

When will this new practice 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 institutions and the Wisconsin Resource Center, not juvenile facilities at this time.

Why are you switching to photocopied mail?

We have seen a significant increase in drugs entering our DAI institutions this year, 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 cases, those who use these drugs can become extremely ill and need emergency medical attention. During the month of September alone, there were 182 incidents of drugs being found in DOC adult facilities, with 16 incidents resulting in persons in our care needing emergency care at a medical facility.

Making this change should decrease the amount of these dangerous drugs entering our institutions, meaning safer facilities for persons in our care and staff.

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 still had 182 drug incidents in its facilities in September.

Why do you think it is coming in the mail?

We know, in many cases, these drugs are coming into our institutions through mail. K2 and other synthetic drugs can be sprayed onto paper and envelopes (or the paper is completely soaked in the drug). Some persons in our care receive this paper in their mail, then tear the paper into small strips, and use it or sell it to other persons in our care.

Why do you think this will work?

We saw success in a pilot program where we photocopied mail at Fox Lake Correctional Institution (FLCI), after that facility experienced a spike in drug-related incidents earlier this year.

FLCI switched to photocopying mail in mid-April. That month, the institution had nine incidents of potential overdose and two incidents of violent behavior related to drug use. The number of incidents steadily dropped in the following months until reaching zero in August.

Some persons in your care at FLCI complained of photocopying mistakes. How are you responding to that?

At FLCI, we strived to get them a copy as close to the original as possible.

In the pilot program, DOC staff were responsible for the photocopies, in addition to their other duties. Now that the program is expanding across our adult institutions, DOC is contracting with a company that specializes in this kind of work, which should reduce any mistakes.

Will DOC staff be doing the photocopying?

No, DOC is contracting with a mail management service called TextBehind. All non-privileged mail for persons in our care will be sent to TextBehind, which will do the following within 24 hours of receipt (Monday – Friday):

- Open the mail
- Photocopy the envelope and mail contents
- Send the photocopies to the institutions to be delivered to the persons in our care

TextBehind has similar contracts with the state corrections agency in North Carolina, as well as 30 individual counties in various states.

What will happen to the original mail?

TextBehind will keep it for 30 days. If there is a problem with the photocopy, persons in our care will have 14 days to file a complaint. Keeping the original for 30 days gives TextBehind time and opportunity to resolve any complaint.

Will legal mail be photocopied?

No, TextBehind will not process identifiable medical or legal mail. It will not be opened or processed by TextBehind. It will be returned to sender to be addressed to the institution mailing address for processing.

What about gift cards or cash?

Gift cards, cash or non-scannable items are unacceptable items and will be returned to the sender's address.

Will there be color copies?

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

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

Yes, sending the mail to TextBehind for processing will lengthen the delivery process. Within 24 hours of receiving the mail (Monday-Friday), TextBehind will open, copy and deliver the copies to USPS for two-day shipping to Wisconsin DOC institutions.

Do I still send mail to the institution or directly to TextBehind?

Starting 12/6/21, non-privileged (non-legal) mail, such as personal, educational, business, photos, newsletters (up to 5 pages) normally sent to the institutions or centers through the United States Postal Service should be addressed to TextBehind at P.O. Box 189; Phoenix, MD 21131. The mailing address should include the following information:

PIOC full name (first and last) and DOC #

Correctional Facility name (do not abbreviate)

P.O Box 189

Phoenix, MD 21131

Any envelope with incomplete or missing information will be rejected and discarded, unopened, without exception.

Non-privileged mail received at the institution with a postmark date of 12/7/2021 or later will be returned to the sender to be sent to the TextBehind address.

How do I receive mail that has more than 5 pages per envelope?

To receive non-privileged mail with more than 5 pages per envelope, the sender should visit the <https://family.textbehind.com/help-topics> page to learn more about additional service options for large or mass communication.

What about magazines?

The address for periodicals, books, magazines, subscriptions, catalogs and newspapers is not changing. They should continue to be sent to the institution's address used for PIOC mail.

What about outgoing mail?

All outgoing, non-legal mail must use P.O. Box 189, Phoenix, MD 21131 as the FROM/Return address and not the facility's address.

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 an affordable cost through family.textbehind.com or by downloading the FREE TextBehind mobile app for smartphones. The cost to create a letter or purchase a greeting card can be as low as \$.49 and **they** can include 4 photos with that. For family and friends who choose to use this optional service, their electronic letters need to be submitted at the textbehind.com website or through mobile app by 11:00 AM Monday through Friday for the mail to be shipped to the facility the same day the order is placed. Persons in our care will receive all family and friends' electronic mail in high-quality print form.

Where can I learn more?

For additional information, please go to the Help Center at family.textbehind.com.

What if I have questions about mail I sent?

For inquiries about mail delivery, you can go to the help center tab at family.textbehind.com and click CONTACT US. The customer support center will respond to inquiries within 24 hours.