

	DEPARTMENT OF SOCIAL SERVICES AND HOUSING	EFFECTIVE DATE: 9-26-85	POLICY NO.: 493.01.09
	CORRECTIONS DIVISION	CHAPTER NO.: 1	SUPERSEDES NO.: 1.120
	POLICIES & PROCEDURES MANUAL		DATE: 6/83
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1.0 PURPOSE

To establish guidelines for preparing and responding to written communications.

2.0 REFERENCES AND DEFINITIONS

3.0 POLICY

.1 Internal Communication Form

- a. Internal Communication Form (ICF) is the approved means of written communication for use in the Department of Social Services and Housing. The ICF shall not be forwarded to any organization or individual outside the Department of Social Services and Housing.
- b. The ICF is not intended to interfere with or curtail informal communication between employees in the Department pertaining to matters which have been officially initiated and sanctioned, and does not curtail the use of route slips for messages or notations.
- c. To facilitate the handling of intra-departmental correspondence, answers will indicate the date of the original communication by showing such, under subject on the ICF form or by reference to such original.

.2 Directives, Bulletins, Orders and Instructions

- a. All directives, bulletins, orders and instructions to the branches of the Corrections Division shall be issued by the Corrections Division Administrator.
- b. Copies of directives, bulletins, orders, instructions, or other communications received at the branches from the Corrections Division office may be circulated among staff members who are concerned with the operations discussed.
 - .1 It is not considered proper, however, to post such communications on bulletin boards or publish them in institution periodicals or otherwise, unless the writer has indicated that they were intended for that purpose, or unless the consent of the writer is first obtained for such posting or publication.

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- .2 This is not intended to discourage the posting or publishing or properly worded statements by Branch Administrators or appropriate members of their staff based on subject matter contained in such communications, if the situation justifies such procedure.
- .3 Letters and Communications
- a. Letters and communications to the branches involving changes in, or interpretation of policy, or on subjects which may be of controversial nature, shall be signed by the Corrections Division Administrator or the Department of Social Services Director.
 - b. Letters or communications of a routine nature on matters of established policy may be sent by members of the Corrections Division Administrator's staff to branch officials without the signature of the Corrections Division Administrator but under his typed name.
 - c. Communication from a central office staff member to a branch shall be addressed from the Corrections Division Administrator; if it is for the attention of another member of the branch staff, an original and a carbon copy will be sent in order that the Branch Administrator may keep a copy in his file, if he desires to do so.
 - d. Letters and communications originating in the branches and directed to the Corrections Division office shall be addressed to the Corrections Division Administrator; if they are for the attention of a particular member of the Corrections Division Administrator's staff, an original and a carbon copy shall be sent in order that both the Corrections Division Administrator and designated staff member may have a copy without delay.
 - e. The Branch Administrators shall determine the manner in which letters and communications originating in the institutions are to be prepared and signed. However, all communications shall bear the typed signature of the Branch Administrator and, if signed by other members of the branch staff, it shall be assumed that they were cleared by the Branch Administrator before transmittal or that he had specifically delegated to the staff member full power to act for him on the matter discussed.
 - f. Letters to the Governor, members of the State Legislature, elective state officers, or to the heads of other departments including the Attorney General which involve

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policy matters, whether originating in the branch or in the Corrections Division office, shall be cleared with the Corrections Division Administrator before transmittal. The majority of such communications will be cleared with the Director of Social Services and Housing and signed by him prior to mailing.

- g. The Branch Administrators may answer directly those letters received from heads of state department or state officials where policy matters are not involved. A copy of such letters of reply, signed by the Branch Administrator shall be forwarded to the Corrections Division Administrator.
 - h. There is no intention to hamper in any way the members of either the branches or the Corrections Division office staff in performance of their duties and functions. It is because the Corrections Division Administrator, Director, and Branch Administrators need to be kept informed on all matters which relate to operations for which they are responsible, that the statements and all communications be in conformity with established policy, and that both the Corrections Division Administrator and the Branch Administrator have assurance that all orders, instructions, and directives are properly carried out.
- .4 Replies to Correspondence Regarding Inmates/Wards
- a. Correspondence regarding inmates/wards confined in branch facilities will be answered by an appropriate branch staff.
 - b. Correspondence regarding inmates/wards who have been transferred from one branch to another shall be forwarded by route slip to the Corrections Division office for routing to the appropriate branch or agency for reply.
- .5 Hawaii Paroling Authority
- a. All correspondence addressed to branches but which concerns policies and over-all functions of the paroling authority shall be referred to the paroling authority for reply.
 - b. All correspondence addressed to branches but which concerns policies and over-all functions of juvenile parole will be referred to the Hawaii Youth Correctional Facility for reply.

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.6 All correspondence shall be answered in a timely and professional manner. For purposes of this article, a period of five days from receipt of correspondence shall be considered timely. Extensions of the time period under extenuating circumstances shall be approved by the Corrections Division Administrator.

4.0 SCOPE

This policy applies to all branch facilities.

Approved Theodore I. Schaefer
Division Administrator

Sept 17, 1985
Date

Approved Franklin J. Dunn
Director

9-26-85
Date