



Guide to Phone & Commissary at Migrant Detention Centers in Virginia

**How to Send Funds to People Detained at
Farmville and Caroline**

Last updated 8/25/2025

[Enlace a esta guía en español](#)

Jump to:

- [Sending funds to someone detained at Farmville](#)
- [Sending funds to someone detained at Caroline](#)

Introduction

Historical Context: How does the prison-industrial complex use commissary and phone access for profit?

The U.S. has [the world's largest immigration detention system](#), and is built upon the long, brutal legacy of the [Prison Industrial Complex](#), a deeply exploitative system that disproportionately targets BIPOC communities. Nearly [90% of immigration facilities](#) are run by **for-profit** privately owned companies. This fact alone shows that [money](#), not safety, is the driving force behind the incarceration & deportation pipeline. Facilities across the country have well documented cases of abuse and inhumane treatment, [particularly for Black migrants](#) and [LGBTQ+ individuals](#). Even for basic rights such as being able to speak to loved ones or access commissary, facilities (and their contracted companies) make exorbitant profit off migrant families. Facilities also routinely use phone access to [oppress and isolate people inside](#) and retaliate against individuals who stand up for their rights.

Unfortunately Virginia is no different, and Farmville Detention Center has become notorious for its [long history of abuses](#). You can read about [the experiences of people](#) who have been detained at Farmville, and this zine about [dismantling the incarceration and deportation pipeline in Virginia](#). Caroline Detention Center, operated by ICE, also has a long history of [mistreatment and violence](#). With the enormous federal [funding increase in 2025](#), these abuses will unfortunately likely continue until we can shut down these facilities and systems for good.

What can we do about this inhumane system?

Join our local organizing efforts! History shows the best way to make systemic change is through building people power. BIPOC communities in Virginia have been organizing for years against incarceration and deportations. Follow [Free Them All VA](#) and [La ColectiVA](#) to stay updated on ways to fight back.

What is commissary?

Commissary refers to funds folks inside can use for food or supplies and is a crucial support for individuals detained behind bars. ICE facilities are well known to provide sparse and/or inedible meals and often do not accommodate specific food requirements for a person's health or religion. Immigration

facilities often pay as little as [\\$1 a day to detained workers](#), meaning folks might have to labor for weeks just to purchase overpriced supplies.

How does phone access work in a detention facility?

Phone and tablet access is a critical lifeline for the mental health of a person inside detention to stay connected with their loved ones and also prepare for their immigration case.

Can I call a detained person?

Unfortunately facilities don't provide free calls and people detained cannot receive direct calls. Facilities have a phone number listed to leave a voicemail message for folks detained, however we cannot trust that messages will be forwarded. For people detained at Farmville or Caroline, you can deposit funds into a detained person's account to allow them to make phone calls to the outside.

Free phone resources for folks detained

People detained have a few [free phone calls](#) they can make to nonprofit organizations that provide resources. We recommend folks at risk of detention (and everyone!) memorize these numbers:

- In VA facilities, folks inside can dial **#1686** to reach AMICA, a VA-based legal organization to receive a free legal consult.
- Folks inside can also dial **9233#** (active M-F 11am-11pm ET inside many immigration facilities across the country) for a free, unmonitored call to the national immigration hotline, run by Freedom for Immigrants, for resources and referrals.

Additional resources:

Please refer to this list of DMV resources in [English](#) and [español](#) and this [local NoVA guide for families](#).

Farmville Detention Center

Farmville Commissary Deposits

LINK	https://www.accesscorrections.com/v2/home
LOGIN REQUIRED?	Yes
REQUIRED INFORMATION	First 2 letters of the detained person's last name OR their full A number
FEES	\$4.95 for deposits up to \$19.99 \$7.95 for deposits \$20 to \$99.99 \$9.95 for deposits \$100 to \$199.99 \$11.95 for deposits \$200 to \$300

1. Create an account.

Go to <https://www.accesscorrections.com/v2/home> and click "Sign In." Then click where it says "Don't have an account? Sign up" and create an account.

2. Select "Send money," then choose the state and facility where the person is detained.

Choose Virginia as the state and "Immigration Centers of America, Farmville, VA" as the agency.

Send Money

Make a deposit or payment by selecting the state and agency where the recipient is located, and then by their ID or name.



Step 1

Select the state where the recipient is located.

Select a State
VIRGINIA

Step 2

Select the agency where the recipient is located.

Select an Agency
Immigration Centers of Am...

Step 3

Enter the ID or name of the recipient.

Enter ID or Name (Last and First)

3. Search for the detained person by their last name or A number.

Enter the first few letters of the person's last name to search, and select the relevant result. You can also use their A number if you have it.

Note: Very often, people's names will be misspelled or entered incorrectly in the system. Use as few letters as possible to search for their name, and try different versions of the name if you don't find them

at first. For example, to locate someone named José García Torres, you may have to try Garcia, Torres, Garcia-Torres, etc.

4. Enter the deposit amount, then confirm the fees that will be charged.

Click where it says “Handling Charges” to expand the box showing the fees you will be charged, based on the amount of the deposit. Check the box to confirm these additional charges, then press “Next.”

Max Deposit: \$300.00

Deposit Amount: (ex. 100) *

— HANDLING CHARGES

Handling Charges

From	To	Handling Charge
\$0.01	\$19.99	\$4.95
\$20.00	\$99.99	\$7.95
\$100.00	\$199.99	\$9.95
\$200.00	\$300.00	\$11.95

5. Enter your credit card information and click “Pay Now.”

Note the total amount you will be charged, listed at the top of the page (the deposit amount plus fees). Then click “Pay Now” to finalize the deposit.

Farmville Phone Deposits

LINK	https://www.gettingout.com/
LOGIN REQUIRED?	No
REQUIRED INFORMATION	First 3 letters of the detained person’s last name AND their full A number AND/OR Facility ID number (see below)
FEES	Currently \$0 for deposits of any amount. However, see the note below about the prompt to “Round up” your deposit.

1. Visit the website and click “Make Deposit.”

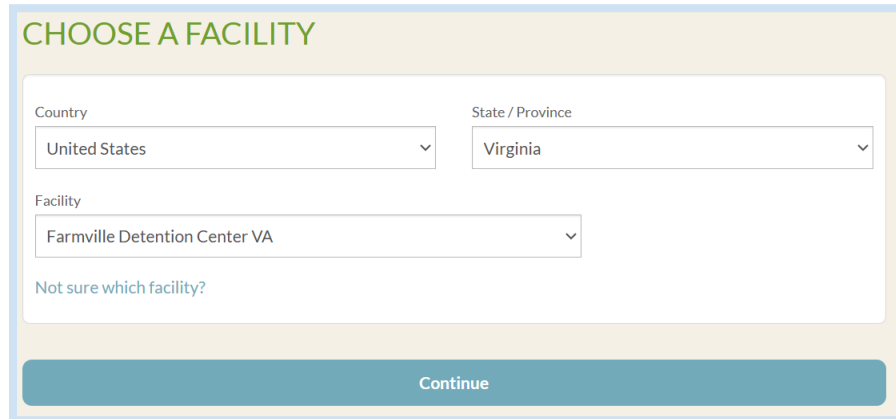
Go to <https://www.gettingout.com/> and click “Make Deposit” in the top right corner of the screen.

2. Choose "Continue as Guest," and confirm your age if prompted.

You are not required to create an account, but you may be required to enter your date of birth.

3. Select the facility where the person is detained.

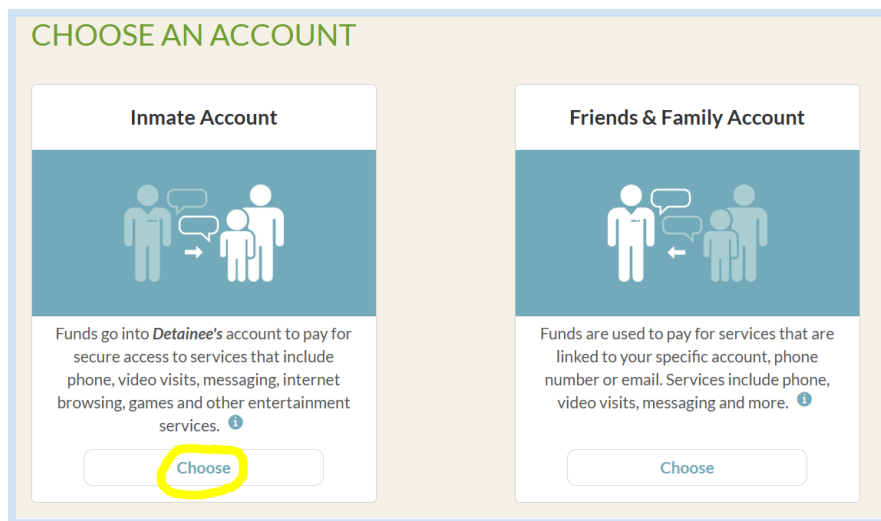
Choose Virginia as the state and "Farmville Detention Center VA" as the facility. Then press "Continue."



The screenshot shows a form titled "CHOOSE A FACILITY" in green text. It contains three dropdown menus: "Country" with "United States" selected, "State / Province" with "Virginia" selected, and "Facility" with "Farmville Detention Center VA" selected. Below the "Facility" dropdown is a link that says "Not sure which facility?". At the bottom of the form is a large blue button labeled "Continue".

4. Select "Inmate Account."

Depositing funds into the detained person's account will provide them with the ability to make phone calls and communicate with their family, community, attorneys, and outside organizers they are in contact with.

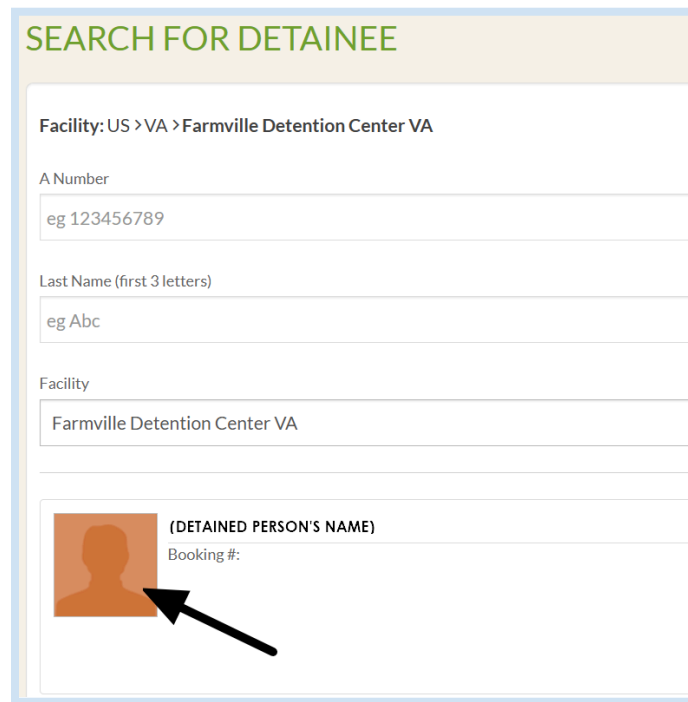


The screenshot shows a screen titled "CHOOSE AN ACCOUNT" in green text. There are two main options, each with an icon, a description, and a "Choose" button. The "Inmate Account" option features an icon of a person with a speech bubble and a right-pointing arrow, with text stating funds go into the detainee's account for secure access to services like phone, video visits, messaging, internet browsing, games, and entertainment. The "Friends & Family Account" option features an icon of a person with a speech bubble and a left-pointing arrow, with text stating funds are used to pay for services linked to the user's account, such as phone, video visits, and messaging. The "Choose" button for the "Inmate Account" is highlighted with a yellow circle.

5. Enter the detained person's A Number (or Facility ID number) and the first three letters of their last name.

The website instructs you to enter the A number. However, in some cases we have found the person listed under their Facility ID number instead, so you may need to try both. Once you have found the correct person, click on the orange silhouette next to their name to continue.

Note: Very often, people's names will be misspelled or entered incorrectly in the system. Use as few letters as possible to search for their name, and try different versions of the name if you don't find them at first.



SEARCH FOR DETAINEE

Facility: US > VA > Farmville Detention Center VA

A Number
eg 123456789

Last Name (first 3 letters)
eg Abc

Facility
Farmville Detention Center VA

(DETAINED PERSON'S NAME)
Booking #:

6. Enter the deposit amount and confirm fees. Under the prompt to “Round up” your deposit, select “No Thanks.”

At the moment, no fees are charged for a deposit of any amount. However, you will be prompted to “round up” your deposit to provide “free calls.” This does not appear to be a good idea — the free calls expire within 48 hours and are limited to 5 minutes in length. It is recommended to select “No thanks.” Check the box to confirm the transaction fees, then click “Next.”

Payment Summary

Deposit Amount	\$25.00
Fees:	\$0.00
Grand Total:	\$25.00

NEW

Round up your \$25.00 deposit?

☐ \$26.00	+ \$1.00
☐ \$30.00 + 1 free call	+ \$5.00
☐ \$35.00 + 2 free calls	+ \$10.00
☐ No thanks	

Free Call Conditions

Each free call length is limited to 5 minutes and cannot be shared with other calls. Free calls expire in 48 hours. Free calls will be used before other payment options. Free calls are non-transferable.

7. Enter your credit card information and billing information, then click Next. Review the total transaction amount, then click “Accept terms and make deposit.”

You should receive a confirmation page stating that your deposit has been added to the detained person’s account.

Caroline Detention Center

Caroline Commissary Deposits

LINK	https://web.connectnetwork.com/facilities/peumansend-creek-va-regional-jail/
LOGIN REQUIRED?	Yes
REQUIRED INFORMATION	The first 3 letters of the detained person's last name OR their full Facility ID number
FEES	\$4.25 + 3.5% for deposits up to \$25 \$5.00 + 3.5% for deposits \$25.01 to \$50 \$6.25 + 3.5% for deposits \$50.01 to \$100 \$7.75 + 3.5% for deposits \$100.01 to \$150 \$9.00 + 3.5% for deposits \$150.01 to \$200

1. Create an account.

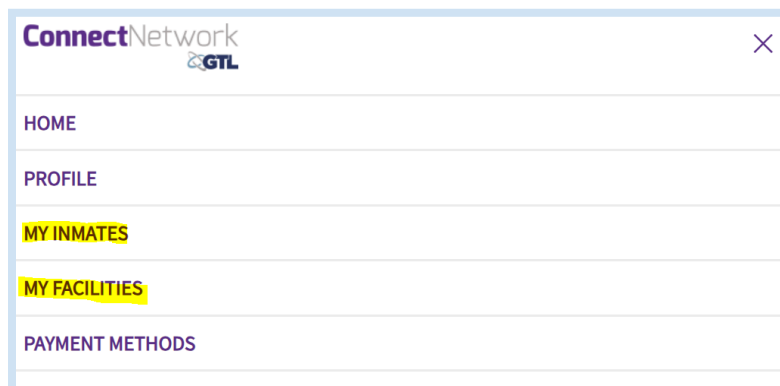
Go to <https://web.connectnetwork.com/facilities/peumansend-creek-va-regional-jail/> and click "Create Account" at the top of the page.

2. Sign in and confirm your age if prompted.

After creating an account, click the button to "Sign in." You may be prompted to enter your birthdate to confirm that you are over the age of 18.

3. Navigate to "My Facilities" and add "Caroline Detention Facility - PCRJ."

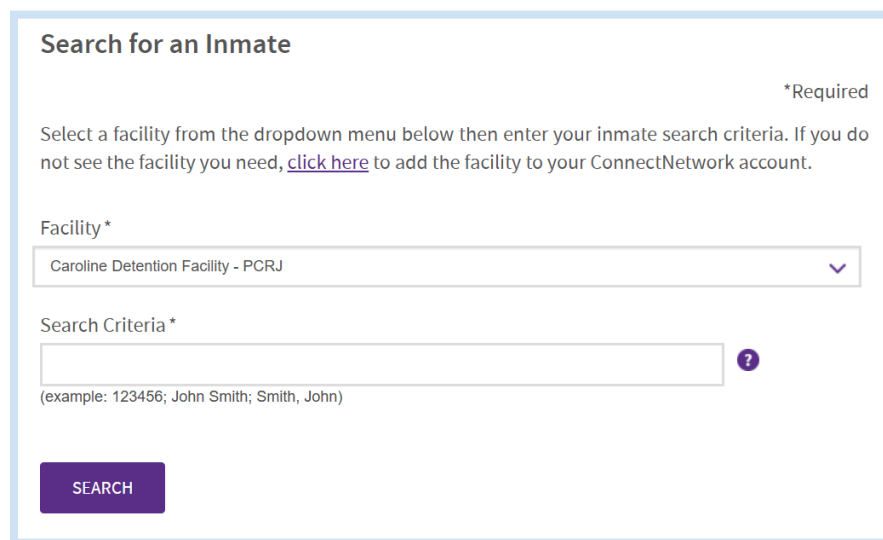
Once you are signed in, you can navigate to the "My Facilities" page either using the menu on the left side of the screen (if you are on a computer), OR the menu at the top right of the screen (if you are on a phone or other small device). On the "My Facilities" page, select Virginia as the state and "Caroline Detention Facility - PCRJ" as the facility, then press "Add."



4. Navigate to "My Inmates," search by the person's last name or Facility ID, then click "Add."

Return to the menu and select "My Inmates." Click the "Search for Inmate" button, then enter the first 3 letters of their last name into the Search Criteria box and click "Search." When you find the correct person, click the "Add" button next to their name. If you do not find them, you can try searching by their Facility ID number instead.

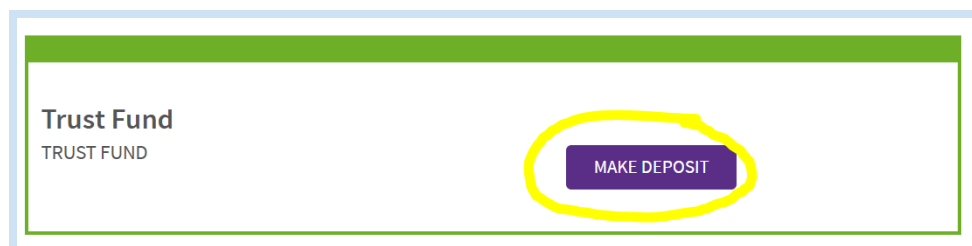
Note: Very often, people's names will be misspelled or entered incorrectly in the system. Use as few letters as possible to search for their name, and try different versions of the name if you don't find them at first.



The screenshot shows a web form titled "Search for an Inmate". In the top right corner, it says "*Required". Below the title, there is a paragraph: "Select a facility from the dropdown menu below then enter your inmate search criteria. If you do not see the facility you need, [click here](#) to add the facility to your ConnectNetwork account." The form has two main input fields: "Facility*" which is a dropdown menu currently showing "Caroline Detention Facility - PCRJ", and "Search Criteria*" which is a text box with a question mark icon to its right. Below the text box is an example: "(example: 123456; John Smith; Smith, John)". At the bottom left of the form is a purple button labeled "SEARCH".

5. Navigate to "Home" via the menu. Click the name of the person you added, then click the "Make Deposit" button.

Return to the menu and select "Home." You should see the name of the person you just added. Clicking on their name will expand a box that says "Trust Fund" (the name this system uses for the commissary fund) and a button to "Make Deposit." Click the button.



The screenshot shows a section titled "Trust Fund" with "TRUST FUND" written below it. To the right of this text is a purple button labeled "MAKE DEPOSIT". The button is circled in yellow.

6. Enter the deposit amount and click "Calculate Fee."

The fee will calculate based on the amount of your deposit. Then press "Continue."

7. Enter your payment information and press continue. Then enter your name, date of birth, address, and phone number under “Depositor Information.”

In addition to requiring you to create an account, this system asks for a large amount of your personal information as the depositor of the funds. Please be aware of this if you are concerned about privacy.

8. Confirm that all information is correct, then press “Submit.”

You should receive a confirmation page stating that the funds have been deposited.

Caroline Phone Deposits

LINK	https://www.gettingout.com/
LOGIN REQUIRED?	No
REQUIRED INFORMATION	First 3 letters of the detained person’s last name AND their full A number AND/OR Facility ID number (see below)
FEES	Currently \$0 for deposits of any amount. However, see the note below about the prompt to “Round up” your deposit.

1. Visit the website and click “Make Deposit.”

Go to <https://www.gettingout.com/> and click “Make Deposit” in the top right corner of the screen.

2. Choose “Continue as Guest,” and confirm your age if prompted.

You are not required to create an account, but you may be required to enter your date of birth.

3. Select the facility where the person is detained.

Choose Virginia as the state and "Caroline Detention Facility, VA" as the facility. Then press “Continue.”

The screenshot shows a web form titled "CHOOSE A FACILITY" in green text. It contains three dropdown menus: "Country" with "United States" selected, "State / Province" with "Virginia" selected, and "Facility" with "Caroline Detention Facility, VA" selected. Below the dropdowns is a link that says "Not sure which facility?". At the bottom of the form is a teal button labeled "Continue".

4. Select "Incarcerated Person Communication Account."

Depositing funds into the detained person's account will provide them with the ability to make phone calls and communicate with their family, community, attorneys, and outside organizers they are in contact with.

The screenshot shows the "gettingout" website header with navigation links: HOME, SEARCH FOR CONTACT, DEPOSIT, and MY ACCOUNT (which is underlined). Below the header is a section titled "CHOOSE AN ACCOUNT" in green. It features two account options, each with an icon of two people and a speech bubble, and a "Choose" button. The left option is "Incarcerated Person Tablet Account" with the text: "Funds go into *Detainee's* account to pay for secure access to services that include messaging, music, games, and other entertainment services." The right option is "Incarcerated Person Communication Account" with the text: "Funds go into *Detainee's* account to pay for secure access to services that include phone and video visits." The "Choose" button for the Communication Account is circled in yellow.

5. Enter the detained person's A Number (or Facility ID number) and the first three letters of their last name.

The website instructs you to enter the A number. However, in some cases we have found the person listed under their Facility ID number instead, so you may need to try both. Once you have found the correct person, click on the orange silhouette next to their name to continue.

Note: Very often, people’s names will be misspelled or entered incorrectly in the system. Use as few letters as possible to search for their name, and try different versions of the name if you don’t find them at first.

SEARCH FOR DETAINEE

Facility: US > VA > Caroline Detention Facility, VA

A Number
eg 123456789

Last Name (first 3 letters)
eg Abc

Facility
Farmville Detention Center VA

(DETAINED PERSON'S NAME)
Booking #:

6. Enter the deposit amount and confirm fees. Under the prompt to “Round up” your deposit, select “No Thanks.”

At the moment, no fees are charged for a deposit of any amount. However, you will be prompted to “round up” your deposit to provide “free calls.” This does not appear to be a good idea — the free calls expire within 48 hours and are limited to 5 minutes in length. It is recommended to select “No thanks.” Check the box to confirm the transaction fees, then click “Next.”

Payment Summary

Deposit Amount	\$25.00
Fees:	\$0.00
Grand Total:	\$25.00

NEW

Round up your \$25.00 deposit?

☐ \$26.00	+ \$1.00
☐ \$30.00 + 1 free call	+ \$5.00
☐ \$35.00 + 2 free calls	+ \$10.00
☐ No thanks	

Free Call Conditions

Each free call length is limited to 5 minutes and cannot be shared with other calls. Free calls expire in 48 hours. Free calls will be used before other payment options. Free calls are non-transferable.

7. Enter your credit card information and billing information, then click Next. Review the total transaction amount, then click “Accept terms and make deposit.”

You should receive a confirmation page stating that your deposit has been added to the detained person’s account.

*This guide was created in part using resources by the [Northwest Immigrants Rights Project](#) and [Pennsylvania Immigration Resource Center](#).