DEPARTMENT OF CORRECTIONS

Policy Number:	**302.020**
Title:	**Mail**
Effective Date:	**12/3/19**

PURPOSE: To provide guidelines for the processing of incoming and outgoing mail at all facilities. When the cost is borne by the offender, there is no limit on the number of letters an offender can send or receive, or on the length, language, content, or source of mail or publications, except when there is reasonable belief that a limitation protects the public safety, the rehabilitation of the offender, or facility order and security. Juvenile facilities may pay for postage for mail to parents, agents, department employees, religious representatives, and attorneys. All mail (including staff mail) is subject to search for security reasons, except staff mail sent to the warden/superintendent's office, human resources, and the office of special investigations (OSI).

APPLICABILITY: All facilities

DEFINITIONS:

Complete return address – includes sender's name, street address, city, state and zip code.

Contraband – as defined in Policy 301.030, "Contraband."

Emergency – any significant disruption of normal facility operations, such as riot, escape, fire, natural disaster, employee action, or other serious incident.

Electronic message – any electronic, computer-based, or written communication received for an offender (see Policy 302.022, "Offender/Resident Kiosk Services").

Incarcerated offender – any person confined in a foreign, federal, state, regional, county, or municipal correctional facility or jail.

Inspection – the opening and visual checking of all incoming/outgoing mail (except for special/legal mail as defined below) for unallowable items and contraband. Mail may be read if there is a justifiable belief that contents constitute a risk to the safety and security of the facility, specific individuals, or the public, or when staff have reason to believe that the offender or sender/recipient is involved in criminal activity. Mail may be randomly read in addition to being inspected.

Legal mail – correspondence to or from a court, court staff, licensed attorneys, and established groups of attorneys involved in the representation of offenders in judicial proceedings. The destination or return address must clearly indicate that it is to or from one of these sources in order to be treated as legal mail. Mail to/from an attorney or law firm must contain the attorney's name in the destination or return address along with terms such as "attorney at law" or "law offices." Abbreviations such as "Esq.", L.L.P. or P.A., or phrases such as "legal mail" and "attorney/client privileged" are not sufficient to identify mail as legal. Bulk mail from law firms, such as advertising material, does not qualify as legal mail. Correspondence to/from DOC attorneys is not legal mail.

Mail – letters, publications, or packages delivered by the United States Postal Service (USPS) or by other established and authorized carriers.

Offender's authorized name and address – mail **to an offender** must be addressed to the offender's commitment name (or department-recognized legal name) and offender identification number (OID) only, along with facility address. Mail **from an offender** must be addressed from the offender's commitment name and OID only, along with facility address. Offenders must not use the facility address as any form of a business or professional address. No business name or position title may be included with the offender name. The religious suffixes of "-El" or "-Bey" are permitted. Offender names and addresses must not include any additional unauthorized abbreviations, symbols, acronyms, or words including phrases, Uniform Commercial Code (UCC) citations, or "sovereign" identifiers.

Package – a wrapped or boxed object, a parcel, or bundle containing one or more objects, or a container in which something is packed for storage, transport, or mailing to be delivered by an authorized carrier.

Personal Protective Equipment – see Policy 105.113, "Personal Protective Equipment (PPE)."

Published materials – any book, booklet, pamphlet, magazine, periodical, newsletter, newspaper, or similar material published by any individual, organization, company, or corporation that is distributed or made available through any means for a commercial purpose.

Special mail – correspondence to or from those state and federal officials, using the business address of the state or federal official, designated by the department mail committee. The destination or return address must clearly indicate it is to or from one of these sources (using the business address) in order to be treated as special mail. Special mail does not need to be logged as legal mail and is opened only in the offender's presence.

Suspicious mail – incoming/outgoing mail that has one or more of the following:

A. Oily stains on the envelope or on the outside of the package;
B. Discolorations on the envelope or on the outside of the package;
C. Crystallization on the envelope or on the outside of the package;
D. Excessive wrapping, tape, or string;
E. Rigid, uneven, irregular, or lopsided packages;
F. Packages with soft spots, bulges, or excessive weight; or
G. Packages with protruding wires or aluminum foil.

PROCEDURES:

A. Mailroom security

Access to the mailroom is restricted to authorized staff. Mailroom entrances must have a sign stating "Authorized personnel only."

B. Staff mail

1. Staff are not allowed to receive or send personal mail at the facility. In the event personal mail is received, the mail is opened and given to staff, who must be reminded that they are not to have personal mail sent to the facility. The mail is not refused and returned to the sender unless authorized by the warden/superintendent.

2. Mail received from the Minnesota Office of the Attorney General addressed to individual employees is delivered to the employee sealed.

3. In the event the mailroom receives outgoing staff personal mail, mailroom staff returns the mail to the staff with a reminder that outgoing personal mail is not allowed to be processed by the facility mail room.

C. Mail monitoring

1. A specific offender's incoming/outgoing offender mail is monitored and read only with the written approval of the warden/superintendent or designee if there is reason to believe that its contents constitute a risk to the safety and security of the facility, specific individuals, or the general public, or when there is reasonable cause to believe that the offender or the sender/recipient is involved in criminal activity.

2. In addition to vendor restrictions, by choosing to use O-mail the offender and member of the public agree to have all messages, including transactional data and message content, monitored and retained by department staff. Electronic messages are NOT privileged communication. Offenders must continue to use written communication for legal or special mail.

3. Outgoing special/legal mail is read only at the written request of the addressed recipient.

4. OSI maintains a record of addresses and offenders whose mail is to be monitored and read. The record includes each address or offender's name, OID, and nature of the concern.

D. Distribution of mail

1. The mailroom staff processes all incoming/outgoing mail and O-mail within 48 hours of receipt, excluding weekends, holidays, or emergencies. If delivery is delayed, offenders are notified within the 48-hour period, unless notice would inhibit an investigation of potential criminal behavior or other conduct in violation of department policy and facility rules.

2. Subscribed magazines and periodicals are subject to a centralized review by department staff. This may result in a delivery delay of seven to ten days following receipt. Offenders do not receive a specific notice of this delay.

3. Designated staff deliver mail to and from the mailroom and the living units. Offenders must not be involved in the sorting or distribution of mail.

4. Mailroom staff must not carry out an offender's request to return incoming mail as refused. Offenders are responsible for notifying senders directly if they do not wish to receive mail.

E. Suspicious mail procedure

If mailroom staff determine that incoming mail is suspicious, mailroom staff must:

1. Follow the procedures in Policy 301.180, "Terrorist Incident Response-Facilities;" and

2. Notify the offender of non-delivery of the mail.

F. Incoming offender mail

1. Searching incoming mail

   a) Mailroom or designated staff inspect all incoming mail and must wear proper personal protective equipment in accordance with Policy 105.113, "Personal Protective Equipment (PPE)," to avoid potential hazards. Offender-to-offender mail may be read.

   b) Incoming packages are opened, inspected, and processed consistent with this policy and Policy 302.250, "Offender Property" (adult facilities) or Division Directive 302.260, "Juvenile Resident Property" (juvenile facilities).

2. Sorting incoming mail

a) Incoming mail must be addressed to the offender's authorized name and address or it is returned to the sender with a notation on the envelope indicating why it was rejected. Identifiable special/legal mail is delivered.

b) For security purposes, all incoming mail except legal/special mail is limited to 16 ounces per item to permit timely processing and thorough inspection. Items in excess of this limit are returned to the sender unopened with notation on the envelope indicating why it was rejected.

c) Items not meeting policy requirements that are identifiable at the sorting stage (such as those described in paragraphs H.10 and H.11 below) may be returned to the sender unopened with a notation on the envelope indicating the reason for rejection.

d) Incoming bulk rate mail is discarded, excluding catalogs, nonprofit mailings, subscribed periodicals, newspapers, and magazines. If any of the following is on the envelope, the item is stamped "refused" and returned to the post office:
   (1) Address service requested;
   (2) Forwarding service requested;
   (3) Charge service requested;
   (4) Address correction requested; or
   (5) Return service requested.

e) Incoming mail must only include the following:
   (1) Paper with words/drawings on it;

   (2) Permanently signed/marked, non-musical greeting cards and post cards, maximum size 8.5 inches by 12 inches;

   (3) Photographs (including those printed on photo or standard paper);
      (a) Maximum of 20 photographs per envelope or mailing;
         i) Multiple photos on a single page are counted as individual photos, except photo catalog sheets.
         ii) If an incoming item contains more than 20 photographs, all photos are rejected and a Notice of Non-Delivery is sent to the offender. Neither staff, nor the offender, select the 20 photographs to be kept.

      (b) Polaroid photographs must have the backing removed;

      (c) Maximum size 8.5 inches by 12 inches;

      (d) Duplicative photographs are not permitted (only the original, if included, is delivered; the rest are held for disposition);

      (e) No photographs of offenders taken during incarceration are allowed; and

      (f) No photographs featuring tattoos are allowed.

   (4) Periodicals and published materials (see Procedure M, "published materials"); and

(5) Clippings or photocopies of portions of published materials that do not violate any other criteria established in this policy. Offenders may not receive complete copies of published materials as a means of bypassing the procedures for ordering/receiving published materials.

3. Receipts/postage
   a) Refer to Policy 300.100, "Offender Accounts."

   b) When incoming mail requires additional postage, staff deduct the amount due from the offender's account and notify the offender.

4. Forwarding mail for transferred or released offenders
   a) Offenders are responsible to notify the mailrooms of their forwarding addresses.

   b) Bulk mail is not forwarded.

   c) First class mail and subscribed periodicals are forwarded for 60 days. After 60 days, or if a forwarding address is unavailable, the mail/periodical is returned to the sender with a notation on the envelope/exterior indicating why it was rejected.

   d) Mail for an offender on escape status is sent to the OSI.

G. Outgoing offender mail

1. All outgoing offender mail must be submitted in a canteen-purchased or indigent envelope and is subject to inspection. Outgoing mail, except special/legal mail, must be submitted unsealed. If an offender submits sealed mail, it is opened, searched, and returned to the offender. Items without a complete return address, including special/legal mail, are opened (if necessary) to identify the sending offender or to search for contraband and are returned to the sending offender for correction. If the sender is not identifiable, the item is held for 30 days and then destroyed.

2. Outgoing mail must only include paper with words/drawings on it, signed greeting cards, clippings and photocopies from publications, and photographs. An offender may not use facility-provided forms or documents as stationary.

3. Offenders must not enclose self-addressed envelopes in outgoing mail that require mailroom staff to apply postage. Mailroom staff do not apply postage to envelopes for the purpose of mailing from another location.

4. Outgoing mail must contain the offender's authorized name (as described in the definitions section of this directive) and address. Any deviation from the authorized name and address results in the mail being inspected, read, and returned to the offender with a notation on the item indicating why it was rejected.

5. Drawings and excessive writing on outgoing envelopes are not allowed.

6. Only envelopes purchased in the canteen (or provided by the facility) or business reply envelopes/cards with a USPS permit number are authorized. Offenders in level two facilities and on work release may send out greeting cards purchased with staff authorization. The offender is responsible for postage costs.

7. All outgoing offender mail is identified as being mailed from a correctional facility.

8. Each outgoing envelope must only contain items intended for a person residing at the recipient's address or a recipient at a business location. Mailing through third parties is not allowed.

9. Available outgoing mail services include airmail, certified, return receipt, express, and priority.

10. Outgoing indigent envelopes are only processed if the offender is currently on the indigent list. Outgoing indigent items are limited to 13 ounces (excluding legal mail) and no special services are available.

11. Outgoing packages are processed through the property department. The mail room only processes outgoing envelopes and packages received from the property department that cannot be sent by the authorized carrier because the only available address is a post office (PO) box.

12. Kites must contain only the offender's authorized name (as described in the definitions section of this directive) or it is returned to the offender. Kites addressed to other facilities and DOC central office must be submitted with an envelope for mailing. For more information, see Division Directive 303.101, "Kites/Communication."

H. Unallowable mail

Incoming/outgoing mail, in whole or in part, and O-mail is not authorized if it:

1. Constitutes a risk to the safety and security of the facility, specific individuals, or the general public.

2. Contains contraband or pertains to sending contraband into or out of the facility.

3. Contains threats of physical harm, blackmail, extortion, or other criminal activity.

4. Pertains to unauthorized business activity, including the practice of a profession, sale, solicitation, manufacture, or distribution of goods or services, excluding authorized hobby craft activity or routine communication with a person who is operating a business established by the offender prior to incarceration.

5. Contains information, which, if communicated, would create a threat of violence, physical harm, or a breach of facility security.

6. Solicits gifts of goods or money from a source other than family or persons on the offender's visiting list.

7. Contains photographs that include department staff.

8. Contains suspicious messages, contents that are written in code, or contents not understood by the inspecting staff and efforts to have the mail interpreted have been unsuccessful.

9. Contains stamps, instant cash cards, phone cards, or credit cards.

10. Contains items that pose a safety or sanitation hazard and/or has strange odors, including lipstick or other foreign substance, perfume/aftershave, etc.

11. Has an envelope construction or contents prohibiting inspection, including such examples as stickers, tape, white-out, padded envelopes, etc.

12. Contains multiple copies of an item when there is reason to believe the items are intended for distribution to other offenders.

13. Contains symbols, extra identifiers, UCC citations, miscellaneous punctuation, or "sovereign" identifiers.

I. Restrictions on outgoing/incoming mail

1. Offenders may not correspond with another incarcerated offender committed to the department through intra-facility mail or the kite system. An offender choosing to correspond with another incarcerated offender must use USPS.

2. Incarcerated offenders and patients housed at state security hospitals must:
   a) Not send/receive money in any form to/from an incarcerated offender or from another incarcerated offender's family or visitor;
   b) Not send or receive property in any form (including hobby craft or artwork) with an incarcerated offender; and
   c) Only send/receive letters, post cards, and permanently signed/marked greeting cards to each other.

3. Offenders must not send mail in violation of a direct order (see Policy 302.210, "Offender Telephone Use") issued on a Direct Order to Cease Communication form (302.210C) after the written request of a person or parent/guardian of a minor or legally incompetent person is received stating that the person does not want to receive mail from the offender. Offenders must not enclose letters to a restricted person in an envelope addressed to another person.

4. Offenders may not receive, nor send correspondence(s), from multiple offenders inside one envelope.

5. Driver's license, state identification, birth certificate, social security card, passport, or copies of these items are forwarded to records for placement in the base file for adult offenders and the transition file for juvenile offenders. Identification documents requested by the DOC must remain in the offender base file.

6. Any incoming/outgoing mail containing a UCC lien (UCC-1 or UCC-3) form is turned over to the OSI for investigation.

7. Outgoing tax forms must only be sent to the appropriate taxing authority, in accordance with that authority's current directives. Any outgoing tax forms addressed to any other location are returned to the offender.

J. Non-delivery of offender mail

1. When unallowable incoming/outgoing mail is not delivered, the offender is sent a completed Notice of Non-Delivery of Mail/Package (attached) stating the reason(s) for rejection. The offender is responsible for informing the sender of denied item(s). Notices of non-delivery are not sent for unopened mail that was returned to the sender.

2. Unallowable mail constituting a risk to the safety and security of the facility, specific individuals, or the general public is not returned to the sender or delivered to the intended recipient. These items must be destroyed or referred to the OSI for disposition. The offender receives a completed Notice of Non-Delivery of Mail/Package stating the reason(s) for rejection, unless it would inhibit an investigation of potential criminal behavior or other conduct in violation of facility rules. If an item is submitted into evidence a Notice of Non-Delivery of Mail/Package is not completed.

3. The offender has ten working days from receipt of the Notice of Non-Delivery or appeal response (whichever is later) to determine the disposition of unallowable mail. With the exception of the items noted in Procedure J.2, the offender must choose one of the following dispositions at his/her expense:
   a) Incoming unallowable mail must be destroyed or returned to the sender with a copy of the Notice of Non-Delivery of Mail/Package.
   b) Outgoing unallowable mail must be destroyed or returned to the offender.

4. Material in violation of this policy, or copies thereof, may be placed in the offender's base file, as appropriate. The offender receives written notice of this action.

K. Appeal of unallowable offender mail

1. Complaints regarding mail decisions when the offender has received a Notice of Non-Delivery are to be submitted according to the appeal process and are not grievable through the process outlined in Policy 303.100, "Grievance Procedure." Offenders must use the informal and formal grievance process regarding any other issues concerning mail.

2. The warden/superintendent appoints a facility correspondence review authority to review appealed Notices of Non-Delivery, including published materials. The correspondence review authority consists of one or more staff who do not have direct involvement in or direct supervision of normal handling of the mail.

3. Offenders may appeal decisions regarding unallowable mail by sending a kite to the mailroom supervisor within ten working days of receipt of the Notice of Non-Delivery of Mail/Package. A written response from the mailroom supervisor providing a decision and rationale is sent to the offender within ten working days of the receipt of the offender's appeal.

4. Offenders may submit one subsequent appeal to the facility correspondence review authority within ten working days of receiving the mailroom supervisor's decision. The authority provides a written decision and rationale within ten working days of receipt of the offender's appeal. The decision of the correspondence review authority is final.

L. Special/legal mail

1. Incoming and outgoing mail meeting the definition of special or legal mail is opened and inspected only in the presence of the offender. Staff must refer to the Special Mail List (attached) to determine whether an item is special mail.

2. When delivering sealed special/legal mail to an offender, staff must (in the offender's presence):
   a) Open the envelope, remove the contents, search the contents for physical contraband, and skim the contents to ensure that it is legal/official in nature; and

b) If the item passes inspection, staff must deliver the envelope and contents to the offender.

c) The offender must sign acknowledging receipt of legal mail.

3. An incoming or outgoing item purporting to be special/legal mail that fails to meet the policy requirements for designation as special/legal mail, or is otherwise questionable, is opened in the offender's presence by a supervisor.
   a) If the contents meet the definition of special/legal mail, the supervisor must instruct the offender on the policy requirements regarding how special/legal mail is to be addressed.

   b) If the contents do not meet the definition of special/legal mail, the supervisor must return the envelope and its contents to the mailroom.

   c) The mailroom returns opened non-special/legal mail to the sender at the offender's expense with a Notice of Non-Delivery.

4. If the item contains contraband, staff must write an incident report and enter the envelope and contents into evidence.

5. Mailroom staff in adult facilities must log all incoming and outgoing legal mail in the offender mail computer application.

M. Published materials

Offenders in adult facilities may receive published materials and subscribed newspapers or periodicals only from the publisher or authorized vendor. Offenders in juvenile facilities are not allowed to subscribe to newspapers and periodicals. The quantity of published materials an offender may possess is limited by Policy 302.250, “Offender Property” allowable property list.

1. Offender-initiated purchase of publications from an authorized publisher or vendor must be paid in advance through offender accounts. Books must be ordered according to procedures outlines in Policy 302.250, "Offender Property."

2. Gift publications are permitted only when shipped from the publisher or authorized vendor. Packages must contain a receipt identifying the purchaser.

3. The purchase or gift of single issues of subscription periodicals is not allowed because such a practice would defeat the efficacy and consistency of centralized publication review.

4. Publications that have been altered or show signs of tampering or handling by persons other than vendor, publisher, and mail handlers, are not allowed.

5. Offenders may receive free government publications from government entities.

N. Centralized review of subscribed magazines and periodicals

1. The assistant commissioner of facility services designates a facility to serve as the department publication review authority. The department publication review authority is assigned annually on a rotating basis.
   a) The designated facility’s mailroom supervisor is charged with reviewing and deciding the approval or denial of subscribed magazines and periodicals for all facilities.

b) The review is based on what is received by the designated facility, but a decision (allow or deny) is applicable across all facilities.

c) Within the designated review facility, the facility's correspondence review authority serves as the department publication review authority for a one-year appointment.

2. Mailroom staff at all facilities hold incoming offender subscribed magazines and periodicals until the department publication review authority facility releases that week's list of publications allowed and denied. If a facility receives a publication not reviewed by the designated publication review authority, mailroom staff must follow Procedure N.5.

3. Facility designated with publication review authority – facility process of received publications:
   a) Each week, mailroom staff at the designated publication review authority facility individually review all subscribed magazines and periodicals received and informally determine which issues are allowable and which are not;
   b) Mailroom staff flag pages that contain contraband or violate department policy and provide the publications recommended for denial to the mailroom supervisor for decision;
   c) The mailroom supervisor at the designated publication review authority facility independently reviews the publications recommended for denial by the mailroom staff and determines which are allowed and which are denied;
   d) Mailroom staff post the approved and denied publications on the facility publication list on the DOC iShare Intranet each week;
   e) If a publication is denied, mailroom staff send publishers notices of denial for denied publications and send offenders a Notice of Non-Delivery of Mail/Package; and
   f) Mailroom staff deliver approved publications to the offenders.

4. All facility mailroom staff must review the facility publication list on the DOC iShare Intranet to determine whether previously held subscribed magazines and periodicals have been approved or denied. If a received magazine/periodical is denied, the mailroom staff must send the offender a Notice of Non-Delivery of Mail/Package. If a received magazine/periodical is approved, mailroom staff must send the issue to the offender recipients.

5. If a facility receives a subscribed magazine or periodical not reviewed by the designated publication review authority facility (as posted on the facility publication list on the DOC iShare Intranet):
   a) Each week, facility mailroom staff individually review the publication and informally determine whether it is allowable or not;
   b) Mailroom staff flag pages that contain contraband or violate department policy and provide a publication recommended for denial to the mailroom supervisor for decision;
   c) The facility mailroom supervisor independently reviews a publication recommended for denial by the mailroom staff and determines whether it is allowed or denied;
   d) Mailroom staff post the additional approved and denied publications on the facility publication list on the DOC iShare Intranet;

e) If a publication is denied, mailroom staff send the publisher a notice of denial of the publication and the offender a Notice of Non-Delivery of Mail/Package; and

f) Mailroom staff deliver approved publications to the offenders.

6. Appeal of unallowable magazines or subscribed periodicals

An offender who receives a Notice of Non-Delivery of Mail/Package for a denied subscribed magazine or periodical may appeal the decision.

a) To appeal the denial of a subscribed magazine or periodical, the offender must submit an appeal on a kite to mailroom staff within ten days receipt of the Notice of Non-Delivery.

b) The mailroom staff review the facility publication list to determine if the publication is already under appeal.

(1) If the magazine or subscribed periodical is already under appeal, the mailroom staff must contact the other facility's mailroom staff and notify them of the additional appeal.

(2) If the magazine or subscribed periodical is not under appeal, mailroom staff direct the appeal to the appropriate review authority.

(a) If the publication was centrally denied (by the mailroom supervisor at the publication review authority facility), mailroom staff must forward the kite to department publication review authority.

(b) If the publication was a locally denied (by the facility mailroom supervisor), mailroom staff must forward the kite to the facility correspondence review authority.

(3) In addition to the kite, mailroom staff must forward the denied publication with pages flagged. If the mailroom staff do not possess the flagged copy of the publication, they must communicate with the department publication review authority facility to ensure the flagged publication is forwarded appropriately.

c) The mailroom staff update the facility publication list on the iShare Intranet to reflect the publication's denial is under appeal.

d) The department publication review authority and facility correspondence review authority have ten working days from receipt of an offender's appeal to send a response to the offender.

e) If upon review the magazine or subscribed periodical is allowed, mailroom staff must deliver the magazine/subscribed periodical to the offender and update the facility publications list.

f) If the department publication review authority or facility correspondence review authority denies the publication, the offender may secondarily appeal the decision to the assistant commissioner of facility services/designee within ten days receipt of the denial notice.

(1) To appeal, the offender must submit a kite (with the previous kite and Notice of Non-Delivery attached) to the assistant commissioner of facility services.

(2) The assistant commissioner of facility services provides a written decision and rationale within ten working days of receipt of both the offender's kite request and magazine/subscribed periodical to review, excluding weekends and holidays. The written decision is distributed to the offender with a copy

provided to the publication review authority and facility correspondence review authority. This decision is final and retained by the office of the assistant commissioner's staff.

(3) If upon review the magazine or subscribed periodical is allowed, mailroom staff must deliver the magazine/subscribed periodical to the offender and update the facility publications list.

7. If upon review the magazine or subscribed periodical is denied and the appeal period has expired (for either the primary or secondary appeal), the facility mailroom staff must notify the offender he/she has five working days to choose disposition of the publication:
   a) Returning the denied publication to the publisher at the offender's expense (the offender must provide a canteen envelope of sufficient size); or
   b) Destroying the publication.

Publication Review Authority (PRA) Facility	**All Other Facilities**
Mailroom staff at PRA review (informal denial)	Mailroom staff reviews publications **not** posted on iShare list by Mailroom Supervisor at PRA (informal denial)
Mailroom Supervisor at PRA formal denial (post on iShare list)	Mailroom Supervisor formal denial (post on iShare list)
Send out Notices of Non-Delivery	
If offender appeals, mailroom staff send the kite on to:	
Department PRA (1st level of appeal)	Facility Correspondence Review Authority (1st level of appeal)
If offender appeals AGAIN, mailroom staff send the kite (with previous kites attached) and publication to: Assistant Commissioner of Facility Services/Designee (2nd level of appeal)	

O. Document Retention

1. Mailroom staff must retain Notices of Non-Delivery at the facility for one year from the date written.

2. The mailroom computer application retains legal mail records for a minimum of seven years past the offender's release date.

INTERNAL CONTROLS

A. Notice of Non-Delivery forms are retained at the facility of issue.

B. Legal mail logs are retained at the facility.

ACA STANDARDS: 4-4487 through 4-4496; 3-JTS-3D-02; 3-JTS-5H-02 through 3-JTS-5H-10, 1-ABC-5D-01.

REFERENCES: Minn. Stat. § 241.01, subd. 3a (b)
Policy 301.030, "Contraband"
Policy 302.250, "Offender Property"
Policy 300.100, "Offender/Resident Accounts"
Policy 302.210, "Offender Telephone Use"

Division Directive 302.260, "Juvenile Resident Property"
Policy 301.180, "Terrorist Incident Response-Facilities"
Policy 303.101, "Kites/Communication"
Policy 302.022, "Offender/Resident Kiosk Services"
Domestic Mail Manual

REPLACES: Policy 302.020, "Mail," 5/21/19.
All facility policies, memos, or other communications whether verbal, written, or transmitted by electronic means regarding this topic.

ATTACHMENTS: Notice of Non-Delivery of Mail/Package (302.020A)
Special Mail List (302.020B)
Legal Mail Delivery Log (302.020C)

APPROVALS:
Deputy Commissioner, Community Services
Deputy Commissioner, Facility Services
Assistant Commissioner, Operations Support
Assistant Commissioner, Facility Services