WELCOME

Incarceration is often a difficult time for offenders, their families and friends. There are usually many questions about the rules and regulations governing the operation of the Department of Corrections that relatives and friends want answered. This brief correspondence will provide you with general information about the policies, procedures and practices at Fulton Reception & Diagnostic Center (FRDC); however, there are other resources also available to you as well.

It is recommended that family members and friends become familiar with the Department of Corrections website at www.doc.mogov which will provide you with information about the department's administration, facilities and guidelines. From that site, individuals can also view the For Family and Friends handbook, view and subscribe to the Inside Out Newsletter, and read more about the Family Orientation Meetings hosted at the diagnostic facilities. All of these resources will provide many answers to your questions.

DIAGNOSTIC PROCESSING

During the initial admission process at the department's diagnostic centers, much information is gathered to ensure proper classification and accuracy of file materials. The following is a brief summary of the diagnostic and intake process.

When an offender arrives at the facility, personal property is inventoried and the offender may either mail unauthorized items home at their expense, send it out with a visitor, or may opt to donate the items to charity. No changes can be made regarding the offender's decision of property disposal and all property must be disposed of within 30 days.

The offender is processed and provided initial hygiene supplies, clothing and bedding. Information regarding personal description, emergency notification, religious affiliation, identification of potential enemies within the department, takes a DNA sample as required by law, medical and mental health history and immediate health care concerns are identified and documented. Each offender attends an orientation program that explains the facility's rules and expectations. During this program, they also receive a rulebook, deposit slips, paper, envelopes, a pencil and guidelines about situations to avoid during incarceration. Offenders are encouraged to share this information with family. Medical staff also meets with each offender to perform a physical examination, test for various diseases, administer a tuberculin shot, and to obtain a medical history to ensure medical and prescription needs are addressed. Educational, mental health, IQ, and vocational testing occurs over a period of several days. Once this is completed, the offender is then assigned to temporary housing pending review and assessment and to determine their permanent assignment within the department. Overall, the offender can anticipate the entire diagnostic process to take, on average, about 50 to 60 days, with transfer occurring after completion. This may vary, depending upon available bed space in other facilities.

TELEPHONE ACCESS

Offenders may not receive phone calls, however, once a personal PIN number has been activated, offenders are allowed to make phone calls. Offenders in the diagnostic centers have access to a telephone during recreation periods at 9:00 a.m., 1:00 p.m. and 7:00 p.m. daily. Phone calls are limited to 15 minutes per call. Calls can be made via collect call, through debit minutes purchased by the offender in the canteen, or through prepaid time purchased by the family through Securus Technologies Inc., the telephone vendor. Offender families who wish to purchase prepaid phone time, or discuss billing or phone problems may call Securus at (800) 844-6591, as well as their local service provider. The Securus web address is www.securustec.net.

MAIL ACCESS

One of the most important things you, as a family member or friend can do is to write regularly. While offenders may not receive food, clothing, cash, stamps, stationery or other items through the mail, letters are encouraged. You may write as often as you wish, and with each letter, you may send up to five 4 X 6 enclosures, clippings or photographs (no Polaroids), but they may not contain nudity (to include children), any pictures of offenders, or other inappropriate content. Mail is subject to inspection. For more specific information about mail restrictions, you may visit the department's website and read about it in the For Family and Friends Handbook. The following address should be used for all incoming mail:

Fulton Reception & Diagnostic Center
(Offender Name and DOC Number)
P.O. Box 190, State Road O
Fulton, MO 65251

MO 521-4404 (05-12)
VISITING

During assignment to the diagnostic unit, one 2-hour, non-contact visit per month is authorized with up to 2 approved visitors. The offender may request up to a total of 4 approved visitors. These individuals must be immediate family members, (or the 4th may be a significant other). Visitors under the age of 18 must have a visiting application completed and signed by their parent or legal guardian.

If approved, the minor must be accompanied by a visitor who is at least 18 years of age, also approved to visit the offender. It is the offender’s responsibility to notify you if you are approved to visit. Visits are held on Friday, Saturday and Sunday from 9:30 a.m. to 1:30 p.m. and 2:30 p.m. to 6:30 p.m. (except for the 2:30 p.m. visits on the third Thursday of the month which is reserved for Family Orientation Meetings). Visitors must have a valid state photo ID card if over 13, and those under 13 must have a birth certificate, school or state picture ID, or social security card to verify identity. It should be noted that visitors are subject to search for contraband and all visitors are expected to conduct themselves appropriately. Language, dress and behavior are expected to be orderly and proper and use or possession of alcohol, drugs, weapons, a camera or any contraband is strictly prohibited. Refusal to comply with these orders may result in denial of visiting privileges, arrest and/or prosecution. No food (with the exception of infant’s formula and food), liquids or cigarettes will be permitted to be brought into the visiting room by visitors. Vending machines are available for visitors use only; however, there are no change machines available. No more than $30.00 in coins per person will be permitted in the visiting room and coins must be carried in a clear plastic bag or container. Under no circumstances should food or drink items be purchased for the offenders. Small lockers are available to store keys, purses and wallets during visits; however, it is recommended that when possible, items be secured in the vehicle. Items for Infants may include 1 clear bag for carrying infant supplies, 6 diapers, 1 receiving blanket, up to 3 clear plastic bottles of prepared formula, juice or water, 1 clear no-spill toddler cup, 3 unopened plastic vendor containers of baby food, 1 plastic pacifier, teether and rattle, 1 small plastic feeding spoon and 1 unopened package of wet wipes or a small amount of wipes in a clear plastic bag. Medication or medical equipment needed to maintain life such as nitroglycerin, insulin and insulin supplies and oxygen or asthma inhalers may be taken into the facility in their original container and only in the necessary dosage for the visiting period. You should notify staff upon your arrival of the need for medication during visitation. If you have special medical equipment, such as a walker, wheelchair or implantable medical hardware, you should provide a physician’s statement. Notice should be made in advance to the offender’s caseworker or institutional visiting room liaison to ensure staff are aware of your needs.

FAMILY ORIENTATION MEETINGS
Each reception and orientation center offers Family Orientation Meetings at least once each month for the families and friends of diagnostic offenders. These meetings offer family members and friends an opportunity to visit the facility to attend an orientation program. During this hour-long meeting, staff provides information about what to expect during incarceration, situations to avoid, and they explain some of the department’s key policies and procedures. Family Orientation Meetings at FRDC are held the third Thursday of each month at 2:30 p.m. If you wish to attend an upcoming meeting please arrive at 1:30 p.m. Those who attend the hour-long meeting will receive a 1-hour visit with the offender afterwards if they have been previously approved to visit. This visit will not count towards the one approved monthly visit.

OFFENDER DEPOSITS

Offenders will have a personal account, and, money may be deposited to that account in several ways. The fastest way to deposit money to an offender account is to use electronic transfer by an approved on-line or local money transfer vendor. Using this wire service will ensure overnight transfer at the offender’s location the next business day’s deposit. It will still take 24 to 48 hours to show up on the account if received by the vendor’s cut off time. The offender will receive notice of the deposit or may check their balance on a kiosk located inside the facility. If you wish, you may also mail a money order or cashier’s check to Offender Finance Services, Missouri Department of Corrections, P.O. Box 1008, Jefferson City, MO 65102. When doing so, the check must be made payable to the Missouri Department of Corrections and accompanied by a Department of Corrections deposit slip. Each offender has access to deposit forms and can send the slips to you at any time. If you have any questions, you may call Offender Finance Services at (573) 529-6445 or visit our website. It should be noted that if fines or fees are mandated by the courts for reimbursement of court costs, filing fees, child support, intervention fees or payment to a victim compensation fund, the department is obligated by law to remove all or part of incoming deposits until the judgment is met in full.

DIRECTIONS TO FRDC

From Highway 70, take Highway 54 West to Business 54, to Route O, then turn left and the facility is located two miles on the left just past the Callaway County Sheriff’s Office.

QUESTIONS

Most of the time, your questions can be resolved by visiting the department’s website at www.doc.mo.gov and reviewing the For Family and Friends link. It is recommended that you call the caseworker to relay any concerns you may have about an offender that cannot be answered via the website. FRDC’s phone number is (573) 692-4040.

It should be noted that this correspondence is for informational purposes only and information contained herein is subject to change.

FRDC officials will make final determinations on all issues or questions raised regarding institutional matters.
FULTON RECEPTION & DIAGNOSTIC CENTER
P.O. BOX 190,
FULTON, MO 65251

OFFENDER NAME

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Fulton Reception & Diagnostic Center
(Offender Name and DOC Number)
P.O. Box 190, State Road Q
Fulton, MO 65251
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DIRECTIONS TO FRDC

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QUESTIONS

Most of the time, your questions can be resolved by visiting the department's website at www.doc.mo.gov and reviewing the For Family and Friends link. It is recommended that you call the caseworker to relay any concerns you may have about an offender that cannot be answered via the website. FRDC's phone number is (573) 526-4040.

It should be noted that this correspondence is for informational purposes only and information contained herein is subject to change.

FRDC officials will make the final determination on all issues or questions raised regarding institutional matters.

MO 253-440 (04-02)
FULTON RECEPTION AND DIAGNOSTIC CENTER
FAMILY ORIENTATION MEETING

We understand the incarceration of a loved one is difficult for family and friends. With sentencing often comes a number of questions about the Department's operations and the diagnostic process at the Fulton Reception and Diagnostic Center. To provide you with information about our agency, we cordially extend an invitation to attend a Family Orientation meeting at this facility.

Each orientation meeting will be conducted on the third Thursday of each month at 2:30 p.m. Please try to arrive by 1:30 p.m. and no later than 2:00 p.m. for processing prior to the orientation. Please be aware that we have a strict dress code that is strictly enforced. Children will not be permitted to attend this meeting or the following visit as we wish to ensure the program is productive and comfortable for all. In addition, personal issues regarding a specific offender will not be addressed in this forum.

After the program, those who attend will be granted a special visit with their loved one, provided they are on the offender’s visiting list. This visit will not count towards your one allotted monthly visit. A maximum of three visitors, per-offender, none of which may be children, may begin the visit following the family orientation. However, visits may be limited dependent upon available visiting room space. You may receive only one special orientation visit, even if you choose to attend another meeting at a later date. If you plan to attend a meeting and visit afterwards, we encourage you to contact this facility (573/592-4040) to ensure that your loved one remains onsite and has not been transferred to another facility.

Directions to the facility: From Highway 70 take Highway 54 West to Fulton Business 54, to Route O, turn left and the facility is located two miles on the left (just past the Callaway County Sheriff’s Department).

We hope that you accept this invitation to attend a meeting to learn about the Department of Corrections and the Fulton Reception and Diagnostic Center. We realize the importance of family and friends to offenders. We also understand that their successful reentry into society depends in a large part on a strong support system. We hope that this meeting will help to develop a partnership with you to address issues necessary to help them with their successful reentry efforts. My staff and I look forward to meeting you.

Sincerely,

Billy D. Harris, Warden
Fulton Reception & Diagnostic Center.
Contraband/Unauthorized Items are not limited to the partial list of items below:

- Sexually explicit writing and photos containing nudity, including bare chested children and adult females will be sent to the censorship committee.
- Stamps, any type of monies/funds, (i.e. money orders, cash, checks).
- Any photos of offenders. Polaroid photos, even if the backing is removed. Photos may not exceed 4 x 6 in size. Cards, newspaper clippings, handmade crafts/colorings (even artistic items from children), etc. can’t exceed 8 1/2” x 11”.
- Mail may contain letters from more than one person (excluding multiple offenders), but all letters must be to the offender to whom the letter is addressed.
- Unknown substances, body fluids, hair, glue, excessive glitter, poster putty, sticky tacky, laminated items (any substance obstructing a search), powdered or any other substance appearing to create a possible safety, health, or sanitation hazard.
- Blank stationary/paper, blank or self-addressed envelopes (except those directly from vendors), unsigned greeting and post cards.
- Clippings/enclosures that exceed five (5) pages in addition to the letter or photos, which includes internet pages, crossword puzzles, drawings, cartoons, newspaper articles. Labels and stickers are not allowed to be enclosed inside any mailing.
- Residents of HU 17 & 18, ONLY, are allowed newspapers, magazines and catalogs; they must be received directly from the vendor.
- Religious publications must be received directly from the vendor. All residents are allowed to receive these.
- Writings (example: codes, gang material), drawings, internet printouts, photos and magazine pages that do not meet censorship guidelines will be rejected.
- Greeting cards must not exceed 8 1/2” x 11”. Mechanical/sterilized-greeting cards or card, which contain batteries or metal pieces, will not be permitted. Homemade cards which have layers that are taped or glued will be returned. NO UNSIGNED CARDS, PLEASE.
- Bubble and padded envelopes are not acceptable and will be returned to sender.
- Calendar guidelines: Calendars must be purchased in accordance with offender’s funds or sent in at no cost from a vendor. The calendar must be no larger than 11” x 17” when open. The calendar must not contain a metal spiral or other security concerns.

Instructions for mailing monies/funds are as follows:
- Money orders, personal checks and cash won’t be accepted at the institution and will be returned as contraband. Money orders must be made payable to the MO Department of Corrections and mailed to:
  
  Offender Finance Services  
  Missouri Department of Corrections  
  PO Box 1609  
  Jefferson City, MO 65102
FULTON RECEPTION AND DIAGNOSTIC CENTER
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Offender Finance Services
Missouri Department of Corrections
FO Box 1609
Jefferson City, MO 65102
Date: March 12, 2014

To: Friends and Family

From: Twyman, Shawn; Assistant Warden FRDC

Subject: Visiting

As of April 1, 2014 visitation at FRDC will change. All incoming offenders will be allowed two visitors on their visiting list (1 immediate family member and 1 non-immediate family member/significant other, or 2 immediate family members). Only one visit is allowed during their first 30 days (if both plan on attending, they must attend the visit at the same time).

During the first 30 days, offenders will be expected to mail home the Visiting Application MO 931-0260. It may be copied for any visitor they wish to have after the 30 day period expires, up to 4 visitors. Of the four visitors allowed, only one of the four people may be a non-immediate family member/significant other.

If you have any further questions feel free to contact your Housing Unit Case-Manager.
Date: March 12, 2014

To: Friends and Family

From: Twyman, Shawn; Assistant Warden FRDC

Subject: Visiting

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<th>OFFENDER NAME</th>
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<th>HOUSING UNIT</th>
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<th>NOTE</th>
<th>LIST THE NAMES OF RELATIVES AND FRIENDS WITH WHOM YOU WISH TO UPDATE INFORMATION</th>
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<tr>
<th>RELATION</th>
<th>NAME</th>
<th>(CITY, STATE, ZIP CODE)</th>
<th>BIRTH</th>
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**Immediate Family:** immediate family is defined as the offender’s:

- spouse,
- parents/step parents, mother-in-law, father-in-law, and their spouses,
- siblings/step and half siblings and their spouses,
- grandparents/step grandparents and their spouses, great-grandparents/step great-grandparents and their spouses,
- children/stepchildren and their spouses,
- grandchildren/step grandchildren and their spouses, and great-grandchildren/step great-grandchildren and their spouses.

**Non-Immediate:** non-immediate family is defined as the offender’s:

- Aunt/Uncle,
- Niece/Nephew,
- Cousin,
- Ex-Wife,
- Fiancé/Girlfriend,
- Friend,
- Boss.

If you have any further questions feel free to contact your Housing Unit Case-Manager.