

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE  
PAROLE DIVISION**



**POLICY AND  
OPERATING PROCEDURE**

**NUMBER: PD/POP-2.1.6**

**DATE: 11/21/12**

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**SUPERSEDES: 03/08/00**

**SUBJECT:** PROCESSING MAIL, FILE MATERIAL, PAROLE FILES, AND OTHER CORRESPONDENCE

**AUTHORITY:** N/A

**PURPOSE:** To establish guidelines for sending/receiving mail, file material, Legacy parole files and other documents to/from the Central File Coordination Unit (CFCU).

**PROCEDURE:**

**I. RECEIVING DOCUMENTS AT CFCU**

- A. The CFCU receives a variety of correspondence and other documents from several sources: Parole Division mail room, CFCU couriers (truck mail), U.S. Postal Service, fax, FedEx, and other commercial mail deliveries.
- B. With the exception of Legacy parole files, all deliveries shall be received by the CFCU receptionist.
- C. Legacy parole files are scanned and distributed to the appropriate CFCU file location barcode (TCode) in accordance with PD/POP 2.1.9, *Managing and Maintaining Parole Files*. Truck mail received from the courier runs will be routed to the receptionist, unless it is intended to be delivered to another destination on the next courier run. In such cases, the truck mail shall be staged for that destination with any outgoing Legacy parole files.
- D. The CFCU receptionist shall sort, date-stamp, and distribute all incoming faxes, mail, correspondence, file material, and other documents received.
- E. Hand-served subpoenas shall **not** be signed for before coordinating with a supervisor.
- F. Correspondence addressed to the Open Records Section, or which appears to be a request for open records, shall be date-stamped and delivered immediately to the Open Records Section.

- G. Writs and subpoenas shall be date-stamped and immediately delivered to the Open Records Section.
- H. Correspondence and other documents (i.e., offender support documents) destined for Legacy parole files shall first be imaged into the Offender Information Management System (OIMS). If there is insufficient information to identify the correct offender, the correspondence will be returned to the sender with an explanation that further information is needed.
- I. Correspondence that cannot be returned to the sender because of an insufficient address, etc., shall be placed in confidential receptacles for secure disposal.
- J. Correspondence from offenders relating to the review status and other inquiries that can be answered by an institutional parole officer (IPO) shall be routed to the Region IPO that serves the offender's unit.
- K. Correspondence requiring responses shall be distributed to the CFCU Correspondence Section where it will be logged into a tracking database, then imaged into the OIMS. The CFCU Correspondence Sections staff will then route the correspondence, via truck mail, to the appropriate departments for appropriate response.

## II. SENDING DOCUMENTS TO CFCU

File material should be clearly marked as such to expedite the sorting process by CFCU staff. Additionally, a cover sheet shall be affixed to the file material identifying which person/office sent the material.

## III. CERTIFIED AND OVERNIGHT MAIL DELIVERIES

Certified mail and overnight mail deliveries shall only be used for essential documents, such as open records correspondence and subpoena responses. Mail of this type shall be processed through the CFCU Open Records Section and a copy of the mail documents shall be filed with the corresponding action.

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