

DEVELOPMENTAL DISABILITIES ADMINISTRATION
RESIDENTIAL HABILITATION CENTER
STANDARD OPERATING PROCEDURE

TITLE: MAIL 101.4

PURPOSE

To establish procedures that ensure timely and accurate processing of incoming and outgoing mail at the Residential Habilitation Center (RHC).

SCOPE

This policy applies to all mail sent and received by the RHC.

PROCEDURES

- A. The RHC will process mail daily during business hours.
- B. Incoming and outgoing mail will be processed at a central depository.
- C. RHC staff must not send or receive personal mail at the RHC.

OUTGOING MAIL

- A. Unless otherwise approved by the Superintendent or designee, state-paid postage must be used for official state business only.
- B. Clients must provide their own postage.

INCOMING MAIL

- A. Mail will be sorted by two staff and will be separated by company and client mail.
- B. Company mail will be processed by two authorized agents of the appointing authority, who will date stamp and direct the communication to the appropriate representative (usually the addressee) for action. If the addressee is not available, a designated surrogate must respond as needed.
- C. Only the Superintendent may open mail addressed to the Superintendent.

- D. Mail addressed to the Personnel Office, Safety and Claims Office, or outside entities housed on the campus, must be routed to the addressee unopened. The addressee must implement its own date-stamping procedures.

CLIENT MAIL

- A. Client mail will be processed by two authorized agents of the appointing authority, who will date stamp and distribute the mail.
- B. Benefit checks, letters that appear to be bills, or legal documents addressed to a client will be processed through the two authorized agents as described above.
- C. Incoming negotiables received must be logged. At the end of each month the completed logs must be sent to the business office for reconciliation. See DSHS Administrative Policy 19.85.20, *Cash Receipting*.
- D. Personal mail must be delivered to the client unopened.
1. If the client's mail contains money, a check, or gift certificate, RHC staff should encourage the client to manage the funds according to the client's financial plan.
 2. If the client decides to deposit the funds into an account, the business office deposits the funds into the client's account and records the transaction.

PACKAGES

- A. Packages must be delivered to the facility warehouse or commissary.
- B. Once packages are picked up or delivered, RHC staff must sign confirmation of receipt.
- C. Staff will add contents to the personal property inventory as appropriate.

AUTHORITY

DSHS Admin Policy 19.85.20 *Cash Receipting*

DEFINITIONS

Negotiables means checks, money orders, cash, or warrants.

Personal mail means letters, cards, and packages that are addressed to the client; it does not include bills, financial, or legal documents.

TITLE:

MAIL

101.4

SUPERSESSION

None.

Approved: /s/ Deborah Roberts
Deputy Assistant Secretary
Developmental Disabilities Administration

Date: _____
February 15, 2019