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PREFACE

Incarceration is often a difficult time for offenders, their families and friends. There are usually many questions about the rules and regulations governing the operation of the Department of Corrections that relatives and friends want answered. To provide information to you, the Department has prepared this booklet to provide general guidance.

As a public service, the Department also maintains a website that provides additional information about the agency. You can access this site by going to www.doc.mo.gov. The site includes information about offenders, the organization of the Department, location and directions to facilities, news releases, the re-entry process, and other information about offender programs and services.

While this booklet and the website gives general information about the Department's policies, procedures and practices, they may not answer all of your questions. Any time you have questions or concerns, please contact the offender's assigned institutional caseworker or probation and parole officer. We also encourage you to maintain regular contact with the offender through visits, telephone calls and letters so that you may remain informed of the offender's progress, maintain family ties and provide emotional support.

The department hopes you find this information useful. It is important to know that these guidelines are distributed for general informational purposes only and the information contained herein is subject to change. Information contained in this booklet does not replace or supersede any Departmental or Institutional Services procedures.

DIAGNOSTIC PROCESS

Arrival into the Department to begin a sentence often presents a very difficult and emotional time for offenders and their families. During the initial admission process at the Department's diagnostic centers, much information is gathered to ensure proper classification and accuracy of file materials. The following is a brief summary of the diagnostic and intake process.

What happens when an offender first arrives in the Missouri Department of Corrections?

Male offenders are assigned to Fulton Reception & Diagnostic Center in Fulton, Missouri, the Eastern Reception, Diagnostic & Correctional Center in Bonne Terre, Missouri, or the Western Reception, Diagnostic & Correctional Center in St. Joseph, Missouri, for initial processing. All incoming female offenders are assigned to the Women's Eastern Reception, Diagnostic & Correctional Center in Vandalia, Missouri. Male offenders who receive a sentence of capital punishment are assigned directly to Potosi Correctional Center in Potosi, Missouri, for processing. If convicted as an adult, male offenders under 17 years of age are assigned to the Northeast Correctional Center in Bowling Green, Missouri and female offenders are assigned to the Women's Eastern Reception, Diagnostic and Correctional Center in Vandalia, Missouri.

Upon arrival, personal property is inventoried and the offender is notified of proper methods for disposition if the property can not be retained by the offender. Court paperwork is reviewed and processed. All new arrivals are showered, photographed, fingerprinted and provided an identification number and card, as well as necessary hygiene supplies, clothing and bedding. Information regarding personal description, emergency notification, religious affiliation, identification of potential enemies within the department, disabilities, medical and mental health history and immediate health care concerns are identified and documented. Each offender attends an orientation program that explains the department and facility's rules and expectations. During this program, they also receive a rulebook, deposit slips, paper, envelopes, a pencil, and guidelines about situations to avoid during incarceration. Once this is complete, the offenders may then be assigned to temporary housing pending review and assessment and to determine their permanent assignment within the department. Offenders may also have the ability to telephone family and friends by making collect calls, debit calls or prepaid calls on a limited basis while at the reception centers.

In the days following, more intensive testing occurs to identify immediate and ongoing personal issues and to determine classification status. Medical staff meets with each offender to perform a physical examination and to obtain a medical history to ensure medical and prescription needs are addressed. Each offender is tested for HIV infection, sexually transmitted diseases, tuberculosis, and sickle cell anemia, as appropriate. A blood sample is taken and a tetanus vaccination is offered. Additionally, female offenders are given a pregnancy test. All offenders will receive an intake mental health screening to provide a summary of potential mental health care needs and to schedule follow-up, as warranted. Educational, IQ and vocational testing occurs over a period of several days. A DNA sample is obtained from all offenders as required by Missouri Statute 650.050. The offender may be required to meet with probation and parole staff if being returned on parole or conditional release status. After the above is completed, a caseworker meets with the offender to summarize all information gathered. The caseworker will also conduct either an initial classification analysis (for new offenders) or a reclassification analysis (for returning offenders) to determine the offender's classification and custody level. During the analysis the caseworker reviews the offender's criminal and social history in order to best assess and evaluate the offender's needs. The caseworker will also explain the transitional accountability plan that will follow the offender throughout their incarceration. The caseworker will explain that the case management team at the next institution will establish a transitional accountability plan with the offender. The goal of the transitional accountability plan is to foster successful institutional adjustment and reintegration of the offender back into the community. Once this process is completed, the offenders are either transferred to an appropriate facility or assigned to the reception center, if applicable.

Can we correspond by mail?

Absolutely! Paper, postage-paid envelopes and a pencil are provided to each offender upon arrival so they may correspond with family members and friends and let them know where they are and to provide an update to those anxiously awaiting information on their status. While offenders may not receive food, clothing, cash, stamps or other items through the mail, letters are encouraged, and families are asked to write often. Many emotions may be felt at this time so it is important that you maintain communication and provide support. It is common for new arrivals to avoid initial contact with family members and friends; this may be due to a variety of reasons. Despite this, please continue to write and be sure to include your full address on the envelope. The offender needs to know you still care and are there for them.

These are the addresses to use for the diagnostic centers. It is important to make sure complete information is included to speed delivery of mail to the offender:

Eastern Reception, Diagnostic & Correctional Center

(Offender Name and Registration Number)

2727 Highway K

Bonne Terre, Missouri 63628 Phone: (573) 358-5516

Fulton Reception & Diagnostic Center

(Offender Name and Registration Number)

P.O. Box 190, State Route O

Fulton, Missouri 65251 Phone: (573) 592-4040

Western Reception, Diagnostic & Correctional Center

(Offender Name and Registration Number)

3401 Faraon Street

St. Joseph, Missouri 64506 Phone: (816) 387-2158

Women's Eastern Reception, Diagnostic & Correctional Center

(Offender Name and Registration Number)

1101 East Highway 54

Vandalia, Missouri 63382 Phone: (573) 594-6686

Is telephone access available?

Once an offender is assigned to a housing unit, they will have access to a telephone and may make collect calls, debit calls or prepaid calls during scheduled periods. If you have an emergency message, you should contact the offender's caseworker who may relay the message upon verification of an emergency. If the message is not an emergency, you will be directed to write the offender.

Can we visit at the diagnostic center?

Do not go to the diagnostic centers for visiting unless you have been specifically advised you have been approved to visit. Because the diagnostic process is very time-consuming and must be completed quickly, visiting with family and friends is limited, and is regularly non-contact, unless the offender is permanently assigned to the facility. Regular visitation begins once the offender is assigned to another institution or general population. Here are some of the visiting regulations established at each of the diagnostic centers:

Eastern Reception, Diagnostic & Correctional Center: During assignment to the orientation unit, one non-contact visit is allowed after the offender has been there for thirty days or more. A maximum of two adults, immediate family and/or a significant other only, may visit if approved, with only one individual visiting at a time. A child aged 18 or under may be allowed in the non-contact visiting area if accompanied by an adult. The offender will notify the visitor(s) if they have been approved and of their scheduled visit time. Visit times are arranged on Friday, Saturday or Sundays. An additional non-contact special visit may be requested every 30 days thereafter.

Fulton Reception, Diagnostic & Correctional Center: During assignment to the orientation unit, one (2) hour non-contact visit per month is authorized with immediate family or a designated person of the offender's choice. The offender will notify you if you are approved to visit and visiting days. You must sign in for visiting no later than one hour before visiting hours end.

Western Reception Diagnostic & Correctional Center: During assignment to this facility diagnostic offenders will be eligible for one 2-hour non-contact visit per calendar month after the offender has been at the institution for a minimum of 30 days. A maximum of 2 adults may visit, with only 1 adult allowed in the non-contact visiting room at one time. One child under 18 may be allowed in the non-contact visiting room with an adult. Visitors must be immediate family and/or significant other. The offender will notify the visitors if they have been approved to visit and the time scheduled for the visit.

Women's Eastern Reception, Diagnostic & Correctional Center: New offenders are allowed one contact visit for up to five immediate family members prior to the receipt of the completed visiting application. These visits occur on the second Saturday of each month and the offender must have arrived during the 2 week time period preceding the second Saturday of the month to qualify for this special visit. After this initial visit, visitors must have an approved visiting application on file and be an immediate family member before visiting again.

If you wish to confirm your visits prior to traveling to any facility, you should contact the offender's caseworker or the visitor's desk at the appropriate institution. Staff members are available during regular business hours Monday through Friday.

What are Family Orientation Meetings?

Each male reception and orientation centers offer Family Orientation Meetings at least once each month for the families of first time offenders. These meetings last about one hour and are conducted by staff at the facility. During those meetings, staff provide information about what to expect during a loved one's incarceration, situations to avoid, and they explain some of the department's key policies and procedures. If you are interested in attending a Family Orientation Meeting please contact the diagnostic center where the offender is currently housed.

Can we send money to an offender?

Deposit forms will be provided to each newly admitted offender who in turn may send them to you. If you choose, you may deposit money to an offender's account by following the instructions as provided in the section on Offender Funds contained later in this guide.

Who should we call if there are questions?

It is recommended that you call the caseworker to relay any concerns you may have about an offender. Each institution's address and telephone number are listed in this guide under the section of Department of Corrections Facilities. Caseworkers and all administrative staff are available during regular business hours. Emergency messages that arise during non-business hours can be dispatched through the institutional control center to a ranking officer for limited assistance. If not an emergency, you will be directed to contact the institution during regular business hours.

CLASSIFICATION AND TRANSFERS

The department wants to ensure that each offender is assigned to a facility that best meets their personal needs while at the same time ensuring the safety of the public and the department. The following is a brief outline of criteria used for assignments and transfers within the Department of Corrections.

What criteria is used to determine offender assignments?

When determining where an offender will be assigned, staff are first concerned with physical health needs such as need for hospitalization, clinical care, disability needs or essential medications. Once health care needs are identified, mental health care needs are assessed to determine potential need for mental health services or substance abuse programming. After those concerns are met, the custody level is determined based upon the minimum amount of time remaining to be served, institutional adjustment, prior convictions and commitments, pending charges, escape history, or other extenuating circumstances. Once all of the above factors are determined, additional consideration is given to educational, vocational and treatment needs.

How are institutions classified?

Each institution is assigned a security custody level number, 1 through 5, with custody level 1 a minimum security community release center and custody level 5 a maximum security institution. Offenders assigned to the department are also rated with a classification score, or "C" score, with a rating of 1 through 5, using the criteria explained above. Regular reviews are made at least once each year for every offender to update classification scores and determine appropriate classification and placement.

The following list provides information about Missouri facilities and their designated custody levels. Note that some facilities have more than one custody level, as they may be designated to house different custody levels in different parts of the facility.

Maximum Security (C-5):

Crossroads Correctional Center
Eastern Reception, Diagnostic & Correctional Center
Jefferson City Correctional Center
Potosi Correctional Center
South Central Correctional Center
Southeast Correctional Center

High Medium Security (C-4):

Eastern Reception, Diagnostic & Correctional Center
Farmington Correctional Center
Northeast Correctional Center
Western Missouri Correctional Center

Medium Security (C-3):

Boonville Correctional Center
Moberly Correctional Center
Missouri Eastern Correctional Center
Western Missouri Correctional Center

Minimum Security (C-2):

Algoa Correctional Center
Tipton Correctional Center
Western Reception, Diagnostic & Correctional Center

Female Facilities (C-1 to C-5):

Chillicothe Correctional Center
Women's Eastern Reception, Diagnostic & Correctional Center

Treatment Centers:

Boonville Treatment Center
Cremer Therapeutic Community Center
Farmington Treatment Center
Parole Return Relapse Program (FRDC)
Maryville Treatment Center
Ozark Correctional Center
Western Reception Treatment Center
Women's Eastern Treatment Center

Community Release Centers:

Kansas City Community Release Center
St. Louis Community Release Center

Diagnostic Centers:

Chillicothe Correctional Center
Eastern Reception, Diagnostic & Correctional Center
Fulton Reception & Diagnostic Center
Western Reception, Diagnostic & Correctional Center
Women's Eastern Reception, Diagnostic & Corr. Center

There are also a limited number of custody level 2 minimum security units located within higher custody facilities. These are located at Eastern Reception, Diagnostic & Correctional Center, Farmington Correctional Center, Fulton Reception and Diagnostic Center, South Central Correctional Center, Southeast Correctional Center, Western Reception, Diagnostic & Correctional Center and Potosi Correctional Center. Offenders assigned to these units may provide work release services and must meet stringent guidelines before being considered for assignment to those sites.

Can transfers to another institution or state occur?

The institutional caseworker can best answer any questions you may have about transfer opportunities, but it should be noted that hardship and convenience transfers are not routinely approved. Out of state transfers are reserved solely for offenders that may be at risk if housed in Missouri. In order to receive consideration for custody reduction or transfer to a lower security facility, good institutional conduct must be maintained, length of time remaining to serve must be appropriately reduced, and participation in available programming should occur. Offenders may be housed at a facility with a higher custody rating, if necessary, to meet their program, medical or mental health needs.

DEPARTMENT OF CORRECTIONS FACILITIES

Algoa Correctional Center (ACC)
8501 No More Victims Road
Jefferson City, MO 65101
Phone: (573) 751-3911

Boonville Correctional Center (BCC)
1216 East Morgan
Boonville, MO 65233
Phone: (660) 882-6521

Chillicothe Correctional Center (CCC)
3151 Litton Road
Chillicothe, MO 64601
Phone: (660) 646-4032

Cremer Therapeutic Treatment Center (CTTC)
P.O. Box 70, 689 Hwy. O
Fulton, MO 65251
Phone: (573) 592-4013

Crossroads Correctional Center (CRCC)
1115 East Pence Road
Cameron, MO 64429
Phone: (816) 632-2727

Eastern Reception, Diagnostic & Correctional Center (ERDCC)
2727 Highway K
Bonne Terre, MO 63628
Phone: (573) 358-5516

Farmington Correctional Center (FCC)
1012 W. Columbia Street
Farmington, MO 63640
Phone: (573) 218-7100

Farmington Treatment Center (FTC)
1014 W. Columbia Street
Farmington, MO 63640
Phone: (573) 218-7100

Fulton Reception & Diagnostic Center (FRDC)
P.O. Box 190, 1393 Hwy. O
Fulton, MO 65251
Phone: (573) 592-4040

Jefferson City Correctional Center (JCCC)
8200 No More Victims Road
Jefferson City, MO 65101
Phone: (573) 751-3224

Kansas City Community Release Ctr. (KCCRC)
651 Mulberry Street
Kansas City, MO 64101
Phone: (816) 842-7467

Maryville Treatment Center (MTC)
30227 U.S. Highway 136
Maryville, MO 64468
Phone: (660) 582-6542

Missouri Eastern Correctional Center (MECC)
18701 Old Highway 66
Pacific, MO 63069
Phone: (636) 257-3322

Moberly Correctional Center (MCC)
P.O. Box 7
5201 S. Morley
Moberly, MO 65270
Phone: (660) 263-3778

Northeast Correctional Center (NECC)
13698 Airport Road
Bowling Green, MO 63334
Phone: (573) 324-9975

Ozark Correctional Center (OCC)
929 Honor Camp Lane
Fordland, MO 65652
Phone: (417) 767-4491

Potosi Correctional Center (PCC)
11593 State Hwy. O
Mineral Point, MO 63660
Phone: (573) 438-6000

St. Louis Community Release Center (SLCRC)
1621 North First Street
St. Louis, MO 63102
(314) 877-0300

South Central Correctional Center (SCCC)
255 West Highway 32
Licking, MO 65542
Phone: (573) 674-4470

Southeast Correctional Center (SECC)
300 E. Pedro Simmons Drive
Charleston, MO 63834
Phone: (573) 683-4409

Tipton Correctional Center (TCC)
619 North Osage Avenue
Tipton, MO 65081
Phone: (660) 433-2031

Western Missouri Correctional Center (WMCC)
609 E. Pence Road
Cameron, MO 64429
Phone: (816) 632-1390

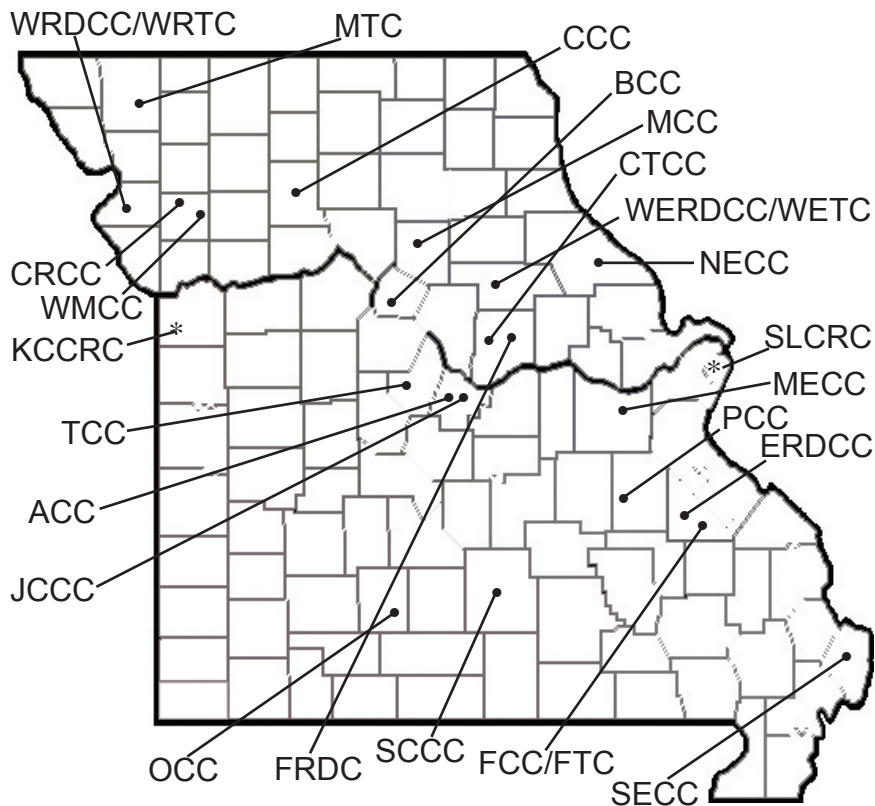
Western Reception, Diagnostic & Correctional Center (WRDCC)
3401 Faraon Street
St. Joseph, MO 64506
Phone: (816) 387-2158

Western Regional Treatment Center (WRTC)
3401 Faraon Street
St. Joseph, MO 64506
Phone: (816) 387-2158

Women's Eastern Reception, Diagnostic & Correctional Center (WERDCC)
1101 East Highway 54
Vandalia, MO 63382
Phone: (573) 594-6686

Women's Eastern Treatment Center (WETC)
1101 East Highway 54
Vandalia, MO 63382
Phone: (573) 594-6686

MAP OF MISSOURI CORRECTIONAL FACILITIES



VISITING

Welcome, visitors! The department encourages visiting by family and friends. You can make a positive and powerful difference during your loved one's incarceration. It is important to remember, however, that visiting is a privilege and will be regulated. It is also important that you do not visit until you are notified by the offender that you have been officially approved. You may wish to contact the visiting room staff or the offender's caseworker prior to visiting to ensure visits are still available for that offender.

What are the visiting schedules and who may visit?

Regularly scheduled visiting is available at all facilities, Friday through Sunday, with the exception of the diagnostic and treatment centers. Visiting hours are posted on the Department's website at www.doc.mo.gov. Generally visits are from 9:30 a.m. to 1:30 p.m. and 2:30 p.m. to 6:30 p.m. on Fridays, Saturdays and Sundays, but may vary slightly from facility to facility. Because the diagnostic and treatment centers have structured programming and activities, visits are limited to specific days and times. We ask that all visitors refrain from arriving on institutional grounds before visiting hours begin. The number and length of visits that are authorized vary by facility because of different capacities to host visiting. Weekends may be designated for immediate family members only (spouse, children, parents, brothers or sisters, grandparents and step relations) or one individual of choice (a significant/designated other, such as a close friend), and visitors may only visit during one visiting period each day. You should also be aware that unforeseen security problems may interfere with visiting, causing delayed, shortened, or suspended visits. This is unusual, but does occur on occasion.

How are visitors assigned to a visiting list?

Every offender that is not in the diagnostic process or a treatment program is allowed to have a maximum of twenty visitors on their approved visiting list. Because this number is limited, the offender makes the selection and may make changes twice each year during designated periods. In order to be considered for offender visitation, the offender must mail an application to that prospective visitor. It is important that the visiting application is answered thoroughly and honestly as failure to do so may result in denial of visiting privileges. A complete criminal history check is conducted on all prospective visitors. Once completed, the form should be returned to the appropriate department as indicated on the form; do not send it to the offender. Once a background check is completed and no problems are identified, the visitor may be added to the visiting list. The offender receives notification advising them of the status and they are responsible for notifying the visitor of the decision. Visitors may only be on one offender's visiting list unless they are verified to be an immediate family member of more than one offender. Ex-offenders may or may not be approved to visit depending upon their criminal history, release status and mandatory approval from their supervising probation and parole officer. Additional information, such as a marriage license may be required before final approval is granted.

What identification is needed to visit?

All adult visitors are required to show a valid picture identification card, such as a current driver's license or Department of Revenue identification card. Children, 13 years of age to 17, are required to show a current school picture identification card or Department of Revenue identification card. Visitors under the age of 18, unless married to the offender, must be accompanied by an authorized adult visitor.

Does the institution search visitors?

In an effort to provide a safe and secure environment in which you and your family may visit, the department does conduct general searches of visitors. A metal detector may be used to detect weapons or other contraband. This may be completed by a walk-through metal detector or a hand-held wand, which is waved near the body. Staff may also ask you to submit to an Itemizer or Ion Scan search. When tested with the Itemizer, the visitor will be given a towelette and asked to wipe it over their shirt front, pockets and palms of their hands. The towelette is then placed directly into a machine that immediately detects any possible traces of narcotics or explosives. None of these procedures are invasive or harmful. If you are aware of anyone bringing contraband in during visits, you may anonymously call 573-526-7000 to report that activity.

What items can be brought to a visit?

To ensure your safety and the security of the institution, items that can be brought into the institution are very limited. Only coins for use in the vending machines and specific medical and infant supplies are allowed. Gum, wallets, purses and other items may not be brought to visits. Missouri State Statute 217.360 states that it is a criminal offense for any individual entering a correctional facility to bring in drugs, alcoholic beverages, any article an offender is not permitted to possess or firearm that may be used to endanger the safety and security of the facility, staff or other offenders. Doing so may be a felony and can carry a punishment of up to 15 years in prison. It is important to remember that when visiting you are required to abide by the department's rules and regulations. When you enter prison grounds, you, your packages, your children and your vehicle are subject to search. Small lockers are available at most institutions to store your purses, wallets or keys, if necessary, however, it is requested you bring only necessary items and secure the rest in your vehicle.

Coins may be brought in a clear zip-lock type bag or plastic pouch. Medications or medical equipment needed to maintain life such as Nitroglycerin, insulin and insulin supplies and oxygen or asthma inhalers may be taken into the facility in their original container and only in the necessary dosage for the visiting period. You should notify staff upon your arrival of the need for medication during visitation. If you have special medical equipment, such as a walker, wheelchair or surgically implanted metal hardware, you should provide a physician's statement. Notice should be made in advance to the offender's caseworker or institutional visiting room liaison to ensure staff are aware of your needs. Sanitary supplies are available in the restroom at a minimal fee.

When you bring a small infant or child, one clear carry-all for infant supplies is allowed. This bag may contain up to 6 diapers, 1 blanket, 3 clear plastic bottles of prepared infant beverage, 1 clear plastic no-spill toddler cup, 3 unopened vendor containers of baby food, 1 plastic pacifier, teether and/or rattle, 1 small plastic spoon and 1 unopened package of baby wipes. These items may be searched. It is also important that you maintain direct control of your children at all times so as to ensure their safety and to prevent interruption of other visits. It is the adult visitor's responsibility to provide proper supervision of children. If children are unruly or disruptive, the visit may be terminated.

What is the required dress code?

We ask that all visitors abide by a dress code to ensure other visitors are not offended and to prevent security risks. If you fail to comply with these guidelines, your visit may be denied or you may be required to wear institutional clothing while in the visiting room. Clothing should not be tight, transparent or revealing. It should not display gang, racial, inappropriate or inflammatory language or symbols and may not have a camouflage design. Skirts, dresses and shorts may be no shorter than two inches above the top of the knee cap, and no wrap-around skirts or dresses or clothing with slits are permitted. No holes or slits are permitted in pants. Shirts, blouses and tops must cover the chest and stomach and have sleeves that cover the shoulders, without display of cleavage or midriff. Appropriate undergarments and shoes must be worn at all times. Undergarments with wire or metal supports are discouraged because you may be required to clear a metal detector. No headwear is allowed except for verified religious purposes. Like all items, headwear is subject to search for possible contraband.

What physical contact is allowed?

If you choose, you will be allowed one greeting and departing embrace and brief kiss with those with whom you visit. The only other physical contact permitted is holding hands. While sexual offenders have strict physical contact restrictions, other offenders may be allowed to have children six and under to sit on their lap. Children should always be closely supervised by their guardian in the visiting room to ensure their safety and preserve good order. Offenders should not be left alone with a child without an adult visitor present. Although it is often difficult not to have physical contact with a loved one during visits, it must be limited to preserve order and to ensure other visitors and children are not offended by open displays of affection. If you fail to abide by these rules, the visit is subject to termination and possible suspension of visiting privileges. Institutions also offer opportunities for photographs with your loved one during some visits.

Is food available during the visit?

Vending machines offering sandwiches, snacks, chips, candies and beverages are available. Food visits also occur at least twice each year at all facilities except community release and treatment centers, with each institution developing criteria for the privilege to participate. If the offender you visit is eligible and approved for a food visit, he or she is permitted to participate in a meal that is either home cooked, purchased, or made available through a pre-approved local vendor. Each institution may have special restrictions for food visits, so it is important the offender shares information with you about those regulations prior to the visit.

Can restrictions be imposed on visiting privileges?

Unfortunately, at times, some visitors abuse visiting privileges by improper conduct, failure to follow visiting rules, excessive physical contact, refusal to submit to search, use of alcohol or narcotics, unacceptable language, improper dress, presenting risk to the safety and security of the facility, staff, offenders or visitors, participation in illegal activities and/or violations of Missouri law. Based upon the seriousness of the infraction, those involved may be arrested, have visiting privileges suspended for an appropriate amount of time or may be placed on non-contact visiting status. If visiting sanctions are imposed, the institution will send a written notice outlining the infraction and sanctions imposed. A visitor may appeal visiting restrictions or suspension of visiting privileges to the appropriate deputy division director in Central Office.

TELEPHONE CONTACT

Communication with family, friends and others is important to those who are incarcerated. Telephone calls can be made by offenders with good behavior. The following information explains how and when telephones may be used.

Can offenders make or receive telephone calls?

While offenders cannot receive telephone calls, telephones are available throughout the institution for offender use if the offender is not on restricted status. Through an established vendor, Securus Technologies, Inc., all telephones are programmed to process collect calls, debit calls or prepaid calls. Use of the telephone is a privilege and misuse may result in a conduct violation or telephone restrictions. Offenders cannot place toll-free or three-way calls. Detection of three-way calls may result in disconnection, a block placed on that number or the offender receiving a conduct violation.

How are calls made?

The offender may place a collect call; Securus collect call (Direct-Bill), debit call, or pre-paid call (Advanced Connect). Offenders making calls will be required to use a personal identification number (PIN) via an automated security system.

Collect calls give an individual an option to accept the charges, which will show up on their monthly regular phone bill.

Securus Collect calls (Direct-Bill) can be set up to accept the charges which will show up on a monthly bill sent by Securus. This option can be set up through phone, email, online or mail with Securus, after a credit check. Cell phones can have a Securus Collect / Direct-Bill account set up to receive calls.

Pre-paid time (Advanced Connect) can be purchased by a family member or friend to fund calls to a specific BTN (bill to number), and is set up by phone, email, online or mail with Securus. Cell phones can have a Pre-paid/Advanced Connect account set up to receive calls.

Debit minutes can be purchased by an offender in the institution's canteen or from a kiosk located inside the institution. Debit time can be used for making calls to cell phones as well.

Online: www.securustech.net

Phone: 1-800-844-6591

Email: customerservice@securustech.net

Mail: Securus Correctional Billing Services, PO Box 650757, Dallas, TX 75265-0757

When you answer the phone you will receive an automated message that asks if you wish to accept the offenders call. If you wish to speak to the offender, you should follow the instructions provided. If not, you can hang up and the call will be terminated or you can follow the prompts and block future calls to your residence from a correctional facility. With the exception of legal calls, it is important to note that all offender telephone calls are monitored and recorded for security purposes. Also, for your protection, a recorded message is played throughout the telephone conversation that alerts you to the fact that the call is originating from a correctional facility. This message is not intended to annoy, rather, to alert outside parties to the fact that an offender initiated the call.

What should you do if you have problems with billing?

The offender telephone service provider is Securus Technologies, Inc. If you have questions about this service or problems with your bill, please contact Securus at (800) 844-6591 or by visiting their website at www.securustech.net.

What should you do if you receive unwanted telephone calls?

If you receive unwanted telephone calls from an offender, you can follow the prompts on the phone to block future calls to your residence. If you still receive calls, you should immediately contact the institution, providing as much information as is available to you. If the offender can be identified through his or her PIN number, the offender will be directed to stop contacting you. If it continues, the offender may face disciplinary action. If you do not wish to receive calls from an offender, you may also initiate a block by listening to the recording and following the instructions provided or by contacting Securus Technologies, Inc. (800) 844-6591.

MAIL

One of the most important ways you can communicate with an offender is through written correspondence. Encourage your family and friends to write! Even if you are coming to visit soon and have talked on the phone recently, a letter is really appreciated, especially since your contact with an incarcerated loved one is restricted. If you have a few free minutes, send a quick note or card!

How should mail be addressed?

To ensure delivery of your correspondence, we ask that you clearly address each envelope as follows, to include your complete return address on the envelope.

Offender's Commitment Name and Register Number
Name of Institution (Housing Unit if known)
Post Office Box Number or Street Address
City, State and Zip Code

The addresses for Missouri's correctional facilities are located under the section of "Department of Corrections Facilities" in this guide.

Can an offender write to anyone?

Offenders may write to anyone as often as they like, however, they may not write directly to their victim(s) without prior approval, staff or volunteers, other offenders within the institution, or individuals who have requested the offender stop writing to them or their wards or have obtained restraining orders via the courts. Some facilities are piloting e-mail services through J-Pay. Offenders are prohibited from participating in web-based offender pen-pal sites.

Is corresponding with an offender safe?

Those engaging in correspondence with an offender are encouraged to exercise caution with regard to the release of any personal information that could compromise their safety. Additionally, discretion is advised when using offender information from alternative sources such as offender pen pal sources that may be misleading or inaccurate. The Department does not control the content of information on those sites. To verify offender information, you may visit the Department's website at www.doc.mo.gov and click on the "offender search" icon.

Is mail inspected?

Yes, all incoming and outgoing mail is subject to search. Mail received is briefly examined for unauthorized articles or substances and scanned to ensure it does not contain anything which may compromise the safety and security of the facility.

What can be sent with letters?

Up to five 8-1/2 x 11 enclosures, photos or news clippings may be included with each letter. Only film-processed photographs or digital copies are permitted, and no offender photographs are allowed. Any enclosures, including photographs, may not contain depictions of gang activity, pornography, partial or full nudity (to include children), be sexually explicit or contain other inappropriate content. Stamps, envelopes, calendars, blank paper, stationery and other items that may be reused cannot be included in mail sent to an offender. Stickers, perfume and other items should not be used as it may be cause for rejection of the correspondence. Padded envelopes, bubble wrap, electronic cards, cards with batteries, ribbons or string will not be accepted. In addition, correspondence written in a foreign language or that is indecipherable may be delayed or censored, based upon staff resources available for interpretation. Of final note, visiting applications and money orders for deposit should not be sent with offender mail. They should be mailed separately to the caseworker or Offender Finance Office, as indicated on the form.

Can magazines or newspapers be purchased for an offender?

After an offender leaves the diagnostic center and is permanently assigned to a facility, you may make gift subscription purchases of magazines and newspapers for an offender. Prior to doing so, however, the offender should verify the magazine or paper is allowed and you have the complete and accurate mailing address which includes the offenders name, number and housing unit. You may also deposit funds to an offender's account and they may then, in turn, subscribe to a periodical of choice, if that magazine is allowed.

What should you do if you receive unwanted correspondence?

If you received unwelcome mail or threatening letters from an offender, immediately notify the institution in writing that you wish the

correspondence to cease. You should also provide a copy of the correspondence received. Once your identity has been verified, the offender will be directed to stop writing to you. If it continues, the offender will be referred for possible disciplinary action.

FUNDS

Each offender has an account with personal funds that may be used to make purchases of clothing items, legal or writing supplies, small appliances, hygiene items and snacks. Special regulations have been established for depositing funds to an offender's account.

How can money be deposited, by mail, to an offender's account?

You may mail a money order or cashier's check to be deposited to an offender's account. When doing so, the check must be made payable to the Missouri Department of Corrections and accompanied by a Department of Corrections deposit slip. Each offender has access to deposit forms and can send the slips to you at any time. All transactions should be forwarded to the following address:

Offender Finance Office
Missouri Department of Corrections
P.O. Box 1609
Jefferson City, MO 65102

Do not send letters, cards, stamps or photographs to the above address. The office processes money transactions only. It is important that you supply all information requested on the deposit slip. If you have questions, you may call the Offender Finance Office at (573) 526-6445.

Of final note, it is important that you do not deposit money to other offender's accounts. This is usually indicative of illegal activity or a way to get around established procedures and may result in disciplinary sanctions.

What is the fastest way to deposit money to an offender's account?

The Department of Corrections offers electronic transfer of funds from approved vendors. This wire service will ensure overnight transmittal for next business day's deposit, if received by the vendor's cut off time. This transaction is available at local transfer businesses and via the Department's website at www.doc.mo.gov.

When are deposits credited to an offender's account?

Upon receipt by mail, all deposits are normally completed within 1 to 3 business days; however, this may take slightly longer dependent upon a number of factors and pay periods. Offenders may check their account transactions on kiosks located throughout the facility.

How are court assessed and other payments collected?

Fines or fees may be mandated by the courts for reimbursement of court costs, filing fees, child support, intervention costs, incarceration reimbursement, electronic monitoring or payment to a victim's compensation fund. When these fines are assessed, the Department is obligated by law to remove a mandated portion of all incoming funds until the judgment or amount owed is met in full. The offender may determine the amount due by checking their account on a kiosk.

Who can answer questions about victim's compensation?

If you believe that duplicate payment has been made or an error has occurred for the amount assessed for victim's compensation judgments, you should obtain a "paid" receipt from the Circuit Clerk's Office to verify payment and submit it to the Offender Finance Office at the address provided above. The Offender Finance Office cannot accept copies of money orders made payable to the Circuit Clerk's Office as a paid receipt. Any refunds of money for duplicate collection of victim's compensation payments must be made through the county where the funds were paid. This may take several weeks after payment has been made.

PROPERTY

Offenders are authorized to purchase select property items from the institutional canteens and authorized outside vendors. To receive these items, the guidelines provided here must be strictly followed. It should be noted that the transfer of property between offenders is prohibited under all circumstances.

What items are provided by the state?

The Missouri Department of Corrections provides each offender with basic clothing items including undergarments, uniform pants and shirts, shoes, socks, footwear and a coat. Bedding, towels, medical supplies and eyeglasses are also provided. Each offender is responsible for all items issued to them and a conduct violation may be issued for damaged, destroyed or altered items. State issued items will be replaced or repaired as needed or when they become worn or no longer fit properly.

Can clothing or other items be sent in?

No. Do not send any items to an offender as the items will not be accepted. Instead, you may deposit funds to an offender's account and the offender can then order the item. Once it is verified that the item is allowed and the funds are available to cover the costs, the order

will be processed. Do not send or order any property items on behalf of an offender. No items will be accepted.

What happens to unauthorized property items?

If an offender is directed to dispose of unauthorized or excess property, the offender must mail the items out at their own expense, donate the items to charity or make arrangements to send it to a visitor, usually within 60 days. Newly incarcerated offenders who arrive with unauthorized property items will be required to mail the items out within 10 to 30 days, depending upon the facility's capacity to hold the property. The institution will provide specific information to the offender about timelines and procedures for disposal.

Can special clothing be sent just prior to an offender's release?

Yes! This is an excellent way to welcome an offender back to the community! If an offender is scheduled for release from the Department within 30 days, they may receive one package from home with clothing items and shoes to be worn upon discharge. Please contact the institutional caseworker to discuss proper procedures for mailing these items. If an offender is unable to receive special clothing prior to release, and does not own appropriate personal clothing, the offender may be issued one set of discharge clothing.

What should an offender do if they believe their state issued or personal property has been lost, stolen or damaged?

The offender should immediately contact staff so they may document the loss or damage and ensure replacement is made. If the offender fails to contact staff regarding missing property, and it is found in the possession of another offender, disciplinary action may be taken against one or both offenders. If the property cannot be found, or is damaged, the offender may be required to pay for the loss. If an offender believes property loss or damage occurred due to staff negligence, the offender should immediately submit an Informal Resolution Request to classification staff; this is the only way to obtain possible reimbursement or replacement.

CANTEEN

The offender canteen is similar to a small convenience store and offenders may buy items from the canteen. Basic necessities such as food, soap, toilet tissue, clothing, shoes, education, medical care and dental supplies are provided by the institution. Offenders may make purchases from the canteen using their state pay and any money sent to their account from outside sources.

How can purchases be made from the canteen?

Each offender is allowed to make purchases from the canteen on specifically assigned days. In order to make purchases, the offender must have funds in their personal account at that time.

What types of items are sold in the canteen?

The canteen sells many items including candy, soda, snacks, radios, televisions, toiletries, postage supplies, writing materials, phone minutes, shoes, clothing and other personal items.

How are canteen profits used?

All profits from the offender canteen are used exclusively for the benefit of the offender population. Profits support educational, recreational and religious programming and pay for costs to operate the canteens.

MEDICAL AND DENTAL SERVICES

Offender health care services are provided through a private contractor under the direction of department staff. The medical services provider, Correctional Medical Services, places importance on preventive care and the early identification of health problems. The goal is to prevent disease and disability, or, when health conditions are already present, to prevent worsening of those conditions. All health care providers are licensed to practice their profession in Missouri. Many health care staff have advanced training and certification in various specialties. The health care providers are obligated to provide care that is equivalent to general community standards and those standards established by the National Commission on Correctional Health Care.

How does an offender make an appointment with medical staff?

Access to care and medical activity schedules are explained to offenders each time they arrive at a facility. Offenders who believe they need medical or dental care complete a Medical Services Request (MSR) form, which is a written request for care, or should attend open sick call if available at that facility. All requests are screened and scheduled according to urgency or seriousness of the stated problem. Emergency care is always provided immediately and does not require the completion of a Medical Services Request form.

What if there are questions about treatment or condition?

Missouri Statute 217.075 prohibits the release of any medical information without the offender's written consent. The department, like any medical care provider, must abide by the statutes governing the patient's right to confidentiality of medical records. The offender must sign a medical release that would authorize the department to provide you with information and updates regarding the medical condition and treatment being administered. You may contact the institution's medical unit when you have questions about medical care once the offender has completed the medical release of information.

Can a family physician be used to provide medical treatment?

No, but you are strongly encouraged to have the offender's prior medical records forwarded to the institution's medical unit for inclusion in the medical file. Having previous medical records available is very helpful to the institution's medical staff. Medications may not be sent by family or other outside sources.

What if treatment by a specialist is necessary?

The department's contract medical provider utilizes outside specialists for cardiology, orthopedics, dermatology, oncology, general surgery, gynecology and other specialists, as needed. These specialists are often called upon to provide consultation or care, which may occur in the institutions, hospitals, clinics or private offices. In addition, when an on-going medical condition such as high blood pressure, seizure disorder, diabetes, heart condition, asthma or other potentially serious concerns already exists, the offender is assigned to a chronic care clinic. This ensures the offender has their condition regularly monitored by physicians and nurses at regular intervals. These appointments are scheduled by the medical staff and are in addition to those requested by the patient.

What if hospitalization is required?

Several institutions have on-site infirmaries which provide 24-hour observation and care by licensed health care staff. If hospitalization becomes necessary, community hospitals are used to provide care.

If an offender is housed at an outside hospital, can we contact the hospital about their care?

Missouri Statute 217.075 prohibits the release of any medical information without the offender's written consent. All information about the medical status of an offender must be provided through the institutional medical staff. In case of serious or critical illness, staff will notify the offender's identified emergency contact of the offender's status. Hospitals, outside providers and staff who are assigned to remain with the patient are advised in advance that the offender may not receive visits and no information can be provided about the status of the offender under their care. This is for the security of the public, hospital staff, other patients and the offender. If the family attempts to visit an offender patient at a hospital without proper authorization, the patient may be moved to another location for continued care. The identified emergency contact is notified when an offender is in critical condition or hospitalized for more than 72 hours.

Can special visiting or telephone contact occur during hospitalization?

In cases of serious illness, special visits can be arranged through institutional staff. Again, it is important that you do not attempt to visit or call an outside hospital or physician without first receiving authorization through institutional administrative staff.

How are eyeglasses provided?

The Department will provide the offender with prescription eyeglasses and some facilities will allow families to fill the prescription and have the eyeglasses sent in. Contact lenses will not be provided. Offenders may have contact lenses sent in; however, lens solution must be purchased in the canteen. All items will be inspected by staff prior to receipt by the offender.

What efforts are made to control contagious diseases?

Guidelines of the Centers for Disease Control and the Missouri Department of Health are followed. Newly admitted offenders are tested for infectious disease upon arrival into the Department, including sexually transmitted diseases, HIV infection and Tuberculosis. Annual Tuberculosis testing continues to occur for both staff and offenders. Medical isolation will result if a health threat is posed to others.

MENTAL HEALTH CARE SERVICES

Offender mental health services are provided through a private contractor under the direction of department staff. The mental health service providers in the Missouri Department of Corrections are responsible for addressing the on-going mental health treatment of offenders. Mental health services include initial assessment and evaluation of offenders, crisis intervention, psychological evaluation, individual and group therapy, and referral to psychiatrists or special treatment facilities. Furthermore, clinical staff are responsible for treatment of offenders assigned to the Missouri Sex Offender Program.

Are mental health services available to offenders?

Mental health care services are available throughout the department. Qualified mental health professionals are available to meet with offenders and provide mental health services including individual or group therapy. Any offender who feels in need of counseling should submit a Medical Services Request form to request an appointment or, in the case of crises, immediate assessment and care can be provided.

Who should be contacted if mental health care services are needed?

One of the best ways to identify an offender who may require temporary or long-term mental health care services is through family or friends. If you believe an offender is suicidal, requires evaluation or just needs an opportunity to meet with mental health care professionals for assessment, you should immediately contact the institutional caseworker or an institutional mental health staff member.

What types of facilities are available for the mentally ill?

The Department has several options for providing mental health care to those who require treatment. Through an arrangement with the Department of Mental Health, acutely ill offenders may be housed at Biggs Corrections Treatment Unit in Fulton, Missouri. In addition, the Department of Mental Health works with the Department to provide services at a 20-bed Corrections Treatment Center within the Farmington Correctional Center. This unit provides services for the chronically mentally ill who require moderate to long-term care with medication monitoring. Also at that site is the 200-bed Social Rehabilitation Unit that provides mental health support services within a sheltered housing unit. A 46-bed Special Needs Unit operates at the Potosi Correctional Center. This unit, jointly staffed by the Department of Corrections and Department of Mental Health, is specifically designed for those maximum security offenders with diagnoses of mental retardation or developmental disabilities who, because of their disability, are unable to function in a general population setting. At Women's Eastern Reception, Diagnostic and Correctional Center a 30-bed Women's Social Rehabilitation Unit treats the acute and chronic mental health care needs of female offenders.

SUBSTANCE ABUSE TREATMENT SERVICES

Many incarcerated individuals have significant substance abuse problems that may have contributed to their criminal behavior. The identification and treatment of that problem is essential in order to change an offender's lifestyle. Substance abuse treatment can have a very positive and powerful impact on an offender's behavior and personal choices. The Missouri Department of Corrections realizes that some offenders need comprehensive intervention and treatment to augment services they may have received while in the community. Therefore, the Department has created substance abuse treatment programs and centers throughout the department. The goal of the various institutional substance abuse treatment programs is to assist offenders in becoming drug and alcohol free and to remain that way after release.

Is substance abuse treatment mandatory?

Due to the high number of offenders with substance abuse service needs, only offenders who are ordered for treatment may participate in a treatment center program. All offenders receive substance abuse screening to determine if they need a professional substance abuse assessment. Completion of these programs is required for offenders who are mandated by the Board of Probation and Parole or the courts to attend treatment. Treatment mandated offenders who do not maintain behavior consistent with the expectations of the treatment programs and/or who do not complete treatment program requirements will most likely have to serve longer sentences within correctional centers.

Are volunteer substance abuse programs available?

Almost every institution offers Alcoholics Anonymous, Narcotics Anonymous, Clean and Free or similar support groups for those offenders with substance abuse problems. These programs have voluntary participation. Every offender who has a substance abuse problem is encouraged to participate in all programs available to them.

How is an offender assigned to a mandatory treatment program?

Substance abuse assessment services will be provided at the reception and diagnostic and community release centers. The assessments will be implemented to facilitate appropriate program placement of offenders who are ordered by the courts or the Board of Probation and Parole for institutional treatment. The assessments will also enhance the continuity of substance abuse services from prison to the community.

What are the different types of substance abuse treatment programs?

Specific policies and procedures assist offenders in substance abuse treatment and to ensure they make progress toward recovery. Families should be aware that different expectations in visiting, property and conduct may be required during treatment. The following provides a brief description of the various types of substance abuse treatment programs offered throughout the department.

Short-Term Substance Abuse Treatment is provided at institutions located at Boonville, Fulton, St. Joseph, Farmington, Chillicothe and Vandalia. This treatment is for offenders who are sentenced to treatment according to Missouri Statute 559.115, and offenders who are ordered for treatment by the Board of Probation and Parole. Short-term treatment consists of approximately 84 to 120 days in a structured program that consists of substance abuse education, cognitive skills development, group counseling and peer support groups. The programs also provide a variety of focused therapeutic interventions including behavior contracts and offender management teams for participants who have difficulty adhering to program rules and expectations.

Long-Term Substance Abuse Program provides 12 to 24 months of intensive treatment designed to address chronic and severe substance abuse problems. All of the long term programs meet program certification standards of the Department of Mental Health's Division of Alcohol and Drug Abuse. The program's main emphasis is treatment provided in a therapeutic community setting to foster recovery from substance abuse and criminal behaviors. The courts may sentence offenders to participate in this program per Missouri Statute 217.362. In addition, the Board of Probation and Parole may also order incarcerated offenders to participate in this program. When an offender is close to completing the program, a report prepared by probation and parole staff is submitted to the sentencing judge or the Board outlining the offender's progress in the program. Those authorities then make a final decision regarding release. This program

is provided for men at Ozark Correctional Center, Maryville Treatment Center, Northeast Correctional Center, Farmington Correctional Center and for women at the Chillicothe Correctional Center and at the Women's Eastern Treatment Center.

Missouri Post-Conviction Drug Treatment Program was enacted in Senate Bill 763 and mandates the development of a treatment program for first time, nonviolent, drug-involved offenders on probation. Probationers who fail treatment in the community and who are at risk of revocation of their probation status may be ordered to a prison-based treatment center for 120 days. Upon successful completion, the offender is returned to the community. Men and women ordered by the court under Missouri Statute 217.785 are assigned to participate in one of several short-term substance abuse programs at the Boonville Correctional Center, Cremer Therapeutic Community Center, Fulton Reception and Diagnostic Center, Western Reception, Diagnostic and Correctional Center and Farmington Correctional Center. Women are assigned to the Women's Eastern Reception, Diagnostic and Correctional Center.

The Offenders Under Treatment Program is a 180-day program, established by statute that provides assessment, employability and life skills, educational and vocational guidance, substance abuse education, and the development of viable release plans. Once it has been determined the offender is eligible, the Missouri Board of Probation and Parole is notified and makes the final determination if the offender will be assigned to the program. Upon successful completion of the program, the offender may be eligible for release on parole. This program is provided for men at the Western Reception, Diagnostic and Correctional Center, Farmington Correctional Center, Maryville Treatment Center and women at the Women's Eastern Reception, Diagnostic and Correctional Center.

Board Six-Month Substance Abuse Treatment Program is a six-month treatment program designed for parole violators and others who are ordered by the Board of Probation and Parole to complete treatment during the last 6 to 18 months of their incarceration. This program is available for males and is provided in an institutional therapeutic community setting. Adherence to program rules and successful participation in treatment services is required for successful completion of the program. The program emphasizes recovery from substance abuse and criminal behavior. This program is provided at the Western Regional Treatment Center (located on the grounds of the Western Reception, Diagnostic and Correctional Center), Maryville Treatment Center and Farmington Treatment Center.

Parole Return Relapse Program is an intensive 30-bed program for parolees who have successfully completed Institutional Treatment Center programming within the past two years and who have returned to prison on a technical violation. Offenders are screened and may be mandated by the Board for assignment to this program. This program is provided at the Fulton Reception, Diagnostic and Correctional Center and the Chillicothe Correctional Center.

Partial Day Treatment Program is a ten-week program. The intermediate program has both voluntary and mandatory participants who receive substance abuse education and group counseling, with weekly individual counseling. The program is currently located at Western Reception, Diagnostic and Correctional Center and the Chillicothe Correctional Center.

CONDUCT RULES AND SANCTIONS

In order to ensure the good order and security of an institution, as well as the safety of offenders and staff, rules are established and must be followed. These rules are similar to those that we are required to obey as citizens and are in place to promote responsible behavior, respect and civility. To obtain consideration for program privileges and opportunity for custody reduction and parole, it is essential that these rules be followed. We ask you to actively follow the progress of your loved one and provide encouragement and guidance for good behavior as conduct violations remain a permanent part of the offender record.

How is an offender charged with a rule violation?

If a staff member believes that an offender has violated any of the less serious 41 conduct rules, the staff member may offer an offender the option to complete an informal sanction. If the violation is serious or a major violation, or involves sexual misconduct or destruction of property, informal sanctions are not an option. The staff member must then write a formal conduct violation report describing the prohibited behavior.

What type of disciplinary process is used?

After a staff member issues a conduct violation to an offender, the offender will be interviewed by supervisory staff with the staff member who issued the violation present. During that interview the offender is informed of the charge and advised of their rights. The offender is given the opportunity to make a statement at that time and asked if they have any witnesses who would provide a statement. In cases of minor violations, the offender may, at this time, voluntarily waive their right to a formal hearing and plead guilty. The Disciplinary Hearing Officer will then assess discipline. If the violation is more serious, or the offender does not waive a formal hearing, a disciplinary hearing will be held within 7 working days of the interview of the conduct violation unless extenuating circumstances exist. At that hearing the offender is allowed to present evidence and staff may obtain statements from identified witnesses. The Disciplinary Hearing Officer will then review the conduct violation, statements from witnesses, the offender's statement, and any other evidence available to reach a determination if the evidence presented supports the charges. That recommendation will then be forwarded to the facility's administrative staff for review. If the offender is found guilty, disciplinary sanctions may be imposed. If there is inadequate evidence to support the violation as written, the violation may be recommended for dismissal or to be reissued. Depending upon the seriousness of the infraction, the offender may be held in segregation pending completion of the hearing or investigation.

What are the rules that must be followed?

The following is a list of the 41 established conduct rules concerning prohibited behavior in prison. It should be noted that the first 9 violations listed are considered serious; however, any may be considered serious depending upon the circumstances of the offense.

1. Murder/Manslaughter
2. Assault
3. Dangerous Contraband
4. Escape
5. Hostage/Restraint
6. Riot
7. Forcible Sexual Misconduct
8. Arson
9. Organized Disobedience
10. Minor Assault
11. Possession/Use of an Intoxicating Substance
12. Threats
13. Possession of Money/Legal Tender
14. False Identification
15. Sexual Misconduct
16. Tattooing/Body Altering
17. Self-Harm
18. Interfering with a Count
19. Creating a Disturbance
20. Disobeying an Order
21. Insulting Behavior
22. Theft
23. Giving False Information
24. Contraband
25. Fighting
26. Tampering with Locking or Safety Devices
27. Fraud
28. Gambling
29. Bribery
30. Out of Bounds
31. Destroying Property
32. Sanitary Violation
33. Safety Violation
34. Unauthorized Organizations
35. Malingering
36. Program Failure
37. Unauthorized Relationships
38. Abuse of Telephone, Mail, Finance
39. Abuse of Judicial Proceedings
40. State, Federal, Municipal or Court Law or Ordinance
41. Procedures and Rules

What type of disciplinary sanctions can be assessed?

The following is a list of disciplinary sanctions that may be imposed after an offender has been found guilty of a rule infraction. More serious violations have harsher discipline, and multiple sanctions may be applied to most conduct violations. It should be noted that additional disciplinary sanctions may be applied to those offenders who are found guilty of drug related violations and abuse of judicial proceedings.

1. Disciplinary Segregation
2. Visiting Restriction
3. Living Area Restriction
4. Activity Restriction
5. Confiscation of Property, Funds or Assets
6. Property Impoundment
7. Programmatic Sanctions
8. Program Attendance/Completion Requirement
9. Pay for Damages

10. Extra Duty
11. Warning or Reprimand

Classification actions may include:

1. Referral to the Administrative Segregation Committee
2. Request for transfer or re-evaluation of reclassification analysis
3. Removal from, or restriction from consideration for work assignments, extended limits of confinement, work release, etc.
4. Refer to Program Review Committee
5. Refer for a possible termination from a mandatory treatment reintegration or confinement program

Administrative actions may include:

1. Recommendation for time extension
2. Referral for conditional release extension
3. Referral for time credit loss
4. Referral to treatment
5. Request for prosecution

How can an offender appeal a conduct violation?

The only administrative remedy available for appeal of a conduct violation is through the offender grievance process. It is important that an offender, who believes they were unfairly issued a conduct violation or did not receive due process, files an Informal Resolution Request within 15 days of the incident. The offender should wait until all disciplinary reviews have been completed before filing a complaint.

SEGREGATION

There are several units within the Department that provide alternate housing when an offender requires separation from other offenders or to ensure the safety and security of the institution. The following is a brief description of those units and their purpose.

What is a Protective Custody Unit?

A Protective Custody Unit is housing that provides separation of offenders from the general population of the facility. If an offender can provide information which verifies the need for separation from other offenders, or if staff has reason to believe the offender's safety may be jeopardized, the offender may be housed in a Protective Custody Unit. This unit allows offenders to have the privileges of general population, but requires much stricter control and movement. Offenders who have enemies within general population, fear for their safety, or if information reveals an offender's safety may be in jeopardy will be considered for assignment to protective custody. It should be noted that not every facility has a Protective Custody Unit, but all have the ability to ensure separation to provide a safe and secure housing assignment.

What is an Administrative Segregation Unit?

Administrative Segregation is a unit where an offender may be temporarily housed for the security and good order of the institution. It is designed to separate offenders who may be at risk or present a risk to others, themselves or the institution. It is also used to house those offenders who have committed a serious rule violation or have accumulated numerous violations. During confinement to this unit, telephone access, visitation, movement, recreation, canteen purchases, and property are limited. As example, only two to eight non-contact visits, usually limited to two hours each, are allowed each month depending upon institutional rules. An offender assigned to this unit is authorized to send and receive mail; we suggest you write often to provide encouragement during assignment to administrative segregation. The offender will be released from administrative segregation upon the demonstration of acceptable behavior and when there is no longer a threat to the safety of the institution or others.

What is Disciplinary Segregation?

An offender may be assigned to Disciplinary Segregation for the security of the institution. During this short-term confinement, privileges are limited. Offenders assigned to disciplinary segregation are confined in the Administrative Segregation Unit.

EDUCATION

Education is an important part of developing a personal sense of achievement and obtaining employment upon release. The Department offers a variety of academic programs to ensure the offender is educationally prepared upon release. Please encourage participation!

Can an offender obtain an ABE or GED?

Missouri Statute 217.355 requires offenders who do not have a high school diploma or General Equivalency Diploma (GED) to be scheduled to participate in a productive day which may include a work assignment, enrollment in academic education, and/or treatment in order to be considered for parole. Offenders who do not possess a high school diploma or GED will be assigned to school until they complete their GED. Tutoring is available. Only those offenders who are 65 years of age or older, those who are determined to

be unable to achieve a GED, or those offenders sentenced to capital punishment may be excused from obtaining a GED. Just as in the community, graduates enjoy opportunities for increased pay and job responsibilities. It is important that you support participation in available education programs. This will instill pride from personal achievement and prepare the offender for release. The Adult Basic Education Program is also offered. This program is designed to provide training in basic academic skills in the areas of reading, mathematics, language, general science and social studies. Offenders who are assigned to maximum security facilities may not have access to educational programs there, but those services will be available prior to release if the offender is eligible.

Are career and technical programs offered?

Classes are available in a variety of career and technical vocational subjects. These courses incorporate classroom instruction and occupational training which will allow students to learn different trades and a variety of marketable skills in preparation for entry-level jobs upon release. Employability and life skills development classes are designed for those who are preparing for release and return to community living. Some post-secondary courses are available at a limited number of institutions through the Youthful Offender Program. Specific eligibility standards for this program are available via classification and education staff.

Are college and correspondence courses allowed?

If an offender is interested in enrolling in a correspondence course, contact must first be made with the education supervisor at the institution who will help the offender identify appropriate, valid courses. With the exception of the Youthful Offender post-secondary program mentioned above, there are no state or federal funds available to offenders who participate in college level or other correspondence courses. Any offender wishing to take an approved correspondence course must be able to pay for the course(s) in full. These courses usually require payment in advance. It should also be noted that offenders are allowed to use computers for educational purposes, but do not have access to the internet or other outside communications.

What types of library services are available?

Library services are made available to all offenders within the department. Each library contains books, magazines, newspapers, reference resources, recreational and informational reading materials. A law library is located at each site for offender use. Offender library assistants are available to provide guidance for locating legal materials.

WORK ASSIGNMENTS

Offenders are required to work, attend school, treatment programming, or any job training on a full-time basis unless deemed unable to do so by the institution staff. Most will tell you that work helps time go faster. Compensation will vary according to the type and complexity of work performed. Many jobs within the institutions are similar to positions in the general public including food service, general maintenance, clerical work, factory work, recreation, sanitation, and groundskeeping.

How is an offender assigned to a specific job?

Offenders are assigned to work positions as determined by staff. An offender may be considered for employment in a specific area or job, if qualified, by meeting with their caseworker or the work site supervisor, according to institutional guidelines.

Are jobs outside the facility available?

There are jobs outside the facility and in a community work release setting. Offenders selected for participation in outside work release programs must meet strict security guidelines regarding length of sentence remaining to serve, seriousness of the offense, and other restrictions to ensure public safety. The offender should direct questions about eligibility to their caseworker.

RESTORATIVE JUSTICE

The Missouri Department of Corrections is committed to the practice of Restorative Justice, a philosophy that holds the offender accountable for their actions and gives them an opportunity to repay the community they have harmed. Encourage your loved one to share their time and talent and volunteer for Restorative Justice activities. They will feel good about the opportunity to help those who are less fortunate.

What do offenders involved in Restorative Justice programs do?

Missouri's offenders perform restorative justice activities that assist victims and the community. These activities may include producing garden vegetables for local food pantries, refurbishing old bicycles or making toys for needy children, involvement in Habitat for Humanity projects, sewing lap blankets or building birdhouses for nursing homes, repairing wheelchairs, or participating in recycling, food or monetary donation projects, along with many others. These items are then donated to those groups or organizations that are most in need.

What is an Impact of Crime on Victims Class?

The Impact of Crime on Victims classes provide victims with a safe and structured opportunity to talk to offenders about the impact crime has had on their lives. The class helps offenders to understand the effects of crime and to develop sensitivity toward victims.

OFFENDER GRIEVANCES

Offenders have the opportunity to voice complaints through the grievance procedure. Before doing so, however, offenders are encouraged to attempt to resolve their concerns through conversation with their classification staff. If that effort is unsuccessful, the grievance procedure provides offenders with a formal, documented opportunity to seek resolution or bring concerns to the attention of staff at a variety of levels.

When can an offender file a grievance?

All matters relating to institutional life are grievable except Probation and Parole matters, actions of the judiciary, state legislature or federal, state and local agencies, or actions in institutions where the offender does not reside unless said actions personally involve or affect the offender. It should be noted that the Prison Litigation Reform Act requires the offender to exhaust the grievance procedure prior to proceeding with litigation in court.

How does an offender file a grievance?

The offender may initiate this process by requesting an Informal Resolution Request (IRR) from the housing unit classification staff. Any offender who wishes to file an Informal Resolution Request must do so within 15 calendar days from the date of the alleged incident. A joint effort will be made by unit staff and the offender to resolve the complaint at that time, as appropriate. If the offender is not satisfied with the response to his or her complaint they may then appeal by filing a formal grievance to the institutional warden. If the situation cannot be remedied at that level, the offender may file an appeal. The appeal will be responded to by the deputy division director or department director within 100 days of receipt. Selected appeals will be reviewed by the Citizen's Advisory Committee who provides recommendations before a final response is made. Once the appeal is answered, the grievance process is considered exhausted.

What is the Citizen's Advisory Committee?

The Citizen's Advisory Committee was established by Executive Order of the Governor. The Governor selects this committee's membership, representing a variety of professional and ethnic backgrounds. This committee has an ongoing, direct knowledge of offender concerns, gained through regular evaluation of offender grievances and monthly site visits to Missouri's prisons. This committee provides valuable input and reaction to the department's grievance procedure by reviewing material and making recommendations relative to sanctions imposed or decisions made by the department.

PROBATION AND PAROLE

There are often many questions about parole eligibility and the possible release date of an offender. While the answers to most questions are specific to an offender, parole release will depend upon many factors. The following provides some guidelines as to how you may get answers to your questions about parole or release guidelines. Remember, this information is generic and there may be other stipulations that apply to the offender in question. All questions concerning parole guidelines or release eligibility should be directed to the institutional probation and parole officer.

When is an offender eligible for a parole hearing?

Upon arrival in the department, each offender is given a booklet entitled "Procedures Governing the Granting of Parole and Conditional Releases." This booklet explains criteria used during parole consideration and is available on-line at www.doc.mo.gov, under the "Probation and Parole" link entitled "White Book." Within 90 days, each offender will receive a written notice from the Missouri Board of Probation and Parole advising them of when they will be scheduled for their first parole hearing, under Missouri guidelines. Offenders receive a second notice, with the exact hearing date, approximately 6 to 8 weeks prior to the scheduled parole hearing.

What information is considered at a parole hearing?

Prior to a parole hearing, the institutional parole officer will meet with the offender and discuss the offender's case history, progress during incarceration and release plans. The officer will then prepare a report to the Board of Probation and Parole to share that information with them. Offenders appear in person before the Board, which consists of one member of the Parole Board and two hearing officers appointed by the Board. During the parole hearing, offenders are afforded the opportunity to:

- Present their version of the current offense and criminal history;
- Discuss problems and needs;
- Discuss evaluation of progress during incarceration;
- Explain reasons why they believe they should be paroled;
- Present plans for the future;
- Provide supporting documentation or information which would support the request for release; and
- Share any other information pertinent to their situation and release.

When will the offender receive a response from the board?

The board must carefully review much information before rendering a decision. A notice is usually mailed to the offender 4 to 8 weeks

Who provides assistance with release planning?

Through the Reentry Process, release planning occurs at least six months prior to release, but the assigned institutional probation and parole officer assists with final release planning. The offender can usually use a great deal of support at this time, so it is important that the offender work closely with the institutional probation and parole officer to ensure all concerns can be addressed prior to release. Upon release, the institutional probation and parole officer will instruct an offender to report to a probation and parole officer in the community.

How is an offender prepared for release to the community?

The Department has a number of initiatives to promote offender preparedness upon release to the community. Most recently, the Department has developed the Missouri Reentry Process, which encourages each offender to develop a personal transition accountability plan or treatment plan, if assigned to a treatment program.

Upon arrival in the department, the offender meets with staff and begins identifying assets and liabilities. Throughout incarceration, the offender, working with staff, family members and others, continues to address any potential concerns that may hinder success upon release. As the offender addresses those issues, the transition accountability plan is updated to make noted changes and identify the next step.

Six months prior to release, more intense preparations for release occur, to include communication with external resources that are available to assist the offender upon release, to establish a viable home plan, and to make final preparations for release. Treatment offenders meet with the Community Care Liaison 3 or 4 weeks prior to discharge to make final release preparations and incorporate aftercare services. These plans then continue as the offender is returned to the community and other staff becomes involved in the offender's supervision.

RELIGIOUS & SPIRITUAL PROGRAMS

The development of one's spirituality and the opportunity to practice one's chosen faith or religion can be an important part of successful institutional adjustment, personal transformation, and preparation to return to society. The department supports spiritual practices that do not compromise institutional safety.

What types of religions are accommodated in the Department?

The department fully accommodates a variety of religions and faith/belief systems, including Christianity, Islam, Judaism, Native American Spirituality, Wicca, Messianic, and Buddhism. Solitary practice accommodations also exist for many other faith groups. Participation in the religion of the offender's choice is encouraged. Some religious practices that may present risk to the good order or safety of the institution may not be permitted. The institutional chaplain plans regular religious programming, special religious events and coordinates supervision of the religious volunteers. While there are many religious groups and services that meet, individual counseling may also be available.

What is the role of the institutional chaplain?

The chaplain is charged with facilitating religious programming and services for offenders who come from many different religious backgrounds. Outside religious volunteers, under the supervision of the chaplain, are also available to meet the religious and spiritual needs of those assigned to the department. The institutional chaplain also provides pastoral care and counseling to those who may not participate in religious group activities or who are experiencing personal or family problems.

Is religious interaction allowed while in segregation?

Offenders assigned to segregation who request to meet with the chaplain or an authorized volunteer are allowed to do so regularly. The offender may also possess a soft-backed Bible, Koran, Torah, or other religious book or materials appropriate for their respective faith unless possession of the material compromises the security of the unit.

Can I send religious materials or items to an offender?

Do not send any religious materials or items to an offender. You may deposit funds to the offender's account which will allow the offender to purchase their own religious materials or items through an approved vendor at the institution. Although offenders may not receive donated items from private individuals, free pre-approved materials may be facilitated by the chaplain for general or group distribution.

MARRIAGE

Marriage is an important life event. The significance of having a meaningful relationship during incarceration is recognized and supported by the department. While it is understood that certain regulations must apply for the safety and security of the institution, attempts are made to ensure this special event is memorable. The following are guidelines used for planning and celebrating marriage during incarceration.

How are requests to marry submitted?

The request to marry must be sent to the institutional chaplain from the offender. That request must include the name of the prospective marriage partner, the proposed date of the ceremony, the names of witnesses, and the name and verification of credentials of the individual performing the ceremony. The prospective marriage partner will be required to obtain the marriage license from the Recorder of Deeds Office in the county in which the institution is located. It should be noted that some counties elect not to process marriage licenses for an incarcerated individual and some facilities only have two opportunities for marriage each year. A wedding may not be allowed if security could be compromised.

Who can perform the ceremony?

It is the offender's responsibility to ensure that an individual authorized to perform the ceremony is available. Outside clergy or an authorized county official may perform the ceremony. A valid marriage license must be obtained in advance. It is important to make sure the license is valid at the time the ceremony occurs, and that the Recorder of Deeds validates the license prior to the ceremony.

Who can answer other questions regarding the ceremony?

The institutional chaplain usually coordinates all marriage ceremonies. Any questions regarding requests to marry or an upcoming ceremony should be directed to the chaplain. Procedure IS8-5.1 Offender Marriage provides step-by-step information for planning the marriage and is available to offenders in the library. It is important that you maintain close contact with the institutional chaplain to make certain the marriage occurs on the date requested and that appropriate licenses are obtained within required time frames.

How can divorce proceedings be initiated?

Divorce is a civil and personal matter, and the Department of Corrections is not involved in that process. Divorces should be handled through a private attorney.

ILLNESS, EMERGENCIES OR DEATH

The department recognizes that family emergencies, illnesses and death are extremely difficult to bear, especially when a member of the family is incarcerated. While the department is limited in what they can do as a result of security restrictions, there are some options available to make this difficult time easier on both families and offenders.

Where should you call if you have a family emergency or illness?

If there is a family emergency or extreme illness of an immediate family member, a call should be made to the offender's caseworker. The caseworker will then verify the situation with the hospital involved or other community resources to ensure the call is valid and an offender is not alarmed unnecessarily. The offender will then be notified of the emergency and in most instances, once the information is verified, will be granted a call.

Where should you call if you have a family death?

If an immediate family member or significant other passes away, you should contact the chaplain or caseworker where the offender is housed. Once the death has been verified through the funeral home handling the arrangements, the offender will be respectfully notified and allowed a private opportunity to grieve, if possible. Counseling can be made available to the offender, if necessary.

Can an offender attend a family funeral?

No funeral or bedside visits are allowed due to budgetary restrictions and safety and security concerns. Instead, the institution may allow a special visit or a phone call, or family may video the service or last message and send that tape to the institutional chaplain. The chaplain will review the tape and then, if no security concerns are noted, will allow the offender an opportunity to view it.

Will notification be made if the offender is ill?

Laws strictly prohibit the release of medical information regarding an offender, however, the department does notify the offender's designated contact person if the offender is seriously ill or death is expected. It is important that the offender ensure their emergency contact notification is kept current.

Are visits allowed for offenders who are hospitalized?

Many of the department's facilities have on-site medical care units where treatment can be provided and recovery monitored by medical professionals. In instances when the offender is transported to a community hospital for treatment, it is important that the family does not contact or attempt to visit the physician or hospital staff directly, as it may result in transfer of the offender to another location for security reasons. All contacts and requests to visit should be made via the institution's medical staff or caseworker. They in turn will provide you with medical updates or information about visitation or phone calls.

COMMON ABBREVIATIONS

The following list contains abbreviations commonly used in the Department of Corrections. This list will assist you as you become familiar with these terms.

ACC	-	Algoa Correctional Center
AD SEG	-	Administrative Segregation
AICS	-	Adult Internal Classification System
AJO	-	Adjustment Hearing Officer
BCC	-	Boonville Correctional Center
BTC	-	Boonville Treatment Center
CAC	-	Citizen's Advisory Committee
CCA	-	Corrections Classification Assistant
CCC	-	Chillicothe Correctional Center
CCW	-	Corrections Caseworker
CDV	-	Conduct Violation
CMS	-	Correctional Medical Services
CO I	-	Corrections Officer I
CO II	-	Corrections Officer II (Sergeant)
CO III	-	Corrections Officer III (Lieutenant)
CP	-	Capital Punishment
CRC	-	Community Release Center
CRCC	-	Crossroads Correctional Center
CRD	-	Conditional Release Date
CS I	-	Corrections Supervisor I (Captain)
CS II	-	Corrections Supervisor II (Major)
CSC	-	Community Supervision Center
CSO	-	Constituent Services Office
C-SCORE	-	Classification Score
CTA	-	Central Transfer Authority
CTC	-	Corrections Treatment Center (Mental Health Unit)
CTCC	-	Cremer Therapeutic Community Center
CTU	-	Central Transportation Unit
CVSA	-	Computerized Voice Stress Analysis
DAI	-	Division of Adult Institutions
DHO	-	Disciplinary Hearing Officer
DHS	-	Division of Human Services
DIS SEG	-	Disciplinary Segregation
DORS	-	Division of Offender Rehabilitative Services
EMP	-	Electronic Monitoring Program
ERDCC	-	Eastern Reception, Diagnostic & Correctional Center
FCC	-	Farmington Correctional Center
FRDC	-	Fulton Reception & Diagnostic Center
FTC	-	Farmington Treatment Center
FUM	-	Functional Unit Manager
GP	-	General Population
HU	-	Housing Unit
IAC	-	Institutional Activity Coordinator
IOC	-	Inter-Office Communication
IPO	-	Institutional Probation and Parole Officer
IRR	-	Informal Resolution Request
ITC	-	Intensive Therapeutic Community
JCCC	-	Jefferson City Correctional Center
KCCRC	-	Kansas City Community Release Center
MCC	-	Moberly Correctional Center
MECC	-	Missouri Eastern Correctional Center
MOSOP	-	Missouri Sexual Offender's Program
MRP	-	Missouri Re-Entry Process
MSR	-	Medical Services Request Form
MSU	-	Minimum Security Unit
MTC	-	Maryville Treatment Center
MVE	-	Missouri Vocational Enterprises
NECC	-	Northeast Correctional Center
OCCDTP	-	Ozark Correctional Center Drug Treatment Program
OMT	-	Offender Management Team

OUT	-	Offenders Under Treatment Program
P&P	-	Probation and Parole
PC	-	Protective Custody
PCC	-	Potosi Correctional Center
PCS	-	Public Communications Services
PIN	-	Personal Identification Number
PPD	-	Presumptive Parole Date
PRC	-	Program Review Committee
RCA	-	Reclassification Analysis
R&O	-	Reception & Orientation Unit
RTF	-	Residential Treatment Facility
RDP	-	Regimented Discipline Program
SAC	-	Substance Abuse Counselor
SAUS	-	Substance Abuse Unit Supervisor
SCCC	-	South Central Correctional Center
SECC	-	Southeast Correctional Center
SIP	-	Shock Incarceration Program
SLCRC	-	St. Louis Community Release Center
SNU	-	Special Needs Unit (PCC)
SOAU	-	Sex Offender Assessment Unit
SOP	-	Standard Operating Procedure
SRU	-	Social Rehabilitation Unit
TAP	-	Transition Accountability Plan
TASC	-	Temporary Administrative Segregation Confinement
TCC	-	Tipton Correctional Center
THU	-	Transition Housing Unit
VIC	-	Volunteer in Corrections
VAP	-	Visiting Application
VTS	-	Vocational Training School
WERDCC	-	Women's Eastern Reception, Diagnostic & Correctional Center
WETC	-	Women's Eastern Treatment Center
WRDCC	-	Western Reception, Diagnostic & Correctional Center
WRTC	-	Western Regional Treatment Center
WMCC	-	Western Missouri Correctional Center
YAG	-	Youth Awareness Group

FAMILY & OFFENDER SAFETY

Incarceration is stressful for an offender, their families and friends, but never more so than when an offender's family is unexpectedly exposed to illicit activities, scams or when an offender is stressed due to problems encountered with others. Prison can be a dangerous environment and it is important to be aware of, and report, any situation that may leave you or your loved one in a vulnerable position. It is important to remember that you may be held responsible for your involvement in a situation, whether you were fully aware of the intent or not. If you are concerned about a situation at any time, please feel free to contact the offender's caseworker to discuss your concerns and to obtain advice. Addresses and phone numbers are available in the Department of Corrections section of this booklet. Here are some tips that may alert you to potential scams:

- Make careful choices about those with whom you associate, including those with whom you may ride to a visit or those who may ride with you;
- It is important to remember offenders are housed in a prison, it is operated like a prison, and you and the offender should be aware of others around you and why they are there;
- An important lesson for all is to be sure and "do your own time." Do not discuss your personal circumstances, sentence, family matters or otherwise get involved in another offender or their family's problems or associate with those who represent groups, factions or gangs. Do not provide the addresses, photos or phone numbers of friends or family to other offenders or their families;
- Never send money to another offender or their family. For an offender to cause funds to be deposited to another offender's account is a direct violation of institutional rules and is a major indication that illicit activities are occurring;

- Be aware of offender protection groups which promise to provide an offender's safety in exchange for money, canteen items or other favors;
- Never bring any unauthorized item onto institutional grounds or into the visiting room. The visiting section of this booklet clearly explains what can and cannot be brought to a visit. Attempts to introduce drugs or other contraband may result in arrest, prosecution and termination of visiting privileges;
- Do not forward telephone calls. Three-way calls are a violation of institutional rules and a clear attempt to manipulate the system. Do not accept calls from other offenders;
- Do not send mail or packages for other offenders or their families;
- Inaccurate information and rumors are often generated in a prison environment. It is important that you make wise choices about what to believe as true or false. If you have questions, just ask;
- Do not sign an offender up for websites that solicit pen-pals. This is prohibited by departmental rules;
- On occasion, some state prison offenders attempt to solicit funds or other services through misrepresentation of the facts by claiming a need to pay for medical costs, meals, religious materials, parole supervision, transportation costs, etc. These items are provided at no cost to the offender population;
- When an offender or an associate contacts a family member claiming the offender's life is in danger and they will be harmed if money is not immediately deposited into their account or the account of another offender, such claims should be immediately reported to the offender's caseworker or any staff member so an investigation can occur and the offender's safety assessed. This can be serious and result in harm to the offender if not resolved immediately;
- Offenders who have large amounts of money on their account or who purchase many canteen items may be targeted by other offenders with theft, extortion or strong-arming. Remember, all necessities, including meals, clothing and medical care are provided at no cost to the offender;
- Encourage your incarcerated loved one to avoid loaning, borrowing, use of drugs, indebtedness, theft, gang activity or sharing personal information with others. These activities often are the basis for problems that occur during incarceration and are violations of institutional rules;
- The department does not tolerate any form of sexual misconduct or abuse against offenders. In accordance with the Federal Prison Rape Elimination Act, the department has established several ways to report sexual misconduct or threats that involve staff or other offenders. If your loved one indicates concern at any time about sexual misconduct involving themselves or others, it is important that one of the following occurs 1) staff are immediately notified of the potential threat, 2) a letter is sent to the warden or Department's Inspector General; or 3) an anonymous call is made to the Crime Tips Hotline at *9555 from an offender payphone.
- Any time an offender is aware of illicit activities please encourage them to anonymously report those concerns by calling the Crime Tips Hotline at *9555. You may anonymously report illegal activity by calling 573-526-7000.

If you have questions or concerns about an offender you may contact the offender's caseworker. If you need general information about the department in general, you may send an e-mail inquiry to the department at www.doc.mo.gov, then clicking on the "contact us," then "offender inquiry" link. Please be sure to provide the offender's name and offender number. While some information may be restricted from release, a response providing general information about the offender or the department's operations will be made to your inquiry, usually within 24 business hours. In addition, you may obtain information about the department's rules and regulations by visiting the department's web site at www.doc.mo.gov and click on the "For Family and Friends" link. The Department also offers Family Orientation Meetings at our diagnostic centers for newly incarcerated offenders. You may contact that site to request attendance at the monthly orientation meetings.

FAMILY & CHILDREN COPING STRATEGIES

The incarceration of a spouse, parent, child or loved one may cause significant changes within your family. When the offender is incarcerated they are not the only ones affected; their families are too. For many, this is just another stress to an already overburdened family unit. The following are a few coping strategies developed by family members who have experienced the separation and loss caused by incarceration. We hope you find it helpful.

- Stay positive, not only for yourself, but for all those who depend upon you.

- Communicate! Remain a close family unit, even if a member is not physically present. Develop ways to keep the offender involved in your life. Their advice and support may give you the strength you need to deal with any situation faced.
- Find a balance in your care giving and family responsibilities. Do not focus all of your energy on the incarcerated family member. They will have to make sacrifices too.
- Follow through on your personal goals. Even though it is hard to do, your life and the lives of your children have to go on. Use this time to do things you may not have had a chance to do in the past such as go back to school, take up a hobby, etc.
- Find close friends or other family members that you can turn to for support and understanding. Choose people you can talk to in safety. If necessary, seek the guidance of your pastor, family physician, support group or a counselor.
- Incarceration alone is a big stress on families. Don't hold on to unnecessary obligations or responsibilities for your incarcerated loved one. If it's something that can be replaced later and it adds undo burden on you now, let it go. Do not feel guilty about those choices.
- Set financial and emotional limits with your incarcerated loved one, and set them early. Phone calls, visits and financial support can easily get out of hand. Decide what you can give in time and finances and stick to those limits. Reassure the offender you are still there for them, however, you have new responsibilities and need their support, understanding and sacrifice too.
- Prison can change a person's outlook and create tension within families. If you are feeling controlled or manipulated by your loved one, understand that they may be acting out of fear of losing you or their family. Talk about those fears and provide reassurance. Seek counseling, if necessary.
- Media images of prison life are exaggerated and can cause unwarranted fear for the well being of your loved one. Generally, life is only dangerous for those offenders who continue to make poor decisions for themselves and those they associate with on the inside. Encourage your incarcerated loved one to make wise choices as negative behaviors can have far reaching consequences to all of you.
- Every institution is different, so it is important that you make yourself familiar with the rules before you visit.
- Be honest with children about the offender's situation, within reason. It is far better for a child to hear news of incarceration from you so that you can answer their questions, rather than for them to hear it from other less informed sources. Provide children with just enough information to calm their fears, but without too much detail. Most importantly, do not let an offender's situation provide stress in a child's life.
- Before bringing children to visit, you should make one or two visits alone so that you know what to expect and can explain the sights and processes to your child. The offender should write or speak to the child too, letting them know they are looking forward to the visit and taking time to talk to them about any possible changes in appearance, the clothing they will be wearing, the visiting room, etc.
- Make sure you and your child are well rested and have a good breakfast before visiting for the day. Everyone will be in a better mood and have a more enjoyable visit if they are not tired and hungry. Make sure you and your children are appropriately dressed as visiting room temperatures may vary from season to season.
- When visiting with children, consider their age and their ability to sit quietly for a lengthy period of time. Visiting beyond an hour or two may add stress to your visit and others in the room if the child becomes restless.
- Always supervise your children in the visiting room. Be aware of your own behavior and follow the visiting room rules. Be courteous to staff and state any problems in a calm, direct and respectful manner. If a problem cannot be easily resolved that day, you can always call during regular business hours to discuss the situation with staff.
- There are also a variety of family programs available throughout the department's institutions, which may include Storylink, 4-H Life, Inside Out Dad, etc., that are designed to encourage parent and child interaction during incarceration. Contact the institutional activity coordinator to identify programs that may be available at each site.