
 <b>Corrections and Community Supervision</b>  <b>DIRECTIVE</b>	TITLE <b>Departmental Correspondence</b>		NO. 0010
			DATE 05/20/2021
SUPERSEDES DIR #0010 Dtd. 5/28/20	DISTRIBUTION A	PAGES PAGE 1 OF 2	DATE LAST REVISED
REFERENCES (Include but are not limited to) ACA Expected Practices 2-CO-1A-26, 5-ACI-1A-21; Directive #2010	APPROVING AUTHORITY 		

- I. **PURPOSE:** To describe the policies to be followed in receiving, distributing, and answering all correspondence to ensure prompt and satisfactory responses, other than correspondence that is to be treated as a Freedom of Information Law (FOIL) request (see Directive #2010, “FOIL/Access to Departmental Records”).
- II. **CENTRAL OFFICE**
- A. Mail Addressed to the Commissioner
1. Mail addressed to the Commissioner from outside the Department will be routed to the Office of the Commissioner. The Office of the Commissioner will screen the letter and send it to the appropriate individual or unit for the preparation of the response or other appropriate actions as specified.
  2. Responses for the Commissioner will be prepared as directed.
    - a. If the reply is to an elected or appointed official, the response will be prepared for signature by the Commissioner.
    - b. If the letter is to be answered on behalf of the Commissioner, an appropriate reference to the Commissioner should be included and the response will be signed by the preparer and a copy provided to the Office of the Commissioner.
- B. Mail from Central Office Addressed to Facility Staff or Field Staff (Community Supervision)
1. Routine correspondence will be addressed to the appropriate staff member with a copy to the Superintendent/Regional Director or Bureau Chief.
  2. Correspondence which defines or interprets Department policy, discusses sensitive or controversial matters, concerns the welfare of incarcerated individuals/releasees, or expresses concerns regarding institution or field security will be sent to the Superintendent or Deputy Commissioner for Community Supervision.
  3. Correspondence to an employee from the Department’s Office of Diversity & Inclusion which is in response to confidential Human Rights, Civil Rights, Discrimination Complaints, or complaints of abuse under either Section 504 of the Federal Rehabilitation Act of 1973 or the Americans with Disabilities Act, are exempted from this directive. General responses from the Office of Diversity & Inclusion will be sent to employees with copies to the facility Superintendent, Regional Director, or Bureau Chief.

4. Correspondence addressed to an employee that is marked “personal and/or confidential” should be delivered to the intended recipient without being opened.
- C. Mail from Central Office Addressed to Incarcerated Individuals: A letter to an incarcerated individual will be sealed and addressed to the incarcerated individual and, unless otherwise indicated, a copy will be sent to the Superintendent and to Central Files.
- D. Mail From Central Office Addressed Outside the Department: Correspondence which concerns Department policy or sensitive or controversial matters and is addressed to persons outside the Department will be cleared with the appropriate Division Head.

### III. FACILITIES/COMMUNITY SUPERVISION FIELD OFFICES

- A. Routine Departmental Correspondence: Routine Departmental correspondence will be sent to the appropriate staff member with a copy to the Superintendent/Bureau Chief.
- B. Mail Addressed Outside the Department: Correspondence to persons outside of the Department or concerning Departmental policy, incarcerated individuals’/releasees’ welfare, or institution or office security, will be approved by the Superintendent/Regional Director.
  1. Where questions arise relative to external correspondence, the Superintendent/Regional Director shall consult with the appropriate Deputy Commissioner in framing a response.
  2. Copies of all correspondence from Superintendents/Regional Directors to elected or appointed officials shall be forwarded either to the Deputy Commissioner for Facility Operations or the Deputy Commissioner for Community Supervision, and to whichever other Deputy, Associate, or Assistant Commissioner as may be appropriate.
- C. Correspondence with Central Office: Correspondence with Central Office staff will be addressed to the person for whom it is intended and not to the Commissioner, with a copy to the Superintendent/Regional Director.

### IV. PREPARATION GUIDELINES

- A. Timeliness: All correspondence is to be answered as quickly as possible.
- B. Referral Instructions: When the Commissioner, a Deputy Commissioner, or a Division Head refers a letter to another member of the Central Office staff or a Superintendent/Regional Director, they will attach instructions (e.g., prepare reply for my signature, reply on my behalf, etc.).

If the instruction is to “prepare reply for my signature”:

  1. The staff member will prepare a complete response suitable for signature.
  2. The staff member will attach all appropriate background reports, memos, etc.
- C. Signature Block: The signature block will contain only the signature, name, and title of the official who is signing the letter.