



Illinois Department of Corrections

Administrative Directive

Number: 05.03.150	Title: Offender Telephone System	Effective: 5/1/2021
-----------------------------	--	-------------------------------

Authorized by:	<i>[Original Authorized Copy on File]</i> Rob Jeffreys Acting Director
Supersedes:	05.03.150 effective 6/1/2020

Authority: 730 ILCS 5/3-2-2 20 IAC 525.150	Related ACA Standards: 5-ACI-1F-01, 02, 06, 07 and 08, 5-ACI-3D-02, 5-ACI-4A-25 and 26, 5-ACI-4B-25, and 5-ACI-7D-11, 12 and 13
Referenced Policies: 01.25.101	Referenced Forms: DOC 0193 – Offender Telephone Number List Request DOC 0434 – Incident Report

I. POLICY

The Department shall manage and control offender telephone calls at correctional facilities in accordance with Department Rule 525 and the provisions of this directive.

II. PROCEDURE

A. Purpose

The purpose of this directive is to establish instructions regarding management of the offender telephone system.

B. Applicability

This directive is applicable to all correctional facilities and the Divisions of Investigations and Intelligence and Information Services within the Department.

C. Facility Reviews

A facility review of this directive shall be conducted at least annually.

D. Designees

Individuals specified in this directive may delegate stated responsibilities to another person or persons unless otherwise directed.

E. Definition

Media – for the purpose of this directive, shall mean any recording or information associated with a recording.

Offender Telephone Vendor (OTV) – the vendor with which the Department contracts to provide offenders with telephone services.

F. Offender Telephone List

1. Upon entry into a facility, offenders shall be provided with and required to complete the Offender Telephone Number List Request, DOC 0193.

	Illinois Department of Corrections Administrative Directive	Page 2 of 5
Number: 05.03.150	Title: Offender Telephone System	Effective: 5/1/2021

- a. Offenders shall have no more than 30 names and telephone numbers on their phone list and may only submit changes to their list once per month (every 30 calendar days) except in emergency situations.
 - b. Individual telephone number requests shall be denied if each column of the DOC 0193 is not legible, accurate and complete.

NOTE: Individual telephone number requests shall be denied if the offender only provides a PO Box as the address; however, a PO Box shall be permitted if included as part of a full, valid military address.
 - c. Offenders transferring between facilities shall not be required to complete a new DOC 0193.
2. Upon completion of the DOC 0193, the offender shall be instructed to sign and submit the DOC 0193 to his or her counselor, who shall:
- a. Review the DOC 0193 for completion and legibility;
 - b. Verify by review of the Case History and Management Program (CHAMP) that it has been at least one month since the last DOC 0193 was submitted; and

NOTE: Receipt of the DOC 0193 shall be noted in CHAMP by the counselor or other designated Clinical Services staff.
 - c. Forward the form to Intelligence and Internal Affairs staff.
3. Intelligence and Internal Affairs staff shall review the DOC 0193 and forward to the Chief Administrative Officer (CAO), who shall:
- a. Approve or deny each requested entry based on safety and security concerns; and
 - b. Following review, forward the DOC 0193 to the Video Visit Coordinator, who shall scan and electronically submit the form to the Offender Telephone Vendor (OTV) for entry in the offender telephone system.

NOTE: All electronically stored telephone lists shall be retained in the offender telephone system for no less than ten years and shall be readily accessible by approved Department staff.
4. The OTV must:
- a. Issue each offender a unique personal identification number (PIN) to access the Offender Telephone System.
 - b. Allow a called party to block future calls to his or her telephone number by an offender.
 - (1) A called party may select the option to block the telephone number when initially answering the offender's call, which will permanently block future offender telephone calls to his or her telephone number.
 - (2) Any permanently blocked telephone number will remain blocked until the called party requests that the block be removed by the OTV.
 - c. Enter the approved changes requested on the DOC 0193 within one week of receipt of the form, except in emergencies.

	Illinois Department of Corrections Administrative Directive	Page 3 of 5
Number: 05.03.150	Title: Offender Telephone System	Effective: 5/1/2021

- d. Provide electronic confirmation to the Video Visit Coordinator of receipt of entry of approved changes in the offender telephone system. All electronic confirmations received from the OTV shall be:
 - (1) Retained for no less than two years; and
 - (2) Readily accessible by approved Department staff.

NOTE: Electronic copies of the DOC 0193 may be destroyed by the OTV after confirmation has been provided to the Department.
- e. Notify the CAO for appropriate handling of any:
 - (1) Discrepancies such as variations between the address submitted by the offender and the telephone company's address for a specific telephone number.
 - (2) Individuals whose name and telephone number are listed on the DOC 0193 that refuse contact with the offender.
5. Upon receipt of confirmation that the approved changes have been entered by the OTV, the Video Visit Coordinator shall:
 - a. Initial the DOC 0193; and
 - b. Forward the completed form to the Record Office to be placed in the offender's master file.
6. The CAO shall notify the offender of any individuals who have refused telephone contact with the offender.
7. The offender may request a copy of the DOC 0193 through his or her counselor every 90 days unless otherwise approved by the CAO. Such requests shall be processed by Clinical Services and logged into CHAMP.

G. Call Monitoring

Web-based call monitoring services shall be available at all facilities upon approval of the respective Deputy Director.

1. Facilities shall use call monitoring services, if available.
 - a. All calls placed on the Offender Telephone System shall be recorded except for calls between the offender and his or her attorney that the CAO has approved to be placed on unrecorded lines. The approval shall be documented.
 - b. The Director shall establish a maximum time limit on the length of offender calls.
 - (1) The maximum time limit per call shall be no more than:
 - (a) Fifteen minutes for offenders in administrative detention and eligible offenders in Restrictive Housing.
 - (b) Twenty minutes for offenders in general population.
 - (2) Calls to attorneys shall be limited to 30 minutes absent extraordinary circumstances that have been approved in advance by the CAO.

	Illinois Department of Corrections Administrative Directive	Page 4 of 5
Number: 05.03.150	Title: Offender Telephone System	Effective: 5/1/2021

- (3) Calls requiring use of teletypewriter (TTY) or video relay (VRS) equipment shall be 90 minutes.
 - (4) Facility ADA Coordinators shall test and account monthly for each TTY/VRS device assigned to the respective Facility to ensure accessibility requirements related to audits or settlements are satisfied.
- c. The CAO shall:
- (1) Inform offenders of the maximum time limits established via bulletins, manuals or notices; and
 - (2) Enforce said limits.
- d. Staff designated by the CAO shall attend training in the use of the monitoring services.
2. Facilities shall use monitoring stations if web-based monitoring services are available.
- a. Monitoring stations shall be installed:
- (1) In sites approved by the respective Deputy Director and the Chief of Investigations and Intelligence; and
 - (2) In a secure area to ensure the integrity of the system and confidentiality.
- b. All conversations monitored on the listening station shall be considered confidential and shall only be discussed with personnel authorized by the CAO.
- c. Offender conversations that are monitored and contain information that may affect safety or security of a person or the facility, or that may involve illegal activity or violations of Departmental Rules by offenders, the parties with whom they are communicating or other persons, shall be reported to the CAO.
- d. Any information gathered that may be relevant to Investigations and Intelligence shall be documented on an Incident Report, DOC 0434.

H. Media Management

- 1. For media that is maintained locally at the facility, the CAO shall ensure:
 - a. A log book is established and maintained to record an inventory of media collected and stored on site. The log book shall identify each media collected by transmission date.
 - b. A staff member is designated to maintain the inventory of media collected and stored on site.
- 2. For media that is maintained by the OTV, the OTV must ensure:
 - a. All media with recorded offender communications is stored digitally or in a secure area.
 - b. The media is retained indefinitely.
 - c. Inventory and access tracking abilities are made available to approved staff.

I. Offender Call Information Management

	Illinois Department of Corrections Administrative Directive	Page 5 of 5
Number: 05.03.150	Title: Offender Telephone System	Effective: 5/1/2021

1. Information concerning calls placed through the Offender Telephone System including, but not limited to, the origin, destination and duration of calls may be obtained by the OTV. Departmental access to call data information shall be limited to staff authorized by the CAO or the respective Deputy Director, subject to the approval of the Chief of Investigations and Intelligence.
2. Only Investigations and Intelligence staff and persons authorized in writing by the CAO and the Chief of Investigations and Intelligence shall have on-line access to the offender call data.
3. The Central Intelligence Unit shall establish appropriate levels of security and issue sign-ons and passwords to allow on-line access to the offender call data upon receipt of written approval of the CAO and the Chief of Investigations and Intelligence.

J. Requests by Other Agencies

Other criminal justice agencies may request media or call data information.

1. Requests must be in writing and accompanied by a subpoena. The subpoena must contain the offender's name, justification for the request and, if available, the offender's identification number. The request must also include the applicable telephone numbers involved and specific dates and times. The letter of request and subpoena shall be submitted to the Chief of Investigations and Intelligence.
2. The Chief of Investigations and Intelligence shall:
 - a. Submit the request for legal review; and
 - b. Inform the requesting agencies in writing of the Department's approval or denial.

NOTE: Only portions of the media containing the information requested shall be released.

3. Each facility shall maintain a record of all media released. At a minimum, the record shall include the type of media released, the specific information released (for example, date or time of information), the date and to whom it was released and the date it was returned, if applicable.
 4. The preparing facility shall notify the Regional Law Enforcement Liaison of the release of media so it may be documented in accordance with Administrative Directive 01.25.101.
-