

Connecting Relationships Today
For a Better Tomorrow



NEW OFFENDER MAIL POLICY

This correctional facility has a Mail Management Services provider called **TextBehind**. TextBehind will photocopy all physical mail received from your family & friends, and deliver it to the correctional facility. For a faster mail delivery and convenient option, they can also create electronic letters with photos online through **TextBehind website and mobile apps**. All mail will be reviewed, and approved by the facility staff. Please advise your family and friends to submit their electronic letters using the <https://family.textbehind.com> website or mobile app by 11:00 AM Monday through Friday for mail to become available to you in 24-48 hours.

MAILING OPTIONS

1) Sending Electronic Letters through TextBehind:

Your family and friends can now create and send electronic letters, greeting cards, photos, and drawings from your children at an affordable cost online by visiting <https://family.textbehind.com> using a computer or FREE TextBehind mobile app for smartphones. You will receive all family and friends' electronic mail in high-quality digital form as shown to the right.



Text Letters



Photos

2) Sending Hand-Written Physical Mail to TextBehind:

If your family and friends choose to write letters by hand, they must send their letters to the following TextBehind mailing address to be photocopied before being forwarded to this correctional facility.

To meet the mail processing standards, every mail envelope sent to an offender must contain the following information:

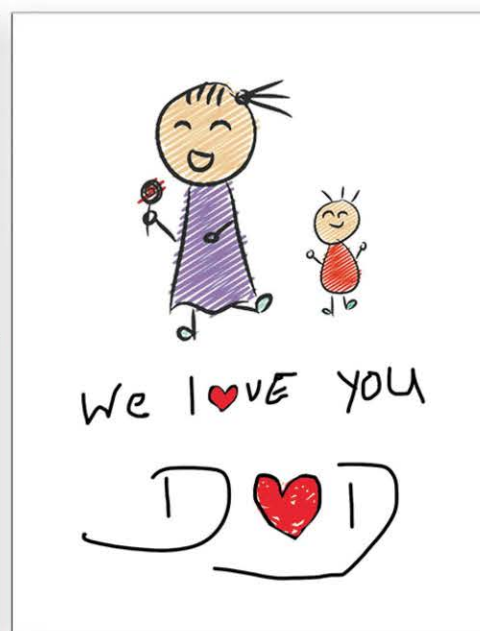
1. Sender's complete first and last name. Initials are not acceptable.
2. Sender's complete return address.
3. Offender's complete first and last name. Initials are not acceptable.
4. Offender Number.
5. Correctional institution full name. Abbreviations are not acceptable.

Any envelope without complete or missing information as specified above, either for the sender, or the offender will be rejected and discarded UNOPENED without exception. The correct address format is as follows:

Offender First / Last Name **and** Offender ID Number
Correctional Facility Name (do not abbreviate facility name)
P.O. Box 247
Phoenix, MD 21131



Greeting Cards



Drawings from your Children

UNACCEPTABLE MAIL:

TextBehind does not accept legal mail, money orders, personal checks, gift cards or cash in the mail. These unacceptable items will be returned to the sender. Please advise your family and friends to visit the correctional institution's website for more information.

All TextBehind Mail will be processed and made available to you electronically on the available video units, kiosks and/or tablets.

Thank you,
TextBehind.com | Connecting Relationships Today for a Better Tomorrow.