

Missouri Department of Corrections

For  
**Family and  
Friends**

A guide to  
understanding  
the institutional  
corrections system  
in Missouri



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Governor

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## **A Message from the Division Director**

Dear Visitor,

Incarceration is a difficult time for offenders, but it also impacts the lives of their family members and friends. During this period of incarceration of a family member or friend, you may have many questions about the rules and regulations governing the operations of the Missouri Department of Corrections that you want answered. To help answers those questions, we have prepared this Family and Friends booklet to provide guidance.



In addition to this booklet, we also maintain a public website that provides additional information about the department. You can visit this website by going to [www.doc.mo.gov](http://www.doc.mo.gov). There you will find 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 website provide general information about the department's policies, procedures and practices, they may not answer all of your questions. In this instance, please feel free to contact the offender's assigned institutional case manager or probation and parole officer to help with any additional questions.

We hope you find the information contained in this booklet and on our website useful. 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, as well as provide emotional support through this period of incarceration.

Director of the Missouri Department of Corrections  
Anne L. Precythe

## **Diagnostic Process**

During the initial admission process at the department's diagnostic centers, 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 under 18 years old are assigned to the Farmington Correctional Center in Farmington, 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 if the property cannot 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, 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, offenders may then be assigned to temporary housing, pending review and assessment to determine their permanent assignment within the department. Once their personal PIN number has been activated, 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 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 be required to meet with probation and parole staff if being returned

on parole or conditional release status. After the above is completed, a case manager meets with the offender to summarize all information gathered. The case manager will also conduct an initial classification analysis to determine the offender's classification and custody level. During the analysis, the case manager reviews the offender's criminal and social history in order to best assess and evaluate the offender's needs. The case manager will also explain the transitional accountability plan that will follow the offender throughout their incarceration. 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! 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. 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)

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, debit or prepaid telephone calls during scheduled periods. If you have an emergency message, you should contact the offender's case manager 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. Only go to the diagnostic centers for visiting when you have been specifically advised and have been approved to visit.

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

- **Fulton Reception & Diagnostic Center:** During assignment to the orientation unit, one (two-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. You must sign in for visiting no later than one hour before visiting hours end. Visiting hours are from 9:30 a.m. to 1:30 p.m. and 2:30-6:30 p.m. on Friday, Saturday and Sunday.
- **Eastern Reception, Diagnostic & Correctional Center:** Diagnostic offenders will be eligible for one non-contact visit, not to exceed two hours in duration, every 30 days, after they have been at ERDCC for a minimum of 30 days. Visitors must be immediate family, primary support person or significant other. Visiting hours will be as follows: Friday, Saturday and Sunday from 9:30-11:15 a.m., 11:30 a.m. to 1:15 p.m. and 2:30-4:15 p.m.
- **Western Reception, Diagnostic & Correctional Center:** After the offender has been assigned to WRDCC diagnostic for 30 days the offender is allowed a two-hour non-contact visit. There can be two adults and two children at each visit. These visitors must be approved on their visitor list. The offender will notify the visitor that they are approved and what day and time they can visit. Visits are Friday, Saturday and Sunday from 5:30-7:30 p.m., 6:30-8:30 p.m. and 7:30-9:30 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; no one under 18 years old is allowed to participate in these visits. If you wish to confirm your visits prior to

traveling to any facility, you should contact the offender's case manager or the visitor's desk at the appropriate institution. Staff members are available during regular business hours.

### **What are family orientation meetings?**

Each male 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?**

An offender can receive deposits into his or her personal account in several different ways. Money orders, accompanied with a deposit slip, can be mailed to the Offender Financial Services office by family and friends. Upon receipt by Offender Finance, funds are usually deposited within one to three business days. Deposit slips can be made available through the case manager, which then can be mailed by the offender to family and friends. Funds can also be deposited into an offender's account electronically through a department approved vendor either by phone or online. If the vendor receives funds by the daily cutoff, they will be available on the offenders account the next business day. Family and friends can obtain information on approved money transfer vendors by contacting Offender Financial Services at 573-526-6445 or visiting the department's website at [www.doc.mo.gov](http://www.doc.mo.gov).

### **Who should we call if there are questions?**

It is recommended that you call the case manager 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. Case managers 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 it's 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.

### **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 a variety of factors that includes minimum amount of time remaining to be served, pending charges, escape history, and conduct violations. Consideration is also given to educational, vocational and treatment needs.

### **How are institutions classified?**

Each institution is assigned a security custody level number — 1, 2 or 5 — with custody level 1 a minimum security, custody level 2 a medium security 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, 2 or 5, using the criteria explained above. Reviews are made once each year 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

#### **Medium Security (C-2):**

Farmington Correctional Center  
Northeast Correctional Center  
Western Missouri Correctional Center  
Moberly Correctional Center  
Missouri Eastern Correctional Center

#### **Minimum Security (C-1):**

Algoa Correctional Center  
Tipton Correctional Center  
Western Reception, Diagnostic & Correctional Center  
Boonville Correctional Center  
Kansas City Reentry Center

#### **Female Facilities (C-1, C-2, and C-5):**

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



**Treatment Centers:**

Boonville Treatment Center  
Cremer Therapeutic Community Center  
Farmington Treatment Center  
Maryville Treatment Center  
Ozark Correctional Center  
Western Reception Treatment Center  
Women's Eastern Treatment Center

**Community Release Centers:**

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 & Correctional Center

There are also a limited number of custody level 1 minimum security units located within higher custody facilities. These are located at Eastern Reception, Diagnostic & Correctional Center, Farmington Correctional Center, Fulton Reception & Diagnostic Center, Potosi Correctional Center, South Central Correctional Center, Southeast Correctional Center and Western Reception, Diagnostic and Correctional Center. Most offenders assigned to these units will 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. The offender's case manager can best answer any questions you may have about transfer opportunities. If an offender wishes to be housed in a facility closer to their family, they should discuss that request with their case manager for documentation and future consideration, if possible.

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## Department Of Corrections Facilities

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

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

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

Kansas City Reentry Center  
651 Mulberry Street  
Kansas City, MO 64101  
Phone: 816-842-7467

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

Maryville Treatment Center  
30227 US Highway 136  
Maryville, MO 64468  
Phone: 660-582-6542

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

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

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

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

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

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

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

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

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

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

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

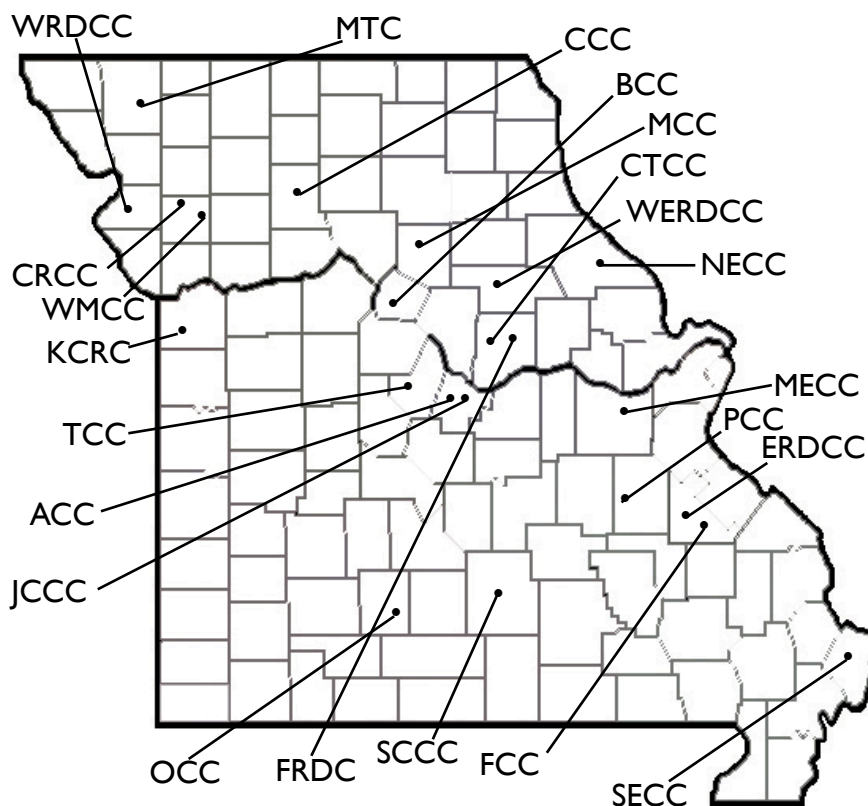
Tipton Correctional Center  
619 North Osage Avenue  
Tipton, MO 65081  
Phone: 660-433-2031

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

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

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

## Map of Missouri Correctional Facilities



### Visiting

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.

#### 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](http://www.doc.mo.gov). Generally visits are from 9:30 a.m.-1:30 p.m. and 2:30-6:30 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 20 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 institution 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 or birth certificate 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. Visitors 13 years and older shall be required to show a current school picture identification card that includes their name, or a valid federal or state Department of Revenue identification card before admission to the visiting area. Visitors under 18 years old, 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 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.

### **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 case manager 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 six diapers, one blanket, three clear plastic bottles of prepared infant beverage, one clear plastic no-spill toddler cup, three unopened vendor containers of baby food, one plastic pacifier, teether and/or rattle, one small plastic spoon and one 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. 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 and is subject for search.

### **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 an adult 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 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. There are some institutions that 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. Failure to follow visiting rules, such as 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, may result in having visiting privileges suspended, be barred from the institution, or may be placed on non-contact visiting status. If visiting sanctions are imposed on a visitor, the institution will send a written notice outlining the infraction and sanctions imposed. A visitor may appeal visiting restrictions in writing to the appropriate deputy division director in Central Office at 2729 Plaza Dr., Jefferson City, MO 65109.

## **Telephone Contact**

Communication with family, friends and others is important while incarcerated. 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. Through an established vendor, all telephones are programmed to process collect calls, debit calls or prepaid calls. Offenders cannot place toll-free calls or participate in three-way calls, doing so may result in a conduct violation.

### **How is the call 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 gives you the opportunity to accept the charges which will show up on your monthly phone bill. This option can be set up through phone, email, online or mail with Securus, after a credit check. Your cellphone 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 phone, email, online or mail with Securus. Debit minutes can be purchased by an offender in the institution's canteen or from a kiosk located inside the institution.

### **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, but rather to alert outside parties to the fact that an offender originally placed the call.

### **How are phone blocks placed on an outside phone?**

While the institution can monitor and record calls, they hold no ability to place a block on outside telephones. The telephone company may place an automatic block on your phone if third party calls are detected or there is an unusual increase in your phone bill. To receive calls from a correctional center, you must contact Securus at <https://www.securustech.net> or 1-800-844-6591.



## **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 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?**

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, 8½ x 11 enclosures may be included with each letter. Enclosures may not contain depictions of gang activity, tattoo patterns, be sexually explicit or contain other inappropriate content. Stamps and stamped envelopes cannot be included in mail sent to an offender.

On Jan. 1, 2015, family and friends of offenders incarcerated within the Missouri Department of Corrections were required to send pictures and personal correspondence in separate mailings. Only film-processed photographs or digital copies are permitted. Pornography and full nudity are not permitted.

### **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 the offender 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 for personal funds that may be used to make purchases of phone time, 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 only. It is important that you supply all information requested on the deposit slip in blue or black ink. If you have questions, you may call the Offender Finance Office at 573-526-6445.

**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 1-3 business days; however, this may take slightly longer dependent upon a number of factors. The offender may check their balance and determine transaction, sender name and amount on a kiosk located inside the facility.

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

The department offers electronic transfer of funds through Access Corrections. You can contact Access Corrections at 866-345-1884 or by visiting their website at [www.accesscorrections.com](http://www.accesscorrections.com). Transactions must be received by the vendor's cut off time to be deposited to the offender's account the same business day. All transactions received after the vendor's cut off time will be processed the following business day.

### **How are court assessed payments collected?**

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

### **Who can answer questions about victim's compensation?**

If you believe that a 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. 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?**

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?**

This is an excellent way to welcome an offender back to the community. If an offender is scheduled for release within 30 days, they may receive one package from home with clothing items and shoes to be worn upon discharge. Please contact the institutional case manager 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 standard 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 eyeglasses provided?**

The department will provide the offender with prescription eyeglasses and 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. 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. Medication may be ordered by a contracted psychiatrist or mental health nurse practitioner.

### **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 case manager or an institutional mental health staff.

### **What types of facilities are available for the mentally ill?**

With appropriate treatment and support, many offenders with mental illness are able to function well within the general population of the institution. Other offenders need more intensive treatment, and the department has several specialized units to meet offender needs. Farmington Correctional Center has two specialized mental health units. The Social Rehabilitation Unit (SRU) is a 100-bed housing unit, and the Corrections Treatment Center (CTC) is a 20-bed unit. Potosi Correctional Center has a 46-bed Special Needs Unit (SNU) that houses developmentally disabled maximum security offenders. Women's Eastern Reception and Diagnostic Correctional Center has a Women's Social Rehabilitation Unit (WSRU) with a variable number of beds. Jefferson City Correctional Center has the Secure Social Rehabilitation Unit that currently serves approximately 35 maximum security offenders. All of these units provide psychiatry and counseling services, as well as structured activities to improve the offender's level of functioning.

## **Institutional 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 institutional substance abuse treatment programs at ten correctional facilities throughout the state. The goal of institutional substance abuse treatment programs is to assist offenders in becoming drug and alcohol free and to support recovery from substance abuse and criminal behavior that will continue after release.

Most offenders who completed institutional treatment will be required to participate in aftercare in the community to assist continuing recovery.

### **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. Those offenders mandated for treatment 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 voluntary substance abuse programs available?**

Almost every institution offers Alcoholics Anonymous, Narcotics Anonymous 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 assist with program placement of offenders who are ordered by the courts or the Board of Probation and Parole for institutional treatment. The assessments may 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, Chillicothe and Vandalia for offenders who are sentenced and/or assessed to need treatment according to Missouri Statute 559.115 and 559.036, 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 at the Ozark Correctional Center, Maryville Treatment Center, Chillicothe Women's Treatment Center and the Women's Eastern Treatment Center.



**Missouri Post-Conviction Drug Treatment Program** is provided to court referred 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. Offenders 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, Chillicothe or Vandalia.

**The Offenders Under Treatment Program** is a 180-day substance abuse treatment program, established by statute, for eligible offenders. 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. Once the offender has served the required deterrence time and upon successful completion of the program, they may be eligible for release on parole. This program is provided in St. Joseph, Maryville, Farmington, Chillicothe and Vandalia.

**Intermediate 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 both men and women 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 in St. Joseph, Maryville, Farmington and Chillicothe.

**Partial Day Treatment Program** is a 10-week program for offenders ordered or referred by Probation and Parole. The program provides substance abuse education, group counseling, and weekly individual counseling. The programs are currently located at St. Joseph and Chillicothe.

## **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 41 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 infraction 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 seven 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 violation. That recommendation will then be sent to the facility's administrative staff for review. If found guilty, a 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?**

Please refer to the Offender Rulebook that can be found by visiting [www.doc.mo.gov](http://www.doc.mo.gov).

**What type of sanctions can be imposed?**

The following is a list of 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 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 Assignment
10. Program Restriction/Program 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 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. For 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 safety and security of the offenders, staff and 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 high school equivalency certificate?**

Missouri Statutes require offenders who have not obtained a high school diploma or its equivalent to be enrolled in basic education programs offered by the department, in order to be considered for parole. High School credentials qualify the offender for better jobs and pay while incarcerated. It is important that you support participation in available education programs. This will instill pride from personal achievement and prepare the offender for release.

### **Can an offender receive vocational training?**

A variety of vocational programs are available at many institutions. Those who possess high school credentials may apply through their housing unit case manager.

### **Are college and correspondence courses allowed?**

Offenders interested in correspondence courses must work with the Education Supervisor or the Institutional Chaplain to determine if specific courses are acceptable. Once approved, the cost of these courses is the responsibility of the offender, and due in advance. State or federally funded college courses are not available.

## **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 case manager or the 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 case manager.

## **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 warden. If the situation cannot be remedied at that level, the offender may file a grievance appeal. The grievance appeal will be responded to by the deputy division director within 100 days of receipt. A sampling of these grievance appeals will be reviewed by the Citizen's Advisory Committee on Corrections members, who provide recommendations to the department. Once the appeal is answered, the grievance process is considered exhausted.

### **What Is The Citizen's Advisory Committee?**

The Citizen's Advisory Committee on Corrections 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 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. The following provides some guidelines as to how you may get answers to your questions about parole or release guidelines. This information is generic and there may be unique stipulations that apply to individual offenders. All questions concerning parole guidelines or release eligibility should be directed to the institutional probation and parole officer.

### **What are the different types of hearing and release dates?**

A parole hearing date is the day the Parole Board will meet with an offender to consider release on parole status. A presumptive parole date is a date that may be established by the Board for release to the community. A conditional release date represents the date an offender must be discharged, pursuant to Missouri Statute 558.011, if an earlier parole date has not been established. Some offenders may not be eligible for conditional release depending on their offense or term of sentence. A

minimum mandatory date is the date an offender will satisfy a statutory requirement to be eligible for release. A maximum release date is the date the sentence is completed. An offender will not remain incarcerated or under supervision of the department past their maximum release date. 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 or on the department's web site at <http://doc.mo.gov/PP>.

### **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 or on video 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 progress and conduct 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 four 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 30 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?**

The Parole Board may require Electronic Monitoring as a condition of the offender's release. 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 must have satisfied statutory minimum parole eligibility requirements. In addition, 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 Services Coordinator at P.O. Box 236, Jefferson City, MO 65102, or telephone at 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.

Transitional Housing Units are available at some facilities to assist offenders during the last six months of incarceration. During their time in the Transitional Housing

Unit, staff will work with offenders in the following areas to prepare them for return to the community by:

- Establishing a viable home plan
- Communicating with external resources
- Making 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 Programming**

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

### **What faith groups are accommodated in the department?**

The department accommodates a variety of religions and faith/belief systems, including Christianity, Islam, Judaism, Messianic, Buddhism, Native American Spirituality, Wicca and others. Participation in the religion of the offender's choice is encouraged as it is accommodated according to policy.

### **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. Partnerships exist with members of the outside faith community meeting the diverse religious/spiritual needs of offenders. 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.

### **Is free religious literature provided?**

Items such as magazines, tracts and brochures are regularly available to interested offenders as donations from outside faith communities allow. Sacred texts (Bibles, Qur'ans, Torah, etc.) are books that may be permanently assigned to offenders upon request and available at no cost to the offender.

### **What other resources are available for personal religious development?**

Offenders may utilize educational resources (CDs, DVDs, books and magazines) by way of the chapel library. Access to ritual items is possible during group worship or



study time at the chapel. Personal purchases may be made from outside bona fide vendors by offenders, per policy. Offenders may have approved clergy or spiritual advisors included in their visiting list.

### **Are religious correspondence courses allowed?**

Per department policy. Contact the chaplain for this and any other questions related to religious/spiritual programming.

## **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?**

A marriage application must be first sent to the institutional chaplain from the offender. Information on this document would include the name of the prospective marriage partner, the name(s) of visiting guests (if any), and the name 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 coordinates all marriage ceremonies and can answer any questions regarding requests to marry or an upcoming ceremony. Procedure IS8-5.1 Offender Marriage provides step-by-step information for planning the marriage and is available to offenders in the institutional library. Planning specifics at a particular institutional chapel are outlined in guidelines provided by the chaplain.

# **Prison Rape Elimination Act**

## **PREA: What Is It?**

In September 2003, the Prison Rape Elimination Act was signed into law and became the first federal law to address the sexual abuse and harassment of incarcerated individuals. The law mandates that states adopt a “Zero Tolerance” for all forms of offender sexual abuse and harassment and that each state make prevention of offender sexual abuse and harassment a top priority.

## **Zero Tolerance policy**

Every incarcerated individual has the right to be free from sexual abuse and harassment. In accordance with the Prison Rape Elimination Act, the Missouri Department of Corrections has a zero-tolerance policy for all forms of offender sexual abuse and harassment. The department will investigate all allegations and actively seek prosecution when a perpetrator is identified.

Sexual abuse is defined as any type of unwanted sexual contact. When sexual contact is accomplished through fear, threat or implied threat, it is considered sexual abuse. Staff-on-offender sexual misconduct will not be tolerated. It is against state law for a staff member, contractor or volunteer, to engage in any type of sexual behavior with an offender.

The department has taken various steps to stop sexual abuse and harassment, including increasing the number of security cameras, providing the offender population with multiple ways to report offender sexual abuse, training our staff to recognize the signs and symptoms of sexual abuse, and educating the offender population on how to avoid and report sexual abuse.

## **Reporting offender sexual abuse or harassment**

The Missouri Department of Correction takes the safety of incarcerated offenders very seriously and ensures that everyone that lives or works within our facilities understands the signs and symptoms of offender sexual abuse and how to report allegations of abuse.

## **Offenders**

Offenders incarcerated in a department of Corrections’ facility are encouraged to report offender sexual abuse immediately. Offenders are provided a number of ways to report abuse that includes anonymous reports via the PREA hotline, reporting to a staff member, or writing to the Missouri Department of Public Safety. In addition, offenders may report abuse through the offender grievance process.

## **Staff**

In accordance with Department’s Offender Sexual Abuse and Harassment Policy, staff having knowledge of offender-on-offender or staff-on-offender sexual abuse must report immediately to the shift supervisor while keeping the victim safe.

## **Friends and Family**

Friends and family of offenders incarcerated with the Missouri Department of Corrections may report offender sexual abuse and harassment by:

<b>Calling</b>	<b>Writing</b>	<b>Emailing</b>
573-526-9003	PREA Unit Missouri Department of Corrections 2728 Plaza Drive Jefferson City, MO 65109	DOC.PREA@doc.mo.gov

When reporting offender sexual abuse or harassment, you will be asked to provide information that will assist in the investigation such as the offender's name and offender's number, the facility where the alleged incident occurred, time and date of the incident, as well as a brief summary of the allegation.

## **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 case manager. The case manager 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 case manager 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?**

Funeral or bedside visits are not allowed due to budgetary restrictions and safety and security concerns. Instead, the institution may allow a special visit or a phone call, family may video the funeral 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.

## Common Abbreviations

The following list contains abbreviations commonly used by the department. This list will assist you as you become familiar with these terms.

ACC	-	Algoa Correctional Center
ADSEG	-	Administrative Segregation
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
CCM	-	Corrections Case Manager
CDV	-	Conduct Violation
CMCC	-	Central Missouri Correctional Center
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
ECU	-	Enhanced Care Unit
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
KCRC	-	Kansas City Reentry Center
MCC	-	Moberly Correctional Center
MECC	-	Missouri Eastern Correctional Center
MMPT	-	Minimum Mandated Prison Term
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
OCC	-	Ozark Correctional Center
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
PREA	-	Prison Rape Elimination Act
RCA	-	Reclassification Analysis
R&O	-	Reception & Orientation Unit
RTF	-	Residential Treatment Facility
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

## **Family and 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. 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 case manager to discuss your concerns and to obtain advice. Addresses and phone numbers are available in the Department of Corrections facility 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, 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 case manager 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. Encourage the offender to make an anonymous call to the Crime Tips Hotline at \*9555 from an offender phone.
- 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 case manager. If you need general information about the department in general, you may send an email inquiry at [constituentservices@doc.mo.gov](mailto:constituentservices@doc.mo.gov). 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](http://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 and 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. Do not hold on to unnecessary obligations or responsibilities for your incarcerated loved one. If it is something that can be replaced later and it adds undue 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.

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If you have questions, email us at  
**[constituentservices@doc.mo.gov](mailto:constituentservices@doc.mo.gov)**,  
or write to us at:

Missouri Department of Corrections  
Office of Constituent Services  
P.O. Box 236  
Jefferson City, MO 65102

