

DAI Policy 300.00.73 – Correspondence Tracking Database
Attachment – DAI CORRESPONDENCE TRACKING DATABASE RECOMMENDED
GUIDELINES

Effective Date: 07/25/22

Types of correspondence that may be included:

- Any written message (including letter, email, or fax) sent by a parent; family member; friend; spouse; member of the public; or organization and addressed to the Secretary; Deputy Secretary; Administrator; Assistant Administrator; Bureau/Office Directors; Warden; Deputy Warden; Security Director/designee or other authority (e.g. Governor) as appropriate.
- Written correspondence from an inmate regarding the following, including, but not limited to:
 - Work release/job placement
 - Conditions of confinement
 - Property
 - Education
 - Programming
 - Staff issues
 - Housing
 - Visiting
 - Health Concerns
 - Litigation
 - PREA
 - Inmate complaints, even when responding only to direct the inmate to ICTS
 - Conduct reports/appeals, even when only responding to direct the inmate to await conclusion of the CR/appeal process.
- Correspondence from an inmate who was released to the community after the correspondence was received.
- Written correspondence from an inmate which is missing information or does not follow the chain of command and for which the authority chooses to return to the inmate without a formal response.

Types of Correspondence that should not be included:

- Correspondence from child support agencies requesting an inmate's current address.
- Rescheduled attorney visits.
- Correspondence from staff, former staff, or family members expressing concerns about another staff or how they were treated.