

If you would like a published copy of this information, please write:

Missouri Department of Corrections,
Constituent Services Office,
Po Box 236,
Jefferson City, MO 65101

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 guide.

While this guide gives general information about the Department's policies, procedures and practices, it 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.

Please read this information carefully to understand the Department's regulations and offender expectations. It is important to know that these guidelines are distributed for general informational purposes only and the information contained herein is subject to change.

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 DEPARTMENT?

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. Those 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 aged 16 and under are assigned to the Northeast Correctional Center in Bowling Green, Missouri. All incoming female offenders are assigned directly to the Women's Eastern Reception, Diagnostic & Correctional Center in Vandalia, Missouri.

Upon arrival, personal property is inventoried and the offender is notified of proper methods for disposition. 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, medical and mental health history and immediate health care concerns are identified and documented. Each offender attends an orientation program that explains the 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. Offenders are encouraged to share this information with family and they are provided a copy to send to you. Once this is completed, the offenders may then be assigned to temporary housing pending review and assessment and to determine their permanent assignment within the Department. Once their personal PIN number has been activated, offenders are allowed to make collect phone calls home on a limited basis.

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 administered. 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 also be required to meet with Probation and Parole staff for a revocation hearing if returned as a parole violator. After the above is completed, a caseworker meets with the offender to summarize all information gathered. Data is compiled regarding criminal history. Once this process is completed, the offenders are assigned to housing pending transfer to another facility.

CAN WE CORRESPOND BY MAIL?

Absolutely! Two pieces of paper, postage-paid envelopes and a pencil are provided to each offender upon arrival so they may correspond with family members and friends and send them a list of facility rules. Family members and friends are also encouraged to write to the offender often during this time. While offenders may not receive food, clothing, cash, stamps or other items through the mail, letters are encouraged. 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; they are often depressed and embarrassed. Despite this, please continue to write and be sure to include your full address on the envelope. The offenders need 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:

Fulton Reception & Diagnostic Center

(Offender Name and Registration Number)

P.O. Box 190, State Route O

Fulton, Missouri 65251

Phone: (573) 592-4040

Eastern Reception, Diagnostic & Correctional Center

(Offender Name and Registration Number)

2727 Highway K

Bonne Terre, Missouri 63628

Phone: (573) 358-5516

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)

P.O. Box 300, 1101 East Highway 54

Vandalia, Missouri 63382

Phone: (573) 594-6686

IS TELEPHONE ACCESS AVAILABLE?

Once an offender is assigned to a housing unit, he or she will have access to a telephone and may make collect telephone calls during scheduled periods. If you have an emergency message, you should contact the offender's caseworker who will 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?

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. Here are some of the visiting regulations established at each of the diagnostic centers:

Fulton Reception, Diagnostic & Correctional Center: During assignment to the orientation unit, one non-contact visit per month is authorized with immediate family or a designated other of the offender's choice. The offender will notify you if you are approved to visit. Visiting days are Thursday from 9:00 a.m. to 2:00 p.m. and Fridays from 3:00 p.m. to 8:00 p.m. only. You must sign in for visiting no later than one hour before visiting hours end.

Eastern Reception, Diagnostic & Correctional Center: During assignment to the orientation unit, one non-contact, two hour visit is allowed after the offender has been there for thirty days or more. Only two visitors of the offender's choice are allowed per visit. The offender will notify the visitor(s) if they have been approved to visit, and the time scheduled for the visit. Visits are scheduled on Thursday, Friday, Saturday or Sundays. A special visit may be requested every 30 days thereafter.

Western Reception, Diagnostic & Correctional Center: During assignment to this facility, one non-contact, two hour visit is allowed after the offender has been there for thirty days or more. Only two visitors of the offender's choice are allowed per visit. The offender will notify the visitors if they have been approved to visit, and the time scheduled for the visit. Visits are scheduled for Thursdays, Fridays, Saturdays or Sundays between the hours of 5:00 p.m. to 10:00 p.m.

Women's Eastern Reception, Diagnostic & Correctional Center: New offenders are allowed one contact visit within the first two weeks of arrival for up to five immediate family members prior to receipt of the completed visiting applications. After the initial visit, visitors must have an approved visiting application on file before visiting again. These visits occur on the second Saturday of each month and are for immediate family only.

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.

WHAT ARE FAMILY ORIENTATION MEETINGS?

Each reception and orientation center offers Family Orientation Meetings at least once each month for the families of first time offenders. These meetings offer family members and friends an opportunity to visit the facility to attend an orientation program. This meeting lasts about one hour and is conducted by

staff. During the orientation, staff provides 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. This forum has received positive feedback. 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 numbers 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-working 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
Central Missouri Correctional Center
Tipton 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
Intensive Therapeutic Community (JCCC)
Maryville Treatment Center
Mineral Area 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: Eastern Reception, Diagnostic & Correctional Center
Fulton Reception & Diagnostic Center
Western Reception, Diagnostic & Correctional Center
Women's Eastern Reception, Diagnostic & Correctional Center

There is 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 & Diagnostic Center, South Central Correctional Center and Southeast Correctional Center. Offenders assigned to these units are to provide work release services and must meet stringent guidelines before considered for assignment to that facility.

CAN TRANSFERS TO ANOTHER INSTITUTION OCCUR?

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. The institutional caseworker can best answer any questions you may have about transfer opportunities. In-state and out-state hardship transfers are not routinely considered. If an offender wishes to be housed in a facility closer to their family, they should discuss that request with their caseworker for documentation and future consideration, if possible.

DEPARTMENT OF CORRECTIONS FACILITIES

Algoa Correctional Center
8501 Fenceline Road
Jefferson City, MO 65101
Phone: (573) 751-3911

Camp Hawthorn
P.O. Box 140
Kaiser, MO 65047
Phone: (573) 348-3194

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

Central Missouri Correctional Center
P.O. Box 539, 2600 Hwy. 179
Jefferson City, MO 65102
Phone: (573) 751-2053

Boonville Treatment Center
1216 East Morgan Street
Boonville, MO 65233
Phone: (816) 882-6521

Chillicothe Correctional Center
1500 Third Street
Chillicothe, MO 64601
Phone: (660) 646-4032

Cremer Therapeutic Community
Center
P.O. Box 70, Route O
Fulton, MO 65251
Phone: (573) 592-4013

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

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

Farmington Correctional Center
1012 W. Columbia Street
Farmington, MO 63640
Phone: (573) 756-8001

Farmington Treatment Center
1014 W. Columbia Street
Farmington, MO 63640
Phone: (573) 756-8001

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

Jefferson City Correctional Center
8200 Fenceline Road
Jefferson City, MO 65101
Phone: (573) 751-3224

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

Maryville Treatment Center

30227 US Highway 136
Maryville, MO 64468
Phone: (660) 582-6542

Mineral Area Treatment Center
11593 State Hwy. O
Mineral Point, MO 63069
Phone: (573) 438-6000

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

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

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

Ozark Correctional Center
929 Honor Camp Lane, P.O. Box 1P
Fordland, MO 65652
Phone: (417) 767-4491

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

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

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

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

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

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

Women's Eastern Reception,
Diagnostic and Correctional Center
1101 East Highway 54, P.O. Box 300
Vandalia, MO 63382
Phone: (573) 594-6686

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

Women's Eastern Treatment Center
1101 East Highway 54, P.O. Box 300
Vandalia, MO 63382
Phone: (573) 594-6686

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

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 may be regulated. The following is a brief outline of visiting guidelines.

WHAT ARE THE VISITING SCHEDULES AND WHO MAY VISIT?

Regularly scheduled visiting is available at all facilities, Thursday through Sunday, with the exception of the diagnostic and treatment centers. Generally visits are on Thursdays from 8:30 a.m. to 2:30 p.m., Fridays from 2:30 p.m. to 8:30 p.m., and Saturdays and Sundays from 8:30 a.m. to 2:30 p.m. and 2:30 to 8:30 p.m., 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. 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). You should also be aware that unforeseen security problems may interfere with visiting, causing delay, shortened, or suspended visits. This is unusual, but does occur on occasion.

HOW ARE VISITORS ASSIGNED TO A VISITING LIST?

Every offender 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. Once completed, the form should be returned to the institution for processing. 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 criminal history and release status.

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. Because the Department maintains a zero tolerance policy regarding all illegal substances and introduction of contraband, 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. The Ion Scan machine emits a puff of air onto the visitor, then quickly retracts the air and analyzes it for traces of narcotics or explosives. None of these procedures are invasive or harmful.

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 217.337 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. Please do not jeopardize your visiting status by violating state law as the Department will seek prosecution. 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 caseworker 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. 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 or slitted skirts or dresses 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.

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 the 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 in the visiting room 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.

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 have visiting privileges suspended for an appropriate amount of time, be barred from the institution, 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 to the appropriate assistant division director in Central Office.

TELEPHONE CONTACT

Since communication with family, friends and others is important to those who are incarcerated telephones are made available within the institution for use by offenders with general privileges. 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. Offenders assigned to segregation units have limited access to the telephone. The State of Missouri contracts with Public Communications Services, Inc., (PCS) to provide these services. The following calling options are available to offenders:

Collect Calls: Offenders may place collect calls which may be accepted and paid for by the called party. It should be noted that offenders may not place collect calls to cell phones, business phones or numbers that are blocked from receiving collect calls.

Prepaid Calls (Daily Dial): Prepaid call accounts can be set up by an offender's family or friends to eliminate the problem of collect call blocks. Offenders can place prepaid calls to cell phones, office phones and other commercial phone numbers that normally do not accept collect calls. When an offender calls, the call charges are deducted from the family or friend's prepaid account.

To set up a pre-paid account, you may call PCS at 1-888-288-9879 or you may set up or recharge the account online at www.pcsdailydial.com.

Debit Calls: Offenders may purchase debit phone minutes from the offender canteen for .10¢ per minute. Debit calls can be placed to cell phones, business phones and other commercial numbers within the United States.

HOW IS THE CALL MADE?

The offender places a call to you by using a personal PIN number and then utilizing the payment options outlined above. You should know that all telephone conversations are monitored and recorded for security purposes.

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. 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 originally placed the call. If you do not wish to receive calls from offenders, you may also initiate a block by listening to the recording and following the instructions provided or by contacting PCS at 1-888-288-9879. The institution cannot place a block on your telephone; your telephone provider initiates blocks.

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 address envelopes as follows, and also complete your return address on the envelope.

Offender's 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.

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 ½ x 11 enclosures or news clippings may be included with each letter. Only film-processed photographs or digital copies are permitted. Any enclosures, including photographs, may not contain depictions of gang activity, pornography, nudity, be sexually explicit or contain other inappropriate content. Stamps and stamped envelopes cannot be included in mail sent to an offender.

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, you 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.

WHAT SHOULD YOU DO IF YOU RECEIVE UNWANTED CORRESPONDENCE?

If you received unwelcome mail or threatening letters from an offender, notify the institution in writing that you wish the correspondence to cease. You should also provide a copy of the correspondence received. The offender will be directed to stop writing 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 personal mail, cards, stamps or photographs to the above address. The office processes money transactions. 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.

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.

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. The offender will receive notice of deposit and may check their balance on a kiosk located inside the facility.

HOW ARE COURT ASSESSED PAYMENTS COLLECTED?

Fines or fees may be mandated by the courts for reimbursement of court costs, filing fees, child support 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 judgement is met in full. The offender may determine the amount due by writing to the Offender Finance Office.

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 judgements, 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.

WHAT ITEMS ARE PROVIDED BY THE STATE?

The Missouri Department of Corrections provides each offender with basic clothing items including undergarments, pants, shirts, shoes, a belt and overcoat. Bedding, towels, medical supplies and glasses are also provided.

CAN CLOTHING OR OTHER ITEMS BE SENT IN?

No. Do not send any items to an offender as the items will not be accepted and may be returned to you at the offender's expense or donated to a local charity. Instead, you may deposit funds to an offender's account. The offender can then prepare the order and, once verified that it is an item that is allowed and the funds are available to cover the cost, the order will be processed. Do not send or order any property items on behalf of an offender.

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, 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 for disposal. The offender may choose to donate the items to charity or make arrangements for a visitor to pick the property up after a visit.

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.

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, 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 for the offender population.

MEDICAL AND DENTAL SERVICES

Offender health care services are provided through a private contractor under the direction of Department staff. The medical services provider in the Missouri Department of Corrections 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?

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?

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 EYEGASSES 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 DISEASE?

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.

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 our 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 services needs, only offenders who are ordered for treatment may participate in a treatment center program. Completion of the full program 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. Recent legislation provides the Department with the authority to make assessment-based recommendations for program placement of offenders who are required to attend institutional treatment. All diagnostic centers will have these assessment services in place by June of 2005. 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?

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 and Vandalia 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, Jefferson City Correctional Center and 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 in Boonville, Fulton, St. Joseph, Farmington, or Mineral Area. Women are assigned to the treatment center in Vandalia.

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 in St. Joseph and women in Vandalia.

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 12 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 in St. Joseph.

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.

Intermediate 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 programs are currently located at St. Joseph and Tipton.

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. To obtain consideration for program privileges, favorable transfer 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 37 conduct rules, the staff member will write a 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 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. Within 7 working days of the interview of the conduct violation, a disciplinary hearing is held. 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 charge. That recommendation will then be forwarded to the facility's administrative staff for review. If found guilty, a disciplinary sanction may be imposed. 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 37 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. Riot
6. Inciting to 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
17. Self-Mutilation
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 Clothing
35. Malingering
36. Community Release Program Conditions Failure
37. Violation of Institutional 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. Multiple sanctions may be applied to a conduct violation. It should be noted that additional disciplinary sanctions may be applied to those offenders who are found guilty of drug related violations.

1. Warning or Reprimand
2. Extra Duty
3. Property Impoundment/Confiscation
4. Activity Restriction
5. Pay for Damages
6. Room or Cell Restriction
7. Wage Reduction
8. Visiting Restrictions
9. Disciplinary Segregation
10. Program Restriction or Attendance Requirement
11. Refer to Administrative Segregation Committee
12. Recommendation for Time Extension (Old Criminal Code)
13. Referral for Conditional Release Extension
14. Referral for Time Credit Loss
15. Request for Transfer
16. Referral for Prosecution

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 may be assigned to a protective custody assignment. 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 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, eight non-contact visits, usually limited to two hours each, are allowed each month. 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. Every effort is made to house an offender at a facility that can meet their educational needs. Please encourage participation!

CAN AN OFFENDER OBTAIN A GED?

Missouri Statute 217.355 requires offenders who do not have a high school diploma or 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.

WHAT OTHER EDUCATION PROGRAMS ARE OFFERED?

Classes are available in a variety of career and technical vocational subjects. 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. The courses are for individuals under 26 years of age and who have achieved a high school diploma or GED and meet other eligibility requirements.

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.

WORK ASSIGNMENTS

Offenders are expected 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 Missouri Vocational Enterprises Job Coordinator located at the institution.

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.

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. 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 superintendent. If the situation cannot be remedied at that level, the offender may file an appeal. The appeal will be responded to by the Assistant 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 made to the institutional probation and parole officer.

WHAT ARE THE DIFFERENT TYPES OF RELEASE DATES?

A parole hearing date is the day the Board of Probation and Parole will meet with an offender to consider release on parole status. A presumptive parole date is a date that may be established by the Missouri Board of Probation and Parole for release to the community. A conditional release date represents the date an offender must be discharged, pursuant to Missouri Statute 558.011, if a parole date had not previously been established. Offenders serving a life sentence, a minimum mandatory prison term

of 80 percent or more as defined in Missouri Statute 558.019, or a persistent sexual offender as defined in Missouri Statute 558.018 are not eligible for conditional release. In addition, some offenders may not have completed mandatory statutory requirements to be eligible for release. A maximum release date is date the sentence is completed. While an offender may remain incarcerated until this date, they cannot remain under supervision past their maximum release date and will be released at that time. The institutional probation and parole officer can answer questions about release dates and how they apply to each offender's case.

WHEN IS THE FIRST PAROLE HEARING SCHEDULED?

Upon arrival in the Department, each offender is given a booklet entitled "Rules and Regulations Governing the Granting of Parole, Conditional Releases, and Related Procedures." This booklet explains criteria used during parole consideration. Within 90 days, each offender will receive written notice advising them of the month and year of the first scheduled hearing. You may obtain a copy of this booklet by contacting the institutional probation and parole officer at the offender's assigned facility.

WHO CAN ATTEND A PAROLE HEARING?

If an offender chooses, one person may attend the parole hearing. This person may not be another offender. Victims and members of the criminal justice community may also attend hearings.

WHAT HAPPENS AT A PAROLE HEARING?

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 12 weeks after the hearing. This notice provides a summary of the Board's decision or release plan.

WHAT IF AN OFFENDER DOES NOT AGREE WITH A DECISION MADE BY THE BOARD OF PROBATION AND PAROLE?

Offenders can appeal some decisions of the Board within thirty days. The appeal form can be obtained from the institutional probation and parole officer. The Board holds final authority for parole release. It is advisable the offender consult with the institutional probation and parole officer as most questions or concerns can be resolved at that level.

HOW CAN AN OFFENDER BE CONSIDERED FOR THE ELECTRONIC MONITORING PROGRAM?

Missouri Statute 217.541 specifies that offenders serving C or D felonies or who have one year or less remaining to serve prior to release on parole, may be eligible to participate in the electronic monitoring program. To obtain specific information regarding electronic monitoring, questions should be directed to the institutional probation and parole officer.

CAN AN OFFENDER BE CONSIDERED FOR MEDICAL PAROLE?

Missouri Statute 217.250 does provide consideration for release under medical parole however; these releases do not routinely occur and have strict guidelines. An offender eligible for consideration must be facing imminent death within six months, or due to a serious medical condition, requires long-term or skilled nursing home care. The offender's ability to re-offend and public risk factors also play an important role in the evaluation, as does acceptable home plans.

WHAT INVOLVEMENT DOES THE VICTIM HAVE IN PAROLE RELEASE CONSIDERATION?

The Department is required by law to notify the victim(s) when an offender is being considered for parole. Victims have the right to be at an offender's parole hearing and to know when the offender is to be released. If you have questions about victims' rights, you may contact the institutional probation and parole officer or the Department's Victim's Services Coordinator at P.O. Box 236, Jefferson City, MO 65102. The telephone number is (573) 526-6516.

WHO PROVIDES ASSISTANCE WITH RELEASE PLANNING?

The assigned institutional probation and parole officer assists with release planning. The offender can usually use a great deal of support at this time, so it is important that you 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. This person will take over where the institutional probation and parole officer left off to help an offender re-establish a productive community life.

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 Re-Entry Process, which encourages each offender to develop a personal Transition Accountability Plan.

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 change and identify the next step.

Six months prior to release, the offender is assigned to a Transition Housing Unit where more intense preparations for release occur, to include communication with external resources that will be available to assist the offender upon release, to establish a viable home plan, and to make final preparations for release. This plan then continues as the offender is released 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 RECOGNIZED IN THE DEPARTMENT?

The Department recognizes a variety of religions and faith/belief systems, including Christianity, Islam, Judaism, Native American Spirituality, and Wicca. 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.

WHAT IS THE ROLE OF THE INSTITUTIONAL CHAPLAIN?

The all-faith 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 a designated spiritual leader 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.

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. 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.

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
ADSEG	-	Administrative Segregation
AICS	-	Adult Internal Classification System
AIMS	-	Adult Internal Management 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
CMCC	-	Central Missouri Correctional Center
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)
C-SCORE	-	Custody Classification
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
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
MATC	-	Mineral Area Treatment Center
MCC	-	Moberly Correctional Center
MECC	-	Missouri Eastern Correctional Center
MOSOP	-	Missouri Sexual Offender's Program
MRP	-	Missouri Re-Entry Process
MSP	-	Missouri State Penitentiary
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

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
VQ	-	Visiting Questionnaire
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