

DAI Policy 300.00.73 – Correspondence Response and Tracking
Attachment – DAI CORRESPONDENCE SHAREPOINT RECOMMENDED GUIDELINES

Effective Date: 05/21/18

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 director; warden; deputy warden; security director; 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 the inmate complaint system.
 - 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 you received it.
- Written correspondence from the inmate that 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.

Examples of these types of responses:

- “Please contact your unit manager (or other staff), per the chain of command”
- “You are allowed to file a conduct report appeal”
- “Your request is being processed”
- “BOCM has been contacted and is reviewing possible solutions”
- “Your status will be reviewed at the weekly meeting”
- “You need to provide case numbers”
- “Resubmit with legible handwriting”

Types of Correspondence that should not be included:

- Correspondence from child support agencies requesting an inmate’s current address.
- Rescheduled attorney visits.
- Letters from staff, former staff, or family members of a staff complaining about other staff or how they were treated.