

CHAPTER 5 – ADULT CUSTODY AND SECURITY OPERATIONS
ARTICLE 41 – INMATE MAIL

RESPONSIBILITY FOR REVIEW: Associate Warden
Custody Operations

REVIEWED ANNUALLY: April
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SUPPLEMENT NUMBER AND TITLE:
 54010 Inmate Mail

PURPOSE AND OBJECTIVE

Mail procedures are provided for the processing of mail into and out of the institution. Mailroom employees shall be provided the necessary tools and equipment to facilitate the processing of mail (i.e., automatic letter openers and the Strategic Offender Management System [SOMS]).

REFERENCES

- California Code of Regulations (CCR), Title 15, Sections 3002(a), 3006, and 3009
- Penal Code Section 2601(b) and (c)

APPROVAL AND REVIEW

This supplement and any modification or inclusion must have the approval of the Warden. This supplement shall be reviewed annually by the Associate Warden Custody Operations (AWCO) and be submitted to the Warden through the chain of command for approval.

RESPONSIBILITY

The Warden via the AWCO is responsible for the implementation of this procedure. The Mailroom Office Services Supervisor I (OSSI) is responsible for the specific revisions of this procedure and for the direct supervision of Mailroom staff to ensure compliance with these procedures. The Warden or her designee is responsible for making decisions regarding the approval of inter-institutional correspondence between inmates. The authority for approving or denying each exchange of written or printed material may not be delegated below the level of Captain. Copies of this procedure are maintained in the institution's Mailroom, inmate libraries, and all other offices that maintain operational procedures.

GENERAL MAIL PROCEDURES

Incoming mail is picked up at the United States (US) Post Office (PO) at approximately 1030 hours and outgoing mail is delivered to the US PO at approximately 1400 hours, Monday through Friday. There is no mail processed on Saturdays, Sundays, or holidays observed by the US Postal Service or the State of California.

Inmate Mail Schedule

- The designated First Watch Search and Escort Officers collect outgoing mail from the facilities and deliver it to the appropriate mail deposit boxes located adjacent to the Warehouse.
- Warehouse staff shall pick up the outgoing mail at approximately 0800 hours and deliver it to the Mailroom for processing. At this time, incoming mail processed the previous day shall then be delivered from the Mailroom to the appropriate mail deposit boxes.
- The Third Watch facility sergeants are responsible for the distribution of inmate mail by Third Watch dorm officers to the individual inmates.

All appropriately addressed (inmate's name and department identification number) first class mail shall be issued to the inmate as soon as possible, but no later than seven calendar days from receipt of the mail from the PO. Additionally, the Men's Advisory Council shall be notified should this time be exceeded.

The Mailroom OSSI shall periodically review the type of mail being discarded to prevent mail from being inappropriately thrown away.

The California Rehabilitation Center's (CRC) Mailroom shall accept first class mail, standard mail, and periodicals as listed in CCR, Title 15, Sections 3133 and 3134. Mail not in compliance with these sections shall be returned to the sender. The inmate shall be notified pursuant to CCR, Title 15, Section 3136.

CRC's Mailroom does not accept package services (including books). These shall be delivered directly to Receiving and Release. Mail unidentifiable due to lack of institution number shall be returned to the sender.

All incoming and outgoing mail shall be handled in accordance with CCR, Title 15, Sections 3133 and 3134. It is the responsibility of the First Watch facility sergeant to instruct and supervise dorm officers on the appropriate procedure for inspecting and sealing inmates' outgoing mail before delivery to the Mailroom. Dorm officers shall seal mail on First Watch. Dorm staff are responsible for rerouting inmate mail within the institution.

A California Department of Corrections and Rehabilitation (CDCR) 193 Trust Account Withdrawal Order may be used by an inmate with funds to pay for special postal services and/or to pay for postage when the mail meets the following criteria:

- Pay the fees for mailing letters Certified or Registered.
- Pay postage cost for legal mail when the inmate is temporarily without stamps or when the article to be mailed is overweight.
- Pay the postal cost for large oversized mail.
- Pay the postage for disallowed mail.

Disposition of Undelivered Mail

A disallowed item may be returned to the sender at the inmate's expense if the inmate returns the notification form within 15 days accompanied by a signed CDCR 193.

PROCESSING REQUESTS FOR INDIGENT INMATE ENVELOPES

An indigent inmate is an inmate who has 1 dollar or less in their Inmate Trust Account for 30 consecutive days. Staff and inmates shall comply with CCR, Title 15, Section 3138. CRC indigent request procedures are as follows:

1. It is the responsibility of the dorm officer to issue a request form upon the indigent inmate's request. The inmate is required to complete the upper portion of the form with the date, name, number, dorm, and bed location and deposit the completed form into the dorm mailbox. The forms shall be forwarded to the Mailroom on the first business day of each week along with the outgoing inmate mail.
2. The following day, Accounting staff shall pick up the requests from the Mailroom, organize the forms by dorm, and forward to the Trust Office for approval. Forms received after this day shall be held until the following week.
3. Upon return from the Trust Office, Mailroom staff shall attach five indigent envelopes to each approved request and forward these with the incoming inmate mail.
4. Custody staff are responsible for distribution to the inmate.

A pencil shall be included in the indigent kit provided by the Warehouse during indigent supply week, usually the third week of each month. Facility staff shall maintain a supply of writing paper to be issued to indigent inmates. The paper can be ordered from the Warehouse.

RECIPIENT'S ADDRESS

It is the inmate's responsibility to inform their correspondents of the appropriate PO Box to address incoming mail. CRC's PO Boxes are listed below:

Inmate Correspondence:
 PO Box 3535, Norco, CA 92860 (No Funds)

Inmate Trust Funds:
 PO Box 2000, Norco, CA 92860 (No Letters)

Administration:

PO Box 1841, Norco, CA 92860

ITEMS ENCLOSED IN INCOMING FIRST CLASS MAIL

The following items shall be considered contraband and shall not be allowed to enter the institution through CRC's Mailroom:

- Photographs larger than 8" x 10".
- Photographs depicting hand gestures, gang members, gang signs/affiliation, explosives, weapons, drugs, unlawful activities, and/or nudity.
- Cardboard, heavy stock paper, colored paper (except yellow legal tablets), tracing paper, and sand paper.
- Original and/or photocopies of Driver's Licenses, license plates, identification cards, Social Security cards, credit cards, phone cards, or cash.
- Greeting cards containing music, recording devices, excessive glitter, plastic, metal, ribbons, string, or thread.
- Pens, pencils, markers, crayons, erasers, rulers, wire clips, stickers, laminated and/or reflective 3D items, plastic, metal, magnets, wood, plants, or flowers.
- Jewelry and/or handmade items (including rosaries and pendants).
- Items of clothing/fabric.
- Food/beverage products.
- Computer disks, DVD's, CD's, or cassettes (unless authorized for visually impaired inmates).
- Material that concerns contests, gambling, or lottery.
- Trading cards, stamps (used), or playing cards.
- Posters and drawings larger than 8" x 11".
- Excessive photographs (40 max), greeting cards (10 max), envelopes (40 max).
- Manila envelopes (10 max, no larger than 12" x 16") and calendars (1 max, no larger than 12" x 12").
- Padded, plastic, or bubble envelopes.
- Publications from private party.
- Mail containing excessive lipstick, perfume, or unknown substances.
- Maps.

CERTIFIED MAIL

Certified mail shall be signed for by the institution's designated agent. The mail shall be sent to the facilities with a Certified Mail Log to be signed for by the inmate. The Certified Mail Log and all undelivered certified mail shall be returned to the Mailroom.

PROCESSING OUTGOING CONFIDENTIAL MAIL

Inmates may correspond confidentially in accordance with CCR, Title 15, Section 3141. Processing and inspection of incoming and outgoing confidential correspondence shall be in accordance with CCR, Title 15, Sections 3142, 3143, 3144, and 3145.

It is the responsibility of the facility sergeant to instruct and supervise staff in the proper handling of confidential mail. Staff shall have inmates sign for all confidential mail per CCR, Title 15, Section 3134(b). The facility sergeants are responsible for securing the approved outgoing mail in a manila envelope to be delivered to the Mailroom along with the facility's outgoing mailbags.

The inmate is responsible for the mailing of legal documents to the courts and claims to the Victims Compensation and Government Claims Board (formerly Board of Control) in compliance with CCR, Title 15, Section 3165 and this procedure.

Legal mail or legal documents shall not be confused with confidential correspondence as defined in CCR, Title 15, Section 3141. Indigent inmates are provided state-expense envelopes for mailing legal documents to the courts; however, the mailing of "confidential" mail is limited to five one-ounce letters per week to those persons listed in CCR, Title 15, Section 3141(c).

Inmates requesting notary service must pay the established fee with a CDCR 193. Notary service is available through the Litigation Coordinator. After the service is completed, the CDCR 193 shall be forwarded to the

Accounting Office for posting the charge against available funds in the inmate's Trust Account. Refer to CCR, Title 15, Section 3165(c).

PROCESSING INCOMING CONFIDENTIAL MAIL

It is the responsibility of the Mailroom OSSI to instruct and supervise Mailroom staff in the proper handling of confidential mail. Mailroom staff shall date stamp and identify all incoming confidential mail before logging it into the incoming Legal/Confidential Log. Mail shall be logged individually for each dorm. Once mail is logged, two copies shall be printed, one for the dorm officer and one for Mailroom files. The confidential mail and copy of the log shall then be secured in a manila envelope and forwarded in the facility dorm mail bag.

OBSCENE MATERIAL

CRC's Mailroom shall provide a memorandum listing catalogs, advertisements, and brochures which are disallowed whose primary purpose is to sell a product(s) or service(s) or contains obscene material as defined in CCR, Title 15, Section 3006(c)(11) and 3006(c)(15)(A). The prohibited brochures, catalogs, and advertisements shall be returned to the sender. The memorandum shall be updated as needed but not less than twice a year and approved by the Warden or her designee.

FUNDS ENCLOSED IN CORRESPONDENCE

Inmates are allowed to have funds mailed or electronically sent to them by their correspondents in accordance with CCR, Title 15, Section 3140. It is the responsibility of the inmate to notify their correspondents of the following procedures.

CRC's Mailroom does not process funds. Funds are processed by the Accounting Office. CRC has a separate mailbox for the receipt of funds by mail. If funds are received in the Mailroom, they shall be logged and sent to the Accounting Office at the end of the business day. The inmate shall be informed via a stamp on their envelope which states the date, amount, and instrument type that was sent to the Accounting Office.

Note: It is encouraged ALL funds go through the Trust Fund PO Box to ensure prompt service. Funds received via inmate mail shall take longer to be processed.

Monies should be addressed and mailed as follows:

CRC - Inmate Trust Fund
Inmate's Name, CDCR Number, Dorm and Bed
PO Box 2000
Norco, CA 92860-0996

Unidentifiable funds due to lack of a CDCR number shall be returned to the sender. Funds made out to an inmate other than the inmate identified on the envelope shall be returned to the sender.

All checks and money orders received for an inmate shall be posted to the inmate's trust account. A 30 day hold shall be placed on checks and money orders pending bank clearance.

PUBLICATIONS

Processing of publications shall be in accordance with CCR, Title 15, Section 3134.1. Authority to disallow publications not on the Centralized List of Disapproved Publications is delegated to the Custody Captain for review and approval. Inmates shall be informed of withheld or disallowed publications via CDCR 1819 Notification of Disapproval-Mail/Packages/Publications. The form shall be prepared by Mailroom staff. Upon the Captain's review, a copy of the CDCR 1819 shall be forwarded to the inmate indicating the reason, disposition, and the name of the staff member disallowing the publication. When incoming books, magazines, or publications to an inmate(s) are withheld or disallowed, a letter shall be sent by the institution to the publisher explaining the reason why the item was denied, the name(s) and CDCR number(s) of the inmate(s), the applicable CCR section the publication violates, and a notice to the publisher of their right to appeal per CCR, Title 15, Section 3137(c).

The letter shall be sent within 15 calendar days of the determination to disallow the book, magazine, or publication with a copy of the notification letter and supporting documents to be retained by the facility for a minimum of seven years.

CORRESPONDENCE BETWEEN INMATES, PAROLEES, AND PROBATIONERS

Such correspondence shall be in accordance with CCR, Title 15, Section 3139 and the following procedures. The inmate shall fill out the CDCR 1074 Correspondence Request and submit the completed form to his assigned Correctional Counselor (CC) I. The CCI shall review the inmate's Electronic Records Management System/SOMS file, enter a recommendation, and refer the request to the facility Captain for final determination. If denied, the reason for denial shall be annotated on the CDCR 1074. The CCI shall forward and distribute denied/approved requests in accordance with CCR, Title 15, Section 3139. The CCI shall also forward a copy of an approved request to the CRC Mailroom.

CRC's Mailroom OSSI shall maintain a file of approved CDCR 1074's. Mail received for an inmate without an approved form on file in the CRC Mailroom shall be returned to the sender. Correspondence between inmates housed at CRC shall be allowed only if an approved correspondence request has been filed with the Mailroom.



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