New Offender Mail Policy

Effective Date: 6 / 22 / 2020

As per effective date above, this correctional facility has a new Mail Management provider called TextBehind. Going forward, the mailroom staff will review, approve and print your mail at this facility during business hours. Please advise your family and friends to submit their electronic letters to TextBehind.com website or mobile app by 11:00 AM Monday through Friday for you to receive approved mail on the same day.

MAILING OPTIONS

1) Sending Electronic Mail through TextBehind:

Your family and friends can now create and send electronic letters, greeting cards, photos and drawings from your children at an affordable cost online by visiting www.TextBehind.com using a computer or FREE TextBehind mobile app for smartphones. You will receive all family and friends electronic mail in high quality print form as shown on the backside of this notice.

2) Sending Hand-Written Mail to TextBehind:

If your family and friends choose to write letters by hand, they must send their letters to the following TextBehind mailing address to be photocopied before being forwarded to this correctional facility. The letters must be addressed correctly as shown below:

   Offender First / Last Name   and Offender ID Number
   Correctional Facility Name   (do not abbreviate facility name)
   P.O. Box 247
   Phoenix, MD 21131

UNACCEPTABLE MAIL:

1) Sender’s first and last name must be on the envelope. Letters with incomplete information will be discarded.

2) TextBehind does not accept legal mail, money orders, personal checks, gift cards or cash in the mail. These unacceptable items will be returned to sender. Please advise your family and friends to visit correctional facility’s website for more information.

Thank you,

TextBehind.com | Connecting Relationships Today for a Better Tomorrow.