

City of St. Louis Department of Public Safety/Division of Corrections
POLICY & PROCEDURES

CHAPTER:	5	Inmate Programs	5.7.1
SECTION:	7	Mail, Telephone and Visiting	EFFECTIVE DATE: 5 / 29 / 2020
SUBJECT:	1	Inmate Mail	
STANDARDS: ACA – 4 – ALDF: 5B-05, 06, 07, 08,09,10			
APPROVED: _____			REVIEW DATE: 5 / 29 / 20
Dale Glass COMMISSIONER OF CORRECTIONS			REVISION DATE: 6 / 26 / 20
Rescind: 5.7.1 dated 12/13/13 Cancel:			

I. POLICY

It is the policy of the Division of Corrections to provide mail services that include access to U.S. Postal Service to enable inmates maintain contact with family, the courts, elected official, legal counsels and the community at large. The Division will inspect inmates’ mail and restrict mail if it presents concern for the security and good order of the facility and public safety.

II. RESPONSIBILITIES

All Division of Corrections staff, contractors, volunteers and inmates are responsible for adhering to the following procedures.

III. DEFINITIONS

Adulterated Mail: Items of correspondence or publications that have an unknown or known substance on or in it. Adulteration includes, but is not limited to, lipstick, stickers, white-out, perfumes, and other foreign substances.

Censorship: The entire withholding or deletion of part of inmate correspondence considered objectionable under this regulation. (Censorship may include returning the letter or package either in its entirety or in part to the sender; or removing printed or adulterated items, pictures, or rendering any portion of the content unintelligible).

City of St. Louis Department of Public Safety/Division of Corrections
POLICY & PROCEDURES

Central Mail Room: The central mail room is located in the City Justice Center and is the hub for the Division of Corrections mail processing, delivery and pick-up.

Dangerous Contraband: Illegal or prohibited items that would aid in the escape from the facility or could be used as weapon.

Division; Division of Corrections: Means City of St. Louis Division of Corrections: the City Justice Center and the Medium Security Institution.

General Correspondence: Mail between an inmate and someone other than those approved for privileged correspondence.

Immediate Family: Husband, wife, father, mother, sons, daughters, brothers, sisters, grandparents, grandchildren, stepchildren, and guardians (such as foster parents).

Indigent Inmate: Inmates whose commissary accounts balance is zero (\$-0-) for 30 days or more. .

Inspection: Opening and screening of envelope and contents for the presence of contraband, unauthorized items, or adulterated, or scanning of the text of letters for indications of disallowed language usage, maps, diagrams, or codes.

Legal Mail: Unopened correspondence from any state, city or federal court or a public defender or attorney's office that is sent on letterhead envelope and marked "legal" which is opened and inspected by a Correctional Officer in the presence of the inmate.

Mail, (Inmate Mail): Includes all items delivered through the U.S. Postal Service as well as all interdepartmental mail sent from or delivered to a unit within the Division or other criminal justice or governmental agency.

Mail Clerk: Staff assigned to the facility mail room.

Mail Room Supervisor: The Business Office Manager or the Executive Assistant is the Mail Room Supervisor.

Monitoring: The reading of general correspondence as part of an ongoing investigation.

Money Item: Refers to money orders, cashier's checks, and Tax refund Checks, etc.

Nudity: Any depictions where genitalia or female breast(s) or nipple(s) are exposed wholly or in part. Photographs that include exposures with "see-through" clothing or clothing with obvious print of a vagina or penis will also be considered nude.

Nuisance Contraband: Contraband that is considered less dangerous but can in some ways endanger the safety or security of the institution or its occupants. This includes such items as cigarette lighters, cigarettes, tobacco, and other such prohibited nuisance items.

City of St. Louis Department of Public Safety/Division of Corrections
POLICY & PROCEDURES

Personal Valuable Item: For the purpose of this policy, the term personal valuable item is limited only to inmates' original Birth Certificate, Social Security Card, and education diploma/certificate sent through the mail by an organization/agency, family member, relative or friend. Item must be from family member, friend or relative, or from government agency and institution of learning. Jewelry items will not be accepted.

Pornographic Material: Material depicting actual or simulated sexual act including sexual intercourse, oral sex, masturbation, sodomy, sadomasochistic abuse or penetration of any part of a person's body with an object. Pornographic material includes picture of an exposed buttock with or without a thong; tight clothing such as pants or shorts that depicts the imprint of the vagina/penis. Pornographic activities with a minor, bestiality, or any sexual act, which constitutes a violation of law or encourages a violation of the law, will be considered contraband.

Privileged Correspondence: Mail between an inmate and the following person(s):

- a. City, County, State, and Federal elected officials.
- b. Government officials appointed by the Mayor, County Supervisor, or Governor.
- c. Officials of the confining authority.
- d. City, County, State and Federal officials that have responsibility for inmate's present, prior or future custody, including probation and parole supervisors and parole board members.
- e. All cities, state and federal judges and officials of the courts.
- f. The Attorney General, Deputy Attorney Generals or an attorney listed with a State Bar Association, a recognized legal assistance agency, or an attorney representative.
- g. State and local chief executive officers.
- h. Administrators of grievance systems.

Reasonable Person: A staff member with sound correctional experience, and the fact that the staff member's knowledge is sufficient in-and-of-itself to warrant such person of reasonable mind to conclude that evidence of a crime or contraband is in a specific location or is being concealed.

Scanning: The brief examination of mail and mail packages by a reasonable person when it is not the intent of the person to read the contents word for-word rather, to look for key words, phrases, diagrams and maps which could lead such a person to believe that further, more detailed scrutiny is necessary.

Seizure: The confiscation of all or part of a piece of mail without the intent to return it to the inmate or the sender. (Seized item may be retained for use during inmate disciplinary hearing or criminal prosecution).

Sexually Explicit: A photograph or picture that shows exposed breast or nipples of a breast, buttocks, pubic hair or vagina of a female or the buttocks, pubic hair or genitalia of a male.

Sound Correctional Experience: Experience or knowledge acquired through specialized training and working in the field of Corrections.

IV. PROCEDURES

A. General Information

1. Federal law dictates that “all mail that bears postage stamps and weighs more than 13 ounces must be taken by the customer to a retail service associate at a Post Office” therefore, inmates are not permitted to mail out envelopes weighing more than 13 ounces which is typically 75 pages.
2. If an inmate is desirous of mailing an envelope containing more than 75 pages, the documents should be divided by the inmate and placed in other envelopes. The cost to mail a 13 ounce envelope is determined by the cost of a regular postage stamp in effect at the time of mailing. Mail weighing more than 13 ounces will be returned to the sender by the post office.
3. Inmate mail is made available for pickup by the U.S. Postal Service on Monday through Friday except holidays unless mailroom operations are disrupted for any reason. All incoming mail for the Medium Security Institution and the City Justice Center will be delivered to the City Justice Center. All outgoing mail from the Medium Security Institution and the City Justice Center will be picked up by the U.S. Postal Service from the City Justice Center.
4. It is the responsibility of the appointing authority/designee to ensure that information is communicated to the United States Postal Service (USPS) and other carriers regarding Division of Corrections appropriate mail and package deliveries location.
5. Inmates are permitted to send sealed letters to a specified class of persons and organizations, including but not limited to the following:
 - a. Courts;
 - b. Attorney or Counsel;

City of St. Louis Department of Public Safety/Division of Corrections
POLICY & PROCEDURES

- c. Officials of the confining authority;
 - d. State and local chief executive officers;
 - e. Administrators of grievance systems; and
 - f. Members of the paroling authority.
6. Mail to inmates from the above specified class of persons and organizations may be opened only to scan for contraband and only in the presence of the inmate, unless waived in writing or in circumstances which may indicate contamination.
 7. Mail is delivered to the inmates Monday through Friday except holidays unless mailroom operation is disrupted by emergency situations. The disruption is documented in the Inmate Mail Log.
 8. When an inmate out going mail is returned to the facility by the post office as undeliverable, the returned mail is treated and handled as in-coming mail and will be scanned prior to return to the inmate. If the mail contain items that are appropriate (i.e., stamp, etc.) it is returned to the inmate.
 9. Inmate mail can be withheld, seized, or censored provided the decision to do so can be justified relative to the safety, security and good order of the facility or based on an on-going criminal activity or public safety concerns. Such decision will be made only by the Appointing Authority/designee.
 10. No personal delivery of inmate mail and correspondence will be authorized except when Privileged requirements dictate that service of process is made in person. Staff will not pick up or deliver such items.
 11. Excluding weekends and holidays, or emergency situations, incoming and outgoing letters are held for no more than 48 hours (2 business days) and packages (if allowed) are held no more than 72 hours (3 business days).
 12. There are no restrictions on the amount of correspondence sent or received by inmates provided the inmate is responsible for the cost of postage.
 13. Inmates may receive packages consisting of paperback books and periodicals only when mailed via the U.S. Postal Service directly from the Publisher or Retail Company (i.e. Amazon, Barnes and Noble, etc.)
 14. Inmates may not order any items through the mail other than those specifically identified in this policy. Inmates are prohibited from using the Divisional facility as their billing address.

City of St. Louis Department of Public Safety/Division of Corrections
POLICY & PROCEDURES

15. There is no limit on the amount of Privileged Correspondence an inmate may keep in their cell.
16. Inmates are permitted to have three (3) softbound books or magazines; or a combination of the two not to exceed three. This is not including Privileged Correspondence.
17. Hardbound books are not permitted.
18. It is the responsibility of inmate Caseworkers and custody staff to make inmates aware of the prohibited items which the inmates are not permitted to order or possess (such as hardbound books, certain type of magazines, etc.,) while in the custody of the Division. Information on prohibited items is found in the Inmate Handbook as well.
19. Incoming registered or certified mail will be processed in the same manner as other mail.
20. C.O.D. mail or registered mail slip that requires staff presence or signature at the Post Office will not be accepted.
21. Mail is not read unless there is reason to believe the mail will jeopardize security and good order of the facility.
22. Inmates cannot write to other inmates in the St. Louis Division of Corrections facilities unless the person is their spouse and/or immediate family member. Correspondence between incarcerated relatives must be pre-approved by the appointing authority/designee. This can be facilitated through the inmates Caseworker who must verify relationship and obtain approval from the appropriate authority. An attempt by an inmate to correspond with a prohibited correspondent will result in disciplinary action. (See Policy #3.3.6: Major Violations).
23. Privileged correspondence must be clearly identified as privileged correspondence:
 - a. Out going privileged correspondence must be addressed to attorneys; law students on behalf of attorneys; courts; court clerks; legal aid clinic or law schools operating such clinics, etc.
 - b. Incoming privileged correspondence must have a return address of an attorney, law students on behalf of attorneys, a city agency, state agency, government official, courts, court clerk, legal aid clinic, or law school operating such clinics, etc.

City of St. Louis Department of Public Safety/Division of Corrections
POLICY & PROCEDURES

- c. In the absence of any of this identifying information, the Shift Supervisor/Area Supervisor is to be notified of the concern about whether this mail is actually a “privileged” or legal mail.
24. Postage stamps may only be obtained from the Commissary vendor and not via the mail.
25. The return address that must be on outgoing mail is as follows:
- a. Inmate’s Name
 - b. Inmate Master Number (IMN)
 - c. Floor/Housing Unit/Cell
 - d. St. Louis City Justice Center
200 S. Tucker Blvd., St. Louis, MO 63102
26. The following items are not allowed in the facility. They may be seized, returned to sender, or U. S. Postal Service:
- a. Publications that show nudity, pornographic or sexual explicit materials, or describe the manufacturing or fabrication or use of weapons, drugs, promote racial violence or other unlawful behavior.
 - b. Electronic Banking Transaction (EBT) Card.
 - c. Clothing.
 - d. Postage stamps.
 - e. Envelopes.
 - f. Writing materials including paper.
 - g. Photos larger than 8.5 X 11 inches in size and Polaroid photos.
 - h. Greeting cards larger than 8.5 x 11 inches in size or raises security concern.
 - i. Bodily fluids and hair.
 - j. Personal checks, promotional checks and all other checks excluding cashiers & payroll checks or SSI checks received covering any month following inmate’s initial month of incarceration. All governmental issued checks are verified prior to deposit into inmate account.

City of St. Louis Department of Public Safety/Division of Corrections
POLICY & PROCEDURES

- k. Cash.
27. Inmates that are pre-trial may receive via the U.S. Postal Service money orders, cashier's checks, tax refund checks, checks issued by the Veteran's Administration, official check from another jurisdiction from which inmate is transferred to Division's custody; and all checks received for Social Security benefits for retirement, disability, or survivors' benefits. All approved checks or money orders are deposited into inmate's account.
28. The Division does not honor requests from inmate relatives or friends to have inmate endorse check or money order bearing the inmates name and have the check or money order returned to them. All checks or money order for inmates must be mailed to the Division. Inmates are permitted to complete a Release of Fund Form to have money released to their loved ones.
29. The following items are considered contraband and are not allowed in the facility. They will be turned over to the Correctional Investigators and immediate notification sent to Commissioner/designee:
- a. Drugs or items suspected of being drugs.
 - b. Weapons.
 - c. Any items considered dangerous contraband by the Division of Corrections.
 - d. Any package or items suspected of posing a threat to security of the facility or the public.
30. Correctional staff members may not send any type of money items to inmate(s) or deposit money into inmate's account unless approval in writing is granted by the Commissioner/designee. Employees whose relatives are placed in the Division's custody will notify the Appointing authority/designee, in writing, and may request approval to deposit money into the inmate's account.
31. The Commissioner or designee may prohibit outgoing mail under circumstances which include, but are not limited to:
- a. Correspondence with minors when their legal guardians object, in writing, stating they wish the correspondence to be prohibited.
 - b. Correspondence to individuals who have complained in writing of having been sent lewd, threatening, or similarly offensive correspondence by the inmate.

City of St. Louis Department of Public Safety/Division of Corrections
POLICY & PROCEDURES

- c. Correspondence to crime victims, witnesses of crimes, or their family members.
- 32. The inmate and the sender are issued a written notice from the mail room staff when a particular correspondence has been prohibited for any reason.
- 33. Inmates may submit a request to the Unit Caseworker to determine eligibility and receipt of indigent mail supplies. Qualified inmates will receive stamped envelopes, sheets of writing paper, and pencil. Additional indigent request may be reviewed for eligibility after 14 days of initial supply.

B. Receipt of In-coming Mail

- 1. A U.S. Postal Service mail carrier delivers mail for the Medium Security Institution and the City Justice Center to the St. Louis City Justice Center's reception area of the Business Office. All U.S. Postal Service mail delivered to the Medium Security Institution will be forwarded to the City Justice Center via the Division's courier.
- 2. The Lobby Receptionist notifies the Mail Clerk that the mail has arrived.
- 3. The Mail Clerk picks up the incoming mail from the Receptionist and brings it to the Mail Room.

C. Sorting In-Coming Mail (Central Mail Room)

- 1. The Mail Clerk sorts all incoming mail, separating mail for the inmates from mail for the staff. (See 1.1.15 Staff Mail)
- 2. Inmate Mail is sorted into Privileged Mail, General Correspondence, and USPS/Parcel Post/Federal Express/UPS/Other Couriers and between CJC and MSI and addressed.
- 3. The Mail Clerk compares the inmate name, or inmate reference number when provided, to the Inmate Jail Management System (IJMS) Inmate Roster.
- 4. The Mail Clerk writes the inmate's Housing Unit and cell number as indicated on the IJMS Inmate Roster on the envelope.
- 5. If the inmate's name does not appear on the IJMS Name Index and the inmate is no longer incarcerated in any of the Divisional facility, the Mail Clerk stamps the mail item Return to sender.
- 6. The Mail Clerk will accept all incoming mail, even if it does not have a return address, if the inmate is currently incarcerated.

City of St. Louis Department of Public Safety/Division of Corrections
POLICY & PROCEDURES

7. If there are two inmates with the same name on IJMS and the Inmate Master Number (IMN) is not provided, the Mail Clerk stamps the incoming mail item Return to Sender.

D. Processing In-Coming Mail

1. Privileged Mail
 - a. One item at a time, the Mail Clerk will log-in each Privileged Correspondence item, one at a time in the “Legal Mail” log; writing the inmate’s name, inmate master number (IMN), date of receipt, and the name of the sender.
 - b. If the Privileged Correspondence contains an obvious odor of any substance, or is suspected of containing contraband, the Mail Clerk contacts the Correctional Investigator who personally retrieves the mail and opens it in front of the inmate in the Area Supervisor’s office. The investigator handles any contraband in accordance with policy #3.1.12: Control of Contraband.
 - c. The Mail Clerk enters the suspected privileged mail in the Mail Room Log, listing the date, time discovered, the sending party, the addressee and the name of the Correctional investigator retrieving the mail.
 - d. If the Privileged Correspondence is mistakenly opened by the Mail Clerk, the Mail Clerk reports the incident to the Mail Room Supervisor immediately and also makes a log entry in the Electronic Legal Mail Log that includes date and time, to that effect. Using clear tape, the Mail clerk re-seals the envelope prior to delivery to the inmate.
2. General Correspondence
 - a. The Mail Clerk will open incoming mail not identified as Privileged Correspondence and will:
 - (1) Remove the contents of the envelope.
 - (2) Unfolds and shakes each piece of paper, checking for contraband:
 - (a) If it contains nuisance contraband items, it is returned to sender.
 - (b) If it contains dangerous contraband, the procedure outlined in Privileged Correspondence is followed.

City of St. Louis Department of Public Safety/Division of Corrections
POLICY & PROCEDURES

- (3) Remove and throw away all staples, paper clips, and packaging.
 - (4) Remove and set aside for processing, all money orders, cashier's checks, tax refund checks, and acceptable government checks from the envelope.
 - (5) Write the amount of money item on appropriate envelope and list IMN on money item.
 - (6) If the money item is payable to the facility, the Mail Clerk writes the name and reference number of the inmate on the money item.
 - (7) If the sender has printed the inmate's master number on the money item, the Mail Clerk verifies that the inmate name and master number matches IJMS.
 - (8) The Mail Clerk will:
 - (a) Scan the mail for key words and phrases.
 - (b) Put all non-money items back in the envelope and if it comes with money, ensure the right amount of money has been written on the envelope and, initialed the envelope.
 - (c) Tear the stamp off the envelope and throws the stamp away.
 - (d) Place the envelope in the sorting bin designated for the Housing Unit of the inmate at CJC or the sorting bin for MSI.
- b. At the end of each business day Mail Clerk completes Electronic Log of all money items received that day and stores money items in a secure location:
- (1) The Mail Clerk records the serial number of each cashier's check, money orders, tax refund checks, etc., with the right amount of money; and the inmate's (IMN) and names, in the Electronic Log.
 - (2) The Mail Clerk verifies and ensures that the sum total amount of all money items and monies received and inmate names and IMN correspond with the summation totals entered into the Electronic Log.

POLICY & PROCEDURES

- (3) If any money item is not detected during processing, and is intercepted either at MSI or CJC during distribution, the item is returned immediately to Central Mail Room at the City Justice Center for proper processing.
3. USPS, Parcel Post, Federal Express, UPS and other Couriers
 - a. Each shipment will be stamped with the date received and the packing slip will be initialed by the Receptionist, or the Supply Clerk or the Mail Clerk.
 - b. All packages will be scanned in accordance with other incoming mail and divided between legal and non-legal, and MSI or CJC.
 - c. Any envelope or correspondence that violates institutional policy will be set aside for further action.
 - d. Upon complete scanning, the Mail Clerk places the package(s) and/or letter(s) in the bin designated for delivery to CJC or MSI, as appropriate.
4. The processed mail for MSI is delivered via Courier from CJC. The Courier delivers the mail directly to MSI distribution room where it is received and signed by designated staff who coordinates distribution to housing units.
5. Any envelope or correspondence, magazine or book that has evidence of adulteration, nudity, sexual explicit material, pornographic displays or a foreign substance such as stickers or any other prohibited prints will not be issued to the inmate. Such magazine(s) will be destroyed. Such Book(s) may be returned to sender or destroyed. Inmate has no right of appeal.

E. Mail Distribution

1. The Mail Clerk at CJC and designated staff at MSI sort all Correspondences by Housing/Dormitory Units and drop the mail items into the appropriate sorting bin:
2. At CJC
 - a. The Mail Clerk delivers the mail to the 3rd, 4th and 5th Floor Area Supervisors' office. The Area Supervisor or Lobby Officer logs-in the time of delivery to the floor, and distribution times of the general mail to Housing Units.
 - b. The Floor Officer delivers the general mail to the Housing Officer who delivers the mail directly to individual inmates using the inmate's ID wristband with photo to identify the inmate. Mails must be delivered as soon as possible, but no later than the end of the 2nd Shift.

POLICY & PROCEDURES

- c. Mail belonging to inmates that are unavailable in the housing unit during time of distribution either due to court appearances or other will be secured in the workstation mail box and given to the inmate when the inmate returns to the Housing Unit and delivery is recorded.
 - d. If the inmate is released from custody or does not return, the mail is returned to the Central Mail Room, where the mail is processed in accordance with procedure D of this policy.
 - e. The Housing Officer documents the mail delivery in the IJMS Housing Unit/ Event Log.
 - f. The Area Supervisor calls out each inmate that has privileged mail to the Area Supervisor's office where the inmate's privileged mail is opened and scanned in the presence of the inmate. The mail is given to the inmate as appropriate. The Area Supervisor documents the privileged mail delivery in the IJMS/Daily Activity Log.
 - g. If the mail contains any contraband the envelope and its' entire contents will be seized and turned over to the Correctional Investigator. (See policy #3.1.12: Control of Contraband).
3. At MSI
- a. The designated staff will sort the mail according to housing/dormitory units and place them in the respective mail bags for the units.
 - b. The Area Supervisor/designee of the respective housing/dormitory units retrieves the mail from the distribution room immediately following end of 2nd shift briefing, and delivers it to the Housing/Dormitory Officer for distribution to the inmates. The Floor Officer logs into the Daily Activity Log Book, the arrival time of the mail.
 - c. The Housing/Dormitory Officer passes out the mail to the inmates using the inmate's ID wristband with photo to identify the inmate. Mail must be passed as soon as possible, but no later than the end of the 2nd Shift.
 - d. The Area Supervisor calls out each inmate that has privileged mail to the Area Supervisor's office where the privileged mail is opened and scanned in the presence of the inmate. The mail is given to the inmate as appropriate. The Area Supervisor documents the privileged mail delivery in the Daily Activity Log.
 - e. If the mail contains any contraband the envelope and its entire contents will be seized and turned over to the Correctional Investigator. (See policy #3.1.12: Control of Contraband).

City of St. Louis Department of Public Safety/Division of Corrections
POLICY & PROCEDURES

- f. If the inmate is not in the housing/dormitory unit at the time of mail delivery, the Housing Officer returns the mail to the Supervisor who will ensure the inmate receives the mail upon return to the Housing/Dormitory Unit.
- g. If the inmate is released from custody or does not return, the Supervisor returns the mail to distribution room staff that ensure mail is returned to the Central Mail Room at CJC without delay, where the mail is processed in accordance with procedure E of this policy.

F. Designated Mail Items for Return to Sender

- 1. When letters, publications, magazines, etc., are rejected, the Mail Clerk will advise the inmate and the sender in writing of the specific reason(s) for the rejection. The inmate has no right of appeal for rejected mails or packages. The Mail Clerk will complete an electronic copy of the Letter of Refusal Form.
- 2. If the item(s) is to be returned to sender, the Mail Clerk will:
 - a. Make two copies of the completed Letter of Refusal form,
 - b. Put the first copy of the Letter of Refusal and all the contents of the mail to be returned in the envelope
 - c. Re-seal the envelope with clear tape and place it in a designated area marked "Return to Sender." (The Division pays return postage through general Inmate Fund via the Comptroller's Office).
 - d. Fold the 2nd copy of the completed Letter of Refusal in half, tape the edges with clear tape, and write the inmate's name and housing unit on the backside of the form.
 - e. Save an electronic copy of the Letter of Refusal in the shared computer network drive for record purposes, and
 - f. Send the Letter of Refusal to inmate and follow Procedure F item #8 of this policy to return the mail or package to the sender.

G. Outgoing Mail

- 1. The inmate writes a letter, seals the envelope, puts postage on, addresses the envelope and writes the proper return address on the envelope:
 - a. At CJC, the inmate gives the sealed mail to the Housing Unit Officer who places it in the Mail Box for inmates' out-going letters.

POLICY & PROCEDURES

- b. At MSI, the inmate personally places the sealed mail in the mail box designated for inmates' out-going mails located in the corridor.
2. For outgoing Medium Security Institution mail, the designated Mail Distribution Staff collects all outgoing mail and place all items in the mail delivery bin for pickup by the Courier.
3. The Courier delivers all Medium Security Institution outgoing mail to the Central Mailroom at the City Justice Center.
4. For the City Justice Center outgoing mail, the Mail Clerk goes to the 3rd, 4th and 5th floors, retrieves the mail from the lobby corridor mail boxes and takes the mail down to Central Mail Room and places them in the outgoing mail basket.
5. The Mail Clerk examines the mail placed in the outgoing CJC Mail Basket and outgoing Medium Security Institution mail, checking that all items are outgoing mail items and are properly addressed and stamped.
6. The Mail Clerk weighs all outgoing large packages being sent by inmates to ensure that the package weighs less than 13 ounces and that adequate postage has been affixed to the package.
7. The Mail Clerk returns all outgoing packages and letters with insufficient postage to the inmate with the incoming mail for that day; writing on the package or letter that insufficient postage was affixed and the amount of postage required.
8. The Mail Clerk gives the outgoing mail to the U.S. Postal Service Letter Carrier upon their arrival.

H. Indigent Mail

1. The indigent inmate wishes to send mail and requests indigent mail allowance by completing Social Service Request Form and is sent to the unit Caseworker who verifies that inmate is actually indigent.
2. The inmate Caseworker issues two (2) stamped envelopes; two (2) sheets of writing paper; and a pencil, to the inmate. Additional indigent request may be reviewed for eligibility after 14 days of initial supply. The Caseworker will:
 - a. Place an authorization on the back of the indigent envelopes using the official Rubber Stamp,
 - b. Place the Unit Caseworker's initials to confirm with the Mail Clerk/Business Office that the mail is authorized for indigent postage,

POLICY & PROCEDURES

- c. On the upper left corner of the envelopes, write or print the inmate's name, IMN and institution return address. The Caseworker then forwards items to inmate.
3. The inmate writes and sends letter following Procedure F, "Outgoing Mail."
4. The Mail Clerk verifies indigent mail by checking for the stamped initials of the caseworker as located on the back of the envelope. The indigent mail is taken to the City's Mail Services Section (via City Courier), for mailing by City's Mail Services Section).

I. Monitoring of Incoming Inmate General Correspondence and Mail

1. Incoming and/or outgoing general correspondence will be monitored by designated staff when there is suspicion that it contains evidence of criminal activity or activity that threatens the safety and security of the facility or the public.
2. Any employee may request the monitoring of an inmate's mail through the Appointing Authority if there is security or public safety reason(s) to do so. The employee will submit in writing, such request to the Commissioner or designee for approval detailing:
 - a. Reason for the request;
 - b. Approximate length of monitoring (if known);
3. At any time when mail monitoring is approved the Mail Clerk will:
 - a. Maintain an Electronic Monitoring log in the mailroom and
 - b. Notate the following information:
 - (1). Inmate's full name and inmate master number,
 - (2). Staff who authorized the monitoring,
 - (3). Date monitoring started and, ending date, and
 - (4). Name of staff authorized to monitor the mail.
4. Monitored general correspondence will not be held for more than 48 hours:
 - a. Mail may be copied and the original forwarded to the inmate or to the recipient.

City of St. Louis Department of Public Safety/Division of Corrections
POLICY & PROCEDURES

- b. If mail is held for more than 48 hours, censorship procedures must be followed.
5. General correspondence for inmates will be monitored when approved by the appointing authority or when court order or order from the City's Legal Dept. is received to do so. The order may be implemented prior to notifying the Appointing Authority/designee if neither is available at the time order is received.
6. When an order to monitor is received either through fax or e-mail, in the absence of the Commissioner/designee, such fax or e-mail is forwarded to the Administrative Assistant to the Commissioner or to the Correctional Investigator who instructs the Mail Clerk to implement the order. Either of these two individuals will notify the Appointing Authority/designee at the earliest opportunity.
7. Privileged correspondence will be monitored only if approved or ordered by the Court or the City's Legal Department. The Appointing Authority/designee will seek approval prior to monitoring.

J. Censorship of Incoming /Outgoing Inmate General Correspondence

1. The Commissioner or designee may prohibit incoming/outgoing mail under circumstances which include, but are not limited to:
 - a. Correspondence with minors when their legal guardians object, in writing, stating they wish the correspondence to be prohibited. The Mail Clerk will monitor the outgoing/incoming mails from the inmate to whom the restriction applies and intercepts mail addressed to the minor person.
 - b. Correspondence to individuals who have complained in writing of having been sent lewd, threatening, or similarly offensive correspondence by inmate. The Mail Clerk will monitor the outgoing mails from the inmate to whom the restriction applies and intercepts mail addressed to the individual complainant.
 - c. Correspondence with inmates within or between facilities and other correctional institutions.
2. When correspondence that would be detrimental to the security, good order, or discipline of the facility is intercepted, or correspondence that contains personal information of crime victim(s), or victim's family members or relatives or otherwise, information that would be detrimental to protecting any member or members of the public is received the Mail Clerk will immediately alert and forward such mail to the Commissioner/designee who obtains clearance from the Legal Dept. before instituting censorship.

POLICY & PROCEDURES

3. An inmate will receive a written notice from the Commissioner or designee when a particular person has requested to prohibit correspondence from an inmate.
4. An attempt by an inmate to correspond with a prohibited correspondent may result in disciplinary action being taken against the inmate. The Mail Clerk will notify the Caseworker of the violation. The Caseworker will take appropriate action against the inmate. (See policy #3.3.6: Major Violation).
5. If inmate's incoming or outgoing mail is withheld, seized or censored, a written notice, by the Commissioner or designee stating reason(s) for the action will be given to the inmate and the sender unless the sender is a current inmate and the letter is unauthorized or unless the mail is being investigated and the notification will jeopardize the investigation.
6. If the inmate/sender is a current inmate and the letter is unauthorized a Disciplinary Report may be filed against the inmate. The Mail Clerk will notify the Caseworker who may initiate disciplinary action. (See policy #3.3.6: Major Violation).
7. If the mail is under investigation, the Commissioner will have ten (10) business days from the day the investigation is authorized to notify inmate of the action unless there is law enforcement/public safety or judicial reason(s) not to do so. The Commissioner will share any mail investigation lasting more than seven days with the Director of Public Safety.
8. Mail cannot be censored until the Notice of Censorship is approved by the Commissioner/designee.
9. Censorship, seizure or mail withholding may be initiated if:
 - a. The letter contains threats of physical harm against any person, or threats of criminal activity.
 - b. The letter threatens blackmail or extortion.
 - c. The letter addresses either the introduction of contraband into the facility or sending of contraband out of the facility.
 - d. The letter concerns plans to escape.
 - e. The letter concerns plans for activities in violation of facility rules.
 - f. The letter concerns plans for criminal activity.
 - g. The letter is written in coded format and the staff reader does not understand its contents.

City of St. Louis Department of Public Safety/Division of Corrections
POLICY & PROCEDURES

- h. The letter solicits gifts or goods or money from anyone other than family.
 - i. The letter contains information, which if communicated would create a clear and present danger of violence and physical harm to a human being or damage to property.
 - j. The letter contains publications that describe the making of firearms and explosive devices.
 - k. The letter discusses gang related subjects.
 - l. The letter contains or discloses co-defendant, victims, victim's family members or witnesses' information.
10. The Mail Clerk will establish and maintain an Electronic Censorship Mail Log for recording censorship, seizure and withholding authorizations and information. At a minimum, the record will reflect that:
- a. There are sufficient grounds for the censorship, seizure or withholding of the mail.
 - b. The reasons for the action relate to legitimate security interests of the facility or public safety.
11. The Mailroom Supervisor will review or cause to be reviewed the written records in the Electronic Censorship Mail Log.
12. Censored mail will not be held longer than one working day unless placed into evidence. A notification will be given to the inmate if such action is taken. The mail will be forwarded to the inmate after inspection by the Division Investigator. Seized mail will not be returned to the inmate or the sender.