

Grievance Procedure

You have the right to file a grievance to settle legitimate complaints concerning CCD procedures or other incidents occurring during supervision. You may not grieve conditions of supervision; local, state, and federal laws; or circumstances beyond the control of CCD. Before filing a grievance, attempt to informally resolve your complaint with your officer or with a CCD Supervisor. If those attempts fail, please obtain a Grievance/Appeal Form from the Front Desk or any CCD staff member, complete the form and submit it back to any CCD staff member. If you need assistance in completing the form, please contact a CCD supervisor.

Drug and Alcohol Testing

- As a condition of supervision, you are subject to urinalysis, breath, and oral swab testing to determine use of alcohol, drugs, or other controlled substances.
- Failure or refusal to submit to testing, or tampering with a urine specimen, will be considered a violation of the terms and conditions of supervision.
- A positive result can lead to violation, revocation, and/or incarceration.
- You are responsible for payment of drug testing fees as directed by the court or by your officer.

Public Transportation

There are two (2) Lynx bus stops near the front of the 33rd Street Corrections Complex. The bus numbers are 36 and 57. Bus route information is available from the receptionist.

Important Phone Numbers

Orange County Sheriff's Office
(407) 836-4357
Orlando Police Department
(321) 235-5300
State Attorney's Office
(407) 836-2400
Clerk of Courts (407) 836-2000
Collections Court (407) 836-6305
Public Def. Office (407) 836-4800
Florida Department of Corrections
(407) 245-0267
Booking and Release Center
(407) 836-3400

**Orange County Corrections
Department
Community Corrections Division**
P. O. Box 4970
Orlando, FL 32802-4970
www.bestjail.com

**The Community Corrections Division
is located in the
Corrections Administration Building**
3723 Vision Boulevard
Orlando, FL 32839
(407) 836-3000



ORANGE COUNTY CORRECTIONS DEPARTMENT Community Corrections Division



**A
GUIDE TO
SUCCESSFULLY
COMPLETE
SUPERVISION**

General Information

Use this information to help you while under the supervision of the Community Corrections Division (CCD). Speak with your supervising officer if you have questions about this information or about the conditions of your supervision.

Contacting your Supervising Officer

Conduct routine business with your officer at your appointments or during business hours. If you need to communicate non-emergency information and your officer is not available to speak to you when you call, leave a message on your officer's voice-mail, or send them an email.

Child Support

Supporting your dependents to the best of your ability is a standard condition of supervision. If you are making child support payments, you must provide this information to your officer and you must remain current with these payments. Failure to pay child support may result in a violation or revocation.

After Hours Service

If you have a life-threatening emergency, immediately contact law enforcement and/or fire or medical emergency personnel.

The Community Corrections Division is open for business Monday-Friday, 8:00 a.m. to 5:00 p.m. If you need to contact the office after hours, please call (407) 836-3000. Listen to and follow the instructions in the voice message. Before following these instructions, consider if the situation can wait until the office is open or if you could leave information for your supervising officer on the voice-mail system.

Safety and Reporting Instructions

- Arrive on time; allow additional time for traffic and parking.
- Bring photo identification and your court documents.
- Wear appropriate clothing to your appointment. Shirts and shoes are required.
- When possible, please make arrangements for childcare prior to your appointments. Their safety is our concern.
- Do not bring the following items into the building: weapons of any kind, large backpacks, large handbags, or briefcases.
- Vending machines are available on the 2nd and 3rd floors.
- After checking in with the receptionist, take a seat in one of the waiting rooms. Do not stand in the lobby area.
- Lockers are provided outside the building for safe storage of possessions.

Community Assistance Referrals

CCD maintains a list of community resources that may help you in a variety of areas such as employment, food, shelter, counseling, and education.

If you need assistance, please speak with your supervising officer or ask a receptionist for a copy of the referral list. You may also find community resources at: www.211.org or call 211.

To Successfully Complete Supervision

- Follow your supervision plan, including all enrollment dates and due dates.
- Ask your supervising officer to explain anything that you don't understand.
- Follow all community service completion instructions and requirements. Failure to do so may result in a re-entry fee.

Payment of Fees

Payments for the following fees may be made in person at the Corrections Administration Building Cashier's Office on the second floor.

- Intake Fee,
- Cost of Supervision,
- Restitution (not being paid via Collections Court),
- Drug Testing Fee, and
- Alternative Community Service Re-Entry.

Payments must be made in the form of a money order, cashier's check, debit (used as credit) or credit card. No cash payments will be accepted. Money orders and cashier's checks are made payable to Community Corrections Division and must include the following information:

- Your name,
- Your PO number,
- The unit name (PROB, PTD, PTRS, ACS)
- Your signature.

For active Probation cases, the above fees may also be paid at any AMSCOT location. AMSCOT accepts cash payments only. You must include name, date of birth, and PO number. You will be charged a non-refundable \$2.50 convenience fee. Please allow three days for processing.

If the Cashier's Office is closed, enclose your payment in an envelope and place it in the drop box (2nd or 3rd floor) or mail your payment to:

Community Corrections Division
Attention: Cashier
P.O. Box 4970
Orlando FL 32802-4970

FAILURE TO PAY FEES MAY RESULT IN A VIOLATION OR REVOCATION

Fines and court costs are not accepted at Community Corrections and must be paid through AMSCOT or to the Clerk of the Court.

407-836-6305

www.myorangeclerk.com