


TEXAS CIVIL COMMITMENT OFFICE

 POLICY AND PROCEDURE	NUMBER: 3.38 EFFECTIVE DATE: 08/12/2025 SUPERCEDES: 08/11/2021
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SUBJECT: APPROVAL AND PROCESSING OF PACKAGES FOR CLIENTS

PURPOSE: This policy outlines the approval and processing of packages that clients are authorized to order and/or receive at the Texas Civil Commitment Center (TCCC) based upon the client's respective tier level assignment. Any exceptions or deviations from this policy require the approval of the Texas Civil Commitment Office (TCCO) Executive Director or designee.

DEFINITIONS:

“Vendor Package” is a package to a client from an approved vendor containing clothing, non-perishable food items, hygiene items, correspondence supplies, games, electronics and other items that have been approved prior to receipt and authorized through the tiered housing policy of the TCCC.

“Home Package” is a package from an approved collateral contact limited to clothing items (new or used), non-perishable food items, hygiene items and correspondence supplies. A home package shall not be larger than 20”x14”x10” in size.

“Dorm Restriction” is when a client is restricted to the client's dorm assignment.

“Initial Package” is a vendor or home package new arrivals may receive within six (6) months of their arrival. This package does not count towards the allowed packages.

“Wing Restriction” is a form of restriction that separates a client from the other clients and involves the client being housed in the Special Management Unit (SMU).

“Indigent” for the purpose of this policy is when a client's monthly income is zero.

I. Package Guidelines

- A. Clients at the TCCC who are deemed eligible to receive packages by TCCO Case Managers may order packages from approved vendors and collateral contacts with the approval of the TCCC Property Officer. Items received in packages may not exceed the storage allotment as designated by the TCCC.
- B. Packages cannot contain glass containers, food items that require refrigeration or dry ice, or perishable food items. All items (except used clothing or books) must be in their original packaging upon arrival to the TCCC.
- C. Clients at the TCCC are authorized to receive packages as outlined below:

New Arrivals
One initial package within first six (6) months of arrival.
Tier 1
One approved vendor or home package semi-annually.
January – June / July – December
Tier 2
One approved vendor or home package quarterly.
January – March / April – June / July – September / October – December
Tier 3
Two approved vendor or home packages quarterly.
January – March / April – June / July – September / October – December
Tier 4
Three approved vendor or home packages quarterly.
January – March / April – June / July – September / October – December
One extra package any time during the year as approved by TCCO.

- D. All package orders shall only be approved during the time the client is eligible to receive a package based on current tier level assignment. An approved package can be received during the subsequent time period and will not count towards the client's number of packages for that time period, but has to be received within ninety (90) days of the order being approved.
- E. Clients assigned to SMU shall not be eligible to order or receive packages.
 - 1. If a package is received while the client is in SMU pending an Incident Report and Behavior Management Review (BMR), the package will be held by the TCCC Property Officer pending the outcome of the BMR.

2. In the event the client receives sanctions as a result of the Incident Report or has pending criminal charges, the package shall be returned to the sender at the client's expense or destroyed after resolution of any grievance filed regarding the package.
 3. If the client does not receive sanctions, the package will be provided upon release from SMU.
 4. If a client is in SMU due to protective custody, packages will be held by the TCCC Property Officer until the client is released from SMU. Any exceptions to this may be approved by the Director of Case Management Services (DCM).
- F. In order to be eligible for packages, clients must be current on cost recovery, participate in all required treatment activities to include Penile Plethysmographs (PPG) and Clinical Polygraphs, and have no behavioral incident reports currently pending. Medical and non-disciplinary incident reports shall not be considered. Clients who are on package restriction shall also be on commissary restriction. The below chart indicates reasons for and length of ineligibility:

Reasons for Ineligibility	Length of Ineligibility
Verbal Warning on Incident Report	No Ineligibility
Verbal Reprimand on Incident Report	7 Days Ineligibility
Pending Behavior Management Review (BMR)	Ineligible until BMR conducted and resolution of incident
Guilty Finding at a Behavior Management Hearing	Up to 6 months of ineligibility based on severity of the violation
Refusing to Take a Polygraph	Ineligible Until Taken
Refusing to Participate in PPG Exam	Ineligible Until Taken
Refusing to Participate in Sex Offender Treatment or Other Required Treatment or Educational Activities, including Study Hall	Ineligible for 90 Days after continued participation with no unexcused absences from scheduled groups.
Pending Criminal Charges	Ineligible Until Charges Are Resolved
Delinquent On Cost Recovery	Ineligible Until Client is no Longer Delinquent or has a Scheduled Payment Plan and is current on the payment plan. Client must make payments for two (2) consecutive months before ineligibility is lifted.

II. Home Packages

- A. The initial package for new arrivals will not be counted as part of the annual allotment.
- B. Home packages must meet the following criteria:
 1. Package shall not be larger than 20"x14"x10" in size or it will be denied and returned at the client's expense.
 2. Home packages shall only be sent by an approved contact of the client.

3. Authorized items allowed in home packages include:
 - a. New or used clothing items;
 - b. Correspondence supplies such as paper, envelopes or stamps;
 - c. Basic hygiene items such as soap, toothpaste, deodorant or shampoo;
 - d. Non-perishable food items;
 - e. New or used books;
 - f. Allowable jewelry;
 - g. Legal materials (as identified in Section V.A. below); and
 - h. Approved board games and puzzles.
- C. No electronic devices, electronic media, data storage devices, video games, Blu-rays, Compact Discs (CDs) or Digital Video Discs (DVDs) will be allowed in home packages.

III. Package Approval Procedures

- A. Clients may only receive packages from contacts/vendors that have been pre-approved by TCCO and the TCCC.
- B. The TCCO Case Manager shall review and sign a completed Package Request/Inventory Sheet submitted by the client for package eligibility purposes. The TCCC Property Officer shall review the request to ensure requested items are appropriate and the client has space to store the items. Any discrepancies will be resolved by the DCM and Facility Administrator or designee. The form must list the specific items and quantity requested, if it is a vendor or home package and who will be responsible for sending it.
- C. Package requests which include books and media items such as video games or movies must be approved by a treatment provider prior to the request being submitted to the Case Manager and TCCC Property Officer.
- D. Each package shall only originate from one party (i.e., Walmart, Amazon, Approved Contact, etc.) and will be only one order.
- E. The client must notify the approved contact of the required package size and mailing address as specified in the TCCC handbook and/or mail policy if the package is being sent directly from an approved contact.
- F. No packages may be received from or sent to former clients, family members of current or former clients, or current or former TCCO or TCCC staff members. Exceptions to this must be approved by the DCM.
- G. Requests to utilize vendors that have not previously been approved shall be forwarded to the TCCO Contract Monitor for consideration. The Case Manager may request a copy of the approved vendor list from the TCCO Contract Monitor.
- H. Non-approved items shall be confiscated and documentation shall be provided to the client by the TCCC. The confiscated property shall be processed according to the TCCC policy.

- I. Medical supplies, medical-related items, over-the-counter (OTC) medication or vitamin supplements must be approved by TCCC Medical staff prior to making a request. Medical items are not considered as part of the package allotment as long as no other type of item is in the package.

IV. Package Processing Procedures

- A. Packages from approved vendors may be larger than the size of a home package and/or be in multiple packages as the vendor determines necessary for shipping but the volume of the contents cannot exceed TCCC storage requirements.
- B. All packages received shall be subject to further search at the TCCC discretion to include the use of a metal detector and/or x-ray machine.
- C. Property staff shall open and inspect the package in the presence of the client in accordance with TCCC policy and checkoff the items with the approved Package Request/Inventory Sheet and receipts. Any items that have not been approved and/or determined not allowable due to a discrepancy in the description shall be confiscated, documented and disposed of as outlined in the TCCC policy.
- D. All packages received shall be processed by property staff within seven (7) working days of receipt unless granted an extension by the Facility Administrator or designee.

V. Legal Supplies for Clients

- A. Clients shall be allowed to purchase legal correspondence supplies, regardless of restriction status. Items allowed to be purchased include:
 - 1. Large Stamped Envelopes;
 - 2. One Cent Postage Stamps;
 - 3. #10 Envelope;
 - 4. 9.5 x 12.5" Envelope No Clasp;
 - 5. Flex Pen;
 - 6. First Class Postage Stamp; and
 - 7. 8.5 x 11" Ruled Paper Pad (50 Sheets).
- B. Clients will be allowed to purchase a word processor and approved necessary accessories and legal resource books that are unavailable in the law library. These items must be able to fit in the client's storage.
- C. Clients may purchase a personally-owned flash drive or thumb drive to store legal materials. The flash drive must be sent directly from an approved vendor to the client and may not be kept on the client's person or in the client's storage. Personally-owned flash drives are subject to the same security procedures as facility-provided flash drives, shall be stored securely in the law library and shall be checked in/out during law library sessions.

- D.** Legal supplies fitting the description in Section V.A. and V.B. above may be provided to a client by the client's attorney to allow the client to communicate with and assist the attorney in legal representation.

VI. Restriction of the Privilege

If the TCCO Case Manager or the TCCC Staff determine a client has abused or violated this policy, the TCCO Case Manager or the TCCC Staff may restrict the client's privilege to receive packages. The TCCO Case Manager shall document the reason for the restriction in the case management automated system Sanctions Screen and inform the client in writing within three (3) working days with written notification to the TCCC staff via a TCCO Incident Report Form (TCCO-06-19).

SIGNATURE ON FILE

Marsha McLane
Executive Director

Associated Forms:

- TCCO Incident Report (TCCO-06-19)