



California
Department of
Corrections and
Rehabilitation

**OPERATIONS
MANUAL**

Chapter:	5 Custody and Security Operations
Subchapter:	54010 Inmate Mail
Section:	54010.1 Inmate Mail

IRONWOOD STATE PRISON

RESPONSIBILITY FOR REVIEW: Associate Warden, Business Services
REVIEW ANNUALLY: During the month of July
DATE OF LAST REVIEW: July 2015

54010.2
Purpose

The purpose of this section is to provide an orderly processing of inmate mail and to give staff, inmates, and their correspondents direction concerning institution/facility mail requirements.

54010.4
Definitions of First Class Mail

Mail will be delivered to the respective facility Package/Mail Distribution areas no later than 1400 hours daily, Monday through Friday. At no time will mail be held for more than 48 hours and packages (if allowed) will not be held more than 72 hours. The designated Package/Mail Distribution areas are identified as Central Control, Complex Control, Central Health, Administration Building, Complex I, Complex II and the Minimum Facility Program Office. There will be no mail service on weekends and holidays.

54010.5
**Paper, Envelopes and Stamps
for Indigent Inmates**

Stationery can be received from the Mailroom and must be requested on a "Request for Indigent Envelopes" form for no more than twenty five (25) sheets of paper per five (5) metered envelopes per week.

Business correspondence and letters to attorneys and public officials are included among the five (5) metered envelopes permitted per week. No special mail services are provided to indigent inmates at State expense, such as certified mail or special delivery.

54010.5.1
**Processing Request for Indigent
Envelopes**

It is the inmate's responsibility to completely fill out the "Request for Postage for Indigent Inmates" form and submit one each month to the Mailroom. The Accounting Office shall verify the inmate's indigent status and forward the requests back to the Mailroom for processing. Failure to completely fill out the form will result in the form being returned to the inmate for completion. All indigent requests must be submitted by the third Tuesday of the month for the following month's allotment.



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54010.5.1
Processing Request for Indigent
Envelopes (continued)

Requests received after this day will be processed the next month. Only one request is required per month. Delivery will be during the first week of the following month. The "Request for Postage for Indigent Inmates" forms are available in the facility housing units.

Upon receipt of envelopes, each inmate will sign an indigent envelope distribution sheet. Staff distributing indigent envelopes to inmates must also sign the distribution sheet. If an inmate refuses to sign the distribution sheet, staff will not issue the envelopes and will return the refused envelopes with signed distribution sheets to the Mailroom in the Legal mailbag. Mailroom staff shall receive distribution sheets and any refused envelopes by that following Monday.

Administrative Segregation Unit (ASU) Inmates: The Mailroom will supply the ASU Facility Security Officer, one (1) box of envelopes and two (2) reams of paper as needed, for distribution to intake inmates. ASU inmates will be issued two (2) envelopes and ten (10) sheets of paper upon arrival, awaiting Institutional Classification Meeting (ICC). Thereafter, it will be the inmate's responsibility to submit a completed "Request for Postage for Indigent Inmates" form to the Mailroom, before the third Tuesday of each month, as outlined in DOM Section 54010.5.3

To ensure inmates' unlimited access to courts, the term "courts" as used in this context includes parties and other persons required to be served in the litigation per applicable court rules. These parties may include the Attorney General's Office, the inmate's attorney(s) and the Director's Office.

54010.5.2
Postage for Indigent Inmates for
Correspondence to the Courts
and other Persons as required

Upon request Indigent inmates shall have free and unlimited postage for the mailing of claims to the Board of Control and for the filing of legal documents to any court as described in DOM Section 54010.12.1. These envelopes may be obtained from the legal Law Library.

ISP has designated one Post Office Box for administration mail and one Post Office Box for the inmate population. All mail will



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Postage for Indigent Inmates for
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be picked up from the Blythe Post Office by the Mailroom Material and Stores Supervisor I (M&SSI). The M&SSI will visually inspect all incoming mail. Cash on Delivery (COD) shall be refused at the Post Office by the ISP Mailroom Personnel and will be returned to the sender.

**54010.8
Inspection and Reading of
Incoming and Outgoing Mail**

All inmate mail will be opened, with the exception of Legal and Certified mail, utilizing an automatic letter opener. The mail will then be sorted in the Mailroom, which is located outside of the security area. State employees shall staff the Mailroom. Employees shall first sort properly addressed mail from misaddressed/incompletely addressed mail, then search and process the properly addressed mail. The mail with problems shall be processed last.

Handling of mail containing contraband shall not delay other mail processing. Mail with contraband shall be set aside and dealt with daily, at the end of each applicable shift. The daily amount of mail with contraband will determine the time that each employee will require at the end of his or her shift to process it.

Mailroom staff shall process and permit incoming bulk mail and catalogs addressed to individual inmates.

At the beginning of the workday the Mailroom Supervisor shall log the number of trays/bins for all mail received. At the end of the workday the Mailroom Supervisor shall log the number of bins/trays processed and/or remaining. If applicable, a notation shall be made on the log indicating any extraordinary circumstances that may have affected the processing of mail. The log will be forwarded daily to the Correctional Business Manager I and Associate Warden of Business Services for review.

The Third Watch Housing Unit Officers are responsible for collecting all Housing Unit/Dorm mail. The First Watch Control Booth Officer/Dorm Officer is responsible for screening all outgoing non-confidential mail, inspecting, sealing, sorting,



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stamping (identifying as "California Department of Corrections and Rehabilitation" mail), and rubber banding prior to forwarding to the Mailroom Department. The Housing Unit Officer will report any discrepancies to the Facility Sergeant.

The Control Booth officers will hang the mailbags at the appropriate Package/Mail Distribution area once they have been properly relieved.

The assigned M&SSI will begin collecting the mail by 0800 hours at Central Control, Complex Control, Central Health, Administration Building, and Minimum Facility Program Office, for processing.

All incoming mail received from the Post Office, with the exception of packages addressed to inmates, will be processed at the ISP Mailroom.

After the mail is processed, the mail will be placed in bags that have been marked designating the respective facility and housing unit. The bags will be delivered to the appropriate Package/Mail Distribution area, no later than 1400 hours.

Upon arrival to work, Housing Unit Officers will stop at the appropriate Package/Mail Distribution area and retrieve the respective mail bags for their units. Upon arriving to their assigned post, the mail will be secured in the staff's office.

One unit staff member will sort the inmate mail in order of housing (i.e., cell numbers). Mail will also be scanned randomly for any contraband.

Upon completion of the 1630 hours count, the mail will be issued in cell numerical order.

When at the appropriate cell, before mail is given to any inmate, unit staff will ask the inmate for his State issued ID to verify that the mail is given to the right inmate. For inmates that are on work assignments, mail will be locked in a secure area and



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issued after the 2100 hours yard recall. If inmate mail is stamped with enclosures (stamped envelopes, photos, etc.), the inmate will open and count the number of enclosures in the presence of the officer who will initial on the outside of the envelope.

Re-Route Mail from the units is to be placed in the Facility Program Radio Room, in the respective mailboxes. Each Facility Security Officer (FSO) #4/ FSO /Infirmiry Officer will utilize the Strategic Offender Management System (SOMS) to obtain information for re-route mail. The designated officer (FSO) from the respective Complex will be responsible for delivering their re-routed mail to all facilities. Upon completion of the evening meal, an officer from each building is to pick up the mail that has been re-routed to that building for distribution. Mail will not be left at Complex or Central Control. **Reroute mail is not to be returned to the Mailroom for re-routing.** The designated officer from the respective Complex will be required to deliver the mail to the individual program offices. The Outside Patrol Sergeant will deliver Facility E re-routed mail to the Program Sergeant's office. All mail is to be distributed to the designated inmates prior to 2100 hours.

If the inmate is no longer housed at ISP, the FSO will make a single mark through the ISP address and write the current institution or COCF on the envelope. Note: there are multiple COCF units and the location must be noted. This mail is then placed in the outgoing mailbag and returned to the Mailroom for forwarding.

54010.9
Inspection of Incoming and
Outgoing Packages

The United States Postal Service regulations define Package Services as Parcel Post, bound Printed Matter, Media Mail, and Library Mail. With the exception of Parole Clothes and third party special purchase health care appliances, inmates shall not be allowed to receive Package Services directly from personal correspondents. Personal correspondents do not include the Courts, Law Firms, County, State and Federal Agencies, Publishers, Bookstores, Book Distributors, etc.



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**54010.9
Inspection of Incoming and
Outgoing Packages (continued)**

All packages received in the mailroom that are addressed to an inmate shall be processed through Receiving and Release where they will be searched, inventoried, and issued to the inmate.

The assigned Materials & Stores Supervisor I (M&SSI) will sign for bulk pallets received from the Warehouse. The M&SSI will pick up the packages and distribute them to the Receiving & Release (R&R) Department. The R&R Officer will log the receipt of the vendor package by date received, inmate name and CDCR number, facility, housing unit number and bed number. If a package is refused for acceptance into the Institution, an unauthorized package form (CDCR Form 1819) will be issued to the inmate and routed through the appropriate chain of command for signatures.

Packages that are open and have visible damage, leaking or are oversized/overweight will be refused by the M&SSI, who will complete the 1819 form and forward it to the inmate. If the package is refused for any other reason, the R&R Officer will complete the 1819 form and forward it to the inmate. The refused packages will then be returned to sender by the least expensive rate.

If an inmate sends a package to an addressee of his choice, and the addressee refuses the package, it will be returned to ISP. Upon the return of the package at ISP, it will then be secured and stored in the Mailroom Department, and the package will not be returned to the inmate. The inmate will be given one (1) opportunity to provide a secondary address to mail the package at the inmate's expense. If the inmate cannot provide a secondary address or the package is refused by the second addressee, the package will be discarded or donated.

**54010.11
Certified Mail**

An inmate may be allowed use of Certified/Registered Mail Service only if proof of delivery requirement is evident, or if a real need for this service exists. The proof of delivery can be



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Certified Mail (continued)

evidenced in the following manner:

- Court Order for filing or responding to legal action.
- Proof of Service for divorce papers.
- Unusual circumstances in which the need for this service is clearly existent.

The inmate will be required to pay for this service if funds exist on the inmate's Trust Account. The inmate will not be required to pay for the service if it is Court ordered and the inmate is indigent.

On incoming Certified and/or Registered Mail, the receipt card will be signed by Mailroom Staff and mailed back to the sender. Certified and Registered mail will be logged in the same manner as Legal mail and will require the inmate's signature in order to receive it. Mailroom Staff will inspect Certified Mail in accordance with DOM 54010.8.

To insure a parcel, the inmate must have available funds and submit a Trust Withdrawal requesting such service. The outgoing parcel will be searched in the inmate's presence, forwarded to the Mailroom where it will be stamped insured, given a number, and a notation of the transaction will be made in the Insurance Book. The inmate must specify the amount of money for which the parcel is to be insured for. Inmates cannot receive Certified, Registered, Return Receipt Requested, or Insured Receipts from any other service or individual other than the Mailroom Staff. Mailroom Staff will not process outgoing mail for U.S. Mail Overnight Service (Express Mail) or any other type of express mail service for inmates.

54010.12.1

Persons With Whom Inmate May Correspond Confidentially

An updated list of court addresses will be maintained and available to inmates in the facility libraries. The court addresses will be updated annually or as changes occur. A copy of the list shall be provided to the Mailroom Supervisor who will ensure all staff are aware of its location and the Legal Desk.



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54010.12.2 Processing Outgoing Confidential Mail

Inmates wishing to send confidential mail will do so by presenting the correspondence, unsealed, to either of the Housing Unit Officers. In order to be accepted and processed as Confidential Correspondence, an inmate's letter MUST comply with all requirements stated in this policy. Failure to do this will result in the letter being processed as regular mail. The confidential mail is inspected according to DOM Section 54010.12.2. The Housing Unit Officer will then inspect the envelope/mail before posting on the "Outgoing Legal Mail" log, to ensure the "confidential correspondence" does not contain any unauthorized material/enclosures. The designated officer will then stamp the face of the envelope/mail with "Ironwood State Prison-Inmate Correspondence." The Housing Unit Officer will retain all outgoing Legal Mail in a secure area until approximately 2000 hours, when the designated FSO #4/Infirmary Officer will collect it.

Prohibited material will be dealt with according to DOM Section 54010.12.2.

- If a Certified Six Month Statement is required by the court, the inmate must submit a request to the Trust Office via the CDCR 22 with the "in forma pauperis" attached. The "in forma pauperis" is available in the libraries.
- The Trust Office will process the request listing each certified six-month statement on an inventory sheet by facility. The inventory sheet and the documents will be placed in a safe bag. The documents will include the "in forma pauperis," the six-month certified statement, a signature page with the authorized officer's signature certifying the funds, a Prison Certificate, and a memorandum of receipt by the inmate.
- The Trust Office will notify the Program or Yard Sergeant on the appropriate facility to pick up Certified Six Month Statements from the Trust Office prior to the processing of the day's Legal Mail. The Officer will sign the inventory sheet reflecting receipt.



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54010.12.2
Processing Outgoing
Confidential Mail (continued)

- The Legal Officer will return to the facility and take the statement to the Sergeant, who will verify that all statements have been received. The Sergeant will sign the inventory sheet reflecting receipt.
- The Legal Officer will contact those inmates with Certified Six Month Statements at the same time as inmates with incoming Legal Mail.
- The inmate will report to work change (or current area designated for Legal Mail processing) with an unsealed, stamped Legal Mail envelope. The Certified Six Month Statement is not given to the inmate nor are they to have copies of the statement. The inmate can review the paperwork, but all paperwork must be put into their envelope and mailed as Legal Mail.
- The Legal Mail Officer will inspect/search inmate's envelope/mail for contraband, insert the Certified Six Month Statement into the Legal Mail envelope in the presence of the inmate. The inmate will then seal the envelope in the presence of the officer. The officer will complete the processing of the Legal Mail in accordance with DOM 54010.12.2. If the inmate refuses to mail the Certified Six Month Statement, it must be returned to the Accounting Office with a short note explaining why the inmate refused his paperwork.
- The inmate will sign the inventory sheet and the memorandum verifying that the statement was enclosed with his Legal Mail.
- The Officer will enclose the signed Six Month Statement Inventory Sheet and the memorandum of receipt by the inmate, in the safe bag and place it in the Regular Mail bag. The Mailroom will return the inventory sheet to the Accounting Office the following business day.



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**54010.12.2
Processing Outgoing
Confidential Mail (continued)**

All outgoing Confidential Mail will be placed in the Legal Mailbag and taken to the designated Package/Mail Distribution areas at the end of the Third Watch.

Minimum Facility inmates will have mail inspected and sealed by the FSO assigned to the minimum facility dormitories. Same procedure as above will be followed.

Once the Legal Mailbags arrive to the Mailroom, the designated Legal Mail staff will log the outgoing mail on the respective computer logs. Any mail missing any information as required in DOM 54010.12.2, will be processed as regular mail.

**54010.12.2
Processing Outgoing
Confidential Mail (continued)**

Incoming Legal/Confidential mail will be logged on the computer logs at the designated Legal Mail Desk. Once logged, the mail and log sheets will be sorted by housing and placed in the Legal Mailbags. The bags will be delivered to the designated Legal Mail building/area where the Third Watch FSO #4/Infirmary Officer will collect the bags and distribute the Legal/Confidential mail to the inmates. The receiving inmate will sign the log sheet acknowledging receipt of the mail, the officer delivering will open the mail in the presence of the inmate and without reading any of the contents, the officer will remove the mail, shake it to ensure there is no contraband enclosed, leaf through the pages (sometimes contraband is attached to the pages), fold it back up, place back in envelope and hand to the inmate.

**54010.12.3
Processing Incoming
Confidential Mail**

When an inmate correspondence envelope is found to contain a check/money order, it will be checked for contraband. If no contraband is enclosed, the Mailroom will log and forward the envelope, contents, and funds to the Accounting Office in the following manner.

**54010.18
Funds Enclosed is
Correspondence**

Each check or money order will be listed on a Report of Collections in sequence. This list will show each recipient's number, type of payment and the amount. The Report and money orders/checks will be forwarded to Accounting and signed for in a Log Book. Accounting will then return the money order/check to the sender. The Mailroom Supervisor shall



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**54010.18
Funds Enclosed in
Correspondence
(continued)**

review the log weekly to ensure that logs are promptly and accurately prepared, and to determine whether extraordinary circumstances may have affected processing procedure. All receipts are to be taken to the cashier no less than twice weekly, after the funds are recorded and totaled.

If funds from correspondence reaches the yards, staff will copy the envelope (sender's address is needed for return), attach the money order/check to the copy, and place them in the Money Order/Check drop box that is located in each Complex to the left of the Control Window. Mailroom will check these boxes and process any funds received as stated above.

Receipt of cash money is not allowed. If cash money is received staff will process per DOM Section 54010.18.

**NEIL MCDOWELL
Warden (A)
Ironwood State Prison**

6/9/15

Date