jail Lobby (reception staff cannot take any inmate deposits) from 8:00 AM to 6:00 PM, 7 days a week. The kiosks accept both cash and credit cards.

Credit card deposits can be made online at Access Corrections ([www.accesscorrections.com /#/](http://www.accesscorrections.com/#/) and at www.santacruzpackages.com). To add funds to an inmate account over the phone, call Access Corrections at (806) 345-1884. You can also order commissary items this way. The last option to add money to an inmate account is the mail. You can send a money order (check payable to an inmate) to the jail for a trust fund deposit.

Funding an inmate account using the above methods will save you money in the long run. Collect calls are expensive.

Phone calls are an oh-so-important part of jail life, and the number one way those in the inside stay connected and informed with the outside. They also provide a temporary escape, some solace, from the fear and loneliness that comes with incarceration.

See Also: <https://www.scssheriff.com/Home/InmateVisitingInformation/SantaCruzMainJail.aspx>

To provide feedback, comments, questions, and to correct errors please contact jailguide@namiscc.org

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Tablet Computer Guide



Just recently, in a sort of experiment, the Santa Cruz County Main Jail started providing tablet computers to inmates living on each of its (open) housing units. Today, almost every housing unit in the jail has a set number of tablets for *daily* use – based predominately on unit size. Fixed, wall-mounted, tablets are always available to inmates, as are 2-7 other, free-floating machines.

The Main Jail is going paper-less when possible, and important services like commissary orders and inmate request forms are switching to digital platforms. Tablet computers are becoming a necessary part of jail life –there to ensure that inmates get the help they need, and can access many of the important services, and programs that are available. They also have a ton of other cool features.

Permanently placed, wall-mounted tablets are easily accessible in each unit’s “day room.” The handful of free-floating tablets can be used almost anywhere on the unit – except for the restroom and individual cells. Each day, inmates can take advantage of a wide variety of free and premium features, applications, entertainment, access request forms and commissary orders, and dive into a long list of educational resources carefully curated by jail staff.

Each solidly-built, brick-like tablet, is supplied to the jail in partnership with a private firm called “TELMATE.” The tablets are connected to an in-facility intranet system that blocks access to outside internet content - ensuring that inmates can’t access unapproved content and information.

The theory behind this successful pilot program in the Main Jail is that inmates who are busy – learning, active, or being entertained – act better, and cause far less disruption. This means fewer physical and verbal altercations with corrections staff, and other prisoners.

The tablets are the jail’s answer alternative to inmates sitting in front of television screens all day - allowing inmates to utilize their free time for productive and educational purposes (like GED courses). By going digital, the tablets allow officers to save time answering questions and moving around the jail while honoring requests and delivering forms. By most metrics, the Main Jail’s tablet-experiment seems to be working thus far.

When housed, an inmate is given a small business card with a unique PIN# and directions needed to use and access the tablet. With a PIN#, inmates can access a large collection of “Free” and “Paid” content.

Free Content

Yes, the entertainment options on the tablet computers might be fun, cool and interesting. But the jail’s tablets are for far more than just watching a short movie or playing a game. The tablets are a gateway to important forms, resources services in the jail, and home to a wide variety of “Free” content.

Widely used forms including green “request forms,” library book request form, spiritual services request form, and dozens of others are readily available, easily accessible, and all in one place on the new tablets

The exhaustive and easily referenceable “Inmate Handbook” - containing orientation materials, jail rules, and sections that describe how things like visitation, commissary, phone calls, court, meals, and medical services work in the Santa Cruz County Jail – in easily and instantly referenceable.

Religious material like the Bible, and other Catholic, Buddhist, Jewish, Muslim, and Hindu “Spiritual Support information” come pre-loaded and available on-demand on each tablet as well.

One of the biggest and most noticeable changes ushered in by the “new era” of digitization is the Main Jail’s commissary process. Gone (mostly) are the days of the “notorious” red-colored commissary bubble sheets. All inmates on “open status,” with access to the jail’s tablets, are encouraged to use the devices to complete their weekly commissary orders.

Techno-neophytes, or those simply unable to use or access one the jail’s tablets, can request the paper version of forms and other materials as well. Less tech savvy men and women can go old school, and request the red-bubble paper version as well.

Paid Content

Each tablet has “premium” or “paid” content that allows inmates to watch on-demand movies, download or stream music, watch CBS and other news, and to send and receive Email messages to-and-from friends and family members. The feature-rich tablets are quickly emerging as the de facto entertainment hubs in each housing unit of the Main Jail.

To access the “paid/premium” aspects of the tablets, inmates need to “buy time” by transferring money from their inmate account to their “tablet” account. Friends and family members cannot add money to an inmate’s tablet account directly but can add funds to an inmate account.

As a new, somewhat experimental, system there are times when the tablets go offline – with inmates unable to access any of the free or paid services on the tablets. Officers on the housing units are encouraging inmates to use the tablets as much as possible and are able to show confused inmates how they work and how to access certain features.

To provide feedback, comments, questions, and to correct errors please contact jailguide@namiscc.org

Date Written: April, 2021

Mail Guide



“Snail mail” is an important part of life in the Santa Cruz County Main Jail - allowing incarcerated individuals to maintain contact with their support systems on the outside. Everyone loves getting mail – inmates especially. The arrival of morning letters and packages does wonders to carry men and women through what are often joyless and monotonous days. Mail gives inmates reminders that despite their life choices and (often) dire predicaments, there are still people who care about them. You can send to and receive mail from inmates in the Main Jail. Here’s how to send it:

You can send many items to your incarcerated friend or loved one in jail. You do need to follow the rules and understand how the Jail’s mail policy works so you don’t send a book, card, or magazine to the wrong address or in the wrong way. The jail staff is very adamant and strict about what and how things can be sent.

To send mail to an inmate at the Main Jail, write the inmate’s address like this:

Inmate Name, Inmate S#
Santa Cruz County Jail
259 Water Street
Santa Cruz, CA, 95060

All mail must include the sender’s name and mailing address in the top left corner of the envelope or postcard.

Acceptable mail includes letters, paperback books, newspapers, magazines, greeting cards (single layer), pictures and photos – but some of these items must be sent in a very specific way. The only way for a publication (book, magazine, or periodical) to reach an inmate is if it’s sent directly to the jail by a publisher or internet bookstore (like Amazon).

Books with hardbound covers are not allowed inside the jail- hardcover books, CD’s, and tape cassettes will either be returned to sender, or placed in storage at the jail.

Feel free to send photos (up to 10 4x6 prints) to your friend or loved one - to add a splash of color and life to their time in jail.

It’s recommended that you use “first class” mail when sending any items to inmates in the Santa Cruz County Jail.

The Main Jail’s mail policy is strict when it comes to what and how items are sent. Here are some no-no’s:

Glitter, staples, stickers, tape, or paper clips must be removed prior to delivery to an inmate, and any mail with powder, perfumes, or stains will not be delivered. Pornography (in images, photos, and drawings) will

be confiscated or returned to sender – as will any material that is gang-related, can aid an escape, may invoke violence, or is racist. You aren't allowed to send an inmate any stamps, envelopes, or writing instruments. Inmates are provided one stamped envelope when they are housed, but they must purchase additional postage-paid envelopes utilizing their own inmate accounts. All ingoing and outgoing mail is subject to inspection, and all contents sent to the jail will be opened and inspected for contraband. Just assume that everything written in letters to inmates will be read by jail staff-- and could potentially be used against you or your friend or loved one in court.

The Santa Cruz County Jail is pretty picky about their mail policies, but if you are detailed and follow the rules, your friend or loved one should be able to receive the care, entertainment, heartfelt words of encouragement, and connection to the outside world, they need and deserve.

Mail From Inmates

Inmates can send an unlimited number of letters each day – as long as they have the envelopes to do so. Postage-paid envelopes can be purchased through the jail's commissary program, and those lacking financial resources can obtain two postage paid envelopes each week if they order an "indigent kit" through the commissary system.

To send an outgoing letter, an inmate must list their name, S number, and the facility's address. Outgoing mail is subject to inspection, and any letter with doodles, graffiti and not sent out.ffiti, or artwork on it will be returned to the inmate and not sent out.

Inmates are permitted to possess up to five books, one newspaper, and two magazines or periodicals at any one time.

It may sound harsh, but mail is considered "a privilege" in the Santa Cruz County Main Jail, and any violations of mail policies can result in the inmate's mail access being suspended.

Information on jail mail policy is also published on the Sheriff's Department website, the "Inmate Rules and Regulations," and in the "Inmate Handbook."

See Also: <https://www.scsheriff.com/Home/InmateVisitingInformation/SantaCruzMainJail.aspx>

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Commissary Guide



Once a week, the Santa Cruz Main Jail Commissary program gives inmates the opportunity to purchase from a pre-approved list (included in JAIL 101) of items including grooming and personal hygiene supplies, food, beverages, writing and correspondence supplies, and some clothing items and shoes.

Commissary is an incredibly important part of life in jail. Without “money on the books” for commissary, or commissary privileges altogether, the only food available to inmates is during fixed mealtimes. In jail, inmates are given a half-hour to consume and dispose of their breakfast, lunch, and dinners. By contrast, items purchased through commissary can be accessed and consumed at any time -day or night.

The little things really matter in jail, and items purchased through commissary can do wonders to help inmates break up rather dreary days and partake in periodic treats – giving them things to look forward to. Many of the things - paper, pens, soap, shampoo, toothbrushes, toothpaste, and envelopes – that people on the “outside” take for granted are not readily available in the jail. Coffee, tea, and other hot beverages are *only* available through the jail’s commissary program.

Inmates are expected to maintain personal hygiene by utilizing items purchased through commissary. Things like shampoo, deodorant, and soap give men and women a sense of dignity and cleanliness – for a price. Inmates with less than \$3 in their inmate accounts are provided a basic care package that contains 2 shampoo packets, a pencil, a toothbrush, toothpaste, 6 sheets of paper, two stamped envelopes, and a comb each week.

Upon booking, inmates are given an “Inmate Trust Account” - initially funded with money found on their person at the time of arrest. This account can be used for weekly commissary purchases, phone time, or tablet computer time, and replenished by their friends and family members. Deposits can be made by friends and family using the kiosk in the lobby of the Main Jail (8AM-5PM), going online (<http://www.inmatedeposits.com/>), by phone (1-866-345-1884) or by making a money order or cashier’s check made payable to the SANTA CRUZ COUNTY JAIL. To deposit correctly, the sender must write an inmate’s name and S# on the money order or cashier’s check. Personal checks are not accepted and will be returned to sender. Deposits to an Inmate Trust Account (and account balance itself) must not exceed \$300.

There are two main ways that inmates can obtain commissary – “Remote Fulfillment” and “Local Fulfillment” – each with slightly different products and prices.

Inmates with commissary privileges and on “Open Status” can order commissary in jail through “Local Fulfillment.” Using a tablet computer (one is available for free on each unit in the jail) inmates can complete their weekly commissary orders digitally. For many years, all commissary orders were completed on red-colored bubble sheets. Less tech savvy inmates can still use the bubble sheets today (on request) but the jail is trying to go paper-less when possible.

We’ve included a commissary “Menu” in Jail 101 so you can see exactly what products/items are available to inmates, and how much each item costs. Each commissary item has a unique number/code

that inmates enter in on a jail tablet (or bubble sheets). It's worth noting that Items are added or removed periodically- so this may not be the most current menu available.

"Bubble sheet" and digital commissary orders are collected throughout the week and processed at 10 AM on Tuesday mornings. This is when funds are deducted from an inmate's Trust Account to pay for their purchases. If there is not enough money "on their books" for an inmate to pay for every item on their order sheet, the first items (goods at the top) will be processed. Once an individual's money runs out, the rest of the items will not be ordered.

There is a strict cap of \$125 worth of items each week. If an inmate orders more than \$125, the extra amount will be ignored.

The other way to order commissary is "Remote Fulfillment." This is the way for you to order commissary – or create a care package - for your friend or loved one yourselves. To order commissary for inmates over the phone, you can call 1-800-546-6283. To order commissary for inmates on the internet, you can visit www.santacruzpackages.com. An account must be created, and the inmate's name and S number must be provided.

Items listed on the website can be added to a "cart" and then paid for using a Visa, Discover, or Mastercard. A \$6.95 processing fee is added to each order. Like local fulfillment, there is a strict limit of \$125 a week for all orders placed this way. Conceivably, if an inmate maxes out their commissary using local fulfillment inside the jail., they could potentially receive \$250 worth of commissary in a given week by also using "remote fulfillment."

You may find that some things are "out of stock" for a variety of reasons, and that some items are only available by remote fulfillment -- and cannot be ordered by those in jail. Completed orders are processed and shipped to the Main Jail and distributed with locally fulfilled commissary Wednesday nights. Once you pay for the items, your order will be processed and shipped to the jail, and distributed on Wednesday, along with locally fulfilled items.

Remote fulfillment is a real treat for inmates. They feel like they are receiving gifts from their friends and loved ones on the outside – it's a great way to maintain connections through difficult circumstances.

The jail's rhythm and energy seem to revolve around commissary. Most commissary nights have party-like atmospheres - inmates happily binging on sugar and caffeine. The opposite is true too. The night before commissary is delivered, things are scarce. Some inmates cut hard deals, like promising to give someone two packets of ramen noodles the next day if someone "loans" them one packet immediately. There is an official policy against trading commissary items but it is rarely enforced.

Having large amounts of commissary gives people power in jail, but it can also make them a target. In the Main Jail, no inmate has a secure place to store items -- so things often go "missing." Commissary is delivered in conspicuous transparent plastic bags at the entrance to each housing unit. Everyone on the unit sees what, and how much commissary other inmates are receiving.

See Also: <https://www.scsheriff.com/Home/InmateVisitingInformation/SantaCruzMainJail.aspx>

To provide feedback, comments, questions, and to correct errors please contact jailguide@namiscc.org

Date Written: April 2021

SANTA CRUZ COMMISSARY MENU MAIN JAIL
Keefe \$125.00 LIMIT 1/1/2018

Total cost of ordered items will be deducted from your trust account. This order is subject to posted commissary rates. \$125.00 limit on all orders.

CODE	ITEM	MAX	PRICE	CODE	ITEM	MAX	PRICE
2000	88 KEEFE COFFEE	9	\$0.40	3010	2.75 OZ CHOC. CHIP COOKIES	9	\$0.90
2006	88 DECAF COFFEE 1 STICK	9	\$0.45	3015	2.75 OZ OATMEAL RAISIN COOKIES	9	\$0.90
2010	KF INSTANT COFFEE CRYSTALS 4 OZ	2	\$7.36	3035	CHOC. CHIP COOKIES 6 OZ	9	\$2.00
2011	KEEFE DECAF (GLRPK W ZIP) 3 OZ	2	\$4.55	3039	MARIA VANILLA COOKIES 6 OZ	9	\$1.75
2026	TEA BAGS 48 COUNT	1	\$1.90	3030	VANILLA CRÈME COOKIES 6 OZ	9	\$1.97
2262	KEEFE ALTURO COFFEE 3OZ	2	\$4.85	3064	PEANUT BUTTER CRÈME COOKIE 6OZ	9	\$2.00
2283	KEEFE COLOMB. COFFEE 3OZ	2	\$4.85	4429	STRAWBERRY SF CRÈME WAFER 2.75	9	\$0.80
2017	MAXWELL HOUSE COFFEE 4OZ	2	\$0.20	3230	PEANUT BUTTER WAFERS 88	9	\$0.85
2041	FRENCH VANILLA CAPPUCCINO 8OZ	2	\$4.00	3062	VANILLA WAFERS 18 OZ	1	\$3.90
2198	SWISS MISS COCOA 8OZ	3	\$2.50	3226	ZC CHOCOLATE ICED DOUGHNUT	9	\$1.40
2070	88 HOT COCOA	9	\$0.50	3290	STRAWBERRY DONUT 2PK 4OZ	9	\$1.40
2084	SUGAR PACKETS 20 COUNT	1	\$1.00	3193	STRAWBERRY POP TART 2PK	9	\$1.20
2217	(1PK) SWEETMATE PINK	20	\$0.08	2725	KLG BROWN SUGAR POPTART 2PK	9	\$1.19
2087	NON DAIRY CREAMER 10PK	14	\$0.90	4314	KLG BLUEBERRY POPTART 2PK	9	\$1.19
2100	88 SF BREAKFAST DRINK	9	\$0.40	3200	BANANA MARSHMALLOW PIE	9	\$0.95
2115	88 SF BLACK CHERRY DRINK	9	\$0.40	3245	D-DUNK 1.7OZ ONE SERVING	9	\$0.85
2116	88 SF WATERMELON DRINK	9	\$0.40	3205	CHOCOLATE MARSHMALLOW PIE	9	\$0.95
2120	88 SF LEMONADE	9	\$0.40	3274	MONSTER ICED HONEY BUNEEZ	9	\$1.90
2200	88 ORANGE BREAKFAST DRINK	9	\$0.40	3260	CRUMBS COFFEE CAKE 4 OZ	9	\$1.25
2210	88 FRUIT PUNCH	9	\$0.40	3231	ZC YUM YUM	9	\$0.65
2220	88 LEMONADE	9	\$0.40	3246	ICED CINNAMON SWIRL 4OZ	9	\$1.25
3583	JACK LINKS SALAMI 5 OZ	9	\$2.00	3270	CHOC CRÈME CUPCAKES 4OZ	9	\$1.80
6297	BEEF JERKY PEPPERED	9	\$2.75	3236	SWISS ROLLS 2 OZ	9	\$0.85
6314	SALAMI BEEF	9	\$2.00	2789	TAPATIO HOT SAUCE	7	\$2.25
6166	CHIPS BBQ CORN 12 OZ	3	\$4.00	6284	BAG O KETCHUP 12 PACK	2	\$1.10
6102	STUFFED JALAPENO CHIPS 1.5 OZ	9	\$1.00	3203	CREAM CHEESE 2 OZ	9	\$1.10
6103	HABANERO TORTILLA CHIPS	9	\$1.00	6429	CHEESE JALAPENO SQUEEZE	9	\$1.00
6105	CHIPS BBQ POTATO	9	\$1.00	6428	CHEESE SHARP CHEDDAR SQUEEZE	9	\$1.00
6126	CHIPS HOT 1.5 OZ	9	\$1.00	6412	GRAPE JELLY 88	7	\$0.40
6190	CHIPS NACHO 10 OZ	3	\$3.35	6282	MAYONNAISE 12 PACK	2	\$1.20
6100	CHIPS POTATO	9	\$1.00	6283	MUSTARD 12 PACK	2	\$1.00
6126	CHIPS SOUR CREAM ONION 1.5 OZ	9	\$1.00	6415	PEANUT BUTTER 88	7	\$0.75
6106	PRETZELS 11 OZ	3	\$3.40	6500	PICKLES (HOT)	9	\$1.80
6880	CHEESE CRUNCHIES HOT 4.5 OZ	9	\$2.25	6501	PICKLES (MILD)	9	\$1.80
6607	PEANUTS HOT	9	\$1.30	4155	SUGAR FREE CANDY	9	\$1.35
6606	PEANUTS SALTED 1.75 OZ	9	\$1.30	4387	ROCKY ROAD BAR 1.8 OZ	9	\$1.40
6134	POPCORN CARAMEL 3.5 OZ	9	\$1.85	4065	BIG MUNK 2 OZ	9	\$1.40
6127	PORK RINGS HOT SPICY	9	\$2.00	4100	BUTTERFINGER BUTTONS	9	\$2.25
6159	CHEETOS FLAMING HOT CHIPS	9	\$1.00	4146	ATOMIC FIRE BALLS	9	\$1.35
6349	WHOLE ENCHILADA PARTY MIX	9	\$2.25	4019	CHICK 'O STICK	9	\$0.40
6079	WHOLE SHABANG 1.5 OZ	9	\$1.00	4110	LEMON DROPS	9	\$1.30
6116	CHEESE PUFFS 2.0 OZ	9	\$1.00	4001	M & M PEANUT	9	\$1.40
3276	PUDDING CUPS CHOCOLATE 1 EACH	9	\$1.00	4013	MILKY WAY CANDY BAR	9	\$1.40
3285	PUDDING CUPS VANILLA 1 EACH	9	\$1.00	4145	BTARLITE MINTS 3.75 OZ	9	\$2.25
6400	CHOCOLATE CHIP GRANOLA BAR	9	\$0.70	4182	DIBGY ALLSTARS 3.75 OZ	9	\$2.25
6540	STRAWBERRY CEREAL BAR	9	\$0.60	4038	INTRADUCE BAR	9	\$1.40
6217	TRAIL MIX 4 OZ	9	\$1.40	4035	REESE'S PEANUT BUTTER CUP	9	\$1.40
3115	CHEESE CRACKER (GOLDEN VALLEY)	9	\$0.90	4120	ROOT BEER BARRRELS	9	\$1.35
3110	SIMPLY SOCIAL CRACKERS	9	\$2.65	4040	SKITTLES	9	\$1.40
2616	JL ORIG. LIL CHUB 1.85 OZ	9	\$1.55	4010	SNICKERS BAR	9	\$1.40
2617	JL HOT BEEF/CHEESE STICK	9	\$1.30	4049	SNICKERS BAR WITH ALMONDS	9	\$1.40
3584	JL HOT SUMMER SAUSAGE 5OZ	9	\$3.60	4160	SOUR FRUIT BALLS 4.25 OZ	9	\$1.35
2757	SWEET & SALTY ALMOND BAR	9	\$1.00	4031	TWIX BAR	9	\$1.40
2758	CRUNCHY GRANOLA P/B BAR	9	\$1.00	4000	M & M PLAIN	9	\$1.40
2759	CRUNCH GRAN. OAT & HONEY	9	\$1.00	4005	BUTTERFINGER CANDY BAR	9	\$1.40
6154	DORITOS NACHO CHEESE 2OZ	9	\$1.00	4195	JOLLY RANCHER	9	\$1.35
6167	FRITO LAY CHEESE CRUNCHY	9	\$1.00	4032	3' MUSKETEERS	9	\$1.40
2737	FRITO LAY CHILI CHEESE CHIP	9	\$1.00	2718	FRUIT LOOPS CEREAL 1.5OZ	9	\$1.40
3219	AUSTIN CHEESE/CHEESE CRACKERS	9	\$0.85	2715	FROSTED FLAKES CEREAL 2.1OZ	9	\$1.40
6212	CAJUN SNACK MIX	9	\$1.40	2584	FC TUNA W/ JALAPENOS 3.53OZ	9	\$4.00
6208	STUDENT SNACK MIX	9	\$1.40	6178	BEEF STEW	9	\$3.95
6213	HEALTHY SNACK MIX	9	\$1.40	6836	TUNA, FRESH CATCH 4.23 OZ	9	\$5.00
3222	AUSTIN P/B TOASTER CRACKER	9	\$0.65	2886	CHEESY RICE 2.0 OZ	9	\$1.25
3223	AUSTIN P/B ON CHEESE CRACKER	9	\$0.65	6174	HOT CHILI WITH BEANS	9	\$3.65
4645	PROTEIN BAR	9	\$2.05	6711	HOT CHILI W/ BEANS & RICE	9	\$1.75
6153	BUFFALO WING BLUE CHZ CHIPS	9	\$1.00	2884	MACARONI & CHEESE 3 OZ	9	\$1.55
6136	POPCORN (NO MICROWAVE)	9	\$0.70	6600	FLOUR TORTILLAS 8CT / 8OZ	9	\$2.70
6673	RICE NOODLES	9	\$1.85	2667	SPICY CHEESY RICE 2.0 OZ	9	\$1.00
6011	HOT N SPICY VEGETABLE RAMEN	9	\$1.00	6050	KK INSTANT RICE 8OZ	9	\$2.45
6013	CAJUN CHICKEN RAMEN NOODLE	9	\$1.00	6047	SPICY REFRIED BEANS	9	\$2.90
6016	LIME CHILI SHRIMP	9	\$1.00	6700	REFRIED BEANS 8 OZ	5	\$2.45
6018	TEXAS BEEF RAMEN	9	\$1.00	6520	OATMEAL APPLE CINNAMON	9	\$0.65
6026	CHILI RAMEN NOODLE	9	\$1.00	6523	OATMEAL MAPLE BROWN SUGAR	9	\$0.65
6040	CHICKEN RAMEN NOODLE	9	\$1.00				
6048	BEEF RAMEN	9	\$1.00				
6053	CAJUN SHIMP RAMEN	9	\$1.00				

	CODE	ITEM	MAX	PRICE
	0680	1 DAY MULTI-VITAMIN (NO IRON) #90	1	\$3.75
	0007	BALSAM SHAMPOO 12 oz.	2	\$2.85
	0102	POWER -UP A/P DEODORANT FORCE	2	\$3.60
	0901	TROPEZ AFTERGLO LIPSTICK	2	\$1.90
	0056	MURRAY'S POMADE 4OZ	2	\$3.00
	0273	CHAPET LIP BALM .16 OZ	2	\$2.00
H	0106	POWER -UP WOMEN'S A/P DEODORANT	2	\$3.60
Y	0107	P-UP COOL ZONE DEODORANT 2.5 OZ	2	\$3.60
G	0230	JERGENS ULTRA HEALING LOTION 3 OZ	2	\$3.95
I	0671	GENERIC COUGH DROP CHERRY 30 CT	2	\$1.75
E	0235	SUAVE X-RELIEF LOTION 10 OZ	2	\$4.50
N	0212	ELEMENTZ COCONUT LIME ALOE LOTIO	2	\$3.70
E	0355	SHAMPOO W/ ALOE & GINSENG	2	\$3.75
	0357	DAILY SHAMPOO W/ ECLP & MINT	2	\$3.75
	0358	CONDITIONER ALMOND / SHEA	2	\$3.82
&	0361	ELEMENTZ 3-N-1 SHAMPOO	2	\$3.90
	0720	ANTI-FUNGAL POWDER	2	\$2.80
	0742	RENU NO RUB SALINE SOLUTION	2	\$6.10
	0270	CHAPSTICK	2	\$2.15
P	0320	MAGIC SHAVE CREAM	1	\$3.70
E	0331	PRO-TECHTION SHAVE CREAM 7 OZ	1	\$2.50
R	0590	DENTURE CLEANSER	2	\$2.95
S	0595	DENTURE ADHESIVE EFFERGRIP	2	\$4.10
O	0562	TOOTHBRUSH 4 INCH HANDLE	2	\$0.30
N	0580	TOOTHBRUSH HOLDER	2	\$0.85
A	0426	SPORT BAR SOAP 5 OZ	2	\$2.95
L	0490	SOAP DISH	2	\$0.85
	0410	IVORY SOAP (1/BAR)	2	\$1.35
C	0424	MOISTURIZING SOAP 5 OZ	2	\$2.95
A	0440	DOVE SOAP	2	\$2.40
R	0500	8 OZ MINT MOUTHWASH	1	\$1.75
E	0535	SENSODYNE TOOTHPASTE 4 OZ	2	\$8.15
	0530	COOL WAVE CLEAR TOOTHPASTE 4 OZ	2	\$1.85
	0363	STYLING GEL	2	\$3.65
	0825	SMALL AFRO PICK	2	\$0.90
	0821	PALM BRUSH	2	\$0.90
	0050	HAIRDRESS 5 OZ	2	\$3.00
	0430	1 OZ FRESHSCENT SOAP	6	\$0.25
	0431	3 OZ FRESHSCENT SOAP	2	\$0.75
	0800	5 INCH COMB	2	\$0.40
	0855	PONYTAIL HOLDER	2	\$0.40
	0780	COTTON Q-TIPS (100ct)	2	\$1.15
	0911	EYELINER PENCIL BLACK	2	\$2.45
	0910	MASCARA	2	\$2.50
	0911	EYELINER PENCIL BLACK	2	\$1.90
	0673	GOODSENSE ACID REDUCER 30CT	1	\$4.00
	0200	4OZ BABY POWDER	1	\$2.00
	0507	COLGATE CLR GEL T/P 4.2OZ	2	\$4.25
	0537	FRESHMINT T/PASTE .85OZ	2	\$0.40
	0544	FLOSS LOOPS	2	\$5.10
		KITS		
	9636	INDIGENT KIT	1	\$0.00
		INDIGENT KITS ARE AVAILABLE TO INMATES WITH LESS THAN \$3.00		

	CODE	ITEM	MAX	PRICE
M	1256	EAR PLUGS	2	\$0.90
I	1086	POCKET DICTIONARY	1	\$4.10
S	1067	SPANISH ENGLISH DICTIONARY	1	\$3.90
C	1300	PLAYING CARDS	1	\$2.00
E	1305	PINOCHLE CARDS	2	\$2.00
L	1415	PLASTIC CUP 22 OZ	1	\$1.00
L	1400	BOWL W/ LID	1	\$1.30
A	489	CROSSWORD PUZZLES	2	\$3.75
N	5274	READING GLASSES 1.50	1	\$6.50
E	5277	READING GLASSES 2.25	1	\$6.50
O	5278	READING GLASSES 2.5	1	\$6.50
U	1430	WASHCLOTH WHITE	3	\$0.95
S	8236	ORANGE KNIT HAT	1	\$5.75
S	6928	ENVELOPE STAMPED 1 EACH	5	\$0.70
T	1090	COLORLED PENCILS	1	\$3.70
A	1081	8.5 X 11 LETTER PAD YELLOW	5	\$1.25
T	1158	ARROW HEAD ERASER	6	\$0.10
I	1070	SKETCH PAD 8.5 X 11 WH	5	\$2.50
O	1157	SECURITY PEN	5	\$0.85
N	1067	1 EACH SINGLE SHEET PAPER	9	\$0.05
E	6929	MANILLA ENVELOPE NO POSTAGE 1/CT	5	\$0.80
Y				
		SIZE IN MENS		
	1751	SZ 7 RAWLINGS MARC II	1	\$36.50
	1752	SZ 8 RAWLINGS MARC II	1	\$36.50
	1753	SZ 8.5 RAWLINGS MARC II	1	\$36.50
	1853	SZ 9 RAWLINGS MARC II	1	\$36.50
	1757	SZ 9.5 RAWLINGS MARC II	1	\$36.50
F	1854	SZ 10 RAWLINGS MARC II	1	\$36.50
O	1758	SZ 10.5 RAWLINGS MARC II	1	\$36.50
O	1759	SZ 11 RAWLINGS MARC II	1	\$36.50
T	1856	SZ 12 RAWLINGS MARC II	1	\$36.50
	1761	SZ 13 RAWLINGS MARC II	1	\$36.50
W	1857	SZ 14 RAWLINGS MARC II	1	\$36.50
E	1958	SZ 6 VELCRO SHOES	1	\$14.00
A	1957	SZ 7 VELCRO SHOES	1	\$14.00
R	1958	SZ 8 VELCRO SHOES	1	\$14.00
	1959	SZ 9 VELCRO SHOES	1	\$14.00
	1960	SZ 10 VELCRO SHOES	1	\$14.00
	1961	SZ 11 VELCRO SHOES	1	\$14.00
	1962	SZ 12 VELCRO SHOES	1	\$14.00
	1963	SZ 13 VELCRO SHOES	1	\$14.00
	1964	SZ 14 VELCRO SHOES	1	\$14.00
		*** OTC MEDICATION ***		
	0614	GEN TYLENOL - NON-ASPRN 2/PK	5	\$0.60
	0265	CLEARJIT	1	\$1.00
	0251	ANTIFUNGAL FOOT CREAM	1	\$1.30
	0250	HYDROCORTISONE CREAM	1	\$2.65
	0683	IBUPROFEN TABLETS 2/PK	5	\$0.75
	0661	GOODSENSE HEMORRHOIDAL OINTMENT	1	\$2.95
	0666	KONSYL D FIBER POWDER REGULAR	1	\$6.50
	0248	A&D OINTMENT	1	\$2.60
	0260	MUSCLE RUB	1	\$2.80
	0622	ZANTAC 75 MG 4PK	2	\$2.19
	0642	TUMS	3	\$1.60

Inmate ID No. / Número de preso

S -

0	0	0	0	0	0
1	1	1	1	1	1
2	2	2	2	2	2
3	3	3	3	3	3
4	4	4	4	4	4
5	5	5	5	5	5
6	6	6	6	6	6
7	7	7	7	7	7
8	8	8	8	8	8
9	9	9	9	9	9



SANTA CRUZ COMMISSARY ORDER FORM

Date / Fecha

Location / Lugar

Full Name (print) / Nombre y apellido - imprime

The cashier is hereby requested and authorized to pay over to Commissary from my funds
El cajero por la presente es solicitado y es autorizado a pagar al Comisario de mis fondos

Sign Here X / Firme Aquí X

MARKING INSTRUCTIONS

- Use black or blue pen or a number 2 pencil.
- Make dark marks that fill the oval completely.
- Do not use pens with ink that soaks through the paper.
- Make no stray marks.

INSTRUCCIONES DE MARCAR

- Utilizar pluma negra o azul o un lapiz número 2.
- Haga marcas oscuras que llenan el óvalo completamente.
- No utilice plumas con tinta que empape por el papel.
- No haga otras marcas en la pagina.

All sales are final. No refunds will be issued. If you order commissary and do not receive your purchase prior to your release date you will have 7 days to retrieve your order. Commissary orders may be picked up anytime during that period by coming to the jail's reception window.

ORDER LIMIT \$125.00 "Excluding Telephone and Debitek"

Todas la ventas son final, no hay devueltas. Si usted ordena comisaria y no la recibe antes de ser descargado de la institucion, usted tendra 7 dias para recuperar su orden. Usted puede recojer su Orden en cualquier tiempo durante este periodo en la ventana de recepcion.

LIMITE DE ORDEN ES \$125.00 "Total no incluye venta de minutos para usar el telefono"

1	2	3	4	5	6
ITEM CODE QTY	ITEM CODE QTY	ITEM CODE QTY	ITEM CODE QTY	ITEM CODE QTY	ITEM CODE QTY
0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0
1 1 1 1 1 10	1 1 1 1 1 10	1 1 1 1 1 10	1 1 1 1 1 10	1 1 1 1 1 10	1 1 1 1 1 10
2 2 2 2 2 11	2 2 2 2 2 11	2 2 2 2 2 11	2 2 2 2 2 11	2 2 2 2 2 11	2 2 2 2 2 11
3 3 3 3 3 12	3 3 3 3 3 12	3 3 3 3 3 12	3 3 3 3 3 12	3 3 3 3 3 12	3 3 3 3 3 12
4 4 4 4 4 13	4 4 4 4 4 13	4 4 4 4 4 13	4 4 4 4 4 13	4 4 4 4 4 13	4 4 4 4 4 13
5 5 5 5 5 14	5 5 5 5 5 14	5 5 5 5 5 14	5 5 5 5 5 14	5 5 5 5 5 14	5 5 5 5 5 14
6 6 6 6 6 15	6 6 6 6 6 15	6 6 6 6 6 15	6 6 6 6 6 15	6 6 6 6 6 15	6 6 6 6 6 15
7 7 7 7 7 20	7 7 7 7 7 20	7 7 7 7 7 20	7 7 7 7 7 20	7 7 7 7 7 20	7 7 7 7 7 20
8 8 8 8 8 25	8 8 8 8 8 25	8 8 8 8 8 25	8 8 8 8 8 25	8 8 8 8 8 25	8 8 8 8 8 25
9 9 9 9 9 30	9 9 9 9 9 30	9 9 9 9 9 30	9 9 9 9 9 30	9 9 9 9 9 30	9 9 9 9 9 30
7	8	9	10	11	12
ITEM CODE QTY	ITEM CODE QTY	ITEM CODE QTY	ITEM CODE QTY	ITEM CODE QTY	ITEM CODE QTY
0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0
1 1 1 1 1 10	1 1 1 1 1 10	1 1 1 1 1 10	1 1 1 1 1 10	1 1 1 1 1 10	1 1 1 1 1 10
2 2 2 2 2 11	2 2 2 2 2 11	2 2 2 2 2 11	2 2 2 2 2 11	2 2 2 2 2 11	2 2 2 2 2 11
3 3 3 3 3 12	3 3 3 3 3 12	3 3 3 3 3 12	3 3 3 3 3 12	3 3 3 3 3 12	3 3 3 3 3 12
4 4 4 4 4 13	4 4 4 4 4 13	4 4 4 4 4 13	4 4 4 4 4 13	4 4 4 4 4 13	4 4 4 4 4 13
5 5 5 5 5 14	5 5 5 5 5 14	5 5 5 5 5 14	5 5 5 5 5 14	5 5 5 5 5 14	5 5 5 5 5 14
6 6 6 6 6 15	6 6 6 6 6 15	6 6 6 6 6 15	6 6 6 6 6 15	6 6 6 6 6 15	6 6 6 6 6 15
7 7 7 7 7 20	7 7 7 7 7 20	7 7 7 7 7 20	7 7 7 7 7 20	7 7 7 7 7 20	7 7 7 7 7 20
8 8 8 8 8 25	8 8 8 8 8 25	8 8 8 8 8 25	8 8 8 8 8 25	8 8 8 8 8 25	8 8 8 8 8 25
9 9 9 9 9 30	9 9 9 9 9 30	9 9 9 9 9 30	9 9 9 9 9 30	9 9 9 9 9 30	9 9 9 9 9 30

Inmate Rules and Regulations

SI DESEA ESTA INFORMACION EN ESPANOL LA PUEDE PEDIR AL OFICIAL EN TURNO

A. BOOKS, NEWSPAPERS AND PERIODICALS

1. The Corrections Bureau staff will make paperback books available on portable book carts. No inmate may have in his/her housing area any more than the following at any time: a. One newspaper; b. Two magazines or periodicals; One paperback dictionary; Five paperback books. Hardbound books are not allowed.
2. Inmates are not allowed to receive books, magazines, or newspapers from visitors. If mailed to the inmate, they must come from the publisher or Internet bookstores. Hardbound books will be returned to the point of purchase.
3. Inmates may purchase, receive and read any book, newspaper or periodical accepted for distribution by the United States Post Office. Nothing herein shall be construed as limiting the right of a facility commander to: Exclude obscene publications or writings, and mail containing information concerning where, how, or from whom such matter may be obtained; and any gang activity or any matter of a character tending to incite murder, arson, riot, violent racism, or any other form of violence; and any matter concerning unlawful gambling or an unlawful lottery; Exclude publications or writings based on the physical composition of the material or packaging or to restrict the sources from which the jail will receive such materials where there is a valid security reason to justify such action; Open and inspect publications or packages received by an inmate; Restrict the number of books, newspapers or magazines the inmate may have in his/her cell or elsewhere in the facility at one time; Outgoing post cards requesting subscriptions marked "bill me" will be destroyed.

B. CLEANLINESS

All privileges may be withheld until unit is clean

1. Each inmate is responsible for the cleanliness of his/her housing area. Floors will be swept and mopped daily. Mops and mop buckets will be made available.
2. Trash, papers, or any other items are not to be thrown on the floor of the dayroom, individual cells, or patio area. Receptacles in each housing area are only to be used for trash.
3. No adhesive such as toothpaste or tape shall be used to hang any pictures, etc. in units. Nothing is to be placed on the cell doors, windows, speakers, walls, vents, mirrors etc.
4. Handmade storage containers or using any items to make shelving is not authorized. Handmade storage containers will be removed and destroyed. Shelving will be confiscated and destroyed.
5. Covering cells windows, "tenting" bunks, clothes lines, chairs in cells and chairs on the upper tier are all strictly prohibited and result in disciplinary action or suspension of privileges.

C. COMMISSARY

1. Commissary will be issued once a week on Wednesdays.
2. Inmates may only spend money which is recorded on their account. Online orders can be placed by family or friends at www.santacruzpackages.com
3. Commissary slips must be turned in by 10:00 a.m. on Tuesdays.
4. Indigent inmates with less than \$3.00 may receive an indigent kit free of charge once a week on Wednesday. The indigent kit includes: 6 sheets of paper, 2 stamped envelopes, 1 pen, 7 shampoo packets, two bars of soap, 1 toothbrush, 1 tube of toothpaste and 1 comb. Qualifying inmates need to fill out a commissary form and order item #9636 to receive an indigent kit.
5. Inmates are responsible for checking their commissary purchase to ensure accuracy. All commissary will be transferred to a paper bag. Plastic bags are not allowed in the units and are considered contraband.
6. Once inmates have purchased commissary items, they will not be allowed to trade any commissary items for another item. No substitutions will be provided for items not in stock.
7. Items that are missing from an inmate's order will be credited to their account.
8. Slips will not be processed if they are submitted with stains on them, have any foreign substance on them or are not signed by the inmate.
9. Slips will not be processed if they are not filled out completely or not filled out correctly.
10. Inmates released without their commissary order will have the funds credited to their accounts. Released inmates have 120 days to request a refund of these funds or it will be disposed. Per gov. code 26642.

D. COURT APPEARANCES

1. The Jail staff is aware of each inmate's court schedule and he/she will be called from his/her housing area to make court appearances.
2. Inmates going to court must have inmate identification and be fully dressed. Inmate jewelry or decoration is not allowed in court or court holding. No items may be taken to court except legal papers.
4. Only verified medical emergencies will excuse an inmate from court appearances.
5. All clothing for inmates scheduled for jury trial shall be delivered directly to Court Security by the inmate's attorney.

E. INMATE GRIEVANCES

Any inmate incarcerated in a Santa Cruz County Correctional Facility may file a grievance regarding any condition of confinement. Grievances related to issues that are outside the Corrections scope of authority are not generally grievable, for example, probation and parole decisions, judicial decisions, state and federal laws, and issues governed by the policies and procedures of other authorities.

Grievance forms (DET-1060) and appeal forms (DET-1148) shall be available in housing units and shall be issued to the inmate on request. Retaliation against an inmate for filing a grievance is prohibited.

F. SCHEDULE

1. Lights are turned on at approximately 5:30 a.m. and off at approximately 11:00 p.m. daily.
2. Meals are served at approximately 6:00 a.m., 11:30 a.m. and 5:00 p.m.
3. All food provided by the kitchen will be consumed at the time it is served. A maximum of 30 minutes will be allowed for consumption and/or disposal of a meal. Food, including fruit, may not be stored.
4. After meals stack trays by the dayroom door for pickup.
5. Razor pass is conducted daily. You must present the officer with your ID card in exchange for a razor. Before lights out you will be asked to turn in your razor in exchange for your ID. Any missing razors or broken/altered razors may result in disciplinary action and the unit may be locked down until the razor is found.

G. JAIL ISSUE

1. Prior to Housing, all inmates will be issued a kit that includes clothing, bedding, cup, spoon and toilet paper.
2. Upon housing all inmates shall be given a hygiene kit and charged \$3.75.
3. Each inmate will be issued clean clothing, of appropriate size, sheet and towel once a week, and two sets of clean underclothing twice a week. Soiled items must be exchanged on a one-for-one basis.

4. Clothes or towels should not be hung on railings or in windows. Anything that may obstruct an officer's view will be confiscated and that inmate will receive disciplinary action.
5. Any use of clothing not worn for what was intended will not be condoned and may result in disciplinary action and/or seized.
6. All items issued by the jail shall be returned prior to release.
7. Cleaning implements and furniture shall not be used for exercise.
8. Inmates will be billed for any and all damage to jail issue including the inmate ID card.
9. Toilet paper is issued during clothing exchanges; inmates will receive a total of three rolls of toilet paper per 7 day period.
10. Possession of a razor outside the approved time of issuance is considered contraband and will result in disciplinary action.

H. LEGAL INFORMATION SERVICES

A private company administers the legal research and information system. You may obtain general legal research and information by completing a Legal Information Request Form and submitting it to an officer. You will receive a response in about three business days. Inmates are limited to three request forms each calendar month or information specific to your case you can consult your attorney.

I. MAIL

1. There is no limit on the volume of letters an inmate may receive or mail each day at the inmate's expense. Inmates who are without funds may request two postage paid envelopes each week.
2. All outgoing mail will have the inmate's name; S number and the facility's return address. Outgoing mail with drawings or graffiti on it will be returned to the inmate and not mailed out. The address while at the County Jail facility is: Inmate's Name, S# _____ Santa Cruz County Jail 259, Water St, Santa Cruz, CA 95060
3. If a letter does not have proper return information and it cannot be determined whom the letter is from, the address will be blacked out and "dead letter" will be marked on the envelope. The letter will then be placed into the outgoing mail. Incoming mail will be opened and checked for contraband.
4. Acceptable Mail: letters, paperback books, magazines and newspapers if mailed from the publisher, pictures and polaroids (they will be trimmed when inspected), greeting cards (must be single layer, no plastic coating, and no musical devices).
5. Letters received from the courts and attorneys marked confidential or legal mail must be opened and inspected by the staff in the presence of the inmate.
6. Only publications sent by a publisher or internet bookstore will be accepted and given to an inmate. Hardbound books, cassettes, CD's, or other items at the discretion of the Facility Commander or his designee will be returned to sender or placed in the inmate's property.
7. First class mail of persons no longer in our custody shall be returned to the Post Office for return to sender.
8. Magazines, periodicals, and newspapers will not be forwarded by the jail staff after the inmate is released. The inmate is responsible for updating subscriptions upon transfer to another facility.
9. Free advertising material, fliers, catalogs and other bulk rate material will not be delivered to the inmate.
10. Outgoing mail that appears bulky or might contain contraband will be opened and inspected.
11. Mail between inmates in the Santa Cruz County Corrections Facilities is prohibited without prior approval of the Jail Commander.
12. Mail received from inmates in other State, Federal, City and or County Corrections Facilities will not be permitted without prior approval of the Jail Commander.
13. Stamps and other gummed seals including return address labels will be removed before delivery.
14. Staples, stickers, glitter, tape or paper clips will be removed prior to delivery.
15. Material that is sexually explicit, racist, hate-related, gang-related, may invoke violence, or aid escape is prohibited and will not be delivered.
16. Questionable substances on mail i.e. stains, perfume, powder, etc. will not be delivered.
17. Stamps, envelopes or other writing implements will not be delivered.
18. Outgoing mail with any markings, drawings and/or writing other than return address and addressee's address will be returned to the sender. The only exception will be envelopes marked "Legal Mail."
19. Mail containing any pornographic photos, images, drawings, etc. will either be returned to sender or, if not possible, placed in the inmate's property.

J. MEDICAL SERVICES

1. Medical care is available in this facility. If you need medical attention, request a slip from the nurse on medication rounds. Nurses are on duty at the Main Jail at all times. A doctor is available Monday through Friday for sick call. Special health needs should be discussed with the medical personnel. In an emergency, you will be taken to the appropriate medical facility for treatment.
2. Cost for outside medical services will be at the inmate's expense.
3. Santa Cruz County will charge \$3.00 for medical or dental visits requested by an inmate. You will not be denied health care because of lack of funds. The following medical services are excluded from charges: medical emergencies, appointments made by medical staff, communicable disease testing or treatment, any and all services related to pregnancy; and mental health evaluations.
4. The only inmates who will be given medications during medication rounds will be those who have a medication ordered by a health professional.
5. Inmates must take oral medication with water or juice. Hoarding or "cheeking" of medication will result in disciplinary action.
6. No medication will be dispensed to inmate without authorized inmate identification.
7. Pain relievers and decongestants can be ordered through commissary.

K. MONEY

Money orders may be mailed to the Jail and added to an inmate's account. The inmates name and S number must be on the money order. Personal checks are not accepted.

Cash or credit deposits may be made at the Main Jail or Rountree lobby kiosk. Inmates may not transfer money to another inmate's account. Coins are not counted during intake and are not added to an inmate account. They are placed with the inmates' valuables and returned at the time of inmates' release.

L. PROPERTY RELEASE

1. Generally, property belonging to an inmate shall not be released, with the exception of keys. The Watch Commander must approve any exception. Inmate money is released only with the approval of the Watch Commander. An inmate who has been sentenced to state or federal prison may release all property.

M. RECREATION

1. Inmate patio areas may be used daily, depending upon the status of the unit and weather. Tables and chairs are not allowed on the patio nor shall they be used as exercise equipment. Patios will be locked at sunset. Inmates may not exercise in groups of more than three. Audible cadence or military style chants are strictly forbidden. Inmates are required to wear footwear whenever on patio or outside.

N. RELIGIOUS ACTIVITIES

1. The Jail provides a Chaplain for inmates who desire individual counseling. The Jail Chaplain may be contacted by submitting a "Request Form".
2. If an inmate wishes to see his/her own minister, it is up to the inmate to contact him/her. The Jail Chaplain and Special Services Division Lieutenant must first clear all visiting dergy.

D. CLASSIFICATION AND HOUSING ASSIGNMENTS

1. Classification is a process that determines where an inmate is housed while he or she is in our custody. Your classification is based on your current behavior, gang affiliation, charges, past criminal history and past behavior either here or at other facilities.
2. Administrative Segregation: Your behavior while you are in custody is an important factor in determining your housing assignment. Inmates who are determined to be and escape risk, assaultive, disruptive to jail operations, or likely need protection from other inmates may be classified as Administrative Segregation. Administrative Segregation is NOT punishment. It may be necessary in order to obtain the objective of protecting the welfare of staff and inmates.
3. Inmates may request reclassification every 30 days on an "Inmate Request Form" also know as a green slip. Grievances are NOT for requesting reclassification.
4. If you disagree with your reclassification assessment by the classification officer you may appeal it via a grievance addressed to the Jail Commander.

E. TELEPHONES

1. Telephones are available in each housing area. The telephones will be turned on after inmates have left for Court.
 2. All local and long distance telephone calls are either collect or made using a phone time purchased through commissary.
 3. All calls (except those to attorneys) are subject to monitoring recordings. Pick-up the receiver, listen and follow the instructions. Calls will be limited to fifteen minutes each when another inmate wishes to use the phone. Inmates in housing may not use the phones in booking except for verified family emergency or at the discretion of the Watch Commander.
 4. Inmates may use money from their inmate account to purchase telephone time that can be used to make telephone calls from the jail in lieu of placing a collect call. This also provides access for international calling. Costs of calls and account balances are reported at the beginning of each call. There will be no limit on the amount of telephone time an inmate may purchase providing that he/she has sufficient funds to cover his/her order.
- b. If the inmate does not have enough money on his/her account to cover the Commissary order and inmate debit calling order, the Commissary order will be filled first.
- c. Inmates purchasing telephone time will be given a Personal Identification Number (PIN). This number will consist of the inmate's 6-digit "S" number plus four randomly assigned numbers.
- d. Telephone time is not intended to be traded, sold, bartered or used by other inmates and is meant to be used only by the purchaser.
- f. Using inmate telephones for the purpose of annoying or harassing is a crime.
- g. Inmates will be able to get the balance on their debit calling account by entering their PIN into any jail inmate phone.
5. An inmate may request a refund, after their release from jail, of any unused telephone time (\$1.00 or more) by submitting a request in writing to Santa Cruz County Jail. A post card for this purpose will be available from Jail Staff and at the front Jail Reception counter for distribution upon request. If the request for refund is received by Santa Cruz County Jail, after 30 days of this jail's documented release date, the refund will not be issued.

G. TELEVISION

1. Television programming is determined by a specific schedule. Do not ask officers to deviate from the schedule. The unit call button shall not be used to request a "channel check" under any circumstances.
2. Television volume may be turned down at the officer's discretion. Televisions will not be turned on unless the housing unit privileges have been granted.
3. Use of a television is considered a privilege and may be suspended at the housing officers' discretion.

H. TRANSFER TO CALIFORNIA DEPARTMENT OF CORRECTIONS

Any personal property items that do not meet the criteria as established in this procedure shall be disposed of in one of the following manners before you transfer to San Quentin:

- a. Released to a friend or relative.
- b. Donated to a charitable organization.
- c. Donated to the institution.
- d. Discarded.

Property allowed includes:

- a. Legal and religious material.
- b. Postage stamps, envelopes, writing paper.
- c. Receipts, address books, business cards, etc.
- d. Personal letters and photos.
- e. Eyeglasses and medical devices.
- h. Shoes.

All other items will be disposed of as described above.

I. VISITING

1. The following guidelines are provided to ensure that all parties have a successful visit. Failure to comply with these guidelines will result in the immediate revocation of the visiting privilege.
2. Inmates must complete a Visitor Request Form completely before any visits will be allowed. The visitor list can be updated only once every 30 days from the date the original list was completed. Visitors must be pre-approved by staff before they can schedule a visit.
3. Visitors call Jail Reception at (831) 454-2420 to schedule a visit. Visitors must check in 30 minutes before their visiting time. Failure to appear for a scheduled visit will count as a visit.
4. Visitor clothing cannot be provocative in nature or design. Clothing must cover all genitals, buttocks, and breasts. Clothing worn by the visitor(s) must be appropriate for a family visiting environment.
5. Inmates and visitors must conduct themselves properly at all times or the visit will end immediately and without warning.
6. Visitors are required to present valid identification prior to the start of the visit. Valid driver's license, California identification card, passports, military identification and immigration identification are acceptable forms of identification.

7. Minors are only allowed to visit when they are accompanied by an approved adult visitor such as a parent, a court appointed legal guardian, or they have written, notarized permission to visit from the minor's parent or legal guardian and a certified birth certificate or embossed abstract of birth. Notarized letters must have the notary stamp on the original document; it must not be stapled attached as an amendment and must be updated each calendar year.

8. Visitors who violate any proper procedure of the visiting process may be banned from entering the facility either temporarily or permanently or, depending on the violation, criminally charged.

I. VOTING

1. The County Clerk/Elections Department Inmate Voter Outreach will provide all necessary materials to inmate voters. Corrections personnel will facilitate voter outreach as directed by the Chief Deputy.

2. Inmates who are not registered to vote may request an Affidavit of Registration. Completed Affidavits shall be hand-delivered to the County Clerk/Elections Department.

3. Inmates who are registered to vote must request an Absentee Ballot. Completed Ballots shall be hand-delivered to the County Clerk/Elections Department.

4. The County Clerk/Elections Department is responsible for determining who is eligible to vote.

II. PROGRAMS & CLASSES

We offer a variety of programs and classes at the all of our facilities. The schedule for these classes and what is available to your unit is updated and posted in the units monthly. When your housing officer announces a class and you wish to attend, it is your responsibility to be fully dressed and ready to go in a timely manner. Anytime you leave your unit you must be wearing the jail issued sandals (no shoes).

V. DISCIPLINE

The degree of punitive actions taken by the disciplinary officer shall be directly related to the severity of the offense and history of similar offenses during same custody stay. Sustained disciplinary convictions negatively impact your classification level, which determines your housing and facility assignment.

Disposition of Disciplinary Sanctions

A. Minor offenses are designated as Level I and II.

Level I

- a. Extra work detail: 4-8 hours
- b. Loss of all privileges: 3-7 days

Level II

- a. Extra work detail: 8-16 hours
- b. Loss of all privileges: 7-14 days
- c. Confined to cell or bunk for a 24 hour period
- d. Removal from work or program assignments: 1-14 days

B. Major offenses are designated as Level III and IV.

Level III

- a. Forfeiture of "good time" credits earned: 25%-50%
- b. Forfeiture of "work time" credits earned: 25%-50%
- c. Disciplinary isolation and loss of all privileges: 15-30 days
- d. Disciplinary isolation diet: 1-3 days

Level IV

- a. Forfeiture of "good time" credits earned: 50%-100%
- b. Forfeiture of "work time" credits earned: 50%-100%
- c. Disciplinary isolation and loss of all privileges: 30-60 days
- d. Disciplinary isolation diet: 3-6 days

C. Disciplinary Sanctions Schedule: DESCRIPTION		
LEVEL I	Disruptive behavior during visits, interviews, programs, court appearances or other activities.	Interfere with facility security or security-related operations.
Failure to keep cell, bunk, dayroom and patio areas clean.	Misuse of any emergency alarm in the facility.	Destroy or damage jail property.
Failure to be responsible for jail-issued items or to alter or damage any jail-issued items.	Except white in the shower, failure to have bullocks, genitals or breasts appropriately covered.	Possess, smuggle or attempt to smuggle any contraband into or within a facility.
Taking property other than legal papers outside of the housing area without authorization.	Possession of extra jail-issued items.	Possess or make any intoxicant.
Placing any pictures or material on facility walls or windows.	Unauthorized communication between inmates.	Set or cause a fire.
Storage of food other than commissary items in the living area.	Refusal to work or attend mandatory programs.	Flood or clog plumbing.
"Tenting" of bunks	Disobeying a lawful order of the staff.	Misuse prescribed or non-prescribed medication.
Unauthorized transfer or exchange to another inmate of any item.	Possession of any item, contraband or issued, being used for tattoos.	Possess materials related to gangs or hate.
Tampering, destruction, or alteration detention identification.	Possession of cigarettes, tobacco, lighters, matches or any tobacco use.	Violate any local, state or federal law.
Using cleaning equipment for exercise.	Body piercing or using items as jewelry.	LEVEL IV
Locking out the dayroom or patio windows.	Giving, receiving tattoos or possession of any tattoo related items.	Assault any person.
LEVEL II	Possess or make an altered razor.	Escape, attempt to escape, or aid escape by any person.
Tampering with the television, telephone, hot water pots.	LEVEL III	Destroy or tamper with doors, locks, screens, or any other security device.
Failure to be appropriately dressed outside of housing area, minimally wearing long pants and a shirt.	Sparking or tampering with electrical outlets.	Possess or make a weapon.
Unauthorized bed or cell changes.	Refuse to transfer to another cell, unit or facility.	Riot or encourage others to riot.
The use of abusive or disrespectful language to any person.	Extort, blackmail, or threaten any person.	Engage in sexual activity.

This facility does not tolerate sexual abuse, sexual harassment or sexual misconduct of any kind. While you are here, you have the right to be safe and treated with respect. You are expected to treat others in the same way. We take sexual abuse and sexual harassment seriously and will take every action to stop it. Every staff member, both custody and non-custody, is trained to give help if they see or hear about sexual abuse or sexual harassment. All staff members have to report any suspected sexual abuse or sexual harassment. If you need to report sexual abuse or sexual harassment that happened to you or that you witnessed, you can:

1. Tell any staff member, officer, medical, mental health staff, and chaplains. 2. Call 888-900-4232 (Monarch services). Write a note or green slip to any staff member, Supervisor, Sergeant or Lieutenant. Fill out a sick call slip (blue Slip). You can request to see medical and mental health staff at this facility without naming names or making a full report. All medical and mental health services that you need because of sexual abuse will be free. No one deserves to be abused. Sexual abuse and sexual harassment are not a part of your sentence.

Welcome to the Santa Cruz County Jail. The Sheriff's Office Correctional Staff are committed to ensuring your stay in our facility is as comfortable and short as possible.

Your safety and well-being (medical and mental health) are our priority. Additionally, we will work to assist you with your personal growth through Inmate Programs (i.e. education, religious/spiritual, addiction recovery support, cognitive behavioral therapy, etc). Our goal is to safely care for you during your time here and provide you with the tools/skills to prevent you from returning.

Officers are readily available if you have questions or concerns. Alternatively, you can fill out and turn in a Request Slip (aka: Green Slip). If you have an emergency, you can push the red Panic Alarm.

Medical services are available 24 hours a day. If you or a fellow inmate has a medical or mental health emergency, contact your Housing Officer immediately! For non-urgent issues, fill out a Health Referral-Blue Slip. Your written communications with Medical and Mental Health staff will be confidential. All mental health requests are free of charge. A \$3.00 fee will be charged for submitting a medical request. Follow up medical visits for the initial request (injury, health concern, etc.) will be free of charge. Indigent inmates will not be charged for submitting medical requests.

The non-prescription medications in your hygiene kit are provided so you can care for minor discomforts such as headache, upset stomach, nausea, or stuffy nose.

It is normal to feel bad or upset about being in jail. You should remember that this is temporary and you are innocent until proven guilty. If you feel overwhelmed or like you want to hurt yourself, notify Jail Staff so we can help you.

You will go to Court within 72 hours, not including weekends or Court holidays. You can also bail out of Jail at anytime.

Inmate visitation is every Saturday and Sunday. Complete the Visitation form and turn it into your Housing Officer. Your requested visitors will go through an approval process, which usually takes a week. Once approved, they can schedule a visit by calling Reception 831-454-7800.

You are able to order up to \$125 of Commissary once every week. Select the items you want to buy from the Keefe Commissary List and complete a Commissary "Bubble" Sheet. Make sure it is turned in to your Housing Officer before 10 AM Tuesday morning.

You have access to a phone inside your Housing Unit; however, you will need the following information:

S#: _____ Pin#: _____ *Do not give your pin# to anyone!

A TTY capable device will be made available to inmates who are deaf, hard of hearing or have speech impairments to allow equivalent telephone access.

The Santa Cruz County Sheriff's Office Corrections Bureau has a zero tolerance policy toward rape, sexual assault, abuse, harassment and sexual misconduct of any kind. If you are a victim of such abuse or have knowledge of such abuse occurring please report it. Methods of reporting: Tell any staff member, officer, medical, mental health staff, and chaplains. 2. Call 888-900-4232 (Monarch Services). Write a note or green slip to any staff member, Supervisor, Sergeant or Lieutenant. Fill out a sick call slip (blue Slip). You can request to see medical and mental health staff at this facility without naming names or making a full report. All medical and mental health services that you need because of sexual abuse will be free.

While you are within the Santa Cruz County Jail, and it is confirmed that you are pregnant, the following standards and policies governing pregnant inmates will apply to you:

- Inmates known to be pregnant or in recovery after delivery shall never be restrained by the use of leg irons, waist chains, or handcuffs from behind the body.
- Pregnant inmates in labor, during delivery, or in recovery after delivery, shall not be restrained by the wrists, ankles or both, unless deemed necessary for the safety and security of the inmate, staff or the public.
- Facility medical staff will ensure necessary medication and vitamins, as recommended by a doctor are available to you.
- Prenatal and postpartum information, health care information and childbirth education/infant care will be provided to you by the facility's medical staff.
- Medical diets, will be authorized by the facility medical staff during the intake process, or after you have been housed.
- Pregnant or lactating inmates will be given 8 oz of milk at each meal & a snack with 8 oz of milk during the evening. The housing unit officer will ensure the snack is received by you.

The Sheriff's Office Correctional Staff shall treat all persons in jail including the LBGTQJ population in a respectful, courteous, and professional manner while maintaining their safety and security. Staff shall address transgender inmates by their chosen name and proper pronoun. Discrimination or harassment of any kind based on gender identity status and/or sexual orientation shall not be tolerated. The Sheriff's Office goal is to ensure the safety of all inmates, by modeling respectful behavior and promptly intervening and immediately reporting to a supervisor whenever disrespect, harassment, or abuse is observed by others.

NAME: _____ UNIT: _____

You will go to Court within 72 hours, not including weekends or Court holidays.

You will have access to a phone inside your unit. You will need the following information:

S#: _____ Pin#: _____

*Do not give your pin# to anyone!

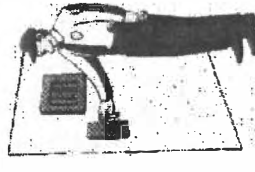
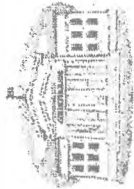
You can bail out of Jail, at anytime (24/7/365).

You will need your I.D. card on you at all times. Losing an I.D. card will result in being charged to replace it.

Officers are readily available if you have questions or concerns. Alternately, you can also fill out and turn in a Request Slip (aka: Green Slip). If you have an emergency, you can push the red Panic Alarm.

Medical services are available 24 hours a day. If you or a fellow inmate are having a medical emergency, contact your Housing Officer immediately! For non-urgent issues, fill out a blue slip.

It is normal to feel bad or upset about being in Jail. You should remember that this is temporary and you are innocent until proven guilty. If you feel like you cannot take it anymore and you feel like you want to hurt yourself, notify an Officer so we can help you.



OFFICER: _____ DATE: _____

NAME: _____ UNIT: _____

You will go to Court within 72 hours, not including weekends or Court holidays.

You will have access to a phone inside your unit. You will need the following information:

S#: _____ Pin#: _____

*Do not give your pin# to anyone!

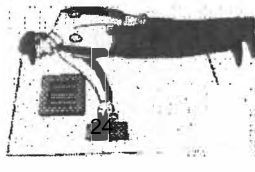
You can bail out of Jail, at anytime (24/7/365).

You will need your I.D. card on you at all times. Losing an I.D. card will result in being charged to replace it.

Officers are readily available if you have questions or concerns. Alternately, you can also fill out and turn in a Request Slip (aka: Green Slip). If you have an emergency, you can push the red Panic Alarm.

Medical services are available 24 hours a day. If you or a fellow inmate are having a medical emergency, contact your Housing Officer immediately! For non-urgent issues, fill out a blue slip.

It is normal to feel bad or upset about being in Jail. You should remember that this is temporary and you are innocent until proven guilty. If you feel like you cannot take it anymore and you feel like you want to hurt yourself, notify an Officer so we can help you.



OFFICER: _____ DATE: _____

Forms



Important (Some Little-Known) Forms Given Out and Made Available to Inmates in the Santa Cruz County Jail System

Overview

Upon admission, inmates in the Santa Cruz County jail system are given a variety of forms and orientation materials. Most of these are quite basic and generic – concerning jail safety, a few rules and regulations, and a brief overview of medical services, court, commissary, and visitation. Despite these handouts, many inmates and their families are unaware of the many available programs and services available to them. Knowing about these resources and services is important - for those inside and out.

Knowledge is power. Many men and women in jail feel powerless and alone - desperately trying to navigate a complicated quagmire of (some-unwritten) rules, codes, regulations and policies without an advocate or designated advisor.

There are many available forms and services available to inmates and their friends and families that are little known- and largely unadvertised. With the advent of tablet computers in each jail unit, inmates *should* have greater access to important jail forms (in theory). Each tablet contains digital versions of most forms. However, some inmates may not know how to use the tablets or access the forms on their own.

As the jail goes digital, many guards and jail officials are hesitant to provide and recommend paper forms, or are simply unaware of these “extra” inmate resources. In most cases, no one sits inmates down to explain the types of forms, tools, and services that are available inside of jail- things that could make their lives easier – and more bearable.

There are ways to make your loved one’s stay in jail smoother and less traumatic- you just have to know what to ask for. We’re hoping that including the same forms and services that are available to jail inmates, but not universally known, inside this packet will help you do that.

Access to this information will allow you to better understand life in jail, and to recommend relevant forms and services to your loved ones inside. Most forms are a click away on the unit tablet computer. Whether an inmate is experiencing a medical crisis, has a specific grievance or complaint, needs to add someone to their visitor list, or simply wants a library book to pass the time, there are potential resources available.

Included Forms (Available to Inmates in Jail) and Their Descriptions

Inmate Request Form (Green Slip): This is an inmate’s chief way of making a request or getting answers to questions that might arise while in custody. Accessible using an inmate tablet or in a paper version, inmates can fill out an Inmate Request Form to request a large variety of services. Services include

crisis intervention, addressing disabilities, access to educational, vocational and rehabilitation programs and many others. Inmates can use a Green Slip to ask for classification, accounts, booking and release information, to contact Inmate Services regarding commissary and mail, and to contact a Chaplain or Pre-trial services. This is an avenue for reporting misconduct. Inmates must include their name, S number, and housing unit, and send the Green Slip digitally or hand it to their Housing Officer. Inmates can inquire about programs like anger management, and AA or NA groups by submitting a Green Slip to the Programs Unit.

Inmate Visitor Request Form: To receive visitors at the jail, an inmate must fill out this Form. All visitors must register and produce a valid state, military, tribal or other government identification. The Visitation Request Form must include each potential visitor's name, address, date of birth, photo ID number, and the relationship to the inmate. When visitors check in, they must produce a valid state, military, travel, or other government ID with matching information.

Santa Cruz Commissary Order Form and Menu: It takes a little while for those new to jail to wrap their heads around things like commissary. The White Commissary "menu" and the red and white commissary "bubble sheet" are must-haves for inmates to place their first commissary orders. We included the menu and bubble sheet here so you can see the commissary options available inside of the jail.

Health Referral and Medical Request Form (Blue Slip): Inmates should have access to medical, emergency dental, and mental health care while in Jail. The Blue Slip is used to address a wide variety of medical issues including mental health concerns, medications, non-urgent medical issues, and community health resources. Medical visits are free of charge. Mental health requests are free. This form is the bridge to all medical treatments inside of the jail.

Inmate Grievance Form: A grievance is a formal, written complaint. The Inmate Grievance Form is to be used when the inmate has a question or complaint regarding custody or medical treatment, jail policies and procedures, or other related matter. Jail grievance procedures provide inmates with a method for seeking resolution to a specific complaint or concern about their conditions or treatment in jail.

Santa Cruz Libraries Book Request Form: This Form allows inmates to request 2 Books/Month for free. Inmates without a library card can register for one by including name, birth date, and S Number. Housing Officers (on each unit) will forward digital and paper requests to the Santa Cruz Public Library System. With an issued card, inmates use the Form – hand it to their Housing Officer- and should receive deliveries on Thursdays and every other Tuesday.

Inmate Orientation Forms: These forms comprise the "Welcome to Santa Cruz County Jail intake materials; including information regarding court, visitation, commissary, medical services, safety, and transition into jail. A more detailed inmate handbook (posted on each housing unit and available on tablet computer) is available to each inmate. Materials address (a) Facility rules and disciplinary sanctions (b) Correspondence, visiting and telephone rules (c) Inmate grievance procedure (d) Co-pays, fees and charges (e) Medical, dental and mental health services (f) Possibilities for pretrial release (g) Programs and activities, including application procedures (h) Classification/housing assignments and appeal procedures (i) Court appearance, where scheduled, if known (j) Availability of personal care items and opportunities for personal hygiene (k) Emergency procedures (e.g., fires, evacuations) (l) Sexual abuse and sexual harassment information.

Inmate Educational, Vocational and Rehabilitation Programs 1205: Inmates should be given a form to request participation in the inmate education program. Inmate requests will be forwarded to the Inmate Programs Coordinator, who will have the facility classification staff screen and approve the request. Inmates may also contact the Inmate Programs Coordinator at any time via a green request form to request information regarding educational opportunities.

Special Diet Request Form: Inmates can request a special diet for religious or medical reasons by filling out a Special Diet Request Form and handing it into their housing officer. Requests to change special diets can be processed once every 12 months. For a special-medical diet, inmates must also fill out and submit a Blue Slip. For a religious diet, inmates must fill out a Special diet form disclosing their religion and type of religious diet they require. Any person wishing to stop receiving a special diet must submit an Inmate Request Form to Classification asking for a withdrawal from the special diet program. (not included in packet)

Legal Research Request Form: In Jail, legal information is provided to inmates through a contract service. If an inmate needs to do legal research he should ask for a Legal Research Request Form and give it to an officer. (not included in packet)

Santa Cruz County Jail Crisis Intervention Team Referral Form: In the Santa Cruz County Jail, the Crisis Intervention Team's focus of services is on those individuals who present with a stated or suspected risk to themselves, a persistent mental health disability and/or individuals who present with psychiatric symptoms. Use the CIT Referral form to ensure that your friend or loved one receives the proper – and best – mental health services while incarcerated. Print out the form and drop it off in the lobby of the Main Jail or fill one out online at <http://santacruzhealth.org/HSAHome/HSADivisions/BehavioralHealth/AdultMentalHealthServices/CoordinatedCareTeamsandSpecializedServices/JailCrisisInterventionTeamReferral.aspx>. Encourage your loved one to submit a request for CIT services themselves as well.. Request forms are available from the housing unit officers in each unit of the Jail.

To provide feedback, comments, questions, and to correct errors please contact jailguide@namiscc.org

Date Written: December 2020

**INMATE REQUEST FORM
SOLICITUD DE RECLUSO**

Inmate Name:

Hispano Parlante/Spanish Speaking

Housing Unit:
Seccion De Recluso:

Date:
Fecha:

S#: _____

Request:/Solicitud: _____

For Official use only- Officers to check appropriate box

Housing Officer: Release Date: _____

Probation/Pretrial

Reason:

- ___ Speak to Probation Officer
- ___ Restitution
- ___ Probation Terms
- ___ Employment Assistance
- ___ Work Furlough (Rountree/Blaine)
- ___ Other

Classification Officer

Reason:

- ___ Transfer
- ___ Jail Farm
- ___ Blaine St
- ___ Housing Unit
- ___ Inmate Worker

Friends Outside

Reason:

- ___ Family
- ___ Substance Abuse
- ___ Address Information
- ___ Release Referrals
- ___ Food
- ___ Shelter
- ___ Clothing

Chaplain

Reason:

- ___ Personal Visit
- ___ Religious Reading

Inmate Phones

Crisis Intervention

Commissary

Other(explain) _____

Distribution Officer's Name & Badge#: _____

INMATE VISITOR REQUEST FORM

YOUR NAME _____ **SHF#** _____ **UNIT** _____

A PARENT OR LEGAL GUARDIAN MUST ACCOMPANY ALL VISITORS UNDER THE AGE OF 18. THE PARENT *MUST* BRING THE MINOR'S BIRTH CERTIFICATE AND THE LEGAL GUARDIAN *MUST* PRESENT COURT PAPERS SHOWING THEY ARE THE LEGAL GUARDIAN. ALL VISITORS OVER THE AGE OF 18 *MUST* PRESENT A VALID PHOTO ID (EX. DRIVERS LICENSE, PASSPORT, MATRICULA). A MAXIMUM OF TWO ADULTS AND THREE CHILDREN WILL BE PERMITTED PER VISIT. ANYONE IN CUSTODY IN THE PAST 60 DAYS, ON PAROLE OR FORMAL PROBATION, MAY NOT VISIT. VISITING LIST CAN ONLY BE UPDATED ONCE EVERY 30 DAYS.

□□□ 1. NAME _____ DOB _____ DL/ID# _____
ADDRESS _____ CITY _____ ST _____ PHONE# _____
RELATIONSHIP TO INMATE _____ IF MINOR; PARENT/GUARDIAN _____
APPROVED _____ DENIED _____ VERIFIED BIRTH CERTIFICATE _____

□□□ 2. NAME _____ DOB _____ DL/ID# _____
ADDRESS _____ CITY _____ ST _____ PHONE# _____
RELATIONSHIP TO INMATE _____ IF MINOR; PARENT/GUARDIAN _____
APPROVED _____ DENIED _____ VERIFIED BIRTH CERTIFICATE _____

□□□ 3. NAME _____ DOB _____ DL/ID# _____
ADDRESS _____ CITY _____ ST _____ PHONE# _____
RELATIONSHIP TO INMATE _____ IF MINOR; PARENT/GUARDIAN _____
APPROVED _____ DENIED _____ VERIFIED BIRTH CERTIFICATE _____

□□□ 4. NAME _____ DOB _____ DL/ID# _____
ADDRESS _____ CITY _____ ST _____ PHONE# _____
RELATIONSHIP TO INMATE _____ IF MINOR; PARENT/GUARDIAN _____
APPROVED _____ DENIED _____ VERIFIED BIRTH CERTIFICATE _____

□□□ 5. NAME _____ DOB _____ DL/ID# _____
ADDRESS _____ CITY _____ ST _____ PHONE# _____
RELATIONSHIP TO INMATE _____ IF MINOR; PARENT/GUARDIAN _____
APPROVED _____ DENIED _____ VERIFIED BIRTH CERTIFICATE _____

□□□ 6. NAME _____ DOB _____ DL/ID# _____
ADDRESS _____ CITY _____ ST _____ PHONE# _____
RELATIONSHIP TO INMATE _____ IF MINOR; PARENT/GUARDIAN _____
APPROVED _____ DENIED _____ VERIFIED BIRTH CERTIFICATE _____

CHECKED BY: _____ **DATE:** _____ **TIME:** _____ **SCO REVIEW:** _____

RECEPTION RECEIVED REQUEST FORM: _____ **PROCESSED BY:** _____



RECEIVING STAFF

Name _____

Date/Time _____

County of Santa Cruz
Sheriff's Office

Corrections Medical/Servicios de Salud del condado de Santa Cruz
HEALTH REFERRAL-BLUE SLIP

(Give this form to any Jail Staff/Entregue este documento a cualquier personal de la cárcel)

All mental health requests are free of charge. Inmates submitting medical requests will be charged a \$3.00 fee. Indigent inmates will not be charged for submitting medical requests. / Todas las solicitudes de salud mental son gratuitas. Los presos que presenten solicitudes médicas se les cobrará un cargo de \$3.00. A los reclusos indigentes no se les cobrará por presentar solicitudes médicas.

Name/Nombre: _____ S#: _____

Date/Fecha: ____ / ____ / ____ Time/Hora: _____ AM/PM Unit: _____

MEDICAL/DENTAL:

I wish to be seen for the following reason/Quiero ser visto las siguientes razones:

Continue on other side/Continuar por el otro lado

MENTAL HEALTH:

I wish to speak to a counselor for the following reason/Me gustaría hablar con un consejero por los siguientes razones:

Continue on other side/Continuar por el otro lado

Inmate Signature/Firma de recluso: _____ Date/Fecha: ____ / ____ / ____

TO BE COMPLETED BY MEDICAL OR MENTAL HEALTH PERSONNEL ONLY

RESPONSE TO PATIENT/REPUESTA AL PACIENTE:

Findings:

Responder Signature/Firma de respuesta:

Date/Fecha / /

TRIAGE: RN NP / PA MD Dentist Mental Health

Triage Nurse Signature/Firma de enfermera:

Date seen/ Fecha de visita: ____ / ____ / ____

Provider Signature/Firma del proveedor medico:

MEDICAL/DENTAL:

MENTAL HEALTH:

**INMATE GRIEVANCE FORM
QUEJAS DEL RECLUSO(S)**

Inmate Name: _____ S#: _____ Date: _____ Housing Unit: _____
(Nombre De Recluso) (Fecha) (Seccion)

Grievance (Quejas): _____

(If necessary, attach additional documents with grievance number in upper right hand corner)
(Si necesario, conecta documentos adicionales con el número de la queja en el rincón superior de la mano derecha)

Inmate Signature: _____ (Required)
(Firma De Recluso) (Requerido)

CORRECTIONS USE ONLY

Date received: _____ Received by: _____

Grievance Classified by Watch Commander (circle):
Medical Mental Health Classification Disciplinary Programs Telephone Commissary Mail
Visiting Food Clothing/bedding General conditions of confinement Personnel Other
Beyond scope of authority Appeal

Investigator Assigned: _____ Due Date: _____

Met with Inmate: Yes / No Grievance Resolved: Yes / No

Investigator Findings and Response:

(If necessary, attach additional documents with grievance number in upper right hand corner)
(Si necesario, conecta documentos adicionales con el número de la queja en el rincón superior de la mano derecha)

Date returned to Watch Commander: _____

Disposition:

(If necessary, attach additional documents with grievance number in upper right hand corner)
(Si necesario, conecta documentos adicionales con el número de la queja en el rincón superior de la mano derecha)

If you disagree with the disposition you may appeal by filing form DET-1148. (Si usted no esta de acuerdo con la disposición, usted puede apalear completando la forma DET-1148.)

Date response distributed to Inmate & Facility Manager: _____

Distribution: Original - Watch Commander Yellow - Inmate when submitted Pink - Inmate after response



Full Name: _____

Date: _____ Birth date: _____

S# _____

BLAINE MAIN R OUNTREE Housing Unit: _____

Do you already have an SCPL Library account issued to you for use inside the facilities? YES NO

To receive library services inside the facilities, we need your **full name, birth date and S-number**.

BOOK REQUEST 1: Specific title or author requests will not be processed

Circle **ONE** topic:

FICTION (made up stories): Mystery | Thriller | Western | Urban Fiction | Fantasy | Science Fiction | Poetry | Literature | Romance | Classics | Humor | Historical Fiction | Manga | Comics |

NON-FICTION (facts, real stories, real people): American History | World History | Spirituality | Parenting | Substance Abuse Recovery | Occult | Paranormal | Astrology | Psychology | Law | Art | Science | Natural World | Conspiracy | Technology | Business | Biography | Criminal Justice |

BOOK REQUEST 2: Specific title or author requests will not be processed

Circle **ONE** topic:

FICTION (made up stories): Mystery | Thriller | Western | Urban Fiction | Fantasy | Science Fiction | Poetry | Literature | Romance | Classics | Humor | Historical Fiction | Manga | Comics |

NON-FICTION (facts, real stories, real people): American History | World History | Spirituality | Parenting | Substance Abuse Recovery | Occult | Paranormal | Astrology | Psychology | Law | Art | Science | Natural World | Conspiracy | Technology | Business | Biography | Criminal Justice |

COUNTY CORRECTIONS FACILITIES: (CCF) Library Services :

Santa Cruz Public Libraries, a system of 10 libraries plus a bookmobile, and the SC County Sheriff's Office offer library services in all of the County's correctional facilities. Reading is for everyone, we welcome you to participate in this unique outreach program and we hope you will continue to use your libraries upon release.

INSIDE the CORRECTION FACILITIES:

Your CCF Library Account allows you to:

- **Borrow no more than TWO books at a time.**
- **Place TWO book requests at a time.** (*If you have items out, they will need to be returned to receive your request(s).*)
- **RETURN your books within 4 WEEKS (30 days).**

PLEASE RETURN BOOKS to the library or corrections staff. DO NOT take items with you upon release from the facility OR loan items to another inmate. This could result in suspension of your library privileges.

YOU ARE RESPONSIBLE for all items checked-out on your library account. TAKE CARE of your library books; *they belong to ALL of us!*

BOOKS are for READING! Excessive loss, damage, or misuse of the books will result in suspension of your borrowing privileges.

DO NOT REMOVE library labels or barcodes. This constitutes DAMAGE to the book.

DO NOT TEAR or REMOVE pages.

DO NOT WRITE in the books. Your thoughts may be insightful and may even belong in a book someday---*just not this one!*

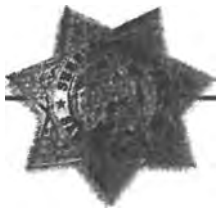
NOTIFY THE LIBRARY IMMEDIATELY of any lost or damaged items on your account.

UPON RELEASE from the Correctional Facility:

- **DO NOT TAKE LIBRARY BOOKS WITH YOU. Return all library books to library or corrections staff.**
- **VISIT US** at any library branch with photo ID to update your contact information and receive a library card.

We WELCOME you back into the community and invite you to explore all that the library has to offer. Once you've updated your permanent address and verified your ID, your account will have all the rights and privileges of SC library card holders, and will NOT be limited to two items at a time. Come to the library and browse our collection of books, magazines, CDs and DVDs, downloadable e-books, streaming movies and music, computers and wifi, printing and scanning, job help and resume templates, educational opportunities and more. **Locations:**

DOWNTOWN • 224 Church St | **BRANCIFORTE** • 230 Gault St | **GARFIELD PARK** • 705 Woodrow Ave | **CAPITOLA** • Open in 2020 | **LIVE OAK** • 2380 Portola Dr | **APTOS** • 7695 Soquel Dr | **LA SELVA BEACH** • 316 Estrella Ave | **BOULDER CREEK** • 13390 West Park Dr | **FELTON** • 6299 Gushee St | **SCOTTS VALLEY** • 251 Kings Village Rd |



SHERIFF SANTA CRUZ COUNTY

SPECIAL DIET REQUEST (cont.)

Ethical Diet Questionnaire

1. Are you Vegetarian or Vegan? _____

2. How long have you been Vegetarian/Vegan? _____

3. To better understand your request for this diet, please describe your ethical objection to eating the provided Jail meals:



Conditions for Participating in Special Diet Program

Expectations:

- I will comply with all Main Jail / Rountree / Blaine rules.
- I will comply with jail staff.
- I understand that I may change my special diet no more than once each year. A change in my special diet will require submitting a new special diet request form.
- I understand that if I voluntarily request to withdraw from the Special Diet Program, I must do so in writing and that there is a wait period of 90 days before I can request to be reinstated in the Special Diet Program.
- During meal times, I will only eat those food items on my tray, served as part of the Special Diet Program.
- I will not purchase or consume any food items that are not part of my religious diet. I understand my commissary purchases may be routinely monitored.

Consequences:

- I understand that should I violate my approved Special Diet expectations, the following consequences will be applied:
- I may receive a verbal warning or a written warning depending on the severity of the offense.
 - I may be subject to removal from the Special Diet Program and be reinstated in the general meals program. I will not be allowed to participate in the Special Diet Program for a period of 90 days effective from the date of finding of the violation.
 - If removed, once the 90 days have passed I understand that I will need to resubmit a request to be reinstated in the Special Diet Program. I understand that reinstatement is subject to review and approval.

I understand that my request for a Special Diet Program has been submitted for approval.

By signing below, I am indicating that I have read, understand, and agree to all of the conditions presented in this contract and acknowledge being advised of the consequences if I violate expectations.

Inmate Signature: _____ Date: _____

Santa Cruz County Jail Crisis Intervention Team Referral Form

Name of the Client: _____ S# (Jail ID): _____ Date of Birth: _____	
Does the client have a diagnosed mental health condition or psychiatric disability? Please Explain: _____	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> U/K
Does the client have a treating psychiatrist/physician/counselor? If yes, please provide any contact information of provider: Name: _____ Phone #: _____	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> U/K
Does the client take medications? If yes, please list the name of medication, the dosage and the pharmacy where client picks up the medication: _____	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> U/K
Does the client have any current medical conditions/problems that need to be addressed or made known to medical personnel? Please explain: _____	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> U/K
Has the client been hospitalized for psychiatric reasons? If yes, please explain where, why and for how long: _____	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> U/K
Is the client currently a danger to self/others? Please Explain: _____	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> U/K
Does the client have a history of suicide attempts? Please Explain: _____	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> U/K
Does the client have a history of violence? Please Explain: _____	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> U/K
Is there any other additional information Jail CIT should be aware of? _____	
What is your name and contact #? _____ What is your relationship to the client? _____	

If you would like to give the Crisis Intervention Team any further information, please call (831) 454-2865 and speak with the crisis worker or leave a detailed message. Please understand the staff is prohibited by law from giving anyone information without a signed release of information from the client.

**This form can be dropped off at jail reception, faxed to (831) 454-5145 or
Emailed to: CIT@co.santa-cruz.ca.us**



Health Services Agency (HSA)

Living

[HSA Divisions](#) [Health Alerts](#) [Reports & Statistics](#) [HSA Services A-Z](#) [Job Opportunities](#)

Working

[HSA Divisions](#) » [Behavioral Health](#) » [Adult Mental Health Services](#) » [Coordinated Care Teams and Specialized Services](#) » [Jail Crisis](#)

Business

Visiting

Behavioral Health

- [Adult Mental Health Services >](#)
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- [How to Receive Mental Health Services](#)
- [Integrated Behavioral Health \(IBH\)](#)
- [Mental Health Advisory Board](#)
- [Mental Health Service Outcomes](#)
- [Mental Health Services Act](#)
- [Mobile Emergency Response Team \(MERTY\)](#)
- [Policies and Procedures](#)
- [Public Guardian](#)
- [Substance Use Disorders Services >](#)
- [Web Resources](#)
- [What to do in a Mental Health Crisis](#)

Jail Crisis Intervention Team Referral Form

Name of Client

S# (Jail ID)

Date of Birth

What is your name and phone #

What is your relationship to client?

Does the client have a diagnosed mental health condition or psychiatric disability?

 ▼

Does the client have a treating psychiatrist/physician/counselor?

 ▼

Phone Number of psychiatrist/physician/counselor

Does the client take medications?

 ▼

Does the client have any current medical conditions/problems that need to be addressed or made known to medical personnel?

 ▼

Has the client been hospitalized for psychiatric reasons?

 ▼

Behavioral Health Menu

[Adult Mental Health Services](#)

[Behavioral Health Comment Form](#)

[Behavioral Health Strategic Planning](#)

[Child and Adolescent Behavioral Health Services](#)

[Client Information](#)

Crisis Intervention Team (CIT)

Is the client currently a danger to self or others?

Cruz to Health

Please select ▼

Frequently Asked Questions

Does the client have a history of suicide attempts?

HOPES Team

Please select ▼

How to Receive Mental Health Services

Does the client have a history of violence

Integrated Behavioral Health (IBH)

Please select ▼

Mental Health Advisory Board

Is there any other additional information Jail CIT should be aware of for this client?

Mental Health Service Outcomes

Mental Health Services Act

Mobile Emergency Response Team (MERTY)

Policies and Procedures

Public Guardian

Substance Use Disorders Services

Send Now

Web Resources



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Community Resources: Preparing Inmates (And Their Families) for the Outside



Your friends and loved ones will most likely be leaving jail at some point, and it's important to prepare them, and yourselves, for that occasion. Re-entry is an important time; numerous factors contribute to whether former-inmates successfully transition from jail in to the community or return to incarcerated life. There are many local programs, services, and community resources that can help ensure that returning to jail is not an option or a possibility.

Of course, people face many obstacles when they leave jail – including those they may have encountered before becoming incarcerated. Serious issues like unemployment, mental health challenges, low self-esteem, drugs or alcohol abuse, and familial drama can affect re-integration attempts. Jail removes individuals from the support networks they once had, and upon release, inmates can easily find themselves completely overwhelmed and alone.

In general, jails fail to prepare inmates for the intense and immediate needs they will face upon release. The enthusiasm and joy that comes with freedom, and “walking out those doors” can quickly slide into a state of desperation and panic. Released inmates and their friends and loved ones need to be on the same page – with a plan- preparing for release far in advance of the actual date. This guide will help you formulate that plan.

Being in jail affects inmate, their families, and their friends. Leaving jail can have the same impact. Hungry? Need Housing? Need benefits or medications? Here you will find the names and contact information of scores of organizations offering homelessness support and shelter, showers, mental health services and support groups, transportation, drug, alcohol, and substance-use treatment, drop in programs, food resources, safe bathrooms, community involvement opportunities, employment help, benefits and insurance counseling, inpatient and residential programs, and emergency services.

The wide array of services provided by organizations in Santa Cruz County are specifically designed to address this intense time of transitioning and re-acclimation. There are organizations and programs who work tirelessly to ensure that inmates get back on their feet and become healthy members of the community once again.

Friends Outside: Pamphlets and information about one of the best (but little known and under-utilized) organizations in Santa Cruz County. Friends Outside offers a multitude of amazing, free programs for current inmates, those preparing for release and transitioning, and their families. The organization employs a team of reentry advocates, aftercare case managers, life coaches and mentors, and benefits advocates. It provides in-custody services including jail visitation, re-entry and medical information classes, pre-release planning, and Medi-Cal enrollment. Case managers help facilitate post-release plans and provide services and support like food referrals, hygiene kits, clothing vouchers, assistance with probation terms, counseling and medical referrals, and assistance with job searches and Medi-Cal/ food stamps enrollment. AB 109 and W.R.A.P. programs are a key component of the Friends Outside post-release programming. They are committed to helping families of those incarcerated, offering

information about visitation, locating friends and loved ones in the prison system, and providing legal advice, and referrals to criminal justice agencies. The Santa Cruz program knows that incarceration effects the entire family, and holds children's events and activities too.

Santa Cruz Free Guide: This is a simple guide providing information on community resources, meals, showers, restrooms, groups, and safe spots in Santa Cruz County. The Guide is perfect for inmates being released with little support, options, or direction.

Project Homeless Connect Resource Guide: This is a nicely compiled guide detailing employment, legal, veteran, older adult, family, food, housing, addiction, and health resources in Santa Cruz County. It contains a collection of programs and resources available in both North and South Counties.

NAMI Santa Cruz County Resource Guide: This is an extremely in-depth guide with a mental health focus. It identifies support groups, religious supports, inpatient/residential programming, substance use recovery resources and support groups, community involvement, anger management, family services, and basic support services for individuals.

Custody Alternative Programs FAQ: A breakdown of the Custody Alternative Program – work release and electronic monitoring. Work is performed in lieu of doing time in the County Jail.

Santa Cruz County Legal and Community Resources: This legal guide enumerates lawyer referral, legal research, child support services, and legal, immigration, process server, and other legal-community resources.

To provide feedback, comments, questions, and to correct errors please contact JailPacket@gmail.com

Date Written: April, 2021

SHELTER (*Star designates *SmartPath Assessments* available, also at smartpathsc.org/homeless/)

Santa Cruz County Shelter Referral Hotline 831-291-5098 | covid-19homelessresponse@santacruzcounty.us

SC Emergency Shelter Email for a spot, or meet shuttle at **6pm 115 Coral St.** | wintersheltersantacruz@gmail.com

Warming Center Program Hotline: (831)246-1234 | Opens at 38° or below/extreme rain events. Call hotline for info

***Housing Matters** Receiving County Referrals | ask staff for a Shelter Referral | 115 Coral St. | (831)-458-6020

Paul Lee Loft Shelter (HSC) 831-458-6020 | **River Street Shelter** 831-459-6644 | **Rebele Family Shelter** (831) 458-6020

Faith Community Shelter Temporary shelter for families & single adults, via local church sanctuaries | (831) 332-8151

Jesus, Mary and Joseph Home Faith-based shelter for women & children | 132 Lennox St | (831) 459-8046

RESOURCES

Footbridge Services Center | 150 Felker St. Suite H | (831) 246-1234 **Storage, Device Charging, Clothing & Blankets**

EVERYDAY 8am-10am & 5pm-7pm | **Laundry** Turn in laundry in our 13 gallon bag any shift before Tuesday Night 7pm

Homeless Persons Health Project Free Medical Care | 115 Coral St. | (831) 454-2080 | Mon, Wed 8-5pm; Tues, Thur 1-5pm; Fri 8-3pm

Downtown Streets Team A work experience approach to overcoming homelessness | 418 Front St., | Thurs 12:30pm | (831) 713-3708

SCC Veterans Office Services for Veterans & Families 842 Front St. | (831) 454-7276

***Mental Health Client Action Network (MHCAN)** Peer Support, Classes & Counseling | 1051 Cayuga St. | (831) 469-0462

Walnut Avenue Family & Women's Center Domestic Violence Support | 303 Walnut Ave. | (831) 426-3062 | 24 hr (866) 269-2559

Refuge Recovery Buddhist-inspired path to addiction recovery | Body & Soul Healing Ctr | 738 Chestnut St. | Mon & Fri 7:15pm, Sun 11am

New Life Recovery | (831) 427-1007 | 707 Fair Ave. | **Janus of Santa Cruz** Recovery | (866) 526-8772 | 200 7th Ave., #150

Free Syringe Exchange Mon 8-12pm, Tues 5-7pm, Fri 8-11:30am | 1060 Emeline Ave. Rm 105 (Use north entrance Bldg F)

Santa Cruz Public Library 24 Hr Free Public Wifi | 224 Church St.

SC Veterinary Street Outreach scanimalshelter.org/healthy-pets-for-all

Suicide Prevention Talkline 1-877-ONE-LIFE | 1-877-663-5433 | **Crisis Textline** 741-741

Tenant Sanctuary Free Info/Counseling about tenants rights | 10am-2pm Tues, Thurs, Sun | 831-200-0740 info@tenantsanctuary.org

MEALS

Second Harvest Food Bank Hotline to free food locations | (831) 662-0991

Saint Francis Soup Kitchen Mon-Fri 12-1pm | 205 Mora St. (off River St., behind San Lorenzo Garden Center)

Homeless Garden Project Tues-Fri 10am | Delaware & Shaffer (garden work for lunch)

Grey Bears Thu & Fri 7am | 2710 Chanticleer Ave. (work for groceries & lunch)

Manna Ministries Sat Noon | 7600 Soquel Dr. Aptos, Resurrection Catholic Community Church lot

SHOWERS

***Homeless Services Center** Mon-Sun 7:00am-2:30pm | 115 Coral St., Santa Cruz

Shower the People Tues 5:30-7:30pm | Sat 11:30pm-2:30pm | Resurrection Church | 7600 Soquel Dr., Aptos

Shower the People Wed 3:30pm - 6:30pm | Trinity Presbyterian | 420 Melrose, SC (Behind Safeway, off Morrissey)

Footbridge Services Center Sunday 11am-2pm | 150 Felker St Suite H

RESTROOMS & PORTABLE TOILETS

Depot Park Restrooms, drinking fountain | Sunrise - Sunset, | 119 Center St

De Laveaga Park Restrooms, drinking fountain, Phone | Sunrise - Sunset, | 850 Branciforte Dr

Harvey West Park Restrooms, drinking fountain | 7am - Sunset, | 326 Evergreen St.

Ken Wormhoudt Skate Park 9am-Sunset | 225 San Lorenzo Blvd at Riverside Ave

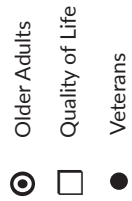
Book Shop Santa Cruz Restrooms | Mon-Thur 9am - 10pm | Fri-Sat 9am-11pm | 1520 Pacific Ave

***SCPL Downtown Library** Portapotty | 224 Church St.

Santa Cruz Parking Garages 6am-10pm | Locust & Cedar (also) Soquel Ave & Front St



RESOURCE GUIDE 2018



- ◀ **Beach Flats Community Center** | 133 Leibrant Ave, Santa Cruz (831)420.6125
AIDS/HIV testing: Tu, 9a-12p
- ◀ **California Department of Rehabilitation** | 1350 41st Ave, Ste 101, Capitola (831)465.7100
- 🐼 **California Grey Bears** | 270 Chanticleer Ave, Santa Cruz (831)479.1055
Operation Brown Bag, distributes bags of groceries to seniors weekly.
- ◇ **California Rural Legal Assistance** | 501 Soquel Dr, Ste D, Santa Cruz (831)458.1089
21 Carr St, Watsonville (831)724.2253
Legal services helping with employment, benefits, or rental issues.
- ◀ **Central California Alliance for Health** | (831)755.6000
Insurance information.
- ☀️ **CalWorks** | 1000 Emeline Ave, Santa Cruz (831)454.4130
18 W Beach St, Watsonville (831)763.8500
Public benefit program for eligible families & children.
- 🐼 **Catholic Charities** | 217 E Lake St, Watsonville (831)722.2675
Counseling assistance, immigration, financial aid, food & utilities assistance.
- ◀ **Central Coast Center for Independent Living** | 1350 41st Ave, Ste 101, Capitola (831)462.8720
Assistance for persons with disabilities: peer support, advocacy, benefits & counseling.
- ◀ **Clinica del Valle del Pajaro** | 45 Nielson St, Watsonville (831)728.0222
M-Th 8a-7p, F 8a-5p
- **Community Action Board (CAB)** | 406 Main St, Ste 207, Watsonville (831)763.2147
Voicemail services.
- **Community Traffic Safety Coalition** | 1070 Emeline Ave, Santa Cruz (831)454.4317
Bike locks, bike helmets, reflective items, etc.
- 🐼 **Davenport Resource Service Center** | 150 Church St, Davenport (831)425.8115
M-Th, 10a-6p
- ◀ **Dientes Community Dental** | 1830 Commercial Way, Santa Cruz (831)464.5409
1430 Freedom Blvd C, Watsonville (831)621.2560
M-Th, 8:30a-12:30p, 1:30p-5p; Fri 7:30a-12p, 1p-4p
- **The Diversity Center** | 1117 Soquel Ave, Santa Cruz (831)425.5422
M, Tu, Th, F, 9a-6p, W 1p-6p
- ◀ **Dominican Hospital** | 1555 Soquel Dr, Santa Cruz (831)426.7700
24 hour emergency care.
- ☾ **Downtown Streets Team** | 418 Front St, Santa Cruz (650)833.8663
Volunteer work experience program.

- ☀️ **Encompass Head Start** | 225 Westridge Dr, Watsonville (831)724.3885
School readiness & healthy families, children 0-5yo.
- 🐼 **Familia Center** | 711 E Cliff Dr, Santa Cruz (831)423.5747
Food distribution, 2nd & 4th W, 3p-5p
- ◇ **Friends Outside** | 1740 17th Ave, Santa Cruz (831)427.5070
Re-entry after being affected by the criminal justice system.
- 🐼 **Food Not Bombs** | (831)515.8234
Free meals, call for schedule & location.
- ◀ **Harm Reduction Coalition** | 313 Front St, Santa Cruz (831)427.3900
Needle exchange program, Narcan training, Hep C testing.
- ☾ **Homeless Garden Project** | Shaffer Rd at Delaware, Santa Cruz (831)426.3609
Job training & transitional employment; organic farming & related enterprises.
- ◀ **Homeless Persons Helath Project (HHPH)** | 115 Coral St, Santa Cruz (831)454.2080
M & W, 8a-5p, Tu & Thu, 1p-5p, F 8a-3p
(*closed 12p-1p daily)
- ◀ **Homeless Services Center** | 115A Coral St, Santa Cruz (831)458.6020
Mail service, shelter options for men, women & families.
M-F, 8a-5p
- ◆ **Housing Authority of Santa Cruz** | 2931 Mission St, Santa Cruz (831)454.9455
M-Th, 8a-5p
- ◀ **Janus** | 200 7th Ave, #150, Santa Cruz (831)462.1060
Addiction treatment & counseling.
M-Th, 8a-8p, F 8a-5p
- ◆ **Jesus, Mary & Joseph Home** | 132 Lennox St, Santa Cruz (831)459.8046
Shelter for women, children & terminally ill. Clean & sober facility.
- ☀️ **La Manzana Family Resource Center** | 521 Main St, Ste Y, Watsonville (831)724.2997
M-Th, 8:30a-12:30p, 1p-4p, F 8:15a-12p
- ☀️ **Live Oak Family Resource Center** | 1740 17th Ave, Santa Cruz (831)476.7284
M-Th, 9a-12p, 1p-5p, F 9a-12p
- 🐼 **Loaves and Fishes** | 150 2nd St, Watsonville (831)722.4144
Pantry Program, M-F, 9a-11:30a, 1p-3p
- ◀ **MHCAN** | 1051 Cayuga St, Santa Cruz (831)428.5253
Mental health services, M, Tu, Th, F, 9a-12p
- ☀️ **Mountain Community Resources** | 6134 Hwy 9, Felton (831)335.6600
M-Th, 9a-12:30p, 1p-5p, F 9a-5p

- ☀️ **New Life Community Services** | 707 Fair Ave, Santa Cruz (831)427.1007
Rehabilitation center, M-Sun, 7:30a-11:30p
- ◆ **Pajaro Rescue Mission** | 111 Railroad Ave, Royal Oaks (831)724.9576
Men only shelter, bring ID before 7p.
- ☀️ **Pajaro Valley Shelter Services** | 115 Brennan St, Watsonville (831)728.5649
Women & children shelter.
- ☀️ **Planned Parenthood Clinics** | 1119 Pacific ave, Ste 200, Santa Cruz (831)426.5550
398 S Green Valley Rd, Watsonville (831)724.7525
- ◆ **River Street Shelter** | 115C Coral St, Santa Cruz (831)459.6644
Single adult shelter, check-in wait list from 2:30p-4:30p.
- ◀ **Salud Para La Gente Medical Clinic** | 204 E Beach St, Watsonville (831)728.0222
M-Th 8a-7p, F-Sa 8a-5p
- ☀️ **Salvation Army** | 721 Laurel St, Santa Cruz (831)426.8365
214 Union St, Watsonville (831)724.3922
- ◀ **Santa Cruz AIDS Project** | 716 Ocean St, Santa Cruz (831)427.3900
- ◀ **Santa Cruz Community Health Centers** | 21507 E Cliff Dr, Santa Cruz (831)427.3500
M-Th, 8a-8p, F 8a-5p
- ◀ **Santa Cruz County Health Services Centers** | 1080 Emeline Ave, Santa Cruz (831)454.4000
9 Crestview Dr, Watsonville (831)763.8400
- ◀ **Santa Cruz County Substance Use Disorder Services** | 1400 Emeline Ave, Santa Cruz
(831)454.4050
- **Santa Cruz County Veterans Services** | 842 Front St, Santa Cruz (831)454.7276
- ☀️ **Santa Cruz Human Services Department** | 18 W Beach St, Watsonville (831)454.4036
- ◇ **Santa Cruz Public Defender** | 2103 N Pacific Ave, Santa Cruz (831)429.1311
- ◇ **Santa Cruz Superior Court** | 1 2nd St, Watsonville (831)786.7200
- ☀️ **Santa Cruz Women's Health Center** | 250 Locust St, Santa Cruz (831)427.3500
M-Th, 8:15p-8p, F, 8:15a-5p, Sa 8:15a-1p
- ☀️ **Second Harvest Food Bank** | 800 Ohlone Pkwy, Watsonville (831)722.7110
501 Soquel Dr, Ste F, Santa Cruz (831)426.8824
M, Tu, Th, 8:30a-4:30p, W 1p-4:30p, F 8:30a-12p
114 E 5th St, Watsonville (831)722.1333
Tu (by appt), 1p-4p
- ◎ **Senior Citizens Legal Services** |

- ◎ **Senior Network Services** | 1777 Capitola Rd, #A, Santa Cruz (831)462.1433
Tu-F, 9a-4p
- ◆ **Si Se Puede** | 161 Miles Lane, Watsonville (831)296.1521
Men only residential treatment of abuse & addiction.
- ◆ **Siena House Maternity Home** | 108 High St, Santa Cruz (831)425.2229
Housing for single pregnant women (clean & sober).
- ◀ **Sobriety Works** | 8030 Soquel Ave, #103, Santa Cruz (831)476.1747
M-F, 9a-5p
- ☀️ **St. Francis Soup Kitchen** | 205 Mora St, Santa Cruz (831)459.6712
Food & Clothing, M-F, 12-1p; Shower, M-F 11a-12:45p
- ◀ **Street Outreach Supporters (SOS)** | (831)239.0657 Call for all drop-off locations
Needle exchange.
- ◀ **Suicide Prevention on the Central Coast** | (831)458.5300
24 hour crisis line.
- **Veterans Resource Center** | 1658 Soquel Dr, B, Santa Cruz (831)477.7515
Housing & financial assistance.
- **Veterans Transition Center** | 220 12th St, Marina (831)883.8887
Transitional housing & case management.
- ☀️ **Walnut avenue Women's Center** | 303 Walnut Ave, Santa Cruz (831)426.3062
M-F, 9a-5p
- ◀ **Watsonville Community Hospital** | 75 Nielsen St, Watsonville (831)724.4741
24 hour emergency care.
- ◇ **Watsonville Law Center** | 315 Main St, #207, Watsonville (831)722.2845
- ☀️ **Women, Infants & Children** | 1105 Water St, Santa Cruz (831)426.3911
18 W Lake Ave, Watsonville (831)722.7121
- ☀️ **Women Care** | 2901 Park Ave, Ste A1, Soquel (831)457.2273
Support services for women with cancer.
- ☀️ **Women's Crisis Support/ Defensa De Mujeres** | 233 E Lake Ave, Watsonville (831)722.4532
Legal support for victims of rape & domestic violence.
24 hour bilingual crisis line: 1.888.900.4232
- ☾ **Workforce Santa Cruz (EDD)** | 2045 40th Ave, Capitola (831)464.6286
18 W Beach St, Watsonville (831)763.8700
Job search & referral.
- ◀ **Youth Services** | 2709 Mission St, Santa Cruz (831)429.8350
241 E Lake Ave, Watsonville (831)688.8856
M-F, 9a-5p



Santa Cruz Resource Guide

APRIL 2018

NAMI Santa Cruz County Help Line

The help line offers nonjudgmental support to individuals and families during times of need as well as guidance on how to get help.

(831)-427-8020

Leave a message and someone will return your call within 24 hours

Mental Health Emergency Services

Santa Cruz County Behavioral Health Access Team

1-(800)-925-2335/24 hours a day

Walk-in crisis services:

M-F/ 8:00 am – 5:00 pm

1400 Emeline Avenue, Bldg. K.

Santa Cruz, CA 95060

Crisis Stabilization Program (CSP) and Psychiatric Health Facility (PHF)

(831)-600-2800/ 24 hours a day

2250 Soquel Avenue, Santa Cruz

Mental Health Liaisons to Law Enforcement

(831)-471-1131

SC Police Department: 7 days/week

SC Sheriff's Office: 6 days/week

Watsonville Police Department: 5 days/
week

Ask for Mental Health Liason

Monarch Services for Domestic Violence

Watsonville Office:

(831)-722-4532

233 East Lake Avenue, Watsonville CA

Santa Cruz Office:

(831)-722-4532

1509 Seabright Avenue, Santa Cruz CA

24-hour Bilingual Crisis Line:

1-(888)-900-4232

Online at www.monarchscc.org

Support Groups

For more information about NAMI

Support groups, visit namiscc.org or call

(831)-824-0406

NAMI Peer Connection Recovery Support Group

For adults living with mental illness

Mondays/ 12:30 pm - 2 pm

MHCAN at 1051 Cayuga St., Santa Cruz

Wednesdays/ 1:00 pm - 2:30 pm

Sash Mill at 303 Potrero, Bldg 42, Suite
103

NAMI Support Group for Family Members of Youth/Young Adults (16-26)

For families and friends of youth living
with mental illness

First and third Thursdays of the month/
6:30 pm- 8:30pm

542 Ocean St., Suite F, Santa Cruz

NAMI Family Support Group

For families and friends of those living with mental illness

Thursdays/ 7:00 pm - 8:30 pm
Live Oak Family Resource Center at
1740 17th Avenue, Santa Cruz

NAMI HOPE Bipolar Disorder and Depression Support Group

A Christian based support group for both families and peers

(831)-336-5740
Second and fourth Tuesdays of the month/
6:30 pm - 8:15 pm
Santa Cruz Bible Church at 440 Frederick St., Santa Cruz
Room 22, 2nd floor of Worship Center

C.H.A.D.D. Attention Deficit/Hyperactivity Disorder Support Group

For parents of children and teens:

Second Wednesdays of the month/
6:30 pm - 8:00 pm
Aptos Fire Station at 6934 Soquel Drive,
Aptos

For more information visit
www.chadd.net/436 or contact Judy Brenis
at jbbrenis@comcast.net

For adults with ADHD:

Fourth Wednesdays of the month/
6:30 pm - 8:00 pm
(same contact/address info as above)

Parents with Hope (affiliate of Al-Anon)

For friends and family of those suffering from substance abuse

(831)-688-1792
Sundays/ 6:30pm - 7:45pm
Inner Light Center at 5630 Soquel Drive,
Soquel

For more information about Twin Lakes Church Support Groups, contact care@tlc.org or (831)-465-3368
Twin Lakes Church is located at 2701 Cabrillo College Drive, Aptos CA

Twin Lakes Church Living Grace

A peer support group for individuals living with mental illness

Mondays/ 7pm in room 8142

Twin Lakes Church Family Grace

Two Christian based support groups for friends and family of those with mental illness

Mondays/ 10:00 am in Room 8112
Mondays/ 7:00 pm in Room 7105

Twin Lakes Church Through Cancer With Care

An opportunity to connect with those who understand what you're going through.

Second and Fourth Sundays of the month/
9:00am - 10:30am
Room 7105

Twin Lakes Church GriefShare

A support group to give help and encouragement after the death of a spouse, family member, or friend. Sessions begin in the Fall and Winter. Contact Twin Lakes Church for more information.

Twin Lakes Church Big Hearts

A support group for caregivers. There is encouragement from scripture, prayer support and exchange of ideas.

First and third Thursdays in room 7107.
Contact galeolsondesigns@gmail.com for more information

Dual Recovery Anonymous (DRA)

For those wanting to stop using alcohol/
other drugs and a desire to manage an
emotional or psychiatric condition

(831)-768-8132 ext. 306

M, T, Th, F/ 9:30 am

The Avenues Program at 12 Carr St.,
Watsonville

Compassionate Friends

Supporting families after death of a child

www.tcfsantacruz.com

Please contact (831)-332-9893 for
information about support groups

Eating Disorder Recovery Support Group

A supportive environment in which to meet
other people working towards recovery
from their eating disorder, build
relationships, and practice recovery skills.

Sundays/ 1:00 pm - 2:30 pm

603 Mission St., Santa Cruz CA

Please RSVP at

sundayRSVPsc@gmail.com

Or call (831)-600-7103

Mood Matters Peer Support Group

A support group for individuals with mood
disorders.

Mondays/ 6:00 pm - 8:00 pm

MHCAN at 1051 Cayuga St., Santa Cruz
CA

Survivors Healing Center

Groups for survivors of childhood sexual
abuse.

Call (831)-423-7601 to register

104 Walnut Ave., Suite 208, Santa Cruz

Inpatient/Residential Programs

Front Street Housing Support Team

Provide mental health support services and
assistance with locating, leasing, and
maintaining housing.

(831)-466-9307

M-F/ 9:00 am - 5:00 pm

Old Sash Mill at 303 Potrero St., Bldg 42,
Suite 101, Santa Cruz CA

Encompass Supported Housing

Provides stable, permanent, affordable
housing for low-income individuals with
psychiatric disabilities.

(831)-459-0444

Applications are available at 380 Encinal
Street, Suite 200, Santa Cruz CA

Telos

Short term crisis residential program that
serves as a diversion to psychiatric
hospitalization.

(831)-476-4184

3035 Prather Lane, Santa Cruz CA

Coastal Turning Point

Provides counseling, substance use, and/or
mental health recovery services via
inpatient and outpatient programs.

(831)-234-2010

M-F 9:00 am - 9:00 pm

Saturdays: 8:00 am - 5:00 pm

147 South River St, Suite 24A, Santa Cruz

Online at www.coastalturningpoint.com

El Dorado Center

Short term treatment program for individuals who may be stepping down from locked care. Requires a case manager referral.

(831)-479-9494

941 El Dorado Ave, Santa Cruz CA

Second Story Respite House

A two-week, unlocked residence in a home environment for those living with mental health challenges. Must be a county client.

(831)-688-0967

Contact adrian.bernard@encompasscs.org

Opal Cliff Rehabilitation Center

Serves 15 adult clients with the primary emphasis being supporting and empowering residents to gain or reclaim skills that will enable them to enter various independent living situations.

(831)-464-8694

4795 Opal Cliff Drive, Santa Cruz CA

Rose Acres Residential Facility

34 adult board and care beds in the San Lorenzo Valley area for those with mental health challenges, also serving non-ambulatory seniors.

(831)-335-1925

6950 Rose Acres Ln., Felton CA

Front Street Residential Care Facility

47 bed residential care facility serving individuals with mental disabilities.

(831)-427-3387

126 Front Street, Santa Cruz CA

Willowbrook Residential Care 1

34 bed adult residential program that offers mental health support services to adults from 18-59 years of age.

(831)-336-5196

155 Willowbrook Drive, Ben Lomond CA

Wheelock Residential Care

Provides 16 adults (18-59) with residential and mental health services.

(831)-768-0941

102 Wheelock Road, Watsonville CA

7th Avenue Center

A 99-bed certified Mental Health Rehabilitation Center for individuals affected by severe and persistent mental illness, including dual diagnoses.

(831)-476-1700

1171 7th Avenue, Santa Cruz CA

More information online at

www.7thavecenter.com

Drake House (Elder care)

49-bed residential care facility for the elderly with enhanced services for people with a combination of mental health issues and/or complex medical problems.

(831)-643-9069

399 Drake Avenue, Monterey CA

Willowbrook Residential Care 2 (E.C.)

Six bed residential care facility for the elderly offering residential and mental health support services.

(831)-336-5196

Substance Use Recovery Services

Alto North and South Counseling Center

Offers counseling services for individuals dealing with alcohol or other addictive drugs, and drug court related services.

Watsonville: (831)-728-2266
Santa Cruz: (831)-423-2003

Sober Living Environments

Provide supportive, shared housing for people in recovery.

For men's SLE: (831)-423-3890
For women's SLE: (831)-423-3890

Casa Pacific

A 12 bed residential program in Watsonville for men and women with co-occurring disorders.

(831)-722-2933
321 E. Beach Street, Watsonville CA

Santa Cruz Residential Recovery

A co-ed residential program that serves clients for 30-90 days based on individual needs for recovery from substance use and co-occurring disorders.

(831)-423-3728
Email at recoverysupport@encompasscs.org

Si Se Puede

A bilingual residential program serving Spanish speaking, male clientele for a one to six month period focusing on issues surrounding recovery from substance use and co-occurring disorders.

(831)-761-5422

M-F/ 9:00 am -5:00 pm
161 Miles Lane, Watsonville CA
recoverysupport@encompasscs.org

Sobriety Works

Offers services such as intensive outpatient programs for those working or in school, interventions, assessments, individual sessions, sober living environments, and continuing care.

(831)-476-1747
8030 Soquel Ave, Suite 103 Santa Cruz
Email at sobrietyworks@sobrietyworks.com
Online at www.sobrietyworks.com

Janus

Affordable addiction treatment offering residential as well as outpatient programs

(866)-526-8772
200 7th Avenue, Suite 150, Santa Cruz CA
Email at info@januscc.org

More information online at www.januscc.org

Substance Use Recovery Support Groups

Celebrate Recovery

A biblical and balanced program that helps us overcome our hurts, hang-ups, and habits.

(831)-429-1162
Fridays/ 7:00 pm - 9:00 pm
Santa Cruz Bible Church at 440 Frederick Street, Santa Cruz CA
info@santacruz bible.org

Refuge Recovery

A mindfulness-based addiction recovery community that practices and utilizes Buddhist philosophy as the foundation of the recovery process.

Mondays/ 7:15 pm- 8:15 pm

Fridays/ 7:00 pm - 8:00 pm

Sundays/ 11:00 am - 12:00 pm

Body & Soul Healing Center

santacruzrefugerecovery@gmail.com

Website at www.refugerecovery.org

SMART Recovery

For those who wish to recover from addictive behaviors by changing self-defeating thinking and working towards long-term satisfactions. An alternative to 12-step groups.

Tuesdays/ 8:00 pm - 9:30 pm

Preschool building in Calvary Episcopal Church at 532 Center St., Santa Cruz CA

Contact Ryan Koehler at

(831)-444-5160 or email

ryan.santacruz@gmail.com

Wednesdays/ 6:00 pm - 7:30 pm

Sundays/ 4:00 pm - 5:00 pm

9057 Soquel Drive, Building A Unit G, Aptos CA

Contact Darin Engrassia at

(530)-307-3178 or email

dengrassia@elevaterehab.org

Online meetings and more information at www.smartrecovery.org

Community Involvement

Community Connections

For those living with a psychiatric condition looking for educational opportunities and job skills.

North County: (831)-425-8132

South County: (831)-768-8132

M-F/ 8:30 am - 1:00 pm

303 Harvey West Blvd., Santa Cruz CA

Dblaskovich@ccsantacruz.org

More info at www.scvolunteercenter.org/programs/community-connection/

Mental Health Client Action Network (MHCAN)

Peer-run drop in center for those with mental health and homelessness challenges providing food, clothing, groups, and support.

(831)-469-0462

M, T, Th, F/ 9:00 am - 2:00 pm

1051 Cayuga St., Santa Cruz CA

Events calendar and more information online at www.mhcan.org

Community Bridges

A collection of centers providing a number of resources to the community such as food, parent education, elder care, transportation, child care, etc.

(831)-688-8840

236 Santa Cruz Ave., Aptos CA

www.communitybridges.org

Live Oak Family Resource Center

Offers resources and services such as youth advocacy, tutoring, counseling, foster family support, community case management, parent education, and healthcare access.

(831)-476-7284

M-Th/ 9:00 am - 5:00 pm

CLOSED for lunch 12:00 pm - 1:00 pm

Fridays/ 9:00 am - 12:00 pm

1740 17th Ave., Santa Cruz CA

Online at www.communitybridges.org/locr

Central Coast Center for Independent Living

CCIL is a bilingual center that promotes the independence of people with disabilities. Offers help with access to services, improving skills, and answering questions concerning disability rights, counseling, housing, employment, healthcare, and personal assistance.

Central Office Monterey County

(831)-757-2968

318 Cayuga St., Suite 208, Salinas CA

Santa Cruz County Office

(831)-462-8720

1350 41st Ave., Suite 101, Capitola CA

Online at www.ccil.org

Life Skills Support Services

Designed for those who want to enhance a variety of independent living skills, working collaboratively with individuals to identify and achieve both short and long-term life skills goals.

Contact Front St. Inc. team for more information (831)-421-1130

Nueva Vista Community Resources

Resource center offering programs like application assistance, community advocacy, parent education, food and nutrition services, and after school homework club.

Main Office:

(831)-423-5747

M-F/ 9:00 am - 5:30 pm

CLOSED for lunch 1:00 pm - 2:00 pm

711 East Cliff Dr., Santa Cruz CA

Youth Services:

(831)-426-2322

M-F/ 9:00 am - 5:30 pm

CLOSED for lunch 1:00 pm - 2:00 pm

133 Leibbrandt Ave., Santa Cruz CA

Miscellaneous

Anger Management

A 12 week evidence based curriculum that has been designed to help participants increase personal awareness and reduce stress.

Santa Cruz: (831)-423-2003

Watsonville: (831)-728-2223

Family Service Agency of the Central Coast

A private, non-profit agency offering affordable counseling and supportive services for people of all ages, designed to maintain and strengthen family and community life.

(831)-423-9444

104 Walnut Avenue, Suite 208, Santa Cruz CA

Online at www.fsa-cc.org

Advocacy, Inc.

A non-profit corporation that provides rights protection and advocacy services for both mental health clients and the elderly.

(831)-429-1913 or

(831)-636-1638

5274 Scotts Valley Drive, Scotts Valley CA

Paget Center

A 12 bed short-term (up to 90 days) emergency housing program for homeless veterans.

(831)-475-5591

831 Paget Ave., Santa Cruz CA

Women, Infants, and Children (WIC)

A safe place for low to moderate income families to receive a sense of hope, comfort, and security, allowing women, infants, and children to thrive. Program also available in Spanish.

Santa Cruz:

(831)-426-3911

M-Th/ 8:00 am - 6:00 pm

1105 Water St., Santa Cruz CA

Watsonville:

(831)-722-7121

M-F/ 8:00 am - 6:00 pm

18 West Lake Ave., Suite A., Watsonville CA

Felton:

(831)-426-3911

Second and fourth Wednesdays and Thursdays/ 9:00 am - 5:00 pm

More information online at

www.communitybridges.org/wic

Senior Network Services

Providing senior citizens and persons with disabilities with information, guidance and assistance in coordinating existing resources to promote independence and highest quality of life.

Santa Cruz: (831)-462-1433

1777-A Capitola Rd., Santa Cruz CA

Watsonville: (831)-728-1751

114 E. Fifth St

Email at snshicap@cruzio.com

Transportation Program

Rides for seniors or persons with disabilities who cannot drive and have no ready access to alternative transportation.

Santa Cruz: (831)-427-3435

Watsonville: (831)-722-6708

San Lorenzo/Scotts Valley: (831)-336-9387

Special Parents Information Network

Offers support to parents of children with special needs of any type. Services include consultations, resources, workshops, and support groups.

For more information:

(831)-722-2800

info@spinsc.org

Online at www.spinsc.org

For information about mentor program, support groups, or Yahoo! group, contact Nancy at (831)-423-7713

nwinans@spinsc.org

Friends Outside

Providing support to those incarcerated, post-release consumers, and their families.

Santa Cruz: (831)-427-5078
1740 17th Avenue, Santa Cruz CA

Watsonville: (831)-722-2127
349 Main St., Watsonville CA

Email at
friendsoutside@scvolunteercenter.org

Online at <https://scvolunteercenter.org>

MOST Team

Provides wrap-around mental health services including psychiatry, psychotherapy and employment skill development with additional supports specific to criminal justice system involvement such as probation, court discharge planning and disposition, and liaison relations with law enforcement and jail correctional staff.

(831)-454-7541

Gemma Transitional Housing Program

A structured, long term residential program for previously incarcerated women, focused on the successful integration of early recovery and reentry practices.

(831)-706-6560
recoverysupport@encompasscs.org

Online at [www.encompasscs.org/
community-recovery-services/gemma](http://www.encompasscs.org/community-recovery-services/gemma)

The Lotus Collaborative Eating Disorder Recovery Center

A holistic health and recovery center specializing in eating, weight, exercises, and nutrition concerns. Offers partial hospitalization services, intensive outpatient services, support groups, family therapy, nutritional counseling, and transitional living. Serving clients of all genders ages 14 and up.

(831)-600-7103
603 Mission St., Santa Cruz CA

More information online at
www.thelotuscollaborative.com

Whole Person Care

A Santa Cruz County program designed to improve the health and well-being of individuals with complex needs by providing case management services, a care team, same day appointments, and assistance with transportation.

(831)-454-5099
Email at
wholepersoncare@santacruzcounty.us

More information online at
www.santacruzhealth.org/wholepersoncare

Basic Support

Santa Cruz County Mental Health Services

Call to determine if you are eligible for county mental health services.

(831)-454-4170
M-F/ 8:00 am - 5:00 pm
1400 Emeline Ave., Building K, Santa Cruz

Police Departments

Non-Emergency Santa Cruz:
(831)-420-5800
Non-Emergency Capitola:
(831)-475-4242

Santa Cruz County Housing Authority

Assisting low-income, disabled, and elderly persons with affording housing.

(831)-454-9455
2391 Mission St., Santa Cruz CA
Email at housing@hacosantacruz.org

Human Services Department of Santa Cruz Website

An easy to use website which helps to quickly direct you to Medi-Cal, home care, employment, food assistance, childcare, and other applications for low-income services.

www.santacruzhumanservices.org

Employment and Benefits Customer Service Centers

In-person assistance and application for General Assistance, CalFRESH, CalWORKs, Medi-Cal, and Welfare-to-Work employment.

Santa Cruz:
M-F/ 8:00 am - 5:00 pm
(831)-454-4165
TTY for Hearing Impaired (831)-454-4763
1020 Emeline Ave., Building B., Santa Cruz CA

Watsonville:
M-F/ 8:00 am - 5:00 pm
(831)-763-8500
TTY for Hearing Impaired (831)-454-4763
18 W. Beach St., Watsonville CA

Workforce Santa Cruz County

No cost services for businesses, employees, and job seekers. Offers career counseling, occupational training, on-the-job-training, job search workshops, self-service computers for job search, and access to EDD Unemployment Insurance phone lines.

Santa Cruz:
M-F/ 8:00 am - 4:30 pm
(831)-423-8611
Goodwill Main Offices at 350 Encinal St., Santa Cruz CA
Watsonville:
M-F 8:30 am - 4:30 pm
(831)-763-8933
Goodwill Workforce Offices at 18 W. Beach St., Watsonville CA

Social Security Administration Office

Providing services such as disability insurance, supplemental security income, and Medicare.

M, T, Th, F/ 9:00 am - 4:00 pm
Wednesdays/ 9:00 am- 12:00 pm
(800)-593-8523
169 Walnut Ave., Santa Cruz CA

Online services and more information at www.ssa.gov

Transition Age Youth/Youth Services

Santa Cruz County Child and Adolescent Behavioral Health Services

Provides services for residents younger than 18. Call same number for transition age youth services, ages 18-25.

1-800-952-2334
1400 Emeline Ave., Santa Cruz CA

California Youth Crisis Line

A statewide, toll free, 24 hour confidential phone line available to young people between the ages of 12-24, and concerned friends and family members. Provides crisis intervention counseling on issues including family problems, sexual assault, eating disorders, teen pregnancy, substance abuse, suicide, and more.

1-800-843-5200

Encompass Youth Services (ages 3-20)

Offering counseling, mental health outpatient services, groups, and after school programs.

Santa Cruz: (831)-429-8350

Watsonville: (831)-688-8856

Walnut Avenue Women's/Family Center

Offers support groups, workshops, and education for youth and families.

(831)-426-3062

303 Walnut Avenue, Santa Cruz

www.wafwc.org

Pajaro Valley Prevention and Student Assistance (Pajaro Valley School District)

Offers counseling, workshops, and education for youth and families. Must have school referral.

(831)728-6445

www.pvpsa.org

LGBTQ+ Youth Meet-ups (ages 12-18)

Weekly meet-ups for queer, trans, and allied youth.

Fridays/ 3:30 pm - 6:00 pm

First Christian Church at 15 Madison St.,
Watsonville CA

Saturdays/ 1:00 pm - 3:30 pm

Diversity Center at 1117 Soquel Ave, SC

Gender Expansive Youth Group (ages 12-18)

Saturdays/ 4:00 pm- 5:30 pm

Diversity Center at 1117 Soquel Ave, SC

Queer Youth Task Force of Santa Cruz County

Resources for queer youth, parents, teachers, and community programs.

(831)-425-4004

Email at info@QYTF.org

Online at www.qytf.org

Tyler House

Dual-diagnosis residential treatment program focusing on substance abuse treatment for teens. Provides daily counseling and structured activities.

(831)-688-6293 x117

2716 Freedom Boulevard, Watsonville

Homelessness Support Services**Resetar Residential Hotel**

A permanent supportive housing site, meant for individuals and families that have multiple housing barriers including previous homelessness, physical disabilities, mental health disabilities, educational disparities and drug and alcohol histories.

(831)-722-3322

Monday- Friday 9:00 am - 4:00 pm

15 West Lake, Watsonville CA

Homeless Garden Project

Provides job training, transitional employment, and support services to people who are experiencing homelessness.

(831)-426-3609

M-F/ 9:00 am - 5:00 pm

30 West Cliff Dr., Santa Cruz CA

Homeless Persons' Health Project

A full service primary health center serving the needs of the homeless and low-income populations.

Clinic Hours

CLOSED from 12:00 pm - 1:00 daily

Mondays/ 8:00 am - 5:00 pm

Tuesdays/ 1:00 pm - 5:00 pm

Wednesdays/ 8:00 am - 5:00 pm

Thursdays/ 1:00 pm - 5:00 pm

Friday/ 8:00 am - 3:00 pm

(831)-454-2080 or Toll Free

(866-731-4747)

115A Coral St., Santa Cruz

Santa Cruz Homeless Services Center

Provides programs for the homeless including residential services, permanent supportive housing programs, and employment assistance.

(831)-428-6020

115B Coral St., Santa Cruz CA

Mental Health Client Action Network (MHCAN)

Peer-run drop in center for those with mental health and homelessness challenges providing food, clothing, groups, and support.

(831)-469-0462

M, T, Th, F 9:00 am - 2:00 pm

1051 Cayuga St., Santa Cruz CA

Events calendar and more information online at www.mhcan.org

River Street Shelter

A 32 bed emergency shelter for homeless adult men and women. Breakfast and dinner are provided.

(831)-459-6644

115C Coral St., Santa Cruz CA

Rebele Family Shelter

Provides up to 6 months of temporary housing for families in need. Services offer three meals per day, children's play areas, counseling, health care and job assistance.

(831)-458-6020

115B Coral St., Santa Cruz CA

Salvation Army Emergency Shelter

Santa Cruz:

(831)-426-8365

721 Laurel St., Santa Cruz CA

Email at

harold.laubachjr@usw.salvationarmy.org

Watsonville:

(831)-724-0948

214 Union St., Watsonville CA

Pajaro Valley Shelter Services

(831)-728-5649

115 Brennan St., Watsonville CA

Pajaro Rescue Mission

Offers shelter for 35 homeless men, meals twice a day, and daily showers.

(831)-724-9576

111 Railroad Ave., Watsonville

Santa Cruz Superior Court Self Help Center

Legal and Community Resources



Lawyer Referral Service: 831-425-4755, <http://lawyerreferralsantacruz.org/>

Low cost legal consultation (fee subject to change).

Legal Research: Santa Cruz Law Library at 701 Ocean Street, Room 70, Santa Cruz, CA (basement of county building). Hours are Monday - Friday 8am to 12 pm, Due to COVID Restrictions you may need an appointment call: 831-420-2205, www.lawlibrary.org. Please note: library staff will not do research for you or provide advice. They will direct you to appropriate legal resources.

Department of Child Support Services, Santa Cruz County: 420 May Ave., Santa Cruz, Phone: 1-866-901-3212, www.dcss.co.santa-cruz.ca.us.

Process Server: Santa Cruz County Sheriff's Department, 831-454-7655, located at 5200 Soquel Ave., Santa Cruz, CA 95062. You may also hire a private process server; search for process servers online.

Community Resources: A list of community resources can be found on the Santa Cruz Public Libraries Community Information Database: www.santacruzpl.org/cid/ You can also find community resources by calling or texting 211 www.211santacruzcounty.com

- **Adult Protective Services** 454-4101
- **Affordable Divorce Mediation, Conflict Resolution Center Program** 345-2891
- **Bay Area Legal Aid:** San Jose Consumer Rights Clinic 800-551-5554
- **California Rural Legal Assistance (CRLA)** Housing, labor law, public benefits 724-2253
- **Catholic Charities:** Immigration Services 422-0602
- **Child Protective Services** 454-4222
- **Community Bridges:** Community resources centers and food programs 688-8840
- **Conflict Resolution Center:** Community and small claims mediation 475-6117
- **Deaf Counseling, Advocacy and Referral Agency** 510-343 6670
- **Disability Rights California** 800-776-5746
TTY number 800-719-5798
- **District Attorney:** Consumer line 454-2050
- **District Attorney:** Criminal/Child Abduction 454-2400
- **Encompass:** Early education, health & housing, behavioral health (ALTO, batterer's intervention program, DUI classes, youth counseling and more) 469-1700
- **Homeless Services Center:** Shelter for individuals and families 458-6020
- **La Manzana Community Resources:** Help with filling out certain court forms 724-2997

The Superior Court, Santa Cruz County is not endorsing any of the above service providers. The court does not evaluate the services listed; therefore the court is not responsible for the quality of the services provided. This list provides information for non-profit, county, and court services.

Santa Cruz Superior Court Self Help Center Legal and Community Resources



- **Monarch Services:** Restraining orders 722-4532
425-4030
- **Santa Cruz Immigration Project** 724-5667
- **Senior Citizens Legal Services:** Housing, public benefits, elder abuse prevention 426-8824
- **Small Claims Court Advisor** 786-7370
- **Smart Legal Solutions:** Sliding scale family law mediation and general mediation 459-6019
- **Tenant Sanctuary:** Tenants' Rights Counseling information only 200-0740
- **Victim Advocate, Santa Cruz Police Department:** Domestic Violence 420-5827
- **Victim Witness, District Attorney:** Domestic Violence 454-2010
- **Walnut Ave. Family & Women's Center:** Restraining orders 426-3062
- **Watsonville Law Center:** Consumer, credit theft, wage claims, worker's compensation. 722-2845

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Santa Cruz County Main Jail Background



Located near the heart of downtown Santa Cruz, the Santa Cruz County Main Jail is the only detention facility in the County providing maximum security units. The Main Jail has been in operation since 1981. The initial 47,000 square foot structure, able to house 92 inmates was built at a cost of \$8.5 million. A 23,000 square feet addition was built in 1986 – at a cost of \$6 million -- that increased the jail's capacity to 230 inmates of both genders. Further modifications were made in 1999, that allowed for a capacity of 311- this is the Main Jail's capacity today. Approximately 13,000 people are booked at the Main Jail each year.

WHO EXACTLY IS IN JAIL?

As a "Class II" detention facility, the County's Main Jail is designed to house inmates being tried for crimes, pending arraignment, and serving a sentence. Other detention situations include:

- awaiting sentencing
- awaiting trial and unable to post bail
- convicted of crimes with sentences of no longer than a year
- awaiting transportation back to state prison for parole violation
- minimum and medium security inmates who require medical care
- already convicted of very serious crimes whose case is on appeal (doing "soft" time)

Recent reports indicate that close to 75% of inmates in the Santa Cruz County Main Jail are repeat offenders. On average, 52% of inmates are White, 40% Hispanic, and 6% Black. The average age, 33 years. Most of the time, the Main Jail's population eclipses its state-rated maximum capacity of 311.

TOO MANY INMATES

Overcrowding is a major problem, and the Jail's staff deals with it in a number of ways. Plastic "boats" – that sit directly on the floor -- are placed in housing units' day and common rooms and used as temporary beds. The combination on triple bunks and boats allow the jail to accommodate 422 inmates – far above the state-rated capacity of 311. If the jail's population rises to 439 the Sheriff must request early release of inmates from a judge. Between July 1, 2016 and April 2017 this happened 9 times.

Part of the serious over-population Issue at the Main Jail is due to the passage of AB109 – the Public Safety Realignment Act. In 2011, AB 109 was passed to deal with overpopulation in the state prison system. Non-violent, non-serious, and non-sex-offenders are now allowed to serve their sentences in jails instead of prisons. Today, inmates who are detained for crimes that carry longer sentences are serving their time in facilities (the Main Jail included) built for short-term stays.

HOW ARE INMATES CLASSIFIED (AND HOUSED)?

In order to fully understand the internal workings of the Main Jail, one needs to examine its classification system. Using the National Council of Crime and Delinquency's classification system (which evaluates 10 different factors that increase or decrease "points for an inmate") the Jail decides if an inmate in minimum, medium, or maximum security. Factors involved in this important decision – made within 24-hours of booking – include escape risk, gang affiliation, level of violence, crimes committed, and medical needs.

The classification system is formal, beginning with a booking supervisor and then being passed to the jail's classification correctional officers. These officers interview every new inmate and eventually determine their classification and housing placement at the facility.

Inmate housing is separated into North, South, and West wings – each containing several units that separate inmate based on their classification. Here's the breakdown:

- North Wing (A-D) -- mental health and special needs units
- South Wing (E-H) – pre-classification and two women's units
- West Wing (J-Q) – men's maximum security, medical oversight, disciplinary

Housing units are constantly shifting and changing based on the gender, classification, and number of inmates being held in the Main Jail. Members of competing gangs including White Power, Bloods, Crips, Surenos, and Nortenos find themselves in jail often. The jail tries its best to house gang members in separate units – each with its own exercise yard and recreation room. Sex offenders, those with psychological problems, and those who are violent are segregated from the general population and housed in a special needs unit. The only time inmates interact with inmates from other units is during trips to and from court.

The Jail is designed in a curious fashion. There are no outside windows in each housing unit. This allows officers to examine the activity of inmates through a one-way window without being seen themselves. Inmates cannot see into central command. Think of a zoo and one-way glass. Central command has dimmed red lighting so the officers have visual access into each well-lit housing unit. No officers are located within the inmate housing areas. This type of detention facility is called a "podular design system."

LIFE IN AN AVERAGE UNIT

Inmates are served 3 meals each day – at 6 AM, 11:30 AM, and 5 PM – receiving a mandated 2,600 calories. For each meal, inmates are given 30 minutes to eat and dispose. Each housing unit has an outdoor exercise area for basketball or handball. Board games, cards, puzzles, and a limited selection of books are available. Another important part of life in each unit is the TV- in Spanish and English. A video of the Main Jail's rules and what is expected of an inmate is shown every day from 3-4 PM on the TV in the day room of each housing unit.

Each and every inmate is responsible for the cleanliness of their housing unit. Privileges are withheld until the entire area is clean – swept and mopped daily.

The system is designed in a way that few jail staff are needed. Around 15 correctional officers have 12-hour shifts, four days a week. Staff at the Main Jail is rotated often – in the Jail itself, and also between other facilities. This allows them to fully understand how all areas of the jail are run and reduces job fatigue.