

This month, I sent two identical packages of religious materials that fit DOC's requirements to two clients housed in RESH. We received confirmation that both packages were delivered. The following week, one of the client's packages had been sent back to me, the other had not. I had met with clients to confirm receipt, however neither of them received the items. 311 complaints were made and grievances were filed.

I called RESH directly, in order to be put in contact with the facility's mail room. My goal was to determine why the package was sent back and whether there was a documented issue. I was hoping to amend any issues in the future so that clients could get their packages.

The first officer I spoke to said they were not allowed to give me the phone number for the mail room. I called the facility's property officer, and they informed me that the property officer doesn't handle mail. They ended up transferring me to the resh mail officer but did not give me the phone number for future use. Once I got in contact with the resh mail officer, he said he never had my client's name in the system, meaning the package never made it to RESH. The resh mail officer told me to contact the Perry center mail room, because, according to him, all mail came through the Perry center.

When I called the Perry center, the officer that picked up informed me that there was no mail room at the Perry center and that the information given to me was false. I asked about the mailing process, and he said his understanding was that a trailer that used to be outside the Perry Center gets mail. I was then informed that the trailer was no longer outside the Perry center; he had no idea where it was, and there was no way of contacting them by phone.

I called the Perry Center property officer and the individual who I spoke with refused to give me their name, there manager's name, or provide me with any information. I kept getting transferred to different people, hung up on, and would have to begin again. After two hours on the phone, I am essentially left without answers.

It's impossible to send mail to clients or follow internal mailing procedures if DOC employees are not aware of the protocols in place. There is no way for attorneys to determine whether DOC is in compliance with their own procedures or we are unable to get clear answers regarding our rejected items. Legal offices are unable to verify what's happening to there mail and are therefore unable to provide clients with necessary items without a remedy in place.

Thank you,
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