



STATE OF WASHINGTON  
DEPARTMENT OF CORRECTIONS  
OFFICE OF CORRECTIONAL OPERATIONS  
PO BOX 41112 • COLUMBIA, WA 98504-1112 • (360) 753-1573  
FAX: (360) 555-9580

November 20, 1998

TO: Superintendents  
Office of Correctional Operations

FROM:  Dave Savage, Deputy Secretary  
Office of Correctional Operations

SUBJECT: Limiting Inmate Access to the Public

As you are aware, Superintendent Doug Waddington chaired a workgroup charged with identifying options for limiting inmate access to the public via mail and telephone. The options identified by this workgroup were sent out to the Superintendents for review/input. Based on the input received, the following will be implemented:

- 1) Elimination of the "ID window" inmates have at initiation of a call.
- 2) Removing phone books from inmate leisure areas and law libraries.
- 3) Restricting inmate access to staff phones.
- 4) Elimination of stamps from all sources.
- 5) Discontinuance of inmate to inmate mail unless an exception is granted.

In order to implement the above five changes, a number of actions have occurred and will need to occur as outlined below.

1) Elimination of the "ID window:"

The contracted Telephone Services provider, T-Netix, has been asked to eliminate the "ID window" and to change the recorded message. Removal of the "ID window" means the inmate cannot speak at the front end of the call. The pace of the recorded message is slower and more easily understood and will state from what facility the collect call is being placed. The message states:

Limiting Access

Page 2

November 20, 1998

"This is a collect call being placed by a Washington State Department of Corrections' inmate who is confined at the Olympic Corrections Center. If you do not know someone who is incarcerated or if you are not expecting a telephone call from an inmate, please do not accept this collect call."

T-Netix staff have already begun to make these changes via insertion of a new chip. If these changes have not yet been made to the phone system at your facility, your Regional IT Manager will notify you of the specifics and the tentative date the chip will be installed on your facility's phone system. To the extent possible, T-Netix staff will minimize the amount of "down" time this change will require and will make these changes during non-peak phone usage times.

Additionally, a phone limit will be placed on all inmate calls. Limits are currently in place at many facilities and range from 15 -35 minutes. Effective January 10, 1999, a 20 minute time limit will be put into effect at those facilities that either do not currently have a time limit or that have a time limit in excess of 20 minutes. This 20 minute limit will not affect those facilities that now have a limit which is less than 20 minutes. A message will be heard by the parties at 3 varying intervals to advise how much time remains on the 20 minute phone call. The message will advise callers that 2 minutes remain, 1 minute remains and finally that 30 seconds remain on the call. After 20 minutes, the phone call will automatically disconnect.

## **2. Removing phone books from inmate leisure and law libraries:**

Effective December 20, 1998, please ensure removal of all Telephone Directories which include "White Page" listings from facility inmate leisure areas and law libraries. Inmates must have access to telephone numbers and addresses for courts and attorneys. Enclosed is a copy of the "Red Book" Directory that will provide inmates with this information. This Directory is commercially produced, uses firms' addresses (and not attorney's private home addresses) and also includes listings for US Government Offices/Officials, County Officials, Legal Support Services, etc. This directory is updated yearly. In the future, you will want to contact A.N.P. Publishing directly at 1-800-422-5539 for yearly updated copies of the inserts.

There may be legitimate reasons as to why an inmate may need access to a phone number other than the numbers available through the Red Book. Superintendents are asked to handle such requests in a manner that will ensure an inmate does not have unsupervised access to a white page phone directory. Please work in conjunction with the Washington State Library (WSL) staff at your facility or assigned DOC staff (for those facilities without WSL staff) to accomplish this. Yellow Page Directories may be made available to inmates who are involved in a structured educational or Pre Release program. For letters that inmates may send to the local or state library requesting they provide an

address and/or telephone number from the white pages, we are working to set up a process for the return of those letters back to the facility of origin for processing.

3) Restricting inmate access to staff phones:

Effective immediately, inmate access/use of staff telephones must cease. Superintendents have local discretion in determining how best to deal with this issue. In instances where Superintendents authorize inmates to answer phones, for example, in maintenance areas, please ensure that the only calls inmates can receive and place are through an internal system that does not allow for local or scan calls outside the facility (except for telemarketing programs and so long as access/use is controlled.) For programs that involve inmate use of telephones, e.g., CI, Corrections Clearinghouse, CI Site Administrators or Corrections Clearinghouse Site Administrators are asked to put together a plan outlining the specific program and submit the plan to the facility Superintendent. The Superintendent and CI Site Administrator or Corrections Clearinghouse Site Administrator must agree on the plan. This is retroactive for any current CI or Corrections Clearinghouse work program that involves inmate use of telephones. Plans for existing programs should be completed by 12-31-98.

4) Elimination of stamps from all sources:

Effective March 1, 1999, stamps will no longer be authorized. Instead, inmates will purchase pre-stamped envelopes from the Inmate Stores.

These pre-stamped envelopes will be available through Greater Seattle Printing, a company owned by Class I Partner, Pioneer Industries. Please contact Nancy Starkman at Greater Seattle Printing at 425-885-9015 extension 130 after January 10, 1999 to order these envelopes for your facility. In the coming weeks, we will send you information about how to submit your order. For planning purposes, facilities should allow approximately 3 weeks for receipt of delivery of any envelope orders from this company. Envelopes need to be paid for at the time of order. The cost of the pre-stamped envelopes is reasonable; 41.5 cents for letter sized and legal sized. (This price includes the 1 cent US Postal Service increase slated to go into effect on 1-10-99.) The envelopes will be pre-printed with the name of the institution from which the mail is being sent and will also have a blank line for the inmate to write his/her name and DOC number. The envelope will contain a pre-stamped statement indicating that the correspondence was mailed by an inmate confined in a Washington State Department of Corrections Facility and its contents may be uncensored.

Material that will not fit in a legal or letter sized envelope, mail en-route to foreign countries and the free cards provided through the Chaplain will require a postage transfer

and mail room staff will post it and process accordingly. Enclosed is a stamp for mail room use on these packages. This stamp states that the mail was sent from an inmate confined in a Washington State Department of Corrections Facility and its contents may be uncensored. Please ensure that Mailroom staff stamp this mail with this enclosed stamp.

Inmates will be authorized to possess up to 40 pre-stamped envelopes. In anticipation of the March 1, 1999 implementation date, inmates may continue to use stamps which they have in their possession, through February 28, 1999. Thereafter, stamps are to be treated as contraband.

Policy revisions have been made to the Mail For Offenders Policy, DOC 450.100 and the Property Matrix to incorporate these changes. However, please note: DOC policy 450.100 was modified and signed by the Secretary with an effective date of 1-10-98. We were advised this week that the post office would not begin selling the pre-stamped envelopes until January 10, 1999. By the time Greater Seattle Printing is able to obtain the envelopes, complete the necessary printing on the envelopes and make them available for facility purchase, we are likely looking at an effective date of March 1, 1999, to implement this change. Therefore, although the policy reflects an effective date of January 10, 1999, this effective date does not apply to page 4, IV A 18 and page 9, XII A. The effective date for these two items is March 1, 1999. The property matrix has not yet been finalized.

5) Discontinuance of inmate to inmate mail:

Effective January 10, 1999, inmate to inmate mail is prohibited unless an exception has been granted. The exceptions are noted in the policy. DOC Policy 450.100 has been modified to reflect this change.

#####

Attached is a notice for dissemination to inmates at your facility. Please ensure that it is posted on the inmate bulletin boards and other areas where inmates are likely to see it. Because you know the tenor of your facility best, besides posting the attached notice, please determine how else to best communicate these changes to the inmates at your facility.

In addition to all of the above, the phone company plans to provide a caller ID option which involves notifying the public that a collect call is from an inmate pay phone. Specifically, for collect calls placed by inmates at institutions, the specific phone number where the call is originating will appear on Caller ID boxes and the words "Inmate Pay Phon" will also appear in the box.

Limiting Access  
Page 5  
November 20, 1998

We also plan to implement an Inmate Personal Identification Number (IPIN) System.

The IPIN and Caller ID options are not ready for implementation. These options may be ready for implementation late winter or early spring. As we get closer to being ready to implement, you will be notified, as will inmates at your facility.

Thanks for your assistance in striving for smooth implementation of these changes.

DS:tko

cc: Eldon Vail  
RA's  
Howard Yarbrough  
Marjorie Owens



STATE OF WASHINGTON  
DEPARTMENT OF CORRECTIONS  
OFFICE OF CORRECTIONAL OPERATIONS  
PO BOX 41118 • OLYMPIA WA 98504-1118 • (360) 753-1573  
FAX 360-586-8582

November 20, 1998

**TO:** Institution and Pre Release Staff and inmates

**FROM:** *David Savage* Dave Savage, Deputy Secretary  
Office of Correctional Operations

**SUBJECT:** Notification to Inmates Regarding Policy Changes

Policy revisions have been made which change existing inmate telephone services and mail. The highlights of these revisions are as follows:

- 1) For collect calls being placed from inmates, the pace of the pre-recorded message has been slowed down and the message states that the call being placed is from an inmate who is confined at a specific facility named on the recording. Additionally, the "ID Window" previously available at the front end of the call has been eliminated. These changes are in effect now.

Effective January 10, 1999, a 20 minute phone call time limit will be implemented. For those facilities that currently have a time limit which is less than 20 minutes, their limit will remain as is. For facilities that currently have a time limit which is in excess of 20 minutes, those limits will be changed to conform to the 20 minute time limit. A message will be heard by the parties at 3 varying intervals to advise how much time remains on the 20 minute phone call. The message will warn callers that 2 minutes remain, 1 minute remains and finally that 30 seconds remain on the call. After 20 minutes, the phone call will be automatically disconnected.

- 2) Effective December 20, 1998, white page telephone directories will no longer be available to inmates in the inmate library, on an unsupervised basis. In those instances where there is a legitimate need for a telephone number, inmates may ask library staff for supervised

November 20, 1998

- 3) assistance in obtaining the number. Inmates will continue to have access to telephone numbers for attorneys, courts, etc., through the "RED BOOK" which is now available in the law libraries. For inmates involved in a structured education program or Pre Release, yellow page directories may be made available for inmate use.
- 4) Effective March 1, 1999, stamps will no longer be authorized in institutions or Pre Release facilities. Instead, pre-stamped envelopes in letter and legal size will be available through the inmate stores. Mail that will not fit in a letter or legal sized envelope, mail enroute to foreign countries and cards provided through the Chaplain will require a postage transfer and the mail room staff will process accordingly. Use of existing stamps can occur through February 28, 1999. Thereafter, they will be considered contraband. All outgoing mail will contain a message indicating the mail was sent from an inmate confined at a Washington State Department of Corrections Facility and its contents may be uncensored.
- 5) Effective January 10, 1999, inmate to inmate correspondence will not be allowed unless:
  - \* The inmates are immediate family members;
  - \* The inmates are co-parties in a currently active legal matter; or
  - \* The facility Superintendents, where the inmates are confined, determine it is in the best interest of the inmates.

For correspondence to be allowed, the Superintendent (s) or Field Administrator (s) (if inmate resides at Work Release) must approve.

The definition of "immediate family" is as follows: "Parents, stepparents, parent surrogates, legal guardians, grandparents, spouses, brothers, sisters, half or stepbrothers or sisters, children, stepchildren and dependents who might not be in a direct lineal relationship."

If inmates and/or their family have questions regarding these changes, they are encouraged to discuss them with facility staff.

DS:tko



STATE OF WASHINGTON  
DEPARTMENT OF CORRECTIONS  
OFFICE OF CORRECTIONAL OPERATIONS  
PO BOX 40118 • OLYMPIA WA 98504-1118 • 360/753-1873  
FAX 360 366-6582

November 20, 1998

**TO:** Work Release Supervisors  
Office of Correctional Operations  
  
Work Release Contractors

**FROM:** *DS* Dave Savage, Deputy Secretary  
Office of Correctional Operations

**SUBJECT:** Discontinuance of inmate to inmate correspondence

Recently, a workgroup was formed to look at options for limiting inmate access to the public. While most of the workgroup's recommendations pertain to institution and Pre Release facilities, there is one that will be applied to Work Release facilities.

Effective January 10, 1999, inmate to inmate correspondence will be prohibited, unless an exception has been approved. Inmates at Work Release will not be allowed to correspond with an inmate confined at an institution or Work Release facility. If an exception is granted, it must be approved by the appropriate Superintendent or Field Administrator for the facilities which each inmate resides at. This policy change is being implemented to impact the security issues that are present via inmate to inmate correspondence. The DOC Policy has been modified to reflect this change. A copy of the policy is attached.

Please ensure that staff who are responsible for processing incoming mail at your facility, are aware of this new policy. Attached is a notice for you to post at your facility. Please post in a location where inmates are likely to see.

DS:tko

cc: Eldon Vail  
RA's  
Superintendents  
FA's





STATE OF WASHINGTON  
DEPARTMENT OF CORRECTIONS  
OFFICE OF CORRECTIONAL OPERATIONS  
PO BOX 31118 • OLYMPIA, WA 98504-1118 • (360) 753-1573  
FAX (360) 526-6562

November 20, 1998

**TO:** Work Release Inmates

**FROM:** *Dave* Dave Savage, Deputy Secretary  
Office of Correctional Operations

**SUBJECT:** Policy Change

Effective January 10, 1999, inmate to inmate correspondence will not be allowed unless:

- \* The inmates are immediate family members;
- \* The inmates are co-parties in a currently active legal matter; or
- \* Both the Facility Superintendent or Field Administrator for the facility where the inmates are confined, determine it is in the best interests of the inmates.

"Immediate family member" is defined as follows: Parents, stepparents parent surrogates, legal guardians, grandparents, spouses, brothers, sisters, half or stepbrothers or sisters, children, stepchildren and dependents who might not be in a direct lineal relationship."

If you have questions about this change, please feel free to discuss with your Work Release Community Corrections Officer or Facility Supervisor.

DS:tko