



POLICY & PROCEDURE:	17.05
UNIT:	Detention and Corrections
CHAPTER:	Inmate Communication, Mail and Visiting
SUBJECT:	Inmate Message Requests
ISSUED DATE:	July 1, 1989
REVISION DATE:	January 8, 2025
NOTES:	
RELATED ORDERS:	P&P 1.08 , 1.14
ATTACHMENTS:	

PURPOSE: To set forth guidelines for processing inmate message requests.

POLICY: Staff will supply inmates with message request forms and blank application forms when time permits. ***Staff shall notify inmates of alternative means to apply for programs and submit requests such as electronically or by phone.*** All message requests for Sheriff's Work Alternative Program (SWAP), Parenting Program, ***Educational/Vocational programs, and Substance Abuse programs***, will be handled by staff in a timely manner.

PROCEDURE:

A. The Inmate Message Request (ML-76) is a method for inmates to request services, receive answers to questions, and in general, communicate with staff pursuant to D&C Policy and Procedure 1.08, "Facility Meetings and Communication."

1. The Message Request may be used for, but not limited to:

REQUEST	SEND TO
Custody status (of the requestor only, i.e. release date, out-of-county holds, Account status, etc.)	Housing Control Room
Legal materials	Inmate Services
Housing location change	Classification Office
Change of work assignment	Detail Deputy
Interview with any staff members	Staff Member
Mail discrepancy	Mail Room Clerk

2. If the message request pertains to a disability related issue, refer to D&C P&P 1.14

"Americans with Disabilities Act" for proper routing of the request and other relevant procedures.

3. The Message Request should also be used to resolve any discrepancy before filing an inmate grievance.
- B. Staff will attempt to answer questions to the inmate's satisfaction. When they cannot, they will provide the inmate with a Message Request and instructions for its use.
 - C. Inmates will fill out the Message Request, address it to the proper person or location, and turn it in to the housing deputy or housing control mail slot.
 - D. Message Requests will be resolved at the lowest possible level; therefore, all requests will be submitted to the housing deputy who will date and sign the request. If the deputy is unable to answer the request, the following will occur:
 1. The housing unit deputy will give the request to the sheriff's technician, who will also sign and date the request. If the Message Request cannot be answered at the housing unit, it will be directed to another location.
 2. At the conclusion of the shift, the deputy or sheriff's technician will take the message requests, sorted by location, and place them in the appropriate spaces in the alcove near Administration at Santa Rita Jail.
 - E. The individual answering or making a final disposition of the message shall be responsible for signing and dating the form.
 - F. Completed Message Requests are to be placed in ***housing unit mailboxes located in the Medium Muster Room. Deputy sheriffs assigned to 1700 – 0700 will take the message requests to their respective housing unit.*** Message Requests ***will then be returned to the inmates with*** the regular evening mail delivery.
 1. The housing unit deputy shall defer to the housing control sheriff's technician, ***all*** requests (account balances, court dates, etc.) which can be answered using Advanced Technology Information Management System (ATIMS).