



WASHINGTON COUNTY CORRECTIONAL FACILITY



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MEMORANDUM

August 23, 2023
Washington County Bar Association

SUBJECT: Washington County Correctional Facility Attorney-Client Privileged Mail Policy Change

Dear Sir and Madam:

Due to the ongoing safety and security concerns associated with sender verification and processing the privileged mail for our incarcerated population, this institution is implementing a new system to keep our staff and the incarcerated person population safe. This new system is called TextBehind® DOCS. It is designed to achieve the following objectives:

- 1) Mitigate potential exposure to life-threatening contraband smuggled through bogus legal mail
- 2) Provide a reliable sender identity verification process
- 3) Allow the attorney to request a Video Evidence Recording of the mail-processing activity
- 4) Enhance the transparency and credibility of mail handling process for all corresponding parties
- 5) Allow a dynamic file access management system to the attorney to prevent unauthorized access to the data

All privileged mail content will remain encrypted in the system at all times. The system will require the attorney's permission whenever the data is to be accessed and processed for the incarcerated person(s).

Starting October 1, 2023, any privileged mail sent directly to this institution through the postal service will be returned to sender unless it meets the following criteria:

- 1) The privileged mail envelope must display a valid MOVE (Mail Origin Verification) QR Code that you can download at no cost from the TextBehind DOCS web portal by taking the following steps:

- a. Please go to the <https://docs.textbehind.com> website to register for an account
- b. Add your desired incarcerated person contact(s)
- c. Provide the identification documents (if required)
- d. Download your MOVE QR Code to print on the OUTSIDE OF THE ENVELOPE. Please note that this QR Code may be dynamically generated based on various rules set up by the institution. These rules may be revised from time to time.

Therefore, please follow the current rules specified on the TextBehind DOCS portal to avoid mail rejection.

2) You are also encouraged to utilize the same TextBehind DOCS web portal to send the privileged mail online. There may be a nominal fee for the electronic option. Privileged mail sent electronically will be delivered to the inmate through tablets/kiosks. It may also be possible to print the same documents onsite in the presence of an incarcerated person(s). If you would like us to record a video of this process, please include the Video Evidence Recording request at the time of submitting the privileged mail order online.

Please feel free to direct any questions pertaining to this policy change to the undersigned.



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