

## Frequently Asked Questions (FAQs) for Division of Adult Institution Mail

### When did this mail change take effect?

December 6, 2021

### Does this include Wisconsin DOC's juvenile facilities?

No, this new practice of photocopying personal mail only includes Wisconsin DOC's adult facilities and the Wisconsin Resource Center at this time.

### What are some examples of things that should still be sent to persons in your care at the institution address?

Legal mail should still be sent to the institution, as well as mail from medical providers, with an identifiable and verifiable return address. Other items that can be mailed to respective DOC facilities include periodicals, books, textbooks, magazines, subscriptions and newspapers. Magazines should not be sent to TextBehind for photocopying.

*\*Please see the definitions for Legal Mail, Privileged Mail and Non-privileged Mail at the bottom of this document.*

### What should be mailed to TextBehind for photocopying?

Non-privileged, personal mail should be sent to TextBehind for photocopying. This includes acceptable forms of cards and photographs (more on acceptable items below), as well as business mail and newsletters normally mailed to DOC institutions or centers through the U.S. Postal Service. The mailing address for non-privileged, personal mail should include the sender's return name and address, and the following information:

PIOC full name (first and last) and DOC #  
Correctional Facility name  
P.O Box 189  
Phoenix, MD 21131

Any envelope with incomplete or missing information is considered undeliverable and will be returned to sender. Non-privileged (non-legal) mail received at the institution will be returned to the sender to be mailed to TextBehind.

### Will legal mail ever be photocopied by TextBehind?

No, TextBehind will not open or process identifiable medical or legal mail. TextBehind is forwarding the legal mail to the institution.

### What constitutes legal mail?

Please see the definition for Legal Mail at the bottom of this document.

### Should religious publications be sent directly to the institution or to TextBehind?

Religious mail and publications are non-privileged mail and should be sent to TextBehind for photocopying. If you have questions about your particular religious publication, we encourage you to reach out directly to the institution to resolve any issues or concerns you may have.

### Will TextBehind copy printed photos and photobooks?

TextBehind will not copy photobooks/albums. However, individual/loose photos will be processed and copied, including photos from companies like Shutterfly, Snapfish, Freeprints, etc.

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### How will photos be copied?

TextBehind may place up to 4 photos on an 8x11" piece of paper. This would count as 1 photo, regardless of how many photos are on the piece of paper. If there is an inappropriate photo on the page, the entire page will be denied.

### Will there be color copies?

Yes, mail and photos that contain colors, like drawings and birthday cards, will be copied in color.

### What about greeting cards?

Cards that are musical, pop-up, have glitter, are multi-thickness or have items glued to them are not allowed, and will not be copied by TextBehind. The card must have a smooth surface.

### What about gift cards or cash?

Gift cards, cash and personal checks are unacceptable items and will be returned to sender. To deposit funds for a person in DOC care, please refer to <https://www.accesscorrections.com/>

### What about outgoing mail?

All outgoing, non-privileged (non-legal) mail from people in DOC care must use P.O. Box 189, Phoenix, MD 21131 as the FROM/Return address. They should not use the facility's address when sending mail. Outgoing legal mail and IRS mail will continue to use the institution address as the return address.

### Does this mean it will take longer for my mail to be delivered to my loved one?

Yes, sending the mail to TextBehind will lengthen the delivery process. Mail will travel to the post office in Phoenix, Maryland, where TextBehind will pick it up on weekdays. Then, TextBehind will open, copy and deliver the copies to the U.S. Postal Service for two-three-day shipping to Wisconsin DOC institutions. However, the mail will be subject to the postal service timeframe regarding deliveries and the timeframe is not guaranteed. The Postal Service recently implemented [new service standards](#) which increase time-in-transit.

### Are there ways to contact my loved one in your care faster?

For faster delivery and convenience, family and friends will have the option to electronically create and send letters, greeting cards, and drawings - at a small cost - through [family.textbehind.com](https://family.textbehind.com) or by downloading the FREE TextBehind mobile app for smartphones. The cost to create letters or purchase a greeting card using the discounted package may be as low as \$.49 and the sender may include 4 photos with the letter. This is an optional service. These electronic letters must be submitted by 11:00 AM Monday through Friday for the mail to be shipped to the facility the same day the order is placed.

### Are there additional service options for communication?

The sender may visit the <https://family.textbehind.com/help-topics> page to learn more about additional service options.

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### **What will happen to the original mail that is processed by TextBehind?**

Original contents, envelopes or pre-paid self-addressed envelopes will be shredded by a third-party service that is certified by the National Security Agency. This will happen 30 days after TextBehind scans the original mail.

### **Why are you switching to photocopied mail?**

This change was made due to a significant increase in illegal drugs entering DAI institutions, especially K2 and other synthetic cannabinoids. These drugs can cause the user to act out violently, creating a dangerous situation for staff and other persons in our care. In other instances, those who use these drugs can become extremely ill and need emergency medical attention.

### **Isn't there something else you could do instead?**

Synthetic cannabinoids can be incredibly difficult to detect. Paper and envelopes can be sprayed with or soaked in these drugs. It is not visible and has no odor. DOC has increased searches on living units, brought in K9s to search, increased urinalysis testing and provided information to persons in our care about the dangers of these synthetic drugs. Despite those efforts, DOC had 182 drug incidents in its adult facilities during the month of September 2021.

### **Why do you think this will work?**

A pilot program to photocopy mail lowered drug-related incidents at Fox Lake Correctional Institution. In addition, DOC has seen a significant decrease in overall drug incidents since switching to photocopied mail at adult facilities on Dec. 6, 2021.

### **Some persons in your care at FLCI complained of photocopying mistakes. How are you addressing that?**

During the pilot at Fox Lake Correctional Institution, DOC staff were responsible for making the copies and strived to deliver a copy as close to the original as possible. DOC is now contracting with a company that specializes in this kind of work, which should reduce any mistakes. TextBehind has similar contracts with the state corrections agency in North Carolina, as well as 30 individual counties in various states.

### **Isn't it a violation of constitutional rights to open the non-protected mail of those in your care?**

No, it is not. Prior to DOC entering into the contract with TextBehind, staff at the Division of Adult Institutions regularly monitored non-protected mail sent to persons in our care, for the safety and protection of both persons in our care and staff.

### **If the person in your care does not provide Consent to Receive Mail, what happens to mail sent to them?**

The DOC will honor his/her request to not process any of his/her mail. All mail will be treated the same and returned to the post office unopened and marked as "refused".

### **Is mail still forwarded to an individual who has moved to a different facility?**

Yes, mail would still be forwarded to that person's new location.

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### Will individuals still be notified if their mail cannot be received for any reason?

Persons in our care receive notice if/when a letter is undeliverable, along with the sender's name if it is in the return address.

### Where can I learn more or receive customer support?

For additional information, please go to the Help Center tab at [family.textbehind.com](http://family.textbehind.com) Click CONTACT US for customer support. They will respond to inquiries within 24 hours. Should a person in our care have a complaint regarding any mail their received, she/he should utilize the inmate complaint review system (ICRS). General questions regarding the process should follow the institution chain of command.

### Can you help me navigate TextBehind's website?

We have heard concerns about TextBehind's website, and we have reached out to the vendor and shared that feedback. A tip that has helped some people is to go directly to the [family.textbehind.com](http://family.textbehind.com) page, instead of starting at TextBehind's main page.

### If those in your care are allowed to vote, how would they receive their absentee ballots?

Absentee ballots are considered privileged mail. For those in our care who are eligible to vote, absentee ballots should be sent directly to the institution.

### Definitions:

**Privileged Mail** - Correspondence identifiable from a health provider or medical agency, the Prison Rape Elimination Office (PREA Office), Institution Complaint Review System (ICRS), absentee ballot from county clerk's office and the Internal Revenue Service (IRS). Send to facility address, use facility return address.

**Non-privileged Mail** - Letters, photos, greeting cards, bills, priority mail, statements of any kind, religious materials, correspondence materials, to and from family, friends, religious organizations, correspondence courses, higher education schools, and external vendors generally delivered by the U.S. Postal Service or another established and authorized mail carrier. Send to TextBehind address, use TextBehind return address. PO Box 189, Phoenix, MD 21131.

**Legal Mail** - Correspondence identifiably addressed to or from any of the following verified persons or entities with their official business address: attorney, law office, clerk or judge of any state or federal court, court staff, Tribal Court. This shall also include correspondence to from state and federal elected/appointed officials to include the Governor of Wisconsin, members of the Wisconsin legislature, members of the United States congress, Attorney General, Secretary of the DOC, DAI Division Administrator, investigative agency of the federal government, Foreign Consular Office and the President of the United States- Send to facility address, use facility return address.