

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

When did 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.

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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 via USPS ground delivery 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.

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.

Will there be color copies?

Yes, mail and photos that contain 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. TextBehind has no control over the USPS timeframe regarding deliveries and any delays on their part.

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.

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 normally sent to the institutions or centers through the United States Postal Service should be addressed to the PIOC at P.O. Box 189; Phoenix, MD 21131. The mailing address should include senders return name and address and 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 including the DOC #, sender's return name and address, will not be opened and is considered undeliverable per policy. Non-privileged

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(non-legal) mail received at the institution is being returned to the sender to be sent to the TextBehind address. Legal mail should continue to be sent to the institution with an identifiable and verifiable return address to the law firm, attorney or court.

What about magazines?

The address for periodicals, books, magazines, subscriptions, catalogs, magazine calendar 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-privileged (non-legal) mail from the PIOC must use P.O. Box 189, Phoenix, MD 21131 as the FROM/Return address, not the facility's address. Legal mail will continue to use the institution address as the return address.

Is there a cost effective and easier way to send mail that has more than 5 pages i.e. newsletters and/or being delivered to numerous PIOC throughout the DOC?

The sender is encouraged to visit [https://family.textbehind.com/help-topics document management system](https://family.textbehind.com/help-topics-document-management-system) page to learn more about additional service options for large or mass communications. TextBehind will process mail that is more than 5 pages if sent to the TextBehind address.

Will commercially printed photos and photobooks be allowed and where should they be sent?

Individual/loose photos will be processed by TextBehind, this includes photos from vendors such as Shutterfly, Snapfish, Freeprints, etc. They are to be sent to the PIOC name and DOC number using the address of PO Box 189, Phoenix, Maryland 21131. Photobooks/albums will not be accepted.

How will photos be copied?

TextBehind may place up to 8 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. TextBehind service may also be used by family/friends which offers 4 photos and a letter for \$.99.

Are greeting cards allowed?

Cards that are musical, pop-up, have glitter, multi-thickness or items glued to them are not allowed. The card needs to have a smooth surface. Scannable greeting cards should be sent to the PIOC using PO Box 189, Phoenix, Maryland, 21131.

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. To deposit funds to a PIOC, please refer to <https://www.accesscorrections.com/>

What will happen to the content of the mail sent to TextBehind?

Original contents, envelopes or pre-paid self-addressed envelopes will not be provided to the PIOC. Mail is shredded by a third-party NSA certified service in Maryland 30 days after

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TextBehind scans the mail. The PIOC will have 14 days from the date TextBehind photocopies the mail to initiate a complaint. PIOC mail may be subject to release under Public Records Law.

If the person in the DOC does not sign the Acknowledgment Rules and Regulation Form, what happens to my mail?

The DOC will honor his/her request to not process any of his/her mail. The mail will be returned to sender provided there is a valid return address. Refusing to provide consent is the notification that non-privileged mail will not be delivered.

Where can I learn more or receive customer support?

For additional information, please go to the Help Center tab at family.textbehind.com. Click CONTACT US for customer support center. They will respond to inquiries within 24 hours. Should the PIOC have a complaint regarding the mail received, s/he should utilize the inmate complaint review system (ICRS). General questions regarding the process should follow the institution chain of command.