



Federal Detention Center  
Honolulu, Hawaii 96820

Number: HON 4500.11TRLA  
Date: October 14, 2015  
Subject: Trust Fund Limited  
Inmate Computer  
System (TRULINCS)

## **Institution Supplement**

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1. **PURPOSE:** To establish local procedures and guidelines at the Federal Detention Center (FDC), Honolulu, Hawaii, for inmate access to the Trust Fund Limited Computer System.

2. **DIRECTIVES AFFECTED:**

a. **Directives Rescinded:**

HON 5265.13B     Trust Fund Limited Inmate Computer System (TRULINCS) (5/14/14)

b. **Directives Referenced:**

PS 1237.13     Information Security Programs (3/31/06)

PS 1315.07     Legal Activities, Inmate (11/5/99)

PS 1330.18     Administrative Remedy Program (1/6/14)

PS 4500.11     Trust Fund/Deposit Fund Manual (4/9/15)

PS 5264.08     Inmate Telephone Regulations (1/24/08)

PS 5265.14     Correspondence (4/5/11)

PS 5267.08     Visiting Regulations (5/11/06)

PS 5270.09     Inmate Discipline (7/8/11)

PS 5270.10     Special Housing Units (7/29/11)

3. **RESPONSIBILITIES FOR FUNCTIONS:** The following staff offices are responsible for the following functions:

a. Central Office Trust Fund Staff - Oversee TRULINCS

b. Institution Trust Fund Supervisor - Administer and maintain the TRULINCS Program; provide TRULINCS overview to inmates during Admission and Orientation (A&O); supervise inmate workers assigned as TRULINCS tutors; and respond to inmate inquiries regarding the TRULINCS Program.

c. Supervisor of Education - Provides training to inmates and education staff on the usage of the Electronic Law Library (ELL).

- d. Computer Services Staff - Identify, in conjunction with Unit Management Staff, inmates who are prohibited from using TRULINCS Program: paid services, public messaging application (Computer No Use).
  - e. Special Investigation Staff (SIS) - Identify, create, monitor, approve/reject messages and contacts for targeted inmates, and establish random monitoring procedures.
  - f. Unit Management Staff - Identify, in conjunction with Computer Services Staff, inmates who are prohibited from using TRULINCS (Computer No Use), and monitoring messages as determined locally by the Warden or SIS.
4. **PROCEDURES:** Inmates will have access to TRULINCS work stations on each housing unit excluding the Special Housing Unit (SHU). Inmates may participate during authorized time frames, as established by the institution. Inmate must agree to the Electronic Inmate Agreement to Participate in Public Messaging by clicking the "Agree Button". This is to ensure the inmate has demonstrated his or her understanding of the program rules and procedures.

TRULINCS Program is designed for inmates to exchange electronic messages with individuals in the community in the following manner:

- a. An inmate may request to exchange electronic messages with a person in the community by placing the individual on their electronic message contact list. Once the inmate's request to exchange electronic messages with a person in the community is approved, the system will generate a message to the person.
- b. Upon receipt of the system generated message, the person in the community will be notified that the identified inmate seeks to add them to his/her approved electronic message contact list. The person in the community may approve the inmate for electronic message exchanges, refuse the request for electronic message exchange, or refuse current and all future Federal inmates request for electronic message exchanges.
- c. If the person in the community consents, they will be added to the inmate's electronic message contact list. The person in the community will be informed that Bureau of Prisons (BOP) staff monitor the content of all electronic messages, and agree to comply with all program rules and procedures.

- d. Every subsequent electronic message to a person in the community on the inmate's electronic message contact list requires no further action. The person in the community will remain on the inmate's electronic message contact list; until they remove themselves from all Federal inmates electronic message contact lists for all future exchanges. The person in the community will also be notified that if he/she sends an attachment with an electronic message to an inmate, the attachment will be stripped from the message and will not be delivered to the inmate.
- e. Inmate to Inmate Communication:
- An inmate may be permitted to correspond via electronic messaging with an inmate confined in any BOP facility if the other inmate is either a member of the immediate family, or is a party or witness in a legal action in which both inmates are involved. The following additional limitations apply:
  - The appropriate Unit Manager at each institution must approve in writing the correspondence if both inmates are members of the same immediate family or are a party or witness in a legal action in which both inmates are involved.
  - The Warden will be informed of any unusual circumstances pertaining to a request to correspond electronically for members of the same immediately family or for inmates who are a party or witness in the same legal action. When denying an inmate's request to correspond electronically, the Unit Manager documents the reason(s) for the denial. The approval of such electronic correspondence privileges for both inmates ordinarily remains in effect if either inmate is transferred.
  - Such electronic correspondence may be approved in other exceptional circumstances, with particular regard to the security level of the institution, the nature of the relationship between the two inmates, and whether the inmate has other regular correspondence.
  - Inmate tutors or helpers will be assigned by the Trust Fund Supervisor, Unit Team, and the Supervisor of Education. Those tutors will be assigned to each TRULINCS terminal location, only to act as tutors for

the general inmate population. The inmate tutors will assist TRULINCS users with issues such as account set-up, system usage, and account maintenance. Inmate tutors are **NOT** allowed to sit at, type, or otherwise directly or indirectly use any of the TRULINCS equipment while an inmate is logged onto their account. Inmates will be responsible for entering their own account information.

5. **INMATE PARTICIPATION:**

a. Voluntary Participation:

TRULINCS Public Messaging Application is a voluntary electronic message application, in which an inmate may participate for a monetary fee. By participating in the program, the inmate consents to the Bureau withdrawing program fees directly from his/her deposit fund account. An inmate may withdraw from the program at anytime without penalty or cost, except those costs that have already incurred as a result of their participation.

Inmates choosing not to participate in the program may still maintain contact with persons in the community through written general correspondence, telephone, and visiting, as permitted by policy.

- b. Many of the TRULINCS services are available at no charge to the inmate population. These services include; Account Transactions, BP-199's (Request for Withdrawal of Inmate's Personal Funds), Electronic Bulletin Board, Contact List Maintenance, Electronic Law Library, Inmate Request to Staff (Staff Messages), and Surveys. Services that have no fee are regulated by session use time.

c. User Fee:

Inmates will be required to purchase units of session time using TRULINCS in unit increments of 40, 100, 200, 300, and 600. Inmates will be limited to a maximum of 600 units per month. Inmates will be charged five cents per unit in fees for using TRULINCS service. An electronic message is billed as one TRU-Unit per minute of session time, and printing is billed as three TRU-Units per page. There will be no charge to check for new messages received. The TRULINCS program will not be available to inmates without funds to purchase the minimum increment of units.

d. Printing Fees:

Inmates may elect to print their messages using the designated stations. Inmates will be charged three units (15 cents) per printed page. A multiple page message will be printed front and back (duplexed) and will count as two pages per sheet of paper.

Example: A two-page message will be printed on the front and back of one sheet of paper and cost six units (30 cents.)

e. Funds Returned to TRUFACS:

Funds shall be returned to an inmate's TRUFACS account only in the following circumstances:

- Inmate is released.
- An inmate on messaging restriction for more than sixty (60) days may request, in writing, that their balance be returned to their commissary account. In these circumstances, trust fund staff will be provided written documentation to support the transfer. This is a one-time transaction for the entire balance.
- As a result of system malfunctions which have been documented using the approved trouble ticket management system, when granted by the Trust Fund Supervisor.
- Refunds due to a printer malfunctions shall be granted in the form of a reprint.
- Or, the inmate can do it yourself option, available within the system.

f. Hours of Operations:

The use of TRULINCS shall not interfere with institution schedules, programs, work assignment, or counts.

- Upon announcement of a count, all inmates shall terminate their TRULINCS session immediately.
- During institution emergencies, the use of TRULINCS may be restricted or terminated.

- Inmates will be responsible for their TRULINCS account and are expected to conduct themselves in a responsible manner.
- Each inmate is responsible for the content of the electronic messages they send.

g. Consent of Monitoring:

Inmates must consent to have all incoming and outgoing electronic messages monitored, read, and retained by Bureau staff.

h. Warden's Authority:

The Warden may limit the number of contacts an inmate may have on his/her electronic message contact list. The Warden may discontinue an inmate's participation in the program, and/or reject incoming/outgoing electronic messages; whenever it is determined that it jeopardizes the safety, security, or orderly operation of the correctional facility, or for the protection of the public. Also, participation in the program may be limited or discontinued at any time due to system maintenance, modification, or other reasons unrelated to inmate conduct.

i. Computer Use Category:

If an inmate is identified as CUC "Computer No Use", a partial or total messaging restriction is authorized. A messaging restriction in this situation is discretionary to ensure the institution's safety, security, and orderly operations are not compromised, and for the protection of the public.

j. Pending Investigation or Disciplinary Action for Possible Messaging (TRULINCS) Abuse:

If an inmate is pending either investigation or disciplinary action for possible abuse, a partial or total TRULINCS restriction is authorized. A messaging restriction in this situation is discretionary, to ensure the institution's safety, security, or orderly operation, or for the protection of the public. Ordinarily, the SIS office recommends this type of restriction.

k. Inmate Discipline/Criminal Prosecution:

Inmates who abuse, circumvent, tamper with the TRULINCS

program (i.e., equipment, application, or furniture) or violate the program procedures may receive disciplinary action and/or criminal prosecution.

Staff authorized to restrict, limit, or deny inmate use of the TRULINCS must provide written notification to the Trust Fund Supervisor. This includes expunged sanctions imposed by granted authorities.

l. Contact List:

An inmate may exchange electronic messages with persons in the community who are on the inmate's approved electronic message contact list. Through use of the computers provided by the Bureau, the inmate may request message addresses be added to his/her electronic message contact list.

m. Attorney or Other Legal Representative:

Inmates may place their attorney or other legal representatives on their electronic message contact list, with the understanding that electronic message exchanges with such individuals will not be treated as privileged communications, and will be subject to monitoring.

n. Electronic addresses which jeopardize the safety, security, or orderly operation of the institution, or the protection of the public, are prohibited and will be removed.

Examples of such addresses include, but are not limited to, victims, witnesses, or other persons connected with the inmate's criminal history.

o. Consent:

Members of the community may consent to the exchange if electronic messages with inmates. As a result, they must agree to comply with all established program rules and procedures.

p. Appeal:

- If the sender of the rejected electronic message is a person in the community:

He or she will be notified that the rejection may be appealed within 15 days of the date of the electronic message rejection notice by submitting a written appeal request to the Warden of the institution where the inmate is located with a copy of the rejection notice.

- If the sender of the rejected electronic message is an inmate:

He or she will be notified of the rejection and may appeal the decision through the Administrative Remedy Program.

6. **SYSTEM/MESSAGE CONTROLS:**

- a. The maximum number of consecutive minutes an inmate may use for public messaging (session time) is 60 minutes.
- b. Inmates may have 100 active contacts on their contact list, 30 active phone numbers and 30 active email addresses.
- c. Messages may not contain attachments.
- d. Messages may not exceed 13,000 characters.
- e. Inmate-to-inmate communication may be allowed after the appropriate approval has been granted.
- f. After three consecutive failed attempts to access the system, the inmate's account will be locked and the System Administrator must unlock the account. Inmates must request, in writing to the Trust Fund Supervisor, that their account be unlocked.

7. **INMATE IN THE SPECIAL HOUSING UNIT:** Inmates in Administrative Detention or Disciplinary Segregation status will not be authorized access to the electronic messaging system. Inmates will be allowed to access the TRULINCS terminals for the electronic law library, and for legal proceedings.

8. **PROHIBITED ACTS:** A violation of any of the rules regarding the use of TRULINCS will be cause for disciplinary action and the possible revocation or restriction of the electronic message program. Electronic messages about illegal activities either inside or outside the institution may lead to criminal prosecution and/or processing under the P.S. 5270.09 Inmate Discipline Program and P.S. 5270.10 Special Housing Units.

9. **LAW ENFORCEMENT REQUEST FOR ELECTRONIC MESSAGES:** The Bureau TRULINCS Systems of Record, and the Privacy Act of 1974, allow disclosure of TRULINCS transactional data and message content for law enforcement purposes, as defined therein.

Subpoenas for those are not required, as compared to recorded telephone conversations. Upon receipt of a properly submitted written request from a law enforcement agency, Bureau of Prisons'


staff are authorized to release both transactional data (e.g., date, time, electronic message address, electronic message recipient and sender, and length of the message) and copies of the electronic messages.

Any inquiries can be referred to the FOIA Office, or the Regional Counsel.

10. **TRULINCS MEDIA (MUSIC) SERVICE:** The TRULINCS Media service provides the inmate population the opportunity to purchase an MP3 player from the institution Commissary. Purchased MP3 players must be connected to a TRULINCS workstation for activation. Inmates owning an activated MP3 player may browse the Music Library in the TRULINCS media service and purchase music using TRU-Units. Inmates will be limited to four 15 minute media sessions for a maximum of 60 minutes per day. Inmates will be required to revalidate their MP3 players every 14 days or the player will become de-activated. Charging stations for the MP3 players are located in each of the Housing Units. Instructions for the use of both the MP3 players and TRULINCS media service are located on the TRULINCS electronic bulletin board. Upon release from custody inmates will have opportunity to de-institutionalize the MP3 player and access their music.

11. **MANAGING DEPARTMENT:** Trust Fund

Approved by:

  
J. Ray Ormond, Warden