



# NEWS RELEASE

## DELAWARE DEPARTMENT OF CORRECTION

### Commissioner Monroe B. Hudson, Jr.

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**Presented by Jason P. Miller, Chief of Communications and Community Relations**

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## Department of Correction acts to enhance mail security at state's largest prison facility

**Dover, DE** – The Delaware Department of Correction announced today that it is introducing an enhanced mail screening system at James T. Vaughn Correctional Center (JTVCC) to improve mail security and eliminate mail contraband. The system features electronic mail screening and color printing that will allow the facility to receive incoming mail addressed to incarcerated individuals without the risk of contraband while protecting the safety of correctional staff and streamlining mail processing. The one year pilot program begins on April 4.

“The Department of Correction has responded to the increasing risk of mail contraband by introducing an enhanced mail screening system that achieves our objectives to reduce contraband flow into our correctional system and support officer, staff and inmate safety, while continuing to support active and ongoing communication between incarcerated individuals and their loved ones,” **Commissioner Monroe B. Hudson Jr. said.**

Postal mail remains an access point to introduce contraband into correctional facilities and it has remained difficult in particular to effectively interdict illicit drugs from incoming mail. One increasingly common trend of concern in Delaware and across the country is the introduction of drugs, including synthetic marijuana commonly known as K2 or Spice, by liquifying the drug then spraying or soaking the drug-laced liquid onto envelopes or letter paper that is mailed to inmates. Current scanning methods are limited in detecting and intercepting this illegal contraband that poses a significant health and safety risk. During 2021 alone at JTVCC nearly 100 incoming inmate mail packages were intercepted as containing suspected or confirmed illicit contraband substances. This prompted the DOC to look nationally for mail security solutions that employ modern technology to:

- eliminate introduction of contraband through the mail,
- reduce officer, staff and inmate exposure to potentially harmful contraband, and
- avoid restrictions or limits to postal mail service

As a result of its review the DOC has entered into a one-year contract with Pigeonly Corrections, a company with a proven track record in providing mail screening services for correctional systems across the country. **Highlights of the new JTVCC mail screening system:**

- Non-legal mail (letters, greeting cards, photos, etc.) is sent via PO Box to a central processing facility.
- Non-legal postal mail received at the central processing facility is opened, screened for contraband, and scanned into an electronic document with searchable text. This scanning process ensures that the digital copy closely resembles the original hardcopy, including color.
- The scanned mail is shared electronically with the DOC through a secure online dashboard for further screening review to ensure the mail is permitted under DOC policy.
- The scanned mail is printed and shipped from the central processing facility via Priority Mail to JTVCC for distribution to the inmate recipients, completely eliminating the risk of contraband.

Legal mail, official documents, printed material sent directly from the publisher, and other pre-approved materials addressed to incarcerated individuals will continue to be sent directly to JTVCC.

For faster delivery family and friends can sign up on [www.pigeonly.com](http://www.pigeonly.com) to create and send letters, photos, and cards from cell phones, tablets or computers. Pigeonly offers a no-cost “Forever Free” plan to create and send limited mail to one inmate contact per month and a paid subscription plan to send unlimited mail. After release, formerly incarcerated individuals can email [support@pigeon.ly](mailto:support@pigeon.ly) to download their scanned mail items for free.

The attached informational flyer provides additional program information. This information is being communicated directly with the incarcerated population at JTVCC and to inmate families and the general public through a public education campaign featuring social media posts and informational updates on the DOC website.

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# NEW POSTAL MAIL DELIVERY SYSTEM AT JAMES T. VAUGHN CORRECTIONAL CENTER

As part of DOC's effort to curb the introduction of mail contraband James T. Vaughn Correctional Center is implementing a new mail delivery process. **Effective April 4, 2022**, all incoming inmate non-legal mail must be sent to a central facility at the following address:

**INMATE NAME – SBI NUMBER**  
**Delaware DOC - 1101**  
**PO Box 96777**  
**Las Vegas, NV 89119**

All non-legal mail is opened at this central facility operated by Pigeonly Corrections and scanned into a digital color copy. The copy is printed and delivered to JTVCC. Originals are temporarily stored and securely destroyed per DOC policy. Originals will not be returned to the sender.

**BE ADVISED:** Legal mail will continue to be sent directly to JTVCC.

For faster delivery family and friends can sign up on [www.pigeonly.com](http://www.pigeonly.com) to create and send letters, photos, and cards from cell phones, tablets or computers. Pigeonly offers a no-cost "Forever Free" plan to create and send limited mail to one inmate contact per month and a paid subscription plan to send unlimited mail. After release, formerly incarcerated individuals can email [support@pigeon.ly](mailto:support@pigeon.ly) with their SBI number to download their scanned mail items for free.

## **Non-legal mail requirements:**

- All mail must have a return address.
- Envelopes must be no larger than 4 in. x 9-1/2 in.
- Letters must be on paper that is no larger than 8 ½ in. x 11.
- Greeting Cards must be no larger than 5 in. x 7 in.
- Post Cards must be 5 in. x 7 in.
- Photographs must be between 4 in. x 6 in. and 8 1/2 in. x 11 in. (10 photo limit)

## **Non-legal mail that is not accepted at the central scanning facility per DOC policy:**

- Mail without a return address.
- Envelopes that are legal size or larger and letters written on legal or oversized paper.
- Greeting Cards and Letters with glitter, rhinestones, stickers, any glued-on items.
- Greeting Cards that are electronic, have pop-ups or are oversized.
- Photographs smaller than 4 in. x 6 in. and Polaroid photos
- Unused/blank envelopes, paper, stationery, and stamps (available through commissary)
- Newspapers, books, magazines, newspaper clippings, small pieces of paper or cut outs.
- Personal checks, cashier checks, money orders or cash
- Official Documents (example, passports, birth certificates, social security cards, driver's licenses, welfare cards, medical cards, school diplomas, identification cards.
- Transactional Documents that need an inmate signature (example vehicle transfers).

# JTVCC MAIL DELIVERY GUIDELINES

## Non-legal inmate mail delivered to Pigeonly Corrections central scanning facility

Pigeonly processes the following general non-legal incoming mail:

- Letters
- Greeting Cards
- Photos (limit of 10 photos at a time)
- Children's Drawings
- Unbound Newsletters

**Note: Bulk mail will not be accepted at this central processing facility.**

### Mail to:

Inmate Name - SBI Number  
Delaware DOC - 1101  
PO Box 96777  
Las Vegas, NV 89119

## Inmate mail items that will continue to be delivered directly to James T. Vaughn Correctional Center

James T. Vaughn Correctional Center continues to accept and processes:

- Legal Mail. Attorneys should continue to send legal mail directly to JTVCC for delivery to their incarcerated clients.
- Official Documents (including but not limited to):
  - Passbooks
  - Deposit Slips
  - Birth Certificates
  - Social Security Cards
  - Driver's License
  - Welfare Card
  - Medical Card
  - School Diplomas
- Printed material sent directly from publisher:
  - Newspaper and magazine subscriptions
  - Books addressed to inmates
  - Photo books addressed to inmates
- Other materials with direct delivery to JTVCC that must be pre-approved by the facility:
  - Checks
  - Donated Books from established book donation companies
  - Donated Library books
  - Religious material addressed to inmates
  - Donated and Bulk religious material
  - Education Correspondence and Religious Correspondence Course materials

### Mail to:

James T. Vaughn Correctional Center (JTVCC)  
Inmate Name  
SBI Number  
James T. Vaughn Correctional Center  
1181 Paddock Road  
Smyrna, DE 19977

# JTVCC Mail Scanning Questions and Answers

## **Why is this new mail delivery process needed?**

Postal mail remains an access point to introduce contraband, and particularly illicit drugs, into correctional facilities. One growing trend is the introduction of drugs, including synthetic marijuana, by liquifying the drug then spraying or soaking the drug-laced liquid onto envelopes or letter paper that is mailed to inmates. Current scanning methods are limited in detecting this illegal contraband that poses a significant health and safety risk. DOC has chosen to pilot this program at JTVCC which routinely receives the largest volume of contraband mail across its correctional system.

## **How does the new mail processing system work?**

- Non-legal mail is sent via PO Box to a central processing facility operated by Pigeonly Corrections.
- All non-legal postal mail is opened, screened for contraband, and scanned into an electronic document with searchable text. This scanning process ensures that the digital copy closely resembles the original hardcopy, including color.
- The scanned mail is shared electronically with the DOC through a secure dashboard for further screening review to ensure the mail is permitted under DOC policy.
- The scanned mail is printed and shipped from the central processing facility to JTVCC for distribution to the inmate recipients, completely eliminating the risk of contraband.
- For families and friends of inmates Pigeonly Corrections provides an easy-to-use website (Pigeonly.com) that allows them to create, send, and track delivery of printed photos, letters, greeting cards, and postcards from a cell phone, tablet or computer.

## **How is legal mail handled?**

Attorneys will continue to send legal mail directly to JTVCC for delivery to their incarcerated clients.

## **JTVCC continues to accept official documents directly through postal mail (government ID cards, medical cards, diplomas, checks, etc.). Are these documents delivered to inmates?**

Official documents will be held on file at the JTVCC business office and held on file for the inmates.

## **How long does it take for an inmate to receive non-legal mail?**

Within 24 hours of receipt Pigeonly Corrections will open and scan incoming mail, share the electronic scan with the DOC for further screening, print and prepare the mail for shipment to JTVCC. Printed mail is delivered to JTVCC via Priority Mail and will be received at the facility within 1-3 days of shipment.

## **How long is mail held at the central processing facility?**

Original copies of postal mail are held for 45 days. After this period, it is destroyed.

## **I sent mail to an inmate and it was returned as undeliverable. Why?**

It could have been returned because it violates DOC's mail policy. Please review DOC mail guidelines.