

STANDARD OPERATING PROCEDURE

SUBJECT: Responsibilities		
DATE: 8/15/2014	Prepared By: T. Andrews, OA(T).	Standard Operating Procedure # 1
CDCR/ SCC-Mailroom	HOURS: 0730 – 1530 BUSINES SERVICES	

PROCEDURE:

Reference:

Temporary Duties

DAILY DUTIES	SOP #	DAILY DUTIES (Acting OSSI)	SOP#
Mail – Assist in processing Outgoing Mail - A.M.	2	Appeals for Mailroom	9
Legal Mail - Outgoing	3	Schedule interviews for appeals	3
Process Mail (search)	2	Email (read various info/assignments)	3
Answer telephones, take messages	n/a	Assignments-process in/out Tracking Log	n/a
Mail – Assist in processing Incoming Mail - P.M.	2		
Legal Mail - Incoming	4		11
Process Mail (search)			3
Printing Ducats for Legal Mail	5		
1819s/Appeals/Form 22s (misc. duties)	6		5

WEEKLY DUTIES	SOP #	WEEKLY DUTIES (Acting OSSI)	SOP#
Research Legal Logs (request)	n/a	Friday – AM – Update CBMI - status of what dates we are currently working on	19
	3	Follow up on outstanding assignments	

MONTHLY DUTIES	SOP #	MONTHLY DUTIES (Acting OSSI)	SOP #
Create new folders for Legal files		Collect 998's / Rainbow Report	

QUARTERLY DUTIES	SOP #	QUARTERLY DUTIES (Acting OSSI)	SOP #
	13	Firedrill Report	15
	14		9

MISC DUTIES	SOP #	MISC DUTIES (Acting OSSI)	SOP #
Assist co-workers with their duties or other duties as needed	8	Staff Accountability	17

STANDARD OPERATING PROCEDURE

SUBJECT: Processing Outgoing Mail – A.M.		
DATE: August 18, 2014	Prepared By: T. Andrews OA(T)	Standard Operating Procedure # 2
CDCR/ SCC-Mailroom	Business Services	

PROCEDURE: Processing Outgoing Mail - Outgoing Mail bags, *along with Legal Mail bags*, is delivered each morning (M-F) by the Outside Patrol Sergeant.

Reference:

1. Outgoing mail is done first thing in the morning. After every piece of mail has been removed from the mailbags, look for any outgoing mail that is to an attorney, court, legal organization (ACLU, Central CA Appellate Project, etc.) This mail should be set aside – **deal with this pile when you start processing Legal mail.**
2. When processing Outgoing mail, you are to make sure that envelopes have enough postage, and a complete return address. As you are processing the mail, compare each piece with the *hot list* (from ISU). Set aside these pieces of mail. There will be awkward pieces of mail – please tape these pieces and stamp “State Prison” on them and place in tote for the postman. These pieces will not be run through Pitney Bowes postage machine. When we have processed every piece of mail, set on table near postage machine, so that postage can be applied.
use
 - a. **If more postage is needed:** attach a purple slip & return to inmate requesting additional postage.
 - b. **If there is no return address:** attach a purple slip & return to inmate requesting return address on outgoing envelope.
 - c. **Letters on ISU list:** send to ISU – place in their mailbox
3. Once outgoing mail is processed, start on “Outgoing Legal Mail”. *See SOP #3*

STANDARD OPERATING PROCEDURE

SUBJECT: Legal Mail – Outgoing – A.M.		
DATE: August 18, 2014	Prepared By: T. Andrews OA(T)	Standard Operating Procedure # 3
CDCR/ SCC-Mailroom	Business Services	

PROCEDURE: Processing Outgoing Legal Mail

Reference:

4. Outgoing Legal Mail is delivered each morning (M-F) by the Outside Patrol Sergeant. Make sure you have the locked Legal bag from each of the three yards before you start. If any bags are missing, contact the custody staff/supervisor of the respective yard and advise your supervisor. *Legal mail is a priority and must be in the mail room in a timely manner.*
5. Unlock each yards Legal mailbag separately. Mixing all bags together can cause confusion if something is missing or not identified correctly. Once you open the bag, pull the legal notebook and remove any outgoing mail in it and separate the contents as follows:
 - a. **Outgoing Legal log** – making sure log sheet has been signed & dated by the officer. If the log has not been signed by the officer, make a copy and set it aside. Note the original log with “Copy sent for signature”. Send the copy of the log with the incoming mail for that yard.
 - b. Signed **Incoming Legal log** from the previous night – making sure each piece of mail sent out was picked up and signed for. *If any piece of mail was not picked up & signed for, set it aside and mark it “REDUCTED 2nd request” and process with the days “Incoming” Legal mail. If the piece of mail is not there, and the log is not signed, copy the log sheet and send it back to the yard through “Incoming” legal mail with the unsigned line highlighted and a request for the unit officer to get the inmate’s signature.*
 - c. **Outgoing mail**
 - d. Any C/O request slips
 - e. **Form 401s** with attached Money Orders
6. Using the Outgoing legal log, check off each piece of mail and the money orders. If the Outgoing mail is going to be returned to the inmate (e.g., *Does not meet Legal mail criteria, is not properly addressed or does not have a proper return address, etc.*). Once you have noted and/or checked off each piece of mail, fill out the purple return slips on any mail that is going back. **This mail will be held and will become part of the incoming mail in the afternoon.** Separate the Trust Withdrawal from the pieces of mail that have them and make necessary notations (.49 postage attached, indigent envelope that is over 1 ounce, 4 indigent envelopes surrendered). Paperclip Trust Withdrawals together and set aside. Repeat this procedure for each yard, adding to your Trust Withdrawal pile.

POSTING OUTGOING MAIL – IF YOU DO NOT HAVE THE LEGAL FOLDERS ON YOUR DESK

1. Click on the **Start** icon on the lower right hand corner of your computer screen.
2. Click on **My Network Places**
3. Click on “**DAI on DC SAC (Accounts)**”
4. Click on **SCC**
5. Click on **shared**
6. Click on **Mail Room**
7. Click on **Outgoing Legal**
8. Click on the Microsoft **Excel** icon labeled “**2014 Outgoing legal**”

POSTING OUTGOING MAIL – IF YOU *DO* THE LEGAL FOLDERS ON YOUR DESK

Once you have opened the workbook, check to make sure you are on the right day and month. You can check the month at the bottom of the screen. Each month has its own page. If the last entry you see is from the previous day, highlight the header, copy it and then paste it on the next line after the last entry. Enter the date and copy it to several lines and begin inputting the information from your outgoing mail. When outgoing mail is going to an attorney, you must check to see that the recipient is actually an attorney at the address on the envelope. Put the attorney’s State Bar Number next to the attorney’s name on the envelope and note it when entering the “Out To” entry.

Once mail is input, take it and your stack of Trust Withdrawals up to the postage machine and add the necessary postage to each letter. Remember, if the inmate is using an **indigent envelope**, you can only charge his Trust Withdrawal for the additional postage needed after his allowed first class postage for one envelope is less than one ounce. If the inmate has requested special mailing, such as Certified, delivery confirmation, Express, etc., you must verify with Inmate Trust Accounting that the funds are there. If there are no funds for special services, the mail is returned to the inmate with a purple slip telling him he does not have the funds for special mailing. (Just below the return address use the regular date stamp and stamp today’s date on the envelope. If the mail is returned, you know it went through legal.

Your Outgoing Legal mail is now done and you should complete the following tasks (time permitting) before the incoming mail arrives from the Post Office.

Reopen the Outgoing Legal mail folder and set it up for tomorrow. Put your header in and set up the date. *If you do this every day, it saves time and you will always know you are on the right page in the workbook.*

STANDARD OPERATING PROCEDURE

SUBJECT: Legal Mail – Incoming – P.M.		
DATE: August 18, 2014	Prepared By: T. Andrews OA(T)	Standard Operating Procedure # 4
CDCR/ SCC-Mailroom	Business Services	

PROCEDURE: Processing Incoming Legal Mail

Reference:

1. When the mail is delivered and sorting is completed, take the Legal Mail to your desk and house each piece. As you are housing, set aside any mail that needs to be forwarded or **Returned To Sender**. Also, check who the mail is from to assure the piece of mail meets legal mail criteria.
2. Enter each piece of mail into the Incoming Mail EXCEL spreadsheet. Once all the mail has been entered, you need to print the days' work, then print each yard. Please follow the next steps **EXACTLY** as they are written.
 - a. Highlight the entire days work, including the header line. Be sure to highlight the Signature area also.
 - b. On top of tool bar line click on **DATA**
 - c. Click on **SORT**
 - d. When the sort box comes up, click on the drop down arrow on the "Sort by" blank and choose "UNIT"
 - e. On the tool bar for the Sort box, click on "Add a Level"
 - f. Click on the drop down menu of the new sort blank box (right below the "UNIT" sort box) and click on "BED"
 - g. On the lower right of the box, click on "OK" - *sort warning prompt will flash* – click "OK"
 - h. Highlight all the entries. This time do **NOT** highlight the header line.
 - i. Click on the Microsoft icon and click "PRINT"
3. When the "PRINT" box comes up, find the section marked "Print what" (lower left of box) and click on "Selection". Click on "OK". Repeat this procedure for each yard (A, B, C, SEG, FH, and OHU by highlighting each yard separately. Make sure you click on "Selection" or the entire month will print! Close the Incoming Legal Mail Excel program.

STANDARD OPERATING PROCEDURE

SUBJECT: Legal Mail – Printing Ducats – P.M.		
DATE: August 18, 2014	Prepared By: T. Andrews OA(T)	Standard Operating Procedure # 5
CDCR/ SCC-Mailroom	Business Services	

PROCEDURE: Printing Ducats for Incoming Legal Mail

Reference:

1. Once every piece of Legal mail is entered into the spreadsheet, follow the printing directions **EXACTLY** – Ducats are printed in pink.
 - a. Click on your “shortcut to Incoming Legal Mail” on your desktop
 - b. Click on “Shortcut(2) to correct ducats
 - c. A box will open, asking Yes or No about an SQL function...say **NO**
 - d. On the top toolbar click on “MAILINGS”
 - e. A large toolbar will open – click on “Select Recipients”
 - f. A drop down bar will ask you if you want to use an existing list or a new list...click on “Existing”
 - g. A box will come up on the left - click on “DESKTOP”
 - h. When the list comes – click on “Shortcut to Incoming Legal”
 - i. Open the current year
 - j. A box will come up with the months listed. Each month will have three entries. **Use only the first listing** and click on the current month

This box will disappear and you will now be returned to the main page. On the large tool bar for “Mailings” click on “Edit Recipients”. Once the “Edit Recipients” box appears, you will see several functions listed at the bottom of the box. Click on “Filter”. A box will come up with several options for delineating your “Filter”. On the blank “FIELD” option – click on the drop down arrow and click on “DATE”. On the right hand side enter the current date, such as, 09/09/2014. Click on “OK” to leave the filter options box and then click on “OK” to leave the “Edit Recipient” box. You will then be returned to the main page. Scan the large tool bar and click on “PREVIEW RESULTS”. Scroll down until the last entry appears (usually a 2C housing): At the very bottom of the WORD page on the far left is the page number you are on. Note the page number. Go to the tool bar and click on the Microsoft icon. Choose “Print”. When the print box comes up, choose “Pages” and enter 1-(whatever page you noted). Now load the pink paper and tell the computer to print those pages (i.e. 1-6). Cut your pink ducats, pitch them and then pack the legal bags.

When you close the “Correct Ducats” page – it will ask if you want to save your changes – say “NO”.

STANDARD OPERATING PROCEDURE

SUBJECT: Miscellaneous Duties		
DATE: 08/18/2014	Prepared By: T. Andrews, OA(T)	Standard Operating Procedure # 6
CDCR/ SCC-Mailroom	Business Services	

PROCEDURE: Miscellaneous Duties

Reference:

CDCR 1919s:

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Appeals/Form 22s:

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E-mail Assignments: