



**TEXAS DEPARTMENT OF
CRIMINAL JUSTICE**

**Private Facility Contract
Monitoring/Oversight Division**

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PAGE: 1 of 3
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TITLE: Correspondence

REFERENCE CITATION: *C.24 Correspondence*

POLICY:

The Contractor shall allow clients to receive and send correspondence and packages.

PROCEDURE:

I. Restrictions

The following restrictions apply to mail:

- A. The Contractor shall not accept or process any mail or packages that have postage due.
- B. The Contractor shall not allow clients to possess, process, or deliver another client's mail.
- C. The Contractor shall ensure that clients do not correspond with a current or former contractor employee(s), without the written approval of the Facility Director/designee.
- D. The Contractor shall ensure that clients do not use the facility address to fraudulently identify themselves as an employee, agent, or representative of the facility; clients may not use the facility address to operate any business.
- E. The Contractor shall ensure that clients do not correspond with an individual who has informed the contractor or TDCJ in writing that they do not wish to receive correspondence from the client.
- F. Photographs or publications containing nudity and/or sexually explicit narratives are considered contraband and are prohibited.
- G. The Contractor may not reject a publication due to religious, philosophical, or political views.
- H. Material that may be rejected by the Contractor due to security include, but are not limited to, publications which contain any one of the following:
 1. References to the construction of weapons, bombs, or incendiary devices.
 2. References to the brewing of alcoholic beverages or the manufacture of drugs.

3. Publications/letters written in code.
4. References to encourage and/or facilitates physical violence, group disruption, or criminal activity.

II. Incoming Mail and Packages

- A. The Contractor shall accept mail from the postal service addressed to clients, as their name appears on the facility roster and/or state issued identification card. Should the client's roster name be an "alias" and mail received is under the client's legal/birth name, the client must submit a written statement to his assigned Case Manager or Counselor stating this and provide proof of his legal/birth name.
- B. The Contractor shall process all daily incoming mail, including packages. The Contractor shall date stamp and sort all mail the day it is received.
- C. The Contractor shall ensure, for large packages weighing 10-25 pounds, only one (1) package per month is allowed.
- D. The Contractor shall ensure there are no limitations on smaller packages or letters. Property that cannot be contained in client's locker shall be confiscated.
- E. The Contractor shall, with proper identification, allow packages to be delivered by family members with prior approval of the Facility Director.
- F. The Contractor shall ensure packages addressed to the client are opened by mailroom staff in the presence of the client. The package shall be documented on a tracking log by the Contractor to monitor compliance with receiving one (1) package weighing 10-25 pounds monthly.

III. Mail Distribution

- A. The Contractor shall ensure mail is available for pick up by the client the next business day following receipt. The Contractor shall notify clients that they have mail to be picked up. Clients who are unable to pick up their mail due to conflicting schedules shall have the option of picking up their mail every evening.
- B. The Contractor shall ensure mail and packages are delivered to clients unopened. If mail or packages are delivered opened or damaged, the Contractor shall notify the client. If there is a suspicion of contraband, the mail shall be opened and inspected by staff in the presence of the client. If there is suspicion of criminal activity, then the mail shall be opened and held outside of the client's presence until disposition is cleared by the TDCJ-Office of Inspector General (OIG) or other investigating law enforcement agency.

IV. Outgoing Mail

- A. All outgoing mail shall be gathered in an appropriately marked mail container for pickup. If there is a suspicion of contraband, the Facility Director shall authorize a search of the outgoing mail. The facility shall ensure that the item is shipped promptly if there is not contraband. All

outgoing mail inspections shall be conducted by the Facility Director and shall be in the presence of the client.

B. Mail pickup typically occurs between 8:00 a.m. and 5:00 p.m. by the postal service.

V. Return to Sender

A. Mail addressed to individuals not residing at the facility shall be marked "Return to Sender" and returned to the postal service.

B. Clients have the option to refuse unopened mail by requesting that the mail be "Return to Sender". The Contractor shall ensure the mail is marked "Return to Sender – Refused" and placed in the outgoing mail.

VI. Contraband/Prohibited Items

A. Suspicious incoming mail, to include packages, shall be opened by the client in the presence of the staff. The client who takes possession and opens a package containing contraband and/or other prohibited items is subject to receive a facility disciplinary report.

B. Any items received by the client determined to be a prohibited item shall be disposed in accordance with established contraband policies. Under no circumstances shall clients be allowed to keep or return contraband items once received.

Signature on File

Allison Dunbar

Private Facility Contract Monitoring/
Oversight Division Director