

State of Iowa Department of Corrections Policy and Procedures

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Applicability: Institutions, CBC

Policy Code: Public Access

Iowa Code Reference: [904.602](#)

Chapter 1: Administration & Management

Sub Chapter: General Administration

Related DOC Policies: NA

Administrative Code Reference: [201-20.4](#)

Subject: Incarcerated Individual/Client Related Official Contacts

PRE Standards: NA

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Authority:

1. PURPOSE

To describe the general steps that shall be taken by Iowa Department of Corrections (IDOC) staff when official correspondence or phone calls are received regarding incarcerated individuals.

2. POLICY

It is the policy of the IDOC staff to promptly and completely respond to all inquiries regarding incarcerated individuals/clients, consistent with the regulations of the IDOC and any applicable privacy statutes.

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3. PROCEDURES

A. Correspondence

Periodically, correctional institutions/districts receive inquiries from outside agencies or officials regarding incarcerated individuals/clients, or major program issues. The following

procedures will be put into place at each IDOC institution/district to ensure that all such correspondence/inquiry is responded to in a timely manner:

1. Each institution/district shall have in place a system for screening incoming correspondence regarding incarcerated individuals/clients and/or programs from other agencies, the courts, legislative bodies, and officials.
2. All mail of a typical inquiry nature (etc.) shall be referred to the appropriate staff for reply.
3. All communication from courts, legislative bodies or individual legislators, attorneys general, or other similar high officials, shall include consultation with the Warden/District Director prior to responding.

The response shall be completed within ten working days.

4. Any incoming communication that may require additional time for response, or that must be routed outside the institution/district for research or reply, shall require an interim response that indicates the time that will be required for a final reply.
5. Any inquiry or request that is considered publicly or politically sensitive in nature, must be reported to the respective Deputy Director of Institution Operations/Community-Based during normal business hours and to the IDOC Chief of Staff during non-business hours.

B. Telephone Contacts

All official communication from Citizen's Aide Ombudsman, other state agency heads or legislators shall be discussed with the Warden/District Director/Designee.