Procedures to Take Down an Active Inmates Facebook Account

September 2014

Steps to take to locate, verify, record, report, takedown, follow up, and document inmate facebook pages.

Office of Victim & Survivor Rights & Services [ 1-877-256-6877 ]
Locate

If you receive a call from a victim or concerned citizen informing you about an inmate Facebook (FB) page, have them forward you the link (URL) (copy and paste the address bar, while on the inmates Page), if possible.

Example: https://www.facebook.com/help/contact/564493676910603

Verify

Once you locate the inmate’s page, verify that the FB belongs to the inmate (crosscheck S O M S / C a l P a r o l e pictures with FB pictures). Inmates are using smuggled in cell phones to update their FB accounts, so check the posts and photos.

Facebook policy does not allow for third parties to maintain accounts so if an inmate’s FB page has maintained since incarcerated the account can be shut down.

Note: Inmates are allowed to have a FB profile that they created prior to incarceration, but their accounts cannot be active while they are behind bars.

Example:
Record

Record as much information as possible on the FB page. Pictures of the inmate in his prison cell or CDCR issued jumpsuit prove that the inmate is using a contraband cell phone. Inmates also typically post information proving that they are incarcerated (i.e. Mailing address to the prison, CDC #, details about prison life).

➢ To record photos, open the photo and right click and select “Save picture as”. You may also press the Print Screen (Print Scrn) button on your keyboard while on the FB page to get a Screen shot (After pressing Print screen once, go to a blank word document and right click and select paste).

Report

If there are photos of the inmate in prison, that proves he’s using a contraband cell phone. Contact the institutions Public Information Officer (PIO) and Investigations Services Unit (ISU) so they can conduct a search for the phone and punitive actions can be taken. Provide the PIO or ISU with as much information as possible.

➢ Inmates name and CDC number.
➢ How the FB account was brought to your attention.
➢ Provide the FB URL.
➢ Provide photos and posts from the page.
➢ Inform them of the last time the inmate posted on FB.
➢ Inform them of any relevant content on FB.

You can find a list of PIO’s at the CDCR website:

http://www.cdcr.ca.gov/News/PIO_Lists.html

Takedown

Allow some time for the institution to find the cell phone before you takedown the FB account.

To takedown an inmate’s FB account go to the, “Inmate Account Takedown Request” link: https://www.facebook.com/help/contact/564493676910603

FB will only process reports submitted from Law Enforcement agencies. All takedown requests must be submitted from official work e-mail address. (Example: Mickey.Mouse@CDCR.CA.GOV)
Provide the information needed: Your full name, Your law enforcement agency, Link (URL) to the account you'd like to report, Full name of the person (inmate) you'd like to report, Reason this person (inmate) is incarcerated, *Additional info, and Your official law enforcement email address.

- In the “Additional Info” section please write one of the following:
  - (Inmates Name) is currently incarcerated at (name of institution). The inmate is using a smuggled in cell phone to update his Facebook Account. The use of a cell phone/electronic device and/or maintaining a Facebook account is against California Dept. of Corrections and Rehabilitation Policy.
  - It has been discovered that a third party is maintaining the Facebook account of (Inmates Name). (Inmates Name) is currently incarcerated at (name of institution). The use of a cell phone/electronic Device and/or maintaining a Facebook account is against California Dept. of Corrections and Rehabilitation policy.

Inmate Account Takedown Request

Note: We can only process reports from official members of law enforcement. Please make sure you are submitting this form from your official work email address.

Your full name

Your law enforcement agency

Link (URL) to the account you'd like to report

Full name of the person you'd like to report

Reason this person is incarcerated

Additional info

Your official law enforcement email address

Send
Follow up

Follow up with the PIO or ISU to find out if any contraband cell phones were recovered and if any punitive actions were taken against the inmate.

If a victim, vnok, or concerned citizen is on file and reported the account follow up with them with any actions taken by you and the institution.

Document

After reporting the FB account document your actions taken by leaving detailed notes in SOMS in the Victim Contact Section. Ensure to document:

- How the FB account was brought to your attention.
- What actions you took (Notify Prison, Contact FB Security Team).
- Any relevant information (Cell phone recovered, FB page Taken down, threats).
- Contact with the victim, vnok. Or concerned citizen.

If you have questions, need more information, or have feedback please contact:

David Maldonado-Outreach Coordinator/AGPA

Phone: 916-341-7053

David.Maldonado@CDCR.CA.GOV

Office of Victim & Survivor Rights & Services (OVSRS)

California Department of Corrections and Rehabilitation (CDCR)

1-877-256-6877, VictimServices@CDCR.CA.GOV
# Reported Social Media Accounts

<table>
<thead>
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<th>Month</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
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<tr>
<td>January</td>
<td>N/A*</td>
<td>8</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>February</td>
<td>N/A*</td>
<td>3</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>March</td>
<td>N/A*</td>
<td>8</td>
<td>3</td>
<td>7</td>
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<td>April</td>
<td>N/A*</td>
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<td>1</td>
<td>6</td>
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<td>May</td>
<td>N/A*</td>
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<td>June</td>
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<td>August</td>
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</tr>
<tr>
<td>December</td>
<td>14</td>
<td>0</td>
<td>1</td>
<td>2</td>
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<tr>
<td>Totals</td>
<td>62</td>
<td>55</td>
<td>21</td>
<td>74</td>
</tr>
</tbody>
</table>

*Social media account were reported prior to August 2011, but records were not maintained.*
Dana,

Thank you for providing me with this information. I apologize for the delay in getting these profiles taken down. I have located and removed all five accounts from the site. I apologize again! Please let me know if you have any questions.

Thank you,

Erin Kennedy
User Operations
Facebook

From: <Simas>, "Dana@CDCR" <Dana.Simas@cdcr.ca.gov>
Date: Tuesday, August 27, 2013 8:44 AM
To: Erin Kennedy <ekennedy@fb.com>
Subject: Inmate Facebook accounts

Hello Erin,

All of these profiles below are being administered either by or on behalf of inmates currently incarcerated in a California state prison. All of the inmates can be seen with their photos taken in their prison cell. Can you please remove these profiles? Thank you very much.

Dana Simas
Public Information Officer 1
Office of Public and Employee Communication
California Department of Corrections and Rehabilitation
(916) 445-4950

From: Crabtree, Jack@CDCR
Sent: Tuesday, August 27, 2013 8:41 AM
To: Simas, Dana@CDCR
Subject: Removing Inmates Facebook accounts

“The following Facebook profiles belong to current California Department of Corrections and Rehabilitation inmates who are either administering their Facebook pages from inside a state prison or there is a third party administering it for him/her. They are currently inmates at Salinas Valley State Prison and are prohibited from Internet access.

https://www.facebook.com/#!/
Inmate , CDC#
Inmate, CDC#

Inmate, CDC#

https://www.facebook.com/#/!

J. Crabtree
Correctional Officer
Investigative Services Unit
Salinas Valley State Prison
(831) 678-5500 ext. 5308
Cell: (831) 821-0953
From: Erin Kennedy <ekennedy@fb.com>
Sent: Monday, March 25, 2013 1:30 PM
To: Simas, Dana@CDCR
Cc: Wright, Travis R@CDCR
Subject: Re: Facebook page removal- California state prison inmate

Dana,

Thank you for providing me with this information. I have located and removed the two reported accounts for from the site for being incarcerated and in violation of inmate regulations. Please let me know if you have any questions.

Thank you,

Erin Kennedy
User Operations
Facebook

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From: Simas, Dana@CDCR <Dana.Simas@cdcr.ca.gov>
Date: Monday, March 18, 2013 9:23 AM
To: Erin Kennedy <ekennedy@fb.com>
Cc: "Wright, Travis R@CDCR" <TRAVIS.WRIGHT@cdcr.ca.gov>
Subject: FW: Facebook page removal- California state prison inmate

It appears this inmate actually has

https://www.facebook.com/

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From: Simas, Dana@CDCR
Sent: Monday, March 18, 2013 9:22 AM
To: 'Erin Kennedy'
Cc: Wright, Travis R@CDCR
Subject: Facebook page removal- California state prison inmate

Hi Erin,

The following profile is being administered by, or on behalf of, a California state prison inmate currently incarcerated at Central California Women’s Facility in Chowchilla. As California’s inmates are prohibited from Internet access we ask that this profile be removed.

https://www.facebook.com/

Dana Simas
Public Information Officer I
Office of Public and Employee Communication
California Department of Corrections and Rehabilitation
(916) 445-4950
Hi Erin,

This profile: http://www.facebook.com/ belongs to a current state prison inmate at Salinas Valley State Prison. He has posted during his incarceration so the account should be removed. Thank you! Please let me know if you have any questions.

Inmate Salinas Valley State Prison.

Dana Simas
Public Information Officer I
Office of Public and Employee Communication
California Department of Corrections and Rehabilitation
(916) 445-4950
Hi Emily,

I was contacted by David Maldonado in our Office of Victim and Survivor Rights and Services who stated that Facebook has shifted its willingness to help us protect victims by refusing to take down inmate Facebook pages. I’d like to ask, why the shift? We receive dozens of calls every month from victims who are being harassed by inmates using your social media site. Here at CDCR, we do our part to prevent phones from coming into prisons but contraband makes its way in in an infinite number of ways and it is just not possible to stop it all. We are working on technology that will block unauthorized cell phones from being used in prison, but again, no system is perfect.

When we get an unfortunate call from a devastated victim who is being harassed via Facebook, we organize a search of the inmate’s cell, often resulting in the confiscation of a contraband cell phone. We’d like to request that Facebook continue to honor the August 2011 agreement to help us protect victims. When the agreement was announced it received international attention, I’ve included just a couple of the MANY articles below. I’m sure that it will garner just as much attention if we have to announce that the agreement is no longer being upheld by Facebook. Thank you. Feel free to give me a call.

http://www.onenewsnow.com/culture?id=1412854#.VPc5oSiN67E


Dana Simas
Public Information Officer II
CA Dept. of Corrections and Rehabilitation
(916) 445-4950
Hi Erin,

This inmate is either administering his Facebook page from inside state prison or there is a third party administering it for him. He is currently an inmate at Ironwood State Prison and is prohibited from Internet access. Thank you!

http://www.facebook.com
Ironwood State Prison

Dana Simas
Public Information Officer I
Office of Public and Employee Communication
California Department of Corrections and Rehabilitation
(916) 445-4950
Hi Erin,

http://www.facebook.com
This Facebook profile belongs to a current California Department of Corrections and Rehabilitation inmate who is either administering his Facebook page from inside a state prison or there is a third party administering it for him. He is currently an inmate at Salinas Valley State Prison and is prohibited from Internet access.

THANK YOU IN ADVANCE

Dana Simas
Public Information Officer I
Office of Public and Employee Communication
California Department of Corrections and Rehabilitation
(916) 445-4950
Hi Erin,

The below profile belongs to a current CDCR inmate at Substance Abuse Treatment Facility and State Prison, Corcoran and is prohibited from Internet access. We are reporting his page to be removed. Thank you!

http://www.facebook.com/#!/ 

Dana Simas
Public Information Officer I
Office of Public and Employee Communication
California Department of Corrections and Rehabilitation
(916) 445-4950
Hi Erin,

A CDCR inmate, CDCR # housed at California State Prison-Sacramento appears to have photos of himself posing in his cell from what is likely a contraband cell phone posted on July 8. The page should be removed because it is being operated by either the inmate or a third-party on behalf of the inmate posting photos from a contraband cell phone. Screen shots are below and here is the URL for the Facebook page:

https://www.facebook.com

Thank you!
Dana Simas
Public Information Officer I
Office of Public and Employee Communication
California Department of Corrections and Rehabilitation
(916) 445-4950
Hi Erin,

A CDCR inmate, CDCR # housed at California State Prison-Sacramento appears to have photos of himself posing in his cell from what is likely a contraband cell phone posted on July 8. The page should be removed because it is being operated by either the inmate or a third-party on behalf of the inmate posting photos from a contraband cell phone. Screen shots are below and here is the URL for the Facebook page:

https://www.facebook.com

Thank you!
Dana Simas
Public Information Officer I
Office of Public and Employee Communication
California Department of Corrections and Rehabilitation
(916) 445-4950
Hi,

Thanks for your report. We've removed the reported account from Facebook for not following inmate regulations.

If you need to report any additional Timelines, please provide us with details via the contact form below:

https://www.facebook.com/help/contact/564493676910603

These reports are kept confidential. Please let us know if you have any questions.

Thanks,

Mayahuel
Community Operations
Facebook

-----Original Message-----
From: kristina.khokhobashvili@cdcr.ca.gov
To:
Subject: Inmate Account Takedown Request

Your full name: Kristina Marie Khokhobashvili Your law enforcement agency: California Department of Corrections and Rehabilitation Link (URL) to the account you'd like to report:
Full name of the person you'd like to report: Reason this person is incarcerated: Inmate at California Institution for Men (Chino) Additional info: Facebook account is in violation of prison regulations.
Your official law enforcement email address: kristina.khokhobashvili@cdcr.ca.gov

-----End Original Message-----
Hi,

Thanks for your report. We've removed the reported account from Facebook for not following inmate regulations.

If you need to report any additional Timelines, please provide us with details via the contact form below:

https://www.facebook.com/help/contact/564493676910603

These reports are kept confidential. Please let us know if you have any questions.

Thanks,

Anastasia
Community Operations
Facebook

-----Original Message-----
From: kristina.khokhobashvili@cdcr.ca.gov
To:
Subject: Inmate Account Takedown Request

Your full name: Kristina Khokhobashvili
Your law enforcement agency: California Department of Corrections and Rehabilitation Link (URL) to the account you’d like to report: https://www.facebook.com/
Full name of the person you’d like to report: Arellano is a CDCR inmate Additional info: Arellano is a CDCR inmate and as such may not have an active Facebook account.
Your official law enforcement email address: kristina.khokhobashvili@cdcr.ca.gov

-----End Original Message-----
Dana,

Thank you for providing me with this information. I have located and removed Mr. s account from the site for being incarcerated and in violation of inmate regulations. Please let me know if you have any questions.

Thank you,

Erin Kennedy
User Operations
Facebook

Hi Erin,

We have an inmate administering a Facebook page which needs to be removed. Here is the page:
https://www.facebook.com/

Thank you very much.

Dana Simas
Public Information Officer I
Office of Public and Employee Communication
California Department of Corrections and Rehabilitation
(916) 445-4950
From: Erin Kennedy <ekennedy@fb.com>
Sent: Monday, October 14, 2013 1:19 PM
To: Simas, Dana@CDCR
Subject: Re: Inmate Facebook page

Dana,

Thank you for providing me with this information. I have located and removed the reported account from the site. Please let me know if you have any questions.

Thank you,

Erin Kennedy
User Operations
Facebook

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From: <Simas>, "Dana@CDCR" <Dana.Simas@cdcr.ca.gov>
Date: Wednesday, September 25, 2013 9:36 AM
To: Erin Kennedy <ekennedy@fb.com>
Subject: Inmate Facebook page

Hi Erin,

There is an inmate currently administering a Facebook page while incarcerated, https://www.facebook.com about he can clearly be seen posing while in the shower and inside his cell with "CDCR Prisoner" on the clothing. We are requesting this page be taken down as soon as possible. Thank you!

Dana Simas
Spokeswoman
California Department of Corrections and Rehabilitation
(916) 445-4950